

Comments on Consumer Complaint Database from Josh Spencer

I'd like to see a public database of complaints on vendors that includes the vendor name, a generalized overview of the complaint type (delay, communication, etc), the status of the complaints (ABP should investigate these complaints as all complaints may not be substantiated after review of the facts) and the outcome (was the complaint corrected and was the complaint found to be justified?).

Another suggestion would be a consumer dashboard. It could break down which process is being completed and who is responsible for it's completion. This would be a great move for consumer transparency.

I'm glad ABP is looking to make a public process to keep the vendors accountable. I saw the recent release of which vendors have violated terms - these are great protections for consumers.