



Better Business Bureau®

Los Angeles, Orange, Riverside, and San Bernardino Counties of Southern California

For Consumers

For Businesses

For Charities & Donors

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BBB BUSINESS REVIEW

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Overview **Complaints** Directions

What is a BBB Business Review?

THIS BUSINESS IS NOT BBB ACCREDITED

Consumer Protection Legal Services, Inc.

(800) 991-7634

2911 South Bristol, Suite B, Santa Ana, CA 92704
<http://www.Acplis.com>

F On a scale of A+ to F
Reason for Rating
BBB Ratings System Overview

Description

This company's business is providing attorneys services.

BBB Accreditation

This business is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that lowered this business's rating include:

- > Length of time business has been operating
- > 15 complaint(s) filed against business
- > Failure to respond to 3 complaint(s) filed against business
- > 8 serious complaint(s) filed against business
- > Overall complaint history with BBB

Customer Complaints Summary

15 complaints closed with BBB in last 3 years | 6 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	2
Billing / Collection Issues	0
Problems with Product / Service	13
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	15

Additional Complaint Information

Complainants allege unfulfilled contracts, misrepresentation of services, and inability to obtain refunds. Customers complain they pay the company advance fees for loan modifications or forensic auditing services which fail to resolve their foreclosure problems. The company responds to complaints by advising clients that they provided the services they were contracted for, and cannot pre-determine the results of their efforts.

[Complaint Details](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

Government Actions

BBB has no information regarding government actions at this time.

What government actions does BBB report on?

Advertising Review

BBB has no information regarding advertising review at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: 12/23/2008
Business started: 11/10/2008

Licensing

Agency: California State BAR
License Number: 050960
Status: ActiveTo practice law in the State of California, attorneys are required to be admitted and active with the State Bar of California. For the most up-to-date information on licensing status, contact the State Bar of California at (415) 538-2009, or visit their website at: www.calbar.ca.gov.

Contact Information

Gary Lane - Attorney at Law

Number of Employees

3

Business Category

Attorneys

Alternate Business Names

Consumer Protection Legal Services, Inc.
Law Offices of Consumer Protection Legal Services
Consumer Protection Assistance Coalition
The Law Offices Of Gary Lane

Directions