

**Canada BBB
2010 Statistics
Sorted by Complaint**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaint	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Total	3,434,461		28,679		20,594	71.8%	7,430	25.9%	655	2.3%
Cellular Phones Services & Equipment	14225	43	1523	1	1492	98.0%	31	2.0%	0	0.0%
Health & Medical Products - Scientifically	8386	81	1143	2	682	59.7%	461	40.3%	0	0.0%
Auto Dealers - New Cars	77078	6	897	3	766	85.4%	128	14.3%	3	0.3%
Furniture - Retail	32205	18	819	4	645	78.8%	163	19.9%	11	1.3%
Television - Cable, CATV & Satellite	4083	148	627	5	564	90.0%	63	10.0%	0	0.0%
Health Clubs	16016	35	591	6	419	70.9%	164	27.7%	8	1.4%
Movers	128751	2	569	7	373	65.6%	183	32.2%	13	2.3%
Telephone Communications	8008	84	511	8	465	91.0%	46	9.0%	0	0.0%
Auto Dealers - Used Cars	79291	4	491	9	299	60.9%	187	38.1%	5	1.0%
Internet Auction Service	10665	64	473	10	432	91.3%	41	8.7%	0	0.0%
Roofing Contractors	167244	1	436	11	238	54.6%	181	41.5%	17	3.9%
Natural Gas Companies	16257	34	430	12	399	92.8%	31	7.2%	0	0.0%
Lawn Maintenance	17186	32	413	13	328	79.4%	82	19.9%	3	0.7%
Electronic Equipment & Supplies - Dealers	9431	74	402	14	383	95.3%	18	4.5%	1	0.2%
Contractors - General	78009	5	383	15	165	43.1%	203	53.0%	15	3.9%
Department Stores	2177	261	357	16	347	97.2%	10	2.8%	0	0.0%
Auto Repair & Service	45081	11	301	17	213	70.8%	84	27.9%	4	1.3%
Internet Services	15838	36	287	18	220	76.7%	60	20.9%	7	2.4%
Plumbers	70777	7	274	19	192	70.1%	79	28.8%	3	1.1%
Telephone Companies	3632	170	274	19	269	98.2%	5	1.8%	0	0.0%
Paving Contractors	36230	13	246	21	143	58.1%	94	38.2%	9	3.7%
Heating & Air Conditioning	62921	8	225	22	155	68.9%	66	29.3%	4	1.8%
Windows	58610	9	224	23	188	83.9%	33	14.7%	3	1.3%
Home Improvements	80039	3	219	24	123	56.2%	85	38.8%	11	5.0%
Collection Agencies	15353	37	202	25	157	77.7%	37	18.3%	8	4.0%
Home Builders	55844	10	193	26	151	78.2%	41	21.2%	1	0.5%
Appliances - Major - Dealers	12710	50	192	27	159	82.8%	29	15.1%	4	2.1%
Computers - Dealers	14940	39	188	28	130	69.1%	56	29.8%	2	1.1%
Yellow Page Advertising	1091	433	188	28	177	94.1%	11	5.9%	0	0.0%
Auto Renting & Leasing	7130	93	180	30	121	67.2%	56	31.1%	3	1.7%
Travel Agencies & Bureaus	22198	27	177	31	132	74.6%	34	19.2%	11	6.2%
Furniture - Wholesale	4122	147	171	32	168	98.2%	2	1.2%	1	0.6%
Parking Facilities	2474	241	163	33	132	81.0%	29	17.8%	2	1.2%
Water Heaters - Dealers	12172	57	158	34	106	67.1%	52	32.9%	0	0.0%
Landscape Contractors	45068	12	151	35	66	43.7%	78	51.7%	7	4.6%
Computers Software & Services	12312	54	151	35	125	82.8%	17	11.3%	9	6.0%
Not Elsewhere Classified	24781	24	150	37	78	52.0%	22	14.7%	50	33.3%
Construction & Remodeling Services	28622	21	149	38	57	38.3%	83	55.7%	9	6.0%
Windows - Installation & Service	34961	14	130	39	91	70.0%	37	28.5%	2	1.5%
Dry Cleaners	3219	190	127	40	68	53.5%	58	45.7%	1	0.8%
Security Control Equipment & System Monitors	27713	22	125	41	120	96.0%	5	4.0%	0	0.0%
Beauty Salons	12266	56	125	41	81	64.8%	37	29.6%	7	5.6%
Florists - Retail	2810	212	123	43	36	29.3%	87	70.7%	0	0.0%
Internet Shopping	8965	77	120	44	80	66.7%	35	29.2%	5	4.2%
Restaurants	7721	89	115	45	63	54.8%	46	40.0%	6	5.2%
Hotels	2953	205	105	46	79	75.2%	25	23.8%	1	1.0%
Auto Parts & Supplies - New	5804	111	101	47	57	56.4%	44	43.6%	0	0.0%
Carpet & Rug Dealers - New	14271	41	99	48	80	80.8%	14	14.1%	5	5.1%
Painting Contractors	32786	16	95	49	65	68.4%	26	27.4%	4	4.2%
Property Management	21730	28	95	49	75	78.9%	20	21.1%	0	0.0%
Electronic Equipment & Supplies - Wholesale &	954	464	93	51	86	92.5%	6	6.5%	1	1.1%
Auto Services	11926	59	92	52	75	81.5%	17	18.5%	0	0.0%
Heating Contractors	32426	17	90	53	63	70.0%	27	30.0%	0	0.0%
Discount Stores	3170	192	90	53	62	68.9%	28	31.1%	0	0.0%
Concrete Contractors	29252	20	87	55	44	50.6%	41	47.1%	2	2.3%
Training Programs	3639	169	85	56	31	36.5%	50	58.8%	4	4.7%

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Jewelers - Retail	19312	30	84	57	66	78.6%	18	21.4%	0	0.0%
Computers - Service & Repair	5427	122	79	58	63	79.7%	14	17.7%	2	2.5%
General Merchandise - Retail	4340	141	78	59	54	69.2%	24	30.8%	0	0.0%
Archery Equipment & Supplies	1370	364	77	60	14	18.2%	63	81.8%	0	0.0%
Recreational Vehicles - Dealers	7922	86	76	61	58	76.3%	18	23.7%	0	0.0%
Consumer Finance & Loan Companies	6012	107	76	61	64	84.2%	11	14.5%	1	1.3%
Limousine Service	9852	72	75	63	29	38.7%	39	52.0%	7	9.3%
Delivery Service	5457	119	75	63	53	70.7%	21	28.0%	1	1.3%
Banks	10736	63	74	65	67	90.5%	7	9.5%	0	0.0%
Clothing - Retail	1839	288	74	65	41	55.4%	33	44.6%	0	0.0%
Weight Control Services	4510	137	73	67	48	65.8%	24	32.9%	1	1.4%
Auto Manufacturers & Distributors	1054	440	73	67	61	83.6%	12	16.4%	0	0.0%
Video Tapes & Discs Sales & Rentals	456	702	73	67	66	90.4%	4	5.5%	3	4.1%
Insurance Companies	19474	29	72	70	63	87.5%	8	11.1%	1	1.4%
Tire Dealers	10021	70	72	70	53	73.6%	19	26.4%	0	0.0%
Dating Service	3934	159	71	72	45	63.4%	25	35.2%	1	1.4%
Buying Clubs & Group Purchasing Service	3136	195	70	73	39	55.7%	31	44.3%	0	0.0%
Kitchen & Bath - Design & Remodeling	18942	31	68	74	45	66.2%	21	30.9%	2	2.9%
Financial Services	12701	52	68	74	58	85.3%	8	11.8%	2	2.9%
Airlines	1449	340	68	74	45	66.2%	23	33.8%	0	0.0%
Carpet & Rug Cleaners	23424	26	66	77	41	62.1%	25	37.9%	0	0.0%
Publishers - Directory & Guide	1531	326	66	77	59	89.4%	7	10.6%	0	0.0%
Floor Laying, Refinishing & Resurfacing	16722	33	65	79	34	52.3%	29	44.6%	2	3.1%
Swimming Pool Contractors, Dealers, Design	14241	42	65	79	42	64.6%	20	30.8%	3	4.6%
Jewelry Buyers	567	616	65	79	2	3.1%	63	96.9%	0	0.0%
Auto Body Repair & Painting	29759	19	64	82	47	73.4%	17	26.6%	0	0.0%
Internet - Web Hosting	4049	154	64	82	46	71.9%	18	28.1%	0	0.0%
Exercise & Physical Fitness Programs	3243	187	63	84	46	73.0%	13	20.6%	4	6.3%
Appliances - Major - Parts & Supplies	5983	108	62	85	43	69.4%	16	25.8%	3	4.8%
Telephone Service - Long Distance	5117	128	62	85	54	87.1%	6	9.7%	2	3.2%
Day Spas	3027	202	58	87	20	34.5%	31	53.4%	7	12.1%
Pet Supplies & Foods - Retail	2260	252	57	88	37	64.9%	20	35.1%	0	0.0%
Credit Cards & Plans	2231	256	57	88	49	86.0%	8	14.0%	0	0.0%
Utility Contractors	1830	289	56	90	55	98.2%	1	1.8%	0	0.0%
Towing - Automotive	2753	217	55	91	31	56.4%	20	36.4%	4	7.3%
Photographers - Portrait	1229	399	55	91	16	29.1%	35	63.6%	4	7.3%
Electricians	33919	15	54	93	40	74.1%	12	22.2%	2	3.7%
Gutters & Downspouts	13828	45	54	93	37	68.5%	15	27.8%	2	3.7%
Bridal Shops	4292	143	53	95	39	73.6%	12	22.6%	2	3.8%
Health & Diet Products - Retail	7727	88	52	96	21	40.4%	28	53.8%	3	5.8%
Telemarketing Services	4080	149	52	96	47	90.4%	4	7.7%	1	1.9%
Mail Order & Catalog Shopping	3460	175	51	98	37	72.5%	10	19.6%	4	7.8%
Motels	1093	432	51	98	29	56.9%	22	43.1%	0	0.0%
Electric Companies	813	510	51	98	49	96.1%	2	3.9%	0	0.0%
Work-At-Home Companies	12838	49	49	101	12	24.5%	29	59.2%	8	16.3%
Kitchen Cabinets & Equipment - Household	10458	67	49	101	34	69.4%	15	30.6%	0	0.0%
Fence Contractors	12151	58	47	103	27	57.4%	17	36.2%	3	6.4%
Correspondence Schools	10560	65	47	103	0	0.0%	47	100.0%	0	0.0%
Loans	6527	101	45	105	29	64.4%	14	31.1%	2	4.4%
Sporting Goods - Retail	3133	196	45	105	30	66.7%	12	26.7%	3	6.7%
Building Materials	7964	85	44	107	36	81.8%	5	11.4%	3	6.8%
Web Design	6562	100	44	107	19	43.2%	22	50.0%	3	6.8%
Tanning Salons	1759	294	44	107	23	52.3%	16	36.4%	5	11.4%
Duct Cleaning	10265	69	43	110	31	72.1%	11	25.6%	1	2.3%
Advertising - Directory & Guide	1222	402	43	110	25	58.1%	16	37.2%	2	4.7%
Cable TV, Internet & Telephone Installation	251	924	43	110	41	95.3%	2	4.7%	0	0.0%
Spas & Hot Tubs - Dealers	5717	112	42	113	31	73.8%	9	21.4%	2	4.8%
Appliances - Small - Service & Repair	1267	389	42	113	36	85.7%	6	14.3%	0	0.0%
Burglar Alarm Systems - Dealers, Monitoring &	13292	47	41	115	39	95.1%	2	4.9%	0	0.0%

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Floor Materials - Retail	7042	94	41	115	27	65.9%	13	31.7%	1	2.4%
Shoes - Retail	1978	278	40	117	25	62.5%	15	37.5%	0	0.0%
Manufacturers Agents & Representatives	905	479	40	117	39	97.5%	1	2.5%	0	0.0%
Pest Control Services	14543	40	39	119	20	51.3%	13	33.3%	6	15.4%
Fire & Water Damage Restoration	12339	53	39	119	31	79.5%	8	20.5%	0	0.0%
Countertops	7833	87	39	119	21	53.8%	18	46.2%	0	0.0%
Mattresses	2045	272	39	119	28	71.8%	11	28.2%	0	0.0%
Transmissions - Automobile	7278	91	38	123	29	76.3%	9	23.7%	0	0.0%
Insurance Services	6648	99	38	123	34	89.5%	4	10.5%	0	0.0%
Internet Marketing Services	4313	142	38	123	15	39.5%	23	60.5%	0	0.0%
Beauty Supplies & Equipment	1722	299	38	123	8	21.1%	29	76.3%	1	2.6%
Office Supplies	969	462	38	123	26	68.4%	12	31.6%	0	0.0%
Patio, Porch & Deck Enclosures	8170	82	37	128	24	64.9%	13	35.1%	0	0.0%
Furniture Manufacturers	3137	194	37	128	27	73.0%	10	27.0%	0	0.0%
Beds - Retail	2246	253	37	128	20	54.1%	11	29.7%	6	16.2%
Newspapers	1441	343	37	128	34	91.9%	3	8.1%	0	0.0%
Payday Loans	1434	347	37	128	23	62.2%	14	37.8%	0	0.0%
Book, Compact Disc, & DVD Clubs	1337	373	37	128	17	45.9%	15	40.5%	5	13.5%
Pharmacies	24242	25	36	134	31	86.1%	5	13.9%	0	0.0%
Siding Contractors	11884	60	36	134	29	80.6%	6	16.7%	1	2.8%
Heating Equipment & Systems Cleaning & Repair	10290	68	36	134	25	69.4%	11	30.6%	0	0.0%
Auto & Truck Brokers	5587	115	36	134	19	52.8%	17	47.2%	0	0.0%
Storage Units - Household & Commercial	3957	158	36	134	22	61.1%	13	36.1%	1	2.8%
Publishers - Book	3441	176	36	134	34	94.4%	2	5.6%	0	0.0%
Printers	2859	209	36	134	14	38.9%	21	58.3%	1	2.8%
Air Purifying & Cleaning Systems & Equipment	2799	213	36	134	21	58.3%	12	33.3%	3	8.3%
Furniture Designers & Custom Builders	2038	273	36	134	24	66.7%	12	33.3%	0	0.0%
Fireplaces	6981	96	35	143	26	74.3%	9	25.7%	0	0.0%
Car Wash & Polish	1237	394	35	143	20	57.1%	15	42.9%	0	0.0%
Photographers - Wedding	1136	422	35	143	15	42.9%	19	54.3%	1	2.9%
Online Drug & Prescription Services	4074	150	34	146	5	14.7%	11	32.4%	18	52.9%
Tax Return Preparation	3969	156	34	146	26	76.5%	8	23.5%	0	0.0%
Auto Transporters & Drive-Away Companies	2561	236	34	146	9	26.5%	25	73.5%	0	0.0%
Toys - Retail	1746	296	34	146	26	76.5%	7	20.6%	1	2.9%
Bank Equipment & Supplies	1391	359	34	146	34	100.0%	0	0.0%	0	0.0%
Home Inspection Service	13359	46	33	151	29	87.9%	4	12.1%	0	0.0%
Hardware - Retail	1822	290	33	151	29	87.9%	4	12.1%	0	0.0%
Energy Management & Conservation Consultant	1712	300	33	151	27	81.8%	5	15.2%	1	3.0%
House Cleaning	12274	55	32	154	24	75.0%	7	21.9%	1	3.1%
Doors	8568	80	32	154	20	62.5%	12	37.5%	0	0.0%
Immigration & Naturalization Consultants	6886	97	32	154	12	37.5%	20	62.5%	0	0.0%
Upholsterers	2513	237	32	154	14	43.8%	18	56.3%	0	0.0%
Advertising - Direct Mail	1872	282	32	154	22	68.8%	10	31.3%	0	0.0%
Ticket Sales - Events	1587	323	32	154	16	50.0%	11	34.4%	5	15.6%
Electronic Equipment & Suppliers - Service &	1512	329	32	154	17	53.1%	15	46.9%	0	0.0%
Martial Arts	1342	371	32	154	11	34.4%	20	62.5%	1	3.1%
Building Contractors	9841	73	31	162	24	77.4%	6	19.4%	1	3.2%
Real Estate Developers	6465	102	31	162	22	71.0%	9	29.0%	0	0.0%
Bathtubs & Sinks - Repair & Refinish	5588	114	31	162	16	51.6%	14	45.2%	1	3.2%
Auctioneers	5278	125	31	162	28	90.3%	3	9.7%	0	0.0%
Plumbing Drains & Sewer Cleaning	3549	172	31	162	27	87.1%	3	9.7%	1	3.2%
Windows - Repairing	2468	242	31	162	19	61.3%	12	38.7%	0	0.0%
Advance Fee Brokers	2126	265	31	162	0	0.0%	10	32.3%	21	67.7%
Sound Systems & Equipment	520	653	31	162	26	83.9%	5	16.1%	0	0.0%
Cabinet Manufacturer	6079	106	30	170	21	70.0%	8	26.7%	1	3.3%
Health & Medical - General	4495	138	30	170	21	70.0%	8	26.7%	1	3.3%
Vacuum Cleaners - Household - Dealers	3411	177	30	170	16	53.3%	12	40.0%	2	6.7%
Advertising Agencies & Counselors	2105	267	30	170	17	56.7%	13	43.3%	0	0.0%
Optical Goods - Retail	1292	383	30	170	15	50.0%	12	40.0%	3	10.0%

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Resorts	818	509	30	170	16	53.3%	14	46.7%	0	0.0%
Granite	8597	79	29	176	21	72.4%	8	27.6%	0	0.0%
Heating Equipment	5831	110	29	176	27	93.1%	2	6.9%	0	0.0%
Magazines - Distributors	871	490	29	176	29	100.0%	0	0.0%	0	0.0%
Travel Clubs	5172	127	28	179	25	89.3%	3	10.7%	0	0.0%
Manufacturers & Producers	3205	191	28	179	20	71.4%	6	21.4%	2	7.1%
Moving Services - Labor & Materials	2787	215	28	179	17	60.7%	10	35.7%	1	3.6%
Wedding Supplies & Services	2141	264	28	179	19	67.9%	8	28.6%	1	3.6%
Health & Fitness Program Consultants	1512	329	28	179	14	50.0%	14	50.0%	0	0.0%
Service Stations - Gasoline & Oil	1198	409	28	179	14	50.0%	14	50.0%	0	0.0%
Radio Communication Equipment & Systems	302	843	28	179	27	96.4%	1	3.6%	0	0.0%
Motorcycles - Dealers	4890	132	27	186	17	63.0%	10	37.0%	0	0.0%
Telecommunications Equipment - Disability	2285	250	27	186	25	92.6%	2	7.4%	0	0.0%
Janitors Equipment & Supplies	1235	395	27	186	25	92.6%	2	7.4%	0	0.0%
Telephone & Television Cable Contractors	866	491	27	186	27	100.0%	0	0.0%	0	0.0%
Pizza	521	650	27	186	16	59.3%	10	37.0%	1	3.7%
Dentists	4211	145	26	191	24	92.3%	2	7.7%	0	0.0%
Computers - Supplies & Parts	4070	151	26	191	20	76.9%	5	19.2%	1	3.8%
Womens Apparel - Retail	2193	260	26	191	13	50.0%	10	38.5%	3	11.5%
Pet Shops	2019	276	26	191	18	69.2%	7	26.9%	1	3.8%
Satellite Communication - Common Carrier	306	834	26	191	25	96.2%	1	3.8%	0	0.0%
Cleaning Services	2968	204	25	196	13	52.0%	11	44.0%	1	4.0%
Photographers - Commercial	1594	319	25	196	15	60.0%	8	32.0%	2	8.0%
Electric Equipment - Service & Repair	1121	425	25	196	13	52.0%	12	48.0%	0	0.0%
Foundation Contractors	12704	51	24	199	18	75.0%	6	25.0%	0	0.0%
Business Services - General	1607	316	24	199	21	87.5%	3	12.5%	0	0.0%
Marketing Programs & Services	3238	188	23	201	12	52.2%	10	43.5%	1	4.3%
Lubricating Service - Automotive	1592	321	23	201	20	87.0%	3	13.0%	0	0.0%
Exercise Equipment	1433	348	23	201	17	73.9%	6	26.1%	0	0.0%
Modeling & Talent Agencies	11308	61	22	204	14	63.6%	5	22.7%	3	13.6%
Real Estate	11110	62	22	204	17	77.3%	4	18.2%	1	4.5%
Schools - Business & Vocational	9333	75	22	204	22	100.0%	0	0.0%	0	0.0%
Driving Instruction	5177	126	22	204	14	63.6%	7	31.8%	1	4.5%
Water Soft & Conditioning Equipment Service &	3063	199	22	204	17	77.3%	5	22.7%	0	0.0%
Lumber - Retail	1183	416	22	204	18	81.8%	4	18.2%	0	0.0%
Floors - Hardwood	1085	434	22	204	9	40.9%	13	59.1%	0	0.0%
Campgrounds & RV Parks	621	593	22	204	15	68.2%	7	31.8%	0	0.0%
Florists - Wholesale	293	855	22	204	1	4.5%	21	95.5%	0	0.0%
Television & Radio Parts - Retail	133	1202	22	204	7	31.8%	5	22.7%	10	45.5%
Auto Warranty Processing Service	5850	109	21	214	19	90.5%	2	9.5%	0	0.0%
Appliances - Small - Supplies & Parts	3252	185	21	214	21	100.0%	0	0.0%	0	0.0%
Food Manufacturers, Wholesalers, Distributors	2641	227	21	214	14	66.7%	7	33.3%	0	0.0%
Oils - Fuel	2062	271	21	214	19	90.5%	2	9.5%	0	0.0%
Real Estate - Rentals by Individuals	1792	292	21	214	9	42.9%	11	52.4%	1	4.8%
Food Plans	1732	297	21	214	13	61.9%	7	33.3%	1	4.8%
Optometrists	737	540	21	214	12	57.1%	8	38.1%	1	4.8%
Extended Warranty Contract Service Companies	194	1032	21	214	19	90.5%	2	9.5%	0	0.0%
Property Maintenance	5463	118	20	222	18	90.0%	2	10.0%	0	0.0%
Tours - Operators & Promoters	5303	124	20	222	14	70.0%	6	30.0%	0	0.0%
Hardwood Floor Contractors	2885	207	20	222	9	45.0%	9	45.0%	2	10.0%
Draperies & Curtains - Retail & Custom	2158	263	20	222	11	55.0%	7	35.0%	2	10.0%
Check Cashing Service	1514	328	20	222	19	95.0%	1	5.0%	0	0.0%
Bedding	1429	349	20	222	19	95.0%	1	5.0%	0	0.0%
Water Filtration & Purification Equipment	8019	83	19	228	12	63.2%	7	36.8%	0	0.0%
Spas & Hot Tubs - Service & Repair	5500	117	19	228	14	73.7%	3	15.8%	2	10.5%
Pardon Services	3521	173	19	228	15	78.9%	4	21.1%	0	0.0%
Child Care Centers	3399	180	19	228	16	84.2%	3	15.8%	0	0.0%
Paralegals	3280	184	19	228	11	57.9%	7	36.8%	1	5.3%
Mechanical Contractors	3140	193	19	228	10	52.6%	9	47.4%	0	0.0%

