

## Solve Customer Disputes

Age Requirements

18 and over

Available 24/7

No

Family

No

Intake Process

Must call or write for information.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Better Business Bureau of Central Virginia, Inc.

<https://www.bbb.org/us/va/richmond>

<https://www.bbb.org/all/business-resources>

<https://www.facebook.com/BBBCentralVA>

Main

(804) 648-0016

100 Eastshore Drive

23059 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The Better Business Bureau offers The Dispute Resolution Center to help consumers and businesses resolve marketplace disputes. Impartial, trained mediators help the parties communicate with each other and resolve misunderstandings and reach an agreement agreeable to all parties.

Offers general mediation skills, team building for conflict prevention, conflict management for managers, mediation skills for management, group mediation and facilitation, mediation ethics, mentoring, agreement writing, new horizons in family mediation and other related topics. General mediation is offered at a very low cost. Call for more information.

Service Area(s)

Chesterfield County

,

Henrico County

,

Richmond City

Email

[info@richmond.bbb.org](mailto:info@richmond.bbb.org)