

CE.PFL.2.5

Summarize strategies individuals use for resolving consumer conflict (e.g., contacting Attorney General, filing claims, Better Business Bureau, Secretary of State, etc.).

Students will understand:

1. Consumers often attempt to resolve conflict through legal procedures or compromise.
2. Businesses and entrepreneurs often seek to address consumer dissatisfaction with solutions that meet the individual or collective needs of all involved

Students will know:

1. The significance of a Better Business rating and how businesses acquire one.
2. The steps involved in filing a claim with the Better Business Bureau.

Strategies for resolving consumer conflict. (i.e, mediation, litigation, arbitration)