Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Total	7,511,515	Inquiries	34,589	Complaint	24,833	71.8%	8,809	25.5%	947	2.7%
Abrasives	39	2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Access Control Systems	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Accident Reconstruction Service	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Accountants	9,510	146	3	837	1	33.3%	2	66.7%	0	0.0%
Accountants - Certified Public	7,856	185	1	1,213	1	100.0%	0	0.0%	0	0.0%
Accounting & Bookkeeping Machines	680	1,017	0	1,737	0	0.0%	0	0.0%	0	0.0%
Accounting Services	2,469	473	2	980	1	50.0%	1	50.0%	0	0.0%
Acid Proof Equipment & Materials	29	2,693	5	640	1	20.0%	4	80.0%	0	0.0%
Acoustical Consultants	28	2,712	0	1,737	0	0.0%	0	0.0%	0	0.0%
Acoustical Materials	52	2,428	2	980	2	100.0%	0	0.0%	0	0.0%
Acting & Voice Over Training	53	2,419	0	1,737	0	0.0%	0	0.0%	0	0.0%
Actuaries	55	2,407	0	1,737	0	0.0%	0	0.0%	0	0.0%
Acupressure	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Acupuncturists	1,773	605	1	1,213	1	100.0%	0	0.0%	0	0.0%
Adhesives & Glues	93	2,149	25	219	20	80.0%	5	20.0%	0	0.0%
Adhesives & Gluing Equipment	3	3,345	8	499	7	87.5%	1	12.5%	0	0.0%
Adjusters	1,257	726	0	1,737	0	0.0%	0	0.0%	0	0.0%
Administrative Services	247	1,574	13	372	6	46.2%	7	53.8%	0	0.0%
Adoption Services	202	1,691	0	1,737	0	0.0%	0	0.0%	0	0.0%
Adult & Continuing Education	999	836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Adult Entertainment	424	1,288	0	1,737	0	0.0%	0	0.0%	0	0.0%
Adult Novelties	1,439	684	1	1,213	1	100.0%	0	0.0%	0	0.0%
Advance Fee Brokers	2,184	517	2	980	0	0.0%	2	100.0%	0	0.0%
Advertising - Aerial	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Checking Service	56		0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Direct Mail	2,078	536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Directory & Guide	2,593	457	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Indoor	170	1,791	7	540	3	42.9%	4	57.1%	0	0.0%
Advertising - Internet	9,048	150	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Mobile	15	2,954	2	980	1	50.0%	1	50.0%	0	0.0%
Advertising - Motion Picture	3	3,345	0	1,737	0	0.0%	-	0.0%	0	0.0%
Advertising - Newspaper	950	859	19	283	11	57.9%	7	36.8%	1	5.3%
Advertising - Outdoor	474	1,211	1	1,213	1	100.0%		0.0%	-	0.0%
Advertising - Periodical	525	1,152	0	1,737	0	0.0%	0	0.0%	0	0.0%
Advertising - Radio	43	2,513	2	980	2	100.0%	0	0.0%	0	0.0%
Advertising - Shoppers Guides	513	1,169	1	1,213	1	100.0%	0	0.0%	0	0.0%
Advertising - Telephone	991	842	40	139	33	82.5%	-	15.0%	1	2.5%
Advertising - Television	103	2,095	.0	1,737	0	0.0%	0	0.0%		0.0%
Advertising Agencies & Counselors	5,408	2,033	14	349	10	71.4%	3	21.4%	1	7.1%
Advertising Specialties	5,417	246	0	1,737	0	0.0%	0	0.0%		0.0%
Aerial Applicators	5,117	3,258	0	1,737	0	0.0%	0	0.0%	9	0.0%
Aerospace Industries	65		1	1,213	1	100.0%	0	0.0%	0	0.0%
Aerospace Research & Development	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Agricultural Consultants	212	1,666	2	980	2	100.0%	0	0.0%	0	0.0%
Agricultural Services	2,058	542	11	410	0	0.0%	11	100.0%	0	0.0%
Agricultural Waste Management	2,038	3,397	11	1,213	1	100.0%	11	0.0%	0	0.0%
Aids Research & Clinics	1	3,481	2	980	1	50.0%	0	0.0%	1	50.0%
Air Ambulance Service	50		2	1,737	1		0		1	0.0%
Air Balancing	39	-,	0	1,737	0	0.0%	0	0.0%	0	
Air Brushes	39	2,559	0	1,737	0	0.0%	0	0.0%	U	0.0%
Air Cargo & Package Express Service	161		0	1,737	0	0.0%	0	0.0%	0	0.0%
Air Cargo & Package Express Service Air Compressors	48	1,818	0	1,737	0	0.0%	0	0.0%	U	0.0%
Air conditioning & Heating Contractors - Commercial	5,379	2,471 249	- 1	1,737	0	0.0%	1	0.0% 100.0%	U	0.0%
			1	1,213	0	0.0%	1		U	0.0%
Air conditioning & Heating Contractors - Residential Air Conditioning Contractors & Systems	6,673 7,693	206	0	1,737	0	0.0%	0	0.0%	U	0.0%
	7,693	190	0	980	0	0.0%	0	0.0%	0	0.0%
Air Conditioning Equipment - Room Units	1,005	2,372	2	1,737	1	50.0%	1	50.0%	0	0.0%
Air Conditioning Repair	524	833			0	0.0%	0	0.0%	0	0.0%
Air Conditioning Supplies & Parts	524	1,154	0	1,737	U	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Air Conditioning Systems - Cleaning	110	Inquiries 2,050	Complaints	Complaint 717	cinpis Settieu	75.0%	cinpis Not Settled	25.0%	Chipis onable to ruisue	0.0%
Air Courier Service	768	959	4	583	3	50.0%	2	33.3%	1	16.7%
Air Curtains & Screens	700	3,208	1	1,213	3		2		1	
Air Duct Cleaning	6,577	3,208	1	1,737	1	100.0%	0	0.0%	0	0.0%
	0,377		3	837	0	0.0% 66.7%	1	0.0%	0	0.0%
Air Duct Systems Air Flight Attendants	106	3,481	3	1,737	2		1	33.3%	0	0.0%
Air Fight Attendants Air Pollution Control	1,241	=,0.0	0	583	0	0.0%	0	0.0%	0	0.0%
Air Pollution Control  Air Pollution Measuring Service		732	ь	1,213	4	66.7%	2	33.3%	0	0.0%
· · · · · · · · · · · · · · · · · · ·	79	_,	1		1	100.0%	0	0.0%	0	0.0%
Air Purifying & Cleaning Systems & Equipment	8,449		2	980	1	50.0%	1	50.0%	0	0.0%
Air Quality Service	657	1,038	18		ь	33.3%	11		1	5.6%
Aircraft & Aircraft Equipment - Testing	20		1	1,213 980	1	100.0%	0	0.0%	0	0.0%
Aircraft Charter, Rental & Lease	725		2		2	100.0%	0	0.0%	0	0.0%
Aircraft Cleaning	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Dealers	27		0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Engines	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Ferrying & Transporting Service	136	_,,,,,	16		12	75.0%	4	25.0%	0	0.0%
Aircraft Ground Support & Service Equipment	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Parts & Supplies	391	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Aircraft Rebuilding	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Schools	499	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aircraft Servicing & Maintenance	219		5	640		40.0%	3	60.0%	0	0.0%
Aircraft Storage	1	3,481	4	717	3	75.0%	1	25.0%	0	0.0%
Aircraft Upholsterers	24	2,777	0	1,737	0	0.0%	0	0.0%	0	0.0%
Airlines	1,900	580	0	1,737	0	0.0%	0	0.0%	0	0.0%
Airlines - Ticket Agencies	241	1,588	1	1,213	0	0.0%	1	100.0%	0	0.0%
Airlines - Training Schools	247	1,574	0	1,737	0	0.0%	0	0.0%	0	0.0%
Airport Equipment & Supplies	9	3,112	7	540	7	100.0%	0	0.0%	0	0.0%
Airport Parking Reservations	149		4	717		100.0%	0	0.0%	0	0.0%
Airport Transportation	295	1,475	79	89	63	79.7%	14	17.7%	2	2.5%
Airports	106	2,079	4	717	4	100.0%	0	0.0%	0	0.0%
Albums	4	3,292	1	1,213	0	0.0%	1	100.0%	0	0.0%
Alcoholism Info & Treatment Centers	176	1,770	29	193	25	86.2%	4	13.8%	0	0.0%
Alfalfa & Alfalfa Products	1	3,481	34	167	24	70.6%	10	29.4%	0	0.0%
Alloys	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
All-Terrain Vehicles	3,439	353	8	499	5	62.5%	3	37.5%	0	0.0%
Alterations - Clothing	1,983	559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Alternative Medicine	533	1,145	120	57	113	94.2%	6	5.0%	1	0.8%
Alternators & Generators - Auto Repair	356	1,391	1	1,213	1	100.0%	0	0.0%	0	0.0%
Alternators & Generators - Retail	1,092	796	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aluminum	325	1,433	6	583	6	100.0%	0	0.0%	0	0.0%
Aluminum Fabricators	261	1,547	1	1,213	1	100.0%	0	0.0%	0	0.0%
Aluminum Products	2,502	470	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ambulance Service	247	1,574	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ambulances & Hearses	187		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ammunition & Reload Equipment & Supplies	102		0	1,737	0	0.0%	0	0.0%	0	0.0%
Amplifiers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Amusement Devices	30		2	980	2	100.0%	0	0.0%	0	0.0%
Amusement Park Equipment	262	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Amusement Parks & Places	730	=,0	1	1,213	1	100.0%	0	0.0%	0	0.0%
Anchors - Marine	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Breeders	794		0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Brokers & Dealers - Zoo, Circus	203		80		50	62.5%	25	31.3%	5	6.3%
Animal Foods - Zoo, Circus	42		5	640		0.0%		100.0%	0	0.0%
Animal Health Products	371	1,362	139	50		38.1%	85	61.2%	1	0.7%
Animal Health Hodels  Animal Hospitals	2,105	531	0	1,737	0	0.0%	0.5	0.0%	1	0.7%
Animal Insemination - Artificial	1,034	817	0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Insertification - Arcticular  Animal Online Drug & Prescription Services	263		n	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Online Drug & Prescription Services  Animal Registration & Identification	203	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Animal Rescue Relocation	230		0	1,737	0	0.0%	0	0.0%	0	0.0%
Milital Nescae Nelocadori	230	1,01/	U	1,/3/	U	0.0%	0	0.0%	Ü	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Animal Shelters	751	Inquiries 974	1	Complaint 1,213	1	100.0%	. 0	0.0%	. 0	0.0%
Animals - Nuisance Control - Trapping	380	1,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Animation Mechanics - Display, Sign	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Annuities	157	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Anodizing	16		39	142	25	64.1%	14	35.9%	0	0.0%
Answering Services	388	_,,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Antennas	122	_,000	1	1,213	0	0.0%	1	100.0%	0	0.0%
Antiques - Dealers	2,754	434	3	837	0	0.0%	3	100.0%	0	0.0%
Antiques - Repair & Restore	685		0	1,737	0	0.0%	0	0.0%	0	0.0%
Antiques - Reproductions	24	2,777	37	150	22	59.5%	15	40.5%	0	0.0%
Apartment Finding & Rental Service	1,166	766	0	1,737	0	0.0%	0	0.0%	0	0.0%
Apartments	4,854	271	2	980	1	50.0%	1	50.0%	0	0.0%
Appliances - Installation	369	1,368	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Dealers	20,887	63	82	86	29	35.4%	31		22	
Appliances - Major - Parts & Supplies	13,956	102	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Rent & Lease	2,818	426	1	1,213	1	100.0%	0	0.0%	0	0.0%
Appliances - Major - Service & Repair	11,785	121	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Wholesale & Manufacturers	1,433	688	1	1,213	1	100.0%	0	0.0%	0	0.0%
Appliances - Small - Dealers	2,106	530	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appliances - Small - Service & Repair	5,212	255	2	980	2	100.0%	0	0.0%	0	0.0%
Appliances - Small - Supplies & Parts	11,188	125	5	640	4	80.0%	1	20.0%	0	0.0%
Appliances - Small - Wholesale & Manufacturers	707	1,002	4	717	2	50.0%	2	50.0%	0	0.0%
Appliances - Used	1,425	690	0	1,737	0	0.0%	0	0.0%	0	0.0%
Appraisal - Jewelry	104	2.089	1	1,213	1	100.0%	0	0.0%	0	0.0%
Appraisal - Management	3	3,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Appraisers	1,818	593	16	323	5	31.3%	11	68.8%	0	0.0%
Appraisers - Antiques	291		0	1,737	0	0.0%	0	0.0%	0	0.0%
Apprenticeship Programs	2	3,397	12	394	10	83.3%	2	16.7%	0	0.0%
Aquaculture	198		0	1,737	0	0.0%	0	0.0%	0	0.0%
Aquariums - Dealers	652		0	1,737	0	0.0%	0	0.0%	0	0.0%
Aquariums - Lease & Maintenance	14	=,0.0	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aquariums - Public	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Arbitration Services	240		0	1,737	0	0.0%	0	0.0%	0	0.0%
Arborist	54		9	465	8	88.9%	1	11.1%	0	0.0%
Archery Equipment & Supplies	484		1	1,213	0	0.0%	1	100.0%	0	0.0%
Archery Instruction	43		0	1,737	0	0.0%	0	0.0%	0	0.0%
Archery Ranges	89		6	583	3	50.0%	3	50.0%	0	0.0%
Architects	1,977	560	2	980	2	100.0%	0	0.0%	0	0.0%
Architects Supplies	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Architectural & Construction Specs	221	1,642	1	1,213	1	100.0%	0	0.0%	0	0.0%
Armatures - Service & Sales	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Armored Car Manufacturing	19		2	980	1	50.0%	1	50.0%	0	0.0%
Armored Car Service	90		1	1,213	1	100.0%	0	0.0%	0	0.0%
Army & Navy Goods	191	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Aromatherapy & Essential Oils	28		3	837	3	100.0%	0	0.0%	0	0.0%
Art - Painted Oil Portraits	1	3,481	283	25	255	90.1%	28		0	0.0%
Art Galleries, Dealers & Consultants	2,316	493	0	1,737	0	0.0%	0	0.0%	0	0.0%
Art Goods	392	1,322	0	1,737	0	0.0%	0	0.0%	0	0.0%
Art Instruction & Schools	398		7	540	5	71.4%	1	14.3%	1	14.3%
Art Metal Work	131	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Art Organizations & Information	119		1	1,213	1	100.0%	0	0.0%	0	0.0%
Art Restoration & Conservation	59	, ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Art Supplies	563		0	1,737	0	0.0%	0	0.0%	0	0.0%
Artificial Breasts	44	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers & Plants - Manufacturer Supplies	31		0	1,737	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers, Plants & Trees	187		0	1,737	0	0.0%	0	0.0%	0	0.0%
Artificial Limbs	14		6	583	4	66.7%	2	33.3%	0	0.0%
Artificial Turf	684		0	1,737	0	0.0%	0	0.0%	0	0.0%
Artist - Makeup	132	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
		1,552		-,,.	·	0.070		5.0%	·	0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Artists - Commercial	65	2,325	0	1,737	0	0.0%	0	0.0%	0	0.0%
Artists - Fine Art	472		0	1,737	0	0.0%	0	0.0%	0	0.0%
Artists Agents	26		139	50	77	55.4%	55	39.6%	7	5.0%
Asbestos & Asbestos Products	12		0	1,737	0	0.0%	0	0.0%	0	0.0%
Asbestos Consulting & Testing	61		0	1,737	0	0.0%	0	0.0%	0	0.0%
Asbestos Removal Service	2,917	,	2	980	1	50.0%	1	50.0%	0	0.0%
Asphalt	6,557	210	1	1,213	1	100.0%	0	0.0%	0	0.0%
Assembly & Fabricating Service	309		1	1,213	1	100.0%	0	0.0%	0	0.0%
Assisted Living & Adult Family Homes	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Assisted Living Centers & Adult Family Homes	859		0	1,737	0	0.0%	0	0.0%	0	0.0%
Association Management	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Associations	7,888		0	1,737	0	0.0%	0	0.0%	0	0.0%
Astrologers	174		115	59	85	73.9%	28		2	1.7%
Astronomical Instruments	14	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Athletic Organizations	249	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers	26,395	-/	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Bankruptcy	20,393		1	1,213	1	100.0%	0	0.0%	0	
Attorneys & Lawyers - Bankruptcy Attorneys & Lawyers - Bankruptcy & Taxes	542		1	1,213	1		0		0	0.0%
		-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	133	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Collections Law		=,0 .0	0		0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Criminal	258 854	, , , , ,	27	205	15	55.6%	11		1	3.7%
Attorneys & Lawyers - Divorce			44	134	30	68.2%	10		4	9.1%
Attorneys & Lawyers - Employment & Workers Compensation	57		3	837	3	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Employment Litigation	104		83	85	74	89.2%	8	9.6%	1	1.2%
Attorneys & Lawyers - Estate Planning	10	-,,,,,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Family	101	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Immigration & Naturalization	2,245		0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Insurance Law	37	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Litigation	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Mediation & Arbitration	78	,	10	436	8	80.0%	2	20.0%	0	0.0%
Attorneys & Lawyers - Patent	14	,-	5	640	4	80.0%	1	20.0%	0	0.0%
Attorneys & Lawyers - Personal Injury & Property Damage	135	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Real Estate	101	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Tax	51	,	4	717	4	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Trademark	120	-,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Traffic Law	244	-,	3	837	0	0.0%	3	100.0%	0	0.0%
Attorneys & Lawyers - Wills, Trust & Probate	67	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys Referral Service	155		0	1,737	0	0.0%	0	0.0%	0	0.0%
Attorneys Service Bureaus	787	947	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auctioneers	12,164	118	5	640	2	40.0%	3	60.0%	0	0.0%
Audiologists	637	1,045	1	1,213	1	100.0%	0	0.0%	0	0.0%
Audiometers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Audio-Visual Consultants	867	899	1	1,213	1	100.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Dealers	1,222	744	1	1,213	1	100.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Rent & Lease	147	1,885	1	1,213	0	0.0%	1	100.0%	0	0.0%
Audio-Visual Equipment - Service & Repair	870	897	55	116	54	98.2%	1	1.8%	0	0.0%
Audio-Visual Equipment - Supplies & Parts	390	1,325	0	1,737	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Wholesale & Manufacturers	32	2,649	0	1,737	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Production Services	418	1,297	12	394	7	58.3%	5	41.7%	0	0.0%
Auto - Emissions Testing	4	3,292	6	583	6	100.0%	0	0.0%	0	0.0%
Auto & Truck Brokers	8,339		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Accessories	1,976	563	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Air Conditioning	577		2	980	1	50.0%	1	50.0%	0	0.0%
Auto Air Conditioning Equipment	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Alarms & Security Systems	1,745		n	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Appraisers	388		1	1,213	1	100.0%	n	0.0%	n	0.0%
Auto Auctions	884	,	n	1,737	0	0.0%	0	0.0%	n	0.0%
Auto Body Repair & Painting	64,021	17	7	540	7	100.0%	0	0.0%	0	0.0%
Auto Body Shop Equipment & Sup	1,700			1,737	,	0.0%	0	0.0%	0	0.0%
Auto pour Snot Edulphient & Sub	1,700	621	U	1,/3/	U	0.0%	U	0.0%	L	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auto Bumpers, Guards & Grilles	67	2,316	2	980	2	100.0%	0	0.0%	0	0.0%
Auto Customizing	2,118	527	5	640	1	20.0%	4	80.0%	0	0.0%
Auto Dealers - Antique & Classic	496		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Buying Co-Op	77	2,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Custom Design & Replica	48		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Hybrid Vehicles	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - New Cars	114,674	8	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Online	168		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Used Cars	167,338	1,737	20	267	11	55.0%	9	45.0%	0	0.0%
Auto Detailing	15,270	89	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Diagnostic Service	418	1,297	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Driving School	2,736	437	19	283	13	68.4%	6	31.6%	0	0.0%
Auto Electric Equipment	278	1,505	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Electric Service	1,494	670	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Floor Coverings	1,151	3.481	2	980	2	100.0%	0	0.0%	0	0.0%
Auto Inspection Stations	1,204	754	2	980	0	0.0%	2	100.0%	0	0.0%
Auto Listing Service	1,022	826	1	1,213	1	100.0%	0	0.0%	0	<del> </del>
Auto Lube & Oil - Mobile	1,022	770	n	1,737	1	0.0%	0	0.0%	0	0.0%
Auto Rube & Oil - Mobile  Auto Machine Shops	357	1,386	1	1,737	1	100.0%	0	0.0%	0	
Auto Manufacturers & Distributors	3,197	1,386 371	1	1,213	1		0		0	0.0%
			0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Manufacturers Equipment & Supplies	511 25		0		0	0.0%	0	0.0%	0	0.0%
Auto Paint - Mobile		_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Paintless Dent Repair	1,664	631	1	1,213 640	1	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Custom Wheels/Rims	1,312	716	5		1	20.0%	4	80.0%	0	0.0%
Auto Parts & Supplies - New	17,972	73	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Rebuilt	90	2,166	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Used	332	1,420	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Used & Rebuilt	3,337	361	22	248	15	68.2%	5	22.7%	2	9.1%
Auto Parts & Supplies - Wholesale & Manufacturers	1,179	762	3	837	2	66.7%	1	33.3%	0	0.0%
Auto Perform, Race & Sport Equipment	1,403	695	1	1,213	0	0.0%	1	100.0%	0	0.0%
Auto Race Cars	371	1,362	28	197	3	10.7%	25	89.3%	0	0.0%
Auto Radios & Stereos - Sales & Repair	1,951	570	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Radios & Stereos - Wholesale & Manufacturers	247	1,574	1	1,213	0	0.0%	1	100.0%	0	0.0%
Auto Renting & Leasing	15,385	87	3	837	3	100.0%	0	0.0%	0	0.0%
Auto Repair - Maintenance	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repair - Mobile	427	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repair - Vintage	46	2,483	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Repair - Windshield, Glass Shops	11,110	128	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Repair & Service	126,496	7	11	410	5	45.5%	6	54.5%	0	0.0%
Auto Repair & Service - Airbags	31	2,663	5	640	3	60.0%	2	40.0%	0	0.0%
Auto Repair & Service - Diesel	381	1,342	2	980	1	50.0%	1	50.0%	0	0.0%
Auto Repair & Service - Equipment & Supplies	1,518	663	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Repairing - Foreign	1,057	809	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Restoration	1,836	589	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Salvage Yards	3,285	366	8	499	5	62.5%	3	37.5%	0	0.0%
Auto Seat Covers, Tops & Upholstery	1,754	607	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Service - Rust proofing Shops	3,348	360	6	583	2	33.3%	4	66.7%	0	0.0%
Auto Service - Sound Systems Sales & Service	803	936	1	1,213	0	0.0%	1	100.0%	0	0.0%
Auto Service - Specialty Parts	504	1,186	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Service - Steam Cleaning	191	1,726	5	640	5	100.0%	0	0.0%	0	0.0%
Auto Service - Window Tinting	2,204	513	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Service Contract Companies	21	2,839	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Services	32,089	35	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Services - Oil & Lube	231	1,612	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Smog Inspection	54	2,414	1	1,213	1	100.0%	0	0.0%	0	0.0%
Auto Sunroofs	68		13	372	13	100.0%	0	0.0%	0	0.0%
Auto Transporters & Drive-Away Companies	4,147	304	0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Upholstery Cleaning	165		0	1,737	0	0.0%	0	0.0%	0	0.0%
Auto Warranty Plans	137	1,918	0	1,737	0	0.0%	0	0.0%	0	0.0%
,		1,510		-,. 5,		0.070	· ·	0.070		0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auto Warranty Processing Service	5,925	231	3	837	3	100.0%	0	0.0%	0	0.0%
Auto Warranty Service	336	1,416	8	499	5	62.5%	3	37.5%	0	0.0%
Auto Wrecking	6,117	224	0	1,737	0	0.0%	0	0.0%	0	0.0%
Autograph Dealers	30	2,681	22	248	18	81.8%	4	18.2%	0	0.0%
Automated Teller Machines	560	1,113	2	980	1	50.0%	1	50.0%	0	0.0%
Automation Consultants	127	1,980	0	1,737	0	0.0%	0	0.0%	0	0.0%
Automation Systems & Equipment	534	1,144	401	15	329	82.0%	69	17.2%	3	0.7%
Automobile Dealers - Imported Cars	692	1,009	1	1,213	1	100.0%	0	0.0%	0	0.0%
Automobile Reconditioned Detailing	61	2,357	1	1,213	1	100.0%	0	0.0%	0	0.0%
Aviation Consultants	82	2,223	3	837	3	100.0%	0	0.0%	0	0.0%
Aviation Services	399	1,314	1	1,213	0	0.0%	1	100.0%	0	0.0%
Awards - Production & Engraving	16		3	837	2	66.7%	0	0.0%	1	33.3%
Awnings & Canopies	3,083	382	1	1,213	0	0.0%	1	100.0%	0	0.0%
Axles	15	2,954	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baby Accessories - Wholesale & Manufacturers	77	2,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baby Accessories & Services	1,989	558	148	48	112	75.7%	36	24.3%	0	0.0%
Baby Car Seats, Carriages & Strollers	36	2,600	8	499	5	62.5%	3	37.5%	0	0.0%
Baby Carriages & Strollers	150		0	1,737	0	0.0%	0	0.0%	0	0.0%
Baby Foods	37		4	717	4	100.0%	0	0.0%	0	0.0%
Baby Sitters	45	2,494	0	1,737	0	0.0%	0	0.0%	0	0.0%
Backflow Prevention Devices & Services	140		0	1,737	0	0.0%	0	0.0%	0	0.0%
Backflow Testing	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Badges	13	3,009	73	95	65	89.0%	7	9.6%	1	1.4%
Bagels	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bags - Paper	29	2,693	9	465	5	55.6%	4	44.4%	0	0.0%
Bags - Plastic	53	2,419	29	193	29	100.0%	0	0.0%	0	0.0%
Bail Bonds	1,344	710	1	1,213	0	0.0%	1	100.0%	0	0.0%
Bakers - Retail	4,564	282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bakers - Wholesale	719	992	1	1,213	1	100.0%	0	0.0%	0	0.0%
Bakers Equipment	64	2,334	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bakers Supplies	23	2,802	0	1,737	0	0.0%	0	0.0%	0	0.0%
Balloons - Manned	569	1,105	7	540	3	42.9%	4	57.1%	0	0.0%
Balloons - Novelty & Toy	306	1,457	8	499	6	75.0%	2	25.0%	0	0.0%
Ballroom Dance Instruction	23	2,802	4	717	3	75.0%	1	25.0%	0	0.0%
Ballrooms	34	2,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bamboo & Bamboo Products	40	2,546	310	21	228	73.5%	81	26.1%	1	0.3%
Bank Equipment & Supplies	4,593	281	5	640	4	80.0%	1	20.0%	0	0.0%
Banking Services	549	1,124	9	465	6	66.7%	3	33.3%	0	0.0%
Bankruptcy Assistance & Services	682	1,016	1	1,213	1	100.0%	0	0.0%	0	0.0%
Bankruptcy Counseling - Federally Certified	238	1,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Banks	18,998	70	3	837	3	100.0%	0	0.0%	0	0.0%
Banquet Facilities	2,980	400	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bar Coding Service	32	2,649	2	980	1	50.0%	1	50.0%	0	0.0%
Bar Manufacturer	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bar Supplies	13	-,	10	436	9	90.0%	1	10.0%	0	0.0%
Barbecue	505	1,185	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barbecue Equipment & Supplies	771	956	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barber Schools	612	1,066	4	717	4	100.0%	0	0.0%	0	0.0%
Barbers	2,526	469	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barbers Equipment & Supplies	4	3,292	6	583	4	66.7%	2	33.3%	0	0.0%
Barn Equipment	12		0	1,737	0	0.0%	0	0.0%	0	0.0%
Barrels & Drums	72	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bars & Taverns	770	957	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bartending Instruction	35		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bartending Service	1,003	834	0	1,737	0	0.0%	0	0.0%	0	0.0%
Barter & Trade Exchanges	287	1,490	2	980	0	0.0%	2	100.0%	0	0.0%
Baseball Batting Ranges	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Baseball Cards & Sports Memorabilia	198	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Baseball Clubs	17	2,913	1	1,213	1	100.0%	0	0.0%	0	0.0%

Descriptor Contractors	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Description   1,500   1,500   1,500   1,171   0   0,014   0   0,024   0   0,	Basement - Contractors	4,171		0		0	0.0%	0	0.0%	0	0.0%
Descript Remodelling   1,000   500   1,177   0 0.0%   0	Basement - Finishing	160		0	1,737	0	0.0%	0	0.0%	0	0.0%
Exament Waterproofing   250   1,486   1   1,211   0   0.05   1   100.05   0   0.05   0	Basement - Remodeling	1,900		0	1,737	0		0		0	0.0%
Description   127   2,725   0   1,727   0   0,06   0   0,06   0   0,06   0   0   0   0   0   0   0   0   0	Basement Waterproofing	290		1	1,213	0	0.0%	1	100.0%	0	0.0%
Each Livers   1.7   2.913   1.8   1.5	Basketball Clubs	27		0	1,737	0		0		0	0.0%
Sept   17   2,913	Baskets - Retail			131	55	86	65.6%	44	33.6%	1	0.8%
Eatherinan Accessories  1,3449 1,352 1,177 1,00,005 0,	Bath Liners					8		5		1	7.1%
Section Remodeling			,, ,	0		0		0		0	0.0%
Sathone Namedeling - Walk-in Toles				0		0		0		0	0.0%
Seath   Sequence   1,779   6.10   3   8.37   3   10.0.0%   0   0				2		2		0		0	0.0%
Sather Conjument 8 Spiples				3	837	3		0		0	0.0%
Sathbulk Refinating   994   839   0   1,727   0   0,0%   0   0,0	Baths - Equipment & Supplies			29		20		8		1	3.4%
Institution   Similar Regark & Referrith   Similar Regark & Similar				0		0		0		0	0.0%
Eatheries - Dry Cell - Wholesale & Manufacturers   \$28   924   38   146   35   \$2.1 \times   3   7.9 \times   0   0   0	·			1		1		0		0	0.0%
Stating - Storage Petal   648   1,042   2   980   2   100 ms   0   0.0%   0	·			38		35		3		0	0.0%
Instructors   Storage Wholesels & Hanufacturers   143   1,899   0   1,777   0   0.0%				2				0		0	0.0%
Settery Charging Equipment				n		0		n		n	0.0%
Eastery Supplies   2,666   473   0   1,737   0   0,0%				n		n		n		n	0.0%
Seater   Supplies				n		0		0		0	0.0%
Deexis   194   1,715   24   229   16   66.7%   7   29.2%   1   4,75   5.25   5.25   1   4,75   5.25   1   5.25   1   5.25   5.25   1   5.25				n		0		0		0	0.0%
Bearings	· ··			24		16		7		1	4.2%
Beauty Pageants				0		10		,		1	0.0%
Beauty Pageants				0		0		0		0	0.0%
Beauty Salons				124		126		7		1	
Beauty Schools				134		120		,		1	
Beauty Supplies & Equipment   7,435   193   0   1,737   0   0,0%				- 0		2		3		0	0.0%
Beauty Supplies & Equipment Repair   1,213   1,213   1,210,0%   0 0,0%	·			4		2		2		0	0.0%
Bed & Breakfast   2,188   516   7   540   6   85.7%   1   14.3%   0   0.1				1		- 1		0		0	0.0%
Bed Bug Removal   153   1,856   0   1,737   0   0.0%				7		- 1		1		0	0.0%
Bedding   2,533				,		0		1		0	
Beds - Electric & Adjustable   270   1,523   0   1,737   0   0,0%   0   0,0				0		0		0		0	0.0%
Beds - Retail   3,928   321   14   349   7   50.0%   6   42.9%   1   7.	-			0		0		0		0	0.0%
Beds - Wholesale & Manufacturers   358   1,383   3   837   0   0.0%   3   100.0%   0   0.0     Bedspreads - Retail   22   2,815   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0     Beekeepers Supplies   1   3,481   1   1,213   1   100.0%   0   0.0%   0   0.0%   0   0.0     Beer & Ale - Retail   1   1,213   1   100.0%   0   0.0%   0   0.0%   0   0.0     Beer & Ale - Wholesale   2   3,397   0   1,737   0   0.0%   0   0.0%   0   0.0     Beer & Ale - Wholesale   2   3,397   0   1,737   0   0.0%   0   0.0%   0   0.0     Beer Dispensing & Cleaning Equipment - Repair   16   2,932   17   312   13   76.5%   4   23.5%   0   0.0     Beer Home Brewing Equipment & Supplies   1,095   795   5   640   1   20.0%   0   0.0%   4   80.0     Beer, Ale, Wine & Spirits Service   8   3,135   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0     Belting & Supplies   1   3,481   0   1,737   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0     Belting & Supplies   1   3,481   0   1,737   0   0.0%				14		7		0		0	0.0%
Bedspreads - Retail   22 2,815 0 1,737 0 0,0% 0 0				14		,		0		1	7.1%
Beekeepers Supplies				3		0		3		0	0.0%
Beer & Ale - Retail	·	- 22		0		0		0		0	0.0%
Beer Ale - Wholesale   2 3,397   0 1,737   0 0.0%   0 0		- 1		1		1		0		0	0.0%
Beer Dispensing & Cleaning Equipment - Repair         16         2,932         17         312         13         76.5%         4         23.5%         0         0,1           Beer Home Brewing Equipment & Supplies         1,095         795         5         640         1         20.0%         0         0.0%         4         80.1           Beer, Ale, Wine & Spirits Service         13         3,009         25         219         18         72.0%         6         24.0%         1         4.1				0		0		0		0	0.0%
Beer Home Brewing Equipment & Supplies         1,095         795         5         640         1         20,0%         0         0.0%         4         80,0           Beer, Ale, Wine & Spirits Service         13         3,009         25         219         18         72,0%         6         24,0%         1         4,0           Behavioral Education Services         8         3,135         0         1,737         0         0.0%         0         0.0%         0         0,0           Belting & Supplies         1         3,481         0         1,737         0         0.0%         0         0.0%         0         0,0%				0		0		0		0	0.0%
Beer, Ale, Wine & Spirits Service     13     3,009     25     219     18     72.0%     6     24.0%     1     4.1       Behavioral Education Services     8     3,135     0     1,737     0     0.0%     0     0.0%     0     0.0%       Belting & Supplies     1     3,481     0     1,737     0     0.0%     0     0.0%     0     0.0%				17				4		0	0.0%
Behavioral Education Services         8         3,135         0         1,737         0         0.0%         0         0.0%         0         0,0%           Belting & Supplies         1         3,481         0         1,737         0         0.0%				5				0		4	80.0%
Belting & Supplies 1 3,481 0 1,737 0 0.0% 0 0.0% 0 0.0	· · · · · · · · · · · · · · · · · · ·	13		25		18		Ь		1	4.0%
		8		0		0		0		0	0.0%
a a a a a a a a a a a a a a a a a a a	1 11	1		0		0		0		0	0.0%
				4		2		2		0	0.0%
				1		0		1		0	0.0%
				0		0		0		0	0.0%
		93		0		0		0		0	0.0%
		8		0		0		0		0	0.0%
	· ·			1		1		0		0	0.0%
				0		0		0		0	0.0%
				0		0		0		0	0.0%
				4		3		1		0	0.0%
	· ·			19		8		11		0	0.0%
				0		0		0		0	0.0%
				0		0		0		0	0.0%
				10		5		5		0	0.0%
		266		0		0		0		0	0.0%
		9		3		3		0		0	0.0%
Bindings - Bias & Straight 1 3,481 0 1,737 0 0.0% 0 0.0% 0 0.1	Bindings - Bias & Straight	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Bingo & Gaming Halls	107	Inquiries 2,074	Complaints	Complaint 1,737	onipis Settled	0.0%	cinpis Not Settled	0.0%	Chipis onable to Farsue	0.0%
Binoculars	45		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bins	854		0	1,737	0	0.0%	0	0.0%	9	0.0%
Biofeedback Therapists	84		0	1,737	0	0.0%	0	0.0%	0	0.0%
Biological Products	30		0	1,737	0	0.0%	0	0.0%	0	0.0%
Biomedical Products - Research	103	,	0	1,737	0	0.0%	0	0.0%	0	
Bird & Wildlife Supply Shops	456	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bird Barriers, Repellents & Controls	39	-/	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bird Feeders & Houses	58		3	837	2	66.7%	1	33.3%	0	0.0%
Birth Centers	14	-/	3	837	1	33.3%	2	66.7%	0	0.0%
Birth Control Information Centers	30		2	980	2	100.0%		0.0%	0	0.0%
Bistro	30	3,292	1	1,213	0	0.0%	1	100.0%	0	0.0%
Blacksmiths	12		0	1,737	0	0.0%	1	0.0%	0	0.0%
Blankets	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
Blasting Contractors	98		1	1,213	1	100.0%	0	0.0%	0	
Blinds	4,200		3	837	3	100.0%	0	0.0%	0	0.0%
Blinds - Cleaning	98		0	1,737	0	0.0%	0	0.0%	0	
Blood Banks & Centers	10	-,	10		7	70.0%	2	30.0%	0	0.0%
Blowers & Blower Systems	173	0,000	141			70.0% 68.1%	44		1	0.0%
Blueprinting	40		141	1,213			44	0.0%	1	
Boarding - Horses	34		45			100.0% 53.3%	20		0	0.0% 2.2%
	292		43	1,737	24		20		1	
Boarding Houses Boat - Charter	1,235	736	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Builders	1,235		11		0	0.0%	6	0.0%	0	0.0%
Boat Cleaning	1,240		11	1,737	3	45.5%	0	54.5%	0	0.0%
Boat Covers, Tops & Upholstery	270	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Dealers	3,508	345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Equipment & Supplies	782		0	1,737	0		0	0.0%	0	0.0%
Boat Launching	18		0	1,737	0	0.0%	0		0	0.0%
Boat Lifts	24		1	1,213	0	0.0%	1	0.0%	0	0.0%
	674		1	1,737	0	0.0%	1	100.0%	0	0.0%
Boat Renting & Leasing Boat Repair	1,397	696	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Storage	41		0	1,737	0	0.0%	0	0.0%	0	0.0%
	133		0	1,737	0	0.0%	0	0.0%	0	0.0%
Boat Transporting Boating Instruction	313		0	465	0		2	0.0%	1	0.0%
Boating Instruction - Canoe & Kayak	12	=,	9	980		66.7% 100.0%	2	22.2% 0.0%	1	11.1%
Body Care Products	38	-,	2	1,737	2		0		0	0.0%
Boilers - New & Used	328	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boilers - New & Used Boilers - Rental	88	-, 0	0	1,737	0		0	0.0%	0	0.0%
Boilers - Repair & Cleaning	118	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Boilers - Supplies & Parts	33		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bolts & Nuts	98		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bonds - Surety & Fidelity	50	3,258	1	1,213	1		0		0	
Book, Compact Disc, & DVD Clubs	1,206	752	1	717	1	100.0% 25.0%	2	0.0% 75.0%	0	0.0%
Bookbinders	344	1,408	4	1,737	1		3		0	0.0%
Bookbinders Equipment & Supplies	344	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Bookcases	1	3,481	0	1,737	0	0.0%	0		0	0.0%
Bookkeeping Service	8,748		0	1,737	0	0.0%	0	0.0%	0	0.0%
Books - New	2,009	-00		499	6		2		0	0.0%
Books - Textbooks New & Used	2,009	549 2,471	0	1,737	0	75.0% 0.0%	2	25.0% 0.0%	0	0.0%
Books - Textbooks New & Used Books - Used & Rare	1,065	2,4/1 804	0	1,737	0		0		U	
Books - Used & Kare Books - Wholesale	1,065		0	1,737	0	0.0%	0	0.0%	U	0.0%
	485		0	1,737	0	0.0%	0	0.0%	0	0.0%
Booths - Toll, Parking			0		0	0.0%	0	0.0%	U	0.0%
Boots Bottle Caps & Seals	661		24	1,213 229	19	0.0%	1	100.0%	0	0.0%
	473	3,481	24	1,737	19	79.2%	5	20.8%	0	0.0%
Bottle Return Depot		,	0		0	0.0%	0	0.0%	0	0.0%
Bottlers Equipment & Supplies	25		8	499		87.5%	1	12.5%	0	0.0%
Bottles - Used	96	, -	33			60.6%	12		1	3.0%
Bounce Houses	13	3,009	5	640	3	60.0%	2	40.0%	0	0.0%

Routique - Battling Cancer Related Products   29   2,693   310   346   6   60.0%   4   40.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 1.1% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boutique Items - Wholesale & Manufacturers   11   3,055   0   1,737   0   0,0%   0   0	0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 1.1% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boutiques   462   1,234   1   1,213   1   100.0%   0   0.0%	0 0.0% 0 0.0% 0 0.0% 1 1.1% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Bowling   816   930   7   540   7   100.0%   0   0.0%	0 0.0% 0 0.0% 1 1.1% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Box Manufacturers Equipment & Supplies   138   1,913   21   260   21   100.0%   0   0.0%	0 0.0% 1 1.1% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boxes - Corrugated & Fiber   219   1,649   89   77   40   44.9%   48   53.9%	1 1.1% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boxes - Paper   11   3,055   0   1,737   0   0.0%   0   0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boxes - Plastic & Transparent   57   2,385   32   177   17   53.1%   15   46.9%	0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boxes - Specialty & Fancy   6   3,208   0   1,737   0   0.0%   0   0.0%	0 0.0% 0 0.0% 0 0.0%
Boxes - Wooden	0 0.0% 0 0.0%
Boxing Gym   26 2,740 5 640 2 40.0% 3 60.0%	0 0.0%
Boys Clothing & Furnishings - Wholesale & Manufacturers   2   3,397   1   1,213   0   0.0%   1   100.0%	
Braille Supplies         114         2,031         0         1,737         0         0.0%         0         0.0%           Brake Service         4,119         308         18         301         10         55.6%         5         27.8%	0.0%
Brake Service 4,119 308 18 301 10 55,6% 5 27.8%	0 0.0%
	3 16.7%
Brakes - Lining - Manufacturers & Distributors 4 3,292 0 1,737 0 0.0% 0 0.0%	0 0.0%
Brakes - Manufacturers & 15 2,200 8 499 5 62,5% 2 25,0%	1 12.5%
Brand Development 14 2,977 0 1,737 0 0.0% 0 0.0%	0 0.0%
Usanu Development. 4 2,977 0 1,757 0 0.00% 0 0.00% 0 0.00% 1 175 1,767 116 58 106 91,4% 10 8,6%	0 0.0%
Unias 177 1,767 110 30 100 91,479 10 8.596 10 8.596 10 173 10 0.0% 0 0.0% 0 0.0%	0 0.0%
Brass Products 2 3,397 0 1,737 0 0.0% 0 0.0%	0 0.0%
brass Prioducts 2 3,397 U 1,737 U 0.0% U 0.0% Errestfeeding Supplies & Information 21 2,839 0 1,737 0 0.0%	0 0.0%
	0 0.0%
	0 0.0%
7,7 1,7	0 0.0%
	0 0.0%
	0 0.0%
	0 0.0%
	0 0.0%
	0.0%
	0 0.0%
	0 0.0%
	0 0.0%
	0 0.0%
Bridge Builders 27 2,725 0 1,737 0 0.0% 0 0.0% Bronze 1 3,481 1 1,213 1 100.0% 0 0.0%	0 0.0%
7,	0 0.0%
Bronzing 4 3,292 0 1,737 0 0.0% 0 0.0%	0 0.0%
Broom Manufacturers Equipment & Supplies 28 2,712 0 1,737 0 0,0% 0 0,0%	0 0.0%
Brushes 43 2,513 0 1,737 0 0.0% 0 0.0%	0 0.0%
Buckles 45 2,494 0 1,737 0 0.0% 0 0.0%	0 0.0%
Building Cleaning - Exterior         583         1,088         0         1,737         0         0.0%         0         0.0%	0 0.0%
Building Construction Consultants 2,873 418 0 1,737 0 0,0% 0 0,0%	0 0.0%
Building Contractors 23,355 59 3 837 2 66.7% 1 33.3%	0 0.0%
Building Inspection 8,621 163 6 583 3 50.0% 2 33.3%	1 16.7%
Building Inspection - Commercial 113 2,033 2 980 1 50.0% 1 50.0%	0 0.0%
Building Materials 20,709 64 0 1,737 0 0,0% 0 0,0%	0 0.0%
Building Materials - Used 202 1,691 0 1,737 0 0.0% 0 0.0%	0 0.0%
Building Restoration & Preservation 4,229 296 6 583 3 50.0% 3 50.0%	0 0.0%
Buildings - Concrete 190 1,731 4 717 3 75.0% 1 25.0%	0 0.0%
Buildings - Metal 521 1,159 1 1,213 0 0.0% 0 0.0%	1 100.0%
Buildings - Pole & Post Frame 300 1,461 19 283 17 89.5% 2 10.5%	0 0.0%
Buildings - Portable 220 1,644 5 640 0 0.0% 5 100.0%	0 0.0%
Buildings - Pre - Cut, Prefab & Modular - Dealers 3,016 393 0 1,737 0 0.0% 0 0.0%	0 0.0%
Buildozers 12 3,032 1 1,213 1 100.0% 0 0.0%	0 0.0%
Bulletin & Directory Boards 76 2,267 0 1,737 0 0.0% 0 0.0%	0 0.0%
Bullion Coin Dealers 2,363 486 0 1,737 0 0,0% 0 0,0%	0 0.0%
Burglar Alarm Systems - Dealers, Monitoring & Service 29,377 40 15 327 6 40.0% 9 60.0%	0 0.0%
Burial Vaults 8 3,135 0 1,737 0 0,0% 0 0,0%	0 0.0%
Bus Lines 1,034 817 3 837 1 33.3% 2 66.7%	0 0.0%
Bus Lines Ticket Agencies 2 3,397 3 837 2 66.7% 1 33.3%	0.0%

2005 Control Secret   1,129   796   2   500   1   50.00   1   50.00   0   0   0   0   0   0   0   0   0	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
200 DE MONTO S MONTONINO   1   3,585   1   1,777   0   0.0%   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0.0%   0   0.0%	Buses - Charter & Rental	1,119		2		1	50.0%	1	50.0%	0	0.0%
Sees - Server Server   170   3,000   0   3,737   0   3,000   0   0   0   0   0   0   0   0   0	Buses - Distributors & Manufacturers	1		0	1,737	0	0.0%	0	0.0%	0	0.0%
Bannes Bright Organization	Buses - Repair & Service	13		0	1,737	0		0		0	0.0%
Secret Spread   1,50	Business & Trade Organizations	3,324		0	1,737	0		0	0.0%	0	0.0%
Exercise Confidence   7.00	Business Brokers	1,824		0	1,737	0		0		0	0.0%
December 10 Supplement   10				0	-	0		0		0	0.0%
Ballotes Professor   10				2		1		1		0	0.0%
Design Component Component   960   622   11   10   10   2.2   10   12.2   10   10   10   10   10   10   10   1			-,	2		2		0		0	0.0%
Destroy Proposition   200   1,077   1,1273   1   1000h   0   0.00   0   0   0   0   0   0   0				11		3		8		0	0.0%
December Processor   1.1   5.85   1.1   5.97   1.0				1		1		0		0	0.0%
Dances Princes Center    2,106   520   8   1,777   9   0.06   0	·	1		14	-	10		4		0	0.0%
Datestonice   1,558		2 166		17		10		1		0	0.0%
Battering				0	-	0		0		0	
Baltons Parlomente Supprimer & Supprimer Sup				2		2		0		0	
Matters   Manufacturer Supprise   18   2,889   6   580   6   1900%   6   0.0%   0   0.0				2		2		0		0	
Europin Catala Se Gracium Per Patentin Service   1,502   1,318   0   1,772   0   0,0%				0		0		0		0	
Cabin, Contagné A Chairet - Romains				6		0		0		0	0.0%
Eabnet Exportment A Supplies   190   2,056   29   342   27   66.2%   12   38.8%   0   0.0				0		0		0		0	0.0%
Calone Hawler				0		0		0		0	0.0%
Cabinet Marker				39		27		12		0	0.0%
Cabinet Manufacturer				0		0		0		0	0.0%
Calmont Operators				0		0		0		0	0.0%
Cabone Edenting				2		2		0		0	0.0%
Cabonets   13.1   1,452   14   349   11   78.66   3   21.48   0   0.00				2		1	50.0%	1	50.0%	0	0.0%
Cabine St.   Cab				1		0	0.0%	1	100.0%	0	0.0%
Cable Spicing   17   2,913   0   1,727   0   0,0%   0	Cabinet Refinishers		1,452	14		11	78.6%	3	21.4%	0	0.0%
Cable Networking         1         3,481         8         499         6         75,098         2         25,098         0         0.0           Cable Splicing         25         2,757         0         1,737         0         0,096         0         0,096         0         0.0           Cable TV, Torker         1,527         576         1         1,211         1         1,000%         0         0,096         0         0           Cake Decorating Equipment & Supplies         75         2,278         0         1,737         0         0,096         0         0,096         0	Cabinets	8,853		0		0	0.0%	0	0.0%	0	0.0%
Lable Splicing         25         2,757         0         1,727         0         0.0%         0         0.0%         0         0           Cable TV, Intermet & Telephone Installation Service         1,527         576         1         1,213         1         100.0%         0         0.0%         0	Cable & Wire Harness Assembly	17	2,913	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cable TV, Internet & Telephone Installation Service         1,927         576         1         1,213         1         100.0%         0         0.0%         0         0.0%           Cabs - Tractor, Truck         53         2,419         2         980         1         50.0%         1         50.0%         0         0.0%         0	Cable Networking	1	3,481	8	499	6	75.0%	2	25.0%	0	0.0%
Cabe - Tractor, Truck  Cabe - Tractor, Truck  Cabe - Decorating Equipment & Supples  75   2,419   2   980   1   55.0%   1   55.0%   0   0.0%	Cable Splicing	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Calculators, Adding Machines & Supplies   75   2,278   0   1,737   0   0.0%	Cable TV, Internet & Telephone Installation Service	1,927	576	1	1,213	1	100.0%	0	0.0%	0	0.0%
Secondaries   Adding Machines & Supplies   3   3,345   0   1,737   0   0.0%	Cabs - Tractor, Truck	53	2,419	2	980	1	50.0%	1	50.0%	0	0.0%
Cali Carters	Cake Decorating Equipment & Supplies	75	2,278	0	1,737	0	0.0%	0	0.0%	0	0.0%
Call Centers	Calculators, Adding Machines & Supplies	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Caligraphers   1,256   727   3   837   2   66.7%   1   33.3%   0   0.0	Calendars	106	2.079	0	1,737	0	0.0%	0	0.0%	0	0.0%
Campers - Dealers   118   2,016   1   1,213   1   100.0%   0   0	Call Centers	1,256		3	837	2		1	33.3%	0	0.0%
Campers - Dealers	Calligraphers	118		1	1,213	1		0		0	0.0%
Campers - Rent & Lease   12   3,032   0   1,737   0   0.0%   0		86		0		0		0		0	0.0%
Campers - Service & Repair   96   2,132   1   1,213   1   100.0%   0   0.0%	Campers - Rent & Lease	12		0	1,737	0		0	0.0%	0	0.0%
Campers - Supplies & Parts   1,918   11   410   11   100.0%   0   0.0%   0				1		1		0		0	0.0%
Campgrounds & RV Parks				11		11		0		0	0.0%
Camping Equipment   Camping Equipment - Renting   Rent				0		0		0		0	0.0%
Camping Equipment - Renting         8         3,135         0         1,737         0         0,0%         0         0,0%         0         0,0%           Camps         1,275         722         1         1,213         1         100.0%         0         0.0%         0         0.0           Cams - Griding & Cutting         19         2,875         5         640         2         40.0%         3         60.0%         0         0.0           Candles - Retall         559         1,114         4         717         2         50.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         1         25.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%	**			1		1		0		0	0.0%
Camps		8		0		0		0		0	0.0%
Cams - Grinding & Cutting   19   2,875   5   640   2   40,0%   3   60,0%   0   0.0		1 275		1		1		0		0	0.0%
Candles - Retail 559 1,114 4 717 2 50.0% 1 25.	11 61			5		2		3		0	
Candy & Confectionery - Retail 829 922 0 1,737 0 0,0% 0 0,				3		2		1		1	
Candy & Confectionery - Wholesale & Manufacturers         190         1,731         3         837         0         0.0%         3         100.0%         0         0.0           Candy & Confectionery Brokers         17         2,913         15         327         7         46.7%         6         40.0%         2         13.3           Candy & Confectionery Manufacturers Supplies         2         3,397         1         1,213         1         100.0%         0         0.0%         0         0.0           Canvas - Wholesale & Manufacturers         22         2,815         19         283         14         73.7%         5         26.3%         0         0.0           Canvas Goods         42         2,526         0         1,737         0         0.0%         0         0.0%         0         0.0           Caps - Wholesale & Manufacturers         8         3,135         0         1,737         0         0.0%         0         0.0%         0         0.0           Caps - Wholesale & Manufacturers         8         3,135         0         1,737         0         0.0%         0         0.0%         0         0.0           Caps - Wholesale & Manufacturers         8         3,135				4		2		1		1	
Candy & Confectionery Brokers         17         2,913         15         327         7         46,7%         6         40,0%         2         13.3           Candy & Confectionery Manufacturers Supplies         2         3,397         1         1,213         1         100,0%         0         0,0%         0         0,0%           Canvas - Wholesale & Manufacturers         22         2,815         19         283         14         73,7%         5         26,3%         0         0,0%           Canvas Goods         42         2,526         0         1,737         0         0,0%         0         0,0%         0         0,0%           Caps - Wholesale & Manufacturers         8         3,135         0         1,737         0         0,0%         0         0,0%         0         0,0%           Caps - Wholesale & Manufacturers         8         3,135         0         1,737         0         0,0%         0         0,0%         0         0,0%           Carpo Uniformation         44         2,504         0         1,737         0         0,0%         0         0,0%         0         0,0%           Car Pool Information         1         3,481         0         1,737<				0		0		0		0	
Candy & Confectionery Manufacturers Supplies         2         3,397         1         1,213         1         100.0%         0         0.0%         0         0.0           Canvas - Wholesale & Manufacturers         22         2,815         19         283         14         73.7%         5         26.3%         0         0.0           Canvas Goods         42         2,526         0         1,737         0         0.0%         0         0.0%         0         0.0           Caps - Wholesale & Manufacturers         8         3,135         0         1,737         0         0.0%         0         0.0%         0         0.0           Car Loading & Unloading         44         2,504         0         1,737         0         0.0%         0         0.0%         0         0.0           Car Pool Information         1         3,481         0         1,737         0         0.0%         0         0.0%         0         0.0				3		0		3		0	0.0%
Canvas - Wholesale & Manufacturers     22     2,815     19     283     14     73.7%     5     26.3%     0     0.0       Canvas Goods     42     2,526     0     1,737     0     0.0%     0     0.0%     0     0.0       Caps - Wholesale & Manufacturers     8     3,135     0     1,737     0     0.0%     0     0.0%     0     0     0.0       Car Loading & Unloading     44     2,504     0     1,737     0     0.0%     0     0.0%     0     0.0       Car Pool Information     1     3,481     0     1,737     0     0.0%     0     0.0%     0     0.0		17		15		7		6		2	13.3%
Canvas Goods         42         2,526         0         1,737         0         0.0%         0         0.0		2		1		1		0		0	0.0%
Caps - Wholesale & Manufacturers         8         3,135         0         1,737         0         0.0%         0         0.0%         0         0.0%           Car Loading & Unloading         44         2,504         0         1,737         0         0.0%         0         0.0%         0         0.0%           Car Pool Information         1         3,481         0         1,737         0         0.0%         0         0.0%         0         0.0%				19		14		5		0	0.0%
Car Loading & Unloading         44         2,504         0         1,737         0         0.0%         0			, , ,	0		0		0		0	0.0%
Car Pool Information 1 3,481 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%				0		0		0		0	0.0%
		44		0		0		0		0	0.0%
Car Wash & Polish   6,145   223   3   837   1   33.3%   2   66.7%   0   0.0	Car Pool Information	1		0		0	0.0%	0	0.0%	0	0.0%
	Car Wash & Polish	6,145	223	3	837	1	33.3%	2	66.7%	0	0.0%
		220				182	72.8%	62	24.8%	6	2.4%
	Carburetors	8	3,135	11		8		2	18.2%	1	9.1%
Cardboard 3 3,345 0 1,737 0 0,0% 0 0,0% 0 0.0%	Cardboard	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Career & Outplacement Counseling	1,515	664	1	1,213	1	100.0%	0	0.0%	0	0.0%
Caregivers Resources	76	2,267	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cargo & Freight Containers	545	1,132	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cargo Stabilizing Devices	4	3,292	4	717	3	75.0%	1	25.0%	0	0.0%
Carnivals	4	3,292	4	717	4	100.0%	0	0.0%	0	0.0%
Carpenters	8,751	157	1	1,213	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Binding Machines	40	2.546	2	980	1	50.0%	1	50.0%	0	0.0%
Carpet & Rug Cleaners	48,077	27	58	109	41	70.7%	16	27.6%	1	1.7%
Carpet & Rug Cleaning Equipment - Rental	12	3,032	8	499	6	75.0%	2	25.0%	0	0.0%
Carpet & Rug Cleaning Equipment& Supplies	145		0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - New	20,381	66	2	980	0	0.0%	2	100.0%	0	0.0%
Carpet & Rug Dealers - Persian/Oriental Rugs	2	3,397	2	980	2	100.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - Used	231		0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Distributors & Manufacturers	133		0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dyers	146	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	963		1	1,213	0	0.0%	1	100.0%	0	0.0%
Carpet & Rug Renting	20		0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Repair	428		0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Weavers	24	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet Installation	266		0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet Layers	575	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Carpet Layers Equipment & Supplies	20		4	717	3	75.0%	1	25.0%	0	0.0%
Cash Registers & Supplies	406		1	1,213	1	100.0%	0	0.0%	0	0.0%
Casinos	1,221	,	4	717	4	100.0%	0	0.0%	0	0.0%
Caskets	105		0	1,737	0	0.0%	0	0.0%	0	0.0%
Casters & Glides	39	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cat Breeders	100		1	1,213	0	0.0%	1	100.0%	0	0.0%
Catalog Showrooms	59	-,	2	980	2	100.0%	-	0.0%	0	0.0%
Caterers	7,121	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Caulking Contractors	475		0	1,737	0	0.0%	0	0.0%	0	0.0%
Caulking Materials & Equipment	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ceiling Cleaning	82		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ceiling Materials	109		0	1,737	0	0.0%	0	0.0%	0	0.0%
Cellophane, Cell Materials & Products	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cellular Telephone Service & Equipment	29,662	3,481	56		34	60.7%	16	28.6%	6	10.7%
Cellulite Treatment - Endermologie	62		0	1,737	0	0.0%	0	0.0%	0	0.0%
Cement - Retail	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Cement - Wholesale & Manufacturers	64	, -	2	980	2	100.0%	0	0.0%	0	0.0%
Cemeteries	426		0	1,737	0	0.0%	0	0.0%	0	0.0%
Cemetery Equipment & Supplies	4	3,292	1	1,213	1	100.0%	0	0.0%	0	0.0%
Ceramic Products - Decorative	300		11	410		72.7%	3	27.3%	0	0.0%
Ceramic Products - Industrial	55	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ceramics - Equipment & Supplies	79		1	1,213	1	100.0%	0	0.0%	0	0.0%
Cereals	6	=,=	3	837	3	100.0%	0	0.0%	0	0.0%
Chain Letters	12	3,200	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chain Link Fence Sales, Service & Contractors	900	-,	3	837	0	0.0%	3	100.0%	0	0.0%
Chains	13		0	1,737	0	0.0%	0	0.0%	0	0.0%
Chairs - Orthopedic & Lift	76		3	837	2	66.7%	1	33.3%	0	0.0%
Chairs - Rent	211		0	1,737	0	0.0%	0	0.0%	0	0.0%
Chairs - Wholesale & Manufacturers	299		4	717	3	75.0%	1	25.0%	0	0.0%
Chambers Of Commerce	3,686	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Charity - Child Sponsorship	3,080		4	717	4	100.0%	0	0.0%	0	0.0%
Charity - Children & Youth	11	, , ,	4 n	1,737	0	0.0%	0	0.0%	0	0.0%
Charity - Community Development & Civic Organizations	211	3,055	2	980	2	100.0%	0	0.0%	0	0.0%
Charity - Community Development & Civic Organizations  Charity - Health	3	3,208	2	1,737	2	0.0%	0	0.0%	0	0.0%
Charity - Human Services (i.e. assistance to individuals & families)	27		- 0	1,/3/	1		0		0	
Charity - Human Services (i.e. assistance to individuals & ramilles)  Charity - Local	778		1	717	1	100.0%	1	0.0%	0	0.0%
Charity - Local  Charity - National	4,975		4	1,213	3	75.0%	1	25.0%	0	0.0%
Charity - National  Charity - Other Charitable Organizations	4,975		1	1,213	1	100.0%	1	0.0%	0	0.0%
Charity - Other Charitable Organizations	65	2,325	1	1,213	0	0.0%	1	100.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Charity - Religious	2	Inquiries 3,397	1	Complaint 1,213	1	100.0%	0	0.0%	0	0.0%
Chauffeur Service	885	886	0	1,737	0	0.0%	0	0.0%	0	0.0%
Check Cashing Protection Systems	9	3,112	1	1,213	1	100.0%	0	0.0%	0	0.0%
Check Cashing Service	4,876	269	378	17	273	72.2%	101		4	1.1%
Check Protection & Signing Machines	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Checks - Printing	1,063	806	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cheerleading Instruction	16	2,932	19	283	14	73.7%	5	26.3%	0	0.0%
Cheese	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemical Cleaning - Industrial	99	2,115	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemical Milling	2	3,397	13	372	5	38.5%	8	61.5%	0	0.0%
Chemical Plant Equipment & Supplies	159	1,826	2	980	1	50.0%	1	50.0%	0	0.0%
Chemical Production	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemicals	1,024	822	3	837	3	100.0%	0	0.0%	0	0.0%
Chemicals - Reclaiming	96	2,132	3	837	2	66.7%	0	0.0%	1	33.3%
Chemists - Analytical & Consulting	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chemists - Manufacturers	14	2,977	2	980	1	50.0%	1	50.0%	0	0.0%
Chess Instruction	18	2.889	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chewing Gum	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care - In Home	384	1,338	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care - Infant	201	1,696	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care Centers	8,193	176	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Care Referral	74	2,284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Child Parent Development Centers	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Childproofing Services	100	2,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Children's Play Programs Instruction	156	1,843	13	372	4	30.8%	9	69.2%	0	0.0%
Childrens & Family Entertainment	341	1,412	0	1,737	0	0.0%	0	0.0%	0	0.0%
Childrens & Infants Wear - Retail	2,015	547	0	1,737	0	0.0%	0	0.0%	0	0.0%
Childrens & Infants Wear - Wholesale & Manufacturing	64	2,334	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chimney Builders & Repair	6,925	202	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chimney Cleaning	9,503	147	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chimney Cleaning Equipment & Supplies	8	3,135	1	1,213	1	100.0%	0	0.0%	0	0.0%
Chimney Sweeper	79	2,245	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chimneys - Prefabricated	5	3,258	1	1,213	0	0.0%	1	100.0%	0	0.0%
China - Wholesale & Manufacturers	77	2,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
China & Crystal - Repair	7	3,172	4	717	2	50.0%	1	25.0%	1	25.0%
China & Glassware - Renting	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
China & Glassware - Retail	1,120	782	4	717	2	50.0%	1	25.0%	1	25.0%
Chinese Food Products	56	2,393	56	114	24	42.9%	28		4	7.1%
Chiropractor Information Bureaus	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chiropractors D.C.	2,847	421	1	1,213	0	0.0%	0	0.0%	1	100.0%
Chiropractors Equipment & Supplies	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Chocolate & Cocoa	576	1,099	78	90	30	38.5%	47	60.3%	1	1.3%
Christmas Lights & Decorations	190	1,731	3	837	2	66.7%	1	33.3%	0	0.0%
Christmas Trees	46		0	1,737	0	0.0%	0	0.0%	0	0.0%
Church Furnishings	49		0	1,737	0	0.0%	0	0.0%	0	0.0%
Church Supplies	87	2,190	13	372	10	76.9%	3	23.1%	0	0.0%
Churches	273	1,516	1	1,213	0	0.0%	1	100.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Retail	603	1,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	56	2,393	6	583	5	83.3%	1	16.7%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cigars and Cigar Accessories	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cistern Builders	39	2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
City & Town Planners	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	72		30	187	4	13.3%	6	20.0%	20	66.7%
Cleaning Compounds	420	1,296	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaning Services	17,094	77	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaning Services - Commercial Office	1,035	816	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cleaning Supplies	508	1,181	26	211	24	92.3%	2	7.7%	0	0.0%
Cleaning Supplies by Internet	89	2,175	21	260	8	38.1%	13		0	0.0%
		-,-/3				33.170		31.570		0.070

2000   1000	Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Samp Speed Press (1992)   500	· · · · · · · · · · · · · · · · · · ·	. 2	Inquiries 3 397	. 0	Complaint 1,737	. 0		. 0			0.0%
1.500	1 11 1	943		0		0		0		0	
170   1,296	Clinics			0		0		0		0	
1	Clinics - Pain Management			11		5		6		0	
1000   1.000			=,	1		1		0		0	
1.000   1.00	'		-,	0		0		0		0	<del> </del>
Section   Property	,		-,	0	-	0		0		0	
100   100			-,:	0		0		0		0	
1572   556   1.172   0 0 0%   0 0%	·			36		24		10		2	
2006   10   10   10   10   10   10   10			, , , ,	0		0		0		0	
Scote   Component Bissan   Com	·			0		0		0		0	<del> </del>
Storage Assert	Clothes - Consignment & Resale		, , , , ,	0		0		0		0	
1,000	Clothing - Retail	7,802		3	837	2		1		0	<del> </del>
Table	Clubs	1,397		0	1,737	0		0		0	
Seadongs   488   1,328   2   590   2   1,000   0   0,00   0   0,00   0   0,00   0	Clutches	13		0		0		0		0	
2   3,397   2   988   1   50.00   1   50.00   0   0.00	Coaching - Business	458		2	980	2	100.0%	0	0.0%	0	
Comment   1.00		2		2	980	1		1		0	
Cased Parlons		142	-,	0	1,737	0		0		0	
Seminary - Provider   1			,	1		0		1		0	
College Protective   1,613   540   0   1,727   0   0,0%   0   0,	Coatings - Powder	9		1		0		1		0	
Castings - Visual Reposition	Coatings - Protective	1,615		0	1,737	0		0		0	<del> </del>
2005-1 Month Manufacturers		6		1		0		1		0	
	Coats - Wholesale & Manufacturers	4		7	540	5		2		0	
Comme   1	Cocktail Lounges	861		0	1,737	0		0	0.0%	0	
Softes   S	Coffee & Tea	2,068		3		2		1		0	
1,000   8.28   3   6.37   1   3.3.78   1	Coffee & Tea Shops	346		0	1,737	0		0		0	
1.022   8.26   0   1.737   0   0.06   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0   0.06   0	Coffee Break Service & Supplies	1,020		3	837	1		1		1	
Confeen Researching Asternations Conjument	Coffee Brewing Devices	1,022		0	1,737	0		0		0	
See See See See See See See See See Se	Coffee Roasting & Handling Equipment	396		0	1,737	0		0		0	
2,954   0   1,727   0   0.0%	Coin & Bill Change Machines	6		6	583	6		0	0.0%	0	
200 Carde	Coin & Bill Count, Sort, Wrap Machines	15		0	1,737	0		0		0	
Come   Annual Extenses	Coin Cards	10	3,090	0	1,737	0	0.0%	0	0.0%	0	
2006, Stamps & Precious Metals Dealer   256   1,474   7   540   1   14,3%   6   85,7%   0   0.0%	Coin Dealers, Supplies	2,209	511	36	156	28	77.8%	5	13.9%	3	8.3%
Callectibles	Coins & Tokens - Manufacturers	76	2,267	0	1,737	0	0.0%	0	0.0%	0	0.0%
Collection Agencies	Coins,Stamps & Precious Metals Dealer	296	1,474	7	540	1	14.3%	6	85.7%	0	0.0%
Collegion Systems	Collectibles	1,215	747	0	1,737	0	0.0%	0	0.0%	0	
Second Servings Plans   1,347   31   184   15   48,4%   16   51,6%   0   0.0%   Colon Hydrotherapy - Colonic Therapy -	Collection Agencies	60,157	19	2	980	2	100.0%	0	0.0%	0	0.0%
Second Hydrotherapy - Colonic Therapy   Second Hydrotherapy - Colonic Therapy - Colonic	Collection Systems	40	2,546	0	1,737	0	0.0%	0	0.0%	0	0.0%
Columns   Colu	College Savings Plans	379	1,347	31	184	15	48.4%	16	51.6%	0	0.0%
Combust   Columns   Colu	Colon Hydrotherapy - Colonic Therapy	58	2,375	2	980	0	0.0%	2	100.0%	0	0.0%
Combistion Controls	Color Consultants	76	2,267	0	1,737	0	0.0%	0	0.0%	0	0.0%
Commercial Blueprint Design   September	Columns	21	2,839	0		0	0.0%	0	0.0%	0	0.0%
Commercial Blueprint Design   25 2,757   0 1,737   0 0,0%   0 0,	Combustion Controls	5		0		0	0.0%	0	0.0%	0	0.0%
Commercial Products Manufacturers   1,016   830   0   1,737   0   0,0%   0	Comic Books			0		0	0.0%	0	0.0%	0	0.0%
Commercial Products Manufacturers			, -	0		0		0	0.0%	0	0.0%
Commercial Products Wholesale & Distributor 1,087 799 0 1,737 0 0.0% 0 0	Commercial Painting Contractor			0		0	0.0%	0	0.0%	0	0.0%
Commercial Roofing 718 993 0 1,737 0 0,0% 0	Commercial Products Manufacturers			0		0	0.0%	0	0.0%	0	0.0%
Commercials - Radio & Television 6 3,208 1 1,213 1 100.0% 0 0.0%	Commercial Products Wholesale & Distributor			0		0	0.0%	0	0.0%	0	0.0%
Commodity Brokers	Commercial Roofing	718	993	0		0	0.0%	0	0.0%	0	0.0%
Communication Consultants         946         861         0         1,737         0         0.0%         0         0.0%         0         0.0%           Compact Discs, Tapes & Records - Retail         1,139         778         1         1,213         1         100.0%         0         0.0%         0         0.0%           Compact Discs, Tapes, Records - Wholesale & Manufacturing         44         2,504         0         1,737         0         0.0%         0         0.0%         0         0.0%           Compactors - Waste - Household - Dealers         24         2,777         3         837         3         100.0%         0         0.0%         0         0.0%           Compactors - Waste - Industrial & Commercial         145         1,889         1         1,213         0         0.0%         1         100.0%         0         0.0%           Compliance Consulting         43         2,513         39         142         19         48.7%         20         51.3%         0         0.0%           Composting Systems         31         2,663         0         1,737         0         0.0%         0         0.0%         0         0.0%		6		1		1		0		0	
Compact Discs, Tapes & Records - Retail   1,139   778   1   1,213   1   100.0%   0   0	Commodity Brokers			0		0		0		0	
Compact Discs, Tapes, Records - Wholesale & Manufacturing         44         2,504         0         1,737         0         0.0%         0         0.0%         0         0,0%           Compactors - Waste - Household - Dealers         24         2,777         3         837         3         100.0%         0         0.0%         0         0,0%         0         0				0		0		0		0	
Compactors - Waste - Household - Dealers         24         2,777         3         837         3         100.0%         0         0.0%         0         0.0%           Compactors - Waste - Industrial & Commercial         145         1,889         1         1,213         0         0.0%         1         100.0%         0         0.0%           Compliance Consulting         43         2,513         39         142         19         48.7%         20         51.3%         0         0.0%           Composting Systems         31         2,663         0         1,737         0         0.0%         0         0.0%         0         0.0%				1		1		0		0	
Compactors - Waste - Industrial & Commercial         145         1,889         1         1,213         0         0.0%         1         100.0%         0         0.0%           Compliance Consulting         43         2,513         39         142         19         48.7%         20         51.3%         0         0.0%           Composting Systems         31         2,663         0         1,737         0         0.0%         0         0.0%         0         0.0%				0		0		0		0	
Compliance Consulting         43         2,513         39         142         19         48.7%         20         51.3%         0         0.0%           Composting Systems         31         2,663         0         1,737         0         0.0%         0         0.0%         0         0.0%			,	3		3		0		0	
Composting Systems 31 2,663 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%				1		0		1		0	
				39		19		20		0	
Compressors 166 1,804 0 1,737 0 0,0% 0 0,0% 0 0.0%	Composting Systems		,	0		0		0		0	
	Compressors	166	1,804	0	1,737	0	0.0%	0	0.0%	0	0.0%

Compressors - Repair   Computer Assisted Design Services   39   2,559   0   1,737   0   0.0%   0	0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 33.3% 0 0.0% 0 0.0%
Computer Business Services   152   1,863   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computer Consultant   1,961   568   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computer Gaming Centers   2,444   3   837   2   66,7%   0   0,0%   0   0,0%   Computer Printers Sales & Service   215   1,658   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computer Software Publishers & Developers   3,015   395   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computer Software Publishers & Developers   3,015   395   0   1,737   0   0,0%   0   0,0%   1   100,0%   Computers - Cable & Installation   489   1,195   1   1,213   0   0,0%   1   100,0%   Computers - Cable & Installation   25,914   48   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50,0%   1   50,0%   1   50,0%   50,	0 0.0% 0 0.0% 1 33.3% 0 0.0% 0 0.0%
Computer Business Services   152   1,863   0   1,737   0   0.0%   0   0.0%	0 0.0% 0 0.0% 1 33.3% 0 0.0% 0 0.0%
Computer Consultant         1,961         568         0         1,737         0         0.0%         0         0.0%           Computer Gaming Centers         51         2,444         3         837         2         66.7%         0         0.0%           Computer Printers Sales & Service         215         1,658         0         1,737         0         0.0%         0         0.0%           Computer Software Publishers & Developers         3,015         395         0         1,737         0         0.0%         0         0.0%           Computers - Cable & Installation         489         1,195         1         1,213         0         0.0%         1         100.0%           Computers - Cleaning Services         6         3,208         0         1,737         0         0.0%         0         0.0%           Computers - Dealers         25,914         48         0         1,737         0         0.0%         0         0.0%           Computers - Dealers         25,914         48         0         1,737         0         0.0%         0         0.0%           Computers - Dealers         568         1,107         2         980         1         50.0%         1	0 0.0% 1 33.3% 0 0.0% 0 0.0%
Computer Gaming Centers         51         2,444         3         837         2         66.7%         0         0.0%           Computer Printers Sales & Service         215         1,658         0         1,737         0         0.0%         0         0.0%           Computer Software Publishers & Developers         3,015         395         0         1,737         0         0.0%         0         0.0%           Computers - Cable & Installation         489         1,195         1         1,213         0         0.0%         1         100.0%           Computers - Cleaning Services         6         3,208         0         1,737         0         0.0%         0         0.0%           Computers - Dealers         25,914         48         0         1,737         0         0.0%         0         0.0%           Computers - Diasster Recovery         568         1,107         2         980         1         50.0%         1         50.0%	1 33.3% 0 0.0% 0 0.0%
Computer Printers Sales & Service   215   1,658   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computer Software Publishers & Developers   3,015   395   0   1,737   0   0,0%   0   0,0%   0   0,0%   Computers - Cable & Installation   489   1,195   1   1,213   0   0,0%   1   100.0%   Computers - Cleaning Services   6   3,208   0   1,737   0   0,0%   0   0,0%   Computers - Dealers   25,914   48   0   1,737   0   0,0%   0   0,0%   Computers - Dealers   25,914   48   0   1,737   0   0,0%   0   0,0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   1   50.0%   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computers - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   Computer - Disaster Recovery   568   1,107   2   980   1   50.0%   568   1,107   2   568   1,107   2   568   1,107   2   568   1,10	0 0.0%
Computer Software Publishers & Developers         3,015         395         0         1,737         0         0.0%         0         0.0%           Computers - Cable & Installation         489         1,195         1         1,213         0         0.0%         1         100.0%           Computers - Cleaning Services         6         3,208         0         1,737         0         0.0%         0         0.0%           Computers - Dealers         25,914         48         0         1,737         0         0.0%         0         0.0%           Computers - Disaster Recovery         568         1,107         2         980         1         50.0%         1         50.0%	0.0%
Computers - Cable & Installation         489         1,195         1         1,213         0         0,0%         1         100,0%           Computers - Cleaning Services         6         3,208         0         1,737         0         0,0%         0         0,0%           Computers - Dealers         25,914         48         0         1,737         0         0,0%         0         0,0%           Computers - Disaster Recovery         568         1,107         2         980         1         50,0%         1         50,0%	
Computers - Cleaning Services         6         3,208         0         1,737         0         0.0%         0         0.0%           Computers - Dealers         25,914         48         0         1,737         0         0.0%         0         0.0%           Computers - Disaster Recovery         568         1,107         2         980         1         50.0%         1         50.0%	
Computers - Dealers         25,914         48         0         1,737         0         0.0%         0         0.0%           Computers - Disaster Recovery         568         1,107         2         980         1         50.0%         1         50.0%	0 0.0%
Computers - Disaster Recovery 568 1,107 2 980 1 50.0% 1 50.0%	
	0.0%
	0.0%
	0 0.0%
Computers - Furniture 276 1,510 0 1,737 0 0.0% 0 0.0%	0 0.0%
Computers - Graphics 234 1,607 34 167 31 91.2% 3 8.8%	0 0.0%
Computers - Multimedia 609 1,068 0 1,737 0 0.0% 0 0.0%	0 0.0%
Computers - Network Security 281 1,497 5 640 4 80.0% 1 20.0%	0.0%
Computers - Networks 3,055 388 0 1,737 0 0.0% 0 0.0%	0 0.0%
Computers - Programming 17 2,913 11 410 4 36.4% 7 63.6%	0.0%
Computers - Rent & Lease 153 1,856 0 1,737 0 0.0% 0 0.0%	0.0%
Computers - Rooms - Installation & Equipment 4 3,292 3 837 1 33.3% 1 33.3%	1 33.3%
Computers - Security Equip & Systems 283 1,494 0 1,737 0 0,0% 0 0,0%	0 0.0%
Computers - Service & Repair 16,056 81 0 1,737 0 0,0% 0 0,0%	0 0.0%
Computers - Supplies & Parts 9,649 143 0 1,737 0 0,0% 0 0,0%	0 0.0%
Computers - Sys Designers & Consult 11,855 120 0 1,737 0 0,0% 0 0,0%	0 0.0%
Computers - Training 1,712 617 4 717 3 75,0% 1 25,0%	0 0.0%
Computers - Used 886 885 0 1,737 0 0,0% 0 0,0%	0 0.0%
Computers - Wholesale & Manufacturers 851 913 11 410 8 72.7% 3 27.3%	0 0.0%
Computers Hardware, Software & Services 77,279 14 2 980 2 100.0% 0 0.0%	0 0.0%
Concert Halls	0.0%
Concert Fromders & Consultants 7 3,172 1 1,213 1 100.0% 0 0,0%	
	0.0%
	0.0%
3,200	0 0.0%
2)050	0.0%
Concrete - Prestressed 2 3,397 0 1,737 0 0.0% 0 0.0%	0 0.0%
Concrete - Ready Mixed 699 1,005 0 1,737 0 0.0% 0 0.0%	0.0%
Concrete - Restoration, Sealing & Cleaning         866         900         0         1,737         0         0.0%         0         0.0%	0 0.0%
Concrete - Stamped & Decorative 760 963 0 1,737 0 0.0% 0 0.0%	0.0%
Concrete Additives 3 3,345 0 1,737 0 0.0% 0 0.0%	0.0%
Concrete Aggregates 138 1,913 2 980 2 100.0% 0 0.0%	0.0%
Concrete Block & Product Molding Machine         5         3,258         0         1,737         0         0.0%         0         0.0%	0.0%
Concrete Blocks & Shapes 114 2,031 0 1,737 0 0.0% 0 0.0%	0.0%
Concrete Breaking Equipment 6 3,208 0 1,737 0 0.0% 0 0.0%	0.0%
Concrete Breaking, Cutting, Sawing 1,176 763 0 1,737 0 0,0% 0 0,0%	0.0%
Concrete Construction Forms & Accessories 477 1,208 5 640 3 60.0% 2 40.0%	0 0.0%
Concrete Contractors 57,274 22 19 283 7 36,8% 12 63,2%	0.0%
Concrete Curing & Treating Materials 148 1,883 3 837 2 66.7% 1 33.3%	0 0.0%
Concrete Mixers 25 2,757 1 1,213 1 100,0% 0 0,0%	0 0.0%
Concrete Patching Compounds 8 3,135 0 1,737 0 0,0% 0 0,0%	0 0.0%
Concrete Products 1,923 577 0 1,737 0 0,0% 0 0,0%	0 0.0%
Concrete Pumping Service 433 1,275 0 1,737 0 0,0% 0 0,0%	0 0.0%
Concrete (infigure arrive) 104 2,089 1 1,273 1 100,0% 0 0,0%	0 0.0%
Concrete Removal 30 2,681 0 1,737 0 0,0% 0 0,0%	0.0%
Concrete Reinford 50 2,681 0 1,737 0 0.07% 0 0	0.0%
	5 50.0%
Condominiums 2,312 495 1 1,213 1 100.0% 0 0.0%	0.0%
Conference Centers 429 1,281 0 1,737 0 0.0% 0 0.0%	0 0.0%
24.270	.2 1.3%
Consignment Service 547 1,128 0 1,737 0 0,0% 0 0,0%	0 0.0%
Consignment Service - Online 39 2,559 0 1,737 0 0,0% 0 0,0%	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Construction & Remodeling Services	47,454	29	8	499	3	37.5%	4	50.0%	1	12.5%
Construction Equipment Sales / Services	327	1,429	4	717	2	50.0%	0	0.0%	2	50.0%
Construction Estimates	156	1,843	0	1,737	0	0.0%	0	0.0%	0	0.0%
Construction Management	5,427	245	64	102	37	57.8%	26		1	1.6%
Construction Supplies	91	2,161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consulates & Other Federal Government Representatives	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultant - Employee Benefit Plans	74	2,284	1	1,213	1	100.0%	0	0.0%	0	0.0%
Consultant - Planning	470	1,222	3	837	3	100.0%	0	0.0%	0	0.0%
Consultant - Strategic Planning	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Automobile Purchase	25	2,757	1	1,213	1	100.0%	0	0.0%	0	0.0%
Consultants - Dental Management	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Medical	15	2,954	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Pharmaceutical	57	2,385	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Prison & Sentencing	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Security	36	2,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Consultants - Social Media	29	2,693	3	837	1	33.3%	2	66.7%	0	0.0%
Consultants - Telecommunication	58	2,375	2	980	1	50.0%	0	0.0%	1	50.0%
Consumer Finance & Loan Companies	10,686	131	167	42	145	86.8%	17	10.2%	5	3.0%
Consumers Cooperative Organizations	128	1,974	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contact Lenses	1,534	656	2	980	2	100.0%	0	0.0%	0	0.0%
Containerized Freight Service	110	2,050	14	349	9	64.3%	1	7.1%	4	28.6%
Contest Arranging & Judging	3	3,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Contract Manufacturing	112	2,036	6	583	4	66.7%	1	16.7%	1	16.7%
Contractor - Commercial	2,228	508	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Crawl Space	54	2,414	3	837	0	0.0%	3	100.0%	0	0.0%
Contractor - Decorative & Specialty Concrete	430	1,279	1	1,213	0	0.0%	1	100.0%	0	0.0%
Contractor - Disabled Access	160	1,821	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Electrical	3,016	393	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Flat Roof	524	1,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Gas	181	1,758	1	1,213	1	100.0%	0	0.0%	0	0.0%
Contractor - General Green Builder	348	1,398	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Hauling	21	2,839	12	394	12	100.0%	0	0.0%	0	0.0%
Contractor - Home Performance	169	1,794	2	980	1	50.0%	1	50.0%	0	0.0%
Contractor - Industrial	571	1,103	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Insulation	21,334	62	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Interior Trim	181	1,758	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Low Voltage Systems	38	2,572	1	1,213	1	100.0%	0	0.0%	0	0.0%
Contractor - Mechanical Insulation	81	2,228	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Metal Roofing	194	1,715	1	1,213	0	0.0%	1	100.0%	0	0.0%
Contractor - Remodel & Repair	1,809	595	74	94	43	58.1%	28	37.8%	3	4.1%
Contractor - Sheetrock	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Spray Foam Insulation	1,286	718	25	219	8	32.0%	10	40.0%	7	28.0%
Contractor - Tile Roofing	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractor - Water Conditioning	13	3,009	2	980	0	0.0%	2	100.0%	0	0.0%
Contractors - Acoustical Ceiling	24	2,777	1	1,213	1	100.0%	0	0.0%	0	0.0%
Contractors - Ceiling	777 4,798	953	0	1,737 837	0	0.0%	0	0.0%	0	0.0%
Contractors - Flooring		274	3		3	100.0%	0	0.0%	0	0.0%
Contractors - Framing	968 191,845	850 2	0	1,737 1,213	0	0.0%	0	0.0%	0	0.0%
Contractors - General	191,845		17	312	16	100.0%	0	0.0%	0	0.0%
Contractors - Gutters Contractors - Retaining Wall	283	1,494 1,685	1/	1,213	16	94.1%	1	5.9%	0	0.0%
Contractors - Retaining Wall Contractors - Sheet Metal	72	1,685 2,295	1	1,213	1	100.0% 33.3%	2	0.0% 66.7%	0	0.0%
Contractors - Solar Energy	1,395	2,295	3 n	1,737	1		2		0	0.0%
Contractors - Solar Energy  Contractors Equipment & Supplies - Dealers & Ser	559	1,114	0	1,737	0	0.0%	0	0.0%	0	0.0%
Contractors Equipment & Supplies - Dealers & Ser  Contractors Equipment & Supplies - Rent & Lease	858	908	2	980	1	50.0%	1	50.0%	0	0.0%
Controls, Control Sys & Regulators	827	908	0	1,737	1	0.0%	1	0.0%	0	0.0%
Convenience Stores	2,744	435	0	1,737	0	0.0%	0	0.0%	0	0.0%
Convention Services & Facilities	515	1,167	14	349	7	50.0%	7	50.0%	0	0.0%
Convents & Monasteries	213	3,397	n	1,737	,	0.0%	,	0.0%	0	0.0%
CONTENTS & FORESEERES		3,397	U	1,/3/	ı	0.0%	U	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Conveyors & Conveying Equipment	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cookies & Crackers	79	2,245	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cooking Instruction	97		12	394	1	8.3%	1	8.3%	10	83.3%
Cooking Utensils	2,645	448	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cooling Towers	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Copiers & Copier Supplies	544		10	436	9	90.0%	1	10.0%	0	0.0%
Copper Products	102	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coppersmiths	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Copy & Duplicating Service	2,551	465	0	1,737	0	0.0%	0	0.0%	0	0.0%
Copyright Service	50		36	156	12	33.3%	20	55.6%	4	11.1%
Cord Blood Storage	76	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Corn Products	58	-/	0	1,737	0	0.0%	0	0.0%	0	0.0%
Corporate Awards	183	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Correspondence Schools	16,680	78	1	1,213	0	0.0%	1	100.0%	0	0.0%
Corrosion Control	10,000	3.292	- 1	1,737	0	0.0%	1	0.0%	9	0.0%
Corsets & Girdles	12	-,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cosmetic & Toiletry Preparations - Manufacturers	85		2	980	1	50.0%	1	50.0%	0	0.0%
Cosmetic Sales	542	,		1,737	1	0.0%	1	0.0%	0	0.0%
Cosmetic Sales Cosmetic Sales by Internet	667	-,	1	1,737	1	100.0%	0	0.0%	0	
Cosmetic Sales by Internet  Cosmetics - Wholesale & Manufacturers	438	,	1	1,213	1		0		0	0.0%
		-,	18		13	12.5%	6	75.0%	1	12.5%
Cosmetics & Perfumes - Retail Costume Fabrics, Trim & Accessories	1,556 24	651	18	1,737	13	72.2%	5	27.8%	0	0.0%
	731		0		0	0.0%	0	0.0%	0	0.0%
Costumes - Masquerade & Theatrical			0	1,737 1,213	0	0.0%	0	0.0%	0	0.0%
Counterfeit Money Detection Devices	163	3,397	1	1,213	0	0.0%	1	100.0%	0	0.0%
Countertop - Fabrication		-,	5		5	100.0%	U	0.0%	U	0.0%
Countertops	13,312	108	0	1,737	0	0.0%	0	0.0%	0	0.0%
Countertops - Concrete	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Coupon Book Promotions	826		24	229	23	95.8%	1	4.2%	0	0.0%
Coupon Services	10,597	132	14	349	/	50.0%	6	42.9%	1	7.1%
Couriers	2,225	510	3	837	2	66.7%	1	33.3%	0	0.0%
Court Reporters	26		27	205	26	96.3%	1	3.7%	0	0.0%
Covers - Protective	66		0	1,737	0	0.0%	0	0.0%	0	0.0%
CPR Training & Certification	596	-,	7	540	2	28.6%	4	57.1%	1	14.3%
Craft Galleries & Dealers	349	_,00.	0	1,737	0	0.0%	0	0.0%	0	0.0%
Craft Instruction	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Craft Supplies	1,239	735	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crane Service	373	1,360	6	583	0	0.0%	6	100.0%	0	0.0%
Cranes	478	,	3	837	3	100.0%	0	0.0%	0	0.0%
Cranes - Accessories & Parts	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crankshaft Grinding	15	, , , , ,	17	312	9	52.9%	7	41.2%	1	5.9%
Credit - Debt Consolidation Services	8,926	153	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit & Debt Counseling	26,082	47	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Card - Merchant Services	2,823	425	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Card Processing Service	3,960	316	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Cards - Protection Service	343	1,410	4	717	0	0.0%	0	0.0%	4	100.0%
Credit Cards & Plans	3,872	324	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Cards & Plans - Equipment & Supplies	372	1,361	4	717	2	50.0%	2	50.0%	0	0.0%
Credit Repair Services - Advance Fee	257	1,554	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Reporting Agencies	4,294	294	32	177	31	96.9%	1	3.1%	0	0.0%
Credit Services	1,024	822	0	1,737	0	0.0%	0	0.0%	0	0.0%
Credit Unions	12,471	116	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cremation Services	640	1,043	6	583	0	0.0%	6	100.0%	0	0.0%
Cremation Urns	88	2,182	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crematories	201	1,696	1	1,213	0	0.0%	1	100.0%	0	0.0%
Crime Scene/Trauma Clean Up	139	1,910	6	583	1	16.7%	5	83.3%	0	0.0%
Crisis Intervention Service	29	2,693	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cruises	1,946	571	1	1,213	1	100.0%	0	0.0%	0	0.0%
Cryogenics	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Crystals - Industrial	1	3,481	2	980	2	100.0%	0	0.0%	0	0.0%
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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Culverts	18	2,889	3	837	2	66.7%	1	33.3%	0	0.0%
Cupolas	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Currency Exchange	2,228	508	1	1,213	0	0.0%	1	100.0%	0	0.0%
Curtains - Wholesale & Manufacturers	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Custom Brokers	798	941	0	1,737	0	0.0%	0	0.0%	0	0.0%
Custom Framing	439	1,266	0		0	0.0%	0	0.0%	0	0.0%
Custom Tile Painting	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Customs Consultant	22	2,815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cutlery	39	2,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cutting & Slitting Service	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cylinders - Air & Hydraulic	30	2,681	0	1,737	0	0.0%	0	0.0%	0	0.0%
Cylinders - Gas	19	2,875	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dairies	186	1,743	0		0	0.0%	0	0.0%	0	0.0%
Dairy Equipment & Supplies	28	2,712	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dairy Products - Wholesale	265	1,537	1	1,213	0	0.0%	1	100.0%	0	0.0%
Dance Apparel	90	2,166	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dance Companies	1,452	681	n	1,737	n	0.0%	0	0.0%	n	0.0%
Dancing Instruction	1,964	566	n	1,737	n	0.0%	0	0.0%	n	0.0%
Dancing Supplies	336	1,416	n	1,737	0	0.0%	0	0.0%	0	0.0%
Data Communications Equipment & Systems	279	1,503	0		0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment	10	3,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment - Maintenance	13	3,009	0	1,737	0	0.0%	0	0.0%	0	0.0%
Data Processing Service	377	1,351	0	1,737	0	0.0%	0	0.0%	o o	0.0%
Data Processing Supplies	377	2,587	0	1,737	0		0		0	
Data Recovery	206	1,679	0	1,737	0	0.0%	0	0.0%	0	0.0%
Data Systems - Consultants & Designers	323		0	1,737	0	0.0%	0		0	0.0%
Dating Service	7,541	1,434	- 1	1,737	0	0.0%		0.0%	0	0.0%
Dating Service  Dating Service - Online	7,541	191 2,777	1	1,737	0	0.0%	1	100.0%	0	0.0%
Day Care - Adults	121		- 1	1,737	- 0	0.0%	0	0.0%	0	0.0%
	15,654	2,005	1	640	1	100.0%	0	0.0%	0	0.0%
Day Spas	15,654	83	5	499	5	100.0%	0	0.0%	0	0.0%
Debt Relief Education	2 224	3,172	8		/	87.5%	0	0.0%	1	12.5%
Debt Relief Services  Debt Settlement - Canada	2,231 2,398	507	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
Deat Settlement - Canada  Decals		479	0		0	0.0%	U	0.0%	U	0.0%
	198 194	1,703	0	1,737	0	0.0%	0	0.0%	0	0.0%
Deck - Repair		1,715	ь	583	1	16.7%	4	66.7%	1	16.7%
Deck Builder	824	926	75			88.0%	9	12.0%	0	0.0%
Deck Cleaning & Sealing	/	3,172	40		39	97.5%	1	2.5%	0	0.0%
Decoration Contractors - Party, Convention	615	1,064	1	1,213	0	0.0%	1	100.0%	0	0.0%
Delicatessens	483	1,204	0	1,737	0	0.0%	0	0.0%	0	0.0%
Delivery Service	16,118	80	0	1,737	0	0.0%	0	0.0%	0	0.0%
Demographic Research	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Demolition Contractors	2,420	478	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dental Equipment - Repair & Refinish	222	1,641	4	717	1	25.0%	3	75.0%	0	0.0%
Dental Equipment & Supplies	1,106	790	2	980	1	50.0%	0	0.0%	1	50.0%
Dental Hygienists	331	1,422	1	1,213	0	0.0%	1	100.0%	0	0.0%
Dental Laboratories	1,097	794	5	640	4	80.0%	1	20.0%	0	0.0%
Dental Service Plans	209	1,673	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentist - Dental Implants	102	2,103	1	1,213	1	100.0%	0	0.0%	0	0.0%
Dentist - Dental Surgery	378	1,348	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentist - Orthodontist	614	1,065	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentist - Periodontist	24	2,777	1	1,213	0	0.0%	1	100.0%	0	0.0%
			0	1,737	0	0.0%	0	0.0%	0	0.0%
Dentistry - Children	134	1,939	0							
Dentistry - Cosmetic	947	860	3	837	1	33.3%	2	66.7%	0	0.0%
Dentistry - Cosmetic Dentists	947 13,862	860 103	3	837 1,737	1	0.0%	2	0.0%	0	0.0%
Dentistry - Cosmetic	947	860 103 430	3	837 1,737 1,737	0 0		0		0 0	
Dentistry - Cosmetic Dentists	947 13,862 2,782	860 103 430 3,481	3 0 0	837 1,737 1,737 1,737	1 0 0	0.0%	2 0 0	0.0%	0 0	0.0%
Dentistry - Cosmetic Dentists Denturist Dendurist Deodorants Deodoriging & Disinfecting	947 13,862 2,782 1 34	860 103 430 3,481 2,626	3	837 1,737 1,737 1,737 23	0 0 0 119	0.0% 0.0%	2 0 0 0 0	0.0% 0.0%	0 0 0 0 0	0.0% 0.0%
Dentistry - Cosmetic  Dentists  Denturist  Dendorants	947 13,862 2,782	860 103 430 3,481	3 0 0	837 1,737 1,737 1,737	1 0 0 0 119	0.0% 0.0% 0.0%	2 0 0 0 185	0.0% 0.0% 0.0%	0 0 0 0 1	0.0% 0.0% 0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Designers - Apparel	456	Inquiries 1,245	3	Complaint 837	3	100.0%	0	0.0%	0	0.0%
Designers - Industrial	267	1,531	0	1,737	0	0.0%	0	0.0%	0	0.0%
Desktop Publishing	159		0	1,737	0	0.0%	0	0.0%	0	0.0%
Detective Agencies	2	3,397	8	499	5	62.5%	3	37.5%	0	0.0%
Developmental Disability Services	56		3	837	0	0.0%	3	100.0%	0	0.0%
Diabetes Services & Supplies	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diamond Buyers	129		0	1,737	0	0.0%	0	0.0%	0	0.0%
Diamonds	2,743	436	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diamonds - Industrial	. 5	3.258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diaper Service	371	1,362	0	1,737	0	0.0%	0	0.0%	0	0.0%
Die Castings	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Die Cutting	21		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dietitians	26		3	837	3	100.0%	0	0.0%	0	0.0%
Digital Media	130		8	499	0	0.0%	4	50.0%	4	50.0%
Dinner Theatres	83		1	1,213	1	100.0%	0	0.0%	0	0.0%
Disability Access Equipment	82		0	1,737	0	0.0%	0	0.0%	0	0.0%
Disabled Person Assistance	17	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Disc Jockeys	2,941	408	0	1,737	0	0.0%	0	0.0%	0	0.0%
Discotheques	4	3,292	2	980	1	50.0%	1	50.0%	0	0.0%
Discount Stores	17,144	75	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Dealers	. 5	3,258	2	980	1	50.0%	1	50.0%	0	0.0%
Dishwashing Machines - Service & Repair	137	1,918	0	1,737	0	0.0%	0	0.0%	0	0.0%
Display Designers & Producers	1,103	793	196	34	174	88.8%	19		3	1.5%
Display Fixtures & Materials	89	2,175	0	1,737	0	0.0%	0	0.0%	0	0.0%
Disposable Products	29		0	1,737	0	0.0%	0	0.0%	0	0.0%
Distillers	80	,	6	583	3	50.0%	3	50.0%	0	0.0%
Distributing Service - Circular, Sample	108		0	1,737	0	0.0%	0	0.0%	0	0.0%
Divers	41	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Divers Equipment & Supplies	421	-,000	1	1,213	1	100.0%	0	0.0%	0	0.0%
Diving & Marine Services	14	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Diving Instruction	323	_,	4	717	2	50.0%	2	50.0%	0	0.0%
Divorce Assistance	3,104	380	0	1,737	0	0.0%	0	0.0%	0	0.0%
DNA Testing	333	1,419	8	499	3	37.5%	5	62.5%	0	0.0%
Dock Builders	198		0	1,737	0	0.0%	0	0.0%	0	0.0%
Docks	131	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Document Imaging & Scanning Service	215		1	1,213	0	0.0%	1	100.0%	0	0.0%
Dog Breeders	3,694	335	14	349	9	64.3%	4	28.6%	1	7.1%
Dog Daycare	192	1,723	2	980	0	0.0%	2	100.0%	0	0.0%
Doll Clothing & Accessories	292		0	1,737	0	0.0%	0	0.0%	0	0.0%
Doll Houses & Accessories	143	1,899	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dolls - Collectors	155		1	1,213	0	0.0%	1	100.0%	0	0.0%
Dolls - Retail	249		36	156	24	66.7%	11	30.6%	1	2.8%
Dome Structures	52		91	73	38	41.8%	52	57.1%	1	1.1%
Door & Gate Operating Devices	754		1	1,213	0	0.0%	1	100.0%	0	0.0%
Door Closers & Checks	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Door Frames	46		0	1,737	0	0.0%	0	0.0%	0	0.0%
Door Manufacturer - High Performance	36		0	1,737	0	0.0%	0	0.0%	0	0.0%
Doors	19,587	69	3	837	3	100.0%	0	0.0%	0	0.0%
Doors - Commercial	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Doors - Installation	157		1	1,213	1	100.0%	0	0.0%	0	0.0%
Doors - Repair	3,960		0	1,737	0	0.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Cleaning Supplies	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Cosmetics	135		7	540	3	42.9%	1	14.3%	3	42.9%
Door-to-Door Sales - Magazines	20	,	6	583	0	0.0%	1	16.7%	5	83.3%
Door-to-Door Sales - Photography	151		0	1,737	0	0.0%	0	0.0%	0	0.0%
Doughnuts	355		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drafting Equipment & Supplies	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drafting Services	1,218	746	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drainage Contractors	4,732	275	0	1,737	0	0.0%	0	0.0%	0	0.0%
	.,,,,,	2/3		-,,,,,,	·	0.070		0.0%	, and the second	0.070

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Drama/Acting Instruction	250	Inquiries 1,564	. 1	Complaint 1,213	1	100.0%	. 0	0.0%	. 0	0.0%
Draperies - Wholesale & Manufacturers	18	2,889	1	1,213	1	100.0%	0	0.0%	0	0.0%
Draperies & Curtains - Retail & Custom	4,904	267	1	1,213	1	100.0%	0	0.0%	0	0.0%
Drapery & Curtain Cleaners	35		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	29	2,693	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabrics - Retail	722		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fixtures	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drapery Installation Service	889		1	1,213	1	100.0%	0	0.0%	0	0.0%
Dredging	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dresses - Wholesale & Manufacturers	128		1	1,213	1	100.0%	0	0.0%	0	0.0%
Dressmakers	684	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dressmaking Schools	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drilling - Geothermal	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drilling - Oil Well	220		5	640	4	80.0%	1	20.0%	0	0.0%
Drilling & Boring Contractors	1,175	764	1	1,213	1	100.0%	0	0.0%	0	0.0%
Drilling & Boring Equipment & Supplies	82		35	163	32	91.4%	3	8.6%	0	0.0%
Drive Shafts	91	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drivers Education	1,397	696	n	1,737	0	0.0%	0	0.0%	0	0.0%
Driveway Installation, Paving & Repair	256	1,556	0	1,737	0	0.0%	0	0.0%	0	0.0%
Driving Instruction	11,362	1,556	n	1,737	0	0.0%	0	0.0%	0	0.0%
Driving Proficiency Test Service	1,721	616	4	717	2	50.0%	2	50.0%	0	0.0%
Driving Training Equipment	22		4 0	1,737	0	0.0%	2	0.0%	0	0.0%
Drug & Alcohol Screening & Testing	235	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drug Abuse & Addiction - Info & Treatment	532	,	2	980	1	50.0%	1	50.0%	0	0.0%
Drug Manufacturers	552	3,208	0	1,737	1	0.0%	1	0.0%	0	0.0%
Druggists - Wholesale	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners	15,443	3,343	1	1,213	1	100.0%	0	0.0%	0	0.0%
Dry Cleaners - Equipment - Wholesales	83	2,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners - Mobile	03	3,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dry Cleaners - Self Service	17		1	1,213	0	0.0%	0	0.0%	1	100.0%
Dry Goods - Retail	13	_,	4	717	4	100.0%	0	0.0%	1	0.0%
Dry Ice	221		1	1,213	1	100.0%	0	0.0%	0	0.0%
Dryer Vent Cleaning	431	-,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Drying Equipment - Industrial	13	, -	53	118	39	73.6%	1	17.0%	5	9.4%
Drying Service	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Drywall Contractors	18,440		0	1,737	0	0.0%	0	0.0%	0	0.0%
Drywall Contractors Equipment & Supplies	177	1,767	5	640	5	100.0%	0	0.0%	0	0.0%
Drywall Taping and Texturing	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Duct Cleaning	20,546	2,003	0	1,737	0	0.0%	0	0.0%	0	0.0%
Dumpster Services	33		0	1,737	0	0.0%	0	0.0%	0	0.0%
Dune Buggies	33	3,345	7	540	7	100.0%	0	0.0%	0	0.0%
Duplicating Machines & Supplies	2	3,345	0	1,737	,	0.0%	0	0.0%	0	0.0%
Dust Collecting Systems	6	3,208	n	1,737	0	0.0%	0	0.0%	0	0.0%
Duty Free Shops	112		3	837	2	66.7%	1	33.3%	0	0.0%
DVD sales & service	337		0	1,737	0	0.0%	1	0.0%	0	0.0%
Ear & Body Piercing	864	, -	21	260	6	28.6%	15		0	0.0%
E-Books	53		21	980	2	100.0%	13	0.0%	0	0.0%
e-cigarettes	277	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Economic Development Organizations	44		n	1,737	0	0.0%	0	0.0%	0	0.0%
Economic Research & Analysis	11		n	1,737	0	0.0%	0	0.0%	0	0.0%
Editorial Services	90		2	980	2	100.0%	0	0.0%	0	0.0%
Educational Consultants	1,930	-,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Educational Materials - Home Schooling	2,530	3,397	n	1,737	0	0.0%	1	0.0%	0	0.0%
Educational Research	7	3,172	328	20	305	93.0%	23	7.0%	0	0.0%
Eggs	52		J20 1	1,213	303	100.0%		0.0%	0	0.0%
Elderly/Senior Specialty Services	1,701	620	0	1,737	1	0.0%	0	0.0%	0	0.0%
E-Learning	293	1,479	1	1,737	1	100.0%	0	0.0%	0	0.0%
Electric Bikes	1,037	815	1	1,737	1	0.0%	0	0.0%	0	0.0%
Electric Ompanies	2,166	520	1	1,213	1		0		0	
Lieutic Companies	2,166	520	1	1,213	1	100.0%	U	0.0%	L 0	0.0%

Test Company   Test	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Sector Selection	Electric Equipment - Manufacturers	153		0		0	0.0%	0	0.0%	0	0.0%
Section   Sect	Electric Equipment - Service & Repair	2,723		0	1,737	0	0.0%	0	0.0%	0	
Secretary   Secr	Electric Equipment - Used	111		0	1,737	0		0		0	
Profit of the Comment   Single Profit   1,277   1,100   1,00   1,00   0,00	Electric Equipment & Supplies - Retail	1,864		0	1,737	0	0.0%	0	0.0%	0	
Tree   Content   Free	Electric Equipment & Supplies - Wholesale	880		1	1,213	1		0		0	
Month Stands Registrated Withholds Refundations	Electric Heating Elements	76		2	980	2	100.0%	0	0.0%	0	
Descriptionness   73   2,657   1   1.77			, .	2	980	2		0		0	
Name Name Controls - Withworks & Householders   24   27   0   0   0   0   0   0   0   0   0			,	0		0		0		0	
BROTE MORP - Security   1,000   1,000   1,000   0,00			,	0		0		0		0	
BRIST PRINTED PRINTE			, .	0		0		0		0	
Descriptions   Service			-,	9	-	6		3		0	
Detect Format Formation			-,	0		0		0		0	
Sector Sectors   Sector Sector   Sector Sectors   Sector Sector   Sector Sect	· · · · · · · · · · · · · · · · · · ·		,	478	-	264		190		24	-
Bottle Supples - Handbackers			_,	0		0		0		0	
Favors Universident (1) 50 2,875 0 1,777 0 8,9% 1 9,0% 1 9,0% 0 8			,	0		0		0		0	
Biodictival Power Systems (Assistance   1	**		, -	0		0		0		0	
Destroat Power Systems (Resolvented Scormetaris) - Destroat Systems   1.2   2,539   0   1,737   0   0,0%   0			,	0		0		0		0	
Destroct Private Restreamence   180		21		0		0		0		0	
RESTRIANCE   1.27				n		0		0		0	
Behtforus Commercial   1,210   750   0   1,777   0   0,0%   0			-,	0		0		0		0	
Dectropies   1,774   604   0   1,777   604   0   0,777   0   0,076   0   0   0   0   0   0   0   0   0				0	-	0		0		0	
Dectamonary   Company				0		0		0		0	
Electron Equipment & Supplies - Numbers   1,579   94   6   588   3   50.0%   0   0.0%				- 00		27				0	
Bestrone Equation Sopples				90		3/		33		0	
Bestons Ferthuments				0		3		3		0	
Electrone Power Supplies    Part   Pa				0		0		0		0	
Electrone: Product Waste Menagement & E. Waste Services			-,	0		0		0		0	
Electronic Flating Equipment   31   2,663   0   1,727   0   0.0%	**		-,	0		0		0		0	
Blectromis Research & Development   42   2,526   0   1,727   0   0,0%   0				0		0		0		0	
Electrostage Fainting   25   2,757   2   990   0   0.0%   2   10.0%   0   0.0%			,	0		0		0		0	
Electrotype Equipment & Supplies			,	0		0		0		0	
Bevate Crustlatins		25	, -	225		224		2		0	
Envelor Installation   66   2,308   20   267   12   66.095   6   30.095   2   10.985   Envelors - Parts   47   2,476   0   1,737   0   0.095   0   0		,		225		221		4		0	
Elevators - Parts			, -	0		0		0		0	
Elevator - Sales & Service   755   967   1   1,213   1   100.0%   0   0.0%			,	20		12		6		2	
E-Mail Marketing			, .	0		0		0		0	
Email Service Provider				1		1		0		0	
Embroideries - Uniform			,	4		3		1		0	
Embroidery Design Punching 693 1,008 2 980 2 100.0% 0 0.0% 0 0.0% 0 0.0% Embroidery Design Punching 1 3,481 0 1,737 0 0.0% 0 0.0% 1 100.0% 0 0.0% 0 0.0% Embroidery Design Punching 2 2,856 1 1,213 0 0.0% 1 100.0% 1 100.0% 0 0.0% Emergency Disaster Preparedness Equipment & Supplies 328 1,426 5 640 1 20.0% 4 80.0% 0 0.0% Emergency Response Systems - Personal 7 3,172 53 118 53 100.0% 0 0.0% 1 100.0% 0 0.0% 0 0.0% Emergency Response Systems - Personal 7 3,172 53 118 53 100.0% 0 0.0% 1 100.0% 0 0.0% 0 0.0% Employee Assistance Programs 1 1 3,481 11 410 5 45.5% 5 45.5% 1 100.0% 0 0.0% 0 0.0% Employee Benefit Plans 5 45.5% 5 45.5% 1 1 9,1% Employee Benefit Plans 5 1,105 4 717 4 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Contractors - Temporary Help 1,444 682 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Contractors - Temporary Help 1,342 682 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Counseling 5 1,557 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Employee Leasing 9 3,112 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Administrative Assistant 9 9 3,112 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Employee Leasing 9 3,112 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Employee Leasing 9 3,112 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Employee Leasing 9 3,112 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Service - Government, Co, Fraterial 9 3,090 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Employment Service - Service - Government, Co, Fraterial 9 3,090 0 1,737 0 0.0% 0 0.			,	1		1		0		0	
Embroidery Design Punching				0		0		0		0	
Embroidery Supplies         20         2,856         1         1,213         0         0.0%         1         10.0%         0         0.0%           Emergency Disaster Persparedness Equipment & Supplies         328         1,426         5         640         1         20.0%         4         80.0%         0         0.0%           Emergency Response Systems - Personal         7         3,172         53         118         53         10.0%         0         0.0%         0         0.0%           Emergency Sheters         7         3,172         1         1,213         0         0.0%         1         10.0%         0         0.0%           Employee Assistance Programs         1         3,481         11         410         5         45.5%         5         45.5%         1         9.1%           Employee Benefit Plans         569         1,105         4         717         4         100.0%         0         0.0%         0         0.0%           Employment Contractors - Temporary Help         1,144         682         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Administrative Assistant         9         3,112 </td <td></td> <td>693</td> <td>,</td> <td>2</td> <td></td> <td>2</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>		693	,	2		2		0		0	
Emergency Disaster Preparedness Equipment & Supplies         328         1,426         5         640         1         20,0%         4         80,0%         0         0.0%           Emergency Response Systems - Personal         7         3,172         53         118         53         100,0%         0         0.0% <td></td> <td>1</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>		1		0		0		0		0	
Emergency Response Systems - Personal 7 3,172 53 118 53 100.% 0 0.0% 1 0.0% 0 0	1 11		,	1		0		1		0	
Emergency Shelters 7 3,172 1 1,213 0 0,0% 1 100.0% 1 100.0% 0 0,0% 1 100.0% 0 0,0% 1 100.0% 0 0,0% 1 100.0% 1 1		328	-, 0	5		1		4		0	
Employee Assistance Programs         1         3,481         11         410         5         45.5%         5         45.5%         1         9.1%           Employee Benefit Plans         559         1,105         4         717         4         100.0%         0         0.0%         0         0.0%           Employment Agencies         17,147         74         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Contractors - Temporary Help         1,144         682         0         1,737         0         0.0%         0		7		53		53		0		0	
Employee Benefit Plans         569         1,105         4         717         4         100.0%         0         0.0%         0         0.0%           Employment Agencies         17,147         74         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Contractors - Temporary Help         1,444         682         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Contractors - Temporary Help         1,557         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service         1,352         708         1         1,213         1         10.0%         0         0.0%         0         0.0%           Employment Service - Administrative Assistant         9         3,112         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Employee Leasing         242         1,584         3         837         2         66.7%         1         33.3%         0         0.0%           Employment Service - Furboyee Leasing         3,090         0         1,737 </td <td></td> <td>7</td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td> <td>1</td> <td></td> <td>0</td> <td>-</td>		7		1		0		1		0	-
Employment Agencies         17,147         74         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Contractors - Temporary Help         1,444         682         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Counseling         255         1,557         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service         1,352         708         1         1,213         1         100.0%         0         0.0%         0         0.0%           Employment Service - Administrative Assistant         9         3,112         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Employee Leasing         242         1,584         3         837         2         66.7%         1         33.3%         0         0.0%           Employment Service - Government, Co, Fraternal         3,090         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         3,090         0 <td< td=""><td></td><td>1</td><td></td><td>11</td><td></td><td>5</td><td></td><td>5</td><td>45.5%</td><td>1</td><td></td></td<>		1		11		5		5	45.5%	1	
Employment Contractors - Temporary Help         1,44         682         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Counseling         255         1,557         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service         708         1         1,213         1         100.0%         0         0.0%         0         0.0%           Employment Service - Administrative Assistant         9         3,112         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Employee Leasing         242         1,584         3         837         2         66.7%         1         33.3%         0         0.0%           Employment Service - Government, Co, Fraternal         10         3,090         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Government, Co, Fraternal         36         2,600         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Survice - Government, Co, Fraternal         3	Employee Benefit Plans		,	4		4	100.0%	0	0.0%	0	0.0%
Employment Counseling         255         1,557         0         1,737         0         0.0%				0		0	0.0%	0	0.0%	0	0.0%
Employment Service         1,352         708         1         1,213         1         100.0%         0         0.0%         0         0.0%           Employment Service - Administrative Assistant         9         3,112         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Employee Leasing         242         1,584         3         837         2         66.7%         1         33.3%         0         0.0%           Employment Service - Government, Co, Fraternal         10         3,090         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         36         2,600         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         3,627         340         2         980         1         50.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         3,627         340         2         980         1         50.0%         1         50.0%         0         0.0%           Employment Training         4	Employment Contractors - Temporary Help			0		0		0	0.0%	0	0.0%
Employment Service - Administrative Assistant         9         3,112         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Employee Leasing         242         1,584         3         837         2         66.7%         1         33.3%         0         0.0%           Employment Service - Government, Co, Fraternal         10         3,090         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         36         2,600         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Training         3,627         340         2         980         1         50.0%         1         50.0%         0         0.0%           Encyclopedias         4         3,292         30         187         26         86.7%         4         13.3%         0         0.0%           Energy Audits         103         2,095         0         1,737         0         0.0%         0         0.0%         0         0.0%	F-7,			0		0	0.0%	0	0.0%	0	0.0%
Employment Service - Employee Leasing         242         1,584         3         837         2         66.7%         1         33.3%         0         0.0%           Employment Service - Government, Co, Fraternal         10         3,090         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         36         2,600         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Training         3,627         340         2         980         1         50.0%         1         50.0%         0         0.0%           Encyclopedias         4         3,292         30         187         26         86,7%         4         13.3%         0         0.0%           Energy Audits         103         2,095         0         1,737         0         0.0%         0         0.0%         0         0.0%	. ,	1,352		1		1		0		0	0.0%
Employment Service - Government, Co, Fraternal         10         3,990         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Service - Virtual Assistant         36         2,600         0         1,737         0         0.0%         0         0.0%         0         0.0%           Employment Training         3,627         340         2         980         1         50.0%         1         50.0%         0         0.0%           Encyclopedias         4         3,292         30         187         26         86,7%         4         13,3%         0         0.0%           Energy Audits         103         2,095         0         1,737         0         0.0%         0         0.0%         0         0.0%	Employment Service - Administrative Assistant	9		0		0	0.0%	0	0.0%	0	0.0%
Employment Service - Virtual Assistant         36         2,600         0         1,737         0         0.0%         0         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0         0         0         0         0         0         0         0 <t< td=""><td></td><td></td><td>,</td><td>3</td><td></td><td>2</td><td></td><td>1</td><td>33.3%</td><td>0</td><td>0.0%</td></t<>			,	3		2		1	33.3%	0	0.0%
Employment Training         3,627         340         2         980         1         50.0%         1         50.0%         0         0.0%           Encyclopedias         4         3,292         30         187         26         86.7%         4         13.3%         0         0.0%           Energy Audits         103         2,095         0         1,737         0         0.0%         0         0.0%         0         0.0%	Employment Service - Government, Co, Fraternal	10	3,090	0		0	0.0%	0	0.0%	0	0.0%
Encyclopedias         4         3,92         30         187         26         86,7%         4         13.3%         0         0.0%           Energy Audits         103         2,095         0         1,737         0         0.0%         0	Employment Service - Virtual Assistant	36	2,600	0		0	0.0%	0	0.0%	0	0.0%
Energy Audits 103 2,095 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Employment Training	3,627	340	2	980	1	50.0%	1	50.0%	0	0.0%
Energy Audits 103 2,095 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Encyclopedias	4	3,292	30	187	26	86.7%	4	13.3%	0	0.0%
	Energy Audits	103	2,095	0	1,737	0	0.0%	0		0	0.0%
	Energy Conservation Products - Wholesale & Manufacturers	76	2,267	1	1,213	1		0	0.0%	0	

Personal Profession   1,200   519   7   500   1   12.00   2.000   1   12.000   1	Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Company   Comp			Inquiries 512	7	Complaint 540	4		2		1	14 3%
Page   Proceedings   1,779   330   50   11   17   17   17   17   17   17   1				0		0		0		0	
Section   1,777   700   1,777   1,700   1,777   1,77				54		47		7		0	
				0		0		0		0	
1				0	-	0		0		0	
Second company				2		2		0		0	
Section   Sect			, -	0		0		0		0	
Property			-,000	4		0		4		0	
10   10   10   10   10   10   10   10			-,	3		2		1		0	
regimener - Neuhromoted			-,	0		0		0		0	
			-,	0		0		0		0	
1.72			-,	0		0		0		0	
Progress Foundament   1.70	*			0	-	0		0		0	
1989   1989   2   2   3   3   3   5   6   7   6   6   6   6   6   6   6   6	Engines - Diesel		-,	0		0		0		0	
Pages   Page	<u> </u>			3		1		2		0	
regimes - General (1.72)	· ·			13		10		3		0	
Total   Company   Compa	Engines - Gas			0		0		0		0	
regiones - Regional & Forburger   1,381   290   0   1,727   0   0.0%   0   0.	Engines - Gasoline		, -	1		0		1		0	
Pages - Septiment Afrons   Sep			_,000	0		0		0		0	
1999   1,236   1,237   1,238   1,273   1,209   0   0.0%   0   0.	Engines - Supplies, Equipment & Parts			0		0		0		0	
Page	Engravers - Mechanical		031	1	-	1		0		0	
1,172   2,90	Engravers - Metal		,	0		0		0		0	
1999/West   1985   1777   0   0.0%   0   0	<u> </u>	7	,	2	-	0		2		0	
International Supplement Assumption	· ·	38		0		0		0		0	
1,727   1,72		1	,-	0		0		0		0	
Intercationer Process of Control		63		0		0		0		0	
Interstamment Bureaus	Entertainers		,	4		2		2		0	
1	Entertainment Bureaus			12	394	9		3		0	
Invironmental Scotogical Services   4,698   310   0   1,737   0   0,0%   0	Envelopes - Wholesale & Manufacturers	85		18	301	12		5		1	
Invironmental Consulting & Contracting Invironmental Consulting & Contracting Invironmental Consulting & Contracting Invironmental Consulting & Contracting Invironmental Consulting & Consulting Invironmental Consulting Invironmental Consulting & Consulting Invited Consulting Invited Consulting Invited Consulting & Consulting Invited C	Environmental & Ecological Services	4,094		0	1,737	0		0		0	
2   2,757   1   410   9   81.8%   2   11.2%   0   0.0%	Environmental Consulting & Contracting	1,242		4	717	2		2		0	
Part	Environmental Testing & Consulting	25	2.757	11	410	9	81.8%	2	18.2%	0	
Selection   Services   Selection   Selec	Environmental, Conservationist & Ecol Org	715		1		1		0		0	
Sequent Primary   16   2,932   0   1,737   0   0.0%	Equestrian Services	543		0	1,737	0		0		0	
Second Experiment Calibration   36   2,600   5   640   4   80.0%   1   20.0%   0   0.0	Equine Therapy			0		0		0		0	
17   1,918	Equipment Calibration	36		5	640	4		1		0	
resinct Control 1,1980 2 980 1 50.0% 1 50.0% 0 0.0% 0 0.0% 1 50.0% 1 50.0% 0 0.0% 1 0.0% 1 50.0% 1 1 50.0% 0 0.0% 1 0.0% 1 1 50.0% 0 0.0% 1 0.	Ergonomic Products & Services	137		1	1,213	1	100.0%	0	0.0%	0	
1,562   1,562   2   980   2   100.0%   0   0.0%   0	Erosion Control	127		2	980	1		1	50.0%	0	
State Liquidators 330 1,423 0 1,737 0 0,0% 0	Escort Service - Personal	251		2	980	2	100.0%	0	0.0%	0	0.0%
States Planning & Management	Escrow Service	143	1,899	5	640	5	100.0%	0	0.0%	0	0.0%
Set	Estate Liquidators	330	1,423	0	1,737	0	0.0%	0	0.0%	0	0.0%
Setheticians	Estate Planning & Management	542		0	1,737	0		0		0	
stricked Products - Metal, Glass         25         2,757         8         499         5         62.5%         3         37.5%         0         0.0%           Event Center         0         3,596         20         267         0         0.0%         11         55.0%         9         45.0%           Event Planners         2,577         461         4         717         4         100.0%         0         0.0%         0 <t< td=""><td>Estates - Appraisals, Sales &amp; Auctions</td><td>448</td><td>1,254</td><td>1</td><td>1,213</td><td>0</td><td>0.0%</td><td>1</td><td>100.0%</td><td>0</td><td>0.0%</td></t<>	Estates - Appraisals, Sales & Auctions	448	1,254	1	1,213	0	0.0%	1	100.0%	0	0.0%
vent Center         3,596         20         267         0         0.0%         11         55.0%         9         45,0%           vent Planners         2,577         461         4         717         4         100.0%         0         0.0%         0         0.0%           vent Planners - Corporate         26         2,740         1         1,213         0         0.0%         1         100.0%         0         0.0%           viction Service         873         896         0         1,737         0         0.0%	Estheticians	467	1,228	17	312	9	52.9%	7	41.2%	1	5.9%
Second Planners   Second Pla	Etched Products - Metal, Glass	25	2,757	8	499	5	62.5%	3	37.5%	0	0.0%
Secret Planners - Corporate   2,740	Event Center	0		20	267	0		11		9	
Service   Serv	Event Planners	2,577	461	4	717	4	100.0%	0	0.0%	0	0.0%
Excepting Contractors         24,148         54         15         327         4         26,7%         9         60.0%         2         13,3%           Executing Equipment         384         1,338         6         583         6         100.0%         0         0.0%         0         0.0%           Executive Search Consultants         421         1,233         0         1,737         0         0.0%         0         0.0%         0         0.0%           Executive Suites         32         2,649         89         77         83         93.3%         6         6.7%         0         0.0%           Exercise R Physical Fitness Programs         5,526         242         889         37         87.0%         115         12.9%         1         0.1%           Exercise Equipment & Machines - Seles         2,861         419         0         1,737         0         0.0%         0         0.0%         0         0.0%           Exercise Equipment & Machines - Service & Repair         6         3,208         1         1,213         0         0.0%         1         10.0%         0         0.0%           Exercise Equipment & Machines - Service & Repair         13         3,009         4 </td <td>Event Planners - Corporate</td> <td>26</td> <td>2,740</td> <td>1</td> <td>1,213</td> <td>0</td> <td>0.0%</td> <td>1</td> <td>100.0%</td> <td>0</td> <td>0.0%</td>	Event Planners - Corporate	26	2,740	1	1,213	0	0.0%	1	100.0%	0	0.0%
Exceptive Search Consultants	Eviction Service	873	896	0	1,737	0	0.0%	0	0.0%	0	0.0%
Executive Search Consultants 421 1,293 0 1,737 0 0.0% 0 0.	Excavating Contractors	24,148	54	15	327	4	26.7%	9	60.0%	2	13.3%
Security Suites	Excavating Equipment	384	1,338	6	583	6	100.0%	0	0.0%	0	0.0%
Exercise & Physical Fitness Programs         5,526         242         889         3         773         87.0%         115         12.9%         1         0.1%           Exercise Equipment & Machines - Sales         2,861         419         0         1,737         0         0.0%         0         0.0%         0         0.0%           Exercise Equipment & Machines - Service & Repair         6         3,208         1         1,213         0         0.0%         1         100.0%         0         0.0%           Exhibit Design & Construction         13         3,009         4         717         2         50.0%         2         50.0%         0         0.0%           Explosives         15         2,954         5         640         4         80.0%         1         20.0%         0         0.0%	Executive Search Consultants	421	1,293	0	1,737	0	0.0%	0	0.0%	0	0.0%
Services & Physical Fitness Programs	Executive Suites	32	2,649	89	77	83	93.3%	6	6.7%	0	0.0%
Exercise Equipment & Machines - Service & Repair         6         3,208         1         1,213         0         0.0%         1         100.0%         0         0,0%           Exhibit Design & Construction         13         3,009         4         717         2         50.0%         2         50.0%         0         0.0%           Explosives         15         2,954         5         640         4         80.0%         1         20.0%         0         0.0%	Exercise & Physical Fitness Programs	5,526	242	889	3	773	87.0%	115		1	0.1%
Exhibit Design & Construction     13     3,009     4     717     2     50.0%     2     50.0%     0     0.0%       explosives     15     2,954     5     640     4     80.0%     1     20.0%     0     0.0%	Exercise Equipment & Machines - Sales	2,861	419	0	1,737	0	0.0%	0	0.0%	0	0.0%
xplosives 15 2,954 5 640 4 80.0% 1 20.0% 0 0.0%	Exercise Equipment & Machines - Service & Repair	6	3,208	1	1,213	0	0.0%	1	100.0%	0	0.0%
7,757	Exhibit Design & Construction	13	3,009	4		2	50.0%	2	50.0%	0	0.0%
Export Management 55 2 407 1 1.213 0 0.004 0 0.004 1 1.00.004	Explosives	15	2,954	5	640	4	80.0%	1	20.0%	0	0.0%
2 2,407 1 1 100.0% 1 1 100.0%	Export Management	55	2,407	1	1,213	0	0.0%	0	0.0%	1	100.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Exporters	736	Inquiries 983	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Express & Transfer Service	156	1,843	1	1,213	1	100.0%	0	0.0%	0	0.0%
Extended Warranty Contract Service Companies	775	954	0	1,737	0	0.0%	0	0.0%	0	0.0%
Exterior Designers	142		2	980	2	100.0%	0	0.0%	0	0.0%
Exterior Structures - Barn Construction	131	1,959	3	837	1	33.3%	2	66.7%	0	0.0%
Exterior Structures - Gazebos, Arbors, Pergolas	46		0	1,737	0	0.0%	0	0.0%	0	0.0%
Eyeglass Suppliers	381	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fabric Shops	1,789	599	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fabrics - Wholesale & Manufacturers	33	2,637	1	1,213	1	100.0%	0	0.0%	0	0.0%
Facility Maintenance	283		1	1,213	0	0.0%	1	100.0%	0	0.0%
Factoring Service	79		1	1,213	0	0.0%	1	100.0%	0	0.0%
Fairgrounds	6	3,208	19	283	11	57.9%	8	42.1%	0	0.0%
Fans - Household	16		1	1,213	0	0.0%	0	0.0%	1	100.0%
Fans - Industrial & Commercial	22	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fare Registers & Meters	79		0	1,737	0	0.0%	0	0.0%	0	0.0%
Farm Equipment	2,165	523	0	1,737	0	0.0%	0	0.0%	0	0.0%
Farm Equipment - Repair & Parts	268		0	1,737	0	0.0%	0	0.0%	0	0.0%
Farm Management	65	2,325	0	1,737	0	0.0%	0	0.0%	0	0.0%
Farm Supplies	302		1	1,213	1	100.0%	0	0.0%	0	0.0%
Farmers Market	194	_,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Farming Service	189	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Farms	877	895	0	1,737	0	0.0%	0	0.0%	0	0.0%
Farms - Organic	13		1	1,213	1	100.0%	0	0.0%	0	0.0%
Fashion Accessories	590		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fashion Consultants	96	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fashion Designers	134	, -	11	410	9	81.8%	1	9.1%	1	9.1%
Fashion Show Producers	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fasteners - Industrial & Construction	510	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fax Equipment & Systems	34	,	22	248	11	50.0%	9	40.9%	2	9.1%
Fax Transmission Service	387	-,	151	47	134	88.7%	16	10.6%	1	0.7%
Feed - Wholesale & Manufacturers	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Feed Concentrates & Supplements	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Feed Dealers	352		1	1,213	0	0.0%	1	100.0%	0	0.0%
Felt & Felt Products	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fence - Sales, Service & Contractors	2,688	442	10	436	6	60.0%	4	40.0%	0	0.0%
Fence Contractors	23,468	57	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fence Material	49		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fence Posts & Fittings	1,043	812	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fences - Rental	111	2,043	18	301	6	33.3%	11	61.1%	1	5.6%
Fences - Vinyl	524		1	1,213	0	0.0%	1	100.0%	0	0.0%
Fences - Wood	74		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fencing Instruction	291		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ferries	5	3,258	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fertility Specialists	37		3	837	1	33.3%	2	66.7%	0	0.0%
Fertilizer Plant Equipment	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fertilizers	514		11	410	4	36.4%	7	63.6%	0	0.0%
Fiber & Fiber Products	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Fabricators	29		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Materials	35		33	172	19	57.6%	14	42.4%	0	0.0%
Fiber Glass Products	9	3,112	3	837	2	66.7%	0	0.0%	1	33.3%
Fiber Optics	29		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fiberglass - Fabrication & Repair	40		15	327	10	66.7%	4	26.7%	1	6.7%
Filing Equipment, Systems & Supplies	27	,	11	410	5	45.5%	6	54.5%	0	0.0%
Filling Machinery	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Filtering Materials & Supplies	228	1,623	1	1,213	1	100.0%	0	0.0%	0	0.0%
Filters - Air & Gas	123		0	1,737	0	0.0%	0	0.0%	0	0.0%
Filters Air & Gas Cleaning	441		1	1,213	1	100.0%	0	0.0%	0	0.0%
Financial Consultants - No License Required	13	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
and the second of the second order of	1	3,003	-	1,.37	·	0.0%		0.0%		0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Financial Planning Consultants	8,697	Inquiries 160	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Financial Planning Kit	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Financial Services	30,366	36	42	138	23	54.8%	19	45.2%	0	0.0%
Financing	4,239	295	4	717	4	100.0%	0	0.0%	0	0.0%
Financing Consultants	1,729	614	2	980	2	100.0%	0	0.0%	0	0.0%
Fingerprinting	188	1,736	9	465	6	66.7%	3	33.3%	0	0.0%
Fingerprinting - Live Scan	240		24	229	10	41.7%	14		0	0.0%
Fire & Smoke & Water Clean Up	43		1	1,213	1	100.0%	0	0.0%	0	0.0%
Fire & Smoke Alarm Systems	2,324	491	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire & Water Damage Restoration	24,649	51	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire Damage Restoration	360		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire Department Equipment & Supplies	30		3	837	2	66.7%	1	33.3%	0	0.0%
Fire Departments	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire Extinguishers	632		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fire Hydrants	71	2,302	15	327	9	60.0%	5	33.3%	1	6.7%
Fire Protection Consultants	584	1,087	155	46	87	56.1%	67	43.2%	1	0.6%
Fire Protection Contractor	469		19	283	13	68.4%	6	31.6%	0	0.0%
Fire Protection Equipment & Supplies	2,120	526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fireplace Equipment - Retail	1,790	598	72	96	59	81.9%	11	15.3%	2	2.8%
Fireplace Equipment - Wholesale & Manufacturers	210		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fireplaces	10,427	135	31	184	21	67.7%	9	29.0%	1	3.2%
Fireproofing	84	2,212	0	1,737	0	0.0%	0	0.0%	0	0.0%
Firewood	2,942	407	2	980	2	100.0%	0	0.0%	0	0.0%
Fireworks	32	2,649	0	1,737	0	0.0%	0	0.0%	0	0.0%
First Aid Instruction	1,782	600	1	1,213	1	100.0%	0	0.0%	0	0.0%
First Aid Supplies	231	1,612	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood - Retail	684		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood - Wholesale	386	1,335	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood Brokers	124		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fish Hatcheries	49	2,460	6	583	3	50.0%	3	50.0%	0	0.0%
Fish Processors	159	1,826	1	1,213	0	0.0%	1	100.0%	0	0.0%
Fishermens Supplies	340	1,414	2	980	2	100.0%	0	0.0%	0	0.0%
Fishery Consultants	32	2,649	3	837	1	33.3%	2	66.7%	0	0.0%
Fishing Bait	52	2,428	4	717	3	75.0%	1	25.0%	0	0.0%
Fishing Charters	226	1,630	28	197	23	82.1%	5	17.9%	0	0.0%
Fishing Tackle - Repair & Parts	20	2,856	183	38	158	86.3%	21	11.5%	4	2.2%
Fishing Tackle Dealers	547	1,128	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fitness Centers	6,006	227	1	1,213	1	100.0%	0	0.0%	0	0.0%
Fix-It Shops	7	3,172	1	1,213	0	0.0%	1	100.0%	0	0.0%
Flag Poles	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Flags & Banners	257		0	1,737	0	0.0%	0	0.0%	0	0.0%
Flashers - Electric	19	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flatware - Table	1,080	802	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flea Markets	632	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flight Instructor	31		0	1,737	0	0.0%	0	0.0%	0	0.0%
Flight School	266	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Floats - Parade	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Flood Control Equipment	16	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Coatings - Epoxy/Polyurethane	196	, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Coverings & Installation	11,160	127	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Laying, Refinishing & Resurfacing	14,077	101	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Repair	7	3,172	2	980	0	0.0%	0	0.0%	2	100.0%
Floor Materials - Retail	11,347	124	4	717	1	25.0%	3	75.0%	0	0.0%
Floor Refinishing	200	1,699	1	1,213	1	100.0%	0	0.0%	0	0.0%
Floor Removal	137	1,918	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Removal, Resurfacing and Refinishing	3	3,345	3	837	1	33.3%	2	66.7%	0	0.0%
Floor Treatment Compounds	108		0	1,737	0	0.0%	0	0.0%	0	0.0%
Floor Waxing, Polishing & Cleaning	49	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Floors - Garage	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%

1600   1600	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
10001-100016	Floors - Hardwood	4,562		0		0	0.0%	0	0.0%	0	0.0%
Trans-tender	Floors - Industrial	711		296	24	292	98.6%	4	1.4%	0	-
ROST PARCE   32   2607   2   500   0   0.05   0.0	Floors - Laminate	11		1	1,213	1		0		0	
Not Staget protections	Floors - Raised	33		2	980	2	100.0%	0	0.0%	0	-
Rick Florid Required Wordshown (49) 2,485   8 60   9 0,000   0 000   0	Floral Design Instruction	62		1	1,213	1		0		0	
1.548   211   2	Florist - Funeral Bouquets & Wreaths			5	640	5	100.0%	0	0.0%	0	
TROMS - PROMESSES  172   766   1.777   0 0.96	· · · · · · · · · · · · · · · · · · ·		,	0		0		0		0	
From Supples				0		0		0		0	
Traver Fremone				0		0		0		0	-
Processor   14		1		1		1		0		0	
Town & Decompose Nationary  105   1,959   1,777   0   0,00   0   0,00   0   0,00   0	Flowers - Preserved	51		0		0		0		0	-
Food   Secretary   100   1,774   77   122   1,24   1,24   1,25   1,26   1,27   1,26   1,27			-,	0		0		0		0	
100   1,000			,	17		5		12		0	
1904   1	·	3	-,	0		0		0		0	
130   131		913	-,	1		0		1		0	
Post Post New Community   19				0		0		0		0	
Food Humber-New Nithlesseen, Derbritories				0		0		0		0	-
Frost Processor   1,500   2,500   2   500   2   1,000   0   0,000   0   0,000   0   0,000   0			-,	n		n		n		n	
Procedure   Proc				2		2		0		0	-
Proof Products				0		0		0		0	
100   100			-,	0		0		0		0	-
Food Services Residentump (2009mert)				0		0		0		0	
Frost Service Membershamperment				0		0		0		0	
Frost Script Multiple Street Pries				12		0		0		0	
Foods - Depuly related & Freeze- brief   1.27   1.275   7   54   5   1.485   2.868   0   0.098   0				13		9		4		0	-
From Processed Clubs				7				3		0	
Football Clube Football Clube Football Club   1967   0   1727   0   0.0%   0   1.00%   0   0.0%   Foresters - Carwalling Foresters - Carw				12		3		2		0	
Freegin Charmon Browner  1. 477				13		3		3		3	
Foresters - Consulting From Markenance			,	0		0		0		0	-
Forwith Pearly Regard & Naintenance 9 2,166 1 1,213 1 100.0% 0 0.				3		24		1		0	
Formal Ware			,	24		21		3		0	-
Foundation Repair & House Leveling			-,	1		1		0		0	
Foundation Repair & House Leweling Foundations - Education, Philanthropy, Research Foundation, Philanthropy, Research Foundations Foundations Foundations Foundations Fo				0		0		0		0	-
Foundations - Education, Philanthropy, Research				U		U		U		0	
Foundries				0		0		0		0	
Foundry Equipment & Supplies 17 2,913 0 1,727 0 0.0% 0 0.0			-,	U		U		U		0	
Fourthires - Garden, Display 77 1,251 0 1,737 0 0,0% 1 1,174 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 1 1,174 0 1,737 0 0,0% 0 0,0% 0 0,0% 1 1,174 0 1,737 0 0,0% 0 0,0% 1 1,174 0 1,737 0 0,0% 0 0,0% 1 1,174 0 1,737 0 0,0% 0 0,0% 1			-,	0		0		0		0	
Four Wheel Drive Vehicles - Repair & Service 6 3,208 0 1,737 0 0,0% 0 0,			,	0		0		0		0	
Franchising 510 1,174 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 1 0,0%				0		0		0		0	-
Fraternal Organizations 97 2,126 19 283 8 42.1% 11 57.9% 0 0.0% Fraternal Regalia & Supplies 1 3,481 66 100 39 59.1% 23 34.8% 4 6.1% 6.1% Fraternities & Scorrities 9 3,345 0 1.737 0 0.0% 0 0.		_		0		0		0		0	
Fraternal Regalia & Supplies  1 3,481 66 100 39 59,1% 22 34,8% 4 6,1% Fraternities & Sororities				0		0		0		0	
Freight Formarding 268 1,526 0 1,737 0 0.0%		9/	-,			8				0	
Freight Consolidating         268         1,526         0         1,737         0         0.0%         0         0.0%         0         0.0%           Freight Forwarding         3,943         319         0         1,737         0         0.0%         0         0.0%         0         0.0%           Freight Tending         80         2,236         0         1,737         0         0.0%         0         0.0%         0         0.0%           Frozen Food Locker Plants         6         3,208         0         1,737         0         0.0%         0         0.0%         0         0.0%           Frozen Food Locker Plants         6         3,208         0         1,737         0         0.0%         0         0.0%         0         0.0%           Frozen Foods - Retail         999         836         1         1,213         0         0.0%         1         100.0%         0         0.0%           Fruit & Vegetable Growers & Shippers         60         2,363         2         980         0         0.0%         2         100.0%         0         0.0%           Fruits & Vegetables - Retail         1         1,213         1         1,213         1         <	1 11	1		66		39		23		4	
Freight Forwarding 3,943 319 0 1,737 0 0,0%		3		0		0		0		0	
Freight Traffic Service 80 2,236 0 1,737 0 0.0% 0 0	· ·		-,	0		0		0		0	
Frozen Food Locker Plants 6 3,208 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% Frozen Foods - Retail 999 836 1 1,213 0 0,0% 1 100.0% 1 100.0% 0 0,0% 0 0,0% 1 100.0% 0 0,0%				0		0		0		0	
Frozen Foods - Retail 999 836 1 1,213 0 0.0% 1 100.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 0			,	0		0		0		0	
Fruit & Vegetable Growers & Shippers 60 2,363 2 980 0 0,0% 2 100.0% 2 100.0% 0 0.0% Fruits & Vegetables - Retail 492 1,192 2 980 2 100.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 50 100.0% 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 1 100.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 10 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 100.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 10.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 10.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Retail 10 0.0% Fruits & Vegeta				0		0		0		0	
Fruits & Vegetables - Retail 492 1,192 2 980 2 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Fruits & Vegetables - Wholesale 182 1,751 1 1,213 1 100.0% 0 0.0% 0				1		0		1		0	
Fruits & Vegetables - Wholesale 182 1,751 1 1,213 1 100.0% 0 0.0% 0 0.0% 0 0.0% Fuel - Biofuels 13,481 2 980 0 0.0% 2 100.0% 0 0			,	2		0		2		0	0.0%
Fuel - Biofuels 1 3,481 2 980 0 0.0% 2 100.0% 0 0.0			-,	2		2		0	0.0%	0	
Fuel - Diesel 104 2,089 1 1,213 1 100.0% 0 0		182	, -	1		1		0		0	
Fuel - Gasoline 1 3,481 0 1,737 0 0,0% 0 0,0	Fuel - Biofuels	1		2		0		2		0	
Fuel Economizers         120         2,010         1         1,213         0         0.0%         1         100.0%         0         0.0%           Fuel Injection Equipment         138         1,913         1         1,213         1         100.0%         0         0.0%         0         0.0%           Fulfillment Services         225         1,634         1         1,213         0         0.0%         1         100.0%         0         0.0%           Fumigation Services         7         3,172         306         22         250         81.7%         56         18.3%         0         0.0%	Fuel - Diesel	104	,	1		1		0		0	
Fuel Injection Equipment         138         1,913         1         1,213         1         100.0%         0         0.0%         0         0.0%           Fullillment Services         225         1,634         1         1,213         0         0.0%         1         100.0%         0         0.0%           Fumigation Services         7         3,172         306         22         250         81.7%         56         18.3%         0         0.0%	Fuel - Gasoline	1		0		0		0		0	
Fulfillment Services 225 1,634 1 1,213 0 0.0% 1 100.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0%	Fuel Economizers		,	1		0	0.0%	1	100.0%	0	0.0%
Funigation Services 7 3,172 306 22 250 81.7% 56 18.3% 0 0 0.0%			1,913	1		1	100.0%	0	0.0%	0	0.0%
5,515	Fulfillment Services	225		1		0	0.0%	1	100.0%	0	0.0%
Fund Raising Counselors & Orgs 2,109 529 2 980 1 50.0% 1 50.0% 0 0.0%	Fumigation Services	7		306			81.7%	56	18.3%	0	0.0%
	Fund Raising Counselors & Orgs	2,109	529	2	980	1	50.0%	1	50.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fund Raising Games, Merchandise, Supplies	69	2,308	0	1,737	0	0.0%	0	0.0%	0	0.0%
Funeral Directors	3,704	331	1	1,213	1	100.0%	0	0.0%	0	0.0%
Funeral Directors Equipment & Supplies	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Funeral Homes	2,377	483	7	540	7	100.0%	0	0.0%	0	0.0%
Funeral Related Services	3,160		200	33	117	58.5%	69	34.5%	14	7.0%
Fur Business - Retail	961	854	4	717	3	75.0%	1	25.0%	0	0.0%
Fur Business - Wholesale & Manufacturers	300		0	1,737	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Retail	68		13	372	8	61.5%	5	38.5%	0	0.0%
Fur Designers	215	, -	3	837	2	66.7%	1	33.3%	0	0.0%
Fur Finishers & Liners	24	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Fur Skin Dealers & Brokers	2	3,397	25	219	25	100.0%	0	0.0%	0	0.0%
Fur Storage	18		25	1,737	0	0.0%	0	0.0%	0	0.0%
Furnace Cleaning	203	,	2	980	1	50.0%	1	50.0%	0	0.0%
Furnace Sales & Service	11,676	1,087	0	1,737	1	0.0%	1	0.0%	0	0.0%
Furnaces - Industrial	2,845	422	2	980	0	0.0%	2	100.0%	0	0.0%
Furniture - Childrens	1,423	691	0	1,737	0		2		0	
	958		0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture - Outdoor Furniture - Retail	72,112	856	0	1,737	0	0.0%	0	0.0%	0	0.0%
		15	0	980	0	0.0%	0	0.0%	0	0.0%
Furniture - Rustic	344	-,	2		2	100.0%	0	0.0%	0	0.0%
Furniture - Unfinished	40	=,0.0	9	465	/	77.8%	2	22.2%	0	0.0%
Furniture - Used	815		9	465	7	77.8%	0	0.0%	2	22.2%
Furniture - Wholesale	1,268	723	0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture Assembly Services	17		3	837	3	100.0%	0	0.0%	0	0.0%
Furniture Cleaning	470		0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	182	-,	4	717	4	100.0%	0	0.0%	0	0.0%
Furniture Designers & Custom Builders	4,364	293	0	1,737	0	0.0%	0	0.0%	0	0.0%
Furniture Manufacturers	5,302	252	6	583	3	50.0%	3	50.0%	0	0.0%
Furniture Manufacturers Equipment & Supplies	43	,	25	219	16	64.0%	9	36.0%	0	0.0%
Furniture Rent & Lease	1,440		1	1,213	1	100.0%	0	0.0%	0	0.0%
Furniture Repair & Refinish	3,416	356	2	980	1	50.0%	1	50.0%	0	0.0%
Furniture Repair & Refinish Supplies	21	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gambling Machine Supplies and Services	13	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Game - Birds, Venison	26	, .	1	1,213	1	100.0%	0	0.0%	0	0.0%
Games & Supplies	2,724	438	4	717	2	50.0%	2	50.0%	0	0.0%
Gaming Tables	104	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garage Builders	4,191	299	1	1,213	0	0.0%	1	100.0%	0	0.0%
Garage Door Repair	1,205	753	4	717	2	50.0%	2	50.0%	0	0.0%
Garage Doors & Openers	6,337	217	2	980	2	100.0%	0	0.0%	0	0.0%
Garage Organizers	847	915	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garbage Disposal Equipment - Industrial & Commercial	573	1,102	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garbage Disposal Equipment - Supplies & Parts	1,471	678	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garbage Disposals - Household	413	, , , , ,	5	640	3	60.0%	2	40.0%	0	0.0%
Garden Centers	3,075	385	11	410	6	54.5%	5	45.5%	0	0.0%
Gardeners	1,253	728	0	1,737	0	0.0%	0	0.0%	0	0.0%
Garments - Printing & Lettering	56	2,393	2	980	1	50.0%	1	50.0%	0	0.0%
Gas - Industrial & Medical - Cylinder & Bulk	126	1,989	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gas - Propane	3,123	379	23	240	17	73.9%	6	26.1%	0	0.0%
Gas - Propane - Equipment & Supplies	1,543	654	1	1,213	1	100.0%	0	0.0%	0	0.0%
Gas Burners	45	2,494	10	436	6	60.0%	2	20.0%	2	20.0%
Gas Detectors	128	1,974	8	499	5	62.5%	3	37.5%	0	0.0%
Gas Plant Equipment	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gaskets	52		0	1,737	0	0.0%	0	0.0%	0	0.0%
Gasoline - Wholesale	136		1	1,213	0	0.0%	0	0.0%	1	100.0%
Gasoline Additives - Manufacturers & Distributors	1	3,481	10	436	7	70.0%	2	20.0%	1	10.0%
Gates	145		586	7	514	87.7%	71	12.1%	1	0.2%
Gauges & Gages	3	3,345	2	980	2	100.0%	0	0.0%	0	0.0%
Gazebos	1,187	756	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gears & Gear Cutting	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Genealogists	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
(1) (1) (8) (1)		3,133	Ū	1,, 3,	ı	0.0%	0	0.0%		0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Genealogy Services	885	886	20	267	15	75.0%	5	25.0%	0	0.0%
General Merchandise - Retail	14,968	93	0	1,737	0	0.0%	0	0.0%	0	0.0%
General Merchandise - Wholesale	129		0	1,737	0	0.0%	0	0.0%	0	0.0%
Generators - Electric	600	1,077	0	1,737	0	0.0%	0	0.0%	0	0.0%
Generators - Maintenance	135		0	1,737	0	0.0%	0	0.0%	0	0.0%
Generators - Steam	98	,	38	145	36	94.7%	2	5.3%	0	0.0%
Geographers	20		12	394	4	33.3%	8	66.7%	0	0.0%
Geologists	29		0	1,737	0	0.0%	0	0.0%	0	0.0%
Geologists Supplies	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Geophysical Apparatus	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Geophysicists	92	,	60	107	34	56.7%	26		0	0.0%
Geotechnical Engineering	117	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Geothermal Heating & Cooling	925	,	409	14	180	44.0%	209	51.1%	20	
Gift Baskets & Parcels	1,405	694	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gift Certificates/Cards	778	951	0	1,737	0	0.0%	1	0.0%	0	0.0%
Gift Shops	3,471	350	1	1,213	1	100.0%	0	0.0%	0	0.0%
	609		1	1,737	1		0		0	
Giftware - Wholesale & Manufacturers Girls Apparel	609	-,	15	327	12	0.0%	2	0.0%	0	0.0%
· · ·	469	3,481	15	1,213	12	80.0%	3	20.0%	0	0.0%
Glass - Beveled, Carved, Ornamental	469	-,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Glass - Block	6	3,208	3		2	66.7%	1	33.3%	0	0.0%
Glass - Broken	6	3,208	11	410	6	54.5%	5	45.5%	0	0.0%
Glass - Plate and Window	15,018	91	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass - Repair	617	1,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass - Stained & Leaded	1,500		0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass - Tempered	39	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass Blowers	202	,	4	717	3	75.0%	1	25.0%	0	0.0%
Glass Board - Up Service	20	_,	8	499	5	62.5%	3	37.5%	0	0.0%
Glass Circles & Specialty Shapes	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glass Coating & Tinting	1,316		1	1,213	1	100.0%	0	0.0%	0	0.0%
Glass Coating & Tinting Materials	113	2,033	13	372	8	61.5%	5	38.5%	0	0.0%
Glass, Mirror & Screen Companies	288	=,	87	81	30	34.5%	57	65.5%	0	0.0%
Glassware - Wholesale & Manufacturers	437	1,270	0	1,737	0	0.0%	0	0.0%	0	0.0%
Glassware Decorators	8	3,135	1	1,213	1	100.0%	0	0.0%	0	0.0%
Glaziers	218		0	1,737	0	0.0%	0	0.0%	0	0.0%
Glaziers Supplies	40	2,546	0	1,737	0	0.0%	0	0.0%	0	0.0%
Global Positioning Systems	409	1,303	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gloves - Work & Industrial	37		0	1,737	0	0.0%	0	0.0%	0	0.0%
Go-Karts	95	2,142	0	1,737	0	0.0%	0	0.0%	0	0.0%
Go-Karts Manufacturers	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gold Buyers	1,997	554	35	163	18	51.4%	15	42.9%	2	5.7%
Gold, Silver & Platinum Dealers	3,689	336	0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Caddies	5	3,258	2	980	1	50.0%	1	50.0%	0	0.0%
Golf Carts	150		0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Course Construction	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Course Equipment & Supplies	14		2	980	0	0.0%	1	50.0%	1	50.0%
Golf Courses - Miniature	157		0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Private	782		0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Public	813	933	13	372	10	76.9%	0	0.0%	3	23.1%
Golf Equipment & Supplies - Retail	1,143	777	1	1,213	1	100.0%	0	0.0%	0	0.0%
Golf Equipment & Supplies - Wholesale & Manufacturers	96	2,132	0	1,737	0	0.0%	0	0.0%	0	0.0%
Golf Instruction	205		6	583	3	50.0%	3	50.0%	0	0.0%
Golf Practice Ranges	120	-,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gourmet Corporate Gifts	68	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gourmet Shops	198	, -	2	980	2	100.0%	0	0.0%	0	0.0%
Government - Auctions & Job Listing Services	13		1	1,213	n	0.0%	1	100.0%	0	0.0%
Government - City, Village & Township	363	-,	6	583	4	66.7%	1	16.7%	1	16.7%
Government - County	303	3,345	0	1,737	0	0.0%	0	0.0%	1	0.0%
Government - State	52		0	1,737	0	0.0%	0	0.0%	0	0.0%
Government - US.	20	, -	1	1,213	1	100.0%	0	0.0%	0	0.0%
dovernment 05.	20	2,856	1	1,213	1	100.0%	U	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Government Grant Services	20	2,856	1	1,213	1	100.0%	0	0.0%	0	0.0%
Government Offices	2,066	539	2	980	0	0.0%	0	0.0%	2	100.0%
Graffiti Removal	179	1,761	0	1,737	0	0.0%	0	0.0%	0	0.0%
Grain Brokers	30	2,681	1	1,213	1	100.0%	0	0.0%	0	0.0%
Grain Dealers	136	1,930	64	102	36	56.3%	26		2	3.1%
Grain Elevators	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	19	2,875	32	177	24	75.0%	8	25.0%	0	0.0%
Granite	16,421	79	0	1,737	0	0.0%	0	0.0%	0	0.0%
Grant - Scholarship - Financial Aid Finder Service	363	1,376	85	84	6	7.1%	79	92.9%	0	0.0%
Grant Writers	2	3,397	3	837	1	33.3%	2	66.7%	0	0.0%
Graphic Designers	3,000	396	2	980	1	50.0%	0	0.0%	1	50.0%
Gratings	3,000	3,112	0	1,737	1	0.0%	0	0.0%	0	0.0%
Grease Traps	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Greenhouse Builders	527	1,150	0	1,737	0	0.0%	0	0.0%	0	0.0%
Greenhouse Equipment & Supplies	49	2.460	0	1,737	0	0.0%	0	0.0%	0	0.0%
Greenhouses	838	917	1	1,213	0		1		0	
	439		1	1,737	0	0.0%	1	100.0%	0	0.0%
Greeting Cards - Retail	439 84	1,266	0		- 0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Wholesale & Manufacturers		2,212	4	717 980	4	100.0%	0	0.0%	0	0.0%
Grocers - Retail	7,421	195	2		2	100.0%	0	0.0%	0	0.0%
Grocers - Wholesale	1,937	572	4	717	1	25.0%	3	75.0%	0	0.0%
Grocery - Bulk Food Stores	3,899	322	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ground Maintenance	8	3,135	37	150	14	37.8%	12		11	
Group Homes	85	2,200	0	1,737	0	0.0%	0	0.0%	0	0.0%
Grout Resurfacing & Repair	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Grouting Compounds	64	2,334	0	1,737	0	0.0%	0	0.0%	0	0.0%
Guard Dogs	61	2,357	0	1,737	0	0.0%	0	0.0%	0	0.0%
Guardian Services - Adult & Child	2	3,397	7	540	5	71.4%	2	28.6%	0	0.0%
Guards - Door & Window	355	1,392	3	837	2	66.7%	1	33.3%	0	0.0%
Guest Ranch	178	1,765	5	640	5	100.0%	0	0.0%	0	0.0%
Guide Service	158	1,832	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gun Dealers	458	1,239	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gun Safety & Marksmanship Instruction	27	2,725	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gun sights, Scopes & Mounts	56	2,393	0	1,737	0	0.0%	0	0.0%	0	0.0%
Guns - Air, BB and Pellet	824	926	22	248	20	90.9%	1	4.5%	1	4.5%
Guns & Gunsmiths	3,401	357	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gutter Cleaning	974	848	2	980	2	100.0%	0	0.0%	0	0.0%
Gutter Leaf Guards	94	2,144	1	1,213	0	0.0%	1	100.0%	0	0.0%
Gutters & Downspouts	23,747	56	17	312	13	76.5%	4	23.5%	0	0.0%
Gymnasiums	578	1,093	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gymnasiums - Equipment & Supplies	397	1,316	5	640	4	80.0%	1	20.0%	0	0.0%
Gymnastic Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gymnastic Instruction	1,064	805	0	1,737	0	0.0%	0	0.0%	0	0.0%
Gypsum & Gypsum Products	6	3,208	2	980	2	100.0%	0	0.0%	0	0.0%
Hair Curlers	28	2,712	1	1,213	1	100.0%	0	0.0%	0	0.0%
Hair Ornaments	20	2,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hair Products and Equipment	464	1,231	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hair Removal - Laser & Electrolysis	7,898	183	20	267	5	25.0%	12	60.0%	3	15.0%
Hair Removing Equipment & Supplies	227	1,626	179	40	146	81.6%	28	15.6%	5	2.8%
Hair Replacement	2,695	441	7	540	4	57.1%	3	42.9%	0	0.0%
Hair Styling and Services	4,961	262	7	540	3	42.9%	4	57.1%	0	0.0%
Hair Weaving	370	1,367	,	1,737	0	0.0%	1	0.0%	0	0.0%
Halloween Supplies	111	2,043	0	1,737	0	0.0%	0	0.0%	0	
Halls & Auditoriums	281	1,497	0	1,737	0	0.0%	0	0.0%	0	0.0%
	281		0		0		0		0	
Hammocks/Hammock Stands & Chairs	1	3,481	30	717 187	19	100.0%	0	0.0%	0	0.0%
Hampers - Wholesale & Manufacturers	1	3,481	30	187 640	19	63.3%	8	26.7%	3	10.0%
Hand Painting & Decorating	151	1,869	5		2	40.0%	2	40.0%	1	20.0%
Handbags	726	989	1	1,213	1	100.0%	0	0.0%	0	0.0%
Handball Courts	152	1,863	2	980	2	100.0%	0	0.0%	0	0.0%
Handmade Art	33	2,637	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Handwriting Analysts	60	2,363	188	36	117	62.2%	71	37.8%	0	0.0%
Handyman Services	11,169	126	1	1,213	0	0.0%	1	100.0%	0	0.0%
Hardware - Builders	182		0	1,737	0	0.0%	0	0.0%	0	0.0%
Hardware - Retail	5,691	236	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hardware - Wholesale & Manufacturers	166		14	349	9	64.3%	4	28.6%	1	7.1%
Hardware Consultants	30	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hardwood Floor Contractors	5,671	239	1	1,213	1	100.0%	0	0.0%	0	0.0%
Hardwood Floor Maintenance	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Hatcheries - Poultry	80		2	980	1	50.0%	1	50.0%	0	0.0%
Hats - Clean & Renovate	5	3,258	1	1,213	1	100.0%	0	0.0%	0	0.0%
Hats - Retail	58		0	1,737	0	0.0%	0	0.0%	0	0.0%
Hazardous & Medical Waste Services	227	2,575	2	980	1	50.0%	1	50.0%	0	0.0%
Hazardous Material Control & Removal	63	,	0	1,737	0	0.0%	-	0.0%	0	0.0%
Health & Diet Food Products - Wholesale & Manufacturing	2,017	546	21	260	9	42.9%	12	57.1%	0	0.0%
Health & Diet Products - Retail	12,908	110		1,737	0	0.0%		0.0%	0	0.0%
Health & Fitness Program Consultants	2,969	401	0	465		55.6%	0	44.4%	0	0.0%
Health & Medical - General	8,864	154	2	837	1		1		1	
Health & Medical Products	3,807	329	3	1,737	1	33.3%	1	33.3%	1	33.3%
Health & Wellness	1,793		0	837	2	0.0%	1	0.0%	0	0.0%
Health & Wellness Health Care - Placement	1,793	597	3	1,737	2	66.7%	1	33.3%	0	0.0%
		1,994	0		0	0.0%	0	0.0%	0	0.0%
Health Care - Staffing	186	, .	2	980	2	100.0%	0	0.0%	0	0.0%
Health Care Management	47	, .	U	1,737	U	0.0%	U	0.0%	0	0.0%
Health Care Referral	64	2,334	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Clubs	25,655	49	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Maintenance Organizations	521	1,159	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Recording Service	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Health Resorts	403	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hearing Aids & Assistive Devices	8,013	178	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hearing Aids Parts & Repairing	2	3,397	10	436	5	50.0%	5	50.0%	0	0.0%
Heat Exchangers	250	,	6	583	4	66.7%	1	16.7%	1	16.7%
Heat Pumps	1,668	629	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heat Supply Companies	121	2,005	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal	107	-,	15	327	12	80.0%	3	20.0%	0	0.0%
Heaters - Automotive	7	3,172	10	436	10	100.0%	0	0.0%	0	0.0%
Heating & Air Conditioning	102,053	11	2	980	0	0.0%	1	50.0%	1	50.0%
Heating & Air Conditioning - Filters	109	2,056	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heating & Cooling Demolition	11	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heating Contractors	58,668		1	1,213	0	0.0%	1	100.0%	0	0.0%
Heating Equipment	7,983	181	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heating Equipment & Systems Cleaning & Repair	15,061	90	0	1,737	0	0.0%	0	0.0%	0	0.0%
Heavy Duty Equipment Repair	39	2,559	2	980	1	50.0%	1	50.0%	0	0.0%
Helicopters - Charter, Rent & Lease	2	3,397	11	410	8	72.7%	3	27.3%	0	0.0%
Herbs	348	-,000	0	1,737	0	0.0%	0	0.0%	0	0.0%
Historical Places	6	3,208	5	640	2	40.0%	3	60.0%	0	0.0%
Hobby & Model Construction Supplies - Retail	2,358	488	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hockey Clubs	559	1,114	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hog Farms	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hoists	64	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Holding Companies	629	1,053	58	109	33	56.9%	25	43.1%	0	0.0%
Holistic Practitioners	1,557	650	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Accessories	327	1,429	4	717	3	75.0%	1	25.0%	0	0.0%
Home Automation	798	941	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Builders	108,718	9	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Centers	465	1,230	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Decor, Accessories & Gifts - Online Retailer	2,323	492	1	1,213	1	100.0%	0	0.0%	0	0.0%
Home Demonstrations	216	1,656	27	205	14	51.9%	11	40.7%	2	7.4%
Home Design & Planning	3,426	355	1	1,213	0	0.0%	1	100.0%	0	0.0%
Home Electronics	1,370	704	0	1,737	0	0.0%	0	0.0%	0	0.0%
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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Home Electronics - Designers	29	2,693	5	640	4	80.0%	1	20.0%	0	0.0%
Home Health Services	10,369	138	24	229	21	87.5%	3	12.5%	0	0.0%
Home Health Services - Skilled	463	1,233	14	349	10	71.4%	4	28.6%	0	0.0%
Home Improvements	146,327	6	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Improvements - Additions	2,290	500	1	1,213	1	100.0%	0	0.0%	0	0.0%
Home Inspection Service	23,055	60	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Repair & Maintenance	158	1,832	43	136	27	62.8%	16	37.2%	0	0.0%
Home Sitting Services	1,038	814	3	837	1	33.3%	2	66.7%	0	0.0%
Home Staging	558	1,117	1	1,213	1	100.0%	0	0.0%	0	0.0%
Home Theater	2,171	519	0	1,737	0	0.0%	0	0.0%	0	0.0%
Home Warranty Plans	558	1,117	0	1,737	0	0.0%	0	0.0%	0	0.0%
Homeopaths	220	1,644	166	43	161	97.0%	5	3.0%	0	0.0%
Honey	60	2,363	15	327	1	6.7%	13	86.7%	1	6.7%
Horse Breeders	29	2,693	2	980	0	0.0%	2	100.0%	0	0.0%
Horse Dealers	22	2,815	4	717	3	75.0%	1	25.0%	0	0.0%
Horse Equipment & Supplies	107	2,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Horse Riding/Horse Trail Rides	224	1,638	2	980	2	100.0%	0	0.0%	0	0.0%
Horse Shoeing	52	2,428	0	1,737	0	0.0%	0	0.0%	0	0.0%
Horse Training	231	1,612	525	11	325	61.9%	187	35.6%	13	2.5%
Horse Transporting	13	3,009	4	717	4	100.0%	0	0.0%	0	0.0%
Horseshoe Equipment & Supplies	186	1,743	15	327	15	100.0%	0	0.0%	0	0.0%
Horticultural Consultants	457	1,243	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing - Rubber & Plastic	4	3,292	3	837	2	66.7%	1	33.3%	0	0.0%
Hose Couplings & Fittings	142	1,903	1	1,213	1	100.0%	0	0.0%	0	0.0%
Hosiery - Retail	9	3,112	76	91	63	82.9%	13	17.1%	0	0.0%
Hosiery - Wholesale & Manufacturers	5	3,258	80	87	71	88.8%	9	11.3%	0	0.0%
Hospices	5	3,258	10	436	9	90.0%	1	10.0%	0	0.0%
Hospital & Medical Equipment & Supplies	3,264	367	1	1,213	0	0.0%	1	100.0%	0	0.0%
Hospitality	29	2,693	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hospitalization, Medical & Surgical Plans	154	1,852	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hospitals	245	1,579	38	145	13	34.2%	21	55.3%	4	10.5%
Hostels	239	1,594	2	980	2	100.0%	0	0.0%	0	0.0%
Hotel Product Sales	71	2,302	8	499	1	12.5%	7	87.5%	0	0.0%
Hotels	8,650	162	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hotels - Reservations	351	1,395	0	1,737	0	0.0%	0	0.0%	0	0.0%
House & Building Movers	1,863	584	48	130	25	52.1%	22	45.8%	1	2.1%
House Cleaning	24,986	50	0	1,737	0	0.0%	0	0.0%	0	0.0%
House Cleaning Equipment & Supplies	230	1,617	10	436	9	90.0%	1	10.0%	0	0.0%
House Furnishings & Services	676	1,021	332	19	285	85.8%	44	13.3%	3	0.9%
Housewares - Retail	1,673	624	3	837	3	100.0%	0	0.0%	0	0.0%
Housewares - Wholesale & Manufacturers	123	1,998	37	150	29	78.4%	8	21.6%	0	0.0%
Housing Authorities	60	2,363	30	187	18	60.0%	12	40.0%	0	0.0%
Human Factors - Research & Development	14	2,977	0	1,737	0	0.0%	0	0.0%	0	0.0%
Human Resources	2,042	544	0	1,737	0	0.0%	0	0.0%	0	0.0%
Human Services Organizations	65	2,325	0	1,737	0	0.0%	0	0.0%	0	0.0%
Humane Societies	70	2,306	8	499	6	75.0%	2	25.0%	0	0.0%
Humidifying Apparatus	12	3,032	3	837	1	33.3%	2	66.7%	0	0.0%
Hunting & Fishing Services	1,152	773	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hydraulic Equipment & Supplies	586	1,084	2	980	0	0.0%	2	100.0%	0	0.0%
Hydraulic Equipment Repair	230	1,617	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hydronic Heating	388	1,330	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hydroponics - Equipment & Supplies	405	1,309	0	1,737	0	0.0%	0	0.0%	0	0.0%
Hydroseeding	88	2,182	32	177	19	59.4%	13	40.6%	0	0.0%
Hypnotherapists - Hypnotists	1,184	757	4	717	4	100.0%	0	0.0%	0	0.0%
Ice	57	2,385	254	27	147	57.9%	75	29.5%	32	12.6%
Ice Cream & Frozen Desserts - Dealers	488	1,197	12	394	4	33.3%	8	66.7%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	162	1,815	2	980	1	50.0%	1	50.0%	0	0.0%
Ice Cream Cone Manufacturers & Distributors	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ice Cream Freezers	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
		-,				2.070		0.0%		2.370

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ice Making Equipment & Machines	194	1,715	2	980	1	50.0%	1	50.0%	0	0.0%
Identification Card Service	453	1,248	0	1,737	0	0.0%	0	0.0%	0	0.0%
Identification Equipment & Supplies	388		2	980	1	50.0%	0	0.0%	1	50.0%
Identity Theft Protection & Prevention Services	72		4	717	2	50.0%	2	50.0%	0	0.0%
Image & Graphics Printing	756	965	0	1,737	0	0.0%	0	0.0%	0	0.0%
Immigration & Naturalization Consultants	12,768	115	2	980	1	50.0%	0	0.0%	1	50.0%
Import Representatives	22		0	1,737	0	0.0%	0	0.0%	0	0.0%
Importers	2,592	459	7	540	5	71.4%	1	14.3%	1	14.3%
Imprinting	31		1	1,213	0	0.0%	1	100.0%	0	0.0%
Incentive Programs	710		0	1,737	0	0.0%	0	0.0%	0	0.0%
Incorporating Companies	329	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Indian Goods	18	, , ,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Industrial Consultants	285		0	1,737	0	0.0%	0	0.0%	0	0.0%
Industrial Developments	50	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Industrial Equipment & Supplies	1,907	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Industrial Hygiene Consultants	62		0	1,737	0	0.0%	0	0.0%	0	0.0%
Industrial Manufacturers	2,640	450	1	1,213	1	100.0%	0	0.0%	0	0.0%
Industrial Painting	170		9	465	6	66.7%	3	33.3%	0	0.0%
Industrial Products Wholesalers & Distributors	1,241	732	0	1,737	n	0.0%	0	0.0%	0	0.0%
Infomercials	2,2.12	3,397	4	717	1	25.0%	2	50.0%	1	25.0%
Information Bureaus	1,190	755	1	1,213	- 0	0.0%	1	100.0%	0	0.0%
Information Processing & Retrieval Equipment & Systems	31		0	1,737	0	0.0%	1	0.0%	0	0.0%
Information Technology Services	2,765	432	1	1,213	1	100.0%	0	0.0%	0	0.0%
Infrared Equipment	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Infrared Inspection	37	2,587	37	150	28	75.7%	9	24.3%	0	0.0%
In-Home Care	1,505	667	1	1,213	-0	0.0%	1	100.0%	0	0.0%
Ink Cartridge - Refill & Sales	1,332	712	0	1,737	0	0.0%	0	0.0%	0	0.0%
Inks - Manufacturers Materials	68	2,311	0	1,737	0	0.0%	0	0.0%	0	0.0%
Inks - Print & Lithograph	78		0	1,737	0	0.0%	0	0.0%	0	0.0%
Inks - Writing & Marking	22	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Inspection Devices - Industrial	12	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insulation Contractors Equipment & Supplies	102	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insulation Materials	940	-,	15	327	5	33.3%	9	60.0%	1	6.7%
Insulation Materials - Electric	10		0	1,737	0	0.0%	0	0.0%	0	0.7%
Insurance - Accident & Health	595		24	229	12	50.0%	11	45.8%	1	4.2%
Insurance - Auto	3,129	-,	25	219	6	24.0%	19		0	0.0%
Insurance - Bonding	199	0.0	1	1,213	1	100.0%	0	0.0%	0	0.0%
Insurance - Dental	33	=,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Insurance - Disability	484		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Employee Benefits	491	1,193	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Fire & Flood Specialists	833		4	717	3	75.0%	1	25.0%	0	0.0%
Insurance - Funeral	2,601	455	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Health	2,376	484	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Homeowners	466		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Liability	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Life	8,323	172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Long Term Care	25		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Marine	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Property	149		4	717	4	100.0%	0	0.0%	0	0.0%
Insurance - Rental	10		8	499	2	25.0%	2	25.0%	4	50.0%
Insurance - Senior Products	188		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Travel	704	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Viatical	299		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance - Workers Compensation	86	, .	53	118	49	92.5%	3	5.7%	1	1.9%
Insurance Agency	2,555	464	2	980	1	50.0%	1	50.0%	0	0.0%
Insurance Agents	437	1,270	0	1,737	n	0.0%	0	0.0%	0	0.0%
Insurance Claim Processing Services	56		0	1,737	0	0.0%	0	0.0%	0	0.0%
Insurance Companies	47,609	2,333	1	1,213	1	100.0%	0	0.0%	0	0.0%
Insurance Consultants	4,409	287	98	68	73	74.5%	25		0	0.0%
	7,705	207	30	36	/3	/4.5%	23	25.5%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Insurance Inspection & Audits	11	Inquiries 3,055	4	Complaint 717	2	50.0%	1	25.0%	1	25.0%
Insurance Services	17,112	76	3	837	2	66.7%	1	33.3%	0	0.0%
Insurance Services - Commercial	129	1,967	18	301	16	88.9%	2	11.1%	0	0.0%
Insured Property Replacement Service	105	2,083	0	1,737	0	0.0%	0	0.0%	0	0.0%
Intercoms Systems & Services	144	1,894	4	717	4	100.0%	0	0.0%	0	0.0%
Interior Decorators & Designers	9,010	152	0	1,737	0	0.0%	0	0.0%	0	0.0%
Interior Decorators & Designers - Workroom	15	2,954	1	1,213	1	100.0%	0	0.0%	0	0.0%
Interior Decorators & Designers Supplies	669	1,025	1	1,213	0	0.0%	1	100.0%	0	0.0%
Interior Designers - Architectural	107	2,074	0	1,737	0	0.0%	0	0.0%	0	0.0%
Interior Designers - Registered/Licensed	18	2,889	0	1,737	0	0.0%	0	0.0%	0	0.0%
International Trade Consultants	129	1,967	3	837	3	100.0%	0	0.0%	0	0.0%
Internet - Web Hosting	11,059	129	5	640	4	80.0%	1	20.0%	0	0.0%
Internet Access Provider	3,678	338	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Auction Service	1,969	565	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Cafes	4	3,292	36	156	27	75.0%	9	25.0%	0	0.0%
Internet Gaming	753	972	113	60	33	29.2%	61	54.0%	19	16.8%
Internet Marketing Services	13,548	106	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Selling Services	1,677	623	1,049	1	1,008	96.1%	40	3.8%	1	0.1%
Internet Services	26,146	45	0	1,737	0	0.0%	0	0.0%	0	0.0%
Internet Shopping	26,104	46	4	717	3	75.0%	0	0.0%	1	25.0%
Internet-Based Telephone Service	890	883	0	1,737	0	0.0%	0	0.0%	0	0.0%
Inventory Service	176	1,770	0	1,737	0	0.0%	0	0.0%	0	0.0%
Investigators	4,034	311	2	980	2	100.0%	0	0.0%	0	0.0%
Investment Advisory Service	6,062	225	0	1,737	0	0.0%	0	0.0%	0	0.0%
Investment Castings	1	3,481	4	717	1	25.0%	3	75.0%	0	0.0%
Investment Management	2,155	524	1	1,213	1	100.0%	0	0.0%	0	0.0%
Investment Securities	2,596	456	0	1,737	0	0.0%	0	0.0%	0	0.0%
Investment Seminars	1,504	668	22	248	15	68.2%	7	31.8%	0	0.0%
Invitations & Announcements	75	2,278	1	1,213	0	0.0%	0	0.0%	1	100.0%
Iron	110	2,050	0	1,737	0	0.0%	0	0.0%	0	0.0%
Iron Work	1,577	647	0	1,737	0	0.0%	0	0.0%	0	0.0%
Irrigation Consultants	931	867	0	1,737	0	0.0%	0	0.0%	0	0.0%
Irrigation Systems - Install/Design	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Irrigation Systems - Maintenance/Repair	2	3,397	3	837	2	66.7%	1	33.3%	0	0.0%
Irrigation Systems & Equipment	3,259	369	0	1,737	0	0.0%	0	0.0%	0	0.0%
Italian Food Products	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Janitor Service	19,731	68	36	156	19	52.8%	15	41.7%	2	5.6%
Janitors Equipment & Supplies	1,391	701	0	1,737	0	0.0%	0	0.0%	0	0.0%
Japanese Food Products	10	3,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jeans	207	1,677	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelers - Retail	37,489	32	5	640	4	80.0%	1	20.0%	0	0.0%
Jewelers - Supplies	312	1,451	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelers - Wholesale	4,148	303	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Buyers	1,388	702	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Designers	2,181	518	1	1,213	0	0.0%	1	100.0%	0	0.0%
Jewelry Engravers	18	2,889	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Manufacturers	1,672	625	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Polishing & Plating	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewelry Repair	601	1,076	0	1,737	0	0.0%	0	0.0%	0	0.0%
Jewels - Imitation	52	2,428	1	1,213	0	0.0%	1	100.0%	0	0.0%
Jigs & Fixtures	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Job Listing & Advisory Services	1,691	622	870	4	826	94.9%	37	4.3%	7	0.8%
Job Listing & Advisory Services - Advanced Fee	241	1,588	2	980	0	0.0%	2	100.0%	0	0.0%
Juice Extractors	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Juices	272	1,520	1	1,213	1	100.0%	0	0.0%	0	0.0%
Junk Dealers	131	1,959	0	1,737	0	0.0%	0	0.0%	0	0.0%
Junk Removal	1,753	608	7	540	4	57.1%	3	42.9%	0	0.0%
Karaoke Machines & Tapes	2,378	482	6	583	4	66.7%	2	33.3%	0	0.0%
Kennels Equipment & Supplies	117	2,025	4	717	2	50.0%	0	0.0%	2	50.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Kickboxing	21	2,839	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Kitchen & Bath - Design & Remodeling	29,705	37	1	1,213	1	100.0%	0	0.0%	0	0.0%
Kitchen & Bath Design	1,031	819	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kitchen Accessories	2,566	463	2	980	0	0.0%	2	100.0%	0	0.0%
Kitchen Cabinet Refacing	737	982	87	81	61	70.1%	25	28.7%	1	1.1%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	235	1,602	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kitchen Cabinets & Equipment - Household	15,462	85	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kitchen Remodeling	3,378	359	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kite Boarding	50	2,452	15	327	9	60.0%	6	40.0%	0	0.0%
Knife Sharpening Devices	21	2,839	2	980	0	0.0%	1	50.0%	1	50.0%
Knit Goods - Retail	75	2,278	0	1,737	0	0.0%	0	0.0%	0	0.0%
Knitted Fabrics	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Knitting Instruction	19	2,875	13	372	8	61.5%	3	23.1%	2	15.4%
Knitting Machines	80	2,236	0	1,737	0	0.0%	0	0.0%	0	0.0%
Knives - Custom	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Knives - Machine	332	1,420	0	1,737	0	0.0%	0	0.0%	0	0.0%
Kosher Food Products	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Labeling	97	2,126	1	1,213	0	0.0%	1	100.0%	0	0.0%
Labeling Equipment	10	3,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Labels - Paper	171	1,789	0	1,737	0	0.0%	0	0.0%	0	0.0%
Labels - Plastic, Metal, Foil	22	2,815	20	267	15	75.0%	3	15.0%	2	10.0%
Labor Organizations	242	1,584	3	837	2	66.7%	1	33.3%	0	0.0%
Labor Relations Consultants	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laboratories - Medical	660	1,037	1	1,213	1	100.0%	0	0.0%	0	0.0%
Laboratories - Research & Development	183	1,748	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laboratories - Testing	564	1,110	1	1,213	1	100.0%	0	0.0%	0	0.0%
Laboratories - Veterinary	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laboratory Equipment & Supplies	176	1,770	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laces	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ladders	65		2	980	2	100.0%	0	0.0%	0	0.0%
Laminated Structural Products	2	3,397	8	499	3	37.5%	3	37.5%	2	25.0%
Laminating Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laminations - Plastic, Paper	150	1,875	40	139	20	50.0%	17	42.5%	3	7.5%
Lamps - Supplies & Parts	334	1,418	4	717	4	100.0%	0	0.0%	0	0.0%
Lamps & Lamp Shades - Retail	140	1,907	1	1,213	1	100.0%	0	0.0%	0	0.0%
Land Clearing & Leveling	176	1,770	20	267	12	60.0%	8	40.0%	0	0.0%
Land Companies	4,962	261	5	640	3	60.0%	2	40.0%	0	0.0%
Landscape Architects	4,376	291	30	187	14	46.7%	16	53.3%	0	0.0%
Landscape Contractors	106,786	10	0	1,737	0	0.0%	0	0.0%	0	0.0%
Landscape Contractors - Commercial	203	1,687	8	499	3	37.5%	2	25.0%	3	37.5%
Landscape Designers	5,381	248	2	980	1	50.0%	1	50.0%	0	0.0%
Landscape Lighting	28	2,712	1	1,213	1	100.0%	0	0.0%	0	0.0%
Landscape Maintenance	3,855	326	1	1,213	1	100.0%	0	0.0%	0	0.0%
Landscaping Clean-Up - Spring & Fall	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Landscaping Equipment & Supplies	2,194	515	0	1,737	0	0.0%	0	0.0%	0	0.0%
Language Schools	2,287	501	51	121	33	64.7%	9	17.6%	9	17.6%
Language Training Aids	97	2,126	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lapidaries	99	2,115	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lapidary Equipment & Supplies	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laser Cosmetic Services	4,142	305	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laser Therapy	666	1,029	1	1,213	0	0.0%	1	100.0%	0	0.0%
Laser Vision Correction	666	1,029	4	717	4	100.0%	0	0.0%	0	0.0%
Lasers	1,671	626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laundries	228	1,623	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laundries - Self Service	628	1,054	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laundry Consultants	454	1,247	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laundry Equipment	265	1,537	0	1,737	0	0.0%	0	0.0%	0	0.0%
Laundry Supplies	99	2,115	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies	3,433	354	1	1,213	1	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lawn & Garden Equipment & Supplies - Rental	99	2,115	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Pond Dealers & Supplies	109	2,056	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Sprinkler Systems	2,662	444	1	1,213	0	0.0%	1	100.0%	0	0.0%
Lawn & Tree Care	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn Installation Service	12		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lawn Maintenance	48,106	26	9	465	7	77.8%	2	22,2%	0	0.0%
Lawn Mowers	1,279	720	11	410	4	36.4%	2	18.2%	5	45.5%
Lawn Mowers - Sharpen & Repair	1,058	808	1	1,213	1	100.0%	0	0.0%	0	0.0%
Lawn Tractor Dealers	3	3,345	12			91.7%	1	8.3%	0	0.0%
Layouts - Office, Factory	26		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lead Products	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leadership Development	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leak Detecting Instruments	20		0	1,737	0	0.0%	0	0.0%	0	0.0%
Leak Detection	16		1	1,213	1	100.0%	0	0.0%	0	0.0%
Leasing Service	2,115	528	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leather	70		27		20	74.1%	7	25.9%	0	0.0%
Leather Cleaning	132	,	76			77.6%	15	19.7%	2	2.6%
Leather Clothing - Retail	831	920	0	1,737	0	0.0%	0	0.0%	0	0.0%
Leather Clothing - Wholesale & Manufacturers	21		0	1,737	0	0.0%	0	0.0%	0	0.0%
Leather Goods - Dealers	1,001	835	1	1,213	0	0.0%	1	100.0%	0	0.0%
Leather Goods - Repair	315		0	1,737	0	0.0%	0	0.0%	0	0.0%
Leather Goods - Wholesale & Manufacturers	134		1	1,213	0	0.0%	1	100.0%	0	0.0%
Leather Restoration	93	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lecture & Seminar Bureaus	522		4	717	3	75.0%	1	25.0%	0	0.0%
Legal Clinics	147		18	301	10	55.6%	8	44.4%	0	0.0%
Legal Document Assistance	371		0	1,737	0	0.0%	0	0.0%	0	0.0%
Legal Forms	6,369	215	3	837	3	100.0%	0	0.0%	0	0.0%
Legal Information Services	367		23	240	12	52.2%	11		0	0.0%
Legal Services Plans	666	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Letters - Sign	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Libraries - Public	56		0	1,737	0	0.0%	0	0.0%	0	0.0%
Library Research Service	18	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
License Services	1,641		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lie Detection Service	23	2,802	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lifts	273		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lifts/Elevators - In Home	17	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Consultants	405		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Equipment - Emergency	28	,	3	837	2	66.7%	1	33.3%	0	0.0%
Lighting Fixtures - Repair & Maintenance	297		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Retail	2,913	415	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Supplies & Parts	118	2,016	0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Wholesale & Manufacturers	540		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lighting Systems & Equipment	1,135	779	2	980	2	100.0%	0	0.0%	0	0.0%
Lights Bulbs & Tubes	1,736	611	2	980	2	100.0%	0	0.0%	0	0.0%
Limestone	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Limousine Service	14,369	98	5	640	2	40.0%	3	60.0%	0	0.0%
Linen Supply Service	484		0	1,737	0	0.0%	0	0.0%	0	0.0%
Linens - Retail	712	998	0	1,737	0	0.0%	0	0.0%	0	0.0%
Linens - Wholesale & Manufacturers	33		1	1,213	1	100.0%	0	0.0%	0	0.0%
Lingerie	1,470	679	1	1,213	0	0.0%	1	100.0%	0	0.0%
Linings - Clothing	18		0	1,737	0	0.0%	0	0.0%	0	0.0%
Linings - Plastic, Membrane	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Linoleum Dealers	63		4	717	4	100.0%	0	0.0%	0	0.0%
Liquidators	4,368	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Liquor Stores	1,041	813	0	1,737	0	0.0%	0	0.0%	0	0.0%
Liquors - Wholesale	47		1	1,213	1	100.0%	0	0.0%	0	0.0%
Literary Agents	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Lithographers	10		2	980	1	50.0%	1	50.0%	0	0.0%
Livestock Auction Markets	269	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
L Company of the comp		1,525		_,. 5,	ı	0.070	· ·	0.078		0.070

Person Services   10   1,30   2   10   10   10   10   10   10   10	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Medical Possibility	Livestock Breeders	457		3		3	100.0%	0	0.0%	0	0.0%
Marie Standard   Marie   1218   279   14   270   15   270   40   2770   4   2770   4   4770   4   4770   4   4770   4   4770   4   4770   4   4770   4   4770   4   4770   4   4770   4   4   4   4   4   4   4   4   4	Livestock Equipment & Supplies	206		2	980	2	100.0%	0	0.0%	0	
March   1977	Livestock Feeding	84		379	16	333		46		0	
and grounder of the property o	Livestock Hauling	24		1	1,213	1	100.0%	0	0.0%	0	
Section   Sect	Loading Dock Equipment	6		0	1,737	0		0		0	-
and Searchean	Loan Modification	506		0	1,737	0		0	0.0%	0	
1,550   1,550   1,50	Loan Servicing		, -	0		0		0		0	
Section   Company   Comp	Loans		, -	4		3		1		0	
March   Marc		8		0		0		0		0	
2	Loans - Small Business	408		1		1		0		0	
Marie   Mari		2	-,	4		4		0		0	
100   100	Lockers	66		0		0		0		0	
1265   1266   1   1277   0   0.04   0   0.96   0   0.05   0   0.			,-	50		27		22		1	
Companies Substitute   Companies   Compa			-,	0		0		0		0	
1,000   1,00				1		0		1		0	
September   Sept				0		0		0		0	
2,600   50   50   50   6   66   75   12,238   0   0.09   0   0.0				48		31		17		n	
1.50			,	6		4		2		n	
Activates - Frosogn				n		0		0		0	
Attention   1,24				2		0		2		0	
25   2,631   1,121   1,130.0%   0   0.0%				0		0		0		0	
Letherates  1.126 1.158 1.158 1.158 1.154 1.154 1.155			, , , ,	1		1		0		0	
1.1.1.0   0.075   0.				2		2		0		0	
Laberating Pervice - Automotive  3,542 3,44 0 1,727 0 0,094 0 0,094 0 0,095 0 0,095 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0,096 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				0				1		0	
1,242   7.50   11   410   7   5.56%   4   5.64%   0   0.0%   0				9		0		1		0	
μαραμες Ammires Fungurent & Supplies         7         2,527         1         1,137         1         1,00%         0         0.9%         0         0.9%           μαραμες Ammires Fungurent & Supplies         22         2,520         0         1,737         0         0.09%         0         0.9%         0         0.0%           μαπρες Today         22         1,156         0         1,737         0         0.09%         0         0.9%         0         0.0%           μαπρες Today         22         1,156         0         1,737         0         0.09%         0         0.9%         0         0.0%           μαπρες Today         24         1,156         0         1,1737         0         0.09%         0         0.9%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0				11		7		4		0	
1999   1999   1999   2,500   0   1,777   0   0.0%   0		1,242		11		,		4		0	
1999   1779   1777   1		26		1		1		0		0	
umber - Polyrig umber - Metal				0		0		0		0	
umber - Heatil   2,94   405   1   1,213   1   100.0%   0   0.0%			, ,			2		3		0	
umber - Windesler  148			, .	1		1		3		0	
umber 'American'  ### Molesale  ### Molesale				1		1		0		0	
umber Carriers    5   3,258   0   1,737   0   0.0%   0			, -	0		0		0		0	
umber Inspectors 1		420	, -	0		0		0		0	
dechine Shops         2,967         402         0         1,737         0         0,0%         0         0,0%         0         0,0%           dechine Tools         746         976         1         1,213         1         100,0%         0         0,0%         0         0,0%           dechinery Security Cesting         112         2,036         0         1,737         0         0,0%         0         0,0%         0         0,0%           dechinery New         440         1,307         0         1,737         0         0,0%         0         0,0%         0         0,0%           dechinery Specially Designed         40         2,546         3         837         2         66,7%         1         33.3%         0         0.0%           dechinery Movers & Erectors         24         2,777         16         322         13         81.3%         3         18.8%         0         0.0%           dechinery Movers & Erectors         28         2,777         16         322         13         81.3%         3         18.8%         0         0.0%           dechinery Movers & Erectors         1,839         588         1         1,23         1         10.0		16		0		0		0		0	
Sechine Tools			,	0		0		0		0	
deschiner Tools - Repair & Rebuild         112         2,036         0         1,737         0         0,0%         0         0.0% <th< td=""><td>·</td><td></td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></th<>	·			0		0		0		0	
dechinery - New         406         1,307         0         1,737         0         0,0%         0         0,0%         0         0,0%           dechinery - Specially Designed         40         2,546         3         837         2         66,7%         1         33,3%         0         0.0%           deschinery - Specially Designed         40         2,546         3         837         2         66,7%         1         33,3%         0         0.0%           deschinery - Specially Designed         348         1,398         8         499         6         75,0%         2         25,0%         0         0.0%           despatine Sales         1,833         588         1         1,213         1         100,0%         0         0.0%         0         0.0%           despatine Sales by Mail         75         2,278         0         1,737         0         0.0%         0         0.0%         0         0.0%           despatines Sales by Telphone         196         1,710         6         583         6         100,0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0% </td <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td> <td>0</td> <td>-</td>				1		1		0		0	-
fachinery - Specially Designed         40         2,546         3         837         2         66.7%         1         33.3%         0         0.0%           dachinery Movers & Erectors         24         2,777         16         323         13         81.3%         3         18.8%         0         0.0%           despiter         348         1,398         8         499         6         75.0%         2         25.0%         0         0.0%           despiter Sales         1,839         588         1         1,213         1         100.0%         0         0.0%         0         0.0%           despiter         1,839         588         1         1,213         1         100.0%         0         0.0%         0         0.0%           despiter         1,839         1,839         1         1,213         1         100.0%         0         0.0%         0         0.0%           despiter         1,839         1,817         0         1,737         0         0.0%         0         0.0%         0         0.0%           despiter         1,820         912         531         1         0         1,737         0         0.0%	·		,	0		0		0		0	
Aschinery Movers & Erectors         24         2,777         16         323         13         81.3%         3         18.8%         0         0.0%           dachinery Rebuild & Repair         348         1,398         8         499         6         75.0%         2         25.0%         0         0.0%           dagazine Sales         1,839         588         1         1,213         1         100.0%         0         0.0%         0         0.0%           dagazine Sales by Mail         75         2,278         0         1,737         0         0.0%         0         0.0%         0         0.0%           dagazine Sales by Telephone         1956         1,710         6         583         6         100.0%         0         0.0%         0         0.0%           dagazines - Distributors         185         1,747         0         1,737         0         0.0%         0         0.0%         0         0.0%           dagazines - Distributors         852         912         531         10         412         77.6%         114         21.5%         5         0.9%           dagazines - Subscription Agents         252         1,522         0         1,737			,	0		U		U		0	-
Machinery Rebuild & Repair         348         1,398         8         499         6         75,0%         2         25,0%         0         0.0%           Asgazine Sales         1,839         5,888         1         1,213         1         100,0%         0         0.0%				3		2		1		0	
Agazine Sales   1,839   5.88   1   1,211   1   100.0%   0   0.0%			,	16		13		3		0	
Ragazine Sales by Mali			-,000	8		6		2		0	
Agazine Sales by Telephone         196         1,710         6         583         6         100.0%         0         0.0%         0         0.0%           Alagazines - Dealers         185         1,747         0         1,737         0         0.0%         0         0.0%         0         0.0%           Alagazines - Distributors         852         912         531         10         412         77.6%         114         21.5%         5         0.9%           Alagazines - Subscription Agents         525         1,152         0         1,737         0         0.0%         0         0.0%         0         0.0%           Alagazines - Subscription Agents         259         1,467         2         980         1         50.0%         0         0.0%         0         0.0%           Alagazines - Subscription Agents         259         1,467         2         980         1         50.0%         1         50.0%         0         0.0%           Alagazines - Magnetic Devices         87         2,190         3         837         2         66.7%         1         33.3%         0         0.0%           Alail Sa Butiers Service         3,893         323         0 <td< td=""><td>-</td><td></td><td></td><td>1</td><td></td><td>1</td><td></td><td>0</td><td></td><td>0</td><td></td></td<>	-			1		1		0		0	
Adazzines - Dealers         185         1,747         0         1,737         0         0,0%         0         0,0%         0         0,0%           Adazzines - Distributors         852         912         531         10         412         77,6%         114         21,5%         5         0,9%           Adazzines - Subscription Agents         525         1,152         0         1,737         0         0,0%         0         0,0%         0         0,0%           Adagcians         259         1,152         0         1,737         0         0,0%         0         0,0%         0         0,0%           Adagcians Supplies         127         1,980         4         717         3         75.0%         1         25.0%         0         0,0%           Adage Clause         2,792         1,980         4         717         3         75.0%         1         25.0%         0         0,0%           Adage Clause         2,792         3,893         323         0         1,737         0         0,0%         0         0,0%         0         0,0%           Adal Box Restal & Receiving         248         1,572         3         837         0				0		0		0		0	
Alagazines - Distributors     852     912     531     10     412     77.6%     114     21.5%     5     0.9%       Alagazines - Subscription Agents     525     1,152     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alagicians     299     1,467     2     980     1     50.0%     1     50.0%     0     0.0%       Alagicians Supplies     127     1,980     4     717     3     75.0%     1     25.0%     0     0.0%       Alagista & Magnetic Devices     87     2,190     3     837     2     66.7%     1     33.3%     0     0.0%       Alail Box Restal & Receiving     3,893     323     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alail Boxes - Manufacturers & Distributors     62     2,351     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alail Gorder & Catalog Shopping     4,402     288     8     499     5     62.5%     3     37.5%     0     0.0%       Alailing Lorisers     65     2,357     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alailing Gordine			, .	6		6		0		0	
Adagazines - Subscription Agents         525         1,152         0         1,737         0         0.0%         0         0.0%         0         0.0%           Alagicians         299         1,467         2         980         1         50.0%         1         50.0%         0         0.0%           Alagicians Supplies         127         1,980         4         717         3         75.0%         1         25.0%         0         0.0%           Alagicats Supplies         87         2,190         3         837         2         66.7%         1         33.3%         0         0.0%           Alagicats Supplies         87         2,190         3         837         2         66.7%         1         33.3%         0         0.0%           Alajects Supplies         88         2,190         3         837         2         66.7%         1         33.3%         0         0.0%           Alajects Supplies         88         1,572         3         837         0         0.0%         0         0.0%         0         0.0%           Alaject Supplies         88         1,572         3         837         0         0.0%         0 <th< td=""><td></td><td></td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></th<>				0		0		0		0	
Alagicians     29     1,467     2     980     1     50.0%     1     50.0%     0     0.0%       Alagicians Supplies     127     1,980     4     717     3     75.0%     1     25.0%     0     0.0%       Alagnets & Magnetic Devices     87     2,190     3     837     2     66.7%     1     33.3%     0     0.0%       Alail Box Rental & Receiving     3893     323     0     1,737     0     0.0%     3     100.0%     0     0.0%       Alail Boxes - Manufacturers & Distributors     62     2,351     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alail Order & Catalog Shopping     4,402     288     8     499     5     62.5%     3     37.5%     0     0.0%       Alailing Containers     61     2,357     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alailing Islas     87     2,190     0     1,737     0     0.0%     0     0.0%     0     0.0%       Alailing Machines & Equipment     346     1,402     0     1,737     0     0.0%     0     0.0%     0     0.0%				531		412		114		5	
Adapticians Supplies         127         1,980         4         717         3         75.0%         1         25.0%         0         0.0%           Aganetic Devices         87         2,190         3         837         2         66.7%         1         33.3%         0         0.0%           Adal Sa Butlers Service         3,893         323         0         1,737         0         0.0%         0         <			, -	0		0		0		0	
Adaptets & Magnetic Devices         87         2,190         3         837         2         66.7%         1         33.3%         0         0.0%           Aald & Butlers Service         3,893         323         0         1,737         0         0.0% <td>13111</td> <td></td> <td>, .</td> <td>2</td> <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td>	13111		, .	2		1		1		0	
Aail Box Rental & Receiving     3,893     323     0     1,737     0     0,0%     0     0,0%     0     0,0%       Aail Box Rental & Receiving     248     1,572     3     837     0     0,0%     3     100.0%     0     0,0%       Aail Boxes - Manufacturers & Distributors     62     2,351     0     1,737     0     0,0%     0     0,0%     0     0,0%       Aail Order & Catalog Shopping     4,402     288     8     499     5     62.5%     3     37.5%     0     0,0%       Aailing Containers     61     2,357     0     1,737     0     0,0%     0     0,0%     0     0,0%       Aailing Usts     87     2,190     0     1,737     0     0,0%     0     0,0%     0     0,0%       Aailing Machines & Equipment     346     1,402     0     1,737     0     0,0%     0     0,0%     0     0,0%				4		3		1		0	
Hall Box Rental & Receiving 248 1,572 3 8.37 0 0.0% 3 100.0% 0 0.	<u> </u>		,	3		2		1		0	
Hall Boxes - Manufacturers & Distributors     62     2,351     0     1,737     0     0,0%     0     0,0%     0     0,0%       Hall Order & Catalog Shopping     4,402     288     8     499     5     62,5%     3     37,5%     0     0,0%       Halling Containers     61     2,357     0     1,737     0     0,0%     0     0,0%     0     0,0%       Halling Usts     87     2,190     0     1,737     0     0,0%     0     0,0%     0     0,0%       Halling Machines & Equipment     346     1,402     0     1,737     0     0,0%     0     0,0%     0     0,0%				0		0		0		0	
Hail Order & Catalog Shopping     4,402     288     8     499     5     62.5%     3     37.5%     0     0.0%       Hailing Containers     61     2,357     0     1,737     0     0.0%     0     0.0%     0     0.0%       Hailing Lists     87     2,190     0     1,737     0     0.0%     0     0.0%     0     0.0%       Hailing Machines & Equipment     346     1,402     0     1,737     0     0.0%     0     0.0%     0     0.0%			,-	3		0		3		0	
Halling Containers         61         2,357         0         1,737         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0         0				0		0		0		0	
Halling Lists         87         2,190         0         1,737         0         0.0%         0         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0				8		5		3		0	
falling Machines & Equipment 346 1,402 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Mailing Containers			0		0		0		0	
7,742			,	0		0		0		0	
9,086 149 0 1,737 0 0.0% 0 0.0% 0 0.0%			-,	0		0		0		0	
	Mailing Services	9,086	149	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Mailing Services - Drop Shipper	105	2,083	1	1,213	0	0.0%	1	100.0%	0	0.0%
Mailing Services - International	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Management Consultants	1,994	555	0	1,737	0	0.0%	0	0.0%	0	0.0%
Management Training	503	1,187	1	1,213	1	100.0%	0	0.0%	0	0.0%
Manicuring	756	965	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Home Dealers	695		0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Homes - Dealers	1,472	677	9	465	5	55.6%	1	11.1%	3	33.3%
Manufactured Homes - Equipment & Parts	. 7	3,172	3	837	1	33.3%	2	66.7%	0	0.0%
Manufactured Homes - Parks	242		0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Homes - Rent & Lease	79	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Homes - Repair & Service	212		2	980	1	50.0%	1	50.0%	0	0.0%
Manufactured Homes - Transporting	80	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Manufactured Homes Distributors & Manufacturers	1,261	725	9	465	9	100.0%	0	0.0%	0	0.0%
Manufactured Homes Equipment & Supplies (Manufacturers)	111	2.043	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufactured Offices & Commercial Units	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Manufacturers & Producers	10,458	134	18	301	16	88.9%	1	5.6%	1	5.6%
Manufacturers Agents & Representatives	2,079	535	0	1,737	0	0.0%	-	0.0%	0	0.0%
Mapping Services	94	2,144	n	1,737	n	0.0%	n	0.0%	n	0.0%
Maps - Dealers	206		n	1,737	0	0.0%	0	0.0%	n	0.0%
Maps - Publishers & Distributors	31	-,	23	240	12	52.2%	11		0	0.0%
Marble - Cultured	511	-,	0	1,737	n	0.0%	11	47.8% 0.0%	0	0.0%
Marble - Natural	464	,	50	1,737	24	48.0%	25		1	2.0%
Marble & Granite Installation, Stonework Fabrication	4,886	268	186	37	125	67.2%	59	31.7%	3	1.1%
Marble & Terrazzo Cleaning & Service	298		100	1,737	123		39		2	
Marinas	1,107	788	101	64	96	0.0% 95.0%		0.0% 5.0%	0	0.0%
Marine Contractors	343		101	1,737	90		3		0	0.0%
Marine Electric Service	343	-, 0	1	1,737	1	0.0%	0	0.0%	0	0.0%
	242	3,397	1	1,737	1	100.0%	0	0.0%	0	0.0%
Marine Electronic Equipment & Supplies  Marine Equipment & Supplies	754	_,00.	93	71	47	0.0%	45	0.0%	1	0.0%
	2,593	968	15	327		50.5%	43		1	1.1%
Marine Sales & Service	2,593	457	15	1,737	11	73.3%	4	26.7%	0	0.0%
Marine Surveyors		1,952	0	980	0	0.0%	0	0.0%	0	0.0%
Market Research & Analysis Market Survey Companies	4,173 2,022	301	19	283	17	100.0%	0	0.0%	0	0.0%
	2,022	545	19		1/	89.5%	U	0.0%	2	10.5%
Marketing - Home Based Business	43 5,841	2,513	0	1,737	62	0.0%	0	0.0%	0	0.0%
Marketing Consultants		234	91	73	62	68.1%	28	30.8%	1	1.1%
Marketing Programs & Services	6,790	205	1	1,213	1	100.0%	0	0.0%	0	0.0%
Marketing Software	137	1,918	0	1,737	0	0.0%	0	0.0%	0	0.0%
Marriage, Family, Child, Individual Counselors	1,619	638	2	980	2	100.0%	0	0.0%	0	0.0%
Martial Arts	3,695	334	128	56	117	91.4%	11	8.6%	0	0.0%
Martial Arts Supplies & Equipment	97	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mason Contractors	14,326	100	8	499	6	75.0%	2	25.0%	0	0.0%
Mason Contractors Equipment & Supplies	85	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Masonry Panels - Prefabricated	322	=,	14	349	8	57.1%	6	42.9%	0	0.0%
Massage Equipment & Supplies	1,215	747	0	1,737	0	0.0%	0	0.0%	0	0.0%
Massage School	150	1,875	4	717	4	100.0%	0	0.0%	0	0.0%
Massage Therapeutic	1,933	574	1	1,213	1	100.0%	0	0.0%	0	0.0%
Massage Therapists	4,451	284	0	1,737	0	0.0%	0	0.0%	0	0.0%
Material Handling Equipment	157	1,836	0	1,737	0	0.0%	0	0.0%	0	0.0%
Maternity Clothes	181	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mats & Matting	330	1,423	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mattress Makers Supplies	549	-, :	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mattresses	5,652	240	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mausoleums	24	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Meal Preparation Service	743	978	3	837	0	0.0%	3	100.0%	0	0.0%
Measuring Machines	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Meat - Processing	152	1,863	4	717	2	50.0%	2	50.0%	0	0.0%
Meat - Retail	3,700	332	1	1,213	1	100.0%	0	0.0%	0	0.0%
Meat - Wholesale	311	1,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Meat Brokers	1	3,481	2	980	2	100.0%	0	0.0%	0	0.0%

180 Discover Sciences   3   2,560   0   1,77   0   100   0   100   0   0   0   0   0	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Methods Composed   1,58	Meat Choppers & Grinders	32		0		0	0.0%	0	0.0%	0	0.0%
Late Process Engineers (Auguster)  1.70   796   1   900	Meat Packers	636		0	1,737	0	0.0%	0	0.0%	0	
MOSSMACE (MOSSMACE)	Meat Packers Equipment & Supplies	1,126		2	980	1		1		0	
interfloors growers  19   3,346   0   1,777   0   0,06	Mechanical Contractors	9,548		1	1,213	1		0	0.0%	0	
1000 Consolution	Media Buying Service	3		0	1,737	0		0		0	-
Institute formores — 1970   19	Media Consultant	831		0	1,737	0		0	0.0%	0	
1988   1989				3		2		1		0	
Part			,	0		0		0		0	
Section   1970   1,122	Medical Alarms		,	0		0		0		0	
March   September   1997   2   369   1   5090   1   5	Medical Business Administration			0		0		0		0	
Seeded Experiment Responses   3,000   4,277   7   700   10   5,079   3,378   0   0,079   0   0   0,079   0   0,079   0   0,079   0   0,079   0   0,079   0   0   0,079   0   0   0,079   0   0   0,079   0   0   0   0   0   0   0   0   0	Medical Diagnostic Testing Facilities	2	-,	2	-	1		1		0	
Seed Empire Services   28   2,700   0   1,777   0   0   0   0   0   0   0   0   0		2,807		21		14		7		0	
Section Foundation Services   150				0		0		0		0	
1966   1712   7   540   7   1810   0   6.00   0   0.00			_,	0		0		0		0	
Second Starting				7		7		0		0	
Medical Formity Companies   1,017   329   1 1,213   0 0,000   1 180,000   0 0,000			, -	6		3		3		0	
Section			,	1		n		1		n	
Medicans Instruction   1.00				R		5		3		n	
Needstand Interfaction			-,	n		0		0		0	
Seeding Management   20   2,256   0   1,777   0   0,0%   0   0,0			-,00-	n		0		0		0	
Peace Defended   1,647   586   0   1,77   0   0,0%			-,	0		0		0		0	
Peers California Formathing - Windows & A Mounterburner   1749   988   7   1100.06   0   0.0%   0	• •		,	0		0		0		0	
Neter   Particular Services   44   2,506				2		2		0		0	
Herefarth Disabled Services    0,30				1		1		0		0	
Nethanspace     28   2,72   0   1,737   0   0,9%   0				1		1		0		0	
Nethal Processing Service		·		- 4		0		0		0	
Security Service   Security				1		0		1		0	
Metal Claming				1				1		0	
Act   Description	· ·	3,311		3		3		0		0	
Retal Fraintenter		,		4		4		0		0	
steel Frinkiners         85         2,20         9         465         2         22.2%         7         77.8%         0         0.0%           detal Solvage Yards         135         1,407         0         1,727         0         0.0%         0         0.0%         0         0.0%         0         0.0%           steal Solvage Yards         129         1,267         0         1,727         0         0.0%         0         0.0%         0         0.0%           steal Solvage Yards         69         1,041         0         1,727         0         0.0%         0         0.0%         0         0.0%           steal Solvage Yards         69         1,041         0         1,727         0         0.0%         0         0.0%         0         0.0%           steal Solvage Yards         1,041         0         1,727         0         0.0%         0         0.0%         0         0.0%           steal Solvage Yards         1,233         0         1,737         0         0.0%         0         0.0%         0         0.0%           steal Solvage Yards         1,422         1,233         0         1,737         0         0.0%         0		921		61		56		0		0	
April   Apri				01		30		7		0	
tetal Salagog Yards tetal			,	9		2		,		0	
steal Specialities       649       1,041       0       1,727       0       0.0%       0 <td< td=""><td></td><td></td><td>, .</td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></td<>			, .	0		0		0		0	
Red Stamping			,	0		0		0		0	<del>                                     </del>
Retallising	,	049	, -	0		0		0		0	
fetals - Base       2       3,397       0       1,737       0       0,0%       0       0.0%       0       0.0%         fetals - Code       14       2,977       1       1,213       0       0.0%       1       100.0%       0       0.0%         fetals Supplies & Service       14       2,977       0       1,737       0       0.0%       0       0.0%       0       0.0%         feteorological Instruments       92       2,154       0       1,737       0       0.0%       0       0.0%       0       0.0%         feters       182       1,751       0       1,737       0       0.0%       0       0.0%       0       0.0%         feters       182       1,751       0       1,737       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0		8		0		0		0		0	
Retails - Claid		2		3		1		2		0	-
Retaphysical Supplies & Service				0		0		0		0	
Action of the properties   1,751   0   1,737   0   0,0%   0   0,				1		U		1		0	-
Alters   1,751				0		0		0		0	
Alcordin Service, Equipment & Supplies   38   2,572   0   1,737   0   0.0%			-,	0		U		U		0	<del>                                     </del>
Alcrowave Ovens - Dealers				0		0		0		0	-
Aldwives       24       2,777       1       1,213       1       100.0%       0       0.0%       0       0.0%         Alllingry Retail       6       3,208       1       1,213       0       0.0%       1       100.0%       0       0.0%         Allling Cutters       1       3,481       0       1,737       0       0.0%			_,	0		0		0		0	-
Milling V-Retail   1,213   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   0   0,0%   0   0,0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%   0   0,0%   1   100.0%				0		0		0		0	
Hilling Cutters 1 3,481 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 1 0,0		24	,	1		1		0		0	
Alling Machines       0       3,596       15       327       9       60.0%       3       20.0%       3       20.0%         Alliwork       2,105       531       7       540       5       71.4%       2       28.6%       0       0.0%         Alliwrights       316       1,444       10       436       4       40.0%       6       60.0%       0       0.0%         Alliwrights       32       2,649       0       1,737       0       0.0%       0       0.0%       0       0.0%       0       0.0%         Alliwrights       12       3,032       0       1,737       0       0.0%       0       0.0%       0       0.0%       0       0.0%         Alming Levelopment       132       1,952       20       267       20       100.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0%       0       0.0% </td <td>·</td> <td>6</td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td> <td>1</td> <td></td> <td>0</td> <td>-</td>	·	6		1		0		1		0	-
Aillwork         2,105         531         7         540         5         71.4%         2         28.6%         0         0.0%           Aillwork         316         1,444         10         436         4         40.0%         6         60.0%         0         0.0%           Aineral Exploration         32         2,649         0         1,737         0         0.0% <t< td=""><td></td><td>1</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></t<>		1		0		0		0		0	
fillwrights     316     1,444     10     436     4     40.0%     6     60.0%     0     0.0%       filneral Exploration     32     2,649     0     1,737     0     0.0%     0     0.0%     0     0.0%       filnerals     12     3,032     0     1,737     0     0.0%     0     0.0%     0     0.0%       finitiatures Collectors     2     3,397     1     1,213     0     0.0%     1     100.0%     0     0.0%       fining Companies     132     1,952     20     267     20     100.0%     0     0.0%     0     0.0%       fining Development     157     1,836     0     1,737     0     0.0%     0     0.0%     0     0.0%       firrors     64     1,073     2     980     0     0.0%     2     100.0%     0     0.0%		0		15		9		3		3	
Alineral Exploration         32         2,649         0         1,737         0         0,0%         0				7		5		2		0	-
Alinerals 12 3,032 0 1,737 0 0.0% 0 0				10		4		6		0	-
finitatures - Collectors     2     3,397     1     1,213     0     0,0%     1     100.0%     0     0.0%       fining Companies     132     1,952     20     267     20     100.0%     0     0.0%     0     0.0%       fining Consultants     36     2,600     0     1,737     0     0.0%     0     0.0%     0     0.0%       fining Development     157     1,836     0     1,737     0     0.0%     0     0.0%     0     0.0%       firrors     604     1,073     2     980     0     0.0%     2     100.0%     0     0.0%	·		,	0		0		0		0	
Ining Companies     132     1,952     20     267     20     100.0%     0     0.0%     0     0.0%       Ining Consultants     36     2,600     0     1,737     0     0.0%     0     0.0%     0     0.0%       Ining Development     157     1,836     0     1,737     0     0.0%     0     0.0%     0     0.0%     0     0.0%       Ining Equipment & Supplies     129     1,967     0     1,737     0     0.0%     0     0.0%     0     0.0%     0     0.0%       Inrors     604     1,073     2     980     0     0.0%     2     10.0%     0     0.0%		12	-,	0		0		0		0	
Affining Consultants         36         2,600         0         1,737         0         0.0%         0         0         0.0%         0         0.0%		2		1		0		1		0	
4Ining Development         157         1,836         0         1,737         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0.0%         0<				20		20		0		0	
flining Equipment & Supplies         129         1,967         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0         0         0.0%         0 <t< td=""><td>Mining Consultants</td><td></td><td>,</td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td><td>0</td><td></td></t<>	Mining Consultants		,	0		0		0		0	
firrors 604 1,073 2 980 0 0.0% 2 100.0% 0 0.0%	Mining Development			0		0		0		0	
2,010	Mining Equipment & Supplies		,	0		0		0		0	
firrors - Manufacturers Supplies 24 2,777 1 1,213 1 100.0% 0 0.0% 0 0.0%	Mirrors		-,	2		0		2		0	
	Mirrors - Manufacturers Supplies	24	2,777	1	1,213	1	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Mirrors - Resilver	27	2,725	25	219	14	56.0%	8	32.0%	3	12.0%
Mobile Apps	557	1,121	6	583	3	50.0%	3	50.0%	0	0.0%
Mobile Refrigeration	168		0	1,737	0	0.0%	0	0.0%	0	0.0%
Mobile Telephone Equipment & Supplies	752	973	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mobile Telephone Service	471		0	1,737	0	0.0%	0	0.0%	0	0.0%
Model Car Race Centers	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Model Makers	1	3,481	21	260	16	76.2%	5	23.8%	0	0.0%
Modeling - Advance Fee	347	1,401	0	1,737	0	0.0%	0	0.0%	0	0.0%
Modeling & Acting - Training	123	1,998	0	1,737	0	0.0%	0	0.0%	0	0.0%
Modeling & Simulation	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Modeling & Talent Agencies	13,437	107	7	540	4	57.1%	3	42.9%	0	0.0%
Modeling Schools	800	940	3	837	2	66.7%	1	33.3%	0	0.0%
Modular Homes	2,009	549	17	312	12	70.6%	5	29.4%	0	0.0%
Modular/Mobile Home - Foundation Services	10	3,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mold & Mildew Inspection/Removal/Remediation	2,921	413	1	1,213	1	100.0%	0	0.0%	0	0.0%
Mold & Mildew Remediation	127	1,980	1	1,213	0	0.0%	1	100.0%	0	0.0%
Mold Consulting & Testing	150		0	1,737	0	0.0%	0	0.0%	0	0.0%
Moldings	715	995	26	211	20	76.9%	6	23.1%	0	0.0%
Molds	1,412	692	0	1,737	0	0.0%	0	0.0%	0	0.0%
Money Order Systems	19		1	1,213	1	100.0%	0	0.0%	0	0.0%
Money Orders & Transfers	1,508	665	0	1,737	0	0.0%	0	0.0%	0	0.0%
Monuments	2,482	471	0	1,737	0	0.0%	0	0.0%	0	0.0%
Monuments - Cleaning & Restoration	65	2,325	1	1,213	1	100.0%	0	0.0%	0	0.0%
Mopeds	39		0	1,737	0	0.0%	0	0.0%	0	0.0%
Mops - Wholesale & Manufacturers	1	3,481	2	980	1	50.0%	1	50.0%	0	0.0%
Mortgage Bankers	375		26	211	17	65.4%	8	30.8%	1	3.8%
Mortgage Brokers	27,571	41	28		13	46.4%	13		2	7.1%
Mortgage Lender	322		0	1,737	0	0.0%	0	0.0%	0	0.0%
Mosaics	5	3,258	68		44	64.7%	21		3	4.4%
Motel & Hotel Consultants	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Equipment & Supplies	15		5	640	3	60.0%	2	40.0%	0	0.0%
Motel & Hotel Management	91	2,161	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motels	3,501		2	980	1	50.0%	1	50.0%	0	0.0%
Motels - Reservation Service	56		0	1,737	0	0.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies	35		92		78	84.8%	14	15.2%	0	0.0%
Motion Picture Film Distributors & Exchange	53	,	12		12	100.0%	0	0.0%	0	0.0%
Motion Picture Film Editing	31	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Storage	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motion Picture Laboratories	1	3,481	20		17	85.0%	3	15.0%	0	0.0%
Motion Picture Producers & Studios	112		19		5	26.3%	14	73.7%	0	0.0%
Motion Picture Representatives	9	3,112	6	583	4	66.7%	2	33.3%	0	0.0%
Motion Picture Special Effects	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Motivational & Self Improvement Training	358		0	1,737	0	0.0%	0	0.0%	0	0.0%
Motor coach Companies	219		0	1,737	0	0.0%	0	0.0%	0	0.0%
Motor Homes	291	1,483	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motor Homes - Rent & Lease	156		0	1,737	0	0.0%	0	0.0%	0	0.0%
Motor Scooters - Dealers	108		9	465	6	66.7%	3	33.3%	0	0.0%
Motorcycle Riding Instruction	105	,	19	283	11	57.9%	8	42.1%	0	0.0%
Motorcycle Sales - Consignments	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Customizing	77	2,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Dealers	8,419		2	980	0	0.0%	2	100.0%	0	0.0%
Motorcycles - Renting & Leasing	168		2	980		100.0%	0	0.0%	0	0.0%
Motorcycles - Repairing & Service	2,304	498	0	1,737	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Supplies & Parts	2,938	410	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mountain Climbing Equipment	133	1,946	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mountain/Rock Climbing Instruction	91		0	1,737	0	0.0%	0	0.0%	0	0.0%
Movers	174,082	3	0	1,737	0	0.0%	0	0.0%	0	0.0%
Movers - International	77	2,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Movers - Office	376		0	1,737	0	0.0%	0	0.0%	0	0.0%
		1,554		_,. 5,	ı	0.070	· ·	0.078		0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Moving & Storage Company	23,840	55	18	301	7	38.9%	11	61.1%	0	0.0%
Moving Assistance - Packing, Unpacking, Organizing	45	2,494	0	1,737	0	0.0%	0	0.0%	0	0.0%
Moving Brokers	162	1,815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Moving Equipment Rental	905	876	1	1,213	0	0.0%	1	100.0%	0	0.0%
Moving Services - Labor & Materials	4,112	309	0	1,737	0	0.0%	0	0.0%	0	0.0%
Moving Supplies	191	1,726	0	1,737	0	0.0%	0	0.0%	0	0.0%
MRI (Magnetic Resonance Imaging)	7	3.172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mud Jacking Contractors	1,531	657	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mufflers & Exhaust Systems	3,180	374	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mulches	284	1,493	0	1,737	0	0.0%	0	0.0%	0	0.0%
Multi-Level Selling Companies	9,024	151	1	1,213	1	100.0%	0	0.0%	0	0.0%
Murals	18		7	540	3	42.9%	4	57.1%	0	0.0%
Museums	72	2,295	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mushrooms	27	2,725	0	1,737	0	0.0%	0	0.0%	0	0.0%
Music - Sheet	56	2.393	0	1,737	0	0.0%	0	0.0%	0	0.0%
Music & Messaging Services	803	936	0	1,737	0	0.0%	0	0.0%	0	0.0%
Music Arrangers & Composers	13	3,009	15	327	4	26.7%	11	73.3%	0	0.0%
Music Distribution Service	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Music Instruction - Instrumental	2,945	404	3	837	2	66.7%	1	33.3%	0	0.0%
Music Instruction - Vocal	134	1,939	0	1,737	0	0.0%	0	0.0%	0	0.0%
Music Publishers	52	2,428	n	1,737	0	0.0%	n	0.0%	n	0.0%
Musical Instruments - Dealers	5,202	256	1	1,213	0	0.0%	1	100.0%	0	0.0%
Musical Instruments - Rental	31	2,663	0	1,737	0	0.0%	-	0.0%	0	0.0%
Musical Instruments - Repair	161	1,818	0	1,737	0	0.0%	0	0.0%	0	0.0%
Musical Instruments - Supplies & Accessories	928	870	0	1,737	0	0.0%	0	0.0%	0	0.0%
Musical Instruments - Wholesale & Manufacturers	90	2,166	3	837	1	33.3%	2	66.7%	0	0.0%
Musicians	101	2,108	0	1,737	0	0.0%	0	0.0%	0	0.0%
Mutual Funds	215	1,658	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nail Salons	12,855	1,038	9	465	5	55.6%	4	44.4%	0	0.0%
Nailing Machinery	3	3,345	0	1,737	0	0.0%		0.0%	0	0.0%
Nails & Tacks	1	3,481	7	540	1	14.3%	6	85.7%	0	0.0%
Name Plates	9	3,112	10			70.0%	2	20.0%	1	10.0%
Nanny Service	4,947	263	10			80.0%	2	20.0%	1	0.0%
Natural Gas Companies	29,618	39	0	1,737	0	0.0%	0	0.0%	0	0.0%
Naturopaths	2,309	497	0	1,737	0	0.0%	0	0.0%	0	
Nautical Instruments	2,303	2,777	0	1,737	0	0.0%	0	0.0%	0	0.0%
Navigation Consultants	2.4	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Needlework Supplies - Retail, Wholesale, Manufacturing	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nets & Netting	103	3,481	21		11	52.4%	0	42.9%	1	4.8%
Network Cabling Installation	2	3,397	1	1,213		0.0%	1	100.0%	1	0.0%
News Dealers		3,292		465	4	44.4%	1		0	
News Publications - Trade, Association	225	1,634	9	1,737	4	0.0%	3	55.6% 0.0%	0	0.0%
News Publications - Trade, Association  News Service	62	1,634 2,351	0	1,737	0		0		0	0.0%
Newspaper Distributors	60	2,351	173		150	0.0% 86.7%	23	0.0% 13.3%	0	0.0%
Newspaper	3,981	313	1/3	1,213		0.0%	23	100.0%	0	0.0%
Night Clubs	1,181		2	980	1	50.0%	1	0.0%	1	-
Noise Control Consultants	1,161	758 2,889	2	1,737	1		0		1	50.0%
	1,724		1	1,737	0	0.0%	0	0.0%	1	0.0%
Non Profit Organizations - General Membership  Noodles	1,724	615	1	1,737	0	0.0%	0	0.0%	1	100.0%
Not Elsewhere Classified	77,784	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Not Elsewhere Classified After Investigation		13	0	1,737	0	0.0%	0	0.0%	0	0.0%
	1,235 508	736	0	1,/3/	0	0.0%	0	0.0%	0	0.0%
Notaries Public		1,181	3		0	0.0%	3	100.0%	0	0.0%
Novelties - Retail	1,152	773	0	1,737	0	0.0%	0	0.0%	0	0.0%
Novelties - Wholesale & Manufacturers	3	3,345	2	980	2	100.0%	0	0.0%	0	0.0%
Numismatics	2,838	423	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nurseries - Plants, Trees	3,837	327	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nursery Stock Dealers	36	2,600	- 6	583	3	50.0%	3	50.0%	0	0.0%
Nurserymen Equipment & Supplies	7	3,172	2	980		100.0%	0	0.0%	0	0.0%
Nurses	328	1,426	20	267	15	75.0%	5	25.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Nurses Registries	489	Inquiries 1,195	. 3	Complaint 837	1	33.3%	2	66.7%	0	0.0%
Nurses Schools	14	2,977	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nursing Home Information & Referral	10		0	1,737	0	0.0%	0	0.0%	0	0.0%
Nursing Homes	714		4	717	4	100.0%	0	0.0%	0	0.0%
Nutrition	549	1,124	0	1,737	0	0.0%	0	0.0%	0	0.0%
Nutritionists	304	1,459	1	1,213	0	0.0%	1	100.0%	0	0.0%
Nuts - Edible	23	2,802	0	1,737	0	0.0%	0	0.0%	0	0.0%
Observatories	151	1,869	0	1,737	0	0.0%	0	0.0%	0	0.0%
Occupational Health - Nursing Services	767	960	12	394	6	50.0%	5	41.7%	1	8.3%
Occupational Therapists	67	2,316	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oceanographic Equipment	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Odor Neutralizer	28	2,712	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office & Desk Space Rental Service	605	1,072	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Buildings	102	2,103	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Equipment	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment	4,441	286	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Installation	578	1,093	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Rental & Leasing	437	1,270	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Repair & Refinishing	176	1,770	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Used	320	1,440	32	177	24	75.0%	7	21.9%	1	3.1%
Office Furniture & Equipment - Wholesale & Manufacturing	53	2,419	2	980	0	0.0%	2	100.0%	0	0.0%
Office Records - Destruction	64	2,334	2	980	0	0.0%	2	100.0%	0	0.0%
Office Records Stored	1,279	720	0	1,737	0	0.0%	0	0.0%	0	0.0%
Office Supplies	6,366	216	51	121	31	60.8%	7	13.7%	13	25.5%
Office Supplies - Sale by Deceptive Telemarketing	374	1,357	2	980	1	50.0%	1	50.0%	0	0.0%
Office Supplies - Sale by Telemarketing	236	1,600	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil - Crude - Purchasing	48	2,471	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil & Gas Exploration & Development	1,162	767	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Additives - Manufacturers & Distributors	31	2,663	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Burners	4	3,292	254	27	219	86.2%	28	11.0%	7	2.8%
Oil Land Leases	34	2,626	3	837	1	33.3%	2	66.7%	0	0.0%
Oil Operators	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Producers	72	2,295	1	1,213	1	100.0%	0	0.0%	0	0.0%
Oil Refiners	134		0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Tank Removal & Installation	2,166	520	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	239	1,594	36	156	33	91.7%	2	5.6%	1	2.8%
Oil Well Fishing Tools	1	3,481	13	372	7	53.8%	6	46.2%	0	0.0%
Oil Well Logging & Perforating	4	3,292	3	837	2	66.7%	1	33.3%	0	0.0%
Oil Well Services	45		0	1,737	0	0.0%	0	0.0%	0	0.0%
Oilfield Consultants	374	_,00.	1	1,213	1	100.0%	0	0.0%	0	0.0%
Oilfield Equipment	1,287	717	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oilfield Equipment & Supplies	273	1,516	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oilfield Hauling	595	1,080	5	640	3	60.0%	2	40.0%	0	0.0%
Oilfield Service	6,594	207	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oilfield Supplies	144	1,894	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oils - Essential	4 0	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oils - Fuel Treatment Compounds	4,911 585	266	3	837 1,737	2	66.7%	1	33.3%	0	0.0%
Oils - Fuel - Treatment Compounds Oils - Lubricating	253	1,086	-	1,737	0	0.0%	-	0.0%	0	0.0%
Oils - Lubricating Oils - Petroleum	253	1,561 1,634	5	837	0	0.0%	5	100.0%	0	0.0%
Oils - Petroleum Oils - ReRefined	124		3	1,737	2	66.7% 0.0%	1	33.3% 0.0%	0	0.0%
Oils - Vegetables	124	, , , ,	0	1,737	0		0		0	0.0%
Oils - Vegetables Oils - Waste	- 11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Olis - Waste Olive Oil	1	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
	12,781	3,481 114	2	980	0		2		0	0.0%
Online Drug & Prescription Services Online Drug & Prescription Services - Unapproved Foreign	522		2	980	0	0.0%	2	100.0%	0	0.0%
Online Education Online Education	1,768	1,157 606		1,737	0	0.0%	2	100.0%	0	0.0%
Online Event Registration	22		1	1,737	1	0.0%	0	0.0%	0	0.0%
Online Event registration		2,815	1	1,213	1	100.0%	U	0.0%	<u> </u>	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Online Networking	510	1,174	0	1,737	0	0.0%	0	0.0%	0	0.0%
Online Payments	528	1,149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Online Publications	249		9	465	5	55.6%	3	33.3%	1	11.1%
Online Retailer	278	1,505	0	1,737	0	0.0%	0	0.0%	0	0.0%
Online Shipping Broker	26		2	980	2	100.0%	0	0.0%	0	0.0%
Online Travel Agency	844	, .	9	465		0.0%	9	100.0%	0	0.0%
Optical Equipment & Supplies	634	1.047	0	1,737	0	0.0%	0	0.0%	0	0.0%
Optical Goods - Retail	5,297	253	7	540	5	71.4%	2	28.6%	0	0.0%
Optical Goods - Service & Repair	5,446	244	538	340	417	77.5%	115	21.4%	-	1.1%
Optical Goods - Wholesale & Manufacturers	3,440	3,208	330	1,737	417		113		0	
·	0		- 0	717	0	0.0%	0	0.0%	0	0.0%
Optical Imaging Equipment & Systems	1 122	3,481	4	583	3	75.0%	1	25.0%	0	0.0%
Opticians	4,132	306	ь		2	33.3%	4	66.7%	0	0.0%
Optometrists	1,734	613	0	1,737	0	0.0%	0	0.0%	0	0.0%
Orchards	14	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Orchestras & Bands	14	,-	1	1,213	0	0.0%	1	100.0%	0	0.0%
Ore	31	,	10	436		30.0%	7	70.0%	0	0.0%
Organic Soil Fertilizer	7	3,172	4	717	2	50.0%	2	50.0%	0	0.0%
Organic/Green Products	127	,	6	583	5	83.3%	1	16.7%	0	0.0%
Organizing Services - Household & Business	413	1,301	1	1,213	1	100.0%	0	0.0%	0	0.0%
Organs	105	2,083	0	1,737	0	0.0%	0	0.0%	0	0.0%
Organs - Tune & Repair	138	1,913	0	1,737	0	0.0%	0	0.0%	0	0.0%
Oriental Goods - Retail	85	2,200	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ornamental Metal Work	235	1,602	0	1,737	0	0.0%	0	0.0%	0	0.0%
Orthopedic Appliances	2,072	537	0	1,737	0	0.0%	0	0.0%	0	0.0%
Outboard Motors	473	1,214	2	980	1	50.0%	1	50.0%	0	0.0%
Outboard Motors - Repair	202		0	1,737	0	0.0%	0	0.0%	0	0.0%
Outfitters	11	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Outlets - Stores, Factory, Mills	357		22		9	40.9%	11		2	9.1%
Outplacement Consultants	15	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ovens - Bakers	18	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Oxygen	229		13		10	76.9%	1	7.7%	2	15.4%
Oxygen Therapy Equipment	168		1	1,213	10	100.0%	1	0.0%	0	0.0%
Ozone Machines	161		2	837	2	100.0%	0		0	
	166	,	15		10			0.0%	0	0.0%
Package Design & Development Packaging Machinery	100	_,00.	69			66.7%	30	33.3%	0	0.0%
	4	3,292	09			52.2%	30	43.5%	3	4.3%
Packaging Materials	567	-,	1	1,213		0.0%	0	0.0%	1	100.0%
Packaging Service	396	,	7	540	1	14.3%	1	14.3%	5	71.4%
Packing - Mechanical	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Packing & Crating Service	118		37	150	26	70.3%	11	29.7%	0	0.0%
Paging Equipment & Service	237	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Pain Management Services	113	2,033	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paint - Retail	2,453	476	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paint - Wholesale & Manufacturers	199	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paint Manufacturing Equipment & Materials	20	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paint Removing	32	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Paintball - Games & Supplies	162	1,815	4	717	2	50.0%	2	50.0%	0	0.0%
Painters - Commercial or Residential	1,341	711	0	1,737	0	0.0%	0	0.0%	0	0.0%
Painters Equipment & Supplies	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Painting - Faux Finishing	37	2,587	0	1,737	0	0.0%	0	0.0%	0	0.0%
Painting Contractors	62,652	18	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pallets & Skids	459		3	837	1	33.3%	2	66.7%	0	0.0%
Paneling	2	3,397	n	1,737	n	0.0%	n	0.0%	n	0.0%
Paper & Document Shredding	1,524	660	8	499	5	62.5%	2	25.0%	1	12.5%
Paper & Plastic Cups, Containers	18		n	1,737	0	0.0%	0	0.0%	n	0.0%
Paper Brokers & Mill Reps	10	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Paper Converters	1	3,481	1	1,737	1		0	0.0%	0	
Paper Converters Paper Distributors	236		- 0	1,/3/	1	0.0%	0		0	0.0%
Paper Manufacturers	35	,	1	717	1	100.0%	0	0.0%	0	0.0%
		,	4		2	50.0%		50.0%	0	0.0%
Paper Products	142	1,903	3	837	1	33.3%	1	33.3%	1	33.3%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Paper Shredding Machines	35	Inquiries 2,610	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Parachute Jumping Instruction	212	1,666	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paralegals	7,192	197	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parapsychologists	11		0	1,737	0	0.0%	0	0.0%	0	0.0%
Parcel Post Assembly Service	182	1,751	11	410	11	100.0%	0	0.0%	0	0.0%
Pardon Services	10,486	133	58	109	35	60.3%	20	34.5%	3	5.2%
Parking Area Maintenance & Marking	943	862	1	1,213	0	0.0%	0	0.0%	1	100.0%
Parking Attendant Service	1,840	587	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parking Facilities	5,357	250	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Parks	130		1	1,213	1	100.0%	0	0.0%	0	0.0%
Parties - Children	7	3,172	754	5	734	97.3%	18	2.4%	2	0.3%
Partitions	51		0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Facilities	52		1	1,213	0	0.0%	1	100.0%	0	0.0%
Party Planning	992	841	1	1,213	0	0.0%	1	100.0%	0	0.0%
Party Plans - In-Home	865	901	0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Supplies	1,537	655	0	1,737	0	0.0%	0	0.0%	0	0.0%
Party Supplies - Renting	1,322	713	3	837	3	100.0%	0	0.0%	0	0.0%
Passport & Visa Services	970	849	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patent Agents	421		0	1,737	0	0.0%	0	0.0%	0	0.0%
Patent Searchers	197	1,708	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paternity Tests & Services	85	2,200	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio & Deck Builders	5,690	237	5	640	4	80.0%	1	20.0%	0	0.0%
Patio Builder	131	1,959	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio Cover	266	1,532	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio Design	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio Equipment & Supplies	2,940	409	0	1,737	0	0.0%	0	0.0%	0	0.0%
Patio, Porch & Deck Enclosures	10,410	137	26	211	26	100.0%	0	0.0%	0	0.0%
Pattern Makers	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pavement & Floor Marking Services	65	2,325	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paving Contractors	59,515	20	4	717	3	75.0%	1	25.0%	0	0.0%
Paving Equipment	77	2,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paving Materials	1,778	603	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paving Stones	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Paving, Painting, Home Improvement - Itinerant Workers	53	2,419	7	540	3	42.9%	0	0.0%	4	57.1%
Pawnbrokers	4,944	264	3	837	2	66.7%	1	33.3%	0	0.0%
Payday Loans	6,408	213	0	1,737	0	0.0%	0	0.0%	0	0.0%
Payment Processing Service	2,295	499	1	1,213	1	100.0%	0	0.0%	0	0.0%
Payroll Service	1,024	822	101	64	44	43.6%	47	46.5%	10	9.9%
Pearls	159	1,826	57	112	40	70.2%	17	29.8%	0	0.0%
Penny Auctions	548	-,:	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pens & Pencils - Retail	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pension & Profit Sharing Plans	121		1	1,213	1	100.0%	0	0.0%	0	0.0%
Perforating Machines	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Perfume - Wholesale & Manufacturers	111		4	717	2	50.0%	2	50.0%	0	0.0%
Perfumes - Raw Materials & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Permanent Make Up	510		8	499	4	50.0%	2	25.0%	2	25.0%
Personal Chef	76		0	1,737	0	0.0%	0	0.0%	0	0.0%
Personal Organizer	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Personal Security Guard Service	268	, , , , ,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Personal Services	3,074	386	4	717	3	75.0%	1	25.0%	0	0.0%
Personal Trainers	1,104	792	4	717	4	100.0%	0	0.0%	0	0.0%
Personnel Consultants	1,263	724	2	980	2	100.0%	0	0.0%	0	0.0%
Pest Control Services	32,939	34	10	436	4	40.0%	6	60.0%	0	0.0%
Pest Control Supplies & Equipment	403		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Boarding - Dogs	2,000	553	1	1,213	0	0.0%	1	100.0%	0	0.0%
Pet Boarding & Kennels	14,382	97	4	717	4	100.0%	0	0.0%	0	0.0%
Pet Cemeteries, Crematories & Supplies	1,089	798	5	640	2	40.0%	2	40.0%	1	20.0%
Pet Clothing Designer	22	2,815	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Pet Day Care	993	840	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Exercising Service	1,349	709	14	349	7	50.0%	7	50.0%	0	0.0%
Pet Fencing & Containment Systems	472	1,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Foods - Wholesale & Manufacturers	586	1,084	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Grooming	9,743	142	2	980	1	50.0%	1	50.0%	0	0.0%
Pet Grooming - Mobile	241	1,588	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Health Plans	1,598	643	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Kenneling Services	16	2,932	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Services	1,545	653	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pet Shops	6,196	222	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Sitting Services	3,479	348	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Supplies & Foods - Retail	4,801	273	1	1,213	0	0.0%	1	100.0%	0	0.0%
Pet Supplies & Foods - Wholesale	424	1,288	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Training	2,349	489	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Training - Dog	1,105	791	2	980	1	50.0%	1	50.0%	0	0.0%
Pet Transporting	576	1,099	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pet Waste Removal	209	1,673	0	1,737	0	0.0%	0	0.0%	0	0.0%
Petroleum	562	1,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Petroleum Products	35	2,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pewterware	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Products - Research	182	1,751	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Products - Wholesale & Manufacturing	869	898	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pharmacies	24,571	53	2	980	1	50.0%	1	50.0%	0	0.0%
Pharmacy - Compounding	1,585	646	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photo Booth Rentals	254	1,559	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photo Copying	164	1,809	132	54	99	75.0%	33	25.0%	0	0.0%
Photo Finishing - Retail	1,434	686	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photo Imaging Service	441	1,259	2	980	1	50.0%	1	50.0%	0	0.0%
Photo Retouching	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographers	1,654	632	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographers - Aerial	203	1,687	4	717	3	75.0%	1	25.0%	0	0.0%
Photographers - Commercial	3,593	342	4	717	2	50.0%	2	50.0%	0	0.0%
Photographers - Pet	19	2,875	1	1,213	1	100.0%	0	0.0%	0	0.0%
Photographers - Portrait	4,722	276	22	248	17	77.3%	5	22.7%	0	0.0%
Photographers - School	40	2,546	6	583	- 6	100.0%	0	0.0%	0	0.0%
Photographers - Sports	34	2,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographers - Wedding	3,044	391	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographic Color Prints & Trans.	12	3,032	1	1,213	1	100.0%	0	0.0%	0	0.0%
Photographic Darkroom Rental	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographic Equipment - Repair	88	2,182	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographic Equipment & Supplies - Retail	3,320	363	6	583	2	33.3%	2	33.3%	2	33.3%
Photographic Equipment & Supplies - Wholesale & Manufacturing	81	2,228	n	1,737	0	0.0%	0	0.0%	0	0.0%
Photographic Research Service	27	2,725	0	1,737	0	0.0%	0	0.0%	0	0.0%
Photographs - Stock	371	1,362	n	1,737	n	0.0%	n	0.0%	n	0.0%
Photography Sales	588	1,083	2	980	2	100.0%	0	0.0%	0	0.0%
Photography Sales on the Internet	200	3,397	n	1,737	0	0.0%	0	0.0%	n	0.0%
Photography Schools	160	1,821	1	1,213	1	100.0%	n	0.0%	n	0.0%
Physical Therapists	1,815	594	0	1,737	-	0.0%	0	0.0%	0	0.0%
Physical Therapy Equipment	83	2,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Physicians - Specialists	782	948	n	1,737	0	0.0%	0	0.0%	n	0.0%
Physicians & Surgeons - Anesthesiologists	702	3,172	R	499	5	62.5%	3	37.5%	n	0.0%
Physicians & Surgeons - Cardiology Services	1	3,481	234	31	177	75.6%	45	19.2%	12	5.1%
Physicians & Surgeons - Cardiology Services  Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	2,628	452	2.54 n	1,737	1//	0.0%	43	0.0%	12	0.0%
Physicians & Surgeons - Dermatology	959	855	1	1,213	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons - Ear, Nose & Throat	1	3,481	0	465	9	88.9%	1	11.1%	0	0.0%
Physicians & Surgeons - Family Practice	201	1,696	1	1,213	1	100.0%	1	0.0%	0	0.0%
Physicians & Surgeons - Gastroenterology	1	3,481	88	79	58	65.9%	23	26.1%	7	8.0%
Physicians & Surgeons - Medical-M.D.	1,593	645	200	980	20	100.0%	n	0.0%	,	0.0%
Physicians & Surgeons - Ophthalmology	390	1,325	n	1,737	2		0		0	
пузісіана в Загувона - Орнинанноюду	390	1,325	U	1,/3/	I 0	0.0%	U	0.0%	L 0	0.0%

Physicians & Surgeons - Orthopedic Surgeory   S2   2,428   7   540   3   42.9%   4   57.1%   0   0	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
Physicians & Surgeons - Osteopathic-D.O.   891   881   2   980   2   100.0%   0   0.0%   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
Physicians & Surgeons - Pediatrics   1 3,481 15 327 5 33.3% 10 66.7%   0	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
Physicians & Surgeons - Weight Reduction   299   1,467   0   1,737   0   0.0%   0   0.0%   0   0.0%   0	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
Plano 8. Organ Moving   1,607   642   0   1,737   0   0,0%   0	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
Piano & Organ Moving	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 4.2%
Pianos - Parts         11         3,055         17         312         8         47,1%         9         52,9%         0           Pianos - Restoration & Refinishing         61         2,357         50         124         41         82,0%         9         18,0%         0           Pianos - Tuning & Repair         470         1,222         1         1,213         0         0,0%         1         100,0%         0           Picture Frames - Dealers         1,234         738         6         583         6         100,0%         0         0,0%         0           Picture Frames - Manufacturers Supplies         21         2,839         0         1,737         0         0,0%         0         0,0%         0           Picture Frames - Restore & Repair         90         2,166         24         229         18         75,0%         5         20,8%         1           Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50,0%         1         50,0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 4.2%
Pianos - Restoration & Refinishing         61         2,357         50         124         41         82.0%         9         18.0%         0           Pianos - Tuning & Repair         470         1,222         1         1,213         0         0,0%         1         100.0%         0           Picture Frames - Dealers         1,234         738         6         583         6         100.0%         0         0.0%         0           Picture Frames - Manufacturers Supplies         21         2,839         0         1,737         0         0,0%         0         0,0%         0           Picture Frames - Restore & Repair         90         2,166         24         229         18         75.0%         5         20.8%         1           Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50.0%         1         50.0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	0.0% 0.0% 0.0% 0.0% 4.2%
Pianos - Restoration & Refinishing         61         2,357         50         124         41         82.0%         9         18.0%         0           Pianos - Tuning & Repair         470         1,222         1         1,213         0         0.0%         1         100.0%         0           Picture Frames - Dealers         1,234         738         6         583         6         100.0%         0         0.0%         0           Picture Frames - Manufacturers Supplies         21         2,839         0         1,737         0         0.0%         0         0.0%         0           Picture Frames - Restore & Repair         90         2,166         24         229         18         75.0%         5         20.8%         1           Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50.0%         1         50.0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	0.0% 0.0% 0.0% 0.0% 4.2%
Pianos - Tuning & Repair     470     1,222     1     1,213     0     0,0%     1     100.0%     0       Picture Frames - Dealers     1,234     738     6     583     6     100.0%     0     0.0%     0       Picture Frames - Manufacturers Supplies     21     2,839     0     1,737     0     0.0%     0     0.0%     0       Picture Frames - Restore & Repair     90     2,166     24     229     18     75.0%     5     20.8%     1       Picture Frames - Wholesele & Manufacturers     104     2,089     2     980     1     50.0%     1     50.0%     0       Picture Framing     81     2,228     356     18     182     51.1%     162     45.5%     12	0.0% 0.0% 0.0% 4.2%
Picture Frames - Dealers         1,234         738         6         583         6         100.0%         0         0.0%         0           Picture Frames - Manufacturers Supplies         21         2,839         0         1,737         0         0.0%         0         0.0%         0           Picture Frames - Restore & Repair         90         2,166         24         229         18         75.0%         5         20.8%         1           Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50.0%         1         50.0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	0.0% 4.2%
Picture Frames - Manufacturers Supplies         21         2,839         0         1,737         0         0.0%         0         0.0%         0           Picture Frames - Restore & Repair         90         2,166         24         229         18         75.0%         5         20.8%         1           Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50.0%         1         50.0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	0.0% 4.2%
Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50.0%         1         50.0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	
Picture Frames - Wholesale & Manufacturers         104         2,089         2         980         1         50.0%         1         50.0%         0           Picture Framing         81         2,228         356         18         182         51.1%         162         45.5%         12	
	0.0%
Picture Restoring 25 2.757 2 980 2 100.0% 0 0.00 0	3.4%
[ LS] 2,737 L 100,070 0 0,070 0	0.0%
Pictures 148 1,883 1 1,213 1 100.0% 0 0.0% 0	0.0%
Pies 4 3,292 45 132 22 48.9% 20 44.4% 3	6.7%
Pilates 66 2,321 6 583 4 66.7% 2 33.3% 0	0.0%
Pile Driving 31 2,663 7 540 4 57.1% 3 42.9% 0	0.0%
Piling 766 961 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pillows 661 1,035 1 1,213 0 0,0% 1 100.0% 0	0.0%
Pilot Car Service 12 3,032 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe 268 1,526 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe & Boiler Covering Contractors         36         2,600         10         436         2         20.0%         7         70.0%         1	10.0%
Pipe & Boiler Covering Materials         2         3,397         0         1,737         0         0.0%         0         0.0%         0	0.0%
Pipe & Valve Fitters 811 935 0 1,737 0 0,0% 0 0,0% 0	0.0%
Pipe & Valve Fitters - Gas 2 3,397 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe Bending & Fabricating 177 1,767 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe Cutting & Threading 34 2,626 0 1,737 0 0,0% 0 0,0% 0	0.0%
Pipe Fittings 153 1,856 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe Inspection 160 1,821 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe Joint Compounds 5 3,258 49 128 30 61.2% 17 34.7% 2	4.1%
Pipe Line Companies 126 1,989 5 640 1 20.0% 0 0.0% 4	80.0%
Pipe Line Contractors 485 1,199 1 1,213 1 100.0% 0 0.0% 0	0.0%
Pipe Line Equipment 38 2,572 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors         2,360         487         0         1,737         0         0,0%         0         0,0%	0.0%
Pipe Lining & Coating         24         2,777         0         1,737         0         0,0%         0         0,0%	0.0%
Pipe Locating Equipment 2 3,397 0 1,737 0 0.0% 0 0.0% 0	0.0%
Pipe Thread Protector         14         2,977         9         465         6         66.7%         3         33.3%         0	0.0%
Pipes & Smokers Articles 754 968 0 1,737 0 0,0% 0 0,0% 0	0.0%
Piping Contractors 199 1,700 1 1,213 1 100.0% 0 0.0% 0	0.0%
Pizza 2,985 399 0 1,737 0 0.0% 0 0.0% 0	0.0%
Plants - Interior Design & Maintenance         154         1,852         1         1,213         0         0.0%         1         100.0%	0.0%
Plants - Retail 88 2,182 0 1,737 0 0,0% 0 0,0% 0	0.0%
Plants - Wholesale 22 2,815 20 267 17 85.0% 3 15.0% 0	0.0%
Plaques 51 2,444 22 248 9 40.9% 11 50.0% 2	9.1%
Plaster 112 2,036 29 193 16 55.2% 11 37.9% 2	6.9%
Plaster Craft Products & Supplies         39         2,559         4         717         4         100.0%         0         0.0%         0	0.0%
Plastering Contractors 770 957 3 837 2 66.7% 1 33.3% 0	0.0%
Plastics - Extruders 63 2,343 0 1,737 0 0,0% 0 0,0% 0	0.0%
Plastics - Fabricating, Finishing & Decor         214         1,664         0         1,737         0         0.0%         0         0.0%	0.0%
Plastics - Fabrics, Film, Sheets - Prod. 39 2,559 0 1,737 0 0.0% 0 0.0% 0	0.0%
Plastics - Foam 6 3,208 0 1,737 0 0.0% 0 0.0% 0	0.0%
Plastics - High Pressure Laminates 10 3,090 0 1,737 0 0.0% 0 0.0% 0	0.0%
Plastics - Machinery & Equipment 17 2,913 0 1,737 0 0.0% 0 0.0% 0	0.0%
Plastics - Molders 109 2,056 1 1,213 1 100.0% 0 0.0% 0	0.0%
Plastics - Products - Finished Wholesale & Manufacturers 529 1,148 0 1,737 0 0.0% 0 0.0% 0	0.0%
Plastics - Raw Materials, Powder, Liquid 12 3,032 0 1,737 0 0.0% 0 0.0% 0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Plastics - Reinforced	5	3,258	1	1,213	1	100.0%	0	0.0%	0	0.0%
Plastics - Research & Consulting	11	3,055	4	717	1	25.0%	3	75.0%	0	0.0%
Plastics - Rods, Sheets - Sup Center	4	3,292	1	1,213	1	100.0%	0	0.0%	0	0.0%
Plastics - Scrap	18	2,889	9	465	5	55.6%	4	44.4%	0	0.0%
Plastics - Vacuum, Pressure, Thermoform	19		0	1,737	0	0.0%	0	0.0%	0	0.0%
Plating	227	1,626	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plating Equipment & Supplies	215	1.658	0	1,737	0	0.0%	0	0.0%	0	0.0%
Playground Equipment	260	1,549	0	1,737	0	0.0%	0	0.0%	0	0.0%
Playgrounds	518	1,162	0	1,737	0	0.0%	0	0.0%	0	0.0%
Playing Cards	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plumbers	152,513	5	10	436	8	80.0%	2	20.0%	0	0.0%
Plumbers - Commercial	280	1,500	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plumbing - Contractor	273	1,516	1	1,213	0	0.0%	1	100.0%	0	0.0%
Plumbing - Renovation & Repair	86	2,195	0	1,737	0	0.0%	0	0.0%	0	0.0%
Plumbing Drains & Sewer Cleaning	6,960	201	6	583	6	100.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Retail	2,651	446	1	1,213	0	0.0%	1	100.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Used	9	3,112	3	837	3	100.0%	0	0.0%	n	0.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	558	1,117	14	349	10	71.4%	4	28.6%	n	0.0%
Plumbing Plan Services	634	1,117	1	1,213	10	100.0%	0	0.0%	0	0.0%
Plywood & Veneers	40		n	1,737	0	0.0%	0	0.0%	0	0.0%
Pneumatic Equipment Components	7	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Podiatrists	1,109	785	0	1,737	0	0.0%	0	0.0%	0	0.0%
Point of Sale Systems	5,078	257	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pole Fitness	60	2,363	0	1,737	0		0		0	
Pole Line Equipment	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Poles	1		0	1,737	0		0		0	0.0%
Police & Fire Organizations	47	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Police Departments	47	, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Police Equipment	121	,	- 0	1,737	1	0.0%	0	0.0%	0	0.0%
	14	2,005	1	1,737	1	100.0%	0	0.0%	0	0.0%
Polyethylene Materials & Products	14	2,977	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ponzi Schemes	1	3,481	13	372	0	0.0%	0	0.0%	0	0.0%
Pool Tables Sales	278	3,135	13	1,737	/	53.8%	4	30.8%	2	15.4%
Popcorn & Supplies		1,505	U		U	0.0%	U	0.0%	0	0.0%
Popcorn Machines	37	2,587	1	1,213 1,737	0	0.0%	1	100.0%	0	0.0%
Porcelain Enamel Repair & Refinish	2,011	548	U		U	0.0%	U	0.0%	0	0.0%
Porcelain Enameling	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Port Authorities	6	3,208	9	465	6	66.7%	3	33.3%	0	0.0%
Portfolios	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Post Offices	159	1,826	2	980	1	50.0%	1	50.0%	0	0.0%
Post-Construction Clean Up	255	1,557	0	1,737	0	0.0%	0	0.0%	0	0.0%
Posters		3,172	2	980	0	0.0%	1	50.0%	1	50.0%
Potato Chips	3	3,345	1	1,213	0	0.0%	1	100.0%	0	0.0%
Potatoes - Processed	37	2,587	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pottery	96	2,132	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pottery Equipment & Supplies	16	2,932	0	1,737	0	0.0%	0	0.0%	0	0.0%
Poultry - Retail	35	2,610	8	499	5	62.5%	3	37.5%	0	0.0%
Poultry - Wholesale	27	2,725	0	1,737	0	0.0%	0	0.0%	0	0.0%
Poultry Farms	441	1,259	96	70	55	57.3%	40	41.7%	1	1.0%
Powder Processing - Industrial	21	2,839	0	1,737	0	0.0%	0	0.0%	0	0.0%
Power Plant Consultants	4	3,292	1	1,213	0	0.0%	1	100.0%	0	0.0%
Power Plant Equipment - Repairing	3	3,345	3	837	0	0.0%	3	100.0%	0	0.0%
Power Transmission Equipment	246	-,	11	410	5	45.5%	4	36.4%	2	18.2%
Prepaid Debit/Credit Cards	428	1,282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Preserves, Jams & Jellies	18	2,889	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pressure Washing	1,712	617	0	1,737	0	0.0%	0	0.0%	0	0.0%
Printed & Etched Circuits	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Printers	9,773	141	0	1,737	0	0.0%	0	0.0%	0	0.0%
***										
Printers - Business Forms Printing Brokers	433	1,275	1	1,213 717	0	0.0%	1	100.0% 100.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Printing Equipment	603	1,074	2	980	1	50.0%	1	50.0%	0	0.0%
Printing Supplies	196	1,710	0	1,737	0	0.0%	0	0.0%	0	0.0%
Prize Promotions	930	869	0	1,737	0	0.0%	0	0.0%	0	0.0%
Process Servers	578	1,093	0	1,737	0	0.0%	0	0.0%	0	0.0%
Product Development & Marketing	1,368	705	1	1,213	0	0.0%	1	100.0%	0	0.0%
Product Sales - General	1,147	775	1	1,213	0	0.0%	1	100.0%	0	0.0%
Professional Fundraiser	7	3.172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Professional Organizations	22	2,815	6	583	5	83.3%	1	16.7%	0	0.0%
Professional Organizer	54	2,414	4	717	2	50.0%	1	25.0%	1	25.0%
Professional Services - General	2,925	412	0	1,737	0	0.0%	0	0.0%	0	0.0%
Programmed Instruction	18	2,889	0	1,737	0	0.0%	0	0.0%	0	0.0%
Project Management	1,055	811	0	1,737	0	0.0%	0	0.0%	0	0.0%
Projection Apparatus	213	1,665	0	1,737	0	0.0%	0	0.0%	0	0.0%
Promotional Products	611	1,067	0	1,737	0	0.0%	0	0.0%	0	0.0%
Promotional Products - Wearable	1,780	602	0	1,737	0	0.0%	0	0.0%	0	0.0%
Proofreading	579	1,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Propane Gas Plumbing	49		0	1,737	0	0.0%	0	0.0%	0	0.0%
Propellers	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Property Maintenance	15,586	84	2	980	2	100.0%	0	0.0%	0	0.0%
Property Management	55,710	24	0	1,737	0	0.0%	0	0.0%	0	0.0%
Property Management - Industrial & Commercial	2,645	448	0	1,737	0	0.0%	0	0.0%	0	0.0%
Prosthetic Devices	128	1,974	0	1,737	0	0.0%	0	0.0%	0	0.0%
Psychiatrists & Psychiatric Services	3	3,345	4	717	2	50.0%	2	50.0%	0	0.0%
Psychics	1,007	832	2	980	0	0.0%	2	100.0%	0	0.0%
Psychologists	1,474	675	0	1,737	0	0.0%	0	0.0%	0	0.0%
Psychotherapist	90		1	1,213	1	100.0%	0	0.0%	0	0.0%
Pub	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pub Food	28		0	1,737	0	0.0%	0	0.0%	0	0.0%
Public Relations Counselors	547		0	1,737	0	0.0%	0	0.0%	0	0.0%
Public Speaking Instruction	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Public Utility Consultants	813		12	394	9	75.0%	3	25.0%	0	0.0%
Publicity Service	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Book	12,869	112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Directory & Guide	5,270	254	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Magazine	2,434	477	0	1,737	0	0.0%	0	0.0%	0	0.0%
Publishers - Periodical	1,485	672	1	1,213	0	0.0%	1	100.0%	0	0.0%
Publishers Representatives	1,403		0	1,737	0	0.0%	1	0.0%	0	0.0%
Publishing Consultants	156	-,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Pulp & Pulp Products	130	3,481	0	1,737	1	0.0%	0	0.0%	0	0.0%
Pumping Contractors	21		0	1,737	0	0.0%	0	0.0%	0	0.0%
Pumps - Dealers	677	1,020	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pumps - Service & Repair	1,108	787	60	107	37	61.7%	21		3	
Pumps - Supplies & Parts	74		00	1,737	0	0.0%	21	0.0%	0	3.3% 0.0%
Pumps - Wholesale & Manufacturers	176	_,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Pyramid Companies	118	-,	24	229	22	91.7%	1	4.2%	1	4.2%
Quarries	52	,	38	145	33	86.8%	1	13.2%	1	0.0%
Quickbooks Training & Support	19		36	1,737	33	0.0%	3	0.0%	0	0.0%
Quilting Quilting	157		0	1,737	0	0.0%	0	0.0%	0	0.0%
Quilting Materials & Supplies	259		0	1,737	0		0		0	
Quilting Pracerials & Supplies  Ouilts	81	2,228	0	1,737	0	0.0%	0	0.0%	0	0.0%
Quits Race Tracks	125		22	248	20	0.0%	2	0.0%	0	0.0%
Rack Merchandise Service	125		22	980	20	90.9%	2	9.1%	0	
Rack Merchandise Service Racks	35	3,397 2,610	2	1,737	2		0	0.0%	0	0.0%
		,	0		0	0.0%	0		0	0.0%
Racquetball Courts - Public	21		0	1,737	0	0.0%	0	0.0%	0	0.0%
Radar Equipment	24		0	1,737	0	0.0%	0	0.0%	0	0.0%
Radiator Covers & Enclosures	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Radiator Sales Radiators - Automotive	35 1,521	,	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
		661			0	0.0%	0	0.0%	0	0.0%
Radio Communication Equipment & Systems	1,116	784	1	1,213	0	0.0%	1	100.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Radio Station Equipment	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Radio Stations & Broadcast Companies	712		0	1,737	0	0.0%	0	0.0%	0	0.0%
Radioactivity Instruments, Supplies, Services	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Radios - Citizen Band	14		5	640	5	100.0%	0	0.0%	0	0.0%
Radiotelephone Communication - Equipment & Systems	85		0	1,737	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communications - Common Carrier	53	,	23		12	52.2%	10		1	4.3%
Raft Trips & Tours	11	, -	4	717	1	25.0%	3	75.0%	0	0.0%
Railings	3,297	365	7	540	2	28.6%	5	71.4%	0	0.0%
Railroad Contractors	73	2,290	1	1,213	0	0.0%	1	100.0%	0	0.0%
Railroad Ties - Dealers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	0.0%
Railroads	386		- 1	1,737	0	0.0%	0	0.0%	0	0.0%
Railroads - Freight	14	-,	- 6	583	1	16.7%	4	66.7%	1	16.7%
Rails & Accessories	46	,-	0	1,737	0	0.0%		0.0%	0	0.0%
Ranches	212	=,	2	980	0	0.0%	2	100.0%	0	0.0%
Range Hoods & Canopies	212	3,208	2	1,737	0	0.0%	2		0	0.0%
	14	-,	1	1,737	0		0	0.0%	0	
Ranges & Ovens - Dealers		,-	1			0.0%	0	0.0%	1	100.0%
Real Estate	23,408	58	5	640	5	100.0%	0	0.0%	0	0.0%
Real Estate - Commercial	315	1,445	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate - Industrial	16	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate - Rent to Own	717		2	980	2	100.0%	0	0.0%	0	0.0%
Real Estate - Rentals by Individuals	1,073	803	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Agents	4,708	277	1	1,213	1	100.0%	0	0.0%	0	0.0%
Real Estate Appraisers	3,657	339	1	1,213	1	100.0%	0	0.0%	0	0.0%
Real Estate Consultants	2,200	514	50		39	78.0%	11	22.0%	0	0.0%
Real Estate Developers	13,620	105	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Investors	2,085	533	1	1,213	0	0.0%	0	0.0%	1	100.0%
Real Estate Loans	241	1,588	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Maintenance Protection Plan	381	1,342	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Rental Service	7,150	198	1	1,213	1	100.0%	0	0.0%	0	0.0%
Real Estate Schools	428	1,282	0	1,737	0	0.0%	0	0.0%	0	0.0%
Real Estate Services	478	1,206	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recorded Information	1	3,481	4	717	3	75.0%	1	25.0%	0	0.0%
Recording Instruments - Industrial & Scientific	6	3,208	7	540	1	14.3%	2	28.6%	4	57.1%
Recording Service - Sound & Video	685	1,010	5	640	1	20.0%	0	0.0%	4	80.0%
Recording Studio Equipment	169		10	436	8	80.0%	2	20.0%	0	0.0%
Records Management	41		0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreation Centers	1,109	785	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreation Program Consultants	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreational Vehicles - Dealers	14,451	96	2	980	2	100.0%	0	0.0%	0	0.0%
Recreational Vehicles - Equipment, Parts, Supplies	1,910	578	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreational Vehicles - Rent & Lease	1,596	644	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recreational Vehicles - Repair & Service	1,977	560	0	1,737	0	0.0%	0	0.0%	0	
Recreational Vehicles - Repair & Service  Recreational Vehicles - Storage	397	1,316	23		19	82.6%	4	17.4%	0	0.0%
Recreational Vehicles - Storage  Recreational Vehicles - Transportation	397	3,135	23	1,737	19	0.0%	4	17.4%	0	
Recruiting - Armed Forces	0	3,135	1	1,737	0		1		0	0.0%
-	- 4		1		0	0.0%	1	100.0%	0	0.0%
Recruiting - Technical	34 740	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Recruitment Services			U	1,737	U	0.0%	U	0.0%	0	0.0%
Recycling - Computers & Other Electronics	101	2,108	1	1,213	0	0.0%	1	100.0%	0	0.0%
Recycling - Metal	3	3,345	25		8	32.0%	17	68.0%	0	0.0%
Recycling Centers	1,161	768	2	980	2	100.0%	0	0.0%	0	0.0%
Recycling Services	1,528	658	1	1,213	0	0.0%	1	100.0%	0	0.0%
Reels	7	3,172	1	1,213	1	100.0%	0	0.0%	0	0.0%
Referral - Auto Repair	14	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Referral - Contractor	20		1	1,213	1	100.0%	0	0.0%	0	0.0%
Referral - Doctor	369	1,368	3	837	2	66.7%	1	33.3%	0	0.0%
Referral - Storage Facility	1	3,481	1	1,213	0	0.0%	1	100.0%	0	0.0%
Reflectors	122	2,002	1	1,213	1	100.0%	0	0.0%	0	0.0%
Reflexologists	137	1,918	0	1,737	0	0.0%	0	0.0%	0	0.0%
Refractories	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
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Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Refrigeration Equipment - Commercial - Sales & Service	2,568	Inquiries 462	7	Complaint 540	5	71.4%	2	28.6%	0	0.0%
Refrigeration Equipment - Supplies & Parts	262	1,544	0	1,737	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Dealers	495	1,191	1	1,213	1	100.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	15		0	1,737	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Service & Repair	250	1,564	1	1,213	1	100.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	15	2,954	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rehabilitation Services	1,957	569	22	248	12	54.5%	9	40.9%	1	4.5%
Reiki Therapy	5	3,258	2	980	2	100.0%	0	0.0%	0	0.0%
Religious Goods	179	1,761	0	1,737	0	0.0%	0	0.0%	0	0.0%
Religious Organizations	79	2,245	0	1,737	0	0.0%	0	0.0%	0	0.0%
Relocation Service	3,932	320	0	1,737	0	0.0%	0	0.0%	0	0.0%
Remodeling Services	251	1,562	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rendering Companies	72	2,295	12	394	9	75.0%	3	25.0%	0	0.0%
Renewable Energy	517	1,163	1	1,213	1	100.0%	0	0.0%	0	0.0%
Renovation Inspection	22	2,815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rent to Own	4	3,292	1	1,213	0	0.0%	1	100.0%	0	0.0%
Rental Service Stores & Yards	3,197	371	14	349	13	92.9%	1	7.1%	0	0.0%
Rental Vacancy Listing Service	1,180	761	0	1,737	0	0.0%	0	0.0%	0	0.0%
Reptiles	108	2,063	19	283	0	0.0%	1	5.3%	18	94.7%
Resident Buyers	8	3,135	2	980	1	50.0%	1	50.0%	0	0.0%
Resorts	2,947	403	0	1,737	0	0.0%	0	0.0%	0	0.0%
Respirators	144	1,894	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rest Homes	34	2,626	1	1,213	1	100.0%	0	0.0%	0	0.0%
Rest Homes - Info & Placement Bureaus	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Restaurant Equipment - Repair & Service	363	1,376	4	717	2	50.0%	2	50.0%	0	0.0%
Restaurant Equipment & Supplies	1,367	706	0	1,737	0	0.0%	0	0.0%	0	0.0%
Restaurant Management	223	1,640	0	1,737	0	0.0%	0	0.0%	0	0.0%
Restaurants	12,890	111	0	1,737	0	0.0%	0	0.0%	0	0.0%
Restaurants - Breakfast	57	2,385	0	1,737	0	0.0%	0	0.0%	0	0.0%
Resume Service	2,637	451	0	1,737	0	0.0%	0	0.0%	0	0.0%
Retail Stores	931	867	0	1,737	0	0.0%	0	0.0%	0	0.0%
Retirement & Life Care Communities & Homes	2,610	454	35	163	9	25.7%	15	42.9%	11	31.4%
Retirement Planning Service	244	1,580	5	640	3	60.0%	2	40.0%	0	0.0%
Retreat Facilities	235	1,602	8	499	8	100.0%	0	0.0%	0	0.0%
Ribbon Printing	60	2,363	1	1,213	1	100.0%	0	0.0%	0	0.0%
Ribbons	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Rice	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Riding Academies	172	1,788	267	26	210	78.7%	45	16.9%	12	4.5%
Riding Apparel & Equipment	153	1,856	1	1,213	0	0.0%	0	0.0%	1	100.0%
Rifle & Pistol Ranges	73	2,290	0	1,737	0	0.0%	0	0.0%	0	0.0%
Riggers	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Riggers Equipment & Supplies	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Right of Way Acquisition Service	41	2,536	0	1,737 837	0	0.0%	0	0.0%	0	0.0%
Road Building Contractors  Road Building Equipment	1,153 23	771	3	1,737	3	100.0%	0	0.0%	0	0.0%
	23	2,802			54	0.0%		0.0%	0	0.0%
Road Colling & Dust Control	2,275	3,135	66	100 1,737	54	81.8%	12		0	0.0%
Road Service - Automotive	2,2/5	503	22	248	22	0.0%	0	0.0%	0	0.0%
Robots Rock Shops	77	3,135 2,258	22 67	99	64	100.0%	2	0.0%	1	0.0%
Rolling Mill Machinery	- //		07	465		95.5% 55.6%		3.0% 44.4%	1	1.5%
Roof Cleaning & Stain Removal	751	3,345 974	5	640		80.0%	1	20.0%	0	0.0%
Roof Decks	620	1,060	0	465	4	44.4%	1	55.6%	0	0.0%
Roof Structures	232	1,610	n	1,737	0	0.0%	0	0.0%	0	0.0%
Roofing Contractors	297,084	1,610	0	1,737	0	0.0%	0	0.0%	0	0.0%
Roofing Equipment & Supplies	460	1,237	1	1,213	0	0.0%	1	100.0%	0	0.0%
Roofing Materials	3,080	383	18	301	18	100.0%	1	0.0%	0	0.0%
Roofing Service Consultants	2,396	480	10	1,737	10	0.0%	0	0.0%	0	0.0%
Rooming Houses	108	2,063	1	1,213	1	100.0%	n	0.0%	n	0.0%
Roommate Referral Service	1	3,481	n	1,737	0	0.0%	0	0.0%	0	0.0%
Produmente referror de tree		3,461	U	1,/3/		0.0%	0	0.0%		0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Rope	62	Inquiries 2,351	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Rubber - Synthetic	77	2,258	6	583	0	0.0%	5	83.3%	1	16.7%
Rubber Bands	29		0	1,737	0	0.0%	0	0.0%	0	0.0%
Rubber Products	23		0	1,737	0	0.0%	0	0.0%	0	0.0%
Rubber Stamps	127	,	0	1,737	0	0.0%	0	0.0%	9	0.0%
Rubber Stamps - Manufacturers Equipment & Supplies	84		2	980	1	50.0%	1	50.0%	0	
Rubbish & Garbage Removal	5,679	2,212	1	1,213	1	100.0%	1	0.0%	0	0.0%
Rubbish & Garbage Removal  Rubbish & Garbage Removal Contractors Equipment	154		0	1,737	1	0.0%	0	0.0%	0	0.0%
Rust Preventatives & Removers	30	,	1	717	2	75.0%	1	25.0%	0	0.0%
Rustproofing & Undercoating - Auto	983	845	1	1,213	3	0.0%	1	100.0%	0	0.0%
Saddlery & Harness	1,145	776	156	45	121	77.6%	33		3	1.3%
Safe & Vault Movers	1,143		130	1,737	121	0.0%	33	0.0%	2	0.0%
Safes & Vaults	225		0	1,737	0	0.0%	0	0.0%	0	0.0%
Safety & Rescue Equipment Sales & Services	727	987	1	1,213	0		0		1	
Safety Consultants	3,505		1	980	1	0.0%	1	0.0%	1	100.0%
Safety Equipment & Clothing	683		2	1,737	1	50.0%	1	50.0%	0	0.0%
Sailmakers		1,015	0	640	0	0.0%	0	0.0%	0	0.0%
Sallmakers Sales & Order Books	105 29	, , , , , ,	5	1,213	5	100.0%	0	0.0%	0	0.0%
Sales & Order BOOKS Sales Lead Generation		_,	15		-	100.0%	-	0.070	0	0.0%
Sales Conganizations	1,227 133	741 1,946	15	1,737	5	33.3%	10		0	0.0%
			0		0	0.0%	0	0.0%	0	0.0%
Sales Presentations	1,890 472	582	0	1,737 1,737	0	0.0%	0	0.0%	0	0.0%
Sales Promotion Service			0		U	0.0%	0	0.0%	U	0.0%
Sales Training	41	2,536	0	1,737	0	0.0%	0	0.0%	0	0.0%
Salt Colors Marine	42 207		0	1,737 583	0	0.0%	0	0.0%	0	0.0%
Salvage - Marine		_,	Ь			50.0%	3	50.0%	U	0.0%
Sand & Gravel	3,036	392	2	980		0.0%	0	0.0%	2	100.0%
Sand & Gravel Handling Equipment	18	_,	2	980		50.0%	1	50.0%	0	0.0%
Sandblasting	509	-,	3	837		100.0%	0	0.0%	0	0.0%
Sandblasting Equipment & Supplies	218	,	237	30	155	65.4%	69		13	5.5%
Sandwiches	24		4	717	2	50.0%	2	50.0%	0	0.0%
Sanitary Napkins	151	,	9	465	4	44.4%	5	55.6%	0	0.0%
Sanitation Consultants	23	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Satellite Communication - Common Carrier	475	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sauna Equipment & Supplies	1,609	641	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sausages	350	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Association - Reps	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Associations	21	,	5	640	2	40.0%	1	20.0%	2	40.0%
Sawdust & Shavings	35	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Sawmill Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sawmills	24		0	1,737	0	0.0%	0	0.0%	0	0.0%
Saws	4	3,292	1	1,213	1	100.0%	0	0.0%	0	0.0%
Saws - Sharpen & Repair	86	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scaffolding & Aerial Lifts	547	, .	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scales	79	, , ,	6	583	5	83.3%	1	16.7%	0	0.0%
Scalp Care	183	1,748	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scholarships & Financial Aid	8,268		0	1,737	0	0.0%	0	0.0%	0	0.0%
Scholastic Prep Courses, Books & Materials	81	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
School Furniture & Equipment	132	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
School Information	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
School Lunch Ordering & Management	0	3,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
School Supplies	668	, , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - College Preparatory	24	2,777	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Colleges & Universities	8,393	167	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Elementary & Secondary	727	987	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Pre & Kindergarten	968	050	0	1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Special Education	1,439	684	1	1,213	1	100.0%	0	0.0%	0	0.0%
Schools - Business & Vocational	14,983	92	15		12	80.0%	2	13.3%	1	6.7%
Schools - General Interest	4,993	258	6	583		66.7%	2	33.3%	0	0.0%
Schools - Holistic	110	2,050	2	980	1	50.0%	1	50.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Schools - Home Study	633	Inquiries 1.049	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Schools - Online Trading & Investment	0	3,596	2	980	1	50.0%	1	50.0%	0	0.0%
Schools - Private	1,735	612	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scientific Apparatus & Instruments	52	2,428	4	717	0	0.0%	4	100.0%	0	0.0%
Scooters - Medical	233	1,609	15	327	3	20.0%	9	60.0%	3	20.0%
Scoreboards	18	2,889	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scrap Metals	1,364	707	0	1,737	0	0.0%	0	0.0%	0	0.0%
Scrapbooking	118	2.016	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screen Enclosures	313	1,448	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screen Manufacturers Equipment & Supplies	22	2,815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screen Printing	1,548	652	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screen Printing - Equipment & Supplies	65	2,325	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screen Repair	271	1,521	5	640	3	60.0%	2	40.0%	0	0.0%
Screening - Background & Employment	10	3,090	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screening - Tenant	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Screens - Door & Window	1,782	600	1	1,213	1	100.0%	0	0.0%	0	0.0%
Screens - Security Door	73	2,290	1	1,213	1	100.0%	0	0.0%	0	0.0%
Screw Machine Products	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sculptors	20	2,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sculptors Equipment & Supplies	11	3,055	32	177	27	84.4%	5	15.6%	0	0.0%
Seal Coating Seal Coating	227	1,626	110	62	77	70.0%	32	29.1%	1	0.9%
Sealing - Pavement	884	888	4	717	2	50.0%	2	50.0%	0	0.0%
Seals - Notary & Corporation	517	1,163	0	1,737	0	0.0%	0	0.0%	0	0.0%
Search Engine Optimization Services	7,428	194	0	1,737	0	0.0%	0	0.0%	0	0.0%
Searchers of Records	1,519	662	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seating Companies	46	2,483	0	1,737	0	0.0%	0	0.0%	0	0.0%
Second Hand Stores	1,025	821	0	1,737	0	0.0%	0	0.0%	0	0.0%
Secret Shopper	2,986	398	0	1,737	0	0.0%	0	0.0%	0	0.0%
Security Cameras	128	1,974	1	1,213	1	100.0%	0	0.0%	0	0.0%
Security Control Equipment & System Monitors	44,909	31	0	1,737	0	0.0%	0	0.0%	0	0.0%
Security Guard & Patrol Service	9,937	139	2	980	1	50.0%	1	50.0%	0	0.0%
Security Systems Consultants	4,697	278	4	717	3	75.0%	1	25.0%	0	0.0%
Seeds & Bulbs - Retail	453	1,248	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seeds & Bulbs - Wholesale	50	2,452	1	1,213	1	100.0%	0	0.0%	0	0.0%
Seismograph Equipment & Supplies	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Self Defense	346	1,402	0	1,737	0	0.0%	0	0.0%	0	0.0%
SemiConductor Devices	20	2,856	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seminar Marketing	23	2,802	0	1,737	0	0.0%	0	0.0%	0	0.0%
Seminars & Training - Wealth Building & Real Estate	41	2,536	4	717	2	50.0%	1	25.0%	1	25.0%
Senior Care Information and Resources	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Senior Citizens Service Organization	1,630	637	0	1,737	0	0.0%	0	0.0%	0	0.0%
Senior Home Care	1,057	809	112	61	67	59.8%	40	35.7%	5	4.5%
Senior Housing/Living	140	1,907	0	1,737	0	0.0%	0	0.0%	0	0.0%
Septic Tanks - Treatment Supplies	40	2,546	0	1,737	0	0.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Cleaning	2,905	417	1	1,213	0	0.0%	1	100.0%	0	0.0%
Septic Tanks & Systems Contractors & Dealers	3,185	373	1	1,213	0	0.0%	1	100.0%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	17	2,913	0	1,737	0	0.0%	0	0.0%	0	0.0%
Service Animals - Dogs	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Service Stations - Gasoline & Oil	6,374	214	2	980	0	0.0%	2	100.0%	0	0.0%
Services - General	928	870	25	219	17	68.0%	8	32.0%	0	0.0%
ServiceStation Equipment	262	1,544	1	1,213	0	0.0%	1	100.0%	0	0.0%
ServiceStation Supplies	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewage Disposal Systems	133	1,946	2	980	2	100.0%	0	0.0%	0	0.0%
Sewage Treatment Equipment	3	3,345	1	1,213	0	0.0%	1	100.0%	0	0.0%
Sewer Contractors	2,778	431	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewer Pipe	74	2,284	20	267	16	80.0%	4	20.0%	0	0.0%
Sewing Contractors	346	1,402	2	980	1	50.0%	1	50.0%	0	0.0%
Sewing Instruction	322	1,436	5	640	4	80.0%	1	20.0%	0	0.0%
Sewing Machines - Dealers	2,310	496	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Sewing Machines - Industrial & Commercial	43	2,513	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Service & Repair	451	1,252	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Supplies & Parts	620		1	1,213	1	100.0%	0	0.0%	0	0.0%
Sewing Machines - Wholesale & Manufacturers	13		3	837	1	33.3%	2	66.7%	0	0.0%
Shade Sails	2	3,397	1	1,213	1	100.0%	0	0.0%	0	0.0%
Sharpening Service	279		3	837	2	66.7%	1	33.3%	0	0.0%
Shavers - Electric	100	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric Repair	271		4	717	2	50.0%	2	50.0%	0	0.0%
Shears & Scissors	6	3,208	1	1,213		100.0%	0	0.0%	0	0.0%
Sheepskin Specialties	358		0	1,737		0.0%	0	0.0%	0	0.0%
Sheet Metal Equipment & Supplies	108	2,063	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sheet Metal Work	1,494	670	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shelving	97		0	1,737	0	0.0%	0	0.0%	0	0.0%
Shingles	362	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ship Brokers	137	1,918	26	211	15	57.7%	11		0	0.0%
Ship Builders & Repair	49		0	1,737		0.0%	0	0.0%	0	0.0%
Shipping Masters	58	,	10	436		70.0%	2	20.0%	1	10.0%
Shipping Room Supplies	137	, , , , ,	7	980		50.0%	1	50.0%	n	0.0%
Shirts - Custom Made	745	-,	2	837		0.0%	2	66.7%	1	33.3%
Shirts - Wholesale & Manufacturers	743		7	540		28.6%	2	71.4%	1	0.0%
Shock Absorbers	111	-,		1,213		100.0%	3	71.4%	0	
Shoe Findings & Supplies	24		1	1,737	1		0		0	0.0%
	24	2,777 3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoe Manufacturers Supplies Shoe Repair	1,994		0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoes - Custom Made	1,994	555 1,761	0	1,737	0	0.0%	0	0.0%	0	0.0%
	2,833		0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoes - Orthopedic	2,833 5,933	424	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoes - Retail Shoes - Wholesale & Manufacturers	5,933	230	0	980	0	0.0%	0	0.0%	0	0.0%
	507	-,	2		1	0.0%	2	100.0%	0	0.0%
Shoplifting Prevention Devices	1	3,481	0	1,737	0	0.0%	U	0.0%	0	0.0%
Shoppers News Publications	37	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shopping Carts & Baskets	1	3,481	0	1,737	0	0.0%	U	0.0%	0	0.0%
Shopping Centers & Malls	995		0	1,737	0	0.0%	0	0.0%	0	0.0%
Shopping Service - Personal	461	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shopping Service - Protective, Comparative	38	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shoring	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shot Peening	25	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Show Cases	9	3,112	3	837	3	100.0%	0	0.0%	0	0.0%
Shower Doors & Enclosures	1,181	758	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shredding Services	407	1,305	0	1,737	0	0.0%	0	0.0%	0	0.0%
Shutters	1,473	676	12	394	9	75.0%	3	25.0%	0	0.0%
Shuttle Bus	193	1,721	0	1,737	0	0.0%	0	0.0%	0	0.0%
Siding Contractors	22,097	61	1	1,213		100.0%	0	0.0%	0	0.0%
Siding Materials	3,101	381	9	465	1	55.6%	4	44.4%	0	0.0%
Sightseeing Tours	1,282	719	62	105		64.5%	20		2	3.2%
Signs	6,318	219	0	1,737	0	0.0%	0	0.0%	0	0.0%
Signs - Digital	94	2,144	0	1,737	0	0.0%	0	0.0%	0	0.0%
Signs - Equipment & Supplies	175	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Signs - Erectors & Hangers	0	3,596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Signs - Maintenance & Repair	51		0	1,737		0.0%	0	0.0%	0	0.0%
Signs - Neon	56	-,	1	1,213		100.0%	0	0.0%	0	0.0%
Signs - Photoluminescent	1	3,481	34	167	1	67.6%	9	26.5%	2	5.9%
Silks - Wholesale & Manufacturers	15	, , , , ,	2	980		50.0%	1	50.0%	0	0.0%
Silversmiths & Goldsmiths	156	1,843	0	1,737	0	0.0%	0	0.0%	0	0.0%
Silverware Clean, Repair & Replate	7	3,172	2	980		100.0%	0	0.0%	0	0.0%
Singing Telegrams	1	3,481	0	1,737		0.0%	0	0.0%	0	0.0%
Sitting Services	196	1,710	2	980	2	100.0%	0	0.0%	0	0.0%
Skate Sharpening	57	2,385	1	1,213	0	0.0%	0	0.0%	1	100.0%
Skateboards & Equipment	187	1,739	1	1,213	1	100.0%	0	0.0%	0	0.0%
Skating Equipment & Supplies	369	1,368	6	583	6	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Skating Instruction	42	Inquiries 2,526	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Skating Rinks	38		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ski Centers & Resorts	96	,-	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Repair	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Retail	517	1,163	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Wholesale & Manufacturers	26		1	1,213	1	100.0%	0	0.0%	0	0.0%
Ski Equipment Rental	4	3,292	8	499	5	62.5%	3	37.5%	0	0.0%
Ski Instruction	47		4	717	2	50.0%	2	50.0%	0	0.0%
Ski Tours	27	2,725	2	980	2	100.0%	0	0.0%	0	0.0%
Skin Care	5,842	233	4	717	3	75.0%	1	25.0%	0	0.0%
Skip Tracing	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sky Diving	107	2,074	1	1,213	1	100.0%	0	0.0%	0	0.0%
Skylights	1,804	596	0	1,737	0	0.0%	0	0.0%	0	0.0%
Skylights - Distributors	124		13	372	10	76.9%	3	23.1%	0	0.0%
Slate	60	2,363	2	980	2	100.0%	0	0.0%	0	0.0%
Sleep Disorders - Sleep Apnea	31		3	837	3	100.0%	0	0.0%	0	0.0%
Slip Covers	38		0	1,737	0	0.0%	0	0.0%	0	0.0%
Small Engine Repair	597		6	583	5	83.3%	0	0.0%	1	16.7%
Smelters & Refiners - Precious Metals	28	2,712	16	323	4	25.0%	12	75.0%	0	0.0%
Smelters & Refiners Equipment & Supplies	318		1	1,213	0	0.0%	1	100.0%	0	0.0%
Smoke Abatement Equipment	3	3,345	1	1,213	1	100.0%	0	0.0%	0	0.0%
Smoke Detectors & Alarms	295		0	1,737	0	0.0%	0	0.0%	0	0.0%
Smoke Odor Counteracting Service	69	2,308	0	1,737	0	0.0%	0	0.0%	0	0.0%
Smokers Information & Treatment	317	1,443	17	312	13	76.5%	4	23.5%	0	0.0%
Snow Melting Systems	23	2,802	0	1,737	0	0.0%	0	0.0%	0	0.0%
Snow Removal Equipment	117	2,025	0	1,737	0	0.0%	0	0.0%	0	0.0%
Snow Removal Service	12,041	119	0	1,737	0	0.0%	0	0.0%	0	0.0%
Snow Removal Service - Commercial	81	2,228	1	1,213	1	100.0%	0	0.0%	0	0.0%
Snowmobiles	1,646	633	0	1,737	0	0.0%	0	0.0%	0	0.0%
Soaps & Detergents	45	2,494	0	1,737	0	0.0%	0	0.0%	0	0.0%
Soccer Clubs	374		0	1,737	0	0.0%	0	0.0%	0	0.0%
Social Media	28	2,712	4	717	1	25.0%	3	75.0%	0	0.0%
Social Networking	32	2,649	0	1,737	0	0.0%	0	0.0%	0	0.0%
Social Security Services	3	3,345	2	980	0	0.0%	2	100.0%	0	0.0%
Social Service Organizations	535	1,143	44	134	26	59.1%	16	36.4%	2	4.5%
Social Workers	6	3,208	63	104	54	85.7%	9	14.3%	0	0.0%
Sod & Sodding Service	1,434	686	10	436	6	60.0%	4	40.0%	0	0.0%
Soda Fountain Shops	14	2,977	2	980	2	100.0%	0	0.0%	0	0.0%
Soffit & Fascia	170	1,791	0	1,737	0	0.0%	0	0.0%	0	0.0%
Soil Conditioners	26	2,740	0	1,737	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	5	3,258	1	1,213	1	100.0%	0	0.0%	0	0.0%
Soil Solidification	217		6	583	5	83.3%	1	16.7%	0	0.0%
Soil Testing	0	3,596	1	1,213	0	0.0%	1	100.0%	0	0.0%
Solar Energy Equipment & Systems Dealers	5,610		0	1,737	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Manufacturing & Distribution	173	1,785	32	177	28	87.5%	4	12.5%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	511	1,171	0	1,737	0	0.0%	0	0.0%	0	0.0%
Solar Energy Products - Retail	849	914	0	1,737	0	0.0%	0	0.0%	0	0.0%
Solar Energy Products Service & Repair	486	,	2	980	2	100.0%	0	0.0%	0	0.0%
Solar Energy Research & Development	8	3,135	14	349	8	57.1%	6	42.9%	0	0.0%
Solar Energy System Design & Installation	927		0	1,737	0	0.0%	0	0.0%	0	0.0%
Soliciting Organizations	2,009	549	1	1,213	0	0.0%	1	100.0%	0	0.0%
Solvents	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sound Control Structures & Equipment	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sound Systems & Equipment	2,381	481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Souvenirs - Retail	568	1,107	5	640	5	100.0%	0	0.0%	0	0.0%
Souvenirs - Wholesale & Manufacturers	22		1	1,213	0	0.0%	1	100.0%	0	0.0%
Soy Bean Products	19	,	3	837	2	66.7%	1	33.3%	0	0.0%
Spark Plugs	6	3,208	3	837	3	100.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Spas & Hot Tubs - Dealers	16,017	82	90	75	28	31.1%	62	68.9%	0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	2,342	490	0	1,737	0	0.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Service & Repair	6,534	212	1	1,213	1	100.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Supplies & Parts	231	1,612	2	980	0	0.0%	1	50.0%	1	50.0%
Speakers - Rebuild & Repair	175	1,778	0	1,737	0	0.0%	0	0.0%	0	0.0%
Speech & Language Pathologists	63	2,343	0	1,737	0	0.0%	0	0.0%	0	0.0%
Speedometers	862	904	1	1,213	0	0.0%	1	100.0%	0	0.0%
Spices	83	2,217	0	1,737	0	0.0%	0	0.0%	0	0.0%
Spiritualists	50	2,452	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sport Fishing	1	3,481	2	980	1	50.0%	0	0.0%	1	50.0%
Sporting Goods - Repair	216	1,656	2	980	2	100.0%	0	0.0%	0	0.0%
Sporting Goods - Retail	8,320	173	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sporting Goods - Wholesale & Manufacturers	898	879	2	980	1	50.0%	1	50.0%	0	0.0%
Sports & Recreation	188	1,736	1	1,213	0	0.0%	1	100.0%	0	0.0%
Sports Bar	204		1	1,213	0	0.0%	1	100.0%	0	0.0%
Sports Hospitality	2	3,397	3	837	3	100.0%	0	0.0%	0	0.0%
Sports Memorabilia	33		0	1,737	0	0.0%	0	0.0%	0	0.0%
Sports Promoters & Managers	174	, , , , ,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Sportswear - Retail	1,671	626	2	980	1	50.0%	1	50.0%	0	0.0%
Sportswear - Wholesale & Manufacturers	380		26			88.5%	3	11.5%	0	0.0%
Spray On Siding	22	=,0 .0	13		6	46.2%	6	46.2%	1	7.7%
Spraying Equipment	79		0	1,737	0	0.0%	0	0.0%	0	0.0%
Springs - Automotive - Sales & Service	275		0	1,737	0	0.0%	0	0.0%	0	0.0%
Springs - Coil, Flat - Distributors & Manufacturing	3	3,345	23		23	100.0%	0	0.0%	0	0.0%
Sprinkler Supervisory Service	30		2	980		0.0%	2	100.0%	0	0.0%
Sprinklers - Automatic - Fire	579	_,,,,,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Square Dance Apparel	2	3,397	28		19	67.9%	9	32.1%	0	0.0%
Stables	818		0	1,737	0	0.0%	0	0.0%	0	0.0%
Stadiums, Arenas & Athletic Fields	206		5	640	3	60.0%	2	40.0%	0	0.0%
Staffing - Technical	360	,	2	980	1	50.0%	1	50.0%	0	0.0%
Stair Builders	2,937	411	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stair Lifts	85		34	167	18	52.9%	15	44.1%	1	2.9%
Stamp Pads	2	3,397	4	717	4	100.0%	0	0.0%	0	0.0%
Stamps - Collectors	368		0	1,737	0	0.0%	0	0.0%	0	0.0%
Staples, Staplers & Tackers	73	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Starters - Engine	29	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Stationers - Retail	322		0	1,737	0	0.0%	0	0.0%	0	0.0%
Stationery - Wholesale & Manufacturers	80		0	1,737	0	0.0%	0	0.0%	0	0.0%
Statistical Service	20		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steam Bath Equipment & Supplies	77		15		0	0.0%	15	100.0%	0	0.0%
Steam Cleaning - Industrial	264		0	1,737	0	0.0%	0	0.0%	0	0.0%
Steam Cleaning Equipment	63	,	102		56	54.9%	41		5	4.9%
Steam Specialties	10		0	1,737		0.0%	0	0.0%	0	0.0%
Steam Traps	3	3,345	11			90.9%	1	9.1%	n	0.0%
Steamship Companies	5	3,258	13			46.2%	7	53.8%	n	0.0%
Steel - Used	10		1	1,213	1	100.0%	,	0.0%	n	0.0%
Steel Detailers - Structural	276		n	1,737	n	0.0%	n	0.0%	n	0.0%
Steel Distributors & Warehouses	774		1	1,213	1	100.0%	0	0.0%	0	0.0%
Steel Erectors	286		n	1,737	0	0.0%	0	0.0%	0	0.0%
Steel Fabricators	1,153	771	13	372	7	53.8%	6	46.2%	n	0.0%
Steel Mills	263		4	717	n	0.0%	4	100.0%	n	0.0%
Steel Processing	17	-,	n	1,737	0	0.0%	0	0.0%	0	0.0%
Steel Processing Steel Processing & Fabricating Equipment	6	3,208	n	1,737	0	0.0%	0	0.0%	0	0.0%
Steeples & Spires	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Steering Systems & Equipment	127		0	1,737	0	0.0%	0	0.0%	0	0.0%
Stencil Cutting Machines	127	3,397	11		7	63.6%	4	36.4%	0	0.0%
Stencil Cutting Machines Stencils & Stencil Supplies		3,397	11	1,737	/		4		0	
Stenographers - Public	18		10		7	0.0% 70.0%	2	0.0% 30.0%	0	0.0%
Sterilizing Service	13	,	10	1,737	,		3		0	0.0%
Sternizing Service	13	3,009	U	1,/3/	U	0.0%	U	0.0%	U	0.0%

1	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Second	Stevedoring Contractors	14		4		3	75.0%	1	25.0%	0	0.0%
Section   1.00	Stock & Bond Brokers	430		0	1,737	0	0.0%	0	0.0%	0	
Securition	Stock & Bond Transfer Agents	482		1	1,213	1		0		0	0.0%
Section   1	Stock Certificates	5		2	980	0		2	100.0%	0	
Section	Stock Exchanges	3		8	499	7		1		0	
1000   1,000	Stone - Cast	46		0	1,737	0		0		0	
1,675   1,675   1,675   1,775   0   0,00   0   0,00   0   0,00   0			,	0		0		0		0	
Section   170   1,077   1,07			,	0		0		0		0	
Section   Sect				1		1		0		0	
Sees Stating February Private   440   1,256   1   1,211   1   1,000   0   0,00   0   0,00   0   0,00   0				1		1		0		0	
Storage   1,000   1,	· · · · · · · · · · · · · · · · · · ·			1		1		0		0	
Storage   Control   Cont				0		0		0		0	
2009g LMR- Professor   120	· ·		,	1		0		1		0	
Secret Number   14   2,328   0   1,727   0   0.09   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0.09   0   0.09			-,	0		0		0		0	
Some Process				0		0		0		0	
Star Fronts			,	4		2		2		0	
Series Miniments & Covers (Rapia)   59   590   14   348   5   3.7 m,   9   64.1 m,   9   6.0 m			, -			0		0		0	
2009   1,000			, .	14		5		٥		0	
2006   5,41				14				9		0	
Strapping Flavorment   7   3,172   0   1,77   0   0,0%   0   0,0	·		,	1				0		1	
Steel Classing   14   2,777   0   1,777   0   0,06   0   0,09	·	2,065		3		2		0		1	
Theres Relief Superment & Supplies : Industrial  1		11		0		0		0		0	
Structure Interportation		14	,-	0		0		0		0	
Stuces Determinations  18,552  16,151  17,77  18,06  19,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  10,09  11,19		1 175		0		0		0		0	
Stace Manufactures & Describators  147   1,29   88   79   80   90.9%   7   8.0%   1   1.115   2.036   3   387   2   56.7%   1   33.3%   0   0.0%   2.05   1,27   4   727   2   50.0%   1   25.0%   1   25.0%   1   25.0%   2.05   1,20   1   1.115   2.036   3   80.0%   1   25.0%   1   25.0%   1   25.0%   2.05   1,20   1   1   1.115   2.036   3   80.0%   1   25.0%   1   25.0%   2.05   1   1.115   2.036   3   80.0%   1   25.0%   1   25.0%   2.05   1   1   1.115   2.036   3   80.0%   1   25.0%   1   25.0%   2.05   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1.115   2.036   1   1   1   1   2.036   1   1   1				1		1		0		0	
Studenter Echanger Posturens   129   1,367   4   877   2   65.06   1   33.56   0   26.06				0		0		0		0	
Student Holsoning			,	88				/		1	
Stude Nertal				3				1		0	
Samp Refiners & Grieding  2.34 1,607 1.8 301 1.3 7,226 4 22.26 1.5 5.00 6.00 6.00 6.00 6.00 6.00 6.00 6.	-		, -	4				1		1	
1   3,481   1   1,213   1   10,0%   0   0,				5				1		0	
Suicide Privention Service  1 3,481 0 1,737 0 0 0,0% 0 0,0		234		18		13		4		1	
Suits - Custom Made  86 2,195   0   1,727   0   0.0%		1		1		1		0		0	
Sump Pump Contractors		1		0		0		0		0	
3,481   15   327   11   73,38   2   13,3%   2   13,3%   2   13,3%   2   13,3%   2   13,3%   3,3%			,	0		0		0		0	
Surgiasses		25		1		0		1		0	
Surprom & Solarium Design & Construction		1		15				2		2	
Support Groups			-,	4		2		1		1	
Surface Plates				0		0		0		0	0.0%
Surfboards		103		0		0		0		0	0.0%
Surfing Instruction 35 2,610 1 1,213 1 100.0% 0 0.0% 0 0.0% 0 0.0% Surgical Appliances & Supplies 5 3,258 7 540 5 71.4% 2 28.6% 0 0.0%		2		7		4		3		0	0.0%
Surgical Appliances & Supplies   Sacistic Appliances & Supplies   Sacistic Centers   Sa		5		0		0		0		0	0.0%
Surgical Centers		35	,	1		1	100.0%	0		0	0.0%
Surplius & Salvage Merchandise 2,249 505 0 1,737 0 0.0% 0		5		7		5		2		0	0.0%
Surveillance Equipment, Sales & Service 669 1,025 0 1,737 0 0,0%			_,	0		0		0		0	
Surveying Instruments				0		0		0		0	0.0%
Surveyors - Aerial 11 3,055 0 1,737 0 0,0% 0		669		0		0		0		0	0.0%
Surveyors - Land	Surveying Instruments	4		0		0	0.0%	0	0.0%	0	0.0%
Survival Products & Supplies 1,807 0 1,737 0 0,0% 0	Surveyors - Aerial			0		0	0.0%	0	0.0%	0	0.0%
Swap Shops         156         1,843         0         1,737         0         0.0%         0         0.0%         0         0,0%           Sweaters - Trimming Service         4         3,292         3         837         2         66.7%         1         33.3%         0         0.0%           Sweepers - Power         92         2,154         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sweepers Service - Power         139         1,910         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sweepstakes         1,525         659         0         1,737         0         0.0%         0         0.0%         0         0.0%           Swimming Instruction         87         2,190         1         1,213         1         100.0%         0         0.0%         0         0.0%         0         0.0%           Swimming Pool Contractors, Dealers, Design         24,638         52         1         1,213         1         100.0%         0         0.0%         0         0.0%           Swimming Pool Cover Sales & Service         389         1,328         3	Surveyors - Land			1		1	100.0%	0	0.0%	0	0.0%
Sweaters Trimming Service         4         3,292         3         837         2         66.7%         1         33.3%         0         0.0%           Sweepers - Power         92         2,154         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sweeping Service - Power         139         1,910         0         1,737         0         0.0%         0         0.0%         0         0.0%           Sweepstakes         1,525         659         0         1,737         0         0.0%         0         0.0%         0         0.0%           Swimming Instruction         87         2,190         1         1,213         1         100.0%         0         0.0%         0         0.0%           Swimming Pool Contractors, Dealers, Design         24,638         52         1         1,213         1         100.0%         0         0.0%         0         0.0%           Swimming Pool Cover Sales & Service         389         1,328         3         837         3         100.0%         0         0.0%         0         0.0%           Swimming Pool Enclosures         40         2,546         0         1,737         0	Survival Products & Supplies		,	0		0		0	0.0%	0	0.0%
Sweepers - Power         92         2,154         0         1,737         0         0.0%         0 <th< td=""><td></td><td>156</td><td></td><td>0</td><td></td><td>0</td><td>0.0%</td><td>0</td><td></td><td>0</td><td>0.0%</td></th<>		156		0		0	0.0%	0		0	0.0%
Sweeping Service - Power         139         1,910         0         1,737         0         0.0%         0				3		2		1		0	0.0%
Sweepstakes         1,525         659         0         1,737         0         0.0%         0         0.0				0		0	0.0%	0	0.0%	0	0.0%
Swimming Instruction         87         2,190         1         1,213         1         100.0%         0         0.0%         0         0.0%           Swimming Pool Contractors, Dealers, Design         24,638         52         1         1,213         1         100.0%         0         0.0%         0         0,0%           Swimming Pool Cover Sales & Service         389         1,328         3         837         3         100.0%         0         0.0%         0         0,0%           Swimming Pool Enclosures         40         2,546         0         1,737         0         0.0%         0         0.0%         0         0.0%	Sweeping Service - Power		1,910	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pool Contractors, Dealers, Dealers         Dealers, Dealers         Dea	Sweepstakes	1,525	659	0		0	0.0%	0	0.0%	0	0.0%
Swimming Pool Cover Sales & Service         389         1,328         3         837         3         100.0%         0         0.0%         0         0.0%           Swimming Pool Enclosures         40         2,546         0         1,737         0         0.0%         0         0.0%         0         0.0%	Swimming Instruction	87	2,190	1	1,213	1	100.0%	0	0.0%	0	0.0%
Swimming Pool Enclosures 40 2,546 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%	Swimming Pool Contractors, Dealers, Design	24,638	52	1	1,213	1	100.0%	0	0.0%	0	0.0%
Swimming Pool Enclosures 40 2,546 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%	Swimming Pool Cover Sales & Service	389	1,328	3	837	3	100.0%	0	0.0%	0	0.0%
	Swimming Pool Enclosures	40		0	1,737	0		0	0.0%	0	0.0%
7000 7001 107 00 25,9% 0 32 37,4% 0 31 36,7%	Swimming Pool Equipment & Supplies	1,380		139	50	36	25.9%	52	37.4%	51	

Industry Classification II Swimming Pool Manufacturers & Distributors Swimming Pool Service & Repair	438	Inquiries	Complaints			%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
		1,268	0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
	2,649	447	1	1,213	1	100.0%	0	0.0%	0	0.0%
Swimming Pools - Leak Detection & Repair	385	1,337	1	1,213	1	100.0%	0	0.0%	0	0.0%
Swimming Pools - Maintenance	68	2,311	0	1,737	0	0.0%	0	0.0%	0	0.0%
Swimming Pools - Private	275	1,512	30	187	10	33.3%	19	63.3%	1	3.3%
Swimming Pools - Public	146	1,887	0	1,737	0	0.0%	0	0.0%	- 0	0.0%
Swimming Pools & Hot Tubs	49	2,460	3	837	2	66.7%	1	33.3%	0	0.0%
Swimwear & Accessories	449	1,253	4	717	4	100.0%	0	0.0%	0	0.0%
Swords	163	1,811	0	1,737	0	0.0%	0	0.0%	0	0.0%
Table Tennis Equipment	8	3,135	37	150	28	75.7%	8	21.6%	1	2.7%
Table Tops	8	3,135	3	837	0	0.0%	2	66.7%	1	33.3%
Tags	49	2,460	0	1,737	0	0.0%	0	0.0%	- 0	0.0%
Tailors	2,543	466	0	1,737	0	0.0%	0	0.0%	0	0.0%
Talent Listing Service	96	2,132	0	1,737	0	0.0%	0	0.0%	0	0.0%
Talent Representation	423	1,290	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tank Cleaning	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tank Heads	1,087	799	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tank Lining & Coating	8	3,135	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tank Testing & Inspection	38	2,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanks - Fiber Glass, Plastic	96	2,132	2	980	1	50.0%	1	50.0%	0	0.0%
Tanks - Metal	128	1,974	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanks - Repair	57	2,385	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	16	2,932	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tanners	37	2,587	8	499	5	62.5%	2	25.0%	1	12.5%
Tanning Salons	5,906	232	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tanning Salons Equipment & Supplies	43	2,513	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tape Recorders - Sound - Service & Repair	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tapes - Industrial	18	2,889	1	1,213	0	0.0%	1	100.0%	0	0.0%
Tapes - Sound - Dealers	9	3,112	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tarps	24	2,777	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tattoos	9,395	148	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tattoos - Removed	215	1,658	1	1,213	0	0.0%	1	100.0%	0	0.0%
Tax Reporting Service	66	2,321	2	980	1	50.0%	1	50.0%	0	0.0%
Tax Return Preparation	15,299	88	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tax Software	92	2,154	0	1,737	0	0.0%	0	0.0%	0	0.0%
Taxes - Consultants & Representatives	4,845	272	14	349	10	71.4%	4	28.6%	0	0.0%
Taxicabs	6,280	221	0	1,737	0	0.0%	0	0.0%	0	0.0%
Taxidermists	378	1,348	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tea - Manufacturer & Importer	109	2,056	9	465	4	44.4%	4	44.4%	1	11.1%
Teachers Agencies	471	1,220	1	1,213	1	100.0%	0	0.0%	0	0.0%
Technical Manual Preparation	134	1,939	0	1,737	0	0.0%	0	0.0%	0	0.0%
Teeth Whitening Services	728	986	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telecommunication Design	29	2,693	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telecommunication Equipment & Systems Dealers	3,173	375	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telecommunication Equipment & Systems Service & Repair	226	1,630	26	211	13	50.0%	12	46.2%	1	3.8%
Telecommunications Equipment - Disability	1,936	573	0	1,737	0	0.0%	0	0.0%	0	0.0%
Teleconference Service	94	2,144	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telegrams - Novelty	17	2,913	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telegraph Service	346	1,402	2	980	0	0.0%	2	100.0%	0	0.0%
Telemarketing Services	5,463	243	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone & Television Cable Contractors	1,574	648	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone 900 Number Resellers	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Answering Equipment & Systems	138	1,913	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Communications	7,461	192	28	197	21	75.0%	7	25.0%	0	0.0%
Telephone Companies	7,086	200	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Dealers	2,997	397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Service & Repair	497	1,189	0	1,737	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Supplies & Parts	169	1,794	1	1,213	1	100.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Wholesale & Manufacturing		3,172		1,737		0.0%		0.0%	-	0.0%

Treatment Professor Services (1979)  1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
1, 2,222   1, 2, 2, 2, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3,	Telephone Pre-Paid Card Sales & Distribution	288		12		6	50.0%	6	50.0%	0	0.0%
Frances Control Contro	Telephone Service - Long Distance	8,226		0	1,737	0	0.0%	0	0.0%	0	
Second   32   260   0   1.79   0   0   0   0   0   0   0   0   0		4		2	980	2		0		0	
Processor About Control   Processor About	Telescopes	32		0	1,737	0	0.0%	0	0.0%	0	
Teacher Selection   1,000	Television - Cable, CATV & Satellite	7,989		99	66	71		28		0	
Section   Processing Annual Section   10   2,555   0   0   0   0   0   0   0   0   0	Television & Radio - Dealers	3,261		0	1,737	0	0.0%	0	0.0%	0	
Processor A Region   190				0		0		0		0	
Section Resident Notions (1998)   1,315   2,000   2,000   0,			,	5		3		1		1	
Section   Sect		8		2	980	2		0		0	
Second Analysis Principals of Manufacture   1		357		0	1,737	0		0		0	
Personal Program   177	Television & Radio Parts - Wholesale & Manufacturers	81		0	1,737	0		0		0	
Materials Program Definitions (1997)   1,461   0   1,727   0   0.0%   0   0			-/	0		0		0		0	
Telestate Producer   131			-,	0	-	0		0		0	-
Testion Deposite Control Con	•		-,	0		0		0		0	
Information Department   415   1,300   10   1,48   7   70,96   1   30,00   0   0,00   0   0,00   0   0,00   0		4	, ,	0		0		0		0	
Technology   February   Februar		415	-,-	10		7		3		0	
Temperate Messurey Recernish   1   3,488   1   1,213   1   100 cm   0   0.00   0   0.00   0   0.00   0			,	0		0		0		0	
Templates		1 1	,	1		1		n		n	
Tents Control Control Control   1		31		1		0		1		n	
Terms Carder - Probate   6			,	0		0		1		0	
Transi Carlament Suggists  46   2,488   1   1,214   1   1000   1   1   1000   1   1   1			,	0		0		0		0	
Terms Explainment & Supples  180   2,283   1   1,121   1   100.0%   0   0.0%				7		6		1		0	
Terms Introduction From Star 1,059   2,236   0   1,777   0   0,0%			,	,		1		1		0	
Tests Section 1.579 1.090 0 1.277 0 0.000 0 0.				1		1		0		0	
Tests - Reneal			,	0		0		0		0	
Teres Decisions  15 1 3,451 29 139 2 13.07% 17 5.05% 1 1 5.07%  Teres Decisions  15 1 3,451 29 139 2 13.07% 17 5.05% 1 1 5.07%  Teres Decisions  15 1 3,451 29 139 2 13.07% 17 5.05% 1 1 5.07%  Teres Decisions  15 1 3,451 29 139 2 1 10.07% 1 10.07%  16 1 1,577 1 1,411 1 10.07% 1 10.07%  16 1 0,07% 1 0 0,07%  Teres Decisions  16 1 1,577 1 1,411 1 10.07%  Teres Decisions  16 1 1,577 1 1,411 1 10.07%  Teres Decisions  17 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1,411 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Teres Decisions  18 1 1,577 1 1 1 10.07%  Te	1000		1,050	0		0		0		0	
Treat Publishers  169   1,191   6   559   7   3.358   3   50.00   1   16.79. Testes Princip Gaujament & Supples  160   1,797   5   646   5   100.00   0   0.00   0   0.00   0   0.00   Testes Princip Gaujament & Supples  172   1,960   3   3377   1   1,213   1   100.00   0   0.00   0   0.00   Testes Princip Gaujament & Supples  174   1,257   2   560   1   3.338   0   0.00   Tester Stape Publishers  175   1,000   3   3.377   2   1.00   0   0   0   0   0   0   Tester Stape Publishers  175   1,000   3   3.777   1   1.00   0   0   0   0   0   0   0   Tester Gaugant & Supples  175   1,000   3   3.777   1   0   0.00   0   0   0   0   0   0   0		317	,	25		0		17		2	
Treative Powers 160   1,797   5   640   5   100.0%   0   0.0%   0		163		23		3		17			
Textler Princip Gaugineer A. Supples  12 3.397 1 1.21 1 1 10.00% 0 0.0% 0 0.0% 0 0.0%  Theaters Stap Physics 112 1.90 3 877 2 66.7% 1 3.33.3% 0 0.0%  Theaters Stap Physics 146 1.257 2 880 2 0.000% 0 0.0% 0 0.0%  Theaters Stap Physics 15 1.32 3.3% 1 1.33.3%			, -					3		1	
Theater's Stape Play Places   127   1,980   3   837   2   66.7%   1   33.3%   0   0.0%   Theatrical Agencies   1,980   3   837   1   33.3%		100	, .	3		3		0		0	
Theaters		127		1		1		1		0	
Thestrical Agencies 1,030 820 3 837 1 33.3% 1			,	3		2		1		0	
Theatrical Equipment & Supplies  63   2,343   0   1,727   0   0.0%			-,	2		2		1		1	
Thestrical Make-Up Thestrical Managers & Producers  11				3		1		1		1	
Theatrical Managers & Producers  15			_,0 .0	0		0		0		0	
Thermal Remediation	· ·		,-	0		0		0		0	
Thermocoples			,	0		0		0		0	
Themstates 73 2,290 0 1,737 0 0,0% 0			,	0		U		U		0	
Trift Shops	·		, -	1		1		0		0	
Ticket Sales - Events			,	0		U		U		0	
Tickets & Coupons - Printers & Suppliers         311         1,452         0         1,737         0         0.0%			,	0		0		0		0	
Tile - Ceramic - Manufacturers & Dealers				6		5		1		0	
Tile - Ceramic - Manufacturers & Distributors 1,091 797 8 499 1 12.5% 7 87.5% 0 0.0% Tile - Non-Ceramic - Contractors & Dealers 904 877 9 465 5 5.5.6% 4 44.4% 0 0.0% 116 - Non-Ceramic - Manufacturers & Distributors 55 2,407 5 640 3 60.0% 2 40.0% 0 0.0% 116 - Non-Ceramic - Manufacturers & Distributors 138 2,572 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 116 & Non-Ceramic - Manufacturers & Distributors 140 2,502 9 7 540 3 42.9% 4 12.1% 0 0.0% 116 Selection 150 2,029 7 540 3 42.9% 4 57.1% 0 0.0% 116 Selection 150 2,029 7 540 3 42.9% 4 57.1% 0 0.0% 116 Selection 150 2,029 7 540 3 42.9% 4 157.1% 0 0.0% 116 Selection 150 2,029 1 1,400 28 197 24 85.7% 4 14.4% 0 0 0.0% 116 Selection 150 2,029 1 1,400 28 197 24 85.7% 4 14.4% 0 0 0.0% 116 Selection 150 2,029 1 1,213 0 0.0% 1 100.0% 1 0				0		0		0		0	
Tile - Non-Ceramic - Contractors & Dealers  904 877 9 465 5 55.6% 4 44.4,4% 0 0 0.0% 10-0% 110- Non-Ceramic - Manufacturers & Distributors 55 2,407 5 640 3 60.0% 2 40.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0.0% 0 0 0 0				1		1		0		0	
Tile - Non-Ceramic - Manufacturers & Distributors  5				8		1		7		0	
Tile & Grout Cleaning  18 2,572 0 1,737 0 0 0.0% 0 0.0% 0 0.0% 0 0.0%  19 407 1,305 33 172 29 87.9% 4 12.1% 0 0.0%  10 0.0%  11 0 2,029 7 540 3 42.9% 4 12.1% 0 0.0%  11 0 320 1,440 28 197 24 85.7% 4 14.3% 0 0.0%  11 0 1,737 0 0 0.0% 0 0.0%  11 0 1,737 0 0 0.0% 0 0 0.0%  11 0 0,0%  11 0				9		5		4		0	-
Tile & Marbie  116 2,029 7 540 3 42.9% 4 12.1% 0 0.0%  Tile Restoration  116 2,029 7 540 3 42.9% 4 57.1% 0 0.0%  Tile Sales  120 1,440 28 197 24 85.7% 4 14.3% 0 0.0%  Tilling Tilling  121 2,815 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  Tilmber & Timberland Companies  110 2,050 1 1,213 0 0.0% 1 100.0%  Timber Framing  111 2,050 1 1,213 0 0.0% 1 100.0%  Timeshare Recorders  122 2,428 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%  Timeshare Companies  123 2,428 0 1,737 0 0.0% 0 0.0% 0 0.0%  Timeshare Deed and/or Title Transfer  124 2,504 0 1,737 0 0.0% 0 0.0%  Timeshare Resale and Rental Marketing  1,460 680 0 1,737 0 0.0% 0 0.0%  Timing Devices				5		3		2		0	
Tile Restoration 116 2,029 7 540 3 42.9% 4 57.1% 0 0.0% 116 Sales 320 1,440 28 197 24 85.7% 4 14.3% 0 0.0% 116 Sales 9 2 2,815 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0%				0		0		0		0	-
Tile Sales  320 1,440 28 197 24 85.7% 4 14.3% 0 0 0.0% Tilling  22 2,815 0 1,737 0 0.0% 0 0.0% 0 0.0% Timber Firmberland Companies  110 2,050 1 1,213 0 0.0% 1 100.0% 1118 2,016 1 1,213 0 0.0% 1 100.0% 1118 2,016 1 1,213 0 0.0% 1 100.0% 1118 2,016 1 1,213 0 0.0% 1 100.0% 1118 2,016 1 1,213 0 0.0% 1 100.0% 1118 2,016 1 1,213 0 0.0% 1 100.0% 1118 2,016 1 1,213 0 0.0% 1 0.0% 1118 2,016 1 1,213 0 0.0% 1 0.0% 1118 2,016 1 1,213 0 0.0% 1118 2,016 1 1,213 0 0.0% 118 2,016 1 1,213 0 0.0% 118 2,016 1 1,213 0 0.0% 118 2,016 1 1,213 0 0.0% 1 0.0%			,	33		29		4		0	
Tilling 2 2,815 0 1,737 0 0.0%			,	7		3		4		0	
Timber & Timber Faming         110         2,050         1         1,213         0         0.0%         1         100.0%         0         0.0%           Timber Framing         118         2,016         1         1,213         0         0.0%         1         100.0%         0         0.0%           Time Recorders         52         2,428         0         1,737         0         0.0%         0         0.0%         0         0.0%           Timeshare Companies         2,080         534         19         283         3         15.8%         16         84.2%         0         0.0%           Timeshare Deed and/or Title Transfer         44         2,504         0         1,737         0         0.0%         0         0.0%         0         0         0.0%           Timeshare Resale and Rental Marketing         1,460         680         0         1,737         0         0.0%         0         0.0%         0         0.0%           Timing Devices         4         3,292         0         1,737         0         0.0%         0         0.0%         0         0.0%				28		24		4		0	
Timber Framing         118         2,016         1         1,213         0         0.0%         1         100.0%         0         0.0%           Time Recorders         52         2,428         0         1,737         0         0.0%         0 <td></td> <td></td> <td>,</td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td>-</td>			,	0		0		0		0	-
Time Recorders 52 2,428 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0	•		,	1		0		1		0	
Timeshare Companies         2,080         534         19         283         3         15.8%         16         84.2%         0         0.0%           Timeshare Deed and/or Title Transfer         44         2,504         0         1,737         0         0.0%         0 <td< td=""><td></td><td></td><td>,</td><td>1</td><td></td><td>0</td><td></td><td>1</td><td></td><td>0</td><td>-</td></td<>			,	1		0		1		0	-
Timeshare Deed and/or Title Transfer         44         2,504         0         1,737         0         0.0%         0         0.0%         0         0,0%         0         0         0,0%         0         0,0%         0         0,0%         0         0         0,0%         0         0         0         0         0         0         0         0         0         0         0         0         0				0		0		0		0	
Timeshare Resale and Rental Marketing         1,460         680         0         1,737         0         0.0%	·			19		3		16		0	-
Timing Devices 4 3,292 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%				0		0	0.0%	0	0.0%	0	0.0%
0,000	•	1,460		0		0		0	0.0%	0	0.0%
Tire Additives & Sealants 12 3,032 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%	<u> </u>	4		0		0		0		0	
	Tire Additives & Sealants	12	3,032	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tire Changing Equipment	22	Inquiries 2,815	1	Complaint 1,213	1	100.0%	0	0.0%	0	0.0%
Tire Dealers	27,207	42	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tire Distributors & Manufacturers	76	2,267	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tire Retread & Repair	474		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tire Retread & Repair - Equipment & Supplies	179	1,761	14	349	13	92.9%	0	0.0%	1	7.1%
Tires - Commercial Sales & Service	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Title Companies & Agents	313		15	327	9	60.0%	6	40.0%	0	0.0%
Tobacco Growers	8	3,135	1	1,213	1	100.0%	0	0.0%	0	0.0%
Toilets - Composting	33		0	1,737	0	0.0%	0	0.0%	0	0.0%
Toilets - Portable	293		0	1,737	0	0.0%	0	0.0%	0	0.0%
Toner Cartridges	2,706	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool & Die Makers	33		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool & Utility Sheds	816		1	1,213	0	0.0%	0	0.0%	1	100.0%
Tool Designers	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tool Grinding - Industrial	1	3,481	5	640	1	20.0%	4	80.0%	0	0.0%
Tool Salvage Companies	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tools - Cutting	127		14	349	7	50.0%	6	42.9%	1	7.1%
Tools - Electric	881		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tools - Hand	664		2	980	0	0.0%	2	100.0%	0	0.0%
Tools - Hydraulic	3	3,345	10	436	9	90.0%	1	10.0%	0	0.0%
Tools - Pneumatic	145		10	436	7	70.0%	3	30.0%	0	0.0%
Tools - Power Actuated	32		1	1,213	,	0.0%	1	100.0%	0	0.0%
Tools - Rent	1,484	,	- 2	980	0	0.0%	2	100.0%	0	0.0%
Topsoil	1,619	638	1	1,213	1	100.0%	0	0.0%	0	0.0%
Tourist Information	364		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tourists Attractions	432	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tourists Homes	761	,	2	980	1	50.0%	1	50.0%	0	0.0%
Tours - Operators & Promoters	9,571	144	0	1,737	- 0	0.0%	0	0.0%	0	0.0%
Tours - Wholesale	458		0	1,737	0	0.0%	0	0.0%	0	0.0%
Towel Supply Service	38	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Towers	310	_,	9	465	9	100.0%	0	0.0%	0	0.0%
Towing - Automotive	12,355	117	1	1,213	1	100.0%	0	0.0%	0	0.0%
Towing - Marine	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Toy Manufacturers Supplies	31		33	172	20	60.6%	13	39.4%	0	0.0%
Toys - Retail	3,472	349	2	980	1	50.0%	1	50.0%	0	0.0%
Toys - Wholesale & Manufacturers	382		0	1,737	0	0.0%	0	0.0%	0	0.0%
Tractor Dealers	376	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tractor Equipment & Parts	393	_,00	6	583	5	83.3%	1	16.7%	0	0.0%
Tractor Rent & Lease	15	-,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Tractor Repair & Service	34		3	837	1	33.3%	2	66.7%	0	0.0%
Trade Shows, Expositions & Fairs	803		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trademark Agents & Consultants	230		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trading Stamps	394		0	1,737	0	0.0%	0	0.0%	0	0.0%
Traffic & Parking Consultants	473		0	1,737	0	0.0%	0	0.0%	0	0.0%
Traffic Control & Flagging Service	150	1)-11	3	837	0	0.0%	1	33.3%	2	66.7%
Traffic Engineers & Planning Service	19	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Traffic Signs, Signals & Equipment	192		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailer Hitches	640		2	980	2	100.0%	0	0.0%	0	0.0%
Trailer Sales	618		8	499	7	87.5%	1	12.5%	0	0.0%
Trailer Storage	235		34	167	21	61.8%	12	35.3%	1	2.9%
Trailers - Automotive Utility	577	1,002	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Camping & Travel	224		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Equipment & Parts	422		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Horse	55	, -	3	837	3	100.0%	0	0.0%	0	0.0%
Trailers - Rent & Lease	801		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Repair & Service	989	843	1	1,213	0	0.0%	1	100.0%	0	0.0%
Trailers - Transporting	93		0	1,737	0	0.0%	0	0.0%	0	0.0%
Trailers - Truck	1,320	714	2	980	2	100.0%	0	0.0%	0	0.0%
Training - Video Instruction Tapes	361		5	640	3	60.0%	2	40.0%	0	0.0%
	501	1,360		040	·	00.0%		40.0%	0	0.0%

Table   1978   20   20   20   20   20   20   20   2	Industry Classification	Inquiries	Rank by	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Temperature   18   150	Training Programs	5,989	Inquiries 228	3		1	33.3%	2	66.7%	0	0.0%
Transference	Trampolines	280		0	1,737	0	0.0%	0	0.0%	0	0.0%
Treatment ( )   1,481	Transcription Service	108	2,063	1	1,213	0	0.0%	1	100.0%	0	0.0%
1   1,485     1,177     1,000     0   6.70   0   0   0.70   0   0   0   0   0   0   0   0   0	Transfers - Dry	2	3,397	0	1,737	0	0.0%	0	0.0%	0	0.0%
Treatment   1,275   7,260   3   60   5   60   60   60   60   60   60	Transformers	1	3,481	1	1,213	1	100.0%	0	0.0%	0	
Treatment of Interprets   1,28   3,26   1,177   0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0,	Transit Lines	103	2,095	0	1,737	0	0.0%	0	0.0%	0	0.0%
Treatment   1	Translators & Interpreters	1,225	742	5	640	2	40.0%	3	60.0%	0	
Tolerand Front Product   10   2,910   2   500   2   500   5   5,000   5   5,	Translators Equipment	4		0	1,737	0	0.0%	0	0.0%	0	
Processor Construct	Transmissions - Automobile	14,336	99	0	1,737	0	0.0%	0	0.0%	0	0.0%
Temporate Services	Transmissions - Truck, Tractor	17	2,913	2	980	2	100.0%	0	0.0%	0	0.0%
Total particular Suprises   19   2,288   0   1,727   0   0.09   1   0.09   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0   0.09   0	Transportation Consultants	882	891	6	583	1	16.7%	5	83.3%	0	0.0%
Temper Content Supplies   92   2,450   0   1,777   0   0,06   0   0,06   0   0,07	Transportation Services	8,012	179	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trent   Roman Serverse   1,049	Trap & Skeet Ranges	18	2,889	0	1,737	0	0.0%	0	0.0%	0	0.0%
1700   Agent March   1700   20   20   20   20   20   20   20	Trapping Equipment & Supplies	93	2,149	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trend part Mile	Travel & Moving Services	1,479	674	31	184	13	41.9%	17	54.8%	1	
Treed Colors	Travel Agencies & Bureaus	56,468	23	20	267	0	0.0%	12	60.0%	8	40.0%
Travel Except	Travel Agent Mills	2,579	460	2	980	2	100.0%	0	0.0%	0	0.0%
Travel Economic   1,000   1,		8,761	156	0	1,737	0	0.0%	0	0.0%	0	0.0%
Treatment Center & Real Humans - Information & Placomunt   15   2,142   2   968   0   0,096   2   10,009   0   0	Travel Escorts	238		0	1,737	0		0		0	
Tree Service Probable   26,667   43   0   1.777   0   0.0%   0   0	Treatment Centers & Rest Homes - Information & Placement	95		2	980	0	0.0%	2	100.0%	0	
The Seniror Engagement   5-5	Tree Service	26,867	43	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tree Service Squerement & Supplier   1	Tree Service - Pruning	389	1,328	0	1,737	0	0.0%	0	0.0%	0	
Two Services Equipment & Supplies 149   2,535   2   950   1   50.06   1   50.0	Tree Service - Transplant	56	2,393	1	1,213	1	100.0%	0	0.0%	0	0.0%
1,225   726   0   1,237   0   0,9%   0   0	Tree Service Equipment & Supplies	43	2,513	0	1,737	0	0.0%	0	0.0%	0	
Treputs Acessers 6	Trike Conversions, Sales & Service	37		2	980	1	50.0%	1	50.0%	0	0.0%
Topical Film	Trophies	1,253	728	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck sections—Figure (1 ) 0.09   1,024   5   640   1   20.09   4   80.09   0   0.09   1.09   1.075   1.005   0   0.09   0   0   0.09   0   0   0.09   0   0   0.09   0   0   0.09   0   0   0   0   0   0   0   0   0	Tropical Fish	43		0	1,737	0		0		0	
Truck Berliner - Spray Com Truck Storler - S	Truck accessories	673	1,024	5	640	1	20.0%	4	80.0%	0	
Truck Bodies	Truck Bedliner - Spray On	9		0	1,737	0		0		0	
Truck Spales Shells   1,977   560   3   837   3   100.9%   0   0.0	Truck Bodies	83		0	1,737	0		0		0	
Truck Delaires (1.77) (	Truck Caps & Shells	1,977		3	837	3		0		0	
Truck Permits Parts Part	Truck Dealers	3,978	314	0	1,737	0	0.0%	0	0.0%	0	
Truck Equipment & Parts   912   875   0   1,737   0   0,0%   0   0	Truck Driver Leasing	1		0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Equipment & Parts   912   875   0   1,737   0   0.0%   0   0	Truck Driver Training	1,394	700	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Parmits (10 2,050 6 583 6 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0	Truck Equipment & Parts	912	875	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Permits 6 3,208 0 1,737 0 0.0%	Truck Manufacturers & Distributors	110	2,050	6	583	6	100.0%	0	0.0%	0	0.0%
Truck Refrigeration Equipment  11 3,055 0 1,737 0 0,0% 0 0	Truck Painting & Lettering	22	2,815	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Rent & Lease 981 847 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0% 0 0,0% 1 1,0% 1	Truck Permits	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Repair & Service	Truck Refrigeration Equipment	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Service & Repair - Mobile	Truck Rent & Lease	981	847	0	1,737	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	Truck Repair & Service	4,979	259	98	68	74	75.5%	23	23.5%	1	1.0%
Truck Washing & Cleaning Truck Washing & Cleaning Truck Washing & Cleaning - Equipment & Supplies  31 1,412 0 1,737 0 0.0% 0 0.0	Truck Service & Repair - Mobile	8	3,135	3	837	1	33.3%	2	66.7%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	Truck Stops	163	1,811	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking Dump 9 2,245 0 1,737 0 0.0%	Truck Washing & Cleaning	341	1,412	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking - Dump  79 2,245 0 1,737 0 0 0.0% 0 0.0% 0 0.0% 0 0.0%  71 cycling - Heavy Hauling  1,507 666 2 980 1 50.0% 1 50.0% 1 50.0% 0 0.0%  71 cycling - Light Hauling  838 917 0 1,737 0 0 0.0% 0 0.0%  71 cycling - Light Gr Dry Bulk  41 2,536 1 1,213 0 0.0% 1 100.0%  71 cycling - Motor Freight  2,257 504 0 1,737 0 0 0.0% 1 100.0%  71 cycling - Heavy Hauling  122 2,002 5 640 5 100.0% 0 0.0% 0 0.0% 0 0.0%  71 cycling - Heavy Hauling  124 2,002 5 640 5 100.0% 0 0.0% 0 0.0% 0 0.0%  71 cycling - Freight  71 cycling - Freight  71 cycling - Freight  71 cycling - Freight  72 2,002 5 640 5 100.0% 0 0.0% 0 0.0%  71 cycling - Freight  72 2,002 5 640 5 100.0% 0 0.0%  71 cycling - Freight  72 2,002 5 640 5 100.0%  72 3 485 0 1,737 0 0.0%  72 3 12 334 7 58.3% 5 14.7%  73 40 0.0%  74 5 58.3% 5 14.7%  74 5 0 0.0%  75 5 100.0%  7	Truck Washing & Cleaning - Equipment & Supplies	35	2,610	1	1,213	1	100.0%	0	0.0%	0	0.0%
Trucking - Heavy Hauling 1,507 666 2 980 1 50.0% 1 50.0% 1 50.0% 0 0.0% 1 Trucking - Light Hauling 1,507 666 2 980 1 50.0% 0 0.0% 0 0.0% 0 0.0% 1 Trucking - Light Hauling 1,508 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 1 100.0% 0 0.0% 1 100.0% 1 100.0% 1 100.0% 0 0.0% 1 100.0% 1 1	Trucking	3,047	389	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking - Light Hauling         838         917         0         1,737         0         0.0%         0.0%         0.0%         0         0.0%           Trucking - Liquid Or Dry Bulk         41         2,536         1         1,213         0         0.0%         1         100.0%         0         0.0%           Trucking - Motor Freight         2,257         504         0         1,737         0         0.0%	Trucking - Dump	79	2,245	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking - Liquid Or Dry Bulk         41         2,536         1         1,213         0         0.0%         1         100.0%         0         0.0%           Trucking - Motor Freight         2,257         504         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trucking - Water Hauling         122         2,002         5         640         5         100.0%         0         0.0%         0         0.0%         0         0.0%           Trucking Frengortation Brokers         2,371         485         0         1,737         0         0.0%         0	Trucking - Heavy Hauling	1,507	666	2	980	1	50.0%	1	50.0%	0	0.0%
Trucking - Motor Freight         2,257         504         0         1,737         0         0.0%         0         0,0%         0         0,0%           Trucking - Water Hauling         122         2,002         5         640         5         100.0%         0         0.0%         0         0.0%           Trucking Transportation Brokers         2,371         485         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trucks - Forklifts         82         2,223         12         394         7         58.3%         5         41.7%         0         0.0%           Trucks - Industrial         115         2,030         1         1,213         1         10.0%         0         0.0%         0         0.0%           Trusts Construction         333         1,340         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trust Companies         2,907         416         0         1,737         0         0.0%         0         0.0%         0         0.0%           T-Shitts         861         905         3         837         2         66.7%	Trucking - Light Hauling	838	917	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucking - Water Hauling         122         2,002         5         640         5         100.0%         0         0.0%         0	Trucking - Liquid Or Dry Bulk	41	2,536	1	1,213	0	0.0%	1	100.0%	0	0.0%
Trucking Transportation Brokers         2,371         485         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trucks - Forklifts         82         2,223         12         394         7         58.3%         5         41.7%         0         0.0%           Trucks - Industrial         115         2,030         1         1,213         1         100.0%         0         0.0%         0         0.0%           Trusses - Construction         383         1,340         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trust Companies         2,907         416         0         1,737         0         0.0%         0         0.0%         0         0.0%           T-Shirts         861         905         3         837         2         66.7%         1         33.3%         0         0.0%	Trucking - Motor Freight	2,257	504	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trucks - Forklifts         82         2,223         12         394         7         58.3%         5         41.7%         0         0.0%           Trucks - Industrial         115         2,030         1         1,213         1         100.0%         0         0.0%         0         0.0%           Trusses - Construction         383         1,340         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trust Companies         2,907         416         0         1,737         0         0.0%         0         0.0%         0         0.0%           T-Shirts         861         905         3         837         2         66.7%         1         33.3%         0         0.0%	Trucking - Water Hauling	122	2,002	5	640	5	100.0%	0	0.0%	0	0.0%
Trucks - Industrial         115         2,030         1         1,213         1         100.0%         0         0.0%         0         0.0%           Trusses - Construction         383         1,340         0         1,737         0         0.0%         0         0.0%         0         0.0%           Trust Companies         2,907         416         0         1,737         0         0.0%         0         0.0%         0         0.0%           T-Shirts         861         905         3         837         2         66.7%         1         33.3%         0         0.0%	Trucking Transportation Brokers	2,371	485	0	1,737	0	0.0%	0	0.0%	0	0.0%
Trusses - Construction         383         1,340         0         1,737         0         0.0%         0         0         0         0         0 <t< td=""><td>Trucks - Forklifts</td><td>82</td><td>2,223</td><td>12</td><td>394</td><td>7</td><td>58.3%</td><td>5</td><td>41.7%</td><td>0</td><td>0.0%</td></t<>	Trucks - Forklifts	82	2,223	12	394	7	58.3%	5	41.7%	0	0.0%
Trust Companies         2,907         416         0         1,737         0         0.0%         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <t< td=""><td>Trucks - Industrial</td><td>115</td><td>2,030</td><td>1</td><td>1,213</td><td>1</td><td>100.0%</td><td>0</td><td>0.0%</td><td>0</td><td>0.0%</td></t<>	Trucks - Industrial	115	2,030	1	1,213	1	100.0%	0	0.0%	0	0.0%
T-Shirts 861 905 3 837 2 66.7% 1 33.3% 0 0.0%	Trusses - Construction	383	1,340	0	1,737	0	0.0%	0	0.0%	0	0.0%
	Trust Companies	2,907	416	0	1,737	0	0.0%	0	0.0%	0	0.0%
	T-Shirts	861	905	3	837	2	66.7%	1	33.3%	0	0.0%
	Tube Bending & Fabricating	11	3,055	5	640	4	80.0%	0	0.0%	1	20.0%

Industry Classification	Inquiries	Rank by	Complaints	Rank By	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tubing - Metal	21	Inquiries 2,839	. 0	Complaint 1,737	0	0.0%	0	0.0%	0	0.0%
Turbines	3	3,345	27	205	20	74.1%	7	25.9%	0	0.0%
Turbochargers	3	3,345	0	1,737	0	0.0%	0	0.0%	0	0.0%
Tutoring	4,387	289	1	1,213	1	100.0%	0	0.0%	0	0.0%
Two-Way Radio Sales & Service	2	3,397	1	1,213	0	0.0%	1	100.0%	0	0.0%
Typesetting	14		0	1,737	0	0.0%	0	0.0%	0	0.0%
Typewriters	31		2	980	1	50.0%	1	50.0%	0	0.0%
Typewriters - Supplies & Attachments	18		0	1,737	0	0.0%	0	0.0%	0	0.0%
U-Catch Fishing	152	1,863	180	39	100	55.6%	74	41.1%	6	3.3%
Ultrasonic Equipment & Supplies	5	3,258	0	1,737	0	0.0%	0	0.0%	0	0.0%
Ultrasound - Medical	89	2,175	704	6	490	69.6%	191	27.1%	23	3.3%
Ultrasound - Nonmedical	32	2,649	0	1,737	0	0.0%	0	0.0%	0	0.0%
Umbrellas	7	3,172	0	1,737	0	0.0%	0	0.0%	0	0.0%
Unclaimed Funds Retrieval Services	357	1,386	1	1,213	0	0.0%	1	100.0%	0	0.0%
Underground Sprinkler Lawn Sprinkler Parts	25	2,757	0	1,737	0	0.0%	0	0.0%	0	0.0%
Underwear - Wholesale & Manufacturers	42	2,526	0	1,737	0	0.0%	0	0.0%	0	0.0%
Uniform Supply Service	219		8	499	6	75.0%	2	25.0%	0	0.0%
Uniforms	955	858	0	1,737	0	0.0%	0	0.0%	0	0.0%
Uniforms - Medical	37	2,587	5	640	4	80.0%	1	20.0%	0	0.0%
Upholsterers	7,808	187	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholsterers Supplies	48	2,471	1	1,213	0	0.0%	1	100.0%	0	0.0%
Upholstery & Carpet Cleaning	3,243	370	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholstery and Rug Cleaning	452	1,250	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Retail	1,013	831	0	1,737	0	0.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Wholesale & Manufacturers	440	1,264	0	1,737	0	0.0%	0	0.0%	0	0.0%
Utilities Underground - Locating	490	1,194	0	1,737	0	0.0%	0	0.0%	0	0.0%
Utility Contractors	2,681	443	0	1,737	0	0.0%	0	0.0%	0	0.0%
Utility Submetering & Billing	137	1,918	2	980	2	100.0%	0	0.0%	0	0.0%
Vacation Certificates & Vouchers	1,856	585	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacation Rentals	3,450	351	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacation Time Share	3,080	383	1	1,213	1	100.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Household - Dealers	8,581	164	4	717	1	25.0%	3	75.0%	0	0.0%
Vacuum Cleaners - Industrial & Commercial	20	2,856	4	717	3	75.0%	1	25.0%	0	0.0%
Vacuum Cleaners - Service & Repair	6,852	203	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Supplies & Parts	51	2,444	23	240	11	47.8%	9	39.1%	3	13.0%
Vacuum Cleaners - Wholesale & Manufacturers	112	2,036	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaning - Industrial	11	3,055	1	1,213	0	0.0%	1	100.0%	0	0.0%
Vacuum Cleaning Systems	3,963	315	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vacuum Equipment & Systems	160	1,821	9	465	7	77.8%	2	22.2%	0	0.0%
Valet Service	17		0	1,737	0	0.0%	0	0.0%	0	0.0%
Valves	300	1,461	0	1,737	0	0.0%	0	0.0%	0	0.0%
Valves - Repairing	4	3,292	0	1,737	0	0.0%	0	0.0%	0	0.0%
Van Conversions & Accessories	152	,	1	1,213	1	100.0%	0	0.0%	0	0.0%
Variety Store Merchandise - Wholesale	1	3,481	17	312	0	0.0%	15	88.2%	2	11.8%
Variety Stores	545	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vehicle Graphics	22	, , , , ,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Vehicle Sales - Manufacturing Companies	254	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vehicle Transport Services	159	, , , , ,	23	240	14	60.9%	8	34.8%	1	4.3%
Vending Machines	2,758	433	7	540	6	85.7%	1	14.3%	0	0.0%
Vending Machines - Supplies & Parts	55		51	121	41	80.4%	9	17.6%	1	2.0%
Venetian Blinds - Dealers	1,669	628	0	1,737	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds - Repair & Cleaning	937		0	1,737	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds - Supplies & Parts	34	,	1	1,213	0	0.0%	1	100.0%	0	0.0%
Venetian Blinds - Wholesale & Manufacturers	607		3	837	2	66.7%	1	33.3%	0	0.0%
Ventilating Contractors	758		0	1,737	0	0.0%	0	0.0%	0	0.0%
Ventilating Equipment	137	1,918	1	1,213	1	100.0%	0	0.0%	0	0.0%
Ventilating Systems - Cleaning	192		4	717	1	25.0%	3	75.0%	0	0.0%
Vertical Blinds	178	=,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Vessels - Pressure	14	2,977	7	540	4	57.1%	3	42.9%	0	0.0%

Name of Market Symmetres	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Miles	Veterans & Military Organizations	41		0		0	0.0%	0	0.0%	0	0.0%
Marchen Fragment   18   2,200   19   1,757   10   10   50   50   50   50   50   50	Veterinarians	6,829		0	1,737	0	0.0%	0	0.0%	0	
March   19   19   19   19   19   19   19   1	Veterinarians Equipment & Supplies	85		0	1,737	0		0		0	
Section   1	Veterinary Emergency	173		455	13	395	86.8%	55	12.1%	5	
1		15		26	211	16		10		0	
Section   1.00	Video Editing		,	3	837	3	100.0%	0	0.0%	0	
1.000   1.00	Video Equipment - Sales & Rentals		, .	0	1,737	0		0		0	
20th February - Supplies & Farm   3,000   3,			,	9		4		4		1	
1			,	0		0		0		0	
Mode Contents   1,000   2,100   2,100   1   1,120   0   0,000   0   0,000		1		1		0		1		0	
Vision   Part Albase   Vision   Visio		6.335		3		1		2		0	
Note Contents - Service & Report   1,70				1		0		1		0	
Victo Designate Shorts   1,500   1,500   1,500   1,500   0,0			-,	35		33		2		0	
Vision   1,832   2   500   1   50.00   0   0.00   0   0.00   0   0.00   0	,		-,	1		1		0		0	
1,000   1,00	··		,	2		1		1		0	
1300   100			, , , , ,	0		1		1		0	
Wise Tipes & Dives - Chesler   Wise Tipes & Dives - Chesler   Wise Tipes & Dives - Chesler   Wise Tipes & Dives - Chesler & Mineral   Wise Tipes & Dives & Di				1		1		0		0	
Meet Tean & Dives - Windeached Revardeducters			,	2		1		1		0	
Moon Types   Dives Selves   Renteine   1,878   1,990   5   660   4   80,0%   1   20,0%   0   0,0%	,			2		1		1		0	
Macroninarions Services   144   1,936   0   1,772   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0   0.0%			_,00.	0		0		1		0	
Visionarian	,			5		4		1		0	
Vesterage, CL, 8 DVD Duplication & Transfer Services   205	·		,	0		0		0		0	
1,500   1,50			=,= = :	150				- 0		0	
Month Report   110										0	
Very Neger   120			_,000	28		15		12		1	
Mode   Control   Mode   Mode   Control   Mode   Control   Mode   Control   Mode   Mode   Control   Mode   Mod				0		0		0		0	
1   3.481   0   1.737   0   0.0%   0   0.0	, .	220	-,	0		0		0		0	
	· · · · · · · · · · · · · · · · · · ·	U		1		1		0		0	
VOIP		1		0		0		0		0	
Was Sarling				0		0		0		0	
Mail Sed Manufacturer		261		1		1		0		0	
Wall Bed Sales		2		0		0		0		0	
Mail Beat Sales		1		0		0		0		0	
Mail Coatings   11   3.055   13   372   10   76,9%   3   2.1%   0   0.0%		5		0		0		0		0	
Wall Coatings         58         2,375         2         980         2         100.0%         0.0%         0.0%           Wallboard A Plasterboard         2         3,397         14         349         11         78.6%         3         21.4%         0         0.0%           Wallpaper R Wall coverings - Wholesale & Manufacturing         61         2,357         0         1,737         0         0.0%         0         0.0%         0         0.0%           Wallpapers & Wall coverings - Wholesale & Manufacturing         61         2,357         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehousers - Cold Storage         152         1,863         19         283         13         68.4%         6         31.6%         0         0.0%           Warehousers - Cold Storage         461         1,235         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehousers - Cold Storage         461         1,235         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehousing Services         651         1,052         6         40			-,	5		5		0		0	-
Wallboard & Plasterboard         2         3,397         14         349         11         78.6%         3         21.4%         0         0.0%           Wallpaper & Wall Coverings - Wholesale & Manufacturing         61         2,387         0         1,737         0         0.0%         <			-,	13		10		3		0	
Walipaper Hangers         1         3,481         0         1,737         0         0.0%         0 <th< td=""><td></td><td>58</td><td>_,</td><td>2</td><td></td><td>2</td><td></td><td>0</td><td></td><td>0</td><td></td></th<>		58	_,	2		2		0		0	
Walipapers & Wall coverings - Wholesale & Manufacturing         61         2,357         0         1,737         0         0.0%         0         0		2		14		11		3		0	
Wallpapers & Wallcoverings - Retail         88         2,175         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehouses - Cold Storage         1,152         1,863         19         233         13         66.4%         6         31.6%         0         0.0%           Warehouses - Cold Storage         461         1,235         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehouses - Cold Storage         461         1,235         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehousing Services         631         1,052         5         640         3         66.0%         2         40.0%         0         0.0%           Washing Machines - Industrial         8         3,135         2         980         2         10.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coil Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coil Metered         33         2,637         0<		1		0		0		0		0	0.0%
Warehouses - Cold Storage         152         1,863         19         283         13         68.4%         6         31.6%         0         0.0%           Warehouses - Merchandise         461         1,235         0         1,737         0         0.0%				0		0		0		0	
Warehouses - Merchandise         461         1,235         0         1,737         0         0.0%         0         0.0%         0         0.0%           Warehousing Services         631         1,052         5         640         3         60.0%         2         40.0%         0         0.0%           Washing Machines A Dryers - Coli Metered         8         3,135         2         980         2         100.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coli Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coli Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coli Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coli Metered         33         2,637         0         1,737         0         0.0%         0         0.0%           Washing Machines & Dryers - Service & Repair         1         2,10         1			, , ,	0		0		0		0	
Warehousing Services         631         1,052         5         640         3         60.0%         2         40.0%         0         0.0%           Washers         55         2,407         3         837         2         66.7%         1         33.3%         0         0.0%           Washing Machines & Dryers - Coin Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coin Metered         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Service & Repair         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Service & Repair         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Service & Repair         2         3,397         4         717         3         75.0%         1         25.0%         0         0.0%           Waste Containers         1,101         1				19		13		6		0	0.0%
Washers         5         2,407         3         837         2         66.7%         1         33.3%         0         0.0%           Washing Machines - Industrial         8         3,135         2         980         2         100.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Service & Repair         2         3,397         4         717         3         75.0%         1         25.0%         0         0.0%           Waste Containers         570         1,104         1         1,213         1         100.0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         333         0         1,737			,	0		0		0		0	-
Washing Machines - Industrial         8         3,135         2         980         2         100.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Coin Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waste Containers         570         1,104         1         1,213         1         100.0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         956				5		3		2		0	0.0%
Washing Machines & Dryers - Coin Metered         33         2,637         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0.0%         0         0.0%         0         0.0%           Washing Machines & Dryers - Service & Repair         2         3,337         4         717         3         75,0%         1         25,0%         0         0.0%           Waste Containers         570         1,104         1         1,213         1         100,0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waster Reduction, Recycle Service - Industrial         956         857         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0				3		2		1		0	-
Washing Machines & Dryers - Dealers         98         2,121         0         1,737         0         0,0%         0         0,0%         0         0,0%           Washing Machines & Dryers - Service & Repair         2         3,397         4         717         3         75,0%         1         25,0%         0         0,0%           Waste Containers         570         1,104         1         1,213         1         100,0%         0         0,0%         0         0,0%           Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0,0%         0         0,0%         0         0,0%           Waste Reduction, Recycle Service - Industrial         956         857         0         1,737         0         0,0%         0         0,0%         0         0,0%           Watches - Dealers         894         880         0         1,737         0         0,0%         0         0,0%         0         0,0%           Watches - Service & Repair         2,146         525         195         35         184         94.4%         11         5,6%         0         0,0%           Watches - Wholesale & Manufacturers         153         1,				2		2		0		0	0.0%
Washing Machines & Dryers - Service & Repair         2         3,397         4         717         3         75,0%         1         25,0%         0         0,0%           Waste Containers         570         1,104         1         1,213         1         100,0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waste Reduction, Recycle Service - Industrial         956         857         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Reduction, Recycle Service - Industrial         894         880         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Repair         894         880         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Repair         2,146         525         195         35         184         94,4%         11         5,6%         0         0.0%           Water - Service & Repair         93	Washing Machines & Dryers - Coin Metered			0		0	0.0%	0	0.0%	0	0.0%
Waste Containers         570         1,104         1         1,213         1         100.0%         0         0.0%         0         0.0%           Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waste Reduction, Recycle Service - Industrial         956         857         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Dealers         894         880         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Repair         2,146         525         195         35         184         94.4%         11         5.6%         0         0.0%           Watches - Wholesale & Manufacturers         153         1,856         3         837         0         0.0%         3         10.0%         0         0.0%           Water - Sottled & Bulk         933         866         2         980         1         5.0%         1         5.0%         0         0.0%           Water All Sewer Line Protection         270         1,54         5	Washing Machines & Dryers - Dealers	98	2,121	0		0	0.0%	0	0.0%	0	0.0%
Waste Reduction, Disposal, Recycle Equipment         3,696         333         0         1,737         0         0.0%         0         0.0%         0         0.0%           Waste Reduction, Recycle Service - Industrial         956         857         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service Sepair         894         880         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Repair         2,146         525         195         35         184         94,4%         11         5,6%         0         0.0%           Watches - Wholesale & Manufacturers         153         1,856         3         837         0         0.0%         3         100.0%         0         0.0%           Water - Sottled & Bulk         933         866         2         980         1         50.0%         1         50.0%         0         0.0%           Water Assewer Line Protection         275         1,564         5         640         1         20.0%         4         80.0%         0         0.0%           Water Companies - Bottled, Bulk         2,614         453 <td>Washing Machines &amp; Dryers - Service &amp; Repair</td> <td>2</td> <td></td> <td>4</td> <td></td> <td>3</td> <td>75.0%</td> <td>1</td> <td>25.0%</td> <td>0</td> <td>0.0%</td>	Washing Machines & Dryers - Service & Repair	2		4		3	75.0%	1	25.0%	0	0.0%
Waste Reduction, Recycle Service - Industrial         956         857         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Dealers         894         880         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Repair         2,146         525         195         35         184         94,4%         11         5,6%         0         0.0%           Watches - Wholesale & Manufacturers         153         1,856         3         837         0         0.0%         3         100.0%         0         0.0%           Water - Bottled & Bulk         933         866         2         980         1         50.0%         1         50.0%         0         0.0%           Water Assert Line Protection         27         2,725         0         1,737         0         0.0%         0         0.0%         0         0.0%           Water Analysis         250         1,564         5         640         1         20.0%         4         80.0%         0         0.0%           Water Companies - Bottled, Bulk         2,614         453         0         1,737<	Waste Containers		-,	1		1	100.0%	0	0.0%	0	0.0%
Watches - Dealers         894         880         0         1,737         0         0.0%         0         0.0%         0         0.0%           Watches - Service & Repair         2,146         525         195         35         184         94,4%         11         5.6%         0         0.0%           Watches - Wholesale & Manufacturers         153         1,856         3         837         0         0.0%         3         100.0%         0         0.0%           Water - Bottled & Bulk         933         866         2         980         1         50.0%         1         50.0%         0         0.0%           Water & Sewer Line Protection         27         2,725         0         1,737         0         0.0%         0         0.0%         0         0.0%           Water Analysis         250         1,564         5         640         1         20.0%         4         80.0%         0         0.0%           Water Companies - Bottled, Bulk         2,614         453         0         1,737         0         0.0%         0         0.0%         0         0.0%				0		0	0.0%	0	0.0%	0	0.0%
Watches - Service & Repair         2,146         525         195         35         184         94,4%         11         5.6%         0         0.0%           Watches - Wholesale & Manufacturers         153         1,856         3         837         0         0.0%         3         100.0%         0         0.0%           Water - Sottled & Bulk         933         866         2         980         1         50.0%         1         50.0%         0         0.0%           Water & Sewer Line Protection         27         2,725         0         1,737         0         0.0%         0         0.0%         0         0.0%           Water Analysis         250         1,564         5         640         1         20.0%         4         80.0%         0         0.0%           Water Companies - Bottled, Bulk         2,614         453         0         1,737         0         0.0%         0         0.0%         0         0.0%	Waste Reduction, Recycle Service - Industrial		857	0		0	0.0%	0	0.0%	0	0.0%
Watches - Wholesale & Manufacturers         153         1,856         3         837         0         0.0%         3         100.0%         0         0.0%           Water - Bottled & Bulk         933         866         2         980         1         50.0%         1         50.0%         0         0.0%           Water & Sewer Line Protection         27         2,725         0         1,737         0         0.0%         0         0.0%         0         0.0%           Water Analysis         250         1,564         5         640         1         20.0%         4         80.0%         0         0.0%           Water Companies - Bottled, Bulk         2,614         453         0         1,737         0         0.0%         0         0.0%         0         0.0%	Watches - Dealers	894	880	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water - Bottled & Bulk         933         866         2         980         1         50.0%         1         50.0%         0         0.0%           Water & Sewer Line Protection         27         2,725         0         1,737         0         0.0%         0         0.0%         0         0.0%           Water Analysis         250         1,564         5         640         1         20.0%         4         80.0%         0         0.0%           Water Companies - Bottled, Bulk         2,614         453         0         1,737         0         0.0%         0         0.0%         0         0.0%	Watches - Service & Repair	2,146	525	195	35	184	94.4%	11	5.6%	0	0.0%
Water & Sewer Line Protection         27         2,725         0         1,737         0         0.0%         0         0.0%         0         0,0%         0         0         0,0%         0         0,0%         0         0         0,0%         0         0         0,0%         0         0         0         0         0         0,0%         0 </td <td>Watches - Wholesale &amp; Manufacturers</td> <td>153</td> <td>1,856</td> <td>3</td> <td></td> <td>0</td> <td>0.0%</td> <td>3</td> <td>100.0%</td> <td>0</td> <td>0.0%</td>	Watches - Wholesale & Manufacturers	153	1,856	3		0	0.0%	3	100.0%	0	0.0%
Water Analysis         250         1,564         5         640         1         2,0,0%         4         80.0%         0         0,0%           Water Companies - Bottled, Bulk         2,614         453         0         1,737         0         0,0%         0         0,0%         0         0,0%	Water - Bottled & Bulk	933	866	2	980	1	50.0%	1	50.0%	0	0.0%
Water Companies - Bottled, Bulk 2,614 453 0 1,737 0 0.0% 0 0.0% 0 0.0% 0 0.0%	Water & Sewer Line Protection	27	2,725	0	1,737	0	0.0%	0	0.0%	0	0.0%
Water Companies - Bottled, Bulk 2,614 453 0 1,737 0 0,0% 0 0,0% 0 0,0% 0 0,0%	Water Analysis	250	1,564	5	640	1	20.0%	4	80.0%	0	0.0%
	Water Companies - Bottled, Bulk	2,614	453	0	1,737	0		0	0.0%	0	0.0%
	Water Companies - Utility	74		0	1,737	0		0	0.0%	0	-

Page   1985	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Medical Colonies   Section   Secti	Water Conservation	46		0		0	0.0%	0	0.0%	0	0.0%
March Colonies Supplies   509   509   509   50   500	Water Coolers	175		99	66	56	56.6%	37	37.4%	6	
Magnet Proposed processors	Water Coolers - Equipment & Supplies	622		1	1,213	0		1		0	
March Teacher Services   1,507   71	Water Damage Restoration	1,161		5	640	3	60.0%	1	20.0%	1	
Section   Content   Profess   Content   Cont	Water Filtration & Purification Equipment	18,617		0	1,737	0		0		0	
March Februs   130   1,000	Water Gardens Fountains & Ponds	580	1.089	1	1,213	1	100.0%	0	0.0%	0	
March Tember Country   1,379   3,379		135	,	0		0		0		0	
Section   Sect			,	0		0		0		0	
Marker Pengamen   150				0		0		0		0	
12	· ·			33		29		4		0	
West Parl Description   1.77		174				8		2		0	
West Peter Controlled   68   2,488   0   1,772   8   6,00   6   6,00   9   0,00				0	1,737	0		0		0	
Water Published Contract   64   2,428   9   1,772   0   0,06   0   0,09   0			,	1		1		0		0	
Name Parlies   9   3,135   24   28   28   188.0%   0   0.0%   0			-,	0		0		0		0	
Water Park Constront Enginement Review & Supples         5,709         235         2         900         2         1500         0,00         0 <td></td> <td>8</td> <td>,</td> <td>24</td> <td></td> <td>24</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>		8	,	24		24		0		0	
Water Early Systems 65   1,006   0   1,727   0   0,016   0   0,09		5.749	-,	2		2		0		0	
Water Flash Supplies   5,222   5,12   1,213   1   10,006   0   0,006   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0   0,006   0				n		0		n		n	
			,	1		1		n		n	
According Service   2,855				3		3		0		0	<del> </del>
Water Work - France Starpine   19				3		2		1		0	
Very Web - Proposed Service   25   2,749   0   1,727   0   0,096   0   0,76   0   0,76   0   0,096   0   0,76   0   0,096   0   0,76   0   0,096   0				0		0		1		0	<del> </del>
Valent Water Funnes Sales & Service   14   2,932   3   527   3   100.0%   0   0.0%   0			,	0		0		0		0	
1.58	· · · · · · · · · · · · · · · · · · ·		, .	2		2		0		0	
Water Months Equipment & Supples   16   2,322   0   1,777   0   0,0%   0				10		5		12		1	
Waterbash - Policy Solar   17   2,313   5   640   4   80,0%   1   20,0%   0   0,0%   0				19		0		12		1	
Waterbase - Sealeries   14   3,,142   4   370   4   10,00%   0   0,0%   0			,			0		1		0	
			,	3		9		1		0	<del> </del>
1   3,481   0   1,737   0   0.0%   0   0.0			, ,	2		4		0		0	
Waterbedies   Molessie   Membrateures   14   2,977   1   1,213   1   100.0%   0   0.0%		4		4		4		0		0	
10,000   1		14		1		- 0		0		0	
Waterprofing Materials   26			,-	1		1		0		0	
Weather Stripping  1   3,481   0   1,727   0   0.0%   0				20		26		- 10		0	
Weatherstand         1         3.481         1         1.121         0         0.0%         1         100.0%         0         0.0%           Weaving & Mending         13         3.000         0         1.777         0         0.0%         0 <td></td> <td>264</td> <td></td> <td>38</td> <td></td> <td>26</td> <td></td> <td>10</td> <td></td> <td>2</td> <td><del> </del></td>		264		38		26		10		2	<del> </del>
Washing St Hending         13         3,009         0         1,737         0         0.0%         0         <	11 1	1		0		0		0		0	
Weaving Supplies & Equipment         19         2,875         0         1,727         0         0,0%         0		12		1		0		1		0	
Web Conferencing         12         3,032         0         1,737         0         0,0%         0         0,0%         0         0,0%           Web Design         14,587         95         2         980         2         100,0%         0         0,0%         0			-,	0		0		0		0	
Web Design         14,587         95         2         980         2         100.0%         0         0.0%         0         0.0%           Webbring         14         2,977         0         1,737         0         0.0%         2         10.0%         0         0.0%         2         10.0%         0         0.0%         2         10.0%         0         0.0%         2         10.0%         0         0.0%         0         0.0%         2         10.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0			_,	0		0		0		0	
Webbing         14         2,977         0         1,737         0         0.0%         0         0.0%         0         0.0%           Wedding Chapels & Ceremonies         377         1,551         1         1,213         0         0.0%         1         10.0%         0         0.0%           Wedding Constlants         1,223         7,35         82         8         498         8.49%         8.4         14.4%         4         0.7%           Wedding Supplies & Services         2,279         502         2         980         0         0.0%         2         10.0%         0         0.0%           Wedding Supplies & Services         3,858         325         14         349         14         10.0%         0         0.0%         0         0.0%           Wedding Supplies & Services         3,858         325         14         349         14         10.00%         0         0.0%         0         0.0%           Wedding Supplies & Services         1,122         781         2         980         2         10.0%         0         0.0%         0         0.0%           Weight Control Service         1,123         7         1,123         0         0.0%	-		-,	0		U		U		0	
Wedding Chaples & Ceremonies         377         1,351         1         1,213         0         0.0%         1         10.0%         0         0.0%           Wedding Consultants         1,223         743         562         8         494         84.9%         84         14.4%         4         0.7%           Wedding Clight         2,279         502         2         98         0         0.0%         2         10.0%         0         0.0%           Wedding Supplies & Services         3,858         325         14         349         14         100.0%         0         0.0%         0         0.0%           Wed Control Equipment & Supplies         9         3,112         5         640         3         60.0%         2         40.0%         0         0.0%           Wed Control Services         7,407         196         1         1,213         0         0.0%         1         100.0%         0         0.0%         0         0.0%           Welcores Service For Newomers         368         1,372         14         349         8         57.1%         6         42.9%         0         0.0%           Welding Equipment - Repair         4         1,333				2		2		0		0	<del> </del>
Wedding Consultants         1,223         743         582         8         494         84.9%         84         14.4%         4         0.7%           Wedding Officiant         2,279         502         2         980         0         0.0%         2         100.0%         0         0.0%           Wedding Supplies & Services         3,585         325         14         349         14         100.0%         0         0.0%         0         0.0%           Weed Control Service         9         3,112         5         640         3         60.0%         2         40.0%         0         0.0%           Weed Control Service         1,122         781         2         980         2         100.0%         0         0.0%         0         0.0%           Weding Service For New Core         7,407         196         1         1,213         0         0.0%         1         100.0%         0         0.0%           Welding For Fore         4,403         3312         0         1,737         0         0.0%         1         100.0%         0         0.0%           Welding Equipment - Rent         512         1,170         7         540         3         4.	· ·			0		U		U		0	
Wedding Officiant         2,279         502         2         980         0         0.0%         2         100.0%         0         0.0%           Wedding Supplies & Services         3,858         325         14         349         14         100.0%         0         0.0%         0         0.0%           Wed Control Services         9         3,112         5         640         3         60.0%         2         40.0%         0         0.0%           Wed Control Services         1,122         781         2         980         2         100.0%         0         0.0%         0         0.0%           Welcome Services for Newcomers         7,407         196         1         1,213         0         0.0%         1         100.0%         0         0.0%           Welcome Service For Newcomers         368         1,372         14         349         8         57.1%         6         42.9%         0         0.0%           Welcing Equipment - Repair         4,033         312         0         1,737         0         0.0%         0         0.0%         0         0.0%           Welding Equipment - Repair         224         1,580         49         128			, , , , ,	1	1,213	0		1		0	
Wedding Supplies & Services   3,858   325   14   349   14   100.0%   0   0.				582	8	494		84		4	
Weed Control Equipment & Supplies         9         3,112         5         640         3         60.0%         2         40.0%         0         0.0%           Weed Control Service         1,122         781         2         980         2         100.0%         0         0.0%         0         0.0%           Weight Control Service         7,407         196         1         1,213         0         0.0%         1         100.0%         0         0.0%           Weight Services         368         1,372         14         349         8         57.1%         6         42.9%         0         0.0%           Welding         4,033         312         0         1,737         0         0.0%         0         0.0%         0         0.0%           Welding Equipment - Rent         512         1,170         7         540         3         42.9%         2         28.6%         2         28.6%           Welding Equipment - Repair         2244         1,580         49         128         24         49.0%         21         42.9%         4         2.8%           Weight Equipment Supplies         226         1,630         0         1,737         0	-			2		0		2		0	
Need Control Service   1,122   781   2   980   2   100.0%   0   0.0%   0		3,858		14		14		0		0	
Weight Control Services		9		5		3		2		0	
Welcome ServiceFor Newcomers   368   1,372   14   349   8   57.1%   6   42.9%   0   0.0%				2		2		0		0	
Welding         4,03         312         0         1,737         0         0.0%         0         0.0%         0         0.0%           Welding Equipment - Rent         512         1,170         7         540         3         42.9%         2         28.6%         2         28.6%           Welding Equipment - Repair         244         1,580         49         128         24         49.0%         21         42.9%         4         8.2%           Welding Equipment & Supplies         226         1,630         0         1,737         0         0.0%         0         0.0%         0         0.0%           Western Apparel         441         1,259         2         980         2         100.0%         0         0.0%         0         0.0%           Wheel Align, Frame & Axle Service Equipment & Supplies         11         3,055         0         1,737         0         0.0%         0         0.0%         0         0.0%           Wheel Alignment, Frame & Axle Service Equipment & Supplies         11         3,055         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0% </td <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td>				1		0		1		0	
Welding Equipment - Rent         512         1,170         7         540         3         42,9%         2         28.6%         2         28.6%           Welding Equipment - Repair         244         1,580         49         128         24         49.0%         21         42.9%         4         8.2%           Welding Equipment & Supplies         26         1,630         0         1,737         0         0.0%			,-	14		8		6		0	
Welding Equipment - Repair     244     1,580     49     128     24     49.0%     21     42.9%     4     8.2%       Welding Equipment & Supplies     226     1,630     0     1,737     0     0.0%     0     0.0%     0     0.0%       Western Apparel     441     1,259     2     980     2     100.0%     0     0.0%     0     0.0%     0     0.0%       Wheel Alignment, Frame & Axle Service Equipment & Supplies     11     3,055     0     1,737     0     0.0%     0     0.0%     0     0.0%       Wheel Alignment, Frame & Axle Service - Auto     864     902     9     465     4     44.4%     4     44.4%     1     11.1%       Wheel Chair Lifts & Ramps     228     1,623     0     1,737     0     0.0%     0     0.0%     0     0.0%       Wheel Chairs     436     1,274     57     112     35     61.4%     18     31.6%     4     7.0%       Wheel Chairs & Disability Transportation     678     1,018     13     372     7     53.8%     6     46.2%     0     0.0%       Wheels     186     1,743     0     1,737     0     0.0%     0     0.0%     0 </td <td></td> <td></td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>				0		0		0		0	
Welding Equipment & Supplies         226         1,630         0         1,737         0         0.0%         0         0         0.0%         0         0.0% <td></td> <td></td> <td></td> <td>7</td> <td></td> <td>3</td> <td></td> <td>2</td> <td></td> <td>2</td> <td></td>				7		3		2		2	
Western Apparel         441         1,259         2         980         2         100.0%         0         0.0%         0 <th< td=""><td></td><td></td><td></td><td>49</td><td></td><td>24</td><td></td><td>21</td><td></td><td>4</td><td></td></th<>				49		24		21		4	
Wheel Align, Frame & Axle Service Equipment & Supplies         11         3,055         0         1,737         0         0.0%         0         0.			-,	0		0		0		0	
Wheel Alignment, Frame & Axle Service - Auto         864         902         9         465         4         44.4%         4         44.4%         1         11.1%           Wheel Chair Lifts & Ramps         228         1,623         0         1,737         0         0.0%         0         0.0%         0         0.0%           Wheel Chairs         436         1,274         57         112         35         61.4%         18         31.6%         4         7.0%           Wheelchair & Disability Transportation         678         1,018         13         372         7         53.8%         6         46.2%         0         0.0%           Wheels         186         1,743         0         1,737         0         0.0%         0         0.0%         0         0.0%			-/	2		2		0		0	
Wheel Chair Lift's Ramps         228         1,623         0         1,737         0         0.0%         0         0         0.0%         0         0         0         0         0         0         0         0         0         0         0         0         0			-,	0		0		0		0	
Wheel Chairs         436         1,274         57         112         35         61.4%         18         31.6%         4         7,0%           Wheel Chairs         1,018         13         372         7         53.8%         6         46.2%         0         0.0%           Wheels         186         1,743         0         1,737         0         0.0%         0         0.0%         0         0.0%	Wheel Alignment, Frame & Axle Service - Auto			9		4		4		1	
Wheelchair & Disability Transportation         678         1,018         13         372         7         53.8%         6         46.2%         0         0.0%           Wheels         186         1,743         0         1,737         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         0         0.0%         0         <			,	0		0		0		0	
Wheels 186 1,743 0 1,737 0 0.0% 0 0.0% 0 0.0%	Wheel Chairs					35		18		4	
-7. The state of t	Wheelchair & Disability Transportation			13		7		6		0	
Wholesalers & Distributors 8,708 159 0 1,737 0 0.0% 0 0.0% 0 0.0%			=,	0		0		0		0	
	Wholesalers & Distributors	8,708	159	0	1,737	0	0.0%	0	0.0%	0	0.0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Wicker Products	108	2,063	1	1,213	1	100.0%	0	0.0%	0	0.0%
Wigs & Hairpieces	474	1,211	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wind Energy Systems	743	978	1	1,213	1	100.0%	0	0.0%	0	0.0%
Window Cleaning	9,901	140	1	1,213	0	0.0%	1	100.0%	0	0.0%
Window Cleaning Equipment & Supplies	58	2,375	0	1,737	0	0.0%	0	0.0%	0	0.0%
Window Coverings	1,060	807	0	1,737	0	0.0%	0	0.0%	0	0.0%
Window Security Laminates	106	2.079	1	1,213	1	100.0%	0	0.0%	0	0.0%
Window Shades	1,703	619	0	1,737	0	0.0%	0	0.0%	0	0.0%
Window Shades - Cleaning & Repair	17	2,913	1	1,213	0	0.0%	1	100.0%	0	0.0%
Window Shades - Equipment & Supplies	120	2,010	2	980	2	100.0%	0	0.0%	0	0.0%
Window Tinting & Coating - Commercial	60	2,363	0	1,737	0	0.0%	0	0.0%	0	0.0%
Window Tinting & Coating - Residential	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Windows	69,640	16	0	1,737	0	0.0%	0	0.0%	0	0.0%
Windows - Installation & Service	45,851	30	1	1,213	1	100.0%	0	0.0%	0	0.0%
Windows - Repairing	3,380	358	1	1,213	1	100.0%	0	0.0%	0	0.0%
Windows - Vinyl	209	1,673	1	1,213	1	100.0%	0	0.0%	0	0.0%
Windows - Wood	118		0	1,737	0	0.0%	0	0.0%	0	0.0%
Windows & Doors - Installation & Service	4,125	307	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wine Brokers	168		2	980	1	50.0%	1	50.0%	0	0.0%
Wine Cellars	29	-,	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wine Storage Equipment	175		20	267	18	90.0%	1	5.0%	1	5.0%
Winemaking Equipment & Supplies	982	, -	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wineries	557	1,121	4	717	3	75.0%	1	25.0%	0	0.0%
Wines - Retail	305		2	980	1	50.0%	1	50.0%	0	0.0%
Wines - Wholesale	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Electric	197		0	1,737	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Non-Electric	136		8	499	3	37.5%	5	62.5%	0	0.0%
Wire Harnesses - Electrical	1	3,481	13	372	5	38.5%	7	53.8%	1	7.7%
Wire Products	21		6	583		50.0%	1	16.7%	2	33.3%
Wire Rope	6	3,208	0	1,737	0	0.0%	0	0.0%	0	0.0%
Womens Apparel - Retail	5,964	229	2	980	2	100.0%	0	0.0%	0	0.0%
Womens Apparel - Wholesale & Manufacturers	6	3,208	27	205	8	29.6%	19	70.4%	0	0.0%
Wood Carving	14		0	1,737	0	0.0%	0	0.0%	0	0.0%
Wood Finishing	280	,-	3	837	2	66.7%	1	33.3%	0	0.0%
Wood Preservatives	3	3,345	12	394	8	66.7%	4	33.3%	0	0.0%
Wood Preserving	134		1	1,213	0	0.0%	1	100.0%	0	0.0%
Wood Technologists	132	-,000	24		14	58.3%	5	20.8%	5	20.8%
Wood Turning	125	,	19		3	15.8%	16	84.2%	0	0.0%
Woodworking	4,446	285	4	717	0	0.0%	4	100.0%	0	0.0%
Woodworking Equipment & Supplies	754		0	1,737	0	0.0%	0	0.0%	0	0.0%
Woodworking Tools - Retail	299	1,467	3	837	3	100.0%	0	0.0%	0	0.0%
Wool	35		17	312	16	94.1%	1	5.9%	0	0.0%
Woolen Goods - Wholesale & Manufacturers	139		5	640	4	80.0%	1	20.0%	0	0.0%
Word Processing Service	16		3	837	3	100.0%	0	0.0%	0	0.0%
Work Clothes - Retail	258		20	267	16	80.0%	4	20.0%	0	0.0%
Work Clothes - Wholesale & Manufacturers	182	1,751	0	1,737	0	0.0%	0	0.0%	0	0.0%
Work-At-Home Companies	10,426		22		15	68.2%	7	31.8%	0	0.0%
Writer	13		0	1,737	0	0.0%	0	0.0%	0	0.0%
Writer - Freelance	45		0	1,737	0	0.0%	0	0.0%	0	0.0%
Writers - Business	144		0	1,737	0	0.0%	0	0.0%	0	0.0%
X-Ray Apparatus & Supplies	40	-,00	43		36	83.7%	6	14.0%	1	2.3%
X-Ray Labs - Industrial	6	,	0	1,737	0	0.0%	0	0.0%	0	0.0%
X-Ray Labs - Medical & Dental	26	3,200	2	980	0	0.0%	1	50.0%	1	50.0%
Yacht Brokers	176	, .	1	1,213	0	0.0%	1	100.0%	0	0.0%
Yacht Charter Broker	2,466	475	0	1,737	0	0.0%	0	0.0%	0	0.0%
Yarn - Retail	91		28		4	14.3%	24	85.7%	0	0.0%
Yarn - Wholesale & Manufacturers	16		0	1,737	0	0.0%	0	0.0%	0	0.0%
Yellow Page Advertising	554		3	837	3	100.0%	0	0.0%	0	0.0%
Yoga Instruction	1,667	630	0	1,737	0	0.0%	0	0.0%	0	0.0%
_ *	-,,	030		-,. 5,		0.070		0.070	·	0.070

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank By Complaint	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Yogurt	11	3,055	0	1,737	0	0.0%	0	0.0%	0	0.0%
Youth Organizations & Centers	248	1,572	0	1,737	0	0.0%	0	0.0%	0	0.0%
Zippers - Repair	1	3,481	0	1,737	0	0.0%	0	0.0%	0	0.0%
Zoological Gardens	14	2,977	0	1,737	0	0.0%	0	0.0%	0	0.0%
Zoos	30	2,681	86	83	66	76.7%	20	23.3%	0	0.0%