US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Totals	117,063,453		950,132		728,569	76.7%	193,738	20.4%	27,825	
Cellular Telephone Service and Equipment	454,508	44		1	38,403	96.3%	1,315	3.3%	172	
Auto Dealers - New Cars Television - Cable, CATV & Satellite	1,534,987 263,047	78	26,136 25,418	2	22,916 24,854	87.7% 97.8%	3,119 500	11.9% 2.0%	101 64	
Collection Agencies	1,483,077	9	24,486	4		85.9%	2,752	11.2%	700	
Telephone Communications	176,701	125		5	17,203	95.7%	711		66	0.4%
Auto Dealers - Used Cars	1,982,079	3	16,968	6	12,432	73.3%	4,240	25.0%	296	
Telephone Companies	230,011	91	15,785	7	15,347	97.2%	412	2.6%	26	0.2%
Internet Shopping	894,133	20		8		67.0%	4,244		527	
Auto Repair & Service	1,788,977	4	14,002	9	9,284	66.3%	4,419	31.6%	299	
Banks Furniture - Retail	495,259 749,351	38 27		10 11		97.2% 79.0%	333 2,151		29 591	
Insurance Companies	1,385,212	11		12	8,814	93.0%	576	6.1%	85	
Credit Cards & Plans	269,679	74		13	8,822	97.3%	140		106	
Internet Services	651,781	32	8,485	14		84.8%	1,018	12.0%	268	
Department Stores	87,687	246		15		99.1%	72		7	
Roofing Contractors	3,205,409	1	7,956	16		62.8%	2,528		433	
Movers	1,229,192	14	7,853	17	5,795	73.8%	1,841	23.4%	217	2.8%
Computers - Dealers	294,389	69	7,728	18 19		95.0%	326		58	0.8%
Not Elsewhere Classified	528,139	37		19	3,909	51.4%	2,967	39.0%	722	
Apartments Property Management	423,880 974,041	50 16		20	5,138 5,983	67.7% 79.5%	2,344 1,445		105 98	
Health Clubs	221,151	98	6,429	21	5,364	83.4%	988	15.4%	77	
Hotels	145,497	158	6,415	23	4,351	67.8%	2,016		48	
Mortgage Brokers	1,777,673	5	6,331	24		80.4%	1,028	16.2%	211	
Airlines	34,304	560	5,887	25	5,268	89.5%	418	7.1%	201	
Internet Marketing Services	788,909	25		26		87.7%	595		116	
Travel Agencies & Bureaus	696,404	29	5,711	27	4,488	78.6%	976	17.1%	247	
Computers Hardware, Software & Services	456,084	42	5,568	28		86.9%	635	11.4%	92	1.7%
Restaurants	326,136	59	5,452 5,355	29 30		58.6% 53.3%	2,110 2,179	38.7% 40.7%	147 320	
Contractors - General Financial Services	2,296,635 866,499	21		31		53.3% 89.3%	420	40.7% 7.9%	146	
Burglar Alarm Systems - Dealers, Monitoring & Service	421,664	51		32	4,785	94.1%	250	4.9%	51	
Consumer Finance & Loan Companies	447,713	46	4,902	33		91.3%	346		81	
Electronic Equipment & Supplies - Dealers	178,608	124		34		88.5%	455		99	
General Merchandise - Retail	224,966	95		35	3,314	70.5%	1,089	23.2%	301	
Auto Parts & Supplies - New	445,850	48		36		66.0%	1,448		87	
Credit Reporting Agencies	104,385	211		37		98.1%	65		20	
Plumbers	1,621,340	6	4,257	38		75.0%	983	23.1%	80	
Electric Companies	234,559	87		39		95.6%	171	4.1%	15	
Heating & Air Conditioning Mail Order & Catalog Shopping	1,438,447 235,832	10 85		40 41		81.2%	681 446		100 37	
Construction & Remodeling Services	1,491,120	8	4,098	42		88.2% 50.5%	1,802	10.9% 44.0%	225	
Air Conditioning Contractors & Systems	1,030,933	15		43		79.5%	711	18.2%	91	
Dentists	574,658	35	3,864	44		81.3%	694	18.0%	29	
Auto Renting & Leasing	140,859	161	3,848	45		82.3%	659	17.1%	22	0.6%
Florists - Retail	91,609	232	3,784	46		89.9%	365		19	
Home Improvements	910,594	19	3,727	47		69.4%	997	26.8%	143	
Appliances - Major - Dealers Jewelers - Retail	234,420 677,568	88 30		48 49		81.8%	613 768		64 73	
Real Estate	717,411	28		49 50	2,788	76.8% 71.9%	943		66	
Payday Loans	717,411 224,564	28 96		50		71.9% 51.4%	1,236	26.3% 35.4%	459	
Publishers - Directory & Guide	86,689	252	3,451	52	2,035	59.0%	1,385	40.1%	31	0.9%
Loans	450,587	45	3,168	53	1,921	60.6%	871	27.5%	376	
Magazine Sales	109,533	204		54		77.8%	453	14.3%	248	
Attorneys & Lawyers	1,249,618	12		55	2,103	67.3%	950		73	
Pest Control Services	753,697	26		56		80.7%	550		52	1.7%
Dry Cleaners	140,460	162		57 58	1,579	51.3%	1,421	46.2%	77	
Towing - Automotive Auto Body Repair & Painting	306,185 830,655	65 22	3,048 2,969	58 59		57.5% 65.1%	1,244 972		50 65	
Lawn Maintenance	471,452	41		60		78.5%	576		58	
Payment Processing Service	83,682	264		61		97.4%	61		13	
Internet Selling Services	91,149	234	2,854	62	2,505	87.8%	322	11.3%	27	
Home Builders	1,233,951	13	2,786	63	2,104	75.5%	596	21.4%	86	
Manufacturers & Producers	305,115	66		64		90.9%	238		13	
Collection Systems	128,546	175		65		80.5%	444		89	
Tax Return Preparation	479,603	39		66		52.1%	1,105		188	
Timeshare Resale and Rental Marketing	235,479	86		67		34.6%	1,399		319	
Landscape Contractors Telephone Pro Paid Card Calos & Distribution	959,498	17 490		68 69		55.3% 96.5%	1,079 79	41.4% 3.1%	87 9	
Telephone Pre-Paid Card Sales & Distribution Tire Dealers	40,637 264,340	490 77		70		96.5% 76.7%	79 576		17	
Clothing - Retail	121,882	183	2,540	70		76.7% 55.9%	971		148	
Insurance Services	446,538	47		70	2,321	92.5%	157	6.3%	31	
Transmissions - Automobile	286,146	70		73	1,691	67.8%	748		54	
Publishers - Book	159,035	137		74		89.3%	236		28	
Magazines - Subscription Agents	90,779	236	2,442	75	1,714	70.2%	667		61	
Banking Services	24,442	706	2,434	76	2,412	99.1%	19		3	0.1%
Dating Service	228,641	93	2,411	77	2,064	85.6%	306	12.7%	41	1.7%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Swimming Pool Contractors, Dealers, Design	660,076	31	2,384	78	1,835	77.0%	489		60	2.5%
Security Control Equipment & System Monitors	408,837	52	2,383	79	2,104	88.3%	249		30	
Radio Stations & Broadcast Companies	32,593	579		80	2,296	98.5%	32		3	0.1%
Advertising - Directory & Guide Advance Fee Brokers	70,136 155,146	306 144	2,283 2,276	81 82	1,640 247	71.8% 10.9%	625 1,260	27.4% 55.4%	18 769	0.8% 33.8%
Newspapers	76,562	290	2,273	83	2.077	91.4%	1,200		769	0.1%
Office Supplies - Sale by Deceptive Telemarketing	81,822	269	2,272	84	1,709	75.2%	549		14	0.6%
Video Games - Dealers	82,589	266		85	1,850	83.6%	346	15.6%	18	0.8%
Health & Diet Products - Retail	309,750	62		86	1,526	70.0%	615		40	
Credit Card Processing Service	260,601	79		87		88.8%	202		38	1.8%
Vacation Time Share	113,331	197		88	1,782	85.1%	262		50	
Telephone Equipment & Systems Dealers	50,526	426	2,020	89	1,971	97.6%	41			0.4%
Home Warranty Plans Travel Clubs	114,255 209,295	193 106		90 91	1,705 1,574	86.0% 80.1%	214 322		64 69	
Work-At-Home Companies	561,227	36	1,965	91	718	80.1% 36.7%	1,003		234	12.0%
Vacation Certificates & Vouchers	128,839	174		93	1,337	68.4%	528		234 89	
Fitness Centers	56,197	385	1,947	94	1,406	72.2%	477	24.5%	64	
Computers - Supplies & Parts	188,215	117		95	1,519	79.2%	341		58	
Carpet & Rug Cleaners	455,828	43		96	1,181	61.7%	654		80	
Ticket Sales - Events	158,342	138	1,907	97	1,294	67.9%	452	23.7%	161	8.4%
Tree Service	633,465	33	1,904	98	855	44.9%	906		143	7.5%
Internet Gaming	134,844	169		99	1,765	92.8%	117		20	1.1%
Schools - Academic - Colleges & Universities	221,596	97	1,901	100	1,698	89.3%	182	9.6%	21	
Electronic Equipment & Suppliers - Service & Repair	72,574	298		101	1,540	82.0%	294		44	
Credit Unions	192,324	114	1,872	102	1,743	93.1%	122		7	0.4%
Health & Medical - General	307,298 205,200	63 110	1,870 1,831	103 104	1,398 1,129	74.8% 61.7%	425 613		47 89	
Beauty Salons Shoes - Retail	171,103	110		104	1,129	75.0%	403		54	
Electronic Equipment & Supplies - Wholesale & Manufacturers	25,131	693	1,817	105	1,728	75.0% 95.1%	82		7	0.4%
Business Services - General	321,537	60		107	1,130	63.1%	547		115	
Motels	49,503	430		108	1,103	62.5%	642		20	1.1%
Online Travel Agency	19,954	800	1,765	108	1,694	96.0%	63		8	0.5%
Carpet & Rug Dealers - New	330,550	58	1,762	110	1,467	83.3%	247	14.0%	48	2.7%
Mattresses	154,511	148		111	1,465	84.1%	256		20	
Building Materials	155,564	143	1,724	112	1,635	94.8%	84		5	0.3%
Hospitals	97,319	223		113	1,454	84.4%	260		9	0.5%
Natural Gas Companies	93,726	227		114	1,595	92.9%	115		6	0.3%
Moving & Storage Company	282,973 349,440	71 56	1,703	115 116	1,137 1,345	66.8%	538		28 77	
Marketing Programs & Services Car Wash & Polish	76,325	291		116	1,345	79.7% 60.0%	266 563		111	6.6%
Timeshare Companies	154,858	146		117	1,065	64.2%	448		146	
Computers - Service & Repair	207,004	109		119	960	58.1%	626		65	
Appliances - Major - Wholesale & Manufacturers	10,718	1,141		120	1,585	96.2%	61		1	0.1%
Debt Relief Services	252,550	81		121	744	45.8%	484	29.8%	398	
Delivery Service	79,914	279	1,611	122	1,420	88.1%	173		18	
Painting Contractors	799,190	24	1,610	123	818	50.8%	692		100	
Door-to-Door Sales - Magazines	35,726	543		124		38.9%	811		156	
Auto Manufacturers & Distributors	20,372	791		125	1,498	96.5%	47		8	0.5%
Building Contractors	816,299	23	1,531	126 127	1,040	67.9%	455	29.7%	36 17	2.4%
Internet Access Provider	40,600	491			1,458	95.6%	50			
Auto Transporters & Drive-Away Companies Books - New	320,862 65,648	61 322		128 129	801 1,315	52.9% 87.3%	683 175	45.1% 11.6%	31 17	2.0% 1.1%
Vitamins & Food Supplements	210,554	104		130	1,199	80.5%	254		36	
Appliances - Major - Service & Repair	193,198	113		131	806	54.6%	598		71	
Discount Stores	108,317	207	1,474	132	1,276	86.6%	180		18	
Rubbish & Garbage Removal	134,833	170	1,460	133	1,050	71.9%	392	26.8%	18	
Mailing Services	87,855	245		134	1,155	79.5%	286	19.7%	11	
Mortgage Bankers	601,925	34		135	1,393	96.5%	40		10	0.7%
Computer Software Publishers & Developers	240,617	82		136	1,218	84.5%	201		22	1.5% 0.5%
Billing Service	96,109	224	1,438	137	1,323	92.0%	108	7.5%	7	0.5%
Beauty Supplies & Equipment	93,233	229		138	757	53.7%	599		54	
Extended Warranty Contract Service Companies	154,632	147 673	1,406 1,397	139 140	1,013	72.0% 95.8%	333 48		60 10	
Recording Service - Sound & Video Buying Clubs & Group Purchasing Service	26,113 63,004	341		141	1,339 1,189	85.5%	175		26	
Service Stations - Gasoline & Oil	84,574	261		142	814	58.7%	544		29	2.1%
Web Design	233,041	89		143	815	59.1%	498		65	
Paving Contractors	384,531	54		144	671	48.9%	611		89	6.5%
Motorcycles - Dealers	149,735	153	1,364	145	970	71.1%	378	27.7%	16	1.2%
Concrete Contractors	471,486	40	1,362	146	617	45.3%	672	49.3%	73	5.4%
Publishers - Periodical	44,591	459		147	1,174	86.7%	159		21	1.6%
Limousine Service	155,093	145	1,336	148	708	53.0%	568		60	
Computers - Networks	64,499	330	1,332	149	1,279	96.0%	47		6	0.5%
Internet - Web Hosting	181,845	122	1,321	150	984	74.5%	275		62	
Fence Contractors Windows Installation & Conting	393,260	53		151	866	65.9%	420		28	
Windows - Installation & Service	432,750 149,556	49 154		152 153	1,005	77.3% 72.3%	217 325		78 35	6.0%
Exercise & Physical Fitness Programs Photographers - Portrait	93,156	231		153	939 598	72.3% 46.2%	325 629		35 66	
Real Estate Maintenance Protection Plan	26,087	674		155	1 285	99.8%	1	0.1%	1	0.1%
mear Estate France Indication Flan	20,007	0/4	1,207	133	1,203	22.070		0.170	1	0.1 /0

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Audio-Visual Equipment - Dealers	164,519	134	1,277	156	1,040	81.4%	228	17.9%	9	0.7%
Office Supplies Appliances - Major - Parts & Supplies	201,484 99,660	111 216	1,260 1,250	157 158	1,135 894	90.1% 71.5%	113 336	9.0% 26.9%	12 20	1.0%
Tanning Salons	50,687	425	1,247	159	735	58.9%	363	26.9%	149	11.9%
Resorts	65,577	323	1,219	160	982	80.6%	230	18.9%	7	0.6%
Skin Care	124,630	181	1,213	161	907	74.8%	251	20.7%	55	4.5%
Product Sales - General	95,192	225	1,205	162	791	65.6%	376		38	3.2%
Sporting Goods - Retail	144,726	159	1,204	163	863	71.7%	303	25.2%	38	3.2%
Locks & Locksmiths	136,185	167 55	1,185	164	484	40.8%	553	46.7%	148	12.5%
Business Opportunity Companies Grocers - Retail	351,941 110,183	202	1,176 1,169	165 166	864 927	73.5% 79.3%	276 235	23.5% 20.1%	36 7	3.1% 0.6%
Physicians & Surgeons - Medical-M.D.	184.669	119	1,168	167	853	73.0%	298		17	
Weight Control Services	138,190	164	1,165	168	1,013	87.0%	128	11.0%	24	2.1%
Cooking Utensils	59,473	360	1,163	169	1,017	87.4%	144	12.4%	2	0.2%
Electricians	936,296	18	1,142	170	793	69.4%	326	28.5%	23	2.0%
Scholarships & Financial Aid	86,886	250		171	1,079	95.4%	50		2	0.2%
Credit Services	180,952	123	1,116	172	970	86.9%	108		38	3.4%
Clinics Auto Warranty Processing Service	164,986 174,559	132	1,110 1,109	173 174	796 917	71.7% 82.7%	288 148	25.9% 13.3%	26 44	2.3% 4.0%
Prepaid Debit/Credit Cards	55,938	389	1,105	175	1,083	98.0%	13		9	0.8%
Dental Laboratories	107,858	208	1,090	176	846	77.6%	242		2	0.2%
Pharmacies	118,643	189	1,082	177	1,000	92.4%	74		8	0.7%
Loans - Small Business	166,184	131	1,079	178	884	81.9%	155	14.4%	40	3.7%
Services - General	143,642	160	1,068	179	533	49.9%	440	41.2%	95	8.9%
Advertising Agencies & Counselors	265,215	76		180	671	62.9%	326		69	6.5%
Insurance - Auto	128,025	176	1,061	181	946	89.2%	108		7	0.7%
Schools - Business & Vocational	331,181 77,418	57 286	1,049 1,044	182 183	822 989	78.4%	195 48	18.6% 4.6%	32	3.1% 0.7%
Credit Cards & Plans - Equipment & Supplies Real Estate Rental Service	102,766	213	1,044	184	733	94.7% 70.8%	294		/	0.7%
Video Games - Wholesale & Manufacturers	22,327	749	1,035	184	1,026	99.1%	9	0.9%	0	0.0%
Taxes - Consultants & Representatives	218,137	101		186	607	58.9%	290		134	13.0%
Telemarketing Services	116,826	191	1,031	186	455	44.1%	265		311	30.2%
Telecommunications Equipment - Disability	40,440	494	1,031	186	546	53.0%	482	46.8%	3	0.3%
Bridal Shops	88,924	241	1,016	189	706	69.5%	246		64	6.3%
Storage Units - Household & Commercial	73,904	295	1,003	190	760	75.8%	229		14	1.4%
Parking Facilities Hospital & Medical Equipment & Supplies	35,817	540	1,002 977	191 192	681 718	68.0% 73.5%	305 237		16 22	1.6% 2.3%
Information Bureaus	136,992 133,893	165 172	958	193	718	76.0%	115	24.3% 12.0%	115	12.0%
Social Networking	14,526	965	948	194	903	95.3%	37		8	0.8%
House Cleaning	230,390	90	940	195	605	64.4%	309		26	2.8%
Toys - Retail	51,668	418		196	740	79.1%	179		17	1.8%
Windows	302,531	67	926	197	657	71.0%	176		93	10.0%
Cruises	32,877	575	917	198	775	84.5%	135	14.7%	7	0.8%
Coupon Book Promotions Pizza	38,172 64,974	511 325	916 914	199 200	797 476	87.0% 52.1%	106 424	11.6% 46.4%	13 14	1.4%
Brake Service	47,760	436	906	200	458	50.6%	443		14	0.6%
Television Home Shopping	18,571	838	897	202	748	83.4%	147		2	0.2%
Hospitalization, Medical & Surgical Plans	32,414		885	203	854	96.5%	30	3.4%	1	0.1%
Recreational Vehicles - Dealers	111,740	582 199	866	203 204	703	81.2%	30 152	17.6%	11	1.3%
Auto Repair - Windshield, Glass Shops	124,770	180	865	205	580	67.1%	265		20	2.3%
Internet Auction Service	159,435	136	852	206	686	80.5%	153	18.0%	13	1.5%
Motorcycles - Supplies & Parts	85,654 47,581	255	851	207	652	76.6%	194		5	0.6%
Advertising - Direct Mail Video Tapes & Discs Sales & Rentals	38,534	437 508	851 846	207 209	721 457	84.7% 54.0%	119 266	14.0% 31.4%	11 123	1.3%
Massage Therapists	38,534 80,456	275	845	209	576	68.2%	200	28.0%	32	3.8%
Home Electronics	40,091	500	844	211		71.9%	218		19	2.3%
Auto Services	98,905	218	843	212	620	73.5%	202	24.0%	21	2.5%
Credit Cards - Protection Service	91,526	233	840	213	723	86.1%	100	11.9%	17	2.0%
Medical Equipment & Supplies	99,478	217	839	214	617	73.5%	214		8	1.0%
Fulfillment Services	76,824	287	837	215	756	90.3%	51		30	3.6%
Truck Rent & Lease	11,597	1,091 597	837 826	215	812 674	97.0% 81.6%	24 92	2.9% 11.1%	1 60	0.1% 7.3%
Cable TV, Internet & Telephone Installation Service Training Programs	31,451 167,578	129	824	217 218	507	61.5%	290	35.2%	27	3.3%
Health & Medical Products	62,543	344	824	218	367	44.5%	419		38	4.6%
Marketing Consultants	189,554	116	822	220	557	67.8%	232	28.2%	33	4.0%
Appliances - Small - Service & Repair	60,810	352	821	221		47.9%	394		34	
Water Companies - Utility	36,322	532	812	222	680	83.7%	129		3	0.4%
Auctioneers	118,702	188	808	223	561 530	69.4%	236	29.2%	11	1.4%
Vacation Rentals	124,812	179 75	805 802	224 225	530 490	65.8% 61.1%	250	31.1% 35.0%	25 31	3.1%
Business Consultants Advertising Specialties	269,620 103,431	/5 212	802 788	225	490 558	61.1% 70.8%	281 203		31 27	3.9%
Day Spas	73,699	296		226	357	45.6%	258		168	21.5%
Exercise Equipment & Machines - Sales	54,658	397	780		652	83.6%	118	15.1%	100	1.3%
Nail Salons	53,585	407	780	228 228	477	61.2%	279	35.8%	24	3.1%
Watches - Dealers	112,763	198	776	230	514	66.2%	239	30.8%	23	3.0%
Photographers	27,638	641	772	231	351	45.5%	371	48.1%	50	6.5%
Womens Apparel - Retail	53,633	405	770	232	527	68.4%	218	28.3%	25	3.2%
Veterinarians	155,830	142	758	233	619	81.7%	132	17.4%	7	0.9%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fire & Water Damage Restoration	295,669	68	752	234	631	83.9%	116	15.4%	5	0.7%
Satellite Communication - Common Carrier Pet Shons	24,188 102,625	710 214	752 747	234 236	685 494	91.1%	67 223	8.9% 29.9%	0	0.0% 4.0%
Insurance - Health	113,435	196	747	237	679	66.1% 91.3%	223 57	7.7%	8	1.1%
Furniture Rent & Lease	25,508	686	743	238	691	93.0%	48		4	0.5%
Transportation Services	119,578	186	740	239	452	61.1%	257	34.7%	31	
Credit Repair Services - Advance Fee	114,201	194	729	240	299	41.0%	340	46.6%	90	12.3%
Air Duct Cleaning Cleaning Services	88,711 97,558	242 222	723 719	241 242	379 329	52.4% 45.8%	305 317	42.2% 44.1%	39 73	5.4% 10.2%
Searchers of Records	39,334	502	719	243	631	45.8% 89.0%	61	8.6%	17	
Vacuum Cleaners - Household - Dealers	151,535	152	705	244	516	73.2%	160	22.7%	29	4.1%
Money Orders & Transfers	23,277	723	703	245	679	96.6%	18	2.6%	6	0.9%
Photographic Equipment & Supplies - Retail	111,628	200	698	246	478	68.5%	195	27.9%	25	3.6%
Cosmetic Sales	47,429	438	698	246	425	60.9%	260	37.2%	13	1.9%
Magazines - Dealers Amusement Parks & Places	31,482	596 584	694 692	248 249	520 579	74.9% 83.7%	146 94	21.0% 13.6%	28 19	4.0% 2.7%
Credit Card - Merchant Services	32,380 47,929	435	675	250	622	92.1%	46	6.8%	7	1.0%
Health & Diet Food Products - Wholesale & Manufacturing	24,941	698	674	251	118	17.5%	487	72.3%	69	10.2%
Oils - Fuel	156,481	141	671	252	591	88.1%	76	11.3%	4	0.6%
Gold, Silver & Platinum Dealers	257,967	80	670	253	462	69.0%	200	29.9%	8	1.2%
Yellow Page Advertising	14,392	972	667	254	448	67.2%	213	31.9%	6	0.9%
Gymnasiums	21,385	766	666	255	476	71.5%	187	28.1% 53.4%	3	0.5%
Handyman Services Check Cashing Service	219,820 53,903	100 403	663 662	256 257	275 513	41.5% 77.5%	354 121	53.4% 18.3%	34 28	5.1% 4.2%
Foods - Carry Out	53,497	403	659	258	418	63.4%	232	35.2%	28	1.4%
Lubricating Service - Automotive	36,749	528	655	259	472	72.1%	175	26.7%	8	1.2%
Auto Detailing	81,342	271	651	260	307	47.2%	309	47.5%	35	5.4%
Pet Supplies & Foods - Retail	75,319	292	651	260	449	69.0%	178	27.3%	24	
Siding Contractors	227,984	94	648	262	454	70.1%	145	22.4%	49	
Wholesalers & Distributors	162,872	135 253	648	262	441	68.1%	194	29.9%	13	2.0%
Debt Relief Services Bus Lines	86,200 14,534	961	643 643	264 264	208 551	32.3% 85.7%	373 87	58.0% 13.5%	62	9.6% 0.8%
Educational Consultants	184,003	120	642	266	561	87.4%	60	9.3%	21	3.3%
Heating Contractors	217,140	102	635	267	489	77.0%	129	20.3%	17	2.7%
Apartment Finding & Rental Service	67,699	314	625	268	429	68.6%	165	26.4%	31	5.0%
Professional Services - General	107,120	209	615	269	511	83.1%	89	14.5%	15	
Swimming Pool Service & Repair	166,718	130	611	270	398	65.1%	203 101	33.2%	10 147	1.6%
Auto Service Contract Companies Loan Modification	59,943 93,200	359 230	606 603	271 272	358 199	59.1% 33.0%	269	16.7% 44.6%	135	24.3% 22.4%
Optical Goods - Retail	58,980	364	602	273	451	74.9%	146	24.3%	5	0.8%
Handbags	58,143	370	598	274	292	48.8%	285	47.7%	21	
Child Care Centers	207,351	108	593	275	377	63.6%	193	32.5%	23	3.9%
Sportswear - Retail	53,631	406	586	276	361	61.6%	206	35.2%	19	3.2%
Opticians Partial Variance Lieting Comities	37,636 37,168	519 524	586 583	276 278	491 260	83.8% 44.6%	89 274	15.2% 47.0%	6 49	1.0% 8.4%
Rental Vacancy Listing Service Title Companies & Agents	156,861	139	583	278	349	60.0%	203	34.9%	30	5.2%
Gutters & Downspouts	209,049	107	577	280	397	68.8%	143	24.8%	37	
Real Estate Services	85,062	259	571	281	450	78.8%	89	15.6%	32	5.6%
Market Research & Analysis	182,462	121	567	282	443	78.1%	92	16.2%	32	5.6%
Printers	153,312	150	561	283	444	79.1%	111	19.8%	6	1.1%
Gift Shops	56,044	387	561	283	245	43.7%	282	50.3%	34	0.170
Hobby & Model Construction Supplies - Retail Air conditioning & Heating Contractors - Residential	71,429 116,383	302 192	560 559	285 286	391 356	69.8% 63.7%	146 184	26.1% 32.9%	23 19	4.1% 3.4%
Television & Radio - Dealers	38,012	513	559	286	441	78.9%	104	18.6%	14	
Garbage Disposal Equipment - Industrial & Commercial	6,278	1,480	540	288	521	96.5%	16	3.0%	3	0.6%
Television & Radio - Service & Repair	37,522	522	538	289	308	57.2%	190	35.3%	40	7.4%
Water Filtration & Purification Equipment	109,311	205	537	290	391	72.8%	136	25.3%	10	
Moving Services - Labor & Materials	66,440	319	535	291	329	61.5%	184	34.4%	22 30	4.1%
Remodeling Services	130,203 237,522	173 84	534 533	292 293	236 397	44.2% 74.5%	268 128	50.2% 24.0%	30	5.6% 1.5%
Home Inspection Service Point of Sale Systems	9,793	1,200	533	293	470	88.2%	62	11.6%	, o	0.2%
Insurance - Homeowners	57,519	376	531	295	499	94.0%	26	4.9%	6	1.1%
Auto Parts & Supplies - Used & Rebuilt	76,611	289	517	296	315	60.9%	190	36.8%	12	2.3%
Clothes - Consignment & Resale	40,168	498	515	297	241	46.8%	180	35.0%	94	18.3%
Foundation Contractors	210,535	105	513	298	404	78.8%	87	17.0%	22	4.3%
Lighting Fixtures - Retail	89,798	240	513	298	291	56.7%	211	41.1%	11	
Bedding Incentive Programs	66,091 17,124	320 882	512 510	300 301	409 505	79.9% 99.0%	81 4	15.8% 0.8%	22 1	4.3% 0.2%
Taxicahs	42,593	473	510	301	290	57.2%	198	39.1%	19	3.7%
Pawnbrokers	74,450	293	506	303	369	72.9%	129	25.5%	8	1.6%
Photographers - Commercial	59,431	361	504	304	254	50.4%	239	47.4%	11	2.2%
Computers - Wholesale & Manufacturers	15,748	914	501	305	489	97.6%	11	2.2%	1	0.2%
Credit & Debt Counseling	271,887	73 297	500	306	341	68.2%	120	24.0%	39	7.8%
		207	500	306	350	70.0%	142	28.4%	8	1.6%
Swimming Pool Equipment & Supplies	72,682							27 401	10	2 601
Signs	86,737	251	496	308	294	59.3%	184	37.1% 25.8%	18	3.6%
								37.1% 25.8% 18.1%	18 8	3.6% 1.6% 1.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Security Systems Consultants	70,423	304	490	311	386	78.8%	88	18.0%	16	3.3%
Nurseries - Plants, Trees Animal Hospitals	78,981 55,887	281 390	488 487	313 314	342 397	70.1% 81.5%	145 86	29.7% 17.7%	1	0.2%
Guns & Gunsmiths	124,514	182	483	315	341	70.6%	134	27.7%	8	1.7%
Chiropractors D.C.	119,419	187	475	316	363	76.4%	106	22.3%	6	1.3%
Engines - Rebuild & Exchange	89,821	239	473	317	322	68.1%	143	30.2%	8	1.7%
Musical Instruments - Dealers Cigar & Cigarette & Tobacco Dealers - Retail	64,363 42,899	332 471	473 471	317	330 355	69.8% 75.4%	123 110	26.0% 23.4%	20	4.2% 1.3%
Commercial Products Wholesale & Distributor	42,899	4/1	4/1	319 320	434	92.9%	29	6.2%	4	0.9%
Appliances - Small - Dealers	31,934	589	464	321	310	66.8%	146	31.5%	8	1.7%
Hearing Aids & Assistive Devices	121,062	185	461		356	77.2%	96	20.8%	9	2.0%
Legal Forms	98,558	221	461	322	268	58.1%	180	39.0%	13	2.8%
Auto Parts & Supplies - Wholesale & Manufacturers Commercial Products Manufacturers	43,337 60.518	467 355	459 457	324 325	332 373	72.3% 81.6%	120 78	26.1% 17.1%	6	1.5% 1.3%
Telephone Service - Long Distance	26,778	659	455	326	402	88.4%	43	9.5%	10	2.2%
Boys Clothing & Furnishings - Retail	49,129	432	452	327	188	41.6%	197	43.6%	67	
Collectibles	60,282	357	447		387	86.6%	56	12.5%	4	0.9%
Employment Agencies	307,182	64	446	329 330	310	69.5%	117	26.2%	19	4.3%
Glass - Plate and Window Optometrists	139,153 58,404	163 368	443 439	330 331	285 346	64.3% 78.8%	153 84	34.5% 19.1%	5	1.1% 2.1%
Leasing Service	36,485	530	439	332	348	78.8% 79.6%	79	18.1%	10	2.1%
Magazine Sales by Telephone	13,540	1,009	437	332	334	76.4%	95	21.7%	8	1.8%
Computers - Rent & Lease	6,514	1,447	437		418	95.7%	18	4.1%	1	0.2%
Photographers - Wedding	27,975	636	436	332 335	151	34.6%	263	60.3%	22	5.0%
Plumbing Drains & Sewer Cleaning	80,917	272	434	336	302	69.6%	125	28.8%	7	1.6%
Bakers - Retail Games & Supplies	58,312 190,587	369 115	434 431	336 338	238 283	54.8% 65.7%	177 133	40.8%	19 15	4.4% 3.5%
Party Supplies	66,042	321	429	339	256	59.7%	166	38.7%	7	1.6%
Mason Contractors	211,292	103	428	340	216	50.5%	198	46.3%	14	
Coin Dealers, Supplies	170,573	128	426	341	319	74.9%	105	24.6%	2	0.5%
Computers - Sys Designers & Consult	98,882	219	425	342	344	80.9%	63	14.8%	18	4.2%
Forensic Loan Audits	24,953	696	425	342	38	8.9%	97	22.8%	290	68.2%
Convenience Stores	37,592 28,258	520 635	422 422	344 344	253 370	60.0% 87.7%	161 47	38.2% 11.1%	8	1.9% 1.2%
Floor Laying, Refinishing & Resurfacing	156,695	140	420	346	225	53.6%	176	41.9%	19	4.5%
Retail Stores	25,480	687	416		222	53.4%	160	38.5%	34	
Lawn & Garden Equipment & Supplies	64,101	334	414		319	77.1%	93	22.5%	2	0.5%
Kitchen & Bath - Design & Remodeling	185,352	118	411	349 349	251	61.1%	139	33.8%	21	5.1%
Hair Removal - Laser & Electrolysis Cosmetics & Perfumes - Retail	28,533 51,795	631 417	411 408	349 351	299 196	72.7% 48.0%	87 177	21.2% 43.4%	25 35	6.1% 8.6%
Cosmetics & Performes - Retail Childrens & Infants Wear - Retail	35,914	539	408		260	63.7%	177	33.8%	35 10	
Buses - Charter & Rental	46,802	445	407		249	61.2%	146	35.9%	12	2.9%
Dog Breeders	127,575	177	406	354	255	62.8%	131	32.3%	20	4.9%
Adjusters	36,966	527	405	355	387	95.6%	17	4.2%	1	0.2%
Information Technology Services	68,425	310	404	356	334	82.7%	65	16.1%	5 12	1.2%
Real Estate Agents VOIP (Voice Over Internet Protocol) Sales & Service	57,991 10,938	371 1,129	402 401		274 390	68.2% 97.3%	116 10	28.9% 2.5%	12	3.0% 0.2%
Martial Arts		427		359	271	67.9%	120	30.1%	8	2.0%
Books - Used & Rare	50,296 15,549	919	399 397	359 360	277	69.8%	119	30.0%	1	2.0% 0.3%
Water Soft & Conditioning Equipment Service & Supplies	78,594	282	394	361	328	83.2%	58	14.7%	8	2.0%
Resume Service	46,991	443	391	362	279	71.4%	82	21.0%	30	7.7%
Chimney Cleaning Passport & Visa Services	146,142 36,354	156 531	390 390	363 363	251 160	64.4% 41.0%	123 228	31.5% 58.5%	16	4.1% 0.5%
Business & Trade Organizations	54,523	400	389	365	331	85.1%	53	13.6%	5	1.3%
Real Estate - Rentals by Individuals	39,136	504	385	366	226	58.7%	146	37.9%	13	3.4%
Books - Textbooks New & Used	31,656	594	383		367	95.8%	16	4.2%	0	0.0%
Baby Accessories & Services	25,309	690	379		233	61.5%	124	32.7%	22	5.8%
Insurance Agency	110,917 37,581	201 521	374 374	369 369	304 276	81.3% 73.8%	69 89	18.4% 23.8%	1	0.3% 2.4%
Hotels - Reservations Mufflers & Exhaust Systems	37,581	546	374	369	2/6	73.8% 64.9%	129	23.8% 34.6%	2	0.5%
Pet Grooming	109,873	203	370	372	252	68.1%	108	29.2%	10	
Laboratories - Medical	40,384	497	366	373	323	88.3%	40	10.9%	3	0.8%
Moving Brokers	22,448	745	363	374	351	96.7%	12	3.3%	0	0.0%
Herbs	67,659	315	355	375	221	62.3%	132	37.2%	2	0.6%
Tours - Operators & Promoters Road Service - Automotive	85,515 54,556	256 399	353 353	376 376	248 322	70.3% 91.2%	89 27	25.2% 7.6%	16 4	4.5% 1.1%
Novelties - Retail	29,182	619	350		208	59.4%	121	34.6%	21	6.0%
Uniforms	42,772	472	349	379	264	75.6%	78	22.3%	7	2.0%
Auto Services - Oil & Lube	5,921	1,515	348	380	303	87.1%	41	11.8%	4	1.1%
Auto Repair - Mobile	42,348	475	344	381	170	49.4%	151	43.9%	23	6.7%
Bicycle - Dealers	52,830	411	343	382	210	61.2%	116	33.8%	17	
Campgrounds & RV Parks Credit - Debt Consolidation Services	40,048 69,784	501 308	340	383 384	260 139	76.5% 41.0%	77 147	22.6% 43.4%	3	0.9% 15.6%
Correspondence Schools	61,556	348	339 339	384	305	90.0%	29	43.4% 8.6%	53	1.5%
Furniture Manufacturers	54,194	402	338	386	240	71.0%	90	26.6%	8	2.4%
Ponzi Schemes	113,436	195	336	387	42	12.5%	12	3.6%	282	83.9%
Contract Manufacturing	40,712	487	336	387	267	79.5%	66	19.6%	3	0.9%
Financial Planning Consultants	278,450	72	333	389	187	56.2%	96	28.8%	50	15.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Business Forms & Systems	49,629	429	333	389	162	48.6%	158	47.4%	13	3.9%
Auto Customizing	41,287	481	333	389	157	47.1%	142 59		34	
Physicians - Specialists Floors - Hardwood	76,808 45,561	288 451	330 329	392 393	269 264	81.5% 80.2%	59		2 7	0.6% 2.1%
Investigators	109,191	206	328		234	71.3%	86		, 8	
Hardware - Retail	57,578	374	327	395	239	73.1%	85	26.0%	3	0.9%
Advertising - Telephone	10,260	1,177	327	395	275	84.1%	37		15	
Baby Accessories - Wholesale & Manufacturers	4,715	1,670 694	325	397 398	18 245	5.5%	307 72		0	0.0%
Scholastic Prep Courses, Books & Materials Contact Lenses	25,117 36,127	535	324 323	399	257	75.6% 79.6%	57		7	2.2%
Beds - Retail	27,831	639	323	399	270	83.6%	45		8	2.5%
Floor Materials - Retail	94,658	226	321	401	244	76.0%	74		3	0.9%
Driving Instruction	84,830	260	320		232	72.5%	72		16	
Modeling & Talent Agencies	239,490 145,522	83 157	319 319	403 403	201 229	63.0%	100 66		18 24	
Waterproofing Contractors Secret Shopper	56,335	384	319	403	124	71.8% 38.9%	74		121	37.9%
Interior Decorators & Designers	85,330	257	318	406	217	68.2%	94	29.6%	7	2.2%
Associations	58,834	366	318	406	268	84.3%	47		3	0.9%
Office Records Stored	26,714	661	318 317	406	296	93.1%	22		0	0.0%
Golf Equipment & Supplies - Retail Boat Dealers	35,528 60,871	545 351	317 316	409 410	244 234	77.0% 74.1%	65 78		8	2.5% 1.3%
T-Shirts	52,684	351 412	316		234 151	74.1% 48.2%			13	
Contractors - Flooring	61,465	349	312	412	147	47.1%	137		28	
Sunglasses	27,922	637	311 309	413	197	63.3%	108	34.7%	6	1.9%
Event Planners	34,611	558		414	136	44.0%	146		27	8.7%
Accountants - Certified Public	220,324 106,631	99 210	307 307	415 415	203 195	66.1% 63.5%	101 97		3 15	1.0% 4.9%
Countertops Auto Listing Service	26,016	676	306		277	90.5%	29		15	
Tile - Ceramic - Contractors & Dealers	126,258	178	305	418	169	55.4%	128		8	2.6%
Credit Repair Services - No Advance Fee	85,104	258	305	418	277	90.8%	21	6.9%	7	2.3%
Caterers	88,247	243	304		155	51.0%	134		15	
Ammunition & Reload Equipment & Supplies	7,655	1,340	304	420	89	29.3%	211		4	1.3%
Contractor - Remodel & Repair Auto Parts & Supplies - Used	67,804 19.347	313 817	303 303	422 422	147 192	48.5% 63.4%	138 111		18	5.9% 0.0%
Sound Systems & Equipment	37,693	518		424	234	77.5%	57		11	
Personal Services	51,314	422	302 300	425	203	67.7%	91		6	
Craft Supplies	30,452	607	299	426	200	66.9%	94		5	1.7%
Janitor Service Energy Conservation Products & Services	164,675 90.218	133 238	297		173 202	58.2%	111		13	
Publishers - Magazine	26,680	663	297 297	427	170	68.0% 57.2%	66 109		29 18	
Cabinets	91,108	235	296	430	170	60.5%	97	32.8%	20	6.8%
Adult Entertainment	33,489	567	296	430	152	51.4%	126		18	
Market Survey Companies	55,488	393	294	432	208	70.7%	52		34	
Coffee & Tea	36,109	538 734	294	432 434	207 196	70.4% 66.9%	84 90		3	1.0%
Hair Styling and Services Consignment Service	22,715 18,954	734 829	293 291	434	143	49.1%	120		28	
Gas - Propane - Equipment & Supplies	21,591	761	290		265	91.4%	24	8.3%	1	
Motor Scooters - Dealers	19,156	823	288	437	154	53.5%	132		2	0.7%
Multi-Level Selling Companies	152,758	151	287		205	71.4%	70		12	
e-cigarettes	25,976 63,918	677 337	285 283	439 440	243 122	85.3% 43.1%	34 128		8 33	2.8% 11.7%
Asphalt Insurance - Life	136,585	166	281	441	241	85.8%	33		33 7	2.5%
Freight Forwarding	87,903	244	281	441	194	69.0%	81		6	2.1%
Water Companies - Bottled, Bulk	23,100	726	281	441	259	92.2%	21		1	0.4%
Manufactured Homes Distributors & Manufacturers	56,074	386	280	444	216	77.1%	53		11	
Relocation Service Auto Warranty Service	44,945 35,302	456 547	280 279	444 446	187 265	66.8% 95.0%	89 8		6	
Buildings - Metal	45,492	452	278	447	198	71.2%	80		0	0.0%
Sales Promotion Service	29,377	616	278	447	245	88.1%	21	7.6%	12	4.3%
Disc Jockeys	58,929	365	277	449	164	59.2%	104		9	3.2%
Housewares - Retail	23,078 4 925	727 1.645	277	449 449	196	70.8% 94.2%	75		6	2.2%
Government - State Auto Service - Window Tinting	57,006	378	277 273	449	261 146	53.5%	16 124		3	0.0% 1.1%
Association Management	49,246	431	273	452	221	81.0%	51		1	0.4%
Tire Distributors & Manufacturers	7,560	1,347	273	452	265	97.1%	8		0	
Wigs & Hairpieces	32,711	576	270	455	169	62.6%	97		4	1.5%
Debt Relief Services (Non-compliant with FTC Rule) Fire & Smoke Alarm Systems	63,095 44,388	340 461	269 269	456 456	126 242	46.8% 90.0%	127 25		16	5.9% 0.7%
Skateboards & Equipment	28,994	622	269	456 456	149	90.0% 55.4%	25 114		6	
Video Games - Supplies & Parts	7,837	1,327	268		156	58.2%	112		0	
Real Estate Developers	101,342	215	267	460	192	71.9%	64	24.0%	11	4.1%
Seals - Notary & Corporation	24,475	705	267	460	81	30.3%	181		5	
Auto Accessories	24,914 51,831	699 416	266 265	462 463	143 122	53.8% 46.0%	112 127		11 16	
Graphic Designers Boutiques	51,831 22,832	416 730	265			46.0% 49.6%	127		16 20	
Pet Boarding & Kennels	135,430	168	263	465	178	49.6% 67.7%	78		7	2.7%
Landscape Maintenance	56,909	379	263	465	115	43.7%	133	50.6%	15	5.7%
Monuments	34,311	559	263	465	182	69.2%	77	29.3%	4	

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Solar Energy Equipment & Systems Dealers	98,689	220	259	468	202	78.0%	56	21.6%	1	0.4%
Prize Promotions Attorneys & Lawyers - Collections Law	33,829 33,794	564 565	259 259	468 468	155 170	59.8% 65.6%	60 74	23.2% 28.6%	44 15	17.0% 5.8%
Online Networking	12,287	1,059	259	468	152	58.7%	103	39.8%	4	1.5%
Granite	87,473	249	258	472	155	60.1%	89		14	
Athletic Organizations	37,832	514	257	473	207	80.5%	40	15.6%	10	
Wheel Chairs Doors	14,421 64,776	970 327	257 255	473 475	242 157	94.2% 61.6%	14 92	5.4% 36.1%	6	0.4% 2.4%
Photo Imaging Service	5,920	1,516	255	475	166	65.1%	59	23.1%	30	11.8%
Investment Advisory Service	134,163	171	254	477	157	61.8%	78	30.7%	19	7.5%
Lawn & Garden Sprinkler Systems	80,059	278	254	477	161	63.4%	90	35.4%	3	1.2%
Restaurant Equipment & Supplies	45,302	455	254 253	477 480	162	63.8%	89 67	35.0%	3	1.2% 1.2%
Real Estate Consultants Attorney Advertising	72,019 55,800	300 392	253	480	183 146	72.3% 57.7%	89	26.5% 35.2%	18	
Copiers & Copier Supplies	51,583	419	252	482	169	67.1%	80	31.7%	3	1.2%
Shoe Repair	13,626	1,004	252	482	123	48.8%	125	49.6%	4	
Job Listing & Advisory Services	52,922	410	250	484	170	68.0%	58	23.2%	22	8.8%
Auto Alarms & Security Systems	34,743 15,956	555 908	250 249	484 486	153 195	61.2% 78.3%	87 50	34.8% 20.1%	10	4.0% 1.6%
Waste Reduction, Disposal, Recycle Equipment Bail Bonds	15,956 42,197	908 476	249	486 487	195	78.3% 76.6%	50		4	0.4%
Property Maintenance	59,261	362	247		175	70.9%	65		7	2.8%
Better Business Bureaus	3,617	1,887	247	488	92	37.2%	77	31.2%	78	
Awnings & Canopies	59,146	363	246	490	160	65.0%	80	32.5%	6	2.4%
Food & Beverage Services	25,530	685	245	491	175	71.4%	66	26.9%	4	
Fence - Sales, Service & Contractors	45,380	453	244	492	151	61.9%	77	31.6%	16	
Magazines - Distributors Window Cleaning	10,780 79,719	1,138 280	243 242	493 494	194 131	79.8% 54.1%	41 100	16.9% 41.3%	8 11	3.3% 4.5%
Real Estate Loans	93,332	228	241		60	24.9%	173	71.8%	8	3.3%
Lawn & Tree Care	12,342	1,057	241		142	58.9%	87		12	
Health & Wellness	40,807	485	240	497	181	75.4%	55	22.9%	4	1.7%
Video Production Services	55,994	388	237		108	45.6%	116	48.9%	13	
Truck Dealers	43,015	470	236	499	186	78.8%	46 66	19.5%	4 10	1.7%
Appliances - Used Home Health Services	17,435 229,245	878 92	236 235	499 501	160 173	67.8% 73.6%	56	28.0%	6	4.2% 2.6%
Irrigation Systems & Equipment	67,143	316	235	501	149	63.4%	76		10	4.3%
Check Cashing Protection Systems	5,715	1,544	235	501	229	97.4%	3	1.3%	3	1.3%
Fireplaces	42,101	477	234	504	192	82.1%	38	16.2%	4	
Electric Equipment & Supplies - Retail	30,224	610	234	504	138	59.0%	88	37.6%	8	3.4%
Escrow Service Shutters	83,336 64,049	265 336	233 232	506 507	145 161	62.2% 69.4%	54 62	23.2% 26.7%	34	14.6% 3.9%
Contractor - Insulation	154,270	149	232	508	176	76.2%	51	26.7%	4	
Food Manufacturers, Wholesalers, Distributors	85,814	254	231	508	185	80.1%	44		2	0.9%
Physicians & Surgeons - Family Practice	20,608	785	230	510	168	73.0%	62	27.0%	0	0.0%
Meat - Retail	62,823	343	229	511	147	64.2%	74	32.3%	8	3.5%
Cosmetic Sales by Internet	9,867	1,194	229	511	140	61.1%	80 99	34.9% 43.6%	9 19	
Security Guard & Patrol Service Checks - Printing	118,378 70,358	190 305	227 227	513 513	109 210	48.0% 92.5%	99 16		19	
Formal Wear	23,618	717	227	513	125	55.1%	85	37.4%	17	7.5%
Online Drug & Prescription Services	22,542	742	227	513	210	92.5%	11	4.8%	6	2.6%
Building Construction Consultants	81,956	268	226	517	117	51.8%	105	46.5%	4	1.8%
Auto Auctions	43,993	463	225	518	175	77.8%	48	21.3%	2	0.9%
Online Retailer Insurance Claim Processing Services	5,117 43,045	1,618 469	225 224		118 176	52.4% 78.6%	98 46	43.6% 20.5%	9	4.0% 0.9%
Health Maintenance Organizations	35,111	548	224	520	184	82.1%	37	16.5%	3	1.3%
All-Terrain Vehicles	30,420	608	224	520	129	57.6%	90	40.2%	5	2.2%
Air Purifying & Cleaning Systems & Equipment	57,582	373	223	523	195	87.4%	25	11.2%	3	1.3%
Boat Repair	44,280	462	223	523	117	52.5%	95		11	
Optical Goods - Service & Repair	21,292	768	223	523	146	65.5%	74		3	1.3%
Kitchen Accessories Auto Warranty Plans	34,838 22,966	552 729	221 221	526 526	141 196	63.8% 88.7%	74 24	33.5% 10.9%	<u>b</u>	2.7% 0.5%
Costumes - Masquerade & Theatrical	22,900	754	221	526	121	54.8%	64		36	16.3%
Foreclosure Services	64,667	329	220	529	87	39.5%	121	55.0%	12	
Wedding Supplies & Services	28,690	629	220	529	102	46.4%	105	47.7%	13	
Real Estate Loan Modification	16,498	897	220	529	43	19.5%	140	63.6%	37	16.8%
Truck Repair & Service	62,925	342	219	532 532	143	65.3%	73	33.3%	3	1.4%
Health & Fitness Program Consultants Tattoos	26,861 68,759	655 309	219 218	532	158 122	72.1% 56.0%	57 88	26.0% 40.4%	4	1.8% 3.7%
Motorcycles - Repairing & Service	26,452	669	218		130	59.6%	85	39.0%	3	1.4%
Furniture - Childrens	17,939	859	218	534	146	67.0%	71	32.6%		0.5%
Repossession Service	36,110	537	217	537	132	60.8%	84	38.7%	1	0.5%
Auto Radios & Stereos - Sales & Repair	31,932	590	217	537	130	59.9%	80		7	3.2%
Auto Wrecking	40,411	495	216	539	131	60.6%	82	38.0%	3	1.4%
Landscape Designers Shipping Masters	71,752 22,723	301 733	215 215	540 540	107 106	49.8% 49.3%	102 99	47.4% 46.0%	10	2.8% 4.7%
Garage Builders	56,752	381	215	540	141	65.9%	68	31.8%	10	2.3%
Utility Contractors	33,187	570	214	542	166	77.6%	48	22.4%		0.0%
Lingerie	29,180	620	213	544	155	72.8%	52	24.4%	6	2.8%
Patio, Porch & Deck Enclosures	57,526	375	212	545	134	63.2%	68	32.1%	10	4.7%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Advertising - Internet	11,913	1,077	212	545	155	73.1%	50	23.6%	7	3.3%
Product Development & Marketing Financing	56,453 52,624	383 414	210 210	547 547	163 152	77.6% 72.4%	35 53	16.7% 25.2%	12	5.7% 2.4%
Watches - Service & Repair	31,684	593	210	547	137	65.2%	69	32.9%	4	1.9%
Manufactured Homes - Dealers	57,675	372	209	550	138	66.0%	66	31.6%	5	2.4%
Upholsterers	49,041	433	209	550	101	48.3%	98		10	4.8%
Air Conditioning Repair	45,609	448	207	552	122	58.9%	74		11	5.3%
Ambulance Service Gun Dealers	38,188 34,298	510 561	207 207	552 552	179 120	86.5% 58.0%	27 85	13.0% 41.1%	1	0.5% 1.0%
Auto Service - Sound Systems Sales & Service	27.111	648	207	552	140	58.0% 67.6%	67		0	0.0%
Photo Finishing - Retail	17,490	872	207	552	127	61.4%	73	35.3%	7	3.4%
Photography Sales	14,897	950	207	552	78	37.7%	112	54.1%	17	8.2%
Septic Tanks & Systems Contractors & Dealers	84,278	262	206	558	118	57.3%	82	39.8%	6	2.9%
Duct Cleaning	81,957	267	206	558	129	62.6%	60	29.1%	17	8.3%
Schools - General Interest Furniture - Outdoor	60,793 32,257	353 588	206 205	558 561	148 122	71.8% 59.5%	52 48	25.2% 23.4%	6 35	2.9% 17.1%
Auto Perform, Race & Sport Equipment	32,237	574	203	562	111	54.4%	91		33	1.0%
Theaters	11,348	1,109	203	563	121	59.6%	74	36.5%	8	3.9%
Mobile Apps	7,111	1,390	203	563	92	45.3%	87	42.9%	24	11.8%
Mobile Telephone Equipment & Supplies	10,538	1,154	200	565	98	49.0%	86	43.0%	16	8.0%
Holding Companies	10,463	1,161	200	565	127	63.5%	70	35.0%	3	1.5%
Bathroom Remodeling	70,083	307 525	198		131	66.2%	63 64		4	2.0%
Medical - Dental Discount Plans Marble & Granite Installation, Stonework Fabrication	37,117 47,144	525 440	198 196	567 569	128 104	64.6% 53.1%	82	32.3% 41.8%	10	3.0% 5.1%
Art Galleries, Dealers & Consultants	42,473	474	195	570	110	56.4%	78	40.0%	7	3.6%
Wedding Consultants	29,251	617	195	570	106	54.4%	78	40.0%	11	5.6%
Barbers	27,684	640	195	570	125	64.1%	68		2	1.0%
Health Resorts	19,164	822	195	570	99	50.8%	90		6	3.1%
Incorporating Companies	51,427	420	194	574 575	155	79.9%	38 42	19.6%	1	0.5%
Plumbing Fixtures, Parts, Supplies - Retail Importers	40,558 26,800	492 657	193 192		146 152	75.6% 79.2%	38	21.8% 19.8%	2	2.6% 1.0%
Heating Equipment	17,710	868	192	576	91	47.4%	43	22.4%	58	30.2%
Ribbons	2,083	2,300	192		189	98.4%	3	1.6%	0	0.0%
Medical Alarms	56,677	382	191	579	174	91.1%	16	8.4%	1	0.5%
Funeral Related Services	53,810	404	191	579	121	63.4%	60	31.4%	10	5.2%
Antiques - Dealers	50,848 9,541	424 1,223	191 191	579 579	112 171	58.6% 89.5%	72 15	37.7% 7.9%	7	3.7% 2.6%
Cosmetics - Wholesale & Manufacturers Mortgage Lender	77,554	1,223 285	191		1/1	89.5% 87.4%	23		5	0.5%
Woodworking	33.182	571	189		72	38.1%	94	49.7%	23	12.2%
Entertainment Bureaus	16,468	899	189	584	123	65.1%	64	33.9%	2	1.1%
Sweepstakes	40,535	493	188		85	45.2%	42	22.3%	61	32.4%
Computers - Disaster Recovery	39,072	506	188	586	101	53.7%	84	44.7%	3	1.6%
Night Clubs Casinos	23,265	725 920	188 188	586 586	90 153	47.9% 81.4%	95 35	50.5% 18.6%	3	1.6% 0.0%
Airport Transportation	15,541 13,930	920	188		153	79.8%	35	18.6%	1	0.5%
Image & Graphics Printing	12,557	1,043	188	586 586	85	45.2%	96	51.1%	7	3.7%
Pressure Washing	64,050	335	187	592	108	57.8%	69	36.9%	10	5.3%
Paralegals	40,656	489	186	593	102	54.8%	82	44.1%	2	1.1%
Mens Clothing & Furnishings - Retail	32,609	578	186	593	106	57.0%	73	39.2%	7	3.8%
Medical Service Organizations	24,875 3,373	700 1,939	186 185	593 596	136 176	73.1% 95.1%	49	26.3% 4.3%	1	0.5%
Canvas Goods Vending Machines	42,048	478	184	597	120	65.2%	51	27.7%	13	7.1%
Employment Training	41,177	483	184	597	90	48.9%	79	42.9%	15	8.2%
Physicians & Surgeons - Dermatology	28,708	628	184		146	79.3%	38		0	0.0%
Telephone & Television Cable Contractors	18,090	851	184		149	81.0%	24	13.0%	11	6.0%
Dressmakers	6,786	1,419	184	597	107	58.2%	76	41.3%	1	0.5%
Attorneys & Lawyers - Bankruptcy Identity Theft Protection & Prevention Services	72,438 37,807	299 516	183 183	602 602	142 160	77.6% 87.4%	40	21.9% 12.6%	1	0.5%
Auto Lube & Oil - Mobile	9,567	1,221	183	602	128	69.9%	55		0	0.0%
Chimney Builders & Repair	62,034	347	182	605	90	49.5%	85	46.7%	7	3.8%
Furniture Designers & Custom Builders	30,919	600	182	605	114	62.6%	63	34.6%	5	2.7%
Real Estate Appraisers	66,878	318	181	607	126	69.6%	48	26.5%	7	3.9%
Gift Baskets & Parcels	26,418	670	181	607	107	59.1%	69		5	2.8%
Mailing Lists Candles - Retail	24,958 15,829	695 910	181 181	607 607	152 96	84.0% 53.0%	25 79	13.8% 43.6%	4	2.2% 3.3%
Coaching - Business	41,226	482	180	611	147	81.7%	79	16.1%	4	2.2%
Battery Supplies	22,548	741	180	611	105	58.3%	67	37.2%	8	4.4%
Sports & Recreation	5,793	1,533	179	613	103	57.5%	68	38.0%	8	4.5%
Bookkeeping Service	80,492	274	178		106	59.6%	64		8	4.5%
Industrial Equipment & Supplies	44,554	460	178	614	136	76.4%	37		5	2.8%
Electric Equipment - Service & Repair Government Grant Services	24,323 19,202	709 820	178 177	614 617	133 92	74.7% 52.0%	40 62	22.5% 35.0%	5 23	2.8% 13.0%
Charity - Local	90.557	237	177	618	146	52.0% 83.0%	30		0	0.0%
Investment Securities	80,389	276	176	618	139	79.0%	35		2	1.1%
Estates - Appraisals, Sales & Auctions	30,066	613	176	618	103	58.5%	71	40.3%		1.1%
Water Treatment Equipment, Service & Supplies	39,181	503	175	621	126	72.0%	31	17.7%	18	10.3%
Upholstery & Carpet Cleaning	26,545	665	175	621	84	48.0%	80	45.7%	11	6.3%
Recycling - Computers & Other Electronics	14,923	948	175	621	120	68.6%	50	28.6%	5	2.9%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Diabetes Services & Supplies	10,895	1,134	175	621	75	42.9%	16	9.1%	84	48.0%
Transportation Consultants Psychics	30,656 21,388	603 765	174 174	625 625	115 102	66.1% 58.6%	58 65	33.3% 37.4%	1 7	0.6% 4.0%
Tire Retread & Repair	19,609	808	173	627	107	61.8%	65	37.4%	1	0.6%
Emergency Disaster Preparedness Equipment & Supplies	9,669	1,216	173	627	43	24.9%	27		103	59.5%
Real Estate Investors	80,593	273	171	629	83	48.5%	82	48.0%	6	3.5%
Screen Printing	39,062 35,808	507 541	170	630 630	78 112	45.9%	88 55	51.8%	4	2.4%
Marine Sales & Service Dental Service Plans	35,808 28,986	623	170 170	630	112	65.9% 87.1%	55 21		3	1.8% 0.6%
Saws	20,953	777	170	630	126	74.1%	44		0	0.0%
Eyeglass Suppliers	11,260	1,116	170	630	120	70.6%	43	25.3%	7	4.1%
Patio & Deck Builders	67,020	317	168	635	94	56.0%	65	38.7%	9	5.4%
Hardwood Floor Contractors	87,527	248	167	636	99	59.3%	60	35.9%	8	4.8%
Office Furniture & Equipment	62,413	345	167	636	101	60.5%	64		2	1.2%
Search Engine Optimization Services Water & Sewer Line Protection	17,434 40.819	879 484	167 166	636 639	110 165	65.9% 99.4%	48	28.7% 0.6%	9	5.4% 0.0%
Shopping Service - Personal	10,421	1,165	166	639	116	69.9%	46	27.7%	4	2.4%
Food Products	35,036	551	165	641	101	61.2%	58	35.2%	6	3.6%
Insurance - Travel	20,140	796	165	641	159	96.4%	5	3.0%	1	0.6%
Excavating Contractors	194,359	112	164	643	84	51.2%	75	45.7%	5	3.0%
Property Management - Industrial & Commercial	21,201	772	164	643	112	68.3%	45	27.4%	7	4.3%
Furniture Repair & Refinish Sightseeing Tours	41,849 28,554	479 630	163 163	645 645	105	64.4% 60.7%	52 62	31.9% 38.0%	6	3.7% 1.2%
Compact Discs, Tapes & Records - Retail	28,554 19,725	806	163	645	99	55.2%	64		9	5.5%
Laundries	8,592	1,275	163	645	80	49.1%	79	48.5%	4	2.5%
Dining Club Plans	2,063	2,311	163	645	159	97.5%	4		0	0.0%
Tutoring	81,637	270	162	650	108	66.7%	46		8	4.9%
Hair Replacement	28,415	632	162	650	133	82.1%	27	16.7%	2	1.2%
Massage Therapeutic Auto Service - Specialty Parts	14,491 14,116	968 982	162 162	650 650	102 115	63.0% 71.0%	51 47	31.5% 29.0%	9	5.6% 0.0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	60,261	358	161	654	107	66.5%	46		8	5.0%
Physicians & Surgeons - Weight Reduction	29,563	614	161	654	130	80.7%	30	18.6%	1	0.6%
Book, Compact Disc, & DVD Clubs	5,846	1,525	161	654	144	89.4%	12	7.5%	5	3.1%
Fabric Shops	20,885	779	160	657	136	85.0%	20	12.5%	4	2.5%
Party Supplies - Renting	19,169	821	160	657	91	56.9%	63	39.4%	6	3.8%
Candy & Confectionery - Wholesale & Manufacturers	11,601	1,090	160	657 657	50 125	31.3%	110	68.8% 19.4%	0	0.0%
Physicians & Surgeons - Radiology Consultants - Automobile Purchase	11,460	1,099 2,223	160 160	657	125	78.1% 69.4%	31 48	30.0%	1	2.5% 0.6%
Home Centers	2,296 15,768	912	159	662	112	70.4%	47	29.6%	0	0.0%
Childrens & Family Entertainment	10,465	1,160	159	662	119	74.8%	38	23.9%	2	1.3%
General Merchandise - Wholesale	21,939	756	156	664	59	37.8%	58		39	25.0%
Pharmaceutical Products - Wholesale & Manufacturing	21,488	763	155	665	115	74.2%	37	23.9%	3	1.9%
Legal Services Plans Auto & Truck Brokers	60,332 51,326	356 421	154 153	666 667	101 116	65.6% 75.8%	47 35	30.5% 22.9%	6	3.9% 1.3%
Payroll Service	50,267	421	153	667	132	75.6% 86.3%	20		1	0.7%
Party Plans - In-Home	13,371	1,019	153	667	49	32.0%	5	3.3%	99	64.7%
Designers - Apparel	9,609	1,219	153	667	71	46.4%	79	51.6%	3	2.0%
Booths - Toll, Parking	4,380	1,721	153	667	148	96.7%	4	2.6%	1	0.7%
Appraisers	31,549	595	152	672 672	84	55.3%	67	44.1%	1	0.7%
Alterations - Clothing Funeral Directors	23,270 61,125	724 350	152 151	672	84 116	55.3% 76.8%	64	42.1% 21.9%	4	2.6% 1.3%
Landscape Architects	54,644	398	151	674	91	60.3%	55		<u> </u>	3.3%
Doors - Repair	40,394	496	151	674	106	70.2%	42	27.8%	3	2.0%
Genealogists	10,030	1,185	151	674	150	99.3%	1	0.7%	0	0.0%
Automation Systems & Equipment	6,325	1,474	151	674	146	96.7%	5	3.3%	0	0.0%
Physical Therapists	46,843	444	150	679	115	76.7%	34	22.7%	1	0.7%
Rehabilitation Services Schools - Academic - Special Education	36,239 33,159	533 572	150 150	679 679	103 119	68.7% 79.3%	46 27		1	0.7% 2.7%
Cemeteries	19,111	824	150	679	106	79.7%	39	18.0% 26.0%	5	
Window Shades	31,697	592	149	683	124	83.2%	21	14.1%	4	3.3% 2.7%
Lawn Mowers - Sharpen & Repair	21,277	771	149	683	92	61.7%	52	34.9%	5	3.4%
Laser Cosmetic Services	15,063	939	149	683	80	53.7%	57		12	8.1%
Linens - Retail	14,061	984	149	683	112	75.2%	26 75		11	7.4%
Wines - Retail Trucking Transportation Brokers	11,334 54,777	1,111 396	149 148	683 688	70 69	47.0% 46.6%	75	50.3% 50.7%	4	2.7%
Septic Tanks & Systems Cleaning	54,420	401	148	688	103	69.6%	45		0	0.0%
Online Publications	3,268	1,975	148	688	121	81.8%	27	18.2%	0	0.0%
Dentist - Orthodontist	34,698	557	147	691	106	72.1%	31	21.1%	10	6.8%
Maids & Butlers Service	27,626	642	147	691	88	59.9%	48	32.7%	11	7.5%
Colifornia Advance For Posidorbiol Loro Modification (Marketon Loro F. 1	10.655			693	25	17.1%	97	66.4%	24	16 401
California Advance Fee Residential Loan Modification/Mortgage Loan Forbearance Services Computers - Training	10,655 43,549	1,147 465	146 145	693 694	25 106	73.1%	97 32		24	16.4% 4.8%
DVD sales & service	7,161	1,387	145	694	26	17.9%	101		18	12.4%
Trucking	68,119	311	144	696	79	54.9%	60		5	3.5%
Management Consultants	62,098	346	144	696	91	63.2%	44	30.6%	9	6.3%
Beauty Schools	32,338	586	144	696	108	75.0%	31	21.5%	5	3.5%
Adult & Continuing Education	22,405	746	144	696	106	73.6%	37		1	0.7%
Computers - Multimedia	17,438	877	144	696	125	86.8%	17	11.8%	2	1.4%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Coupon Services	12,441	1,047	144	696	100	69.4%	38	26.4%	6	4.2%
Screening - Background & Employment Animal Carcass Removal	27,122 1,953	2,351	143 143	702 702	122 129	85.3% 90.2%	19 14	13.3%	2	1.4%
Energy Service Companies	34.013	2,331	143	702	125	90.2% 88.0%	15	10.6%	2	1.4%
Lawn Mowers	22,632	738	142	704	101	71.1%	34		7	4.9%
Computers - Security Equip & Systems	9,766	1,206	142	704	124	87.3%	16	11.3%	2	1.4%
Cabinet Manufacturer	64,487	331	141		90	63.8%	48		3	2.1%
Recreational Vehicles - Equipment, Parts, Supplies	20,311	793	141	707	84	59.6%	56	39.7%	1	0.7%
Carports Vehicle Transport Services	18,513 13,414	842 1,017	141 141	707 707	112 64	79.4% 45.4%	29 75		0	0.0%
Mobile Telephone Service	8,789	1,017	141		86	61.0%	47		2 8	5.7%
Spas & Hot Tubs - Service & Repair	18,550	840	140	712	82	58.6%	55		3	2.1%
Sporting Goods - Wholesale & Manufacturers	9,853	1,195	140	712	95	67.9%	44	31.4%	1	0.7%
Buildings - Pre - Cut, Prefab & Modular - Dealers	36,584	529	139	714	106	76.3%	30		3	2.2%
Grocery - Bulk Food Stores	26,889	654	139	714	84	60.4%	53		2	1.4%
Legal Clinics Furniture - Wholesale	19,276	818	139		111	79.9%	27		1	0.7%
	18,940	831 625			95 99	68.3% 71.7%	36 34	25.9% 24.6%	8	
Television Stations & Broadcast Companies Farm Equipment	28,853 30,948	599	138 137	718 719	112	81.8%	23		2	3.6% 1.5%
Chemicals	18,644	836	137	719	105	76.6%	31		1	0.7%
Video Games - Service & Repair	15,634	917	137	719	65	47.4%	66		6	4.4%
Concrete - Stamped & Decorative	26,543	666	136	722	83	61.0%	52	38.2%	1	0.7%
Recreational Vehicles - Repair & Service	22,282	750	136	722	92	67.6%	41	30.1%	3	2.2%
Mailing Machines & Equipment	7,307	1,372	136	722 725	126	92.6%	10	7.4%	0	0.0%
Business Promotions - General	44,666 15,299	458 926	135	725 725	82 91	60.7% 67.4%	48		5	3.7% 0.7%
Title Loans Trade Shows, Expositions & Fairs	15,299	1,062	135	725	91 82	60.7%	43		1	3.7%
Motivational & Self Improvement Training	20,021	798	134	728	87	64.9%	43	32.1%	4	3.0%
Vacuum Cleaners - Service & Repair	19,708	807	134	728	92	68.7%	33	24.6%	9	6.7%
Playground Equipment	12,892	1,031	134	728	95	70.9%	38	28.4%	1	0.7%
Dental Equipment - Repair & Refinish	3,330	1,958	134		83	61.9%	51	38.1%	0	0.0%
Maternity Clothes	2,627	2,123	134		60	44.8%	73	54.5%	1	0.7%
Telecommunication Equipment & Systems Service & Repair Gift Certificates/Cards	12,956 9.853	1,029	133 133	733 733	103 91	77.4%	21 35	15.8%	9	6.8% 5.3%
Hair Products and Equipment	8,616	1,195 1,273	133	733	72	68.4% 54.1%	52		,	6.8%
Connectors - Electric	5,889	1,519	133	733	122	91.7%	11		0	
Air conditioning & Heating Contractors - Commercial	40,720	486	132		100	75.8%	26		6	
Energy Management & Conservation Consultant	38,337	509	132	737	71	53.8%	56	42.4%	5	3.8%
Answering Services	34,782	554	132	737	123	93.2%	7	5.3%	2	1.5%
Immigration & Naturalization Consultants	19,833	803	132	737	66	50.0%	62		4	3.0%
Laundries - Self Service Shoes - Custom Made	8,565	1,276 1,468	132 132		55 76	41.7%	68 53		9	6.8%
Bathtubs & Sinks - Repair & Refinish	6,379 55,868	391	132	743	76	57.6% 60.3%	45	40.2% 34.4%	3	2.3% 5.3%
Baseball Cards & Sports Memorabilia	18,186	848	131	743	76	58.0%	51	38.9%	4	3.1%
Waste Reduction, Recycle Service - Industrial	14,798	952	131	743	91	69.5%	26		14	10.7%
Electronic Mail Service	4,393	1,716	131		20	15.3%	111	84.7%	0	0.0%
Surplus & Salvage Merchandise	45,603	449	129		76	58.9%	50		3	2.3%
Dance Companies	18,009	853	129	747	70	54.3%	50	38.8%	9	7.0%
Banquet Facilities	30,173 25,590	611 680	128 128	749 749	70 91	54.7% 71.1%	53 35		5	3.9% 1.6%
Bed & Breakfast Auto Parts & Supplies - Custom Wheels/Rims	25,590 11,476	1,098	128	749	61	71.1% 47.7%	66		2	0.8%
Air Conditioning Systems - Cleaning	10,975	1,127	128	749	58	45.3%	63	49.2%	7	5.5%
Airlines - Ticket Agencies	13,794	994	127	753	89	70.1%	31	24.4%	7	5.5%
Nursing Homes	74,360	294	126	754	99	78.6%	27		0	0.0%
Travel & Moving Services	19,045	826	126	754	86	68.3%	39		1	0.8%
Party Planning	26,533	667	125	756	60	48.0%	61		4	3.2%
Condominiums	22,770	732	125	756	82	65.6%	34		9	7.2%
Stoves - Wood, Coal Posters	22,690 7.334	736 1,368	125 125	756 756	81 51	64.8% 40.8%	40 72	32.0% 57.6%	4	3.2% 1.6%
Appliances - Small - Supplies & Parts	6,330	1,300	125	756	101	80.8%	24		2	0.0%
Leather Goods - Dealers	5,520	1,558	125		93	74.4%	28		4	
Blankets	1,166	2,744	125		39	31.2%	25		61	48.8%
Physicians & Surgeons - Orthopedic Surgery	25,589	681	124	763	99	79.8%	25	20.2%	0	0.0%
Liquor Stores	22,483	744	124		82	66.1%	39	31.5%	3	2.4%
Auto Inspection Stations	17,964	856	124		77	62.1%	47		0	0.0%
Home Accessories	12,352	1,055	124		71	57.3%	45		8	0.5
Swimwear & Accessories Automobile Dealers - Imported Cars	10,707 7,958	1,142 1,317	124 124	763 763	92 96	74.2% 77.4%	28 28	22.6% 22.6%	4	3.2% 0.0%
Traffic & Parking Consultants	6,868	1,412	124	763	118	95.2%	5	4.0%	1	0.8%
Photographic Equipment & Supplies - Wholesale & Manufacturing	2,412	2,188	124	763	103	83.1%	18	14.5%	3	2.4%
Accountants	77,565	284	123	771	70	56.9%	48	39.0%	5	4.1%
Funeral Homes	35,075	550	123	771	87	70.7%	36		0	0.0%
Auto Dealers - Antique & Classic	28,792	627	123	771	84	68.3%	37	30.1%	2	1.6%
Sewing Machines - Dealers Penny Auctions	21,761	760	123	771	92	74.8%	29		2	1.6%
	12,391	1,052	123	771	70	56.9%	48	39.0%	5	4.1%
	7 110	1 201	100	77.	22	74.00/		25.00	•	
Penny Auctions Toys - Wholesale & Manufacturers Newspaper Distributors	7,110 3,486	1,391 1,913	123 123	771 771	92 110	74.8% 89.4%	31 13	25.2% 10.6%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Printing Supplies	23,715	716	122	778 778	46	37.7%	69	56.6%	7	5.7%
Tools - Hand Copy & Duplicating Service	10,724 37,829	1,140 515	122 121	7/8	105 60	86.1% 49.6%	17 54	13.9% 44.6%	7	0.0% 5.8%
Recreational Vehicles - Rent & Lease	11,226	1,119	121	781	62	51.2%	54	44.6%	5	4.1%
Generators - Electric	25,288	691	120		106	88.3%	13	10.8%	1	0.8%
Furniture - Used	17,993	855	120		62	51.7%	48	40.0%	10	8.3%
Magazine Sales by Mail	8,182	1,304	120	783	70	58.3%	28		22	18.3%
Draperies & Curtains - Retail & Custom	33,472	568	119	786 786	91 80	76.5%	25 38	21.0%	3	2.5%
Solar Energy Equipment & Systems Manufacturing & Distribution Cleaning Supplies	26,189 25,366	672 689	119 119	786	75	67.2% 63.0%	38 43	31.9% 36.1%	1	0.8%
Video Tapes & Discs - Dealers	15,364	924	119		63	52.9%	46		10	
Employee Benefit Plans	11,371	1,106	119		114	95.8%	4	3,4%	1	0.8%
Leather Clothing - Retail	10,621	1,150	119	786	81	68.1%	34	28.6%	4	3.4%
Physicians & Surgeons - Ophthalmology	27,288	645	118	792	102	86.4%	15	12.7%	1	0.8%
Legal Document Assistance	24,637	702	118	792	76	64.4%	37	31.4%	5	4.2%
Yacht Charter Broker	21,125	775	118		89	75.4%	28		1	0.8%
Data Communications Equipment & Systems	17,084	883	117		97 45	82.9% 38.5%	18 54	15.4% 46.2%		1.7%
Religious Goods Mail Box Rental & Receiving	10,009 8,805	1,187 1,260	117 117	795 795	45 78	66.7%	36		18	15.4% 2.6%
Contractor - Electrical	47,302	439	116	798	54	46.6%	53	45.7%	9	7.8%
Jewelry Designers	26,730	660	116		62	53.4%	49		5	4.3%
Golf Carts	18,875	833	116		78	67.2%	38		0	0.0%
Hunting & Fishing Services	17,773	865	116	798	64	55.2%	50	43.1%	2	1.7%
Auto Repair & Service - Equipment & Supplies	9,150	1,243	116	798	71	61.2%	41	35.3%	4	3.4%
Loan Servicing	4,929	1,644	116	798	83	71.6%	17	14.7%	16	13.8%
Insured Property Replacement Service	3,527	1,900	116	798	116	100.0%	0	0.0%	0	0.0%
Drywall Contractors Consumers Cooperative Organizations	121,831	184 1,128	115 115	805 805	63 105	54.8%	48		4	3.5% 2.6%
Vacuum Cleaners - Wholesale & Manufacturers	10,971 2.921	2,049	115	805	105	91.3% 93.0%	6	6.1% 5.2%	3	1.7%
Water Well Drilling & Service	70,581	303	113		73	64.0%	37	32.5%	4	3.5%
Carpenters	64,760	328	114		46	40.4%	62		6	5.3%
Hats - Retail	5,761	1,537	114		56	49.1%	55	48.2%	3	2.6%
Auto Repairing - Foreign	32,363	585	113	811	101	89.4%	12	10.6%	0	0.0%
Dancing Instruction	30,348	609	113	811	70	61.9%	34	30.1%	9	8.0%
Iron Work	26,794	658	113	811	55	48.7%	55		3	2.7%
Manufactured Homes - Parks	22,585	740	113		69	61.1%	37		7	6.2%
Aquariums - Dealers	15,750	913	113		59	52.2%	54		0	0.0%
Physicians & Surgeons - OB/GYN	26,709 26,255	662 671	112 112	816	85 61	75.9%	26 33	23.2%	18	0.9% 16.1%
Schools - Home Study Radon Testing & Service	21,485	764	112	816 816	92	54.5% 82.1%	19	29.5% 17.0%	10	0.9%
Referral - Contractor	21,021	776	112		54	48.2%	51		7	6.3%
Medical Billing Services	14,527	963	112		79	70.5%	33	29.5%	0	0.0%
Seal Coating	27,367	644	111		47	42.3%	54	48.6%	10	9.0%
Marinas	19,398	813	111	821	64	57.7%	45	40.5%	2	1.8%
Floor Coverings & Installation	23,451	719	110	823	73	66.4%	28	25.5%	9	8.2%
Outlets - Stores, Factory, Mills	13,108	1,027	110		101	91.8%	9	8.2%	0	0.0%
Rental Service Stores & Yards	15,290	927	109		67	61.5%	42		0	0.0%
Auto Salvage Yards	15,115 11,513	935 1,096	109	825 825	55 86	50.5%	53 22	48.6%	1	0.9% 0.9%
Urgent Care Centers Projection Apparatus	2,493	2,165	109 109	825	107	78.9% 98.2%	22	20.2%	1	0.9%
Embroidery	26,977	651	109	829	62	57.4%	41	38.0%	5	4.6%
Fireplace Equipment - Retail	22,827	731	108	829	73	67.6%	30	27.8%	5	4.6%
Railroads	1,511	2,540	108	829	100	92.6%	8	7.4%	0	0.0%
Shirts - Custom Made	6,569	1,441	107	832	48	44.9%	54	50.5%	5	4.7%
Foundation Repair & House Leveling	54,852	395	106	833	79	74.5%	24	22.6%	3	2.8%
Dental Equipment & Supplies	23,847	715	106		79	74.5%	26		1	0.9%
Non Profit Organizations - General Membership Wedding Chapels & Ceremonies	20,732	783 870	106 106	833 833	78 63	73.6%	26 37		2	1.9% 5.7%
Water Heaters - Wholesale & Manufacturers	17,675 2,497	2,162	106	833	101	59.4% 95.3%	3/	34.9% 1.9%	9	2.8%
Home Theater	43,201	468	105	838	76	72.4%	27	25.7%	2	1.9%
Employment Service	33,021	573	105		58	55.2%	24		23	
Entertainers	18,550	840	105		58	55.2%	44		3	2.9%
Talent Listing Service	32,518	580	104	841	101	97.1%	3	2.9%	0	0.0%
Investment Management	18,004	854	104		47	45.2%	52	50.0%	5	4.8%
Health Care Management	13,724	998	104		92	88.5%	12	11.5%	0	0.0%
Attorneys & Lawyers - Bankruptcy & Taxes	25,750	679	103		97	94.2%		4.9%	1	1.0%
Trailer Sales	15,058	940	103		57	55.3%	42	40.8%	4	3.9%
Taxidermists Snow Removal Service	13,362 12,827	1,021 1,034	103 103	844 844	56 31	54.4% 30.1%	41 64	39.8% 62.1%	6	5.8% 7.8%
Hospital Consultants	7,100	1,034	103	848	65	30.1% 63.7%	37	36.3%	8	0.0%
Appliances - Major - Rent & Lease	6,691	1,429	102		64	62.7%	36		7	2.0%
Picture Restoring	3,669	1,873	102		21	20.6%	81		0	0.0%
Thrift Shops	17,765	866	101	851	68	67.3%	30	29.7%	3	3.0%
Recycling Centers	47,035	441	100	852	70	70.0%	25	25.0%	5	5.0%
Bill Paying Service	15,091	937	100	852	86	86.0%	10	10.0%	4	4.0%
Roommate Referral Service	2,851	2,063	100	852	69	69.0%	30	30.0%	1	1.0%
Kitchen Remodeling	31,916	591	99		61	61.6%	33	33.3%	5	5.1%
Telephone Equipment & Systems Service & Repair	23,011	728	99	855	63	63.6%	32	32.3%	4	4.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Window Coverings	10,881	1,135	99	855	57	57.6%	37 18	37.4%	5	5.1%
Vanity Publishers Shoes - Wholesale & Manufacturers	6,317 5,095	1,475 1,623	99	855 855	<u>77</u> 78	77.8% 78.8%	20	18.2% 20.2%	4	4.0% 1.0%
Mechanical Contractors	45,747	447	98		64	65.3%	31	31.6%	3	3.1%
Manufactured Home Dealers	27,102	649	98		77	78.6%	17		4	4.1%
Radiators - Automotive	14,959	946	98		48	49.0%	49		1	1.0%
Jewelry Repair Musical Instruments - Supplies & Accessories	14,648 13,610	957 1,006	98 98	860 860	59 64	60.2% 65.3%	37 34	37.8% 34.7%	2	2.0% 0.0%
Door-to-Door Sales - Meat	7,493	1,352	98		41	41.8%	48		9	9.2%
Solar Energy Products - Retail	25,471	688	97	866	59	60.8%	37	38.1%	1	1.0%
Engines - Supplies, Equipment & Parts	17,148	881	97		66	68.0%	27	27.8%	4	4.1%
Promotional Products	15,241	929 951	97 97		61 87	62.9%	29	29.9%	/	7.2% 0.0%
Cabin, Cottage & Chalet - Rentals Refrigerators & Freezers - Service & Repair	14,859 9,021	1,251	97		40	89.7% 41.2%	50	10.3% 51.5%	7	7.2%
Dating Service - Online	1,822	2,400	97		48	49.5%	45		4	4.1%
Publishing Consultants	14,385	974	96	872	56	58.3%	36	37.5%	4	4.2%
Merchandising Service	14,027	985	96		33	34.4%	55	57.3%	8	8.3%
Bars & Taverns Training - Video Instruction Tapes	13,626 10,267	1,004 1,176	96 96	872 872	50 45	52.1% 46.9%	41	42.7% 44.8%	5	5.2% 8.3%
Rubber Products	4,143	1,178	96		74	77.1%	22		0	0.0%
Seminars & Training - Wealth Building & Real Estate	19,747	805	95		84	88.4%	7	7.4%	4	
Boat Equipment & Supplies	14,391	973	95	877	59	62.1%	34	35.8%	2	2.1%
Boat - Charter	13,974	988	95	877	60	63.2%	34	35.8%	1	1.1%
Patio Equipment & Supplies Tak Cartridge - Refill & Sales	9,759 9,681	1,207	95 95		53 74	55.8%	40 19		2	2.1%
Ink Cartridge - Refill & Sales Parking Attendant Service	9,681 5,769	1,215 1,536	95		68	77.9% 71.6%	25	20.0% 26.3%	2	2.1% 2.1%
Accounting Services	27,127	646	94		59	62.8%	32		3	3.2%
Wheels	19,571	809	94	883	56	59.6%	38	40.4%	0	0.0%
Camps	19,555	810	94		50	53.2%	40		4	
Data Processing Service	19,484	812	94		69	73.4%	19		6	6.4%
Signs - Equipment & Supplies	6,590 3,829	1,438 1,835	94 94		94 81	100.0% 86.2%	12	0.0% 12.8%	0	0.0% 1.1%
Cleaning Compounds Career & Outplacement Counseling	47,025	442	93	889	32	34.4%	44	47.3%	17	18.3%
Office Furniture & Equipment - Rental & Leasing	24,952	697	93	889	71	76.3%	17		5	5.4%
Dry Cleaners - Self Service	2,646	2,121	93		37	39.8%	56		0	0.0%
Laboratories - Testing	33,704	566	92		61		31		0	0.0%
Podiatrists	20,634	784 928	92		70	76.1%	21		1	1.1%
Small Engine Repair Auto Driving School	15,258 13,007	1,028	92 92	892 892	64 52	69.6% 56.5%	25 32	27.2% 34.8%	8	3.3% 8.7%
Clocks - Service & Repair	11,718	1,084	92		55	59.8%	32	34.8%	5	5.4%
Sitting Services	35,090	549	91		88	96.7%	1	1.1%	2	2.2%
Garage Door Repair	22,703	735	91		57	62.6%	26		8	8.8%
Gymnastic Instruction Sales Lead Generation	21,359 19,890	767 801	91 91		57 53	62.6% 58.2%	29 37	31.9% 40.7%	5	5.5% 1.1%
Physicians & Surgeons - Pediatrics	19,690	825	91		79	86.8%	11		1	1.1%
Ammunition	9,791	1,201	91		18	19.8%	73		0	0.0%
Covers - Protective	6,987	1,401	91		68	74.7%	23		0	0.0%
Building Restoration & Preservation	29,381	615	90		59	65.6%	30	33.3%	1	1.1%
Flags & Banners Luggage - Retail	11,389 11,301	1,104 1,113	90 90		56 69	62.2% 76.7%	20	36.7% 22.2%		1.1% 1.1%
Seeds & Bulbs - Retail	8,671	1,267	90	904	71	78.9%	19	21.1%	0	0.0%
Spas & Hot Tubs - Supplies & Parts	7,988	1,315	90	904	43	47.8%	44		3	3.3%
Ringtones	941	2,917	90		88	97.8%	2	2.2%	0	0.0%
Pet Foods - Wholesale & Manufacturers	23,357 19,379	720 816	89 89		56 72	62.9% 80.9%	32 12	36.0% 13.5%	1	1.1% 5.6%
Insurance - Accident & Health Video Games - Rent & Lease	19,379	900	89 89		65	73.0%	21		2	3.4%
Tailors	12,483	1,046	89	910	44	49.4%	41		4	4.5%
Youth Organizations & Centers	12,015	1,069	89	910	61	68.5%	27	30.3%	1	1.1%
Tourists Attractions	7,299 3,358	1,374	89		45	50.6%	41	46.1%	3	3.4%
Body Care Products Insurance - Property	3,358 25,569	1,943 683	89 88	910 917	34 83	38.2% 94.3%	54		1	1.1% 2.3%
Blinds	19,533	811	88		83 57	94.3% 64.8%	21		10	11.4%
Boots	16,074	904	88		65	73.9%	22	25.0%	10	1.1%
Mailing Services - Drop Shipper	11,574	1,092	88	917	76	86.4%	11	12.5%	1	1.1%
Venetian Blinds - Dealers	21,158	774	87	921	63	72.4%	22	25.3%	2	2.3%
Shoes - Orthopedic Greeting Cards - Retail	15,417 10,419	922 1,166	87 87		65 81	74.7% 93.1%	22	25.3% 5.7%	0	0.0% 1.1%
Valet Service	10,419 8,795	1,166	87 87		81 54	93.1% 62.1%	33		1	0.0%
Christmas Lights & Decorations	8,769	1,264	87		41	47.1%	46		0	0.0%
Medical Imaging Services	7,866	1,324	87	921	53	60.9%	21	24.1%	13	14.9%
Cutlery	83,959	263	86		74	86.0%	11		1	1.2%
Computer Consultant	29,236	618 893	86		46	53.5%	31 23		9	10.5%
Medical Business Administration Professional Organizations	16,688 11,122	893 1,123	86 86		62 82	72.1% 95.3%	23	26.7% 4.7%	1	1.2% 0.0%
Adult Novelties	9,535	1,123	86	927	43	50.0%	39	4.7%	4	4.7%
Sports Bar	8,596	1,274	86	927	43	50.0%	41	47.7%	2	2.3%
Clocks - Dealers	6,684	1,430	86	927	59	68.6%	24	27.9%	3	3.5%
Solar Energy System Design & Installation	60,745	354	85	934	69	81.2%	16	18.8%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Water Damage Restoration	26,953	653	85	934	66	77.6%	18	21.2%	1	1.2%
Trailers - Automotive Utility Communication Consultants	22,205 21,788	752 758	85 85	934 934	74 47	87.1% 55.3%	11 33	12.9% 38.8%	0	0.0% 5.9%
Bathroom Accessories	17,862	862	85	934	53	62.4%	26	30.6%	5	7.1%
Grant - Scholarship - Financial Aid Finder Service	12,077	1,064	85	934	27	31.8%	43		15	17.6%
Water Supply Systems	6,680	1,431	85		66	77.6%	18		1	1.2%
Appliances - Small - Wholesale & Manufacturers	3,302	1,963	85		77	90.6%	6		2	2.4%
Lumber - Retail	34,278	562	84		61	72.6%	20		3	3.6%
Administrative Services	33,364 24,338	569 708	84 84		76 63	90.5% 75.0%	19	8.3% 22.6%	1	1.2% 2.4%
Medical Testing Companies Tool & Utility Sheds	24,338 21,193	708	84		52	75.0% 61.9%	25		2 7	8.3%
Glass - Repair	9,510	1,226	84		55	65.5%	27		,	2.4%
Food - Sales & Delivery	6,414	1,465	84		54	64.3%	28		2	2.4%
Music Instruction - Instrumental	19,965	799	83	948	49	59.0%	33	39.8%	1	1.2%
Beverages	15,960	907	83	948	42	50.6%	41	49.4%	0	0.0%
Vacuum Cleaning Systems	13,787	995	83		49	59.0%	32	38.6%	2	2.4%
Tractor Dealers Balloons - Manned	13,261 7,678	1,023	83 83		74 43	89.2%	8	9.6% 39.8%	1	1.2% 8.4%
Publishers Representatives	4,841	1,336 1,654	83		78	51.8% 94.0%	33	3.6%	7	2.4%
Schools - Academic - Pre & Kindergarten	26,067	675	82		55	67.1%	26		1	1.2%
Auto Seat Covers, Tops & Upholstery	20,402	790	82	954	48	58.5%	33	40.2%	1	1.2%
Animal Shelters	16,837	887	82		58	70.7%	24	29.3%	0	0.0%
Public Utility Consultants	10,524	1,155	82		57	69.5%	23		2	2.4%
Art Goods	9,265	1,236	82		49	59.8%	28	34.1%	5	6.1%
Music & Messaging Services Assisted Living Centers & Adult Family Homes	2,719 64,966	2,105 326	82 81		78 60	95.1% 74.1%	20	3.7% 24.7%	1	1.2%
Modeling Schools	46,098	446	81		72	88.9%	7	8.6%	2	2.5%
Refrigeration Equipment - Commercial - Sales & Service	24,517	704	81		46	56.8%	35		0	0.0%
Computers - Used	20,097	797	81		35	43.2%	42	51.9%	4	4.9%
Camping Equipment	17,877	861	81	960	64	79.0%	17	21.0%	0	0.0%
Animal Breeders	16,984	885	81		40	49.4%	36		5	6.2%
House & Building Movers	14,568	960	81		60	74.1%	17		4	4.9%
Auto Electric Service Coffee Break Service & Supplies	12,517 10,859	1,045 1,137	81 81		54 68	66.7% 84.0%	26 13	32.1% 16.0%	1	1.2%
Swimming Pools - Private	9,900	1,137	81	960	43	53.1%	34	42.0%	4	4.9%
DNA Testing	9,082	1,247	81		79	97.5%	2	2.5%	0	0.0%
Warehouses - Merchandise	7,174	1,385	81		51	63.0%	23	28.4%	7	8.6%
Truck Equipment & Parts	25,573	682	80		63	78.8%	17		0	0.0%
Estate Liquidators	13,970	989	80		44	55.0%	36		0	
Catalog Showrooms	10,471	1,159	80	972	66	82.5%		8.8%	7	8.8%
Social Media Shuttle Bus	8,740 4,411	1,265 1,710	80 80		61 40	76.3% 50.0%	19 38		0	0.0% 2.5%
Spices	4,300	1,710	80		33	41.3%	47		0	
Bed Bug Removal	3,253	1,979	80		27	33.8%	43		10	
Jewelry Manufacturers	38,138	512	79	979	59	74.7%	18	22.8%	2	2.5%
Landscaping Equipment & Supplies	22,612	739	79		51	64.6%	23	29.1%	5	6.3%
Online Education	22,350	748	79		46	58.2%	11		22	
Attorneys & Lawyers - Real Estate	18,636	837	79		34	43.0%	43		2	2.5%
Meat - Wholesale Stone Setting - Interlocking Pavers	18,355 14,147	845 980	79 79		54 48	68.4% 60.8%	18 30	22.8% 38.0%	/	8.9% 1.3%
Soliciting Organizations	10,769	1,139	79		68	86.1%	30	11.4%	2	2.5%
Recreation Centers	9,582	1,220	79		53	67.1%	22	27.8%	4	5.1%
Painters - Commercial or Residential	6,912	1,409	79	979	26	32.9%	43		10	
Coffee & Tea Shops	6,258	1,481	79		61	77.2%	17		1	1.3%
Retirement & Life Care Communities & Homes	40,710	488	78		55	70.5%	22	28.2%	1	1.3%
Bathtub Refinishing	23,590	718 769	78 78		38 45	48.7%	36 29	46.2%	4	5.1% 5.1%
Coatings - Protective Comic Books	21,284 4,975	1,640	78		45 34	57.7% 43.6%	29 42	37.2% 53.8%	4	2.6%
Modeling - Advance Fee	35,777	542	77		46	59.7%	29		2	2.6%
Alcoholism Info & Treatment Centers	32,402	583	77		45	58.4%	31		1	1.3%
Fire Protection Equipment & Supplies	24,127	711	77	993	33	42.9%	44	57.1%	0	0.0%
Shower Doors & Enclosures	17,715	867	77	993	48	62.3%	25		4	J.270
Marine Equipment & Supplies	10,976	1,126	77		44	57.1%	32		1	1.3%
Concrete - Custom	10,562	1,153	77		45	58.4%	29		3	3.9%
Furniture Cleaning Fund Raising Counselors & Orgs	2,462 45,597	2,176 450	77 76		74 47	96.1% 61.8%	0	0.0% 32.9%	3	3.9% 5.3%
Attorneys Referral Service	28,951	624	76	1,000	29	38.2%	25 47	32.9% 61.8%	0	0.0%
Optical Equipment & Supplies	16,753	891	76	1,000	61	80.3%	15		0	0.0%
Grant Writers	6,466	1,454	76		12	15.8%	42		22	
Pipes & Smokers Articles	5,010	1,638	76	1,000	30	39.5%	43	56.6%	3	3.9%
Architects	80,199	277	75	1,005	29	38.7%	43	57.3%	3	4.0%
Shopping Service - Protective, Comparative	65,304	324	75		49	65.3%	21	28.0%	5	6.7%
Auto Restoration	18,954	829	75		38 44	50.7%	34		3	4.0%
Recycling Services Yoga Instruction	16,145 9,697	903 1,214	75 75		44	58.7% 58.7%	29 25	38.7% 33.3%	2	2.7% 8.0%
Infomercials	6,123	1,495	75	1,005	69	92.0%		8.0%	n	0.0%
			75		28	37.3%	46	61.3%	1	1.3%
Cocktail Lounges	4,875	1,647	7.3	1,005						

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Welding	45,376	454	74	1,013	37	50.0%	36	48.6% 9.5%	1	1.4%
Sunroom & Solarium Design & Construction	17,487 11,855	873 1,081	74 74	1,013 1,013	55 33	74.3% 44.6%	27		12 14	
Plastics - Products - Finished Wholesale & Manufacturers	11,230	1,118	74	1,013	62	83.8%	11		1	1.4%
Personal Trainers	10,088	1,182	74		50	67.6%	21		3	4.1%
Campers - Dealers	9,784	1,202	74	1,013	57	77.0%	17	23.0%	0	0.0%
Variety Stores Internet-Based Telephone Service	5,421 4,874	1,569 1,649	74 74	1,013 1,013	45 46	60.8% 62.2%	26 23	35.1% 31.1%	3	4.1% 6.8%
Computer Gaming Centers	2,844	2,067	74	1,013	40	54.1%	6		28	
Nurses Schools	25,230	692	73	1,022	50	68.5%	19	26.0%	4	5.5%
Physicians & Surgeons - Internal Medicine	14,902	949	73	1,022	45	61.6%	28		0	0.0%
Lecture & Seminar Bureaus	14,528	962 979	73 73	1,022	38 53	52.1%	18	9.6%	28	
Medical Record Service Party Facilities	14,176 5,522	1,557	73	1,022 1,022	33	72.6% 50.7%	31	24.7% 42.5%	5	2.7% 6.8%
Surveyors - Land	56,851	380	72	1,027	47	65.3%	23		2	2.8%
Construction Management	36,158	534	72	1,027	31	43.1%	39	54.2%	2	2.8%
Stucco & Exterior Coating Contractors	30,556	606	72	1,027	24	33.3%	43	59.7%	5	6.9%
Stone - Natural	26,515 20,879	668 780	72 72	1,027 1,027	34 58	47.2% 80.6%	37 14	51.4% 19.4%	1	1.4%
Buildings - Portable Schools - Private	20,879 11,667	1,087	72	1,027	54	75.0%	15		0	4.2%
Unclaimed Funds Retrieval Services	63,534	339	71	1,033	54	76.1%	8	11.3%	9	12.7%
Pet Training	32,439	581	71	1,033	48	67.6%	20	28.2%		4.2%
Cabinet Equipment & Supplies	18,797	834	71	1,033	33	46.5%	37	52.1%	1	1.4%
Fimeshare Deed and/or Title Transfer	15,878	909	71	1,033	23	32.4%	34		14	
Air Conditioning Supplies & Parts Dentist - Dental Surgery	14,964 13,232	945 1,024	71 71	1,033 1,033	51 61	71.8% 85.9%	19 10	20:070	1	1.4% 0.0%
Gun sights, Scopes & Mounts	12,432	1,024	71	1,033	50	70.4%	21		0	
Police Equipment	7,946	1,318	71	1,033	52	73.2%	19	26.8%	0	0.0%
Insurance Agents	7,199	1,383	71	1,033	60	84.5%	11	15.5%	0	0.0%
asers	6,326	1,473	71		39	54.9%	24		8	11.3%
Surveillance Equipment, Sales & Service	5,088	1,626	71		58	81.7%	13	18.3%	0	0.0%
Home Repair & Maintenance Chemists - Manufacturers	2,286 1,120	2,226 2,778	71 71	1,033 1,033	20 27	28.2% 38.0%	46	64.8% 62.0%	5	7.0% 0.0%
ogistics	18,492	844	70	1,046	34	48.6%	27	38.6%	9	12.9%
Carpet Layers	18,076	852	70	1,046	40	57.1%	28		2	2.9%
Cigar, Cigarette & Tobacco Manufacturers	1,259	2,680	70	1,046	58	82.9%	10	14.3%	2	2.570
Nanny Service	24,630	703	69		63	91.3%	4		2	2.9%
Dentistry - Cosmetic School Supplies	14,973 14,608	944 959	69 69	1,049 1,049	46 26	66.7% 37.7%	21	30.4% 53.6%	6	2.9% 8.7%
Books - Wholesale	8,277	1,298	69	1,049	42	60.9%	25		2	2.9%
Electronic Instruments	4,391	1,717	69	1,049	30	43.5%	23		16	
Retirement Planning Service	64,251	333	68	1,054	56	82.4%	9	13.2%	3	4.4%
Insurance Consultants	52,645	413	68	1,054	50	73.5%	16		2	2.9%
License Services	17,482 7,913	874 1,320	68	1,054 1,054	52 41	76.5% 60.3%	12 27	17.6% 39.7%	4	5.570
Frailers - Camping & Travel Fowers	7,913 5,121	1,320	68	1,054	21	30.9%	45		2	2.9%
Product Sales via Telephone	2,930	2,048	68		31	45.6%	15		22	
Knives - Machine	2,215	2,246	68	1,054	12	17.6%	56	82.4%	0	0.0%
Contractors - Solar Energy	26,975	652	67	1,061	32	47.8%	22	32.8%	13	
Meat Packers	19,397	814	67		38 47	56.7%	22		7	10.4%
Sod & Sodding Service Art Supplies	18,220 13,491	847 1,012	67 67	1,061 1,061	47	70.1% 65.7%	19	28.4% 32.8%	1	1.5% 1.5%
Audio-Visual Equipment - Supplies & Parts	3,968	1,807	67	1,061	23	34.3%	44	65.7%	0	0.0%
Swimming Pools - Maintenance	3,439	1,923	67	1,061	28	41.8%	34	50.7%	5	7.5%
Call Centers	30,586	605	66	1,067	46	69.7%	16	24.2%	4	6.1%
Educational Research	16,796	889	66	1,067	46	69.7%	18	27.3%	2	3.0%
Manufactured Homes - Repair & Service Fools - Electric	12,880 11,558	1,033 1,093	66 66	1,067 1,067	47 43	71.2%	17 22		<u>Z</u>	3.0% 1.5%
Frozen Foods - Retail	10,657	1,146		1,067	46	65.2% 69.7%	18	33.3% 27.3%	2	3.0%
Promotional Products - Wearable	10,355	1,171	66 66	1,067	33	50.0%	33		0	0.0%
Christmas Trees	7,376	1,364	66	1,067	61	92.4%	5	7.6%	0	0.0%
Go-Karts	4,496	1,699	66	1,067	56	84.8%	10	15.2%	0	0.0%
Slip Covers Sports Memorabilia	3,630 1,436	1,884 2,582	66 66	1,067 1,067	42 36	63.6% 54.5%	22	33.3% 42.4%	2	3.0% 3.0%
Pet Sitting Services	36,120	536	65	1,067	43	66.2%	19	29.2%	3	4.6%
Auto Machine Shops	14,725	956	65	1,077	39	60.0%	22		4	
Plants - Retail	6,475	1,452	65	1,077	48	73.8%	16	24.6%	1	1.5%
College Admission Counseling	4,018	1,800	65	1,077	10	15.4%	55		0	0.0%
Referral - Doctor	3,431	1,926	65	1,077	49	75.4%	16	24.6%	0	0.0%
Flowers - Preserved In-Home Care	2,760 68.045	2,093 312	65 64	1,077 1,083	24 48	36.9% 75.0%	19 16	29.2% 25.0%	22	33.8% 0.0%
Marriage, Family, Child, Individual Counselors	32,691	577	64	1,083	48	65.6%	21		1	1.6%
Telecommunication Equipment & Systems Dealers	15,179	933	64		32	50.0%	28		4	
Boat Renting & Leasing	7,835	1,329	64	1,083	31	48.4%	24	37.5%	9	14.1%
	7,692	1,335	64	1,083	46	71.9%	17	26.6%	1	1.6%
Plumbing - Contractor										
Plumbing - Contractor Test Publishers Auto Smog Inspection	6,859 6,294	1,413 1,479	64 64		59 42	92.2% 65.6%	4 22	6.3% 34.4%	1	1.6% 0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Decals	3,338	1,953	64	1,083	15	23.4%	47	73.4%	2	3.1%
Towels - Cloths-Wholesale & Manufacturers Marketing - Home Based Business	968 49,036	2,890 434	64	1,083 1,093	42 31	65.6% 49.2%	22	34.4% 50.8%	0	0.0%
Diamonds	24,092	713	63	1,093	49	77.8%	13	20.6%	1	1.6%
Stock & Bond Brokers	16,679	895	63		46	73.0%	15	23.8%	2	3.2%
Mental Health Services	30,104	612	62	1,096	50	80.6%	12	19.4%	0	0.0%
Trucking - Light Hauling	16,822	888	62	1,096	22	35.5%	38	61.3%	2	3.2%
Dentistry - Children	16,148	902	62	1,096	52	83.9%	10	16.1%	0	0.0%
Animals - Nuisance Control - Trapping Boat Builders	15,201 11,982	932 1,072	62 62		51 40	82.3% 64.5%	9	14.5% 33.9%	2	3.2% 1.6%
Carpet & Rug Dealers - Used	11,982	1,072	62		40	79.0%	12		<u>1</u>	1.6%
Wallpapers & Wallcoverings - Retail	8,559	1,277	62		21	33.9%	41	66.1%	0	
Videographers	4,675	1,675	62		21	33.9%	36	58.1%	5	8.1%
Telephone Solicitation Companies	3,507	1,906	62		35	56.5%	14	22.6%	13	
Computers - Furniture	2,186	2,256	62		55	88.7%	7	11.3%	0	0.0%
Machine Shops	57,511	377	61		32	52.5%	28		1	1.6% 4.9%
Mold & Mildew Inspection/Removal/Remediation	43,826	464 587	61		31 37	50.8% 60.7%	27 20	44.3%	3	
Demolition Contractors Candy & Confectionery - Retail	32,306 14,527	963	61 61	1,106	44	72.1%	16	32.8% 26.2%	1	6.6% 1.6%
Sauna Equipment & Supplies	9,919	1,191	61	1,106	17	27.9%	37	60.7%	7	11.5%
Baby Carriages & Strollers	9,733	1,210	61		44	72.1%	17	27.9%	0	0.0%
Advertising - Periodical	9,250	1,239	61	1,106	17	27.9%	41	67.2%	3	4.9%
Bathroom Remodeling - Walk-In Tubs	7,988	1,315	61		57	93.4%	3	4.9%	1	1.6%
Cigars and Cigar Accessories	2,839	2,068	61		29	47.5%	32	52.5%	0	0.0%
Drug Abuse & Addiction - Info & Treatment	41,511	480	60		44 25	73.3%	14	23.3%		3.3%
Business Brokers Farms	34,741 20,951	556 778	60 60		25 27	41.7% 45.0%	30 31	50.0% 51.7%	5	8.3% 3.3%
Sales & Order Books	5,235	1,598	60	1,115	51	85.0%	7	11.7%	2	3.3%
Sky Diving	3,149	1,991	60		20	33.3%	9	15.0%	31	
Driveway Installation, Paving & Repair	2,258	2,234	60	1,115	17	28.3%	36	60.0%	7	11.7%
Financing Consultants	27,867	638	59		32	54.2%	16	27.1%	11	
Pet Training - Dog	19,794	804	59		33	55.9%	25	42.4%	1	1.7%
Psychiatrists & Psychiatric Services News Publications - Trade, Association	17,944 15,079	857 938	59 59	1,121	43 37	72.9%	14 22	23.7%	2	3.4% 0.0%
Driving Proficiency Test Service	13,634	1,003	59		43	62.7% 72.9%	16	37.3% 27.1%	0	0.0%
House Furnishings & Services	9,022	1,250	59		26	44.1%	33	55.9%	0	
Food ServiceManagement	5,971	1,511	59		44	74.6%	12	20.3%	3	5.1%
Genealogy Services	4,658	1,677	59	1,121	54	91.5%	4	6.8%	1	1.7%
Soaps & Detergents	4,632	1,683	59	1,121	34	57.6%	16	27.1%	9	
Online Payments	2,994	2,036	59		52	88.1%	0	0.0%	7	11.9%
School Information	2,734 58,655	2,100 367	59 58		49 42	83.1%	9	15.3%	1	1.7% 1.7%
Estate Planning & Management Buildings - Pole & Post Frame	24,698	701	58		37	72.4% 63.8%	21	25.9% 36.2%	1	0.0%
Marble - Natural	20,329	792	58	1,132	40	69.0%	17	29.3%	1	1.7%
Pet Boarding - Dogs	18,896	832	58		41	70.7%	15	25.9%	2	3,4%
Artificial Turf	16,776	890	58	1,132	32	55.2%	24	41.4%	2	3.4%
Safety Equipment & Clothing	13,680	999	58	1,132	39	67.2%	19	32.8%	0	0.0%
Sports Promoters & Managers	10,619	1,151	58 58	1,132	40	69.0%	16	27.6%	2	3.4%
Audio-Visual Production Services Campers - Wholesale & Manufacturers	10,407 6,077	1,167 1,498	58		37 43	63.8% 74.1%	18 14	31.0% 24.1%	3	5.2% 1.7%
Utility Submetering & Billing	5,254	1,498	58	1,132	42	74.1%	16	24.1%	0	0.0%
Tax Reporting Service	5,211	1,605	58		21	36.2%	35	60.3%	2	3.4%
Debt Repayment Plan	5,075	1,630	58	1,132	51	87.9%	7	12.1%	0	0.0%
Trust Companies	19,390	815	57		54	94.7%	2	3.5%	1	1.8%
Hazardous & Medical Waste Services	11,764	1,083	57		40	70.2%	17	29.8%	0	0.0%
Meat - Bulk & Itinerant	9,702	1,213	57		22	38.6%	34	59.6%	1	
Glassware - Wholesale & Manufacturers Sewing Machines - Service & Repair	4,808 4,162	1,657	57 57		29 46	50.9% 80.7%	28 11	49.1% 19.3%	0	0.0%
Sandwiches	2,934	1,774 2,047	57		35	80.7% 61.4%	21	19.3% 36.8%	1	1.8%
Wehhing	2,087	2,295	57	1,144	25	43.9%	29	50.9%	3	5.3%
Photographs - Stock	2,084	2,299	57		50	87.7%	6	10.5%	1	
Environmental & Ecological Services	53,338	409	56		40	71.4%	15	26.8%	1	1.8%
Log Cabins, Homes & Buildings	30,658	602	56	1,152	31	55.4%	19	33.9%	6	10.7%
Paint - Retail	18,141	850	56		28	50.0%	17	30.4%	11	
Real Estate - Commercial	12,669	1,039	56		42	75.0%	14	25.0%	0	0.0%
Motor Homes	11,399	1,102	56		47 48	83.9%	8	14.3% 10.7%	1	1.0 70
Eviction Service Chairs - Wholesale & Manufacturers	8,433 3,128	1,286 2,003	56 56	1,152 1,152	37	85.7% 66.1%	19	33.9%	2	3.6% 0.0%
Garbage Disposals - Household	2,164	2,266	56 56	1,152	22	39.3%	33	58.9%	1	
Home Owners Associations	1,758	2,424	56		47	83.9%	9	16.1%	0	0.0%
Pen Pal Lists	661	3,157	56	1,152	30	53.6%	26	46.4%	0	0.0%
Jewelry Buyers	34,835	553	55		40	72.7%	14	25.5%	1	1.8%
Sales Organizations	17,839	864	55 55	1,162	26	47.3%	25	45.5%	4	7.3%
Commercial Roofing Archery Equipment & Supplies	15,005 11,666	943 1.088	55		37 35	67.3% 63.6%	16 19	29.1%	2	3.6% 1.8%
Snowmobiles	4,873	1,088	55	1,162	35 45	81.8%	19	34.5% 16.4%	1	1.8%
	4,036	1,794	55		41	74.5%	13	23.6%	1	1.8%
Coffee Brewing Devices										

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Solar Energy Products Service & Repair	23,280	721	54	1,169	42	77.8%	12	22.2%	0	0.0%
Liquidators Roofing Service Consultants	19,864 18,346	802 846	54 54	1,169 1,169	26 37	48.1% 68.5%	27 16	50.0% 29.6%	1	1.9% 1.9%
Barbecue Equipment & Supplies	13,423	1,015	54		32	59.3%	21	38.9%	1	1.9%
Trailers - Rent & Lease	11,516	1,095	54		29	53.7%	21		4	7.4%
Auto Air Conditioning	11,300	1,114	54		35	64.8%	17	31.5%	2	3.7%
X-Ray Labs - Medical & Dental Notaries Public	8,211 6,415	1,302 1,464	54 54	1,169 1,169	39 27	72.2% 50.0%	13 27	24.1% 50.0%	2	3.7% 0.0%
Attorneys & Lawyers - Consumer Fraud	3,347	1,948	54		41		13	24.1%	0	0.0%
Display Fixtures & Materials	3,181	1,987	54	1,169	48	88.9%	5	9.3%	1	1.9%
Laundry Equipment	2,989	2,037	54		32	59.3%	18	33.3%	4	7.4%
Hosiery - Retail	2,513 1,731	2,153	54 54		47 11		7	13.0% 79.6%	0	0.0%
Parking Stations & Garages - Construction Tourist Information	20,427	2,431 789	54		26	20.4%	43 15		12	
Windows & Doors - Installation & Service	18,684	835	53	1,182	35	66.0%	15		3	5.7%
Industrial Manufacturers	17,860	863	53	1,182	44	83.0%	9	17.0%	0	0.0%
Screen Enclosures	15,804	911	53		38	71.7%	14	26.4%	1	1.9%
Recruitment Services Garden Centers	14,332 13,764	975 996	53 53	1,182 1,182	33 29	62.3% 54.7%	7 21	13.2% 39.6%	13	24.5% 5.7%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	12,652	1,040	53				21	17.0%	3	0.0%
Computers - Network Security	10,114	1,181	53		32	60.4%	14		7	13.2%
Truck accessories	8,917	1,256	53		41		12	22.6%	0	0.0%
Construction Equipment Sales / Services	7,874	1,321	53	1,182	24	45.3%	28	52.8%	1	1.9%
Charity - Human Services (i.e. assistance to individuals & families)	7,059	1,396	53		39		14		0	0.0%
Autograph Dealers Routique Items - Wholesale & Manufacturers	6,210 1,506	1,485 2,544	53 53	1,182 1,182	11 11	20.8% 20.8%	39 35	73.6% 66.0%	3	5.7% 13.2%
Boutique Items - Wholesale & Manufacturers Trucking - Heavy Hauling	37,735	2,544 517	52		26		25		7	1.9%
Screens - Door & Window	28,828	626	52	1,195	37		15	28.8%	0	0.0%
Jewelers - Wholesale	22,371	747	52	1,195	25	48.1%	27	51.9%	0	0.0%
Animal Rescue Relocation	10,459	1,162	52		36	69.2%	14		2	3.8%
Adjusters - Public	9,921	1,190	52		50	96.2%	2	3.8%	0	0.0%
Heating Equipment & Systems Cleaning & Repair Carpet & Rug Distributors & Manufacturers	9,869 9,323	1,193 1,232	52 52	1,195 1,195	32 45	61.5% 86.5%	16	30.8% 7.7%	4	7.7% 5.8%
Cargo & Freight Containers	9,323	1,232	52	1,195	15	28.8%	32	61.5%	5	9.6%
Television & Radio Parts - Retail	7,493	1,352	52		40	76.9%	10		2	3.8%
Hydraulic Equipment & Supplies	6,727	1,426	52		38	73.1%	14	26.9%	0	0.0%
Locksmiths Equipment & Supplies	5,356	1,581	52	1,195	20	38.5%	24		8	15.4%
Wineries Paralle	5,347 3,293	1,585 1,965	52 52	1,195	27 21	51.9%	23 26	44.2%	2	3.8%
Outboard Motors - Repair Glass Coating & Tinting	22,048	755	52		21	40.4% 45.1%	20	50.0% 52.9%	3	9.6%
Storm Windows & Doors	17,443	875	51		34	66.7%	12		5	9.8%
Deck Cleaning & Sealing	11,313	1,112	51		32		19		0	0.0%
Lights Bulbs & Tubes	10,699	1,143	51		34	66.7%	17	33.3%	0	0.0%
Topsoil	8,184	1,303	51 51		41		10	19.6% 7.8%	0	0.0%
Weed Control Service Check Verification & Recovery Service	6,400 5,996	1,466 1,507	51		47		4	7.8% 3.9%	0	0.0%
Child Support Enforcement	5,045	1,634	51		51		0	0.0%	0	0.0%
Scrapbooking	4,237	1,753	51		35	68.6%	15	29.4%	1	2.0%
Monograms	1,811	2,408	51	1,208	15	29.4%	36	70.6%	0	0.0%
Concrete Products	18,563	839	50		33	66.0%	17	34.070	0	0.0%
Public Relations Counselors Radio Communication Equipment & Systems	18,165 12,235	849 1,060	50 50		28 38	56.0% 76.0%	21 10	42.0% 20.0%	1	2.0% 4.0%
Process Servers	10,025	1,186	50		24	48.0%	23	46.0%	3	6.0%
Tanning Salons Equipment & Supplies	7,871	1,322	50		24	48.0%	25	50.0%	1	2.0%
Perfume - Wholesale & Manufacturers	7,699	1,334	50		26	52.0%	15	30.0%	9	18.0%
Swimming Instruction	6,751	1,423	50		31		15	30.0%	4	8.0%
Musical Instruments - Repair	5,872	1,522	50	1,218	13		36		1	2.0%
Costume Fabrics, Trim & Accessories Hair Weaving	5,809 3,748	1,530 1,853	50	1,218 1,218	38 25	76.0% 50.0%	11 25	22.0% 50.0%	1	2.0%
Awards - Production & Engraving	3,405	1,929	50 50	1,218	10	20.0%	40	80.0%	0	0.0%
Range Hoods & Canopies	2,037	2,321	50	1,218	38		8		4	8.0%
Pillows	63,636	338	49		44		5	10.2%	0	0.0%
Restaurant Equipment - Repair & Service	28,357	633	49		28	57.1%	20	40.8%	1	2.0%
Gutter Cleaning	14,779 9.131	953 1,245	49 49		36 16	73.5% 32.7%	13	26.5% 67.3%	0	0.0%
Electric Equipment & Supplies - Wholesale Waste Containers	7,589	1,245	49		43		55		0	
Pest Control Supplies & Equipment	7,335	1,367	49		37	75.5%	12		0	0.0%
Photographers - Aerial	7,271	1,377	49	1,230	22	44.9%	22	44.9%	5	10.2%
Ski Equipment - Retail	6,512	1,448	49	1,230	24	49.0%	22	44.9%	3	6.1%
Dental Hygienists	4,715	1,670	49		33	67.3%	15	30.6%	1	2.0%
Student Housing Pet Finding Service	3,837 2,299	1,832 2,222	49 49	1,230 1,230	30 42	61.2% 85.7%	19 5	38.8% 10.2%	0	0.0% 4.1%
Home Design & Planning	2,299	707	49		21		25		2	4.1%
Building Inspection	22,525	743	48		35		9	18.8%	4	8.3%
Closet Systems & Accessories	20,455	787	48	1,241	35	72.9%	10	20.8%	3	6.3%
Western Apparel	9,480	1,229	48		37	77.1%	10	20.8%	1	2.1%
Fruits & Vegetables - Retail	8,863	1,259	48		29	60.4%	19		0	0.0%
Auto Body Shop Equipment & Sup	8,531	1,280	48	1,241	23	47.9%	24	50.0%	1	2.1%

US BBB 2012 Statistics Sorted by Complaints

September 1982 1982 1983 1984 19	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
5 10 10 10 10 10 10 10	Brake Service Equipment	6,932	1,406	48	1,241	25	52.1%		47.9%	0	0.0%
Source Annual Agent State						25				5	
Standard Annes 1.00										1	
Scheman Annex Ference									331170	1	2.1%
1.000 2.00		3,643	1,882							1	2.1%
10 10 10 10 10 10 10 10		1,876	2,376	48	1,241	15				10	20.8%
Section Sect			2,486			5				0	0.0%
1.5 1.5										0	
Colone C										2	4.3%
Advertisor, Hesenger () 1,0 () 1,7 () 1,7 () 1,0 () 2, 2, 20,0 () 10 () 2,0 () 1, 2,0 () 1, 2,1 () 1										4	
Age of the Professor Service 1,000						28				1	
1985 1985										0	0.0%
Property 1,000							57.4%			3	6.4%
Cinco - Steen Centers				47		27	57.4%	17		3	6.4%
Photocom & Burgone Australescopers 5,221 1,464 47 1,256 29 74.56 12 27.56 0 2.07										0	0.0%
Agriculture	Clinics - Sleep Centers	6,644		47	1,256		74.5%			1	2.1%
George Halls										0	
Abstract Farily										1	
Franchister										0	
Peasemps 1 1 1 1 1 2 4 1 2 4 1 2 2 4 1 2 4 1 2 4 1 2 4 1 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 4 3 2 2 2 3 2 2 3 2 2								21		0	
John Systems & Equipment 19,914 1,131 46 1,269 34 7,198 10 2,178 2 4,378 10 1,178 2 4,378 10 1,178 2 4,378 10 1,178 2 4,378 10 1,178 2 4,378 10 1,178 2 4,378 10 1,178 1,178 10 1,178								13		7	4.3%
Self-Defense										2	4.3%
Tenth Mithelands Services 1,000 1,0						29		16		1	2.2%
Carlo Executivo Faujiment à Suprise 3,047 2,0024 46 1,269 17 32,05 18 20,44 17 32,05 18 20,44 17 32,05 18 20,44 17 32,05 18 20,44 17 32,05 18 20,44 20,44		4,308	1,736	46	1,268		30.4%			4	8.7%
1,369				46						17	37.0%
Gil A Cas Exploration & Development 44,910 477 478 458 1,277 218 56,279 14 31,119 0 0.07										1	2.2%
Marine Contractors 16,881 896 48 1,277 28 52,278 17 27,878 0 0.00										2	
Incurrence - Valetical 12,056 1,065 65 1,277 29 64,4% 16 35,6% 0 0 0.0% 1,000 1,00	Oil & Gas Exploration & Development									0	
Unbellet Fabrica Refail	Marine Contractors									0	
Churches				45	1,2//	29				0	
Alternative Medicine										1	
Annal Health Products										1	
Pec Services 9,007 1,252 45 1,277 25 55.6% 15 33.3% 5 1,115										0	0.0%
Shopping Centers & Halles				45	1,277	25				5	11.1%
Bedgereads - Retail 3,279 1,969 45 1,277 20 44,4% 22 48,9% 3 6.79			1,325	45	1,277			16		4	8.9%
Boxing Oym						50		0		1	2.2%
Buckles										0	
Employment Contractors - Temporary Help						20				3	
Oranametal Metal Work						5				0	
Drug & Alcohol Screening & Testing 14,483 969 44 1,290 34 77,3% 9 9 20,5% 1 2,39 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 1 1,239 20,5% 27 61,4% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,5% 20,								13		0	
Pumps Service & Repair 14,192 978 44 1,290 34 77,3% 9 20,5% 1 2,3% 29,5% 0 0,0% 10 14,118 981 44 1,290 31 70,5% 13 29,5% 0 0,0% 10 10 10 10 10 10 10								7		1	
Sewer Contractors								9		1	2.3%
Home Improvements - Additions 13,152 1,026 44 1,290 16 36.4% 22 50.0% 6 13.6% Foreiclosure Rescue 11,696 44 1,290 11 25.0% 27 61,4% 6 13.6% Swimmina Pool Manufacturers & Distributors 11,394 1,103 44 1,290 34 77.3% 10 22.7% 0 0.0% Swimmina Pool Manufacturers & Distributors 11,293 1,107 44 1,290 23 52.3% 21 47.7% 0 0.0% Gates 6,522 1,270 44 1,290 23 52.3% 21 47.7% 0 0.0% Gates 6,522 1,270 44 1,290 23 52.3% 19 43.2% 1 43.2% 1 23.2% 1			981			31		13		0	0.0%
Swimmin Pool Manufacturers & Distributors			1,026		1,290					6	13.6%
Chimes & Bells 11,253 1,17 44 1,290 23 52,3% 21 47,7% 0 0,0% Gates 8,632 1,270 44 1,290 24 54,5% 19 43,2% 1 2,3% Evesight Training 8,424 1,287 44 1,290 28 63,6% 14 31,8% 2 4,5% Nursery Stock Dealers 6,742 1,424 44 1,290 28 63,6% 14 31,8% 2 4,5% Nursery Stock Dealers 6,742 1,424 44 1,290 28 63,6% 14 31,8% 2 4,5% Nursery Stock Dealers 6,742 1,424 44 1,290 28 63,6% 24 54,5% 0 0,0% Reptiles 7,728 7,100 7,278 7,200 7,278 7,200 7,										6	
Gates						J.				0	
Evesight Training										0	
16 Cream & Frozen Deserts - Dealers 8,353 1,291 44 1,290 28 63,6% 14 31.8% 2 4,5% 0 0.0%										1	
Nursery Stock Dealers 6,742 1,424 44 1,290 20 45,5% 24 54,5% 0 0.09 Physicians & Surgeons - Gastroenterology 6,47 1,460 44 1,290 36 81,8% 8 18,2% 0 0.09 Reptiles 2,728 2,102 44 1,290 23 52,3% 21 47,7% 0 0.09 Reptiles 2,712 2,106 44 1,290 18 40,9% 20 45,5% 6 13,6% Reptiles 2,712 2,106 44 1,290 18 40,9% 20 45,5% 6 13,6% Reptiles 3,707 526 43 1,306 40 93,0% 1 2,3% 2 4.79 Industrial Products Wholesalers & Distributors 21,512 762 43 1,306 34 79,1% 7 16,3% 2 4.79 Industrial Products Wholesalers & Distributors 21,512 762 43 1,306 30 69,9% 10 23,3% 3 7.09 Machine Tools 3,707 1,708 3 1,306 30 1,306 30 59,9% 10 23,3% 3 7.09 Machine Tools 1,244 1,030 43 1,306 33 76,7% 10 23,3% 0 0.09 Machine Tools 1,248 1,056 43 1,306 20 46,5% 22 51,2% 1 2.39 Tools - Rent 9,139 1,244 43 1,306 34 79,1% 9 20,9% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 34 79,1% 9 20,9% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 34 79,1% 9 20,9% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 34 79,1% 9 20,9% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 34 79,1% 9 20,9% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 34 79,1% 9 20,9% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 21 48,8% 20 46,5% 22 51,2% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 21 48,8% 20 46,5% 22 51,2% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 21 48,8% 20 46,5% 22 51,2% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 21 48,8% 20 46,5% 22 51,2% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306 21 48,8% 20 46,5% 22 51,2% 0 0.09 Landscape Lighting 9,139 1,244 43 1,306				44						2	4.5%
Physicians & Surgeons - Gastroenterology			1,474							0	0.0%
Reptiles 2,728 2,102 44 1,290 23 52,3% 21 47.7% 0 0.09 Bicvcles - Repair 2,712 2,106 44 1,290 18 40.9% 20 45.5% 66 13.6% Cremation Services 37,070 526 43 1,306 40 93.0% 1 2,3% 2 4.7% Industrial Products Wholesalers & Distributors 21,512 762 43 1,306 34 79.1% 7 16,3% 2 4.7% Trucking - Motor Freight 16,532 896 43 1,306 30 65.8% 10 23.3% 3 7.0% Machine Tools 12,248 1,056 43 1,306 33 76.7% 10 23.3% 0 0.09 Billiard Equipment & Supplies 12,348 1,056 43 1,306 33 76.7% 10 23.3% 0 0.09 Tools - Reptine & Supplies 12,344 1,056 43										0	0.0%
Bicycles - Repair 2,712 2,106 44 1,290 18 40,9% 20 45,5% 6 13,6% 37,070 526 43 1,306 34 93,0% 1 2,3% 2 4,7% 1,404 1,290 1,405 1,205		2,728		44	1,290					0	0.0%
Industrial Products Wholesalers & Distributors 21,512 762 43 1,306 34 79,1% 7 16,3% 2 4.7%		2,712		44	1,290	18				6	13.6%
Trucking - Motor Freight 1,532 896 43 1,306 30 69,8% 10 23,3% 3 7,0%		37,070			1,306			1		2	4.7%
Machine Tools 12,947 1,030 43 1,306 33 76,7% 10 23.3% 0 0.0% Billiard Equipment & Supplies 12,348 1,056 43 1,306 20 46,5% 22 51,2% 1 2.3% Tools - Rent 11,343 1,110 43 1,306 34 79,1% 9 20,9% 0 0.0% Foods - Dehydrated & Freeze-Dried 9,285 1,234 43 1,306 38 88.4% 5 11,6% 0 0.0% Foods - Dehydrated & Freeze-Dried 9,139 1,244 43 1,306 38 88.4% 5 11,6% 0 0.0% Junk Care Lighting 9,139 1,244 43 1,306 21 48.8% 20 46.5% 2 4.79 Freught Traffic Service 8,395 1,288 43 1,306 13 30.2% 26 60.5% 4 9.39 Ticket Broker 3,942 1,813 43								7		2	
Billiard Equipment & Supplies 1,2348 1,056 43 1,306 20 46,5% 22 51,2% 1 2.3% 1 2.3% 2.5% 2.5% 2.5% 2.5% 2.5% 2.5% 2.5% 2.5						50				3	
Tools - Rent								10		0	
Foods - Dehydrated & Freeze-Dried 9,285 1,234 43 1,306 38 88.4% 5 11.6% 0 0.0%								22		1	
Landscape Lighting 9,139 1,244 43 1,306 21 48.8% 20 46.5% 2 4.79 Firewood 6,395 1,288 43 1,306 13 30.2% 26 60.5% 4 9.39 Freight Traffic Service 4,804 1,659 43 1,306 36 83.7% 6 14.0% 1 2.39 Ticket Broker 3,942 1,813 43 1,306 29 67.4% 13 30.2% 1 2.9 Sewage Disposal Systems 2,484 2,168 43 1,306 29 67.4% 13 30.2% 1 2.9 Employment Service - Employee Leasing 22,638 737 42 1,318 35 83.3% 7 16.7% 0 0.0% Elevators - Sales & Service 17,562 871 42 1,318 30 71.4% 12 28.6% 0 0.0% Barber Schools 16,247 901 42 1,318								5		0	
Firewood 8,395 1,288 43 1,306 13 30,2% 26 60,5% 4 9.3% 7 Freight Traffic Service 4,804 1,659 43 1,306 36 83,7% 6 14,0% 1 2.3% 1								20		2	
Freight Traffic Service 4,804 1,659 43 1,306 36 83,7% 6 14.0% 1 2.3% 1,206 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.										4	9.3%
Ticket Broker 3.942 1.813 43 1,306 29 67.4% 13 30.2% 1 2.39 Sewage Disposal Systems 2,484 2,168 43 1,306 21 48.8% 22 51.2% 0 0.09 Employment Service - Employee Leasing 22,638 737 42 1,318 35 83.3% 7 16.7% 0 0.0% Elevators - Sales & Service 17,562 871 42 1,318 30 71.4% 12 28.6% 0 0.0% Barber Schools 16,247 901 42 1,318 30 71.4% 12 28.6% 0 0.0% Electric Motors - Dealers & Repairing 11,935 1,076 42 1,318 26 61,9% 13 31,0% 3 7,19 Petroleum Products 7,431 1,359 42 1,318 20 47.6% 21 50.0% 1 2.4% Saddlery & Harness 6,564 1,42 42 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2.3%</td>										1	2.3%
Employment Service - Employee Leasing 22,638 737 42 1,318 35 83.3% 7 16.7% 0 0.09 Elevators - Sales & Service 17,562 871 42 1,318 30 71.4% 12 28.6% 0 0.09 Barber Schools 16,247 901 42 1,318 33 78.6% 9 21.4% 0 0.09 Electric Motors - Dealers & Repairing 11,935 1,076 42 1,318 26 61,9% 13 31.0% 3 7.19 Petroleum Products 7,431 1,359 42 1,318 20 47.6% 21 50.0% 1 2.4% Saddlery & Harness 6,564 1,442 42 1,318 28 66.7% 13 31.0% 1 2.4%	Ticket Broker		1,813						30.2%	1	2.3%
Elevators - Sales & Service 17,562 871 42 1,318 30 71,4% 12 28,6% 0 0.0% Barber Schools 16,247 901 42 1,318 33 78,6% 9 21,4% 0 0.0% Electric Motors - Dealers & Repairing 11,935 1,076 42 1,318 26 61,9% 13 31,0% 3 7.19 Petroleum Products 7,431 1,359 42 1,318 20 47,6% 21 50.0% 1 2.4% Saddlery & Harness 6,564 1,42 42 1,318 28 66,7% 13 31.0% 1 2.4%								22		0	0.0%
Barber Schools 16,247 901 42 1,318 33 78.6% 9 21.4% 0 0.0% Electric Motors - Dealers & Repairing 11,935 1,076 42 1,318 26 61,9% 13 31.0% 3 7.19 Petroleum Products 7,431 1,359 42 1,318 20 47.6% 21 50.0% 1 2.49 Saddlery & Harness 6,564 1,442 42 1,318 28 66.7% 13 31.0% 1 2.49								7		0	
Electric Motors - Dealers & Repairing 11,935 1,076 42 1,318 26 61,9% 13 31,0% 3 7,19 Petroleum Products 7,431 1,359 42 1,318 20 47,6% 21 50.0% 1 2.4% Saddlery & Harness 6,564 1,442 42 1,318 28 66,7% 13 31.0% 1 2.4%								12		0	
Petroleum Products 7,431 1,359 42 1,318 20 47.6% 21 50.0% 1 2.4% Saddlery & Harness 6,564 1,442 42 1,318 28 66.7% 13 31.0% 1 2.4%								9		0	
Saddlery & Harness 6,564 1,442 42 1,318 28 66.7% 13 31.0% 1 2.4%								13		3	
										1	
	Air Cargo & Package Express Service	6,456	1,442	42		17	40.5%	24		1	2.4%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Theater Stage Play Houses	4,063	1,787	42	1,318	22	52.4%	17	40.5%	3	7.1%
Photography Sales on the Internet Coins & Tokens - Manufacturers	3,115 1,964	2,009 2,347	42	1,318 1,318	23 12	54.8% 28.6%	16	38.1% 71.4%	3	7.1% 0.0%
Pet Clothing Designer	936	2,922	42	1,318	30	71.4%	12	28.6%	0	0.0%
Translators & Interpreters	26,829	656	41	1,329	23	56.1%	17	41.5%	1	2.4%
Roofing Materials	17,355	880	41	1,329	34	82.9%	7	17.1%	0	0.0%
Contractors Equipment & Supplies - Dealers & Ser	15,607	918	41	1,329	32	78.0%		17.1%	2	4.9%
Fish & Seafood - Retail	11,966 11,551	1,075 1,094	41 41	1,329	24 16	58.5%	15 21	36.6%	2	4.9% 9.8%
Manufactured Homes - Transporting Bowling	11,551	1,094	41	1,329 1,329	33	39.0% 80.5%	8	51.2% 19.5%	4	0.0%
Door & Gate Operating Devices	10,522	1,156	41		26	63.4%	12		3	7.3%
Porcelain Enamel Repair & Refinish	10,299	1,173	41		23	56.1%	12	29.3%	6	
Fishing Tackle Dealers	8,221	1,301	41	1,329	17	41.5%	23	56.1%	1	2.4%
Septic Tanks - Treatment Supplies	6,143	1,492	41		34	82.9%	7	17.1%	0	0.0%
Medical Diagnostic Testing Facilities	5,723	1,543	41	1,329	28	68.3%	12	29.3%	1	2.4%
Interior Decorators & Designers Supplies	4,246 3,954	1,750 1,809	41 41		24 30	58.5%	17 9		0	0.0% 4.9%
Paintball - Games & Supplies Television & Radio Parts - Wholesale & Manufacturers	829		41		36	73.2% 87.8%	9	22.0% 9.8%	1	2.4%
Leather Finishers	603	3,000 3,219	41	1,329 1,329	1	2.4%	39	95.1%	1	2.4%
Adoption Services	39,085	505	40	1,344	18	45.0%	20	50.0%	2	5.0%
Psychologists	27,056	650	40	1,344	28	70.0%	12	30.0%	0	0.0%
Investment Seminars	10,913	1,132	40	1,344	26	65.0%	14	35.0%	0	0.0%
Telephone Answering Equipment & Systems	10,271	1,175	40	1,344	24	60.0%	16	40.0%	0	0.0%
Convention Services & Facilities	9,741 8,440	1,209 1,285	40 40	1,344 1,344	28 25	70.0% 62.5%	10 13	25.0% 32.5%	2	5.0% 5.0%
Concierge Services Uniform Supply Service	8,440 6,925	1,285	40	1,344	25	62.5% 72.5%	13	32.5% 27.5%	2	0.0%
Water Heaters - Dealers	6,637	1,435	40	1,344	32	72.5% 80.0%	8	27.3%	0	0.0%
News Service	6,157	1,491	40	1,344	27	67.5%	12	30.0%	1	2.5%
Contractors - Gutters	4,089	1,785	40	1,344	16	40.0%	23	57.5%	1	2.5%
Advertising - Radio	3,891	1,822	40	1,344	38	95.0%	2	5.0%	0	0.0%
Post Offices	1,260	2,678	40	1,344	22	55.0%	17	42.5%	1	2.5%
Printer & Printer Supplies- Manufacturer	465	3,403	40		37	92.5%	3	7.5%	0	0.0%
Engineers - Professional Social Service Organizations	55,466 15,368	394 923	39 39	1,357 1,357	31 31	79.5% 79.5%	8	20.5%	0	0.0%
Baths	12,175	1,061	39	1,357	25	64.1%	12	30.8%	2	5.1%
Insurance - Medicare Services	11,357	1,107	39		8	20.5%	5	12.8%	26	66.7%
Flea Markets	10,254	1,178	39		19	48.7%	19	48.7%	1	2.6%
Aluminum Fabricators	9,852	1,197	39 39	1,357	27	69.2%	12	30.8%	0	0.0%
Chairs - Rent	9,632	1,218		1,357	24	61.5%	15	38.5%	0	0.0%
Accumulators	6,490	1,451	39	1,357	18	46.2%	21	53.8%	0	0.0%
Shipping Room Supplies Airport Parking Reservations	3,870 3,525	1,827 1,901	39 39	1,357	19 26	48.7%	18 13	46.2% 33.3%	2	5.1% 0.0%
Lawn & Garden Equipment & Supplies - Rental	2,875	2,057	39	1,357 1,357	19	66.7% 48.7%	19	33.3% 48.7%	1	2.6%
Furniture - Rustic	2,372	2,217	39	1,357	7	17.9%	31	79.5%	1	2.6%
Business Plan Preparation	2,238	2,239	39	1,357	21	53.8%	10	25.6%	8	20.5%
Auto Parts & Supplies - Rebuilt	1,635	2,465	39	1,357	15	38.5%	23	59.0%	1	2.6%
Farms - Organic	670	3,149	39	1,357	30	76.9%	9	23.1%	0	0.0%
Contractor - Commercial	40,101	499	38 38	1,372	17	44.7%	19	50.0%	2	5.3% 2.6%
Safety Consultants Foundations - Education, Philanthropy, Research	30,659 27,382	601 643	38	1,372 1,372	27 22	71.1% 57.9%	10 15	26.3% 39.5%	1	2.6%
Insurance - Employee Benefits	20,528	786	38	1,372	32	57.9% 84.2%	13	13.2%	1	2.6%
Prescription Benefit Consultants	18,494	843	38	1,372	27	71.1%	11	28.9%	0	0.0%
Computer Business Services	17,033	884	38	1,372	18	47.4%	19	50.0%	1	2.6%
Aircraft Charter, Rental & Lease	15,051	941	38	1,372	18	47.4%	20	52.6%	0	0.0%
Fund Raising Games, Merchandise, Supplies	12,296	1,058	38	1,372	32	84.2%	6	15.8%	0	0.0%
Dentist - Dental Implants	12,016	1,068	38		35	92.1%	3	7.9%	0	0.0%
Government Offices Engines - Diesel	10,624 9,495	1,149	38 38	1,372	28 25	73.7%	10 13	26.3%	0	0.0%
Machinery - New	9,495 8,986	1,228 1,253	38	1,372 1,372	25 15	65.8% 39.5%	20	34.2% 52.6%	0	7.9%
Art Instruction & Schools	6,951	1,402	38	1,372	26	68.4%	11	28.9%	1	2.6%
Moving Equipment Rental	5,390	1,575	38		22	57.9%	15		1	2.6%
Auto Race Cars	4,447	1,709	38		21	55.3%	17		0	0.0%
Alternators & Generators - Auto Repair	4,343	1,731	38	1,372	14	36.8%	20	52.6%	4	10.5%
Containerized Freight Service	2,376	2,202	38	1,372	9	23.7%	29	76.3%	0	0.0%
Schools - Academic - Elementary & Secondary	17,440	876	37	1,389	24	64.9%	10		3	8.1%
Nutritionists Contractor Conoral Croop Builder	13,857	992	37		22	59.5% 48.6%	13 19		2	5.4% 0.0%
Contractor - General Green Builder Animal Insemination - Artificial	13,179 11,866	1,025 1,080	37 37	1,389 1,389	18 22	59.5%	19	51.4% 40.5%	0	0.0%
Tractor Equipment & Parts	7,625	1,342	37 37	1,389	29	78.4%	8	21.6%	0	0.0%
Divers Equipment & Supplies	7,301	1,373	37	1,389	25	67.6%	10	27.0%	2	5.4%
Dolls - Retail	5,175	1,608	37	1,389	32	86.5%	5	13.5%	0	0.0%
Baseball Clubs	4,857	1,652	37	1,389	25	67.6%	8	21.6%	4	10.8%
Audio-Visual Equipment - Service & Repair	4,760	1,663	37	1,389	16	43.2%	19	51.4%	2	5.4%
Horse Riding/Horse Trail Rides	3,385	1,936	37 37	1,389 1,389	24	64.9%	12	32.4%	1	2.7% 13.5%
Editorial Services	3,145	1,995			27	73.0%	5	13.5%	5	13.5% 8.1%
Metawardes Customizing										
Motorcycles - Customizinq Furnace Sales & Service	3,132 2,855	2,001 2,061	37 37	1,389 1,389	2 <u>1</u> 12	56.8% 32.4%	20	35.1% 54.1%	3	13.5%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	2,433	2,182	37	1,389	33	89.2%	4	10.8%	0	0.0%
Linens - Wholesale & Manufacturers Maps - Publishers & Distributors	2,168 2,090	2,265 2,290	37 37	1,389 1,389	32 25	86.5% 67.6%	12	13.5% 32.4%	1	0.0%
Girls Apparel	1,197	2,720	37	1,389	27	73.0%	9	24.3%	1	2.7%
Tires - Commercial Sales & Service	193	3,934	37	1,389	28	75.7%	8	21.6%	1	2.7%
Metal Salvage Yards	14,936	947	36	1,408	20	55.6%	14		2	5.6%
Pipe Line Contractors Pet Health Plans	10,497 9,722	1,158 1,211	36 36	1,408 1,408	27 20	75.0% 55.6%	7	19.4% 27.8%	2	5.6% 16.7%
Wheelchair & Disability Transportation	9,722	1,211	36	1,408	20	55.6%	13		31	8.3%
Videotape, CD, & DVD Duplication & Transfer Services	8,335	1,295	36	1,408	24	66.7%	11		1	2.8%
Vertical Blinds	7,525	1,351	36	1,408	24	66.7%	11		1	2.8%
Doors - Installation	7,472 5,568	1,354	36	1,408	18	50.0%	15	41.7%	3	8.3%
Vacuum Equipment & Systems Halls & Auditoriums	5,568	1,556 1,633	36 36	1,408 1,408	28 10	77.8% 27.8%	25	22.2%	0	0.0% 2.8%
Leather	4,808	1,657	36	1,408	10	27.8%	26		0	0.0%
Lighting Equipment - Emergency	4,493	1,700	36	1,408	33	91.7%	3	8.3%	0	0.0%
Motorcycles - Renting & Leasing	4,463	1,704	36	1,408	14	38.9%	22	61.1%	0	0.0%
Electronics Research & Development	4,260	1,746	36 36	1,408	31	86.1%	5	13.9%	0	0.0%
Auto Service - Rust proofing Shops Laundry Consultants	3,986 2,321	1,804 2,218	36	1,408 1,408	33 15	91.7% 41.7%	3 21	8.3% 58.3%	0	0.0%
Home Decor, Accessories & Gifts - Online Retailer	2,053	2,218	36	1,408	22	61.1%	11		3	8.3%
Refrigerators & Freezers - Dealers	1,583	2,496	36	1,408	13	36.1%	22		1	2.8%
Hotel Product Sales	1,173	2,736	36	1,408	22	61.1%	14	38.9%	0	0.0%
Concrete - Ready Mixed	16,053	905	35	1,426	24	68.6%	11	511170	0	0.0%
Pianos Comporto Printing & Lettoring	10,628	1,148	35	1,426	17	48.6%	17	10.070	1	2.9%
Garments - Printing & Lettering Surgical Centers	9,775 8,542	1,203 1,279	35 35	1,426 1,426	20 29	57.1% 82.9%	13		2	5.7% 0.0%
Invitations & Announcements	6,372	1,470	35	1,426	22	62.9%	13	37.1%	, o	0.0%
Vending Machines - Supplies & Parts	5,228	1,600	35	1,426	12	34.3%	23		0	0.0%
Identification Card Service	4,216	1,761	35	1,426	7	20.0%	26	74.3%	2	5.7%
Massage Equipment & Supplies	3,999	1,801	35	1,426	19	54.3%	14	70.070	2	3.7 70
Rubbish & Garbage Removal Contractors Equipment Guns - Air, BB and Pellet	1,670 1,538	2,452	35 35	1,426 1,426	22 16	62.9% 45.7%	13 17	37.1% 48.6%	0	0.0% 5.7%
Fraternal Regalia & Supplies	994	2,522 2,869	35	1,426	10	8.6%	32		2	0.0%
Auto Repair - Maintenance	339	3,617	35	1,426	18	51.4%	17		0	0.0%
Plastering Contractors	24,109	712	34		20	58.8%	12	35.3%	2	3.570
Scrap Metals	22,254	751	34	1,438	19	55.9%	13		2	5.9%
Windows - Repairing Gun Safety & Marksmanship Instruction	15,454 12,383	921 1,053	34 34	1,438 1,438	25 23	73.5% 67.6%	9	26.5% 26.5%	0	0.0% 5.9%
Paper Products	11,617	1,033	34		23	26.5%	23		2	5.9%
Trailers - Repair & Service	11,295	1,115	34		24	70.6%	10		0	0.0%
Meat Brokers	7,670	1,338	34	1,438	24	70.6%	7	20.6%	3	8.8%
Fishing Charters	6,573	1,440	34	1,438	25	73.5%	8	251570	1	2.9%
Stone Setting Pottery	6,474 6.125	1,453 1,494	34 34	1,438 1,438	25 18	73.5% 52.9%	8	23.5%	1	2.9% 5.9%
Delicatessens	5,165	1,611	34	1,438	19	55.9%	14		1	2.9%
Records Management	3,712	1,863	34	1,438	25	73.5%	4		5	14.7%
Reloader Schemes	3,334	1,954	34	1,438	3	8.8%	27		4	11.8%
Jetski/Personal Watercraft	3,223	1,981	34 34	1,438	18	52.9%	15 17		1	2.9%
Soccer Clubs Animal Online Drug & Prescription Services	2,024 1,316	2,327 2,653	34		16 31	47.1% 91.2%	17	50.0%	1	2.9%
Dry Cleaners - Mobile	253	3,783	34		18	52.9%	15		1	2.9%
Commodity Brokers	12,423	1,049	33	1,455	21	63.6%	12	36.4%	0	0.0%
Financial Consultants - No License Required	10,897	1,133	33	1,455	24	72.7%	8	24.2%	1	3.0%
Pet Transporting	9,538 9,259	1,224 1,238	33 33	1,455 1,455	14 19	42.4%	11		8	24.2% 0.0%
Religious Organizations Pharmacy - Compounding	7,658	1,238	33		19	57.6% 48.5%	14 14		0	9.1%
Student Exchange Programs	7,438	1,358	33	1,455	22	66.7%	10		1	3.0%
Deck Builder	7,383	1,363	33	1,455	13	39.4%	16		4	12.1%
Economic Research & Analysis	7,100	1,392	33 33	1,455	12	36.4%	21		0	0.0%
Antennas	6,106	1,496	33		7	21.2%	24		2	0.170
Marine Electronic Equipment & Supplies Tree Service - Pruning	5,834 5,673	1,526 1,548	33 33	1,455 1,455	21	63.6% 27.3%	12 17		0	0.0% 21.2%
Auto Electric Equipment	5,450	1,567	33	1,455	23	69.7%	10		0	0.0%
Contest Arranging & Judging	5,449	1,568	33	1,455	28	84.8%	4	12.1%	1	3.0%
Advertising - Shoppers Guides	5,346	1,586	33	1,455	16	48.5%	14	42.4%	3	9.1%
Pet Supplies & Foods - Wholesale	4,589	1,689	33	1,455	24	72.7%			1	3.0%
Labels - Paper Housewares - Wholesale & Manufacturers	3,599 2,830	1,889 2.072	33	1,455 1,455	12 21	36.4% 63.6%	21	. 63.6% 36.4%	<u> </u>	0.0%
Political Organizations	1,893	2,072	33	1,455	21	81.8%	12	36.4% 15.2%	1	3.0%
Mud Jacking Contractors	17,938	860	32	1,473	27	84.4%	5	15.6%	0	0.0%
Beauty Pageants	13,998	986	32	1,473	13	40.6%	16		3	9.4%
Basement Waterproofing	13,987	987	32	1,473	30	93.8%	2	6.3%	0	0.0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	9,794 9,265	1,199 1,236	32 32	1,473 1,473	26	81.3%	6		<u> </u>	0.0%
		1.736	. 32		27	84.4%	. 5	15.6%	. 01	0.0%
Savings & Loan Associations Video Equipment - Sales & Pentals							1.4	43 00/	-	15 60/
Savings & Loan Associations Video Equipment - Sales & Rentals Irrigation Consultants	8,649 8,358	1,268 1,290	32 32	1,473	13 14	40.6% 43.8%	14 18		5 0	15.6% 0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Environmental Testing & Consulting	7,048	1,397	32 32	1,473	23	71.9%	9	28.1% 21.9%	0	0.0%
Printers - Business Forms Barter & Trade Exchanges	6,929 6,462	1,407 1,456	32	1,473 1,473	25 21	78.1% 65.6%	11		0	0.0%
Writers - Business	5,367	1,580	32	1,473	8	25.0%	14		10	31.3%
Braids	4,463	1,704	32	1,473	14	43.8%	17		1	3.1%
Child Care - In Home Race Tracks	4,134 3,769	1,779 1,848	32 32	1,473 1,473	22 22	68.8% 68.8%	10	31.3% 31.3%	0	0.0%
Dance Apparel	2,568	2,143	32	1,473	21	65.6%	11	31.3%	0	0.0%
Popcorn & Supplies	2,521	2,150	32	1,473	29	90.6%	3	9.4%	0	0.0%
Government - City, Village & Township	2,509	2,156	32	1,473	29	90.6%	3	9.4%	0	0.0%
Venetian Blinds - Wholesale & Manufacturers	1,428 774	2,589 3,043	32 32	1,473 1,473	29 17	90.6%	3	9.4%	0	0.0%
Referral - Auto Repair Audiologists	13,540	1,009	31	1,473	25	53.1% 80.6%	13	46.9% 19.4%	0	0.0%
Metal Fabricators	12,019	1,067	31	1,493	14	45.2%	17		0	0.0%
Prosthetic Devices	10,443	1,163	31	1,493	25	80.6%	6		0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	7,248	1,379	31	1,493	22	71.0%	6		3	9.7%
Food Plans Lawn & Garden Pond Dealers & Supplies	6,798 6,457	1,417 1,457	31 31	1,493 1,493	22 18	71.0% 58.1%	8	25.8% 32.3%	1	3.2% 9.7%
Equestrian Services	6,383	1,457	31	1,493	16	51.6%	15		0	0.0%
Document Imaging & Scanning Service	4,875	1,647	31		6	19.4%	15		10	
Door-to-Door Sales - Cleaning Supplies	4,679	1,673	31	1,493	23	74.2%	7	22.6%	1	3.2%
Skating Rinks	4,200	1,765	31	1,493	23	74.2%	8	251070	0	0.0%
Mopeds Horse Equipment & Supplies	3,875 3,851	1,825 1.830	31 31	1,493 1,493	19 25	61.3% 80.6%	12	38.7% 19.4%	0	0.0%
Jewelry Findings	2,624	2,124	31	1,493	20	64.5%	11		0	0.0%
Tax Software	2,557	2,146	31	1,493	21	67.7%	9		1	3.2%
Steam Cleaning - Industrial	1,279	2,674	31	1,493		25.8%	22		1	3.2%
Engineering Contractors - General	28,271 20,291	634 794	30 30	1,508 1,508	15 26	50.0% 86.7%	15	50.0% 13.3%	0	0.0%
Hypnotherapists - Hypnotists Swimming Pool Enclosures	13,273	1,022	30	1,508	23	76.7%	6		1	3.3%
Charity - National	11,060	1,125	30		21	70.0%	9		0	0.0%
Tile - Non-Ceramic - Contractors & Dealers	9,424	1,231	30	1,508	15	50.0%	13	43.3%	2	6.7%
Geothermal Heating & Cooling	7,995 6,857	1,314	30 30	1,508 1,508	17 20	56.7%	13	43.3%	0	0.0% 3.3%
Van Conversions & Accessories Video Tape Duplication Service	6,857	1,414 1,469	30	1,508	20 15	66.7% 50.0%	10	30.0% 33.3%	1	3.3% 16.7%
Window Shades - Equipment & Supplies	5,626	1,551	30		17	56.7%	11		2	6.7%
Radioactivity Instruments, Supplies, Services	4,863	1,651	30		24	80.0%	3	10.0%	3	10.0%
Bankruptcy Assistance & Services	4,822	1,655	30	1,508	15	50.0%	8	26.7%	7	23.3%
Baths - Equipment & Supplies Video Equipment - Service & Repair	4,477 3,332	1,701 1,956	30 30	1,508 1,508	17 17	56.7% 56.7%	7	23.3% 40.0%	6	20.0%
Lobbyists	3,332	2,031	30	1,508	17	60.0%	12		1	0.0%
Gardeners	2,778	2,086	30	1,508	8	26.7%	21		1	3.3%
Recorded Information	2,512	2,154	30	1,508	1	3.3%	3	10.0%	26	86.7%
Uniforms - Medical	2,432 2.053	2,183	30 30	1,508 1,508	21 19	70.0% 63.3%	7	23.3% 36.7%	2	6.7% 0.0%
Transmissions - Truck, Tractor Motel & Hotel Management	2,053 1,973	2,318 2,341	30	1,508	19	63.3%	11		0	3.3%
Embroideries - Uniform	1,300	2,663	30		25	83.3%	5		0	0.0%
Consignment Service - Furniture	940	2,918	30	1,508	15	50.0%	11	36.7%	4	13.3%
Frog Dealers	672	3,146	30	1,508	30	100.0%	0	0.0%	0	0.0%
Fuel - Gasoline Real Estate Schools	228 15,988	3,854 906	30 29	1,508 1,531	13	43.3% 75.9%	16	53.3% 24.1%	1	3.3% 0.0%
Laser Vision Correction	13,671	1,000	29		24	82.8%	5	17.2%	0	0.0%
Parking Area Maintenance & Marking	12,415	1,051	29	1,531	19	65.5%	7	24.1%	3	10.3%
Marble - Cultured	12,378	1,054	29	1,531	19	65.5%	10	34.5%	0	0.0%
Smelters & Refiners - Precious Metals	11,172	1,120	29	1,531	18	62.1%	9	31.0%	2	6.9% 3.4%
Taxes - Property Tax Consultants Health Care - Staffing	10,329 8,725	1,172 1,266	29 29	1,531 1,531	21 12	72.4% 41.4%	16	24.1% 55.2%	1	3.4%
Pension & Profit Sharing Plans	8,388	1,289	29	1,531	25	86.2%	4		0	0.0%
Safety & Rescue Equipment Sales & Services	6,463	1,455	29 29	1,531	17	58.6%	12	41.4%	0	0.0%
Tile - Ceramic - Manufacturers & Distributors	6,304	1,477	29	1,531	9	31.0%	20		0	0.0%
Batteries - Storage-Retail	6,176	1,488	29 29		13 15	44.8%	10		6	20.7%
Boat Covers, Tops & Upholstery Orthopedic Appliances	6,023 5,943	1,503 1,513	29	1,531 1,531	21	51.7% 72.4%	13 8	44.8% 27.6%	1	0.0%
Auto Dealers - Custom Design & Replica	5,698	1,545	29	1,531	12	41.4%	14	48.3%	3	10.3%
Craft Galleries & Dealers	3,830	1,834	29	1,531	11	37.9%	16	55.2%	2	6.9%
Designers - Industrial	3,800	1,842	29		12	41.4%	13		4	
Assisted Living & Adult Family Homes	3,799	1,843	29 29	1,531	15 17	51.7%	14		0	0.0%
Bicycles - Wholesale & Manufacturers Animal Registration & Identification	3,794 3,518	1,844 1,903	29	1,531 1,531	17	58.6% 58.6%	11	31.0% 37.9%	3	10.3% 3.4%
Hand Painting & Decorating	3,266	1,977	29	1.531	19	65.5%	6	20.7%	4	13.8%
Paging Equipment & Service	2,804	2,080	29	1,531	12	41.4%	17	58.6%	0	0.0%
Sheet Metal Work	21,852	757	28	1,552	21	75.0%	7	25.0%	0	0.0%
Storm Shelters Laboratories - Research & Development	16,849 13,416	886 1,016	28 28	1,552 1,552	20 19	71.4% 67.9%	8	28.6% 32.1%	0	0.0%
Truck Driver Training	13,416	1,016	28	1,552	19	46.4%	13	32.1% 46.4%	2	7.1%
Global Positioning Systems	8,781	1,263	28	1,552	13	46.4%	13	46.4%	2	7.1%
Oxygen	7,321	1,370	28	1,552	25	89.3%	3	10.7%	0	0.0%
Stamps - Collectors	6,161	1,489	28	1,552	20	71.4%	4	14.3%	4	14.3%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Balloons - Novelty & Toy	6,063	1,501	28	1,552	18	64.3%	10	35.7%	0	0.0%
Advertising - Television Attorneys & Lawyers - Patent	6,007 4,606	1,505 1,685	28	1,552 1,552	20	71.4% 14.3%	7	25.0% 82.1%	1	3.6% 3.6%
Consultant - Public Sector Planning	4,606	1,707	28		27	96.4%	23 0	0.0%	1	3.6%
Bounce Houses	4,402	1,713	28	1,552	12	42.9%	13	46.4%	3	10.7%
Insurance - Dental	4,221	1,759	28		25	89.3%	2	7.1%	1	5.070
Media Consultant	4,156	1,775	28	1,552	12	42.9%	10	35.7%	6	
Publicity Service Water Coolers - Equipment & Supplies	4,042 3,943	1,791 1,812	28 28	1,552 1,552	23 15	82.1% 53.6%	13	17.9% 46.4%	0	0.0%
Physicians - Surgeons & Neurosurgeons	3,896	1,820	28	1,552	19	67.9%	9	32.1%	0	0.0%
Bird & Wildlife Supply Shops	3,702	1,864	28		21	75.0%	7	25.0%	0	0.0%
Labeling	3,543	1,896	28		7	25.0%	20	71.4%	1	
Physicians & Surgeons - Ear, Nose & Throat	3,339 3,270	1,952 1,973	28 28		24 16	85.7%	10	14.3%	0	0.0%
Music Distribution Service Signs - Digital	3,270	2,015	28		4	57.1% 14.3%	23	35.7% 82.1%	1	7.1% 3.6%
Second Hand Stores	2,768	2,013	28		18	64.3%	9	32.1%	1	3.6%
Seating Companies	2,035	2,322	28	1,552	24	85.7%	4	14.3%	0	0.0%
Gardening Hand Tools	954	2,902	28 28	1,552	5	17.9%	19	67.9%	4	14.3%
Television Program Distributors Gold Buyers	742 21,777	3,080 759	28	1,552 1,578	<u>4</u> 16	14.3% 59.3%	3	10.7% 33.3%	21	75.0% 7.4%
Molds	15,206	930	27		23	59.3% 85.2%	3	33.3% 11.1%	2	3.7%
Timeshare Advocates	14,752	955	27		18	66.7%	8	29.6%	1	3.7%
Acupuncturists	14,237	977	27	1,578	15	55.6%	12	44.4%	0	0.0%
Physicians & Surgeons - Hormone Replacement Therapy	13,591	1,007	27	1,578	21	77.8%	6	22.2%	0	0.0%
Wheel Chair Lifts & Ramps	12,783 9,992	1,035 1,188	27 27		19 18	70.4% 66.7%	7	25.9% 33.3%	1	3.7% 0.0%
Sales Training Wheel Alignment, Frame & Axle Service - Auto	8,627	1,188	27		18	63.0%	9	33.3%	1	3.7%
Brick - Concrete, Pumice	7,541	1,349	27		15	55.6%	11	40.7%	1	3.7%
Vinyl Repair	7,235	1,380	27	1,578	11	40.7%	16	59.3%	0	0.0%
Basement - Contractors	7,167	1,386	27		17	63.0%	10	37.0%	0	0.0%
First Aid Instruction	7,114	1,389	27		19 25	70.4%	8	29.6%	0	0.070
Fertilizers Lotteries - Foreign	6,951 6,714	1,402 1,428	27 27	1,578 1,578	25 0	92.6% 0.0%	2	7.4% 14.8%	0 23	85.2%
Disability Access Equipment	6,519	1,446	27	1,578	25	92.6%	2	7.4%	0	0.0%
Food Brokers	6,143	1,492	27		13	48.1%	14	51.9%	0	0.0%
Tile - Non-Ceramic - Manufacturers & Distributors	5,089	1,625	27		17	63.0%	9	33.3%	1	
Photographic Equipment - Repair	4,451	1,707	27	1,578	22	81.5%	5	18.5%	0	
Jeans Astrologers	4,184 3,432	1,769 1,925	27 27	1,578 1,578	11 15	40.7% 55.6%	16	59.3% 44.4%	0	0.0%
Sportswear - Wholesale & Manufacturers	3,353	1,945	27		18	66.7%	9	33.3%	0	0.0%
House Cleaning Equipment & Supplies	3,268	1,975	27	1,578	18	66.7%	9	33.3%	0	0.0%
Tropical Fish	2,997	2,035	27		20	74.1%	6		1	
Tickets & Coupons - Printers & Suppliers	2,852 2,082	2,062	27 27		14 11	51.9% 40.7%	9	33.3% 25.9%	4	14.8%
Yarn - Retail Charity - Health	1,634	2,302 2,468	27		21	77.8%		22.2%	9	33.3% 0.0%
Home Demonstrations	1,559	2,511	27		4	14.8%	15		8	
Attorneys & Lawyers - Criminal	21,284	769	26	1,605	13	50.0%	10	38.5%	3	11.5%
Attorneys & Lawyers - Immigration & Naturalization	15,641	916	26 26	1,605	15	57.7%	11	42.3%	0	0.0%
Millwork Drainage Contractors	13,432 11.972	1,013 1,073	26	1,605 1,605	13 12	50.0% 46.2%	12 13	46.2% 50.0%	<u>1</u>	3.8% 3.8%
Data Systems - Consultants & Designers	10,671	1,145	26		19	73.1%	7	26.9%	0	0.0%
MRI (Magnetic Resonance Imaging)	8,051	1,311	26		23	88.5%	3	11.5%	0	0.0%
Tile Sales	6,001	1,506	26		20	76.9%	5	19.2%	1	3.8%
Auto Appraisers Colon Hydrotherapy - Colonic Therapy	5,725 5,105	1,542 1,622	26 26	1,605 1,605	<u>15</u> 25	57.7% 96.2%	11	42.3% 3.8%	0	0.0%
Artists - Fine Art	4,556	1,622	26		13	96.2% 50.0%	12		1	
Paving, Painting, Home Improvement - Itinerant Workers	4,037	1,793	26		2	7.7%	16		8	
Scooters - Medical	3,720	1,861	26	1,605	22	84.6%	4	15.4%	0	0.0%
Shoppers News Publications	3,626	1,885	26	1,605	19	73.1%	6	23.1%	1	3.8%
Dentist - Periodontist	3,472 3,305	1,915 1,960	26 26		21 13	80.8% 50.0%	5	19.2% 50.0%	0	0.0%
Dancing Supplies Photo Booth Rentals	2,760	2,093	26		10	38.5%	13		2	7.7%
Art Restoration & Conservation	2,079	2,304	26		14	53.8%	10	38.5%	2	7.7%
Fishermens Supplies	1,745	2,427	26	1,605	17	65.4%	9	34.6%	0	0.0%
Ski Centers & Resorts	1,058	2,817	26		22	84.6%	4	15.4%	0	0.0%
Storage Units - Portable	685	3,133	26		19	73.1%	6	23.1%	1	
Pet Jewelery Elderly/Senior Specialty Services	420 16,491	3,476 898	26 25	1,605 1,626	18	26.9% 72.0%	19 7	73.1% 28.0%	0	0.0%
Attorneys & Lawyers - Divorce	15,112	936	25 25	1,626	20	80.0%	5	20.0%	ŏ	0.0%
Safes & Vaults	11,906	1,078	25	1,626	19	76.0%	6	24.0%	0	0.0%
Tile & Grout Cleaning	9,497	1,227	25		14	56.0%		32.0%	3	12.0%
Glass - Stained & Leaded	7,616	1,343	25		12	48.0%	12	48.0%	1	4.0%
Gymnasiums - Equipment & Supplies Trailers - Equipment & Parts	6,778 6,660	1,420 1,432	25 25	1,626 1,626	16 20	64.0% 80.0%	9	36.0% 20.0%	0	0.0%
Plating	5,294	1,432	25		18	72.0%	5	20.0%	2	8.0%
Fiber Optics	4,819	1,656	25	1,626	19	76.0%	6	24.0%	0	0.0%
Tents - Rental	4,747	1,669	25		9	36.0%	16	64.0%	0	0.0%
Drivers Education	4,477	1,701	25	1,626	18	72.0%	5	20.0%	2	8.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Trademark Agents & Consultants	4,277	1,743	25	1,626	7	28.0%	18		0	0.0%
Self Defense Devices Security Cameras	4,247 4,172	1,749 1,772	25 25	1,626 1,626	17 14	68.0% 56.0%		32.070	0	0.0%
Machine Tools - Repair & Rebuild	3,827	1,838	25	1,626	13	52.0%	11		0	0.0%
Diving Instruction	3,334	1,954	25		17	68.0%	8	32.0%	0	0.0%
Housing Authorities	3,275	1,972	25	1,626	24	96.0%	1	4.0%	0	0.0%
Boat Transporting	2,791	2,083	25	1,626	10	40.0%	15		0	0.0%
Leather Goods - Wholesale & Manufacturers Labor Posters	2,354 1,951	2,208 2,353	25 25	1,626 1,626	14 16	56.0% 64.0%	11	1 44.0% 9 36.0%	0	0.0% 0.0%
Fashion Designers	1,737	2,333	25	1,626	10	48.0%	13		0	0.0%
Sundries Stores	1,138	2,767	25	1,626	16	64.0%	9	36.0%	0	0.0%
Bus Lines Ticket Agencies	913	2,944	25	1,626	24	96.0%	1	4.0%	0	0.0%
Human Resources	22,199	753	24	1,649	18	75.0%	6	25.0%	0	0.0%
Energy Audits	15,175	934	24		16	66.7%		7 29.2%	1	11270
Contractors Equipment & Supplies - Rent & Lease Manufacturers Agents & Representatives	13,668 12,765	1,001 1,036	24 24	1,649 1,649	14 15	58.3% 62.5%	10	1217 70	0	0.0% 20.8%
Audio-Visual Consultants	10,396	1,168	24	1,649	13	54.2%	10		1	4.2%
Coins, Stamps & Precious Metals Dealer	10,368	1,170	24	1,649	16	66.7%	8	33.3%	0	0.0%
Fountains - Garden, Display	8,353	1,291	24		13	54.2%	10		1	4.2%
Desktop Publishing	8,347	1,293	24		14	58.3%	8		2	8.3%
Contractor - Decorative & Specialty Concrete	5,616	1,552	24		12	50.0%	12 10		0	0.0%
Computer Printers Sales & Service Antiques - Repair & Restore	4,352 4,347	1,725 1,728	24 24	1,649 1,649	12	50.0% 29.2%	10	111770	2	8.3% 12.5%
Breastfeeding Supplies & Information	3,403	1,728	24	1,649	24	100.0%	0	. 50.570	0	0.0%
Watch Bands	3,387	1,934	24	1,649	22	91.7%	2	8.3%	0	0.0%
Parties - Children	3,296	1,964	24	1,649	13	54.2%	- 8	33.3%	3	12.5%
Watches - Wholesale & Manufacturers	3,060	2,018	24		13	54.2%	9	37.5%	2	8.3%
Charity - Animal Protection	2,140 2,105	2,274 2,285	24 24	1,649 1,649	16 14	66.7% 58.3%	8	33.3% 9 37.5%	0	0.0% 4.2%
Office Supplies - Sale by Telemarketing Model Makers	2,105 1,872	2,285	24	1,649	16	66.7%	7	7 29.2%	1	4.2%
Airports	1,702	2,442	24		10	41.7%	14		Ô	0.0%
Housing Consultants & Referral Service	1,690	2,446	24		11	45.8%	13		0	0.0%
Casinos - Online	1,328	2,647	24	1,649	15	62.5%	9	37.5%	0	0.0%
Sailmakers	1,230	2,702	24		3	12.5%	21		0	0.0%
Tire Retread & Repair - Equipment & Supplies	1,115 1,039	2,780 2,829	24 24		22	37.5% 91.7%	14		1	4.2% 0.0%
Circus Companies Restaurants - Breakfast	1,039	2,829	24		15	62.5%	8		1	4.2%
Carpet Installation	939	2,920	24	1,649	13	54.2%	10	33.370	1	4.2%
Auto Repair - Tune-Up	325	3,633	24	1,649	9	37.5%	13	54.2%	2	8.3%
Tire Repair	196	3,924	24		9	37.5%	15	02.570	0	0.0%
Steel Fabricators	37,480	523 795	23	1,677	22 10	95.7%	10	7.570	0	0.0%
Executive Search Consultants China & Glassware - Retail	20,153 17,704	795 869	23	1,677 1,677	10	43.5% 60.9%	10	3 43.5% 3 34.8%	3	13.0% 4.3%
Farm Equipment - Repair & Parts	8,018	1,312	23	1,677	13	56.5%	10		0	0.0%
Ranches	7,672	1,337	23	1,677	16	69.6%	7	7 30.4%	0	0.0%
Roofing Equipment & Supplies	7,596	1,345	23	1,677	13	56.5%	10		0	0.0%
Laboratory Equipment & Supplies	6,946	1,405	23	1,677	13	56.5%	10		0	0.0%
Water Works Contractors Automated Teller Machines	6,853 6,821	1,415 1,416	23 23	1,677 1,677	15 18	65.2% 78.3%	/	7 30.4% 5 21.7%	1	4.3% 0.0%
Home Automation	6,760	1,410	23	1,677	16	69.6%	7	7 30.4%	0	0.0%
Physicians & Surgeons - Cardiology Services	6,564	1,442	23	1,677	17	73.9%	5	21.7%	1	4.3%
Furniture - Unfinished	6,421	1,463	23		19	82.6%	4	17.4%	0	0.0%
Air Conditioning Equipment - Room Units	6,096	1,497	23	1,677	19	82.6%	4	17.4%	0	0.0%
Exterior Structures - Barn Construction Art Metal Work	6,019 5,686	1,504 1,547	23 23	1,677	13 6	56.5%	7	7 30.4% 6 69.6%	3	13.0% 4.3%
Distributing Service - Circular, Sample	5,581	1,547	23	1,677 1,677	15	26.1% 65.2%	16	031070	1 2	8.7%
Concrete - Restoration, Sealing & Cleaning	5,404	1,571	23	1,677	7	30.4%	15		1	4.3%
X-Ray Labs - Industrial	5,164	1,612	23	1,677	10	43.5%	13		0	0.0%
Pet Fencing & Containment Systems	5,113	1,619	23 23	1,677	19	82.6%	3	13.0%	1	4.3%
Fruit & Vegetable Growers & Shippers	4,473 4,255	1,703 1,748	23	1,677 1,677	16	69.6%		30.4%	0	0.0%
Restaurant Management Cheerleading Instruction	4,255 4,226	1,748	23	1,677	18 11	78.3% 47.8%	4	17.770	1	4.3% 8.7%
Job Listing & Advisory Services - Advanced Fee	3,941	1,733	23	1,677	4	17.4%	16		2	13.0%
Musical Instruments - Wholesale & Manufacturers	3,860	1,829	23	1,677	16	69.6%	6	26,1%	1	4.3%
Tools - Power Actuated	3,613	1,888	23	1,677	14	60.9%	8	34.8%	1	4.3%
Charity - Community Development & Civic Organizations	3,387	1,934	23		21	91.3%	2		0	
Cabinet Maker	3,304	1,962	23	1,677	7	30.4%	14		2	8.7%
Souvenirs - Retail Spiritualists	3,160 3,145	1,990 1,995	23	1,677 1,677	13 15	56.5% 65.2%	10 7	7 43.5% 30.4%	0	0.0% 4.3%
Ceramic Products - Decorative	1,982	2,338	23	1,677	15	26.1%	16		1	4.3%
Construction Reports	1,947	2,356	23	1,677	20	87.0%	2	8.7%	1	4.3%
Photo Retouching	1,323	2,648	23	1,677	3	13.0%	20		0	0.0%
Premium Goods	382	3,537	23	1,677	23	100.0%	0		0	0.0%
Language Schools	11,788 11,375	1,082 1,105	22 22	1,710 1,710	14	63.6%	7	31.8%	1	4.5%
					/	31.8%	15	68.2%	. (1)	0.0%
Computers - Cable & Installation					16		-		-	U U0/
Computers - Cable & Installation Physicians & Surgeons - Osteopathic-D.O. Pyramid Companies	9,462 8,636	1,230 1,269	22	1,710	16 8	72.7% 36.4%	6 12	27.3%	0	0.0% 9.1%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Insurance - Workers Compensation	7,460	1,356	22	1,710	20	90.9%	2	9.1%	0	0.0%
Toilets - Portable Trailer Hitches	7,095 7,092	1,394 1,395	22	1,710 1,710	18 17	81.8% 77.3%	4	18.2% 13.6%	0	0.0% 9.1%
Speech & Language Pathologists	6,882	1,410	22		13	59.1%	9	40.9%	0	0.0%
Factoring Service	6,451	1,459	22	1,710	6	27.3%	16	72.7%	0	0.0%
Screen Repair	6,423	1,462	22		14	63.6%	8	36.4%	0	0.0%
Lighting Fixtures - Wholesale & Manufacturers Golf Instruction	4,752 4,289	1,666 1,739	22	1,710	21 10	95.5% 45.5%	1	4.5% 40.9%	0	0.0% 13.6%
Diaper Service	4,289	1,742	22 22	1,710 1,710	15	68.2%	7	31.8%	0	0.0%
Window Tinting & Coating - Commercial	4,215	1,762	22	1,710	8	36.4%	14	63.6%	0	0.0%
Endodontics	4,105	1,782	22		19	86.4%	3	13.6%	0	0.0%
Truck Manufacturers & Distributors	3,008	2,030	22		17	77.3%	4		1	
Telephone Equipment & Systems Supplies & Parts Sporting Goods - Repair	2,575 2,187	2,142 2,254	22 22	1,710 1,710	10 17	45.5% 77.3%	10	45.5% 22.7%	2	9.1% 0.0%
Plumbing - Renovation & Renair	2,089	2,292	22		8	36.4%	11	50.0%	3	13.6%
Basketball Clubs	1,955	2,349	22	1,710	13	59.1%	9	40.9%	0	0.0%
Air Courier Service	1,370	2,619	22	1,710	0	0.0%	5	22.7%	17	
Maps - Dealers	1,227 1,088	2,705	22 22	1,710	8	36.4%	14	63.6%	0	0.0%
Hair Ornaments Auto Dealers - Online	802	2,797 3,021	22	1,710 1,710	16	72.7% 40.9%	9	27.3% 40.9%	0	18.2%
Event Center	785	3,034	22		13	59.1%	9	40.9%	0	0.0%
Road Building Contractors	13,377	1,018	21	1,736	10	47.6%	11	52.4%	0	0.0%
Taxes - Negotiators	13,366	1,020	21	1,736	16	76.2%	5	23.8%	0	0.0%
Bartending Service	11,972	1,073	21		9	42.9%	12	57.1%	0	0.0%
Exporters Agricultural Services	10,157 9,833	1,180 1,198	21 21		8	38.1% 52.4%	13 10	61.9% 47.6%	0	0.0%
Consultants - Medical	8,094	1,307	21		13	61.9%	8	38.1%	0	0.0%
Concrete Repair/Leveling	7,769	1,331	21		13	61.9%	5	23.8%	3	14.3%
Advertising - Outdoor	7,545	1,348	21	1,736	11	52.4%	5	23.8%	5	23.8%
Pet Exercising Service	7,455	1,357	21		13	61.9%	7	33.3%	1	4.8%
Auto Bumpers, Guards & Grilles	5,973 5,949	1,510 1,512	21		16	76.2%	5	23.8%	0	0.0% 4.8%
Waterproofing Materials Trailers - Horse	5,866	1,512	21 21	1,736	14 18	66.7% 85.7%	2	28.6% 9.5%	1	4.8%
Kitchen Cabinet Refacing	4,977	1,639	21	1,736	17	81.0%	4	19.0%	0	0.0%
Artists Agents	4,801	1,660	21	1,736	14	66.7%	7	33.3%	0	0.0%
Renewable Energy	4,641	1,681	21		12	57.1%	9	42.9%	0	0.0 70
Electric Heating Elements	4,337	1,733	21	1,736	20	95.2%	0	0.0%	1	4.8% 0.0%
Giftware - Wholesale & Manufacturers Auto Manufacturers Equipment & Supplies	3,516 3,472	1,904 1,915	21 21	1,736 1,736	14 13	66.7% 61.9%	8	33.3% 38.1%	0	0.0%
Fans - Household	2,811	2,077	21		12	57.1%	7	33.3%	2	9.5%
Sanitation Consultants	2,762	2,092	21		18	85.7%	3	14.3%	0	0.0%
Merchandise Brokers	2,525	2,149	21		11	52.4%	6		4	
Water Coolers Photo Copying	2,407 2,129	2,193 2,276	21 21		17 17	81.0% 81.0%	3	14.3% 19.0%	1	4.8% 0.0%
Marketing Software	2,125	2,279	21		17	61.9%	6	28.6%	2	9.5%
Cemetery Equipment & Supplies	2,014	2,330	21		12	57.1%	9	42.9%	0	0.0%
Boat - Excursion	1,590	2,490	21	1,736	8	38.1%	9	42.9%	4	19.0%
Steam Cleaning Equipment	1,557 1,389	2,512	21 21	1,736	10	47.6% 23.8%	8 15	38.1%	3	14.3%
Pictures Fashion Accessories	1,389	2,608 3,277	21	1,736 1,736	5 11	23.8% 52.4%	10	71.4% 47.6%	1	4.8% 0.0%
Sewing Machines - Wholesale & Manufacturers	419	3,479	21		21	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Litigation	19,031	827	20		17	85.0%	3	15.0%	0	0.0%
CPR Training & Certification	13,641	1,002	20	1,766	13	65.0%	7	35.0%	0	0.0%
Sandblasting Cleaning Services - Commercial Office	11,401 10,919	1,101 1,130	20 20	1,766 1,766	11 12	55.0% 60.0%	6	30.0% 35.0%	3	15.0% 5.0%
Contractor - Spray Foam Insulation	9,772	1,130	20		13	65.0%	7	35.0%	0	0.0%
Aircraft Parts & Supplies	7,368	1,365	20		8	40.0%	11	55.0%	1	5.0%
Butchering	5,904	1,517	20		8	40.0%	10	50.0%	2	10.0%
Floors - Industrial	5,343 5,085	1,588 1,627	20 20	1,766 1,766	7 12	35.0% 60.0%	13	65.0% 25.0%	0	0.0% 15.0%
Truck Caps & Shells Wood Finishing	4,605	1,627	20		6	30.0%	<u>5</u>		3	
Packing & Crating Service	4,287	1,740	20		19	95.0%	1	5.0%	0	
Trampolines	4,217	1,760	20	1,766	19	95.0%	1	5.0%	0	0.0%
Physicians & Surgeons - Allergy	4,187	1,766	20		14	70.0%	6	30.0%	0	0.0%
Judgment Recovery	4,043	1,790	20		5	25.0%	14		1	5.0%
Musicians Fertility Specialists	3,992 3,833	1,803 1,833	20 20		16	35.0% 80.0%	13		0	0.0%
Water Gardens Fountains & Ponds	3,378	1,938	20	1,766	10	50.0%	8	40.0%	7	10.0%
Truck Stops	3,283	1,967	20	1,766	15	75.0%	5	25.0%	0	0.0%
Surgical Appliances & Supplies	3,277	1,971	20	1,766	13	65.0%	7	35.0%	0	0.0%
Farm Supplies	3,109	2,011	20		14	70.0%	6	30.0%	0	0.0%
Windows - Vinyl Vehicle Sales - Manufacturing Companies	2,868 2.829	2,058 2,073	20 20	1,766 1,766	15	75.0% 75.0%	5	25.0% 25.0%	0	0.0%
Pens & Pencils - Retail	2,829	2,162	20	1,766	15	40.0%		55.0%	1	5.0%
Riding Apparel & Equipment	1,548	2,515	20		3	15.0%	15	75.0%		10.0%
Florist - Funeral Bouquets & Wreaths	1,320	2,652	20	1,766	13	65.0%	7	35.0%	0	0.0%
Battery Charging Equipment	1,241	2,695	20		17	85.0%	3	15.0%	0	0.0%
Underwear - Wholesale & Manufacturers	943	2,915	20	1,766	17	85.0%	3	15.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Voice Mail Services	868	2,974	20	1,766	16	80.0%	4	20.0%	0	0.0%
Videographers - Wedding Attorneys & Lawyers - Tax	396 16,748	3,515 892	20	1,766 1,795	4 14	20.0% 73.7%	14	70.0% 26.3%	2	10.0%
Roof Cleaning & Stain Removal	14,517	967	19	1,795	14	73.7%	5	26.3%	0	0.0%
Electricians - Commercial	12,524	1,044	19	1,795	13	68.4%	6	31.6%	0	0.0%
Referral - Debt Relief Services	10,508	1,157	19		7	36.8%	4	21.1%	8	72.170
Stables	10,187	1,179	19	1,795	15	78.9%	4	21.1%	0	0.0%
Glass - Beveled, Carved, Ornamental	8,935 7,634	1,254	19 19	1,795	11	57.9%	5 10	26.3%	3	15.8% 10.5%
Tuck Pointing Floor Waxing, Polishing & Cleaning	7,634	1,341 1,344	19	1,795 1,795	7	36.8% 36.8%	10	52.6% 57.9%	2	5.3%
Caskets	5,741	1,540	19		14	73.7%	5	26.3%	1	0.0%
Beds - Electric & Adjustable	5,354	1,582	19		19	100.0%	0		0	
Oil Burners	5,221	1,601	19	1,795	14	73.7%	5	26.3%	0	0.0%
Tile & Marble	4,023	1,796	19		8	42.1%	10	52.6%	1	5.3%
Optical Imaging Equipment & Systems	3,883	1,824	19	1,795	13	68.4%	6	31.6%	0	0.0%
Office Buildings Social Workers	3,875	1,825 1,839	19 19		16	84.2% 47.4%	3	15.8% 47.4%	0	0.0% 5.3%
Contractor - Water Conditioning	3,811 3,802	1,839			15	78.9%	9	21.1%	0	0.0%
Stock & Bond Transfer Agents	3,646	1,880	19 19	1,795	13	68.4%	4		2	0.0% 10.5%
Contractor - Metal Roofing	3,358	1,943	19	1,795	14	73.7%	4	21.1%	1	5.3%
Gasoline - Wholesale	3,332	1,956	19	1,795	8	42.1%	11	57.9%	0	0.0%
Electric Motors - Supplies & Parts	3,305	1,960	19	1,795	8	42.1%	11	57.9%	0	0.0%
Tractor Repair & Service	3,192	1,985	19	1,795	17	89.5%	2	10.5%	0	0.0%
Beekeepers Cooking Instruction	3,142 3,126	1,997 2,004	19 19	1,795 1,795	4 10	21.1% 52.6%	14	73.7%	1	5.3% 10.5%
Cooking Instruction Amusement Devices	3,126	2,004	19	1,795	10	52.6% 47.4%	7	36.8% 47.4%	2	5.3%
Fence Staining	3,123	2,006	19	1,795	7	36.8%	12	63.2%	n 1	0.0%
Mats & Matting	3,015	2,029	19	1,795	15	78.9%	4	21.1%	0	0.0%
Physicians & Surgeons - Maxillofacial	2,728	2,102	19	1,795	15	78.9%	4	21.1%	0	0.0%
Bookbinders	2,456	2,179	19	1,795	10	52.6%	9	47.4%	0	0.0%
Trucks - Industrial	2,304	2,221	19	1,795	11	57.9%	8	42.1%	0	0.0%
Contractor - Home Performance	2,094	2,287	19	1,795	9	47.4%	10	52.6%	0	0.0%
Football Clubs Air Pollution Control	2,069 1.958	2,307 2,348	19 19	1,795 1,795	12	63.2% 36.8%	12	31.6% 63.2%	1	5.3%
Farmers Market	1,822	2,400	19	1,795	14	73.7%	5	26.3%	0	0.0%
Veterinary Emergency	1,680	2,450	19		14	73.7%	5	26.3%	0	
Snow Removal Equipment	927	2,930	19		9	47.4%	10		0	
Turntables	367	3,566	19	1,795	10	52.6%	9	47.4%	0	0.0%
Shells - Marine	249	3,793	19		10	52.6%	9	47.4%	0	0.0%
Attorneys & Lawyers - Personal Injury & Property Damage	29,106	621	18	1,832	13	72.2%	5	27.8%	0	0.0%
Sand & Gravel Auto Paintless Dent Repair	20,739 17,944	782 857	18 18		15 14	83.3% 77.8%	2	11.1%	1	5.6% 5.6%
Trophies	15,206	930	18	1,832	13	77.8%	4	16.7% 22.2%	1	5.6%
Attorneys & Lawyers - Estate Planning	14,093	983	18	1,832	13	72.2%	5	27.8%	0	0.0%
Feed Dealers	13,871	991	18	1,832	12	66.7%	5	27.8%	1	5.6%
Cabinet Refinishers	10,372	1,169	18	1,832	9	50.0%	9	50.0%	0	0.0%
Fire Damage Restoration	7,318	1,371	18		17	94.4%	1	5.6%	0	0.0%
Mirrors	6,492 5,805	1,450	18 18	1,832		44.4%	9	50.0%	1	5.6% 0.0%
Beads Compliance Consulting	5,805 5,388	1,531 1,576	18	1,832 1,832	13 14	72.2% 77.8%	5	27.8% 22.2%	0	0.0%
Pet Grooming - Mobile	5,366	1,576	18	1,832	14	77.8% 44.4%	10	55.6%	0	0.0%
Outdoor Kitchens	5,168	1,610	18	1,832	11	61.1%	7	38.9%	0	0.0%
Garage Organizers	5,075	1,630	18	1,832	11	61.1%	7	38.9%	0	0.0%
Concrete Construction Forms & Accessories	4,973	1,641	18	1,832	4	22.2%	12	66.7%	2	11.1%
Auto Air Conditioning Equipment	4,795	1,661	18	1,832	16	88.9%	2	11.1%	0	0.0%
Denturist	4,349	1,726	18		16	88.9%	2	11.1%	0	0.0%
Bolts & Nuts	4,285	1,741	18	1,832	2	11.1%	16	88.9%	0	0.0%
Compressors Glass, Mirror & Screen Companies	3,953 3,867	1,810 1,828	18 18	1,832 1,832	13	50.0% 72.2%	9	50.0% 16.7%	0	0.0% 11.1%
Real Estate - Rent to Own	3,680	1,869	18	1,832	11	61.1%	6	33.3%	1	5.6%
Consultant - Strategic Planning	3,429	1,927	18		15	83.3%	3	16.7%	0	0.0%
Organic/Green Products	2,795	2,081	18		13	72.2%	4		1	5.6%
Fur Business - Wholesale & Manufacturers	2,702	2,109	18	1,832	12	66.7%	5	27.8%	1	5.6%
Recreational Vehicles - Storage	2,675	2,112	18	1,832	10	55.6%	7	38.9%	1	5.6%
Skating Equipment & Supplies	2,461	2,177	18	1,832	6	33.3%	12	66.7%	0	0.0%
Check Protection & Signing Machines	2,406	2,194	18		12	50.0%	9	50.0%	1	0.0%
Engines - Gas Gazebos	2,390 2,373	2,198 2,203	18 18	1,832 1,832	16	66.7% 88.9%	2	27.8% 11.1%		5.6% 0.0%
Charity - Children & Youth	2,189	2,253	18	1,832	11	61.1%	7	38.9%	0	0.0%
Mattress Makers Supplies	1,897	2,368	18	1,832	14	77.8%	3	16.7%	1	5.6%
Ceramics - Equipment & Supplies	1,729	2,432	18	1,832	8	44.4%	8	44.4%	2	11.1%
Golf Equipment & Supplies - Wholesale & Manufacturers	1,592	2,486	18	1,832	14	77.8%	4	22.2%	0	0.0%
Cookies & Crackers	1,565	2,507	18	1,832	13	72.2%	3	16.7%	2	11.1%
Lotteries - Local	1,481	2,555 2,596	18	1,832	14	77.8%	4	22.2%	0	0.0%
	1,418	2,596	18	1,832	11	61.1%	6	33.3%	1	5.6%
Bags - Burlap, Canvas & Cotton		3 500		1 000	,	44 401	-	22.20		22 22
Bags - Burlap, Canvas & Cotton Signs - Neon Water/Pool Heating - Solar	1,414 1,177	2,599 2,735	18 18	1,832 1,832	8	44.4% 27.8%	<u>6</u> 11	33.3% 61.1%	4	22.2% 11.1%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Washing Machines & Dryers - Rent & Lease	520	3,328	18	1,832	16	88.9%	2	11.1%	0	0.0%
Smoke Abatement Equipment Tournaments	281 238	3,718 3,832	18 18	1,832 1,832		11.1% 44.4%	10	55.6% 50.0%	6	33.3% 5.6%
Senior Citizens Service Organization	23,968	714	17	1,874	13	76.5%	4	23.5%	0	0.0%
Oil Land Leases	13,500	1,011	17		12	70.6%	5	29.4%	0	0.0%
Personnel Consultants	12,024	1,066	17		<u>5</u>	29.4%	11	0 117 70	1	5.9% 0.0%
Logging Companies Mulches	11,424 10,048	1,100 1,184	17 17	1,874 1,874	11	64.7% 70.6%	6	35.3% 23.5%	0	5.9%
Patent Agents	9,928	1,189	17 17	1,874	10	58.8%	4	23.5%	3	17.6%
Holistic Practitioners	9,754	1,208	17	1,874	10	58.8%	7	41.2%	0	0.0%
Electrolysis	7,350	1,366	17		12		5	29.4%	0	0.0%
Staffing - Technical Pianos - Tuning & Repair	7,003 6,231	1,399 1,483	17 17		12	70.6% 47.1%	4	23.5% 47.1%	1	5.9% 5.9%
Fur Business - Retail	5,668	1,463	17	1,874	12	70.6%	3	17.6%	2	11.8%
Stump Removal & Grinding	5,394	1,574	17		6	35.3%	9	52.9%	2	11.8%
Yacht Brokers	5,384	1,577	17		9	52.9%	8	47.1%	0	0.0%
Oil Tank Removal & Installation	5,231	1,599	17		12	70.6%	5	29.4%	0	
Survival Products & Supplies Water - Bottled & Bulk	4,523 3,768	1,694 1,849	17 17	1,874 1,874	12	70.6% 41.2%	5	29.4% 52.9%	0	0.0% 5.9%
Fashion Consultants	3,755	1,851	17		7	41.2%	10	58.8%	0	0.0%
International Trade Consultants	3,663	1,876	17		3	17.6%	14	82.4%	0	0.0%
Ear & Body Piercing	3,596	1,890	17	1,874	10	58.8%	7	41.2%	0	0.0%
Clinics - Pain Management	3,582	1,892	17 17		16	94.1%	1	5.9%	0	0.0%
Waterbeds - Dealers Mining Equipment & Supplies	3,309 2,982	1,959 2,038	17		16	94.1% 17.6%	1 12	5.9% 70.6%	0	0.0% 11.8%
Audio-Visual Equipment - Wholesale & Manufacturers	2,729	2,101	17		10	58.8%	6	35.3%	1	5.9%
Plumbers - Commercial	2,584	2,136	17	1,874	5	29.4%	12	70.6%	0	0.0%
Loan Originator	2,471	2,172	17		12	70.6%	4	23.5%	1	5.9%
Senior Housing/Living	2,366	2,205	17		14		3	17.6%	0	0.0%
Cleaning Supplies by Internet Driving Training Equipment	2,174 2,171	2,257 2,261	17 17		16 17	94.1% 100.0%	1	5.9% 0.0%	0	0.0%
Caps & Gowns	1,784	2,261	17		9	52.9%	7	41.2%	1	5.9%
Storage - Data	1,523	2,534	17	1,874	15	88.2%	2	11.8%	0	0.0%
Medicines - Patent & Proprietary	1,147	2,765	17	1,874	7	41.2%	10	58.8%	0	0.0%
Encyclopedia & Book Sales	853	2,988	17		10	58.8%	6	35.3%	1	5.9%
Bicycles - Renting	748 709	3,072 3,113	17		12 8	70.6% 47.1%	5	29.4%	0	0.070
Tool Salvage Companies Furniture Cleaning Equipment & Supplies	404	3,113	17 17		<u>8</u> 17	100.0%	9	52.9% 0.0%	0	0.0%
Currency Exchange	23,279	722	16	1,909	9	56.3%	7	43.8%	0	
Pet Day Care	8,513	1,282	16	1,909	14	87.5%	2	12.5%	0	0.0%
Termite Control	8,332	1,296	16		10		6	37.5%	0	0.0%
Piano & Organ Moving Metal Finishers	8,245 7,250	1,299 1,378	16 16		10 13	62.5% 81.3%	5	31.3% 18.8%	1	6.3% 0.0%
Contractors - Ceiling	7,230	1,376	16		11		5	31.3%	0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors	7,133	1,388	16		15	93.8%	0	0.0%	1	6.3%
Lifts	6,947	1,404	16		11		5	31.3%	0	0.0%
Fraternal Organizations	6,796	1,418	16	1,909	11		4	25.0%	1	6.3%
Jewelers - Supplies Oil Producers	6,720 6,640	1,427 1,434	16 16	1,909 1,909	1 <u>1</u>	68.8% 31.3%	10	25.0% 62.5%	1	6.3% 6.3%
Gourmet Shops	6,438	1,461	16	1,909	13	81.3%	2	12.5%	1	6.3%
Linen Supply Service	6,317	1,475	16		9	56.3%	7	43.8%	0	0.0%
Flight School	5,776	1,535	16		14	87.5%	2	12.5%	0	0.0%
Air Quality Service	5,576 5,484	1,555	16		13	81.3%	3	18.8%	0	0.0%
Mediation Services Government - County	5,484	1,563 1,616	16 16		10 11	62.5% 68.8%	- 4 5	25.0% 31.3%	0	12.5% 0.0%
Bartending Instruction	5,079	1,629	16		12		3	18.8%	1	
Air Ambulance Service	4,506	1,698	16		13	81.3%	3	18.8%	0	0.0%
Surfboards	4,382	1,720	16		6	37.5%	9	56.3%	1	6.3%
Horse Dealers Auto Floor Coverings	4,265 4,224	1,744 1,757	16 16		10 16	62.5% 100.0%	6	37.5% 0.0%	0	0.0%
Scales	4,167	1,773	16		8	50.0%	8	50.0%	0	
Photography Schools	4,152	1,776	16		13	81.3%	1	6.3%	2	12.5%
Electrical Power Systems Maintenance	3,721	1,860	16	1,909	8	50.0%	7	43.8%	1	6.3%
Photographic Mounts	3,716	1,862	16		15	93.8%	1	6.3%	0	0.0%
Lighting Fixtures - Supplies & Parts	3,505 3,442	1,907	16		/	43.8% 56.3%	8	50.0% 43.8%	1	6.3% 0.0%
Sharpening Service Smokers Information & Treatment	3,442	1,922 1,933	16 16		9	25.0%	11		0	6.3%
Batteries - Dry Cell - Wholesale & Manufacturers	3,359	1,942	16	1,909	14	87.5%	1	6.3%	1	6.3%
Beauty Consultant	3,147	1,993	16 16	1,909	7	43.8%	6	37.5%	3	18.8%
Ventilating Systems - Cleaning	3,047	2,024	16		15	93.8%	1	6.3%	0	0.0%
Health Savings Administrators	2,914	2,051	16		14 10	87.5%	2	12.5%	0	0.0%
Motor Homes - Rent & Lease Manufactured Homes Equipment & Supplies (Manufacturers)	2,538 2,417	2,148 2,186	16 16		10	62.5% 81.3%	, b	37.5% 18.8%	0	0.0%
Oils - Lubricating	2,402	2,196	16		9	56.3%	7	43.8%	Ö	0.0%
Bath Liners	2,380	2,200	16	1,909	15	93.8%	1	6.3%	0	0.0%
Auto Upholstery Cleaning	2,339	2,212	16		10	62.5%	5	31.3%	1	6.3%
Mail Boxes - Manufacturers & Distributors	2,231	2,241	16		9	56.3%	7	43.8%	0	0.0%
Doughnuts	2,163	2,267	16	1,909	9	56.3%		43.8%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Greeting Cards - Wholesale & Manufacturers	2,116	2,283	16	1,909	15	93.8%	0	0.0%	1	6.3%
Museums Chirapractors Equipment & Supplies	2,085 1,995	2,297 2,335	16 16	1,909 1,909	12 13		4	25.0%	0	0.0%
Chiropractors Equipment & Supplies Chain Link Fence Sales, Service & Contractors	1,881	2,333	16	1,909	13	31.3%	11	18.8% 68.8%	0	0.0%
Professional Fundraiser	1,815	2,406	16		7	43.8%	8	50.0%	1	6.3%
Government - Auctions & Job Listing Services	1,661	2,454	16		12	75.0%	2	12.5%	2	12.5%
Electronic Power Supplies	1,528	2,527	16		9	56.3%	6	37.5%	1	6.3%
Drawing Materials	1,478	2,557	16		7	43.8%	9	56.3%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	1,428	2,589	16 16		11 15		5	31.3%	0	0.0%
Humane Societies Furniture Manufacturers Equipment & Supplies	1,205 1,183	2,717 2,728	16		15	93.8% 25.0%	12	6.3% 75.0%	0	0.0%
Military Goods	1,085	2,729	16		16		0	0.0%	0	0.0%
Podiatrists Equipment & Supplies	1,022	2,844	16		16		0	0.0%	0	0.0%
Parks	987	2,871	16		9	56.3%	6	37.5%	1	6.3%
Schools - Academic - College Preparatory	919	2,937	16	1,909	5	31.3%	11	68.8%	0	0.0%
Carpet & Rug Cleaning Equipment - Rental	504	3,354	16		12		4	25.0%	0	0.0%
Online Event Registration Tapes	435 280	3,448 3,722	16 16	1,909 1,909	/	43.8% 12.5%	8 14	50.0% 87.5%	1	6.3% 0.0%
Music Shells	59	4,431	16		0	0.0%	15	93.8%	1	6.3%
Chambers Of Commerce	87,632	247	15		13		2	13.3%	0	0.0%
Asbestos Removal Service	31,210	598	15		11	00.7 70	3	20.0%	1	6.7%
Sprinklers - Automatic - Fire	12,635	1,041	15	1,968	6	40.0%	9	60.0%	0	0.0%
Nutrition	6,538	1,444	15	1,968	9	60.0%	6	40.0%	0	0.0%
Meat - Processing	5,175	1,608	15		9	60.0%	6	40.0%	0	0.0%
Antiques - Reproductions	5,083	1,628	15 15	1,968	7	46.7%	8	53.3%	0	0.0%
Shelving Chemical Cleaning - Industrial	4,677 4,212	1,674 1,764	15	1,968 1,968	13	86.7% 46.7%	2 8	13.3% 53.3%	0	0.0%
Real Estate - Short Sale	4,131	1,780	15	1,968	11		4	26.7%	0	0.0%
Hydraulic Equipment Repair	4,026	1,795	15		8	53.3%	5	33.3%	2	13.3%
Lamps & Lamp Shades - Retail	3,948	1,811	15		8	53.3%	7	46.7%	0	0.0%
Vacuum Cleaners - Supplies & Parts	3,745	1,854	15	1/500	10	00.7 70	4	26.7%	1	6.7%
Engines - Fuel Injection Service & Parts	3,739	1,857	15	1,968	7	46.7%	7	46.7%	1	6.7%
Docks	3,437 3,211	1,924 1,983	15 15	1,968 1,968	10 11		5	33.3%	0	0.0% 6.7%
Aluminum Plaques	3,211	1,983	15		- 11	73.3% 40.0%	3	20.0% 33.3%	1	26.7%
Fingerprinting	3,136	1,998	15				2	13.3%	1	6.7%
Stationers - Retail	2,959	2,041	15	-/	11	00.070	3	20.0%	1	6.7%
Travel Agent Mills	2,941	2,045	15	1,968	3	20.0%	2	13.3%	10	66.7%
Boarding - Horses	2,941 2,858	2,060	15		12		3	20.0%	0	0.0%
Suits - Custom Made	2,850	2,064	15	1,968	5	33.3%	9	60.0%	1	6.7%
Music - Sheet	2,835	2,070	15		12		1	6.7%	2	13.3%
Bottles - Wholesale & Manufacturers	2,703 2,609	2,108 2,128	15 15	1,968 1,968	10	66.7% 46.7%	5	33.3% 53.3%	0	0.0%
Aviation Services	2,558	2,126	15	1,968	4	26.7%	10	66.7%	1	6.7%
Chocolate & Cocoa	2,426	2,184	15		7	46,7%	6	40.0%	2	13.3%
Bulletin & Directory Boards	2,372	2,204	15		15	100.0%	0	0.0%	0	0.0%
Outboard Motors	2,335	2,214	15		13		2	13.3%	0	0.0%
Bras	2,233	2,240	15	1,968	6	40.0%	9	60.0%	0	0.0%
Dispensary - Medical Marijuana Concrete Block & Product Molding Machine	2,094 1,955	2,287 2,349	15 15	1,968 1,968	10	46.7%	/	46.7%	1	6.7% 0.0%
Artificial Flowers, Plants & Trees	1,955	2,349	15	1,968	10	66.7% 33.3%	5	33.3% 60.0%	1	6.7%
Fishing Tackle - Wholesale & Manufacturers	1,521	2,536	15		7	46.7%	8	53.3%	1	0.0%
Dry Goods - Retail	1,257	2,683	15		7	46.7%	8	53.3%	0	0.0%
Guitars & Amplifiers	1,256	2,686	15	1,968	8	53.3%	7	46.7%	0	0.0%
Presses - Power-Equipment	1,222	2,709	15	1,968	6	40.0%	8	53.3%	1	6.7%
Water Skiing Equipment & Supplies	1,059	2,816	15	1,968	6	40.0%	9	60.0%	0	0.0%
Doll Houses & Accessories	972	2,884	15	1,968		46.7%	8	53.3%	0	0.0%
Computers - Programming	950	2,905	15 15		8	53.3%	6 10	40.0%	1	6.7% 0.0%
Albums Chinese Food Products	864 425	2,980 3,467	15	1,968 1,968	7	33.3% 46.7%	10	66.7% 53.3%	0	0.0%
Hospices	19,227	819	14		11		3	21.4%	0	0.0%
Basement - Remodeling	14,400	971	14		7	50.0%	7	50.0%	0	0.0%
Drilling & Boring Contractors	13,857	992	14	2,009	9	64.3%	5	35.7%	0	0.0%
Office & Desk Space Rental Service	12,135	1,063	14		9	64.3%	5	35.7%	0	0.0%
Trucking - Dump	9,037	1,249	14		. 8	57.1%		21.4%	3	21.4%
Motion Picture Film Editing	7,333	1,369	14			28.6%	10	71.4%	0	0.0 70
Home Staging Veterans & Military Organizations	6,757 6,500	1,422 1,449	14 14		11	78.6% 64.3%	3	21.4% 35.7%	0	0.0%
Printing Equipment	5,825	1,529	14		7	50.0%	7	50.0%	0	0.0%
Dock Builders	5,509	1,559	14	2,009	5	35.7%	9	64.3%	0	0.0%
Detective Agencies	5,247	1,596	14		7	50.0%	6	42.9%	1	7.1%
Animal Brokers & Dealers - Zoo, Circus	5,196	1,607	14		5	35.7%	8	57.1%	1	7.1%
Hardware - Wholesale & Manufacturers	5,036	1,635	14		12		2	14.3%	0	0.0%
Attorneys & Lawyers - Elder Law	4,942	1,642	14		12		2	14.3%	0	0.0%
Boilers - Repair & Cleaning	4,759	1,664	14 14		9	64.3%	5 8	35.7%	0	0.0% 7.1%
Machinery Debuild & Depair										
Machinery Rebuild & Repair Tents	4,410 4,383	1,711 1,719	14		11	35.7% 78.6%	3	57.1% 21.4%		0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Sewing Contractors	2,953	2,042	14	2,009	8	57.1%	6	42.9%	0	
Pharmaceutical Suppliers - Foreign	2,577	2,140	14	2,009	1	7.1%	1	7.1%	12	
Steam Bath Equipment & Supplies	2,568	2,143	14		9	64.3%	5	35.7%	0	0.070
Weather Instruments	2,158	2,268	14		14	100.0%	0	0.0%	0	0.070
Dolls - Wholesale & Manufacturers	1,915	2,363	14		12	85.7%	2	14.3%	0	0.0%
Fireplace Equipment - Wholesale & Manufacturers	1,756	2,426	14		9	64.3%	5	35.7%	0	0.070
Photographic Color Prints & Trans.	1,643	2,461	14		8	57.1%	6	42.9%	0	0.0%
Cigar & Cigarette Lighters	1,552	2,513	14		8	57.1%	4	28.6%	2	14.3%
Office Equipment	1,537	2,523	14	2,009		50.0%	/	50.0%	0	
Billiard Parlors	1,454	2,568 2,580	14 14	2,009	5	35.7%	9	64.3%	0	0.0% 0.0%
Charity - Education & Literacy Swimming Pools - Public	1,437 1,377	2,580	14		11 12	78.6% 85.7%		21.4%	1	
							1		1	
Oil Marketers	1,295	2,668	14		11	78.6%	1	7.1%	2	14.3% 0.0%
Karts - Motorized	1,216	2,714	14		13	21.4% 92.9%	11	78.6% 7.1%	0	
Transit Lines	929 883	2,928 2,964	14 14	2,009	13		1 0		0	0.0%
Auto Headlight Restoration Trailer Storage	883	3,007	14		5 11	35.7% 78.6%	9	64.3% 21.4%	0	
China & Crystal - Repair	762	3,052	14		14	100.0%	0	0.0%	0	
	710		14		14 8		5	35.7%	1	7.1%
Fan Clubs Dolls - Collectors	710 499	3,112 3,358	14		8	57.1% 64.3%	5	35.7% 28.6%	1	7.1%
Kites	258	3,358	14		9	64.3% 14.3%	4	28.6% 14.3%	10	
Bookbinders Equipment & Supplies	258 129	3,765 4,138	14	2,009	2	7.1%	13		10	
Videoconferencing Services	30,640	4,138	14		12	7.1% 92.3%	13	92.9% 7.7%	0	
		925				92.3% 84.6%	1	7.7%	1	
Reverse Mortgage Engineering Consultants	15,342 13,424	1,014	13 13	2,049 2,049	11	53.8%	1	7.7% 46.2%	1	0.0%
Language Training Aids	12,599	1,014	13		/	38.5%	6	46.2% 46.2%	0	15.4%
Janitors Equipment & Supplies	12,599	1,042	13		5 11	38.5% 84.6%	D	7.7%	2	7.7%
Skylights	9,555	1,136	13		11	76.9%	1	15.4%	1	7.7%
Coaching - Life	9,555 8,924	1,222	13		10	76.9% 61.5%	2	23.1%	1	15.4%
Insulation Materials	8,896	1,257	13		0	69.2%	3	30.8%	2	0.0%
Fire Extinguishers	8,631	1,237	13		7	53.8%	4	46.2%	0	
Warehousing Services	8,312	1,2/1	13		/	61.5%	6	38.5%	0	0.0%
Picture Frames - Manufacturers Supplies	7,002	1,400	13		6	46.2%	7	53.8%	0	0.0%
Attorneys & Lawyers - Traffic Law		1,521	13		3		9		1	
Nuts - Edible	5,884 5,848	1,521	13		3	23.1% 69.2%	9	69.2% 30.8%	1	0.0%
Utilities Underground - Locating	5,733	1,524	13		12	92.3%	4	7.7%	0	0.0%
Solar Energy Research & Development	5,633	1,541	13		12	92.3%	1	7.7%	0	
Floors - Raised	5,345	1,587	13		12 8	61.5%	4	30.8%	1	7.7%
Gas - Industrial & Medical - Cylinder & Bulk	5,029	1,637	13		13	100.0%	0	0.0%	0	
Dryer Vent Cleaning	1 954	1,653	13		13	23.1%	0	61.5%	2	15.4%
Grout Resurfacing & Repair	4,854 4,551	1,692	13	2,049	7	53.8%	6	46.2%	0	
Siding Materials	4,507	1,697	13		6	46.2%	7	53.8%	0	
Horse Breeders	4,328	1,735	13		6	46.2%	,	38.5%	2	15.4%
E-Learning	3,980	1,805	13		6	46.2%	4	30.8%	3	23.1%
Livestock Breeders	3,937	1,815	13		5	38.5%	. 8	61.5%	0	0.0%
Pharmacies - Specialty	3,828	1,837	13		11	84.6%	2	15.4%	0	
Oils - Petroleum	3,690	1,866	13		10	76.9%	2	15.4%	1	7.7%
Abrasives	3,559	1,894	13		10	76.9%	2	15.4%	1	7.7%
Food Products - Organic	3,529	1,899	13		8	61.5%	5	38.5%	0	
Florists - Wholesale	3,460	1,919	13		13	100.0%	0	0.0%	0	0.0%
Decoration Contractors - Party, Convention	3,422	1,928	13		11	84.6%	2	15.4%	0	0.0%
Cabinet Hardware	3,340	1,951	13		8	61.5%	0	0.0%	5	38.5%
Beds - Wholesale & Manufacturers	3,264	1,978	13		11	84.6%	1	7.7%	1	7.7%
Custom Brokers	3,081	2,014	13	2,049	9	69.2%	4	30.8%	0	0.0%
Junk Dealers	3,053	2,022	13	2,049	5	38.5%	2	15.4%	6	46.2%
Scalp Care	2,976	2,039	13	2,049	9	69.2%	3	23.1%	1	7.7%
Digital Media	2,950	2,044	13	2,049	6	46.2%	5	38.5%	2	15.4%
Alternators & Generators - Retail	2,824	2,074	13		9	69.2%	4	30.8%	0	0.070
Filters - Air & Gas	2,823	2,075	13		13	100.0%	0	0.0%	0	
Baby Car Seats, Carriages & Strollers	2,670	2,113	13	2,049	6	46.2%	4	30.8%	3	23.1%
Quilting	2,487	2,167	13	2,049	7	53.8%	5	38.5%	1	7.7%
Yoqurt	2,413	2,187	13		9	69.2%	3	23.1%	1	7.7%
Painters Equipment & Supplies	2,400	2,197	13		4	30.8%	9	69.2%	0	
Calendars	2,285	2,227	13		12	92.3%	1	7.7%	0	
Water Heater - Tankless	2,255	2,235	13		11	84.6%	2	15.4%	0	0.0%
Messenger Service	2,127	2,278	13		7	53.8%	5	38.5%	1	7.7%
Floor Coatings - Epoxy/Polyurethane	2,089	2,292	13		8	61.5%	4	30.8%	1	7.7%
Karaoke Machines & Tapes	2,066	2,308	13		8	61.5%	3	23.1%	2	15.4%
Minerals	2,026	2,325	13		5	38.5%	2	15.4%	6	
Auto Registration	2,019	2,329	13		12	92.3%	1	7.7%	0	0.0% 7.7%
Telephone Equipment & Systems Wholesale & Manufacturing	1,879	2,375	13	2,049	12	92.3%	0	0.0%	1	7.7%
Design & Build Contractor	1,868	2,383	13		4	30.8%	8	61.5%	1	7.7%
Swimming Pool Cover Sales & Service	1,827	2,398	13	2,015	5	38.5%	8	61.5%	0	0.0%
Fuel Injection Equipment	1,786	2,414	13		10	76.9%	3	23.1%	0	
Bridal Registries	1,780	2,418	13	2,049	12	92.3%	0	0.0%	1	7.7%
Machinery - Used	1,693	2,445	13		4	30.8%	8	61.5%	1	7.7%
700S	1,474	2,560	13		8	61.5%	5	38.5%	0	0.0%
Dinner Theatres	1,430	2 586	13	2,049		53.8%		46.2%		0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Heat Supply Companies	1,386	2,611	13	2,049	5	38.5%	6	46.2%	2	15.4%
Drug Brokers Raft Trips & Tours	1,348 1,343	2,630 2,633	13 13	2,049 2,049	2	15.4%	8	61.5%	3	23.1% 7.7%
Golf Course Equipment & Supplies	999	2,833	13	2,049	10	46.2% 76.9%	3	46.2% 23.1%	0	0.0%
Filters Air & Gas Cleaning	991	2,870	13		3	23.1%	4		6	46.2%
Magicians Supplies	936	2,922	13	2,049	2	15.4%	7	53.8%	4	30.8%
Kennels Equipment & Supplies	842 557	2,995	13 13	2,049	11	84.6%	2	15.4%	0	0.0%
Irrigation Systems - Install/Design Tuxedo Sales & Rentals	557 273	3,275 3,743	13 13	2,049 2,049	7	53.8% 69.2%	6	46.2% 23.1%	0	7.7%
Parking Meters	249	3,743	13	2,049	10	76.9%	3	23.1%	0	0.0%
Paper & Document Shredding	25,562	684	12		10	83.3%	2		0	0.0%
Land Clearing & Leveling	15,047	942	12	2,115	3	25.0%	6	50.0%	3	25.0%
Medical Staffing	13,728	997	12		6	50.0%	6	50.0%	0	0.0%
Aircraft Servicing & Maintenance	10,589	1,152	12			58.3%	4		1	8.3%
Timber & Timberland Companies Foreign Currency Exchange Broker	8,557 8,527	1,278 1,281	12 12		. / 8	58.3% 66.7%	5	41.7% 33.3%	0	0.0%
Senior Home Care	8,061	1,310	12		6	50.0%	6		0	0.0%
Social Security Services	7,723		12	2,115	9	75.0%	2	16.7%	1	
Plastics - Molders	6,588	1,333 1,439	12 12	2,115	9	75.0%	3	25.0%	0	8.3% 0.0%
Teleconference Service	5,606	1,553	12		11	91.7%	1	8.3%	0	0.0%
Wire & Cable - Electric	5,455	1,566	12		5	41.7%	7	58.3%	0	0.0%
Human Services Organizations	5,401	1,573	12		8	66.7%	3	25.0% 16.7%	1	8.3% 8.3%
Engineers - Electrical Wind Energy Systems	5,250 5,212	1,595 1,604	12 12	2,115 2,115	10	75.0% 83.3%	2	16.7%	1	0.0%
Building Cleaning - Exterior	5,212	1,614	12	2,115	5	41.7%	7	58.3%	0	0.0%
Manufactured Homes - Equipment & Parts	4,695	1,672	12	2,115	9	75.0%	3	25.0%	0	0.0%
Engineers - Mechanical	4,654	1,678	12		7	58.3%	5	41.7%	0	0.0%
Custom Framing	4,595	1,688	12		9	75.0%	2		1	8.3%
Biofeedback Therapists	4,561 4,242	1,690 1,751	12 12	2,115 2,115	3 11	25.0% 91.7%	9	75.0%	0	0.0%
Gutter Leaf Guards Insurance - Liability	4,242	1,751	12	2,115	11 8	66.7%	1	8.3% 33.3%	0	0.0%
Water Analysis	4,022	1,798	12		8	66.7%	4	33.3%	0	0.0%
Permanent Make Up	3,755	1,851	12		8	66.7%	4		0	0.0%
Water Wells - Pumps Sales & Service	3,680	1,869	12	2,115	10	83.3%	2	16.7%	0	0.0%
Radiotelephone Communication - Equipment & Systems	3,661	1,877	12	2,115	4	33.3%	8	66.7%	0	0.0%
Leather Goods - Repair Mens Clothing & Furnishings - Wholesale & Manufacturers	3,656 3,131	1,878 2,002	12 12		4	33.3% 50.0%	8	66.7% 41.7%	0	0.0% 8.3%
Pavement & Floor Marking Services	3,131	2,002	12		6	50.0%	5	41.7% 50.0%	1	0.0%
Boat Storage	3,025	2,028	12	2,115	9	75.0%	3	25.0%	0	0.0%
Drapery & Curtain Cleaners	2,904 2,587	2,055	12 12		9	75.0%	2	16.7%	1	8.3% 0.0%
Telecommunication Design	2,587	2,134	12	2,115	11	91.7%	1	8.3%	0	0.0%
Carburetors	2,552	2,147	12		6	50.0%	6		0	0.0%
Carpet & Rug Dealers - Persian/Oriental Rugs Electric Vehicles	2,276 2,066	2,232 2,308	12 12		8	66.7% 41.7%	4	33.3% 58.3%	0	0.0%
Deck - Repair	1,883	2,373	12		7	58.3%	5	41.7%	0	0.0%
Oxygen Therapy Equipment	1,860	2,385	12		5	41.7%	7	58.3%	0	0.0%
Pinball Sales & Service	1,838	2,393	12	2,115	9	75.0%	3	23.070	0	0.070
Chimney Sweeper	1,783	2,417	12		2	16.7%	9	75.0%	1	8.3%
Wines - Wholesale Vehicle Graphics	1,592 1,551	2,486 2,514	12 12	2,115 2,115	11		1	8.3%	0	0.0%
Paper & Plastic Cups, Containers	1,487	2,514	12	2,115	11	58.3% 91.7%	1	41.7% 8.3%	0	0.0%
Technical Manual Preparation	1,458	2,554 2,567	12 12	2,115	10	83.3%	2	16.7%	0	0.0%
Behavioral Education Services	1,353	2,626	12	2,115	10	83.3%	2	16.7%	0	0.0%
Lawn Installation Service	1,352	2,627	12		3	25.0%	9	75.0%	0	0.0%
Internet Cafes	1,217	2,712	12		6	50.0%	6		0	0.0%
Concessionaires Children`s Play Programs Instruction	1,179 1,107	2,733 2,784	12 12		6	50.0% 75.0%	1	8.3% 25.0%	5	41.7% 0.0%
Shoring	985	2,764	12		12		3		0	
Sewing Machines - Supplies & Parts	969	2,889	12		8	66.7%	4	33.3%	0	0.0%
Cement - Retail	866	2,975	12	2,115	4	33.3%	8	66.7%	0	0.0%
Water Heaters - Parts & Supplies	829	3,000	12	2,115	9	75.0%	3	25.0%	0	0.0%
Import Representatives	768	3,047	12 12	2,115	4	33.3%	6	50.0%	2	16.7%
Coaching - Leadership Railroads - Ticket Agencies	752 648	3,063 3,171	12	2,115 2,115	11	91.7% 75.0%	1	8.3% 16.7%	0	0.0% 8.3%
Health Recording Service	546	3,285	12		10	83.3%	2	16.7%	0	0.0%
Microwave Ovens - Service & Repair	475	3,383	12		1	8.3%	11		0	0.0%
Aquariums - Public	356	3,587	12	2,115	9	75.0%	3	25.0%	0	0.0%
Photography Sales by Mail	328	3,626	12	2,115	2	16.7%	10		0	0.0%
Show Cases	239	3,827	12		4	33.3%	8	00.7 70	0	0.070
Caning Supplies	110	4,212	12		2	16.7%	10 5	83.3%	0	0.0%
Land Companies Display Designers & Producers	15,688 14,643	915 958	11 11		5	45.5% 45.5%	5		1	9.1%
Controls, Control Sys & Regulators	11,685	1,086	11		6	54.5%	3	27.3%	2	18.2%
Pet Cemeteries, Crematories & Supplies	9,633	1,217	11	2,175	6	54.5%	5	45.5%	0	0.0%
Stair Builders	8,156	1,306	11	2,175	7	63.6%	3	27.3%	1	9.1%
Stock Quotation Boards & Systems	7,467	1,355	11		3	27.3%	8	72.7%	0	0.0%
Womens Apparel - Wholesale & Manufacturers	7,205	1,382 1,384	11 11		7	63.6% 63.6%	4	36.4% 27.3%	0	0.0% 9.1%
Material Handling Equipment	7,182	1,384	11	2,1/5	/	63.6%	3	27.3%	1	9.1%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Screening - Tenant	6,729	1,425	11	2,175	11	100.0%	0	0.0%	0	0.0%
Fruits & Vegetables - Wholesale Hardscapes	5,503 5,057	1,561 1,632	11 11	2,175 2,175	9	81.8% 36.4%	2	18.2% 45.5%	0	0.0% 18.2%
Food Processing Equipment & Supplies	4.751	1,667	11		7	63.6%	4	36.4%	0	0.0%
Water Heaters - Repairing	4,145	1,777	11	2,175	4	36.4%	7	63.6%	0	0.0%
Mold Consulting & Testing	3,902	1,819	11		7	63.6%	4	36.4%	0	0.0%
Human Factors - Research & Development Boilers - New & Used	3,497 3,169	1,910	11		9 10	81.8% 90.9%	2	18.2% 9.1%	0	0.0%
Psychotherapist	3,169	1,989 2,013	11 11	2,175 2,175	10	90.9% 81.8%	2	18.2%	0	0.0%
Fabrics - Wholesale & Manufacturers	3,070	2,016	11	2,175	7	63.6%	4	36.4%	0	0.0%
Insulation Contractors Equipment & Supplies	2,845	2,065	11		5	45.5%	6	54.5%	0	0.0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	2,787	2,084	11		6	54.5%	2	18.2%	3	
Animal Transporting - Zoo, Circus Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	2,585 2,493	2,135 2,165	11 11		2 8	18.2% 72.7%	1	9.1% 27.3%	8	72.7% 0.0%
Locks - Wholesale & Manufacturers	2,493	2,103	11		9	81.8%	2	18.2%	0	0.0%
Office Furniture & Equipment - Wholesale & Manufacturing	2,351	2,209	11		10	90.9%	1	9.1%	0	0.0%
Vinyl Flooring	2,187	2,254	11		5	45.5%	5	45.5%	1	9.1%
Knobs	2,173	2,259	11 11	2,175	9	81.8%	0	0.0%	2	18.2% 0.0%
Campers - Service & Repair Playgrounds	2,169 2,143	2,264 2,273	11	2,175 2,175	8	72.7% 63.6%	3	27.3% 36.4%	0	0.0%
Coatings - Powder	2,143	2,306	11		6	54.5%	5	45.5%	0	0.0%
Cable Networking	2,003	2,332	11	2,175	4	36.4%	7	63.6%	0	0.0%
Dog Daycare	1,973	2,341	11	2,175	6	54.5%	5	45.5%	0	0.0%
Futon Sales	1,950	2,355	11	2,175	7	63.6%	4	36.4%	0	0.0%
Uniforms - Accessories	1,711 1,658	2,438 2,455	11 11		7	63.6% 81.8%	4	36.4% 18.2%	0	0.0%
Pain Management Services Ignition Interlock Devices	1,658	2,455	11		10	90.9%		18.2% 9.1%	0	0.0%
Manicuring	1,567	2,505	11		4	36.4%	6	54.5%	1	9.1%
Service Animals - Dogs	1,394	2,605	11	2,175	6	54.5%	5	45.5%	0	0.0%
Guards - Door & Window	1,392	2,606	11		10	90.9%	1	9.1%	0	0.0%
Radios - Citizen Band	1,334	2,641	11		1	9.1%	10	90.9%	0	0.0%
Post Cards - Manufacturers & Distributors Event Planners - Corporate	1,311 1,102	2,656 2,786	11 11		10	90.9% 36.4%	0	63.6%	1	9.1% 0.0%
Sealing - Pavement	1,102	2,786	11		5	45.5%	5	45.5%	1	9.1%
Motorcycle Sales - Consignments	1,078	2,809	11		4	36.4%	5	45.5%	2	18.2%
Frozen Foods - Processors	890	2,958	11		8	72.7%	3	27.3%	0	0.0 %
Trucks - Forklifts	811	3,013	11	2,175	4	36.4%	7	63.6%	0	
Artificial Flowers & Plants - Manufacturer Supplies Library Research Service	778 750	3,041 3,068	11 11	2,175 2,175	5	54.5% 45.5%	5	45.5% 36.4%	2	0.0% 18.2%
Saltwater Pools - Equipment & Supplies	657	3,163	11	2,175	8	72.7%	2	18.2%	1	9.1%
Auto Dealers - Hybrid Vehicles	607	3,211	11	2,175	11		0	0.0%	0	0.0%
Physicians & Surgeons - Sports Medicine	578	3,257	11		6	54.5%	5	45.5%	0	
Luggage - Wholesale & Manufacturers	534 443	3,305	11		7	63.6% 45.5%	3	27.3% 54.5%	1	9.1%
Laundry Supplies Artificial Fruits & Foods	294	3,438 3,687	11 11		9	72.7%	1	9.1%	2	0.0% 18.2%
Recreational Vehicles - Transportation	279	3,727	11		4	36.4%	4	36.4%	3	27.3%
Cellophane, Cell Materials & Products	266	3,757	11	2,175	3	27.3%	7	63.6%	1	9.1%
Beer, Ale, Wine & Spirits Service	172	4,000	11 11	2,175		72.7%	3	27.3%	0	0.0% 0.0%
Lead Products Law Books	166 153	4,016 4,052	11	2,175 2,175	0	0.0% 27.3%	11	100.0%	0	9.1%
Packaging Materials	13,571	1,008	10		8	80.0%	1	10.0%	1	10.0%
Engineers - Structural	12,882	1,032	10		9	90.0%	1	10.0%	0	0.0%
Day Care - Adults	12,744	1,037	10	2,233	5	50.0%	5	50.0%	0	0.0%
Insurance - Senior Products Petroleum	10,429 7,843	1,164 1,326	10 10		5	50.0% 40.0%	0	0.0%	5	50.0% 0.0%
Fire Protection Consultants	7,843	1,326	10		4	40.0%	6	60.0%	0	0.0%
Junk Removal	6,342	1,471	10		4	40.0%	5	50.0%	1	10.0%
Horse Training	6,180	1,486	10	2,233	9	90.0%	1	10.0%	0	0.0%
Insurance - Fire & Flood Specialists	5,893	1,518	10	2,233	8	80.0%	2	20.0%	0	0.0%
Office Furniture & Equipment - Used Lighting Consultants	5,756 5,473	1,538 1,565	10 10		7	70.0% 50.0%	3	30.0% 50.0%	0	0.0%
Glaziers	5,473	1,623	10		5	50.0%	5	50.0%	0	
Business Credit Builder	4,757	1,665	10		8	80.0%	2	20.0%	0	0.0%
Concrete Blocks & Shapes	4,510	1,696	10	2,233	9	90.0%	1	10.0%	0	0.0%
Aluminum Products	4,299	1,738	10		10	100.0%	0	0.0%	0	0.0%
Guide Service	4,262	1,745	10		8	80.0% 50.0%	2	20.0%	0	0.0%
Trailers - Truck Cabinet Refacing	3,829 3,672	1,835 1,872	10 10	2,233 2,233	5	10.0%	<u>5</u>	50.0% 90.0%	0	0.0%
Scaffolding & Aerial Lifts	3,666	1,875	10	2,233	5	50.0%	5	50.0%	0	0.0%
Trailers - Transporting	3,554	1,895	10	2,233	2	20.0%	5	50.0%	3	30.0%
Paint - Wholesale & Manufacturers	3,214	1,982	10		8	80.0%	2	20.0%	0	0.0%
Motor coach Companies	3,188	1,986	10		7	70.0%	1	10.0%	2	20.0%
Engines - Fuel Conversion Cigar & Cigarette & Tobacco Dealers - Wholesale	3,123 3,050	2,006 2,023	10 10	2,233 2,233	5	50.0% 40.0%	5	50.0% 50.0%	0	0.0% 10.0%
Homeopaths	2,738	2,023	10		5	50.0%	5	50.0%	0	0.0%
Fence Material	2,664	2,116	10		7	70.0%	3	30.0%	0	0.0%
Oilfield Consultants	2,498	2,161	10		5	50.0%	5	50.0%	0	0.0%
Sprinkler Supervisory Service	2,404	2,195	10	2,233	7	70.0%	2	20.0%	1	10.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Quilting Materials & Supplies	2,225	2,242	10	2,233	5	50.0%	5	50.0%	0	0.0%
Power Transmission Equipment Tools - Cutting	2,221 2,122	2,244 2,280	10	2,233	7	70.0% 70.0%	3	30.0% 20.0%	0	0.0% 10.0%
Consultants - Security	2,122	2,280	10 10	2,233 2,233	- /	70.0% 60.0%		10.0%	1	30.0%
Recycling - Metal	2,061	2,313	10		4	40.0%	4	40.0%	2	20.0%
Mattresses - Renovating	2,032	2,323	10	2,233	6	60.0%	3	30.0%	1	10.0%
Bid Report Service	2,024	2,327	10		6	60.0%	4	40.0%	0	0.0%
Magnets & Magnetic Devices Ballrooms	1,844 1,842	2,391 2,392	10 10		/	70.0% 50.0%	1	10.0% 30.0%	2	20.0% 20.0%
Horse Transporting	1,775	2,419	10	2,233	5	50.0%	5	50.0%	0	
Cushions	1,772	2,420	10		3	30.0%	7	70.0%	0	0.0%
Underground Sprinkler Lawn Sprinkler Parts	1,635	2,465	10		7	70.0%	3	30.0%	0	0.0%
Engravers - Metal	1,605	2,480	10		9	90.0%	1	10.0%	0	0.0%
Needlework Supplies - Retail, Wholesale, Manufacturing Washing Machines & Dryers - Service & Repair	1,532 1,501	2,526 2,547	10 10		5	50.0% 50.0%	4	40.0% 50.0%	1	10.0%
Radar Equipment	1,492	2,551	10	2,233		80.0%	1	10.0%	1	10.0%
Parachute Jumping Instruction	1,417	2,597	10	2,233	7	70.0%	3	30.0%	0	0.0%
Heat Pumps	1,404	2,602	10	2,233	5	50.0%	5	50.0%	0	0.0%
Meal Preparation Service	1,342	2,636	10 10	2,233 2,233	6	60.0%	3	30.0%	1	10.0%
Apartment Sharing Service Wood Carving	1,279 1,260	2,674 2,678	10	2,233	1	10.0% 30.0%	9	90.0%	0	0.0% 10.0%
Indian Goods	1,257	2,683	10		9	90.0%	1	10.0%	0	0.0%
Forgings	1,248	2,689	10		2	20.0%	8	80.0%	0	0.0%
Advertising - Transit &Transportation	1,236	2,699	10	2,233	3	30.0%	6	60.0%	1	10.0%
Shirts - Wholesale & Manufacturers	1,165	2,746	10		7	70.0%	3	30.0%	0	0.0%
Music Arrangers & Composers Auto Sunroofs	1,159 1,002	2,754 2,863	10 10		4	40.0% 90.0%	5	50.0% 10.0%	1	10.0%
Attorneys & Lawyers - Home Owners Associations	998	2,867	10		7	70.0%	3	30.0%	0	0.0%
Beauty Supplies & Equipment Repair	889	2,960	10		1	10.0%	6	60.0%	3	30.0%
Advertising - Vinyl Phone Book Covers	810	3,014	10	2,233	4	40.0%	6	60.0%	0	0.0%
Vacuum Cleaners - Industrial & Commercial	550	3,282	10		7	70.0%	2	20.0%	1	10.070
Instrument Cases	529	3,313	10		10	10.0%	7	70.0%	2	20.0%
Concert Bureaus Coin & Bill Count, Sort, Wrap Machines	384 350	3,532 3,596	10	2,233	10	100.0% 100.0%	0	0.0%	0	0.0%
Armatures - Service & Sales	344	3,607	10		4	40.0%	6	60.0%	0	0.0%
Modular/Mobile Home - Foundation Services	251	3,791	10		5	50.0%	5	50.0%	0	0.0%
Educational Materials - Home Schooling	240	3,821	10	2,233	5	50.0%	3	30.0%	2	20.0%
Puppets & Marionettes Car Service	178 79	3,986 4,336	10 10		0	0.0%	10		0	0.0%
Engineers - Civil	20,449	788	10	2,233	8	88.9%	1	40.0% 11.1%	0	0.0%
Environmental Consulting & Contracting	10,675	1,144	9	2,300	6	66.7%	3	33.3%	0	
Foundries	7,784	1,330	9	2,300	3	33.3%	6	66.7%	0	0.0%
Lumber - Wholesale	7,414	1,360	9	2,300	4	44.4%	3	33.3%	2	22.2%
Paving Materials Information Processing & Retrieval Equipment & Systems	6,878 6,034	1,411	9	2,300	/	77.8% 11.1%	2	22.2% 88.9%	0	0.0%
Fireworks	5,927	1,502 1,514	9	2,300 2,300	5	55.6%	3	33.3%	1	11.1%
Aircraft Dealers	5,889	1,519	9	2,300	4	44.4%	5	55.6%	0	
Pumps - Dealers	5,694	1,546	9	2,300	6	66.7%	3	33.3%	0	0.0%
Printing Brokers	5,375	1,579	9	2,300	3	33.3%	6	66.7%	0	0.0%
Collection Agencies - Government Loans Roof Structures	5,161 5,107	1,613 1,620	9	2,300 2,300	2	22.2% 33.3%	/	77.8% 66.7%	0	0.0%
Fire Protection Contractor	4,916	1,646	9	2,300	4	44.4%	4	44.4%	1	11.1%
Greenhouses	4,668	1,676	9	2,300	9	100.0%	0	0.0%	0	0.0%
Storm Windows & Doors - Repair	4,602	1,687	9	2,300	3	33.3%	5	55.6%	1	11.1%
Computers - Graphics Facility Maintenance	4,396 4,340	1,715 1,732	9	2,300 2,300	4	44.4% 66.7%	3	33.3% 22.2%	2	22.2% 11.1%
Environmental, Conservationist & Ecol Org	4,340	1,732	9	2,300	5	55.6%	2	33.3%	1	11.1%
Painting - Faux Finishing	4,186	1,767	9	2,300	7	77.8%	2	22.2%	0	0.0%
Rubber Stamps	4,182	1,770	9	2,300	7	77.8%	2	22.2%	0	0.0%
Aircraft Schools	3,780	1,847	9	2,300	3	33.3%	6	66.7%	0	0.0%
Fuel Economizers	3,740 3,686	1,855	9	2,300	4	44.4%	5	55.6% 44.4%	0	0.0%
Grocers - Wholesale Mining Companies	3,586	1,868 1,908	9	2,300 2,300	5	55.6% 55.6%	4	44.4%	0	0.0%
Countertop - Fabrication	3,486	1,913	9	2,300	8	88.9%	1	11.1%	0	0.0%
Health Care Referral	3,365	1,940	9	2,300	6	66.7%	2	22.2%	1	11.1%
Nursing Home Information & Referral	3,349	1,947	9	2,300	7	77.8%	2	22.2%	0	0.0%
Aviation Consultants Cash Registers & Supplies	3,279 3,146	1,969 1,994	9	2,300 2,300	2	22.2% 11.1%	7	77.8% 88.9%	0	0.0%
Stair Lifts	3,146	2,000	9	2,300	9	100.0%	8		0	0.0%
Candles - Wholesale & Manufacturers	3,125	2,005	9	2,300	6	66.7%	1	11.1%		22.2%
Farming Service	3,040	2,026	9	2,300	4	44.4%	5	55.6%	0	0.0%
Conference Centers	3,001	2,034	9	2,300	5	55.6%	4	44.4%	0	0.0%
Cleaning Systems Press, Chemical	2,814 2,689	2,076	9	2,300 2,300	4	44.4% 66.7%	4	44.4% 33.3%	1	11.1%
Fences - Vinyl Contractors - Retaining Wall	2,689 2,676	2,110 2,111	9	2,300	2	22.2%	<u>3</u>	33.3% 66.7%	1	11.1%
Fence Posts & Fittings	2,616	2,117	9	2,300	8	88.9%	1	11.1%	0	0.0%
Bank Equipment & Supplies	2,576	2,141	9	2,300	4	44.4%	5	55.6%	0	0.0%
Beer Home Brewing Equipment & Supplies	2,476	2,169	9	2,300	6	66.7%	3	33.3%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Hydroseeding	2,472	2,171	9	2,300	7	77.8%	2	22.2%	0	0.0%
Bird Feeders & Houses Wood Preserving	2,463 2,424	2,175 2,185	9	2,300 2,300	/	77.8% 55.6%	2	22.2% 33.3%	0	0.0% 11.1%
Rock Shops	2,244	2,238	9	2,300	4	44.4%	5	55.6%	0	0.0%
Store Fronts	2,082	2,302	9	2,300	6	66.7%	2	22.2%	1	11.1%
Greenhouse Equipment & Supplies	1,992	2,336	9	2,300	3	33.3%	6	66.7%	0	0.0%
Artists - Commercial	1,937 1,860	2,359 2,385	9	2,300 2,300	5	55.6% 55.6%	4	44.4% 44.4%	0	0.0%
Fiberglass - Fabrication & Repair Chairs - Orthopedic & Lift	1,853	2,385	9	2,300	5	66.7%	4	11.1%	2	22.2%
Electric Supplies - Manufacturers	1,642	2,462	9	2,300	3	33.3%	6	66.7%	0	0.0%
Cheese	1,606	2,479	9	2,300	6	66.7%	3	33.3%	0	0.0%
Excavating Equipment	1,605	2,480	9	2,300	5	55.6%	4	44.4%	0	0.0%
Coffee Roasting & Handling Equipment Candy & Confectionery Brokers	1,481 1,424	2,555 2,593	9	2,300 2,300	5	55.6% 100.0%	4	44.4%	0	0.0%
Carriages - Horse	1,424	2,593	9	2,300	4	44.4%	4	44.4%	1	11.1%
Data Recovery	1,372	2,618	9	2,300	4	44.4%	3	33.3%	2	22.2%
Motion Picture Producers & Studios	1,275	2,676	9	2,300	5	55.6%	4	44.4%	0	0.0%
Gloves - Work & Industrial	1,247	2,690	9	2,300	3	33.3%	6	66.7%	0	0.0%
Chimney Cleaning Equipment & Supplies Engravers - Stationery	1,240 1,200	2,696 2,719	9	2,300 2,300	6	66.7% 77.8%	3	33.3% 22.2%	0	0.0%
Wedding Officiant	1,129	2,719	9	2,300		77.8% 55.6%		22.2% 44.4%	0	0.0%
Consultants - Dental Management	1,125	2,776	9	2,300	7	77.8%	2	22.2%	0	0.0%
Pilates	1,037	2,831	g g	2,300	5	55.6%	3	33.3%	1	11.1%
Customs Consultant	1,030	2,839	9	2,300	1	11.1%	6	00.7 70	2	22.2%
Springs - Automotive - Sales & Service	1,016	2,852	9	2,300	7	77.8%	1	11.1%	1	11.1%
Soil Conditioners Incense	982 892	2,879 2,956	9	2,300 2,300	3	33.3% 66.7%	6	66.7% 33.3%	0	0.0%
Bar Supplies	832	2,956	9	2,300	8	88.9%	1	33.3% 11.1%	0	0.0%
Burial Advisory Service	806	3,018	9	2,300	9	100.0%	0	0.0%	0	0.0%
Glassware Decorators	727	3,092	9	2,300	5	55.6%	4	44.4%	0	0.0%
Programmed Instruction	717	3,105	9	2,300	5	55.6%	3	33.3%	1	11.170
Auto Paint - Mobile	639	3,187	9	2,300	6	66.7%	3	33.3%	0	0.0%
Floral Design Instruction Cabinet Organizers	613 605	3,206 3,216	9	2,300 2,300	/	77.8% 55.6%	2	22.2%	0	0.0%
Dumpster Services	594	3,210	9	2,300	7	77.8%	2	22.2%	0	0.0%
E-Books	524	3,321	9	2,300	6	66.7%	3	33.3%	0	0.0%
Commissary Contractors	488	3,368	9	2,300	3	33.3%	6	66.7%	0	
Advertising - Mobile	481	3,378	9	2,300	2	22.2%	2	22.2%	5	55.6%
Air Compressors Engines - Gasoline	456 455	3,420 3,421	9	2,300 2,300	3	33.3% 44.4%	6	66.7% 55.6%	0	0.0%
Charity - Arts & Culture	401	3,503	9	2,300	9	100.0%	0	0.0%	0	0.0%
Pretzels	359	3,582	9	2,300	5	55.6%	4	44.4%	0	0.0%
Cylinders - Gas	316	3,650	9	2,300	7	77.8%	2	22.2%	0	0.0%
Referral - Storage Facility	257	3,767	9	2,300	5	55.6%	4	44.4%	0	0.0%
Physicists Tanners	211 211	3,887 3,887	9	2,300 2,300	1	11.1% 44.4%	6	66.7% 55.6%	2	22.2% 0.0%
Presses - Power	145	4,079	9	2,300	4	44.4%	5	55.6%	0	0.0%
Halloween Supplies	131	4,127	9	2,300	4	44.4%	4	44.4%	1	11.1%
Organizing Services - Household & Business	8,161	1,305	8	2,387	5	62.5%	3	37.5%	0	0.0%
Contractors - Framing	8,077	1,308	8	2,387	4	50.0%	3	37.5%	1	12.5%
Management Training	8,073	1,309	8	2,387	4	50.0% 87.5%	3	37.5% 12.5%	1	12.5% 0.0%
Nurses Drafting Services	7,870 7,526	1,323 1,350	8	2,387 2,387	- /	62.5%	3	37.5%	0	0.0%
Carpet & Rug Cleaning Equipment& Supplies	7,015	1,398	8	2,387	5	62.5%	2	25.0%	1	12.5%
Travel Escorts	6,178	1,487	8	2,387	6	75.0%	2	25.0%	0	0.0%
Transcription Service	5,995	1,508	8	2,387	5	62.5%	3	37.5%	0	0.0%
Fish & Seafood - Wholesale	5,415	1,570	8	2,387	6	75.0%	2	25.0%	0	0.0%
Carpet & Rug Repair Bakers - Wholesale	5,378	1,578 1,597	8	2,387 2,387		25.0% 75.0%	4	50.0% 25.0%	2	25.0% 0.0%
Arbitration Services	5,238 4,348	1,727	8	2,387	2	25.0%	6	75.0%	0	0.0%
Toner Cartridges	4,238	1,752	8	2,387	7	87.5%	1	12.5%	0	
Mason Contractors Equipment & Supplies	4,215	1,762	8	2,387	5	62.5%	3	37.5%	0	0.0%
Plants - Interior Design & Maintenance	3,894	1,821	8	2,387		100.0%	0	0.0%	0	0.0%
Couriers	3,584	1,891	8	2,387	3	37.5%	3	37.5%	2	25.0%
Woodworking Equipment & Supplies Movers - Office	3,522 3,496	1,902	8	2,387 2,387	7	87.5% 87.5%	1	12.5% 12.5%	0	0.0%
Dairy Products - Wholesale	3,394	1,932	8	2,387	3	37.5%	5	62.5%		0.0%
Audio-Visual Equipment - Rent & Lease	3,341	1,950	8	2,387	3	37.5%	4	50.0%	1	12.5%
Fishing Bait	3,094	2,012	8	2,387	6	75.0%	1	12.5%	1	12.5%
Myofunctional Therapy Covernment, US	3,068 2,936	2,017 2,046	8	2,387 2,387	7	87.5% 50.0%	1	12.5% 25.0%	0	0.0% 25.0%
Government - US. Pumping Contractors	2,936 2,912	2,046	8	2,387	4	50.0% 75.0%	1	25.0% 12.5%	2	12.5%
Wire Products	2,863	2,052	R R	2,387	5	62.5%	3	37.5%	0	0.0%
Patio Cover	2,845	2,065	8	2,387	8	100.0%	0		0	0.0%
Work Clothes - Retail	2,811	2,077	8	2,387	3	37.5%	4	50.0%	1	12.5%
Ultrasound - Medical	2,750	2,096	8	2,387	6	75.0%	2	25.0%	0	0.0%
Deck Cleaning and Waterproofing	2,521	2,150	8	2,387	3	37.5%	5	62.5%	0	0.0%
Engineering Equipment & Supplies	2,409	2,190	. 8	2,387	6	75.0%	2	25.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Screen Printing - Equipment & Supplies	2,389	2,199	8	2,387	4	50.0%	4	50.0%	0	0.0%
Lice Removal/Protection Services Foam & Sponge Rubber	2,332 2,318	2,216 2,220	8	2,387 2,387	8 7	100.0% 87.5%	0	0.0% 12.5%	0	0.0%
Tags	2,310	2,236	8	2,387	- /	75.0%	2	25.0%	0	0.0%
Bakers Supplies	2,192	2,252	8	2,387	6	75.0%	2	25.0%	0	0.0%
Skip Tracing	2,119	2,282	8	2,387	0	0.0%	8	100.0%	0	0.0%
Optical Goods - Wholesale & Manufacturers	2,087	2,295	8	2,387	6	75.0%	2	25.0%	0	0.0%
Corporate Housing	2,076	2,305	8	2,387	8	100.0%	0	0.0%	0	0.0%
Stone Cutters	1,968 1,965	2,343 2,346	8	2,387 2,387	3	37.5% 12.5%	5	62.5% 87.5%	0	0.0%
Brewers Insurance Services - Commercial	1,965	2,346	8	2,387	1	12.5% 87.5%	7		1	
Electronic Product Waste Management & E Waste Services	1,874	2,379	8		8	100.0%	0		0	
Appraisal - Management	1,735	2,430	8	2,387	8	100.0%	0	0.0%	0	0.0%
Accident Reconstruction Service	1,663	2,453	8	2,387	3	37.5%	5	62.5%	0	0.0%
Compression Clothing/Garments	1,641	2,463	8	2,387	8	100.0%	0	0.0%	0	0.0%
Swimming Pools - Leak Detection & Repair	1,608	2,477	8	2,387	4	50.0%	4	50.0%	0	0.0%
Ventilating Equipment Oil Refiners	1,539 1,468	2,521	8		6	75.0% 62.5%	2	25.0% 37.5%	0	0.0%
Bamboo & Bamboo Products	1,333	2,562 2,642	8	2,387 2,387		100.0%	<u> </u>		0	
Talent Representation	1,331	2,645	8	2,387	4	50.0%	4	50.0%	0	0.0%
Video Equipment - Supplies & Parts	1,321	2,650	8	2,387	3	37.5%	4	50.0%	1	12.5%
Auto Radios & Stereos - Wholesale & Manufacturers	1,297	2,666	8	2,387	2	25.0%	5	62.5%	1	12.5%
Pharmaceutical Products - Research	1,244 1,238	2,691	8	2,387	6	75.0%	2	25.0%	0	0.0%
Recording Studio Equipment		2,697	8	2,387	4	50.0%	4	50.0%	0	0.0%
Electric Scooters Heating & Air Conditioning - Filters	1,223 1,206	2,708 2,715	8	2,387 2,387	8	100.0% 87.5%	0	0.0% 12.5%	0	0.0%
Knife Sharpening Devices	1,206	2,715	8		/	87.5% 50.0%	1	12.5% 50.0%	0	0.0%
Advertising - Checking Service	1,172	2,723	8	2,387 2,387	5	62.5%	3	37.5%	0	0.0%
Lenses	1,171	2,738	8	2,387	5	62.5%	3	37.5%	0	0.0%
Tennis Equipment & Supplies	1,168	2,743	8	2,387	5	62.5%	3	37.5%	0	0.0%
Shavers - Electric	1,084	2,801	8	2,387	7	87.5%	1	12.5%	0	0.0%
Plumbing Plan Services	1,083	2,805	8	2,387		87.5%	1	12.5%	0	
Writer - Freelance Patio Builder	1,078 1.065	2,809 2,812	8	2,387 2,387	3	37.5%	3	37.5%	2	25.0% 37.5%
Furnaces - Industrial	1,062	2,814	8	2,387	- 2	25.0% 37.5%	3	37.5% 37.5%	3	25.0%
Landfills - Sanitary	1,038	2,830	8	2,387	5	62.5%	2	25.0%	1	
Gourmet Corporate Gifts	1,014	2,855	8	2,387	7	87.5%	1	12.5%	0	
Intercoms Systems & Services	973	2,883	8	2,387	7	87.5%	1	12.5%	0	0.0%
Juices	971	2,887	8	2,387	5	62.5%	2	25.0%	1	
Auto Repair - Vintage	950	2,905		2,387	0	0.0%	8	100.0%	0	0.0%
Aquaculture Hats - Wholesale & Manufacturers	899 896	2,948 2,953	8	2,387 2,387	1	12.5%	4	87.5% 50.0%	1	0.0% 12.5%
Generators	812	3,012	8	2,387	<u>3</u>	37.5% 62.5%	3	37.5%	1	0.0%
Computer Assisted Design Services	763	3,051	8	2,387	4	50.0%	4	50.0%	0	0.0%
Electric Instruments	736	3,083	8	2,387	3	37.5%	5	62.5%	0	0.0%
Differentials - Automobile	723	3,098	8	2,387	2	25.0%	6	75.0%	0	0.0%
Appointment Setting Service	712	3,109	8	2,387	3	37.5%	5	62.5%	0	0.0%
Contractor - Hauling	645 582	3,178		2,387	4	50.0%	4	50.0%	0	0.0%
Bowling Clothes & Accessories Studio Rental	582 573	3,252 3,260	8	2,387 2,387	4	50.0% 12.5%	4 7	50.0% 87.5%	0	0.0%
Washers	561	3,260	0	2,387	1	50.0%	/	50.0%	0	0.0%
Washing Machines & Dryers - Dealers	561	3,270	8	2,387	- 8	100.0%	0	0.0%	0	0.0%
Scooters - Repair	524	3,321	8	2,387	2	25.0%	6	75.0%	0	0.0%
Towel Supply Service	508	3,345	8	2,387	3	37.5%	5	62.5%	0	0.0%
Outpatient Surgery Centers	420	3,476	8	2,387	8	100.0%	0	0.0%	0	0.0%
Tours - Wholesale	412	3,487		2,387		87.5%	1	12.5%	0	0.0%
Ballroom Dance Instruction	357	3,586	8	2,387	8	100.0%	0	0.0%	0	0.0%
Auto Dealers - Buying Co-Op Sport Fishing	343 325	3,609 3,633	8	2,387 2,387	4	50.0% 62.5%	- 4	50.0% 37.5%	0	0.0%
Email Service Provider	284	3,713	8	2,387	6	75.0%	2	25.0%	0	0.0%
Knives - Custom	267	3,753	8	2,387	7	87.5%	1	12.5%	0	
Hospitality	254	3,781	8	2,387	6	75.0%	2	25.0%	0	
Rodeos	221	3,866	8	2,387	3	37.5%	5	62.5%	0	0.0%
Vinyl Decking	192	3,936	8	2,387	8	100.0%	0	0.0%	0	0.0%
Electric Bikes	174	3,992	8	2,387	2	25.0%	6	75.0%	0	0.0%
Electrotype Equipment & Supplies	142 78	4,091	8	2,387	2	25.0%	0		6	75.0% 0.0%
Cleaners & Dyers Equipment & Supplies Motion Picture Film Libraries		4,339 4,547	8 8	2,387 2,387	2	25.0% 25.0%	<u> </u>	75.0% 75.0%	0	0.0%
Hydroponics - Equipment & Supplies	43 14,779	953	7	2,485	7	100.0%	0	0.0%	0	0.0%
Basement - Finishing	6,598	1,437	7	2,485	6	85.7%	1	14.3%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	6,076	1,499	7	2,485	3	42.9%	3	42.9%	1	14.3%
Reading Instruction	5,783	1,534	7	2,485	7	100.0%	0	0.0%	0	0.0%
Occupational Therapists	5,221	1,601	7	2,485	5	71.4%	2	28.6%	0	0.0%
Window Tinting & Coating - Residential	4,749	1,668	7	2,485	2	28.6%	5	71.4%	0	0.0%
Refrigeration Equipment - Supplies & Parts	4,646 4,384	1,680 1,718	/	2,485 2,485	4	57.1% 85.7%	3	42.9% 14.3%	0	0.0%
		1,/18	/	2,485	6	85./%	1	14.3%	0	
Rifle & Pistol Ranges Ice	4,344	1,730	7	2,485	А	57.1%	3	42.9%	Λ.	0.0%

US BBB 2012 Statistics Sorted by Complaints

TREAD INFORMATION CONTROL STATES AND ADDRESS OF THE STATES AND ADDRESS	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
March Marc	Bar Coding Service			7		7		0		0	0.0%
Car Stan & Palini Experient & Septime 1 1600 1,511 7 2,400 1 1,400 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1,400 1 1,400 1 1,400 1 1,400 1 1,400 1 1,400				7		5		2		0	
Transporter 1,700 1,965 2,265 3 1,105 2,265 3 1,105 2,265 3 1,105 2,265 3 1,105 3				7		7		1		0	
Sear Internal	Employment Service - Virtual Assistant			7		4		1		2	
Transport Control 1.00 1		3,656		7		5		2		0	0.0%
April Comment Commen		3,646	1,880			6		0		1	14.3%
Alles, Trajent Schools 1,777 2,886 7 2,655 8 7,465 9 1,265				/		- 6		0		1	
				7		- 7		2		0	
Internal Register	Ultrasound - Nonmedical			7	2,485	3		4		0	
Authority Communication	Filtering Materials & Supplies		2,114	7	2,485	6	85.7%	1	14.3%	0	0.0%
September	Dairies			7		4		3		0	0.070
Proceed Partners						5		2		0	
Particular functioning resisting a force 200				7		4		3		<u> </u>	29.6%
Missource				7		2		5		0	
Processor Suppose 2,454 2,161 7 2,465 6 85.76 1 1,70 0 0.00	Microscopes	2,460		7		5		2		0	0.0%
Traction Stations 2.350 2.210 7 2.465 2 26.50 3 4.50 3 2.50 2.50 3 2.50	Physicians & Surgeons - Oncology			7		6		1			0.0%
Concrete Curried Nettrian Meterians 2,277 2,298 7 2,468 5 71,451 2 25,65 0 8,07				7		5		2		0	
Support Circulate				7		2		3		2	
Sement Equation - Feeting (September - Feeting September - Septing September - Septemb				/		5		2		0	
Electrical Power Systems (Personal & Commercial) - Backup Systems 2,002 2,286 7,248 6,778 1 13,78 0 0.05		2,223		7	2,485	5		7	28.6%	<u>1</u>	
Pages Captillation				7		6		1			0.0%
Theorem Associates	Paper Distributors		2,290	7	2,485	5		2		0	0.0%
Fisch - Capage 1,886 2,271 7 2,486 3 4,270 4 5,71% 0 0,07 Insurance - Helical Lability 1,717 2,487 7 2,488 1 5,15 3 4,05 1 4,05 1 4,05 Insurance - Helical Lability 1,717 2,440 7 2,488 2 8,05 2 8,05 3 4,05 Insurance - Helical Lability 1,717 2,440 7 2,488 2 8,05 2 8,05 3 4,05 Insurance - Helical Lability 1,717 2,440 7 2,488 7 2,488 2 8,05 2 8,05 3 4,05 Insurance - Helical Lability 1,717 2,440 7 2,488 7 2,488 7 2,488 3 4,05 Insurance - Helical Lability 1,717 2,440 7 2,488 7 2,48				7		3		4		0	0.0%
1,971 1,974 1,97				7	2,485	4	57.1%	3	42.9%		
Peckage Development	Highting Fixtures - Renair & Maintenance			7		3		4 3		0	
Totarance - Medical Liabellay				7		2		5		0	0.0%
Comments A Tolletry Preparations - Manufacturers 1,627 2,472 7 2,485 4 57,1% 3 4,9% 0 0 0 0 0 0 0 0 0				7		2		2		3	42.9%
Telescopes	Cosmetic & Toiletry Preparations - Manufacturers	1,612		7	2,485	4		3		0	0.0%
Network Part States 1,477 2,558 7 2,465 2 8,666 5 71,4% 0 0.00	Quilts					5		2		0	
Tractor Rent & Lease				/		4		3		0	
Bournage 1,368 2,621 7 2,485 7 100,0% 0 0,0% 0				7				1			
Boat Cleaning				7	2,485	7		0		0	0.0%
Soat Life	Boat Cleaning	1,359	2,624	7	2,485	4	57.1%	3	42.9%	0	0.0%
Baseball Batting Ranges	Iron			7		2		4		1	14.3%
Assoline Additives - Manufacturers & Distributors 1,256 2,707 7 2,485 2 28.6% 2 28.6% 3 34.29% 1 14.3% 5 71.4% 1 14.3% 5 71.4% 1 14.3% 5 71.4% 1 14.3% 5 71.4% 1 14.3% 5 71.4% 1 14.3% 5 71.4% 1 14.3% 1 14.				7	2,485	4		3		0	
Femoring Instruction 1,166 2,725 7 2,465 1 43,39 5 71,49 1 14,35 1 14,37 1 14,				7		4		3		0	
Nurservinnen fautiment & Supplies 1.1811 2,729 7 2,485 5 71,4% 2 28,6% 0 0 0.00 (Gorgans Allerian Supplies) 1.1711 2,738 7 2,485 4 57,1% 2 2,86% 0 1 14.3% 0 0 0.00 (Gorgans Allerian Supplies) 1.101 2,788 7 2,485 5 71,4% 2 28,6% 0 0 0.00 (Gorgans Allerian Supplies) 1.101 2,788 7 2,485 5 71,4% 2 28,6% 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,842 7 2,485 5 71,4% 2 28,6% 0 0 0.00 (Gorgans Allerian Supplies) 1.103 2,842 7 2,485 5 71,4% 2 28,6% 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,844 7 2,485 2 28,6% 5 71,4% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,847 7 2,485 3 42,9% 3 42,9% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,847 7 2,485 3 42,9% 3 42,9% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,847 7 2,485 3 42,9% 3 42,9% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,847 7 2,485 3 42,9% 3 42,9% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.102 2,847 7 2,485 0 85,7% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.103 2,847 7 2,485 0 85,7% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.104 2,850 7 2,485 0 85,7% 1 14,3% 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 7 2,485 0 85,7% 1 14,3% 0 0 0.00 (Gorgans Allerian Supplies) 1.104 2,855 2 28,6% 5 71,4% 1 14,3% 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 7 2,485 0 85,7% 1 14,3% 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 7 2,485 0 85,7% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 7 2,485 0 85,7% 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 1 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 1 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 1 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,859 1 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,941 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,941 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,941 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Supplies) 1.105 2,941 7 2,485 1 14,3% 0 0 0 0.00 (Gorgans Allerian Su				7		1		5		1	14.3%
Conformation 1,171 2,738 7 2,485 4 57.1% 2 28.6% 1 14.3% 0 0.0% 0				7		5		2		0	
Corsets & Girdles 1,045 2,823 7, 2,485 3, 42,9% 4, 57,1% 0, 0.0° Condiments & Sauces 1,031 1,032 2,844 7, 2,485 2, 28,6% 5, 71,4% 0, 0.0° Condiments & Sauces 1,020 1,022 2,844 7, 2,485 2, 28,6% 5, 71,4% 0, 0.0° Convas: Wholesale & Manufacturers 1,020 1,021 2,847 2,485 2, 28,6% 3, 42,9% 3, 42,9% 3, 42,9% 3, 42,9% 1,14,3% 1,020 2,847 2,485 6, 85,7% 1,14,3% 0, 0.0° Convas: Wholesale & Manufacturers 1,012 2,856 7, 2,485 7, 2,485 2, 28,6% 5, 71,4% 0, 0.0° Convas: Wholesale & Manufacturers 1,012 2,856 7, 2,485 7, 2,485 2, 28,6% 5, 71,4% 0, 0.0° Convas: Wholesale & Manufacturers 1,012 2,856 7, 2,485 7, 2,485 2, 28,6% 1, 14,3% 1, 14,	Golf Courses - Miniature			7		4		2		1	14.3%
Condiments & Sauces 1,031						5		2		0	0.0%
Letters - Sign 1,022 2,844 7 2,485 2 28,6% 5 71,4% 0 0.0°				7		9		1		0	
Roof Deck		1,031	2,838	7	2,485	2		5		0	
Insect Control Devices 982 2,879 7 2,485 2 28,6% 5 71,4% 0 0.0°	Roof Decks			7		3		3	42.9%	1	14.3%
E-Mail Marketina 964 2,895 7 2,485 3 42,9% 3 42,9% 4 57,1% 0 0.0.0 Construction Supplies 948 2,909 7 2,485 3 42,9% 4 57,1% 0 0.0.0 Truck Service & Repair - Mobile 946 2,911 7 2,485 5 71,4% 2 28,6% 0 0.0.0 Fans - Industrial & Commercial 940 2,918 7 2,485 1 14,3% 6 885,7% 0 0.0.0 Fans - Industrial & Commercial 940 2,918 7 2,485 1 14,3% 6 885,7% 0 0.0.0 Fans - Industrial & Commercial 940 2,946 7 2,485 5 71,4% 2 28,6% 0 0.0.0 Fans - Industrial & Commercial 940 2,946 7 2,485 5 71,4% 2 28,6% 0 0.0.0 Fans - Industrial & Commercial 940 2,946 7 2,485 4 57,13% 3 42,9% 0 0.0.0 Fans - Industrial & Commercial 940 2,946 7 2,485 4 57,13% 2 28,6% 0 0.0.0 Fans - Industrial & Commercial 940 2,946 7 2,485 1 14,3% 0 0.0.0 Fans - Industrial & Fans - Industr	Canvas - Wholesale & Manufacturers			7		6	85.7%	1		0	0.0%
Construction Supplies 948 2,909 7 2,485 3 42,9% 4 57,1% 0 0.00° Truck Service & Repair - Mobile 946 2,911 7 2,485 5 71,4% 2 28,6% 0 0.00° Recruiting - Technical 940 2,918 7 2,485 1 14,3% 6 85,7% 0 0.00° Restricting - Technical & Commercial 940 2,918 7 2,485 1 14,3% 6 85,7% 0 0.00° Leather Restroation 940 2,941 7 2,485 5 71,4% 2 28,6% 0 0.00° Leather Restroation 940 2,946 7 2,485 4 57,1% 3 42,9% 0 0.00° Leather Restroation 940 2,946 7 2,485 4 57,1% 3 42,9% 0 0.00° Leather Restroation 940 2,946 7 2,485 4 57,1% 3 42,9% 1 14,3% 0 0.00° Leather Restroation 940 2,946 7 2,485 4 57,1% 3 42,9% 1 14,3% 0 0.00° Leather Restroation 940 2,946 7 2,485 6 85,7% 1 14,3% 0 0.00° Leather Restroation 940 2,946 7 2,485 6 85,7% 1 14,3% 0 0.00° Leather Restroation 940 2,946 7 2,485 3 42,9% 3 42,9% 1 14,3% 0 0.00° Leather Restroation 940 2,946 7 2,485 3 42,9% 3 42,9% 1 14,3% 0 0.00° Leather Restroation 940				7		2		5		0	0.070
Truck Service & Repair - Mobile 946		964		7		3		3		1	
Recruiting - Technical 940 2,918 7 2,485 1 14,3% 6 85,7% 0 0.05				7	2,485	3 5		7		0	
Fans - Industrial & Commercial Leather Restoration 914 2,941 7 2,485 5 71,4% 2 28,6% 0 0.00* Racquetball Courts - Private 871 2,972 7 2,485 3 42,9% 3 42,9% 1 14.3% Campers - Rent & Lease 861 2,981 7 2,485 6 85,7% 1 14,3% 0 0.00* Resminar Marketing 849 2,990 7 2,485 3 42,9% 3 42,9% 1 14.3% Attorneys & Lawyers - Appeliate Layouts - Office, Factory 878 3,031 7 2,485 3 42,9% 4 57,1% 0 0.00* Rower Plant Equipment 978 3,034 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Plant Equipment 979 3,042 7 2,485 3 42,9% 4 57,1% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 979 3,057 7 2,485 5 71,4% 2 28,6% 0 0.00* Rower Shiftens - Dress 6 71,4% 0 0.00* Rower Shiftens - Dress 7 7,4% 1 0.00* Rower Shiftens - Dre				7		1		6		0	
Racquetball Courts - Private 871 2,972 7 2,485 3 42,9% 3 42,9% 1 14,3% Campers - Rent & Lease 861 2,981 7 2,485 6 85,7% 1 1 1,3% 0 0.0° Seminar Marketina 849 2,990 7 2,485 3 42,9% 3 42,9% 1 14,3% Attorneys & Lawyers - Appellate 789 3,031 7 2,485 5 71,4% 2 28,6% 0 0.0° Layouts - Office, Factory 788 3,034 7 2,485 5 71,4% 2 28,6% 0 0.0° Power Plant Equipment 780 3,039 7 2,485 3 42,9% 4 57,1% 0 0.0° Gloves & Mittens - Dress 757 3,042 7 2,485 5 71,4% 2 28,6% 0 0.0° Gloves & Mittens - Dress 757 3,057 7 2,485 5 71,4% 2 28,6% 0 0.0° Cabs - Tractor, Truck 745 3,077 7 2,485 5 71,4% 2 28,6% 0 0.0° Cabs - Tracto	Fans - Industrial & Commercial	914		7		5		2		0	
Campers - Rent & Lease 861 2,981 7 2,485 6 85,7% 1 14,3% 0 0.0°		910	2,946	7	2,485	4		3		0	0.0%
Seminar Marketing 849 2,990 7 2,485 3 42,9% 3 42,9% 4 57,1% 0 0.00 Layouts - Office, Factory 785 3,034 7 2,485 5 71,4% 2 28,6% 0 0.00 Cayouts - Office, Factory 785 3,034 7 2,485 5 71,4% 2 28,6% 0 0.00 Cayouts - Office, Factory 785 3,034 7 2,485 5 71,4% 2 28,6% 0 0.00 Cayouts - Office, Factory 780 3,039 7 2,485 3 42,9% 4 57,1% 0 0.00 Cayouts - Office, Factory 780 3,039 7 2,485 7 100.0% 0 0.00 Cayouts - Office, Factory 780 3,042 7 2,485 7 100.0% 0 0.00 Cayouts - Office, Factory 780 3,042 7 2,485 7 100.0% 0 0.00 Cayouts - Office, Factory 780 3,042 7 2,485 7 100.0% 0 0.00 Cayouts - Office, Factory 780 3,042 7 2,485 5 71.4% 2 28,6% 0 0.00 Cayouts - Office, Factory 780 3,057 7 2,485 5 71.4% 2 28,6% 0 0.00 Carbon Products 780 780 790	Racquetball Courts - Private	871	2,972	7	2,485	3		3		1	14.3%
Attorney's Lawyers - Appellate				/		9		1		0	
Layouts - Office, Factory 785 3,034 7 2,485 5 71,4% 2 28,6% 0 0.05 Power Plant Equipment 780 3,039 7 2,485 3 42,9% 4 57,1% 0 0.05 Mountain Climbing Equipment 777 3,042 7 2,485 7 100.0% 0 0.0% 0 0.05 Gloves & Mittens - Dress 757 3,057 7 2,485 5 71,4% 2 28,6% 0 0.05 Carbon Products 757 3,077 7 2,485 2 28,6% 5 71,4% 2 28,6% 0 0.05 Carbon Products 758 758 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 758 759 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 758 759 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 758 759 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 2 28,6% 5 71,4% 0 0.05 Carbon Products 759 7 2,485 3 42,9% 2 28,6% 0 2 28,6% Carbon Products 759 7 2,485 3 42,9% 4 57,1% 0 0.05 Carbon Products 759 7 2,485 3 42,9% 4 57,1% 0 0.05 Carbon Products 759 7 2,485 3 42,9% 4 57,1% 0 0.05 Carbon Products 759 7 2,485 3 42,9% 4 57,1% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05 Carbon Products 759 7 2,485 1 14,3% 6 6 65,7% 0 0.05				7		3		3		1	
Power Plant Equipment 780 3,039 7 2,485 3 42,9% 4 57,1% 0 0.05				7		5		2		0	0.0%
Gloves Mittens - Dress 757 3,057 7 2,485 5 71.4% 2 28.6% 0 0.00	Power Plant Equipment	780	3,039	7	2,485	3	42.9%		57.1%	0	0.0%
Cabs - Tractor, Truck 745 3,077 7 2,485 2 28.6% 5 71.4% 0 0.05 Carbon Products 76 3,106 7 2,485 4 57.1% 3 42.9% 0 0.05 Display Installation Service 661 3,157 7 2,485 2 28.6% 5 71.4% 0 0.05 Bus - Sales & Rental 648 3,171 7 2,485 3 42.9% 2 28.6% 0 2.86% Slavage - Marine 495 3,360 7 2,485 5 71.4% 2 28.6% 0 0.05 Stump Grindina 477 3,381 7 2,485 3 42.9% 4 57.1% 0 0.05 Singing Telegrams 470 3,395 7 2,485 4 57.1% 2 28.6% 1 14.3* Hostels 455 3,421 7 2,485 3 42.9% 4 57.1% 0 0.05 Frearm Manufacturer 437 3,445 7 2,485 3 42.9% 4 57.1% 0 0.05	Mountain Climbing Equipment			7		7		0		0	
Carbon Products 716 3,106 7 2,485 4 57,1% 3 42,9% 0 0.0° Display Installation Service 661 3,157 7 2,485 2 2,86% 5 71,4% 0 0.0° Bus - Sales & Rental 648 3,171 7 2,485 3 42,9% 2 2,86% 0 2,86% 2 28,6% 0 0.0° 3,380 7 2,485 3 42,9% 2 28,6% 0 0.0° 3,00° 7 2,485 3 42,9% 2 28,6% 0 0.0° 3,00° 7 2,485 3 42,9% 2 28,6% 0 0.0° 0.0° 3,00° 7 2,485 3 42,9% 4 57,1% 0 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0° 0.0°				7		5		2		0	
Display Installation Service 661 3,157 7 2,485 2 28,6% 5 71,4% 0 0,05 Bus - Sales & Rental 648 3,171 7 2,485 3 42,9% 2 28,6% 0 0.0° Slavage - Marine 495 3,360 7 2,485 5 71,4% 2 28,6% 0 0.0° Stump Grinding 477 3,381 7 2,485 3 42,9% 4 57,1% 0 0.0° Agricultural Waste Management 470 3,395 7 2,485 1 14,3% 6 85,7% 0 0.0° Singing Telegrams 470 3,395 7 2,485 4 57,1% 2 28,6% 1 14,3° Hostels 455 3,421 7 2,485 3 42,9% 3 42,9% 1 14,3° Hostels 457 3,445 7 2,485 3 42,9% 3		745	3,0//	/	2,485	2		5		0	0.0%
Bus - Sales & Rental 648 3,171 7 2,485 3 42.9% 2 28.6% 0 2.86.5 Salvage - Marine 495 3,360 7 2,485 5 71.4% 2 28.6% 0 0.00 Stump Grinding 477 3,381 7 2,485 3 42.9% 4 57.1% 0 0.00 Agricultural Waste Management 470 3,395 7 2,485 1 14.3% 6 85.7% 0 0.00 Singing Telegrams 470 3,395 7 2,485 4 57.1% 2 28.6% 1 14.3% Hostels 455 3,421 7 2,485 3 42.9% 3 42.9% 1 14.3% Frearm Manufacturer 437 3,445 7 2,485 3 42.9% 4 57.1% 0 0.00		661		7		2		5		0	0.0%
Salvage - Marine 495 3,360 7 2,485 5 71.4% 2 28.6% 0 0.0° Stump Grinding 477 3,381 7 2,485 3 42.9% 4 57.1% 0 0.0° Agricultural Waste Management 470 3,395 7 2,485 1 14.3% 6 85.7% 0 0.0° Singing Telegrams 470 3,395 7 2,485 4 57.1% 2 28.6% 1 14.3° Hostels 455 3,421 7 2,485 3 42.9% 3 42.9% 1 14.3° Friearm Manufacturer 437 3,445 7 2,485 3 42.9% 4 57.1% 0 0.0°		648	3,171	7	2,485	3		2		2	28.6%
Agricultural Waste Management 470 3,395 7 2,485 1 14.3% 6 85.7% 0 0.0° Singing Telegrams 470 3,395 7 2,485 4 57.1% 2 28.6% 1 14.3% Hostels 455 3,421 7 2,485 3 42.9% 3 42.9% 1 14.3% Firearm Manufacturer 437 3,445 7 2,485 3 42.9% 4 57.1% 0 0.0°	Salvage - Marine	495	3,360	7	2,485	5	71.4%	2	28.6%	0	0.0%
Singing Telegrams 470 3,395 7 2,485 4 57.1% 2 28.6% 1 14.33 Hostels 455 3,421 7 2,485 3 42.9% 3 42.9% 1 14.33 Firearm Manufacturer 437 3,445 7 2,485 3 42.9% 4 57.1% 0 0.0	Stump Grinding			7	2,485	3				0	0.0%
Hostels 455 3,421 7 2,485 3 42.9% 3 42.9% 1 14.3° Firearm Manufacturer 437 3,445 7 2,485 3 42.9% 4 57.1% 0 0.0°				7		1		6		0	
Firearm Manufacturer 437 3,445 7 2,485 3 42,9% 4 57.1% 0 0.00				/		4		2		1	
				7		3		3		<u>1</u>	0.0%
Cat Breeders 433 3,450 7 2,485 5 71.4% 2 28.6% 0 0.0°	Cat Breeders	433	3,450	7	2,485	5	71.4%	2	28.6%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Sourch as Composed. 601 4-60 7-60 7-60 10-7	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
September 1997 19	Door-to-Door Sales - Photography	421		7	2,485	4		2		1	14.3%
Content Abundanten				7		6		1		0	
Specimen				7		3		3		1	
1000 1000		280		7		6		1		0	0.0%
Special Security Services				7		7		0		0	0.0%
Control State 1				7		4		1		2	
Section 1982 3.16 7 2.46 6 8.70 1 4.50 3 0.20				7		5				0	
100 100				7		- 6		1		0	
100 100		170		7		5		2	28.6%	0	0.0%
19 4.48 7 4.58 7 1000 0 0.00 0 0.00 0 0.00 0				7		3		4		0	0.0%
64 - Potent of Promotes 6				7		3		4		0	
Communication Communicatio				/		/		0		0	
1,000 1,10				7		<u>5</u>				0	
Sales Designation				6		5		1		0	
Size				6		5		1	16.7%	0	0.0%
Buses Residence				6		5		1		0	0.0%
Investors				6		4	66.7%	2		0	
Siere à Re-Wilderseite		6,236		6		4		2		0	
On Essential 1,160 1,615 6 2,566 5 3,75 6 0,05 1,05				6		5		1		1	
Internal Agentic 4,70 1,66 6,78 2 33.3% 0 0.0%				6	2,589	5		0		1	16.7%
Property Type 1,652		4,770	1,662	6	2,589	4	66.7%	2			0.0%
Addresses A Leuwers - Social Securit & Department 4,300 1,724 6 2,200 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 1 0,00 0,00 1 0,00 0				6		6	100.0%	0		0	0.0%
Agreement - Artiques				6		4		2		0	
Precious Synthetic 4,104 1,783 6 2,580 6 100,0% 6 6,75 6 0,0% 6 0,0%				6		4	66.7%	2		0	
Size Processing	Precious Semi-Precious & Synthetic			6		5		1		0	
Alterners Allawers - DLT Alterners Allawers - DLT Alterners Allawers - DLT Alterners Allawers - Silled Alterners - Silled Alt				6		2		4		0	
Home Health Services - Silled 4,039 1,792 6 2,399 3 50,0% 3 50,0% 1 6,7% 1 6,7% 3 50,0% 3 50,				6		6		0		0	0.0%
Television 8 Andro - Renth Leaner 3,070 1,817 6 2,589 4 66,7% 2 33,3% 0 0,0% Architectural & Controviction Second 3,740 1,685 6 2,589 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 3,646 1,877 6 2,580 3 50,0% 3 50,0% 0 0,0% Architectural & Controviction Second 2,646 1,877 6 2,580 3 50,0% 3 50,0% 0 0,0% Architectural & Controviction Second 2,648 2,648 3 50,0% 3 50,0% 0 0,0% Architectural & Controviction Second 2,648 2,659 4 66,7% 2 33,3% 0 0,0% Architectural & Controviction Second 2,648 2,659 4 66,7% 2 33,3% 0 0,0% Architectural & Controviction Second 2,648 2,258 4 66,7% 2 33,3% 0 0,0% Architectural & Controviction Second 2,648 2,258 4 66,7% 2 33,3% 0 0,0% Architectural & Controviction Second 2,648 2,258 4 66,7% 2 33,3% 0 0,0% Architectural & Controviction Second 2,648 2,258 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,258 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,258 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,258 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,258 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,648 2,559 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,648 2,559 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,648 2,559 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,659 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,659 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,648 2,559 2 33,3% 4 66,7% 0 0,0% Architectural & Controviction Second 2,648 2,648 2,559 2 33,3% 4 6	Home Health Services - Skilled			6		3		3		0	0.0%
Stone		3/330		6		5		0		1	
Architectural & Construction Serves 3,676 1,871 6 2,589 1,100 1,57				6		4		2		0	
Assembly & Fabricating Service 3,148				·		- 2		3		0	
Tattoos: Removed 2,918 2,950 6 2,959 5 83,35 1 16,75 0 0.0%				6	2,589	1		5		0	
Outplacement Consultants 2,578 2,139 6 2,589 2 33,3% 1 16,7% 3 5,000 Wire & Cable - Anneh Setting 2,283 2,228 6 2,599 1 16,7% 5 83,3% 0 0.0% Conveyore & Conveying Equipment 2,149 2,222 6 2,559 2 33,3% 4 66,7% 0 0.0% Trillers - Rod 2,123 2,221 2,221 6 2,559 2 33,3% 4 66,7% 0 0.0% Leak Detection 1,296 2,404 6 2,599 6 100,0% 0 0.0% 0 0.0% Altorneya S, Lawrers - Civil 1,799 2,421 6 2,599 6 100,0% 0 0.0% 0 0.0% Altorneya S, Lawrers - Civil 1,799 2,425 6 2,599 6 100,0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0		2,918	2,050	6	2,589	5	83.3%	1	16.7%	0	0.0%
Wire & Cable - Non-Electric 2,283 2,286 6 2,589 1 16,7% 5 83,3% 0 0,0% Conveyors & Compress & Conveyors & Convey				6		4		2		0	
Conveyors & Convey				6		2		1		3	
Traillers - Boat			2,228			1	16.7%			0	
Charty - Veterans & Millary 1.822				6		2		4		0	
Leak Detection				6		6		0		0	
Altorneys & Lawyers - Civil	Leak Detection		2,404	6	2,589	6		0		0	0.0%
Hatcheries - Poultry				6		6		0		0	
First Service 1,609 2,474 6 2,589 2 33,3% 4 66,7% 0 0.0%				6		2		4		0	
Online Drug & Prescription Services - Unapproved Foreign 1,598 2,484 6 2,589 4 66.7% 1 16.7% 1 16.7% 0 0.0% Video Editing 1,598 2,593 6 2,599 4 66.7% 1 16.7% 1 16.7% 1 16.7%				6		2		4		0	
Gebechical Engineering				6		4		1	16.7%	1	16.7%
Mexican Food Products				6		5	83.3%	1		0	0.0%
Recreation Program Consultants				6		4	66.7%	1		1	16.7%
Interior Designers - Registered/Licensed				6		4		2		0	
Attorneys & Lawyers - Ínsurance Law 1,461 2,564 6 2,589 4 66.7% 2 33.3% 0 0.0% Birth Centers 1,444 2,577 6 2,589 1 16.7% 5 83.3% 0 0.0% Sewing Instruction 1,449 2,588 6 2,589 2 33.3% 3 50.0% 3 50				6		2		3		1	16.7%
Birth Centers				6		4		2		0	0.0%
Paint Manufacturing Equipment & Materials				6		1		5		0	0.0%
Bingo & Gaming Halls	Sewing Instruction			6	2,589	2		2		2	33.3%
Truck Bedliner - Spray On 1,388 2,609 6 2,589 4 66,7% 2 33,3% 0 0,0% Church Supplies 1,381 2,613 6 2,589 5 83,3% 1 16,7% 0 0,0% Bird Barriers, Repellents & Controls 1,370 2,619 6 2,589 4 66,7% 0 0.0% 2 33,3% Charity - Religious 1,345 2,631 6 2,589 6 100.0% 0 0.0% 0 0.0% Charity - Religious 1,217 2,712 6 2,589 6 100.0% 0 0.0% 0 0.0% Tree Service Equipment & Supplies 1,1166 2,741 6 2,589 6 100.0% 0 0.0% 0 0.0% Blacksmiths 1,166 2,741 6 2,589 1 16.7% 5 83,3% 0 0.0% Insurance - Disability 1,163 2,747 6 2,589 <td>Paint Manufacturing Equipment & Materials</td> <td></td> <td></td> <td>6</td> <td>2,589</td> <td>3</td> <td></td> <td>3</td> <td></td> <td>0</td> <td></td>	Paint Manufacturing Equipment & Materials			6	2,589	3		3		0	
Church Supplies				6	2,589	4	66.7%	1	16.7%	1	
Bird Barriers, Repellents & Controls				6		- 4				0	
Charity - Religious 1,345 2,631 6 2,589 6 100.0% 0 0				6		4		0		2	
Tree Service Equipment & Supplies 1,217 2,712 6 2,589 6 100.0% 0 0.0% 0 0.0% Blacksmiths 1,196 2,721 6 2,589 1 16.7% 5 83.3% 0 0.0% Duct & Duct Fittings 1,166 2,744 6 2,589 1 16.7% 4 66.7% 1 16.7% Lead 1,163 2,747 6 2,589 3 50.0% 3 50.0% 0 0.0% Pool Tables Sales 1,163 2,747 6 2,589 1 16.7% 4 66.7% 1 16.7% Pool Tables Sales 1,150 2,752 6 2,589 1 16.7% 4 66.7% 1 16.7% Value Hand & Foot Controls 1,159 2,754 6 2,589 3 50.0% 3 50.0% 0 0.0% Auto Hand & Foot Controls 1,153 2,761 6 2,589 2	Charity - Religious			6		6	100.0%	0	0.0%	0	0.0%
Duck Buck Fittings	Tree Service Equipment & Supplies	1,217	2,712	6	2,589	6		0		0	0.0%
Insurance - Disability				6		1		5		0	
Lead 1,163 2,747 6 2,589 2 33,3% 3 50,0% 1 1,67% Pool Tables Sales 1,160 2,752 6 2,589 1 16,7% 4 66,7% 1 16,7% Stationery - Wholesale & Manufacturers 1,159 2,754 6 2,589 3 50,0% 3 50,0% 0 0.0% Auto Hand & Foot Controls 1,153 2,761 6 2,589 2 33,3% 4 66,7% 0 0,0% Brakes - Manufacturers & Distributors 1,135 2,70 6 2,589 2 33,3% 4 66,7% 0 0,0% Amusement Park Equipment 1,077 2,811 6 2,589 4 66,7% 2 33,3% 0 0 0.0% Turbines 1,051 2,815 6 2,589 1 16,7% 4 66,7% 1 15,7% 1 15,7% 4 66,7% 1 16,7%				6		1		4		1	
Pool Tables Sales 1,160 2,752 6 2,589 1 16.7% 4 66.7% 1 16.7%				6		3		3		0	
Auto Hand & Foot Controls 1,153 2,761 6 2,589 2 33.3% 4 66.7% 0 0.0% Brakes - Manufacturers & Distributors 1,135 2,70 6 2,589 2 33.3% 4 66.7% 0 0.0% Amusement Park Equipment 1,077 2,811 6 2,589 4 66.7% 2 33.3% 0 0.0% Turbines 1,061 2,815 6 2,589 1 16.7% 4 66.7% 1 1.67% Bridal Supplies - Wholesale & Manufacturing 1,055 2,819 6 2,589 2 33.3% 4 66.7% 0 0.0%				6	2,589	<u>2</u>		<u>3</u>		1	
Auto Hand & Foot Controls 1,153 2,761 6 2,589 2 33.3% 4 66.7% 0 0.0% Brakes - Manufacturers & Distributors 1,135 2,70 6 2,589 2 33.3% 4 66.7% 0 0.0% Amusement Park Equipment 1,077 2,811 6 2,589 4 66.7% 2 33.3% 0 0.0% Turbines 1,061 2,815 6 2,589 1 16.7% 4 66.7% 1 1.67% Bridal Supplies - Wholesale & Manufacturing 1,055 2,819 6 2,589 2 33.3% 4 66.7% 0 0.0%		1,159	2,754	6	2,589	3	50.0%	3	50.0%		0.0%
Amusement Park Equipment 1,077 2,811 6 2,589 4 66,7% 2 33,3% 0 0.0% Turbines 1,061 2,815 6 2,589 1 16,7% 4 66,7% 1 16,7% Bridal Supplies - Wholesale & Manufacturing 1,055 2,819 6 2,589 2 33,3% 4 66,7% 0 0.0%	Auto Hand & Foot Controls	1,153	2,761	6	2,589	2	33.3%	4	66.7%	0	0.0%
Turbines 1,061 2,815 6 2,589 1 16.7% 4 66.7% 1 16.7% Bridal Supplies - Wholesale & Manufacturing 1,055 2,819 6 2,589 2 33.3% 4 66.7% 0 0.0%	Brakes - Manufacturers & Distributors			6		2		4		0	0.0%
Bridal Supplies - Wholesale & Manufacturing 1,055 2,819 6 2,589 2 33.3% 4 66.7% 0 0.0%				6		4	66.7%	2	33.3%	0	
				6		1		4	66.7%	1	
a narmy - urner chargraphe urnanizations 1 1.0541 2.8701 51 2.5891 41 66.7%1 21 33.3041 01 0.007	Charity - Other Charitable Organizations	1,055	2,819	6	2,589		66.7%	2	33.3%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Exterior Designers	1,006	2,861	6	2,589	3	50.0%	3	50.0%	0	0.0%
Food Products Manufacturing Equipment Clutches	972 957	2,884 2,901	6	2,589 2,589	4	66.7% 33.3%	2	33.3% 50.0%	0	0.0% 16.7%
Foot Appliances	843	2,901	6	2,589	5	83.3%	1	16.7%	0	0.0%
Theatrical Equipment & Supplies	798	3,026	6	2,589	5	83.3%	1	16.7%	0	0.0%
Furniture Repair & Refinish Supplies	739	3,082	6	2/505	2	33.3%	4	66.7%	0	0.0%
Signs - Maintenance & Repair Concrete Aggregates	723 689	3,098	6	2,589	2	33.3% 50.0%	3	50.0% 50.0%	1	16.7% 0.0%
Orchestras & Bands	679	3,131 3,139	6	2,589 2,589	3	50.0%	3	50.0%	0	0.0%
Floor Refinishing	673	3,144	6	2,589	2	33.3%	3	50.0%	1	16.7%
Baby Foods	665	3,154	6	2,589	5	83.3%	1	16.7%	0	0.070
Speakers - Wholesale & Manufacturers	652	3,165	6		2	33.3%	3	50.0%	1	1017 70
Consultants - Pharmaceutical Knit Goods - Retail	650 642	3,168 3,183	6	2,589 2,589	2	33.3% 50.0%	2	33.3% 33.3%	2	33.3% 16.7%
Physical Therapy Equipment	640	3,184	6	2,589	4	66.7%	1	16.7%	1	16.7%
Beekeepers Supplies	527		6	2,589	5	83.3%	1	16.7%	0	
Porch Shades	453	3,424	6		3	50.0%	3	50.0%	0	0.0%
Jumping Balloon Rental	430	3,454	6	2,589 2,589	2	33.3%	2	33.3%	2	33.3%
Parking Stations & Garages - Equipment & Supplies Gaming Tables	425 402	3,467 3,499	6	2,589 2,589	1	16.7% 16.7%	5	83.3% 83.3%	0	0.0%
Handmade Art	382	3,537	6	2,589	1	0.0%	6	100.0%	0	0.0%
Volleyball Club	377	3,553	6	2,589	3	50.0%	3	50.0%	0	0.0%
Steering Systems & Equipment	367 326	3,566	6	2,589 2,589	1	16.7%	5	83.3%	0	0.0%
Ribbon Printing	326	3,630	6		3	50.0%	3	50.0%	0	0.0%
Key Holders	315	3,652	6	2,589	3	50.0%	3	50.0%	0	0.0%
Pressure Washers Concert Promoters & Consultants	286 278	3,707 3,729	6	2,589 2,589	3	50.0% 50.0%	3	50.0% 50.0%	0	0.0%
Theatrical Make-Up	276	3,735	6	2,589	3	50.0%	3	50.0%	0	0.0%
Polishes	264	3,760	6	2,589	6	100.0%	0	0.0%	0	0.0%
Transfers - Dry	246	3,802	6	2,589	1	16.7%	0	0.0%	5	83.3%
Weather Forecast Service	243	3,815	6	2/505	3	50.0%	3	50.0%	0	0.0%
Interior Designers - Commercial Contractor - Tile Roofing	233 189	3,845	6		5	83.3% 0.0%	0	0.0% 66.7%	1	16.7% 33.3%
Landscaping Clean-Up - Spring & Fall	86	3,941 4,296	6	2,589 2,589	2	33.3%	4	50.0%	<u>2</u>	16.7%
Cleaners & Dyers Supplies	26	4,639	6	2,589	3	50.0%	3	50.0%	0	0.0%
Teachers Agencies	11,355	1,108	5	2,686	2	40.0%	3	60.0%	0	0.0%
Diamond Buyers	9,085	1,246	5	2,686	5	100.0%	0	0.0%	0	0.0%
Bonds - Surety & Fidelity	8,484	1,284	5	2,686	4	80.0%	1	20.0%	0	0.0%
Metal Specialties Employment Counseling	5,402 5,297	1,572 1,590	5	2,686 2,686	5	100.0% 80.0%	0	0.0% 20.0%	0	0.0%
Naturopaths	4,935	1,643	5	2,686	2	40.0%	3	60.0%	0	
Beer & Ale - Retail	4,400	1,714	5	2,686	3	60.0%	2	40.0%	0	
Court Reporters	4,023	1,796	5	2,686	2	40.0%	3	60.0%	0	0.0%
Web Conferencing	3,532	1,897	5	2,686	5	100.0%	0	0.0%	0	0.0%
Wine Storage Equipment Railings	3,383 3,365	1,937 1,940	5	2,686 2,686	3	60.0% 20.0%	2	40.0% 80.0%	0	0.0%
Identification Equipment & Supplies	3,040	2,026	5	2,686	4	80.0%	1	20.0%	0	0.0%
Project Management	2,905	2,054	5	2,686	3	60.0%	2	40.0%	0	0.0%
Key Control Systems	2,905 2,838	2,054 2,069	5	2,686 2,686	5	100.0%	0	0.0%	0	0.0%
Moldings	2,778	2,086	5	2,686	1	20.0%	4	80.0%	0	0.0%
Armored Car Service Insurance - Bonding	2,771 2,655	2,090	5	2,686 2,686	2	40.0% 100.0%	1	20.0%	2	40.0%
Truck Washing & Cleaning	2,619	2,117 2,126	5	2,686	3	60.0%	1	20.0%	1	20.0%
Appraisal - Jewelry	2,473	2,170	5	2,686	4	80.0%	1	20.0%	0	0.0%
Poultry Farms	2,409	2,190	5	2,686	4	80.0%	1	20.0%	0	0.0%
Table Pads	2,408	2,192	5	2,686	5	100.0%	0	0.0%	0	0.0%
Organs - Tune & Repair Barn Equipment	2,198 2,193	2,249	5	2,686 2,686	3	60.0% 60.0%	2	40.0% 40.0%	0	0.0%
Poultry Equipment & Supplies	2,193	2,251 2,300	5	2,686	3	60.0%	2	40.0%	0	0.0%
Racks	2,066	2,308	5	2,686	5	100.0%	0	0.0%	0	0.0%
First Aid Supplies	1,998	2,334	5	2,686	3	60.0%	2	40.0%	0	0.070
Office Furniture & Equipment - Repair & Refinishing	1,992	2,336	5	2,686	4		1	20.0%	0	
Home Sitting Services	1,977	2,340	5	2,686	5	100.0%	0	0.0%	0	0.0%
Pet Waste Removal Adhesives & Glues	1,968 1,886	2,343 2,371	5	2,686 2,686	3	60.0% 60.0%	2	40.0% 40.0%	0	0.0%
Insurance - Rental	1,816	2,404	5	2,686	5	100.0%	0	0.0%	0	
Upholstery and Rug Cleaning	1,792	2,413	5	2,686	1	20.0%	4	80.0%	0	0.0%
Linings - Plastic, Membrane	1,769	2,421	5	2,686	2	40.0%	3	60.0%	0	0.0%
Battery Repairing & Rebuilding	1,764	2,423	5	2,686	4	80.0%	1	20.0%	0	0.0%
Boarding Houses Contractor - Flat Roof	1,719 1,709	2,435 2,439	5	2,686 2,686	1	20.0% 20.0%	4	80.0% 60.0%	0	0.0% 20.0%
Online Shipping Broker	1,709	2,439	5	2,686	1 4	80.0%		20.0%	1	0.0%
Bee Removal	1,687	2,447	5	2,686	4	80.0%	1	20.0%	0	0.0%
Cremation Urns	1,686	2,448	5	2,686 2,686		100.0%	0	0.0%	0	0.0%
Automation Consultants	1,658	2,455	5	2,686	1	20.0%	4	80.0%	0	0.0%
Advertising - Indoor	1,654	2,457	5	2,686	4	80.0%	1	20.0%	0	0.0%
Home Economics Consultants Fiber Glass Products	1,573 1,536	2,500 2,524	5	2,686 2,686	3	60.0%	2	40.0% 100.0%	0	0.0%
FIDEL GIASS FIDUUCES	1,536	2,524	5	2,686	. 0	0.0%	51	100.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Honey	1,525	2,530	5	2,686	2	40.0%	0	0.0%	3	60.0%
Employment Service - Government, Co, Fraternal Emergency Shelters	1,516 1,504	2,538 2,546	5	2,686 2,686	5	100.0%	<u> </u>	0.0% 100.0%	0	0.0%
Accounting & Bookkeeping Machines	1,493	2,550	5	2,686	5	100.0%	0	0.0%	0	0.0%
Odor Neutralizer	1,489	2,552	5	2,686	4	80.0%	1	20.0%	0	0.0%
Movers - International	1,488	2,553	5	2,686	5	100.0%	0	0.0%	0	0.0%
Gift Wrapping Materials Mapping Services	1,454 1,453	2,568 2,570	5	2,686 2,686	1	20.0% 80.0%	4	80.0% 20.0%	0	0.0%
Beer Dispensing & Cooling Equipment	1,446	2,575	5	2,686	4	80.0%	1	20.0%	0	0.0%
Drapery & Curtain Fabrics - Retail	1,390	2,607	5	2,686	3	60.0%	2	40.0%	0	0.0%
Wheel Align, Frame & Axle Service Equipment & Supplies	1,361	2,623	5	2,686	2	40.0%	3	60.0%	0	0.0%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	1,340	2,638	5	2,686	2	40.0% 20.0%	3	60.0% 80.0%	0	0.0%
Testing Apparatus Midwives	1,337 1,314	2,640 2,654	5	2,686 2,686	- 1	100.0%	<u>4</u>	0.0%	0	0.0%
Consignment Service - Automobile	1,307	2,660	5	2,686	3	60.0%	0	0.0%	2	40.0%
Swap Shops	1,304	2,661	5	2,686	1	20.0%	4	80.0%	0	0.0%
Boat Yards	1,288	2,670	5	2,686	5	100.0%	0	0.0%	0	0.0%
Tarps	1,287	2,671	5	2,686	2	40.0%	3	60.0%	0	0.0%
Paint Manufacturing Materials Boating Instruction	1,231 1,163	2,701 2,747	5	2,686 2,686	4	80.0% 80.0%	1	20.0% 20.0%	0	0.0%
Calculators, Adding Machines & Supplies	1,163	2,747	5	2,686	3	60.0%	2	40.0%	0	0.0%
Generators - Maintenance	1,153	2,761	5	2,686	3	60.0%	2	40.0%	0	
Stock Exchanges	1,134	2,771	5	2,686	4	80.0%	1	20.0%	0	0.0%
Glass Blowers	1,064	2,813	5	2,686	0	0.0%	5	100.0%	0	0.0%
Rooming Houses	1,042	2,827	5	2,686	2	40.0%	2	40.0%	1	20.0%
Gymnastic Equipment & Supplies Bagels	1,034 1,011	2,833 2,857	5	2,686 2,686	2	40.0% 40.0%	3	60.0% 60.0%	0	0.0%
Clinics - Dialysis	1,011	2,857	5	2,686	<u>2</u>	100.0%	<u>3</u>	0.0%	0	0.0%
Moving Assistance - Packing, Unpacking, Organizing	1,003	2,862	5	2,686	4	80.0%	0	0.0%	1	20.0%
Guest Ranch	987	2,871	5	2,686	4	80.0%	1	20.0%	0	0.0%
Physicians & Surgeons - Pulmonary Diseases	984	2,874	5	2,686	4	80.0%	1	20.0%	0	
Television Sys & Equipment - Closed Circuit	984	2,874	5	2,686	2	40.0%	3	60.0%	0	0.0%
Tennis Courts - Private Time Recorders	983 962	2,878 2.898	5	2,686 2,686	- 4	80.0% 60.0%	1	20.0%	0	0.0%
Towing - Marine	959	2,900	5	2,686	3	80.0%	1	20.0%	0	0.0%
Art Organizations & Information	930	2,927	5	2,686	4	80.0%	1	20.0%	0	0.0%
Rehabilitation Products - Pediatric	919	2,937	5	2,686	4	80.0%	1	20.0%	0	0.0%
Lettering Machines	873	2,970	5	2,686	5	100.0%	0	0.070	0	0.0%
Flood Control Equipment	866	2,975	5	2,686	4	80.0%	1	20.0%	0	
Canes Express & Transfer Service	826 825	3,005 3,006	5	2,686 2,686	<u>5</u>	100.0% 40.0%	0	0.0% 40.0%	0	0.0% 20.0%
Hawaiian Goods	805	3,019	5	2,686		100.0%	0	0.0%	0	0.0%
Video Tapes & Discs - Wholesale & Manufacturers	761	3,054	5	2,686	3	60.0%	2	40.0%	0	0.0%
Phlebotomy Training & Certification	758	3,055	5	2,686	2	40.0%	3	60.0%	0	0.0%
Physicians & Surgeons Information Bureaus	753 745	3,061	5	2,686	2	40.0%	1	20.0%	2	40.0%
Sewer Cleaning Equipment & Supplies	745 742	3,077 3,080	5	2,686 2,686	3	60.0% 40.0%	2	40.0%	0	0.0%
Interior Designers - Architectural Barrels & Drums	742	3,080	5	2,686		40.0% 20.0%	3	60.0% 80.0%	0	0.0%
Window Shades - Cleaning & Repair	725	3,094	5	2,686	1	20.0%	4	80.0%	0	
Doll Clothing & Accessories	698	3,124	5	2,686	3	60.0%	2	40.0%	0	0.0%
Skateboard Parks & Rinks	690	3,129	5	2,686	3	60.0%	2	40.0%	0	0.0%
Hockey Clubs	675	3,143	5	2,686	3	60.0%	2	40.0%	0	0.0%
Boxes - Specialty & Fancy	649	3,169	5	2,686	3	60.0%	1	20.0%	1	20.0%
Radiator Sales Badges	648 647	3,171 3,175	5	2,686 2,686	5	100.0% 100.0%	<u>U</u>	0.0%	0	0.0%
Irrigation Systems - Maintenance/Repair	646	3,177	5	2,686	3	60.0%	2	40.0%	0	0.0%
Sausages	645	3,178	5	2,686	4	80.0%	1	20.0%	0	0.0%
Storage - Liquid & Bulk	640	3,184	5	2,686	4	80.0%	1	20.0%	0	0.0%
Fire Departments	610	3,207	5	2,686	4	80.0%	1	20.0%	0	0.0%
Bibles Year Cumplies	606 604	3,214	5	2,686 2,686	4	80.0%	1	20.0%	0	0.0%
Yoga Supplies Lifts/Elevators - In Home	590	3,217 3,239	5	2,686	- 1	20.0% 100.0%	<u>4</u>	80.0%	0	0.0%
Motorcycle Riding Instruction	581	3,255	5	2,686	4	80.0%	1	20.0%	0	0.0%
Paneling	550	3,282	5	2,686	2	40.0%	2	40.0%	1	
Diving & Marine Services	546	3,285	5	2,686	3	60.0%	2	40.0%	0	0.0%
Race Track Equipment & Supplies	536	3,301	5	2,686	4	80.0%	1	20.0%	0	0.0%
Lamps - Wholesale & Manufacturers Mannequins - Display Fixture	509 488	3,344 3,368	5	2,686 2,686	4	80.0% 0.0%	1	20.0% 100.0%	0	0.0%
Trenching Contractors	488	3,388	5	2,686	3	60.0%	2	40.0%	0	0.0%
Mailing Containers	450	3,428	5	2,686	5	100.0%	0	0.0%	0	0.0%
Navigation Consultants	427	3,463	5	2,686	5	100.0%	0	0.0%	0	0.0%
Armories	412	3,487	5	2,686	4	80.0%	1	20.0%	0	0.0%
Game - Birds, Venison	412	3,487	5	2,686	2	40.0%	3	60.0%	0	0.0%
Contractors - Sheet Metal	398	3,511	5	2,686	3	60.0%	2	40.0%	0	0.0%
Executive Suites Picture Frames - Restore & Repair	392 372	3,521 3,557	5	2,686 2,686	3	60.0% 40.0%	2	40.0% 60.0%	0	0.0%
Insurance - Aviation	346	3,557	5	2,686	<u>2</u> 5	100.0%	<u>3</u>	0.0%	0	0.0%
	340	3,616		2,686		0.0%		100.0%		0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Consultants - Prison & Sentencing	327	3,628	5	2,686	2	40.0%	3	60.0%	0	0.0%
Tire Changing Equipment Printers - Glass, Metal, Plastic	327 319	3,628 3,644	5	2,686 2,686	2	40.0% 80.0%		40.0% 20.0%	1	20.0%
Woodworking Tools - Retail	306	3,661	5	2,686	3	60.0%	2	40.0%	0	0.0%
Coats - Wholesale & Manufacturers	292	3,690	5	2,686	2	40.0%	3	60.0%	0	0.0%
Propane Gas Plumbing	280	3,722	5	2,686	3	60.0%	2	40.0%	0	0.0%
Handbags - Manufacturers Equipment & Supplies Embroidering Machines	278 270	3,729 3,747	5	2,686 2,686	2	40.0% 40.0%	3	60.0% 60.0%	0	0.0%
Feathers	229	3,852	5	2,686	1	20.0%	0	0.0%	4	80.0%
Rubber Clothing & Footwear	204	3,899	5	2,686	2	40.0%	3	60.0%	0	0.0%
Silks - Wholesale & Manufacturers	204	3,899	5	2,686	2	40.0%	3	60.0%	0	0.0%
Photographers - School	185	3,960	5	2,686	2	40.0%	3	60.0%	0	0.0%
Photographers - Sports Kosher Food Products	185 165	3,960 4,019	5	2,686 2,686	0	0.0% 40.0%	4	80.0%	1	20.0%
Key Duplication and Cutting	128	4,019	5	2,686	2	40.0%	3	60.0%	0	0.0%
Garment Restoration	115	4,196	5	2,686	4	80.0%	1	20.0%	0	0.0%
Taxidermists Equipment & Supplies	110	4,212	5	2,686	2	40.0%	3	60.0%	0	0.0%
Recording Instruments - Industrial & Scientific	109	4,217	5	2,686	2	40.0%	3	60.0%	0	0.0%
Physicians & Surgeons - Urology Exercise Equipment & Machines - Service & Repair	108 84	4,223 4,303	5	2,686 2,686	4	80.0% 40.0%	1	20.0%	0	0.0%
Government Offices - Foreign-Reps	51	4,495	5	2,686	1	20.0%	3 4	60.0% 80.0%	0	0.0%
Travel & Tourism Development and Education	22	4,493	5	2,686	0	0.0%	5	100.0%	0	0.0%
Oilfield Service	25,869	678	4	2,829	3	75.0%	1	25.0%		0.0%
Steel Erectors	9,717	1,212	4	2,829	3	75.0%	1	25.0%	0	0.0%
Personal Security Guard Service	7,293	1,375	4	2,829	2	50.0%	2	50.0%	0	0.0%
Police & Fire Organizations Beverages - Wholesale & Distribution	6,626 6,299	1,436 1,478	4	2,023	2	50.0% 75.0%	2	50.0% 25.0%	0	0.0%
Insurance - Funeral	6,299	1,478	4	2,829	3	75.0%	1	25.0%	0	0.0%
Bullion Coin Dealers	6,159	1,490	4	2,829	4	100.0%	0	0.0%	0	0.0%
Attorneys Service Bureaus	6,071	1,500	4	2,829	2	50.0%	2	50.0%	0	0.0%
Pipe	5,479	1,564	4	2,829	3	75.0%	0	0.0%	1	25.0%
Plasma Centers	4,621	1,684	4	2,829	4	100.0%	0	0.0%	0	0.0%
Contractor - Industrial Buildings - Concrete	4,374 4,226	1,723 1,755	4	2,829 2,829	2	0.0% 50.0%	4	100.0%	0	0.0%
Boxes - Corrugated & Fiber	3,781	1,846	4	2,829	3	75.0%	1	25.0%	0	0.0%
Water Well Drilling Equipment & Supplies	3,500	1,909	4		4	100.0%	0		0	0.0%
Traffic Signs, Signals & Equipment	3,351	1,946	4	2,829	2	50.0%	2	50.0%	0	0.0%
Blood Banks & Centers	3,345 3,270	1,949	4	2,829	3	75.0%	1	25.0%	0	0.0%
Electronic Testing Equipment	3,2/0 3,248	1,973 1,980	4	2,829 2,829	3	75.0% 75.0%	1	25.0% 25.0%	0	0.0%
Labor Organizations Contractor - Crawl Space	3,248	1,980	4	2,829		25.0%	2	50.0%	1	25.0%
Commercial Painting Contractor	3,058	2,020	4		1	25.0%	2	50.0%	1	25.0%
Machinery - Specially Designed	3,002	2,033	4	2,829	3	75.0%	0	0.0%	1	25.0%
Drilling - Oil Well	2,909	2,053	4	2,829	1	25.0%	1	25.0%	2	50.0%
Leak Detecting Instruments	2,805 2,794	2,079 2,082	4	2,829 2,829	3	75.0% 75.0%	1	25.0%	0	0.0% 25.0%
Senior Care Information and Resources Arborist	2,794	2,082	4	2,829	3	25.0%	0	0.0% 75.0%	1	0.0%
Lubricants	2,597	2,133	4	2,829	2	50.0%	2	50.0%	0	0.0%
Modeling & Acting - Training	2,503	2,158	4	2,829	1	25.0%	3	75.0%	0	0.0%
Warehouses - Cold Storage	2,500	2,159	4	2,829	3	75.0%	1	25.0%	0	0.0%
Laser Therapy	2,452	2,180	4	2,829	3	75.0%	0	0.0%	1	25.0%
Shingles Insurance Inspection & Audits	2,380 2,348	2,200 2,211	4	2,829 2,829	3	75.0% 100.0%	1	25.0%	0	0.0%
Public Opinion Analysts	2,335	2,211	4	2,829	3	75.0%	1	25.0%	0	0.0%
Pearls	2,295	2,224	4	2,829	3	75.0%	1	25.0%	0	0.0%
Heavy Duty Equipment Repair	2,276	2,232	4	2,829	1	25.0%	3	75.0%	0	0.0%
Binoculars	2,218	2,245	4		2	50.0%	2	50.0%	0	0.0%
Swimming Pools- Above Ground	2,156 2,156	2,269	4		4	100.0% 25.0%	0	0.0% 50.0%	0	0.0%
Tank Testing & Inspection Machinery Movers & Erectors	2,136	2,269 2,277	4	2,829 2,829	1	25.0%	1	25.0%	2	25.0% 50.0%
Wine Brokers	2,085	2,297	4	2,829	2	50.0%	2	50.0%	0	0.0%
Hardware - Builders	2,041	2,320	4	2,829	4	100.0%	0	0.0%	0	0.0%
Scientific Apparatus & Instruments	2,031	2,324	4	2,829	1	25.0%	3	75.0%	0	0.0%
Television Program Producers	2,002	2,333	4	2,829	3	75.0%	0	0.0%	1	25.0%
Weatherization Buttons - Advertising	1,939 1,932	2,358	4	2,829 2.829	4	100.0% 100.0%	0	0.0%	0	0.0%
Livestock Equipment & Supplies	1,845	2,391	4	2,829	1	0.0%	2	50.0%	2	50.0%
Government Contractors	1,833	2,396	4		4	100.0%	0	0.0%	0	0.0%
Truck Bedliner	1,798	2,411	4	2,829	1	25.0%	3	75.0%	0	0.0%
Freight Consolidating	1,738	2,428	4	2,829	0	0.0%	4	100.0%	0	0.0%
Masonry Panels - Prefabricated	1,727	2,433	4	2,829	2	50.0%	2	50.0%	0	0.0%
Metal Cleaning Consultants - Social Media	1,674 1,649	2,451 2,460	4	2,829 2,829	3	75.0% 50.0%	1	25.0% 50.0%	0	0.0%
Aircraft Manufacturers	1,649	2,460	4		2	50.0%	1	25.0%	1	25.0%
Insurance Rating Bureaus	1,609	2,474	4	2,829	2	50.0%	2	50.0%		0.0%
Livestock Auction Markets	1,588	2,493	4	2,829	3	75.0%	1	25.0%	0	0.0%
Computers - Rooms - Installation & Equipment	1,586	2,494	4	2,829	4	100.0%	0		0	0.0%
Batteries - Storage-Wholesale & Manufacturers	1,585	2,495	4	2,829	4	100.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lamps - Supplies & Parts	1,560	2,509	4	2,829	3	75.0%	1	25.0%	0	0.0%
Hauling & Clean Up Services Shoring Contractors	1,548 1,543	2,515 2,518	4	2,829 2,829	2	50.0% 100.0%	2	50.0%	0	0.0%
Whirlpool Bath Equipment & Supplies	1,525	2,530	4	2,829	1	25.0%	3	75.0%	0	0.0%
Corporate Awards	1,515	2,539	4	2,829	4	100.0%	0		0	0.0%
Fish Hatcheries	1,499	2,548	4	2/023	3	75.0%	1	25.0%	0	0.0%
Oil Property Management Vaporizers	1,498 1,477	2,549 2,558	4	2,829 2,829	4	100.0% 50.0%	0	0.0%	0	0.0%
Acoustical Materials	1,447	2,572	4	2,829	4	100.0%	0	0.0%	0	0.0%
Forklift Repair & Maintenance	1,447	2,572	4	2,829	1	25.0%	3	75.0%	0	0.0%
Picture Framing	1,445	2,576	4	2,829	1	25.0%	3	75.0%	0	0.0%
Burial Vaults	1,402	2,603	4	2,829	2	50.0%	2	50.0%	0	0.0%
Carpet & Rug Pads, Linings & Accessories e-cigarette flavoring	1,368 1,352	2,621 2,627	4	2,829 2,829	4	100.0% 100.0%	0	0.0%	0	0.0%
Floor Treatment Compounds	1,343	2,633	4	2,829	3	75.0%	1	25.0%	0	0.0%
Embroidery Supplies	1,252	2,688	4		3	75.0%	1	25.0%	0	0.0%
Auto Metal & Equipment - Distribution & Manufacturing	1,235	2,700	4	2,829	3	75.0%	1	25.0%	0	0.0%
Flatware - Table	1,229	2,703	4	2,829	2	50.0%	1	25.0%	1	25.0%
Septic Tanks & Systems Wholesale & Manufacturers	1,221	2,710	4	2,829	0	0.0%	3	75.0%	1	25.0%
Artificial Limbs	1,203	2,718	4	2,829		50.0%		50.0%	0	0.0%
Marriage Brokers Biological Products	1,187 1,171	2,723 2,738	4	2,829 2,829	<u></u>	75.0% 25.0%	3	25.0% 75.0%	0	0.0%
Dietitians	1,163	2,747	4	2,829	2	50.0%	2	50.0%		0.0%
Air Fragrances	1,137	2,769	4	2,829	1	25.0%	3	75.0%	0	0.0%
Gauges & Gages	1,113	2,782	4	2,829	3	75.0%	1	25.0%	0	0.0%
Picture Frames - Wholesale & Manufacturers	1,088 1,056	2,797	4		0	0.0% 100.0%	4	100.070	0	0.0%
Caterer Equipment & Supplies Resident Buyers	1,056	2,818 2,825	4	2,829 2,829	4	75.0%	0	25.0%	0	0.0%
Bakers Equipment	1,034	2,823	4	2,829	2	50.0%	2	50.0%	0	0.0%
Drug Manufacturers	1,034	2,833	4	2,829	3	75.0%	1	25.0%	0	0.0%
Industrial Developments	1,022	2,844	4	2,829	3	75.0%	0	0.0%	1	25.0%
Electric Motors - Manufacturers & Distributors	1,017	2,851	4	2,829	2	50.0%	2	50.0%	0	0.0%
Magicians	964 963	2,895 2.897	4	2,829 2,829	3	75.0%	0	0.0%	1	25.0%
Sculptors I otteries - State	953	2,897	4	2,829		50.0% 75.0%	1	50.0%	0	0.0%
Laboratories - Veterinary	949	2,904	4		3	100.0%	1		0	0.0%
Jewelry Engravers	945	2,913	4		3	75.0%	1	25.0%	0	
Inks - Manufacturers Materials	890	2,958	4	2,829	3	75.0%	1	25.0%	0	0.0%
Bottlers Equipment & Supplies	852	2,989	4		4	100.0%	0	0.0%	0	0.0%
Robots Emergency Response Systems - Personal	798 750	3,026 3,068	4	2,829 2,829	3	75.0% 75.0%	1	25.0% 25.0%	0	0.0%
Leather Goods Manufacturers Supplies	730	3,068	4		2	50.0%	2	50.0%	0	0.0%
News Dealers	747	3,074	4	2,829	4	100.0%	0	0.0%	0	0.0%
Rustproofing & Undercoating - Auto	729	3,089	4	2,829	0	0.0%	3	75.0%	1	25.0%
Aircraft & Aircraft Equipment - Testing	728	3,091	4	2,829	0	0.0%	4	100.0%	0	
Flood assistance	727	3,092	4	2,829	3	75.0%	1	25.0%	0	0.0%
Furniture Assembly Services Flags & Banners - Manufacturers Supplies	672 661	3,146 3,157	4	2,829 2,829	3	75.0% 100.0%	1	25.0%	0	0.0%
Floors - Laminate	656	3,164	4	2,829	3	75.0%	1	25.0%	0	0.0%
Venetian Blinds - Supplies & Parts	647	3,175	4	2,829	2	50.0%	2	50.0%	0	0.0%
Family Planning - Abortion Alternatives	644	3,180	4	2,829	2	50.0%	2	50.0%	0	0.0%
Miniatures - Collectors	609	3,209	4	2,829	4	100.0%	0	01070	0	0.0%
Juice Extractors Technology Litigation Support	607 607	3,211 3,211	4	2,829 2,829	3	75.0% 75.0%	1	25.0%	0	0.0% 25.0%
Technology - Litigation Support Building Inspection - Commercial	599	3,211	4	2,829	<u>3</u>	75.0% 100.0%	0		1	0.0%
Weed Control Equipment & Supplies	588	3,245	4	2,829	4	100.0%	0	0.0%		0.0%
Flight Instructor	585	3,250	4	2,829	3	75.0%	1	25.0%	0	0.0%
Golf Practice Ranges	575	3,259	4		2	50.0%	1	25.0%	1	25.0%
Floor Machines	563 562	3,266	4	2,829	4	100.0%	0	0.0%	0	0.0%
Perlite & Perlite Products Boilers - Supplies & Parts	562 551	3,269 3,281	4	2,829 2,829		50.0% 75.0%	2	50.0%	0	0.0%
Mushrooms	542	3,290	4	2,829	2	50.0%	2	50.0%	0	0.0%
Mausoleums	529	3,313	4	2,829	2	50.0%	1	25.0%	1	25.0%
Dentist - Prosthodontist	522	3,325	4	2,829	1	25.0%	3	75.0%	0	0.0%
Fashion Show Producers	517	3,333	4	2,829	1	25.0%	1	25.0%	2	50.0%
Libraries - Public Advertising - Motion Picture	495 470	3,360	4	2,829 2,829	4	100.0% 75.0%	0	0.0%	0	0.0%
Advertising - Motion Picture Patio Design	4/0 460	3,395 3,412	4		3	75.0% 25.0%	1	75.0%	0	0.0%
Respirators	446	3,433	4	2,829	2	50.0%	2	50.0%	0	0.0%
Air Brushes	444	3,435	4	2,829	1	25.0%	3	75.0%	0	0.0%
Auto Repair & Service - Airbags	443	3,438	4	2,829	2	50.0%	2	50.0%	0	0.0%
Video Equipment - Wholesale & Manufacturers	428	3,457	4	2,829	3	75.0%	1	25.0%	0	0.0%
Heat Recovery Equipment & Systems Kickboxing	409 408	3,493 3,494	4	2,829 2.829	0	0.0% 25.0%	4	100.0%	0	0.0%
Parcel Post Assembly Service	408	3,494	4	2,829	1	25.0% 25.0%	3	75.0%	0	0.0%
Umbrellas	395	3,503	4	2,829	2	50.0%	1	25.0%	1	25.0%
Ground Maintenance	391	3,523	4	2,829	3	75.0%	1	25.0%		0.0%
Crisis Intervention Service	390	3 525	4	2,829	2	50.0%	2	50.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Boating Instruction - Canoe & Kayak	371	3,559	4	2,829	3	75.0%	1	25.0%	0	0.0%
Slides & Film Strips Tanners Equipment & Supplies	369 352	3,565 3,593	4	2,829 2,829	<u>2</u>	50.0% 25.0%	<u>Z</u>	50.0% 75.0%	0	0.0%
Soda Fountain Supplies	351	3,594	4	2,829	4	100.0%	0	0.0%	0	0.0%
Fishing Tackle - Repair & Parts	342	3,612	4	2,829	2	50.0%	2	50.0%	0	0.0%
Renovation Inspection	336	3,620	4	2,829	2	50.0%	2	50.0%	0	0.0%
Fairgrounds	315	3,652	4	2,829	3	75.0%	1	25.0%	0	0.0%
Covers - Book, Catalog	298 295	3,671	4	2,829	2	50.0%	1	25.0%	1	25.0%
Mexican Imports Photographers - Pet	295	3,683 3,683	4	2,829 2,829	2	50.0% 0.0%		50.0% 100.0%	0	0.0%
Plastics - Research & Consulting	270	3,747	4	2,829	4	100.0%	0	0.0%	0	0.0%
Electrical Discharge Machines & Supplies	268	3,752	4		i	25.0%	3	75.0%	0	
Yarn - Wholesale & Manufacturers	265	3,759	4	2,829	1	25.0%	3	75.0%	0	0.0%
Seals - Security	240	3,821	4	2,829	1	25.0%	3	75.0%	0	0.0%
Pottery Equipment & Supplies	239	3,827	4	2,829	3	75.0%	1	25.0%	0	0.0%
Plating Equipment & Supplies	199 198	3,913	4	2,829	3	75.0%	1 4	25.0%	0	0.070
Compactors - Waste - Service & Repair Ovens - Bakers	197	3,916 3,918	4	2,829 2,829	2	0.0% 50.0%	9	100.0% 50.0%	0	0.0%
Buffing & Polishing Equipment & Supplies	183	3,968	4	2,829	1	25.0%	3	75.0%	0	
Dolls - Repairing	166	4,016	4	2,829	4	100.0%	0	0.0%	0	0.0%
Compactors - Waste - Household - Dealers	165	4,019	4	2,829	3	75.0%	1	25.0%	0	0.0%
Hair Dryers	151	4,060	4	2,829	2	50.0%	2	50.0%	0	0.070
Elastic Stockings	132 131	4,120	4	2,829	0	0.0%	4	100.0%	0	0.0%
Professional Organizer	131	4,127	4	2,829	2	50.0%	1	25.0%	1	25.0%
Wine Bar Swimming Pools & Hot Tubs	119 104	4,184 4,238	4	2,829 2,829	1	25.0% 100.0%	3	75.0% 0.0%	0	0.0%
Eyebrow Threading	89	4,238	4	2,829	2	50.0%	2	50.0%	0	0.0%
Records - Phono - Manufacturers Equipment & Supplies	73	4,353	4	2,829	2	50.0%	2	50.0%	0	0.0%
Auction Supplies	66	4,396	4	2,829	1	25.0%	3	75.0%	0	0.0%
Outfitters	58	4,438	4	2,829	4	100.0%	0	0.0%	0	0.0%
Watchmens Clocks & Systems	55	4,457	4	2,829	1	25.0%	3	75.0%	0	0.0%
Electric Vehicles - Home Charging Station	48	4,513	4	2,829	4	100.0%	0	0.0%	0	
Fences - Wood Bistro	29 13	4,615 4,780	4	2,829 2,829	3	75.0% 100.0%	1	25.0% 0.0%	0	0.0%
Oilfield Equipment & Supplies	12,731	1,038	3	2,997	3	100.0%	0	0.0%	0	0.0%
Steel Distributors & Warehouses	8,245	1,299	3	2,997	2	66.7%	0	0.0%	1	
Inventory Service	7,275	1,376	3	2,997	2	66.7%	1	33.3%	0	
Insurance - Long Term Care	5,831	1,527	3	2,997	2	66.7%	0	0.0%	1	33.3%
Interactive Media	5,348	1,584	3	2,997	1	33.3%	2	66.7%	0	
Group Homes	5,220	1,603	3	2,997	2	66.7%	1	33.3%	0	0.0%
Baby Sitters Attorneys & Lawyers - Wills, Trust & Probate	5,033 4,408	1,636 1,712	3	2,997 2,997	3	100.0% 100.0%	0	0.0%	0	0.070
Brick - Clay - Common & Face	4,408	1,712	3	2,997	2	66.7%	1	33.3%	0	0.0%
Fasteners - Industrial & Construction	4,345	1,729	3	2,997	3	100.0%	0	0.0%	0	0.0%
Marble & Terrazzo Cleaning & Service	3,979	1,806	3	2,997	2	66.7%	1	33.3%	0	0.0%
Sheet Metal Equipment & Supplies	3,689	1,867	3	2,997	2	66.7%	1	33.3%	0	0.0%
Health Care - Placement	3,621	1,886	3	2,997	3	100.0%	0	0.0%	0	0.0%
Traffic School	3,496 3,470	1,911	3	2,997	1	33.3%	2	66.7%	0	0.0%
Engravers - Mechanical Drama/Acting Instruction	3,470 3,447	1,917 1,921	3	2,997 2,997	2	66.7% 100.0%	0	0.0%	1	33.3%
Erosion Control	3,447	1,921	3	2,997	2	66.7%	1	33.3%	0	0.0%
Acoustical Consultants	3,006	2,032	3	2,997	2	66.7%	1	33.3%	0	0.0%
Treatment Centers & Rest Homes - Information & Placement	2,951	2,043	3	2,997	2	66.7%	1	33.3%	0	0.0%
Sales Presentations	2,760	2,093	3	2,997	1	33.3%	1	33.3%	1	33.3%
Fuel - Diesel	2,708	2,107	3	2,997	3	100.0%	0	0.0%	0	0.0%
Construction Estimates	2,666	2,114	3	2,997	1	33.3%	1	33.3%	1	331370
Cranes Distillers	2,655 2,606	2,117	3	2,997	3	100.0% 33.3%	0	0.0% 33.3%	0	0.0% 33.3%
Tennis Court Construction	2,514	2,129 2,152	3	2,997 2,997	1	33.3% 0.0%	1	33.3% 100.0%	1	0.0%
Electric Heating Equipment - Wholesale & Manufacturers	2,468	2,132	3	2,997	3	100.0%		0.0%	0	0.0%
Steel Detailers - Structural	2,412	2,188	3	2,997	1	33.3%	2	66.7%	0	
Child Care - Infant	2,278	2,229	3	2,997	3	100.0%	0	0.0%	0	
Windows - Wells & Covers	2,277	2,230	3	2,997	3	100.0%	0	0.0%	0	0.0%
Backflow Testing	2,206	2,248	3	2,997	2	66.7%	1	33.3%	0	0.0%
Speedometers Lisabura Badara	2,171	2,261	3	2,997	2	66.7%	1	33.3%	0	0.0%
Linoleum Dealers	1,968	2,343	3	2,997	<u>0</u>	0.0%	1	33.3% 0.0%	2	66.7% 0.0%
Water Leak Detection Drapery Installation Service	1,931 1,873	2,362 2,380	3	2,997 2,997	<u> </u>	100.0% 33.3%	2	66.7%	0	0.0%
Lightning Protection Equipment	1,870	2,382	3	2,997	1	33.3%	1	33.3%	1	
Oil Operators	1,852	2,389	3	2,997	2	66.7%	1	33.3%	0	0.0%
Laminations - Plastic, Paper	1,825	2,399	3	2,997	3	100.0%	0	0.0%	0	0.0%
Grease Traps	1,803	2,409	3	2,997	2	66.7%	1	33.3%	0	0.0%
Contractor - Interior Trim	1,802	2,410	3	2,997	1	33.3%	1	33.3%	1	33.3%
Riding Academies	1,635	2,465	3	2,997 2,997	2	66.7%	1	33.3%	0	0.0%
Pumps - Wholesale & Manufacturers	1,608 1,592	2,477 2,486	3	2,997	3	100.0% 100.0%	0	0.0%	0	0.0%
Ranges & Ovens - Supplies & Parts		2,486	3		3		0		0	0.0%
Speakers - Rebuild & Repair	1,576			2,997		100.0%		0.0%	0	

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fire Department Equipment & Supplies	1,545	2,517	3	2,997	1	33.3%	2	66.7%	0	0.0%
Candle Making Supplies	1,525	2,530 2,530	3	2,997 2,997	2	66.7%	1	33.3%	0	0.0%
Surgical Instruments Interior Decorators & Designers - Workroom	1,525 1,508	2,530 2,541	3	2,997	2	66.7% 33.3%	1	33.3% 66.7%	0	0.0%
Consignment Service - Online	1,460	2,565	3	2,997	1	33.3%	2	66.7%	0	0.0%
Playing Cards	1,452	2,571	3	2,997	3	100.0%	0	0.0%	0	0.0%
Ventilating Contractors	1,440	2,578	3	2,997	2	66.7%	1	33.3%	0	0.0%
Jewelry Castings	1,439	2,579	3	2,997	3	100.0%	0	0.0%	0	0.0%
Aids Research & Clinics	1,437	2,580	3	2,997	3	100.0%	0	0.0%	0	0.0%
Bio - Chemicals	1,432	2,584	3	2,997	3	100.0%	0	0.0%	0	0.0%
Bags - Plastic	1,420	2,595	3	2,997	1	33.3%	2	66.7%	0	0.0%
Pipe Lining & Coating	1,382 1,378	2,612 2,614	3	2,997 2,997	3	100.0%	0	0.0%	0	0.0%
Chauffeur Service Ammunition Reloading	1,358	2,625	3	2,997	1	66.7% 33.3%	2	33.3% 66.7%	0	0.0%
Welding Equipment - Repair	1,333	2,642	3	2,997	1	33.3%	2	66.7%	0	0.0%
Feed - Wholesale & Manufacturers	1,258	2,681	3	2,997	3	100.0%	0	0.0%	0	0.0%
Truck Permits	1,257	2,683	3	2,997	3	100.0%	0	0.0%	0	0.0%
Flag Poles	1,242	2,694	3	2,997	3	100.0%	0	0.0%	0	0.0%
Caregivers Resources	1,238	2,697	3	2,997	1	33.3%	1	33.3%	1	33.3%
Baskets - Retail	1,229	2,703	3	2,997	2	66.7%	1	33.3%	0	0.0%
Quickbooks Training & Support	1,227	2,705	3	2,997	3	100.0%	0	0.0%	0	0.0%
Meditation Instruction	1,181	2,729	3	2,997	3	100.0%	0	0.0%	0	0.0%
Family Planning - Abortion Services	1,180 1,180	2,731 2,731	3	2,997 2,997	2	66.7% 66.7%	1	33.3% 33.3%	0	0.0%
Impregnating Florists Supplies	1,180	2,731	3	2,997	2	33.3%	1	33.3% 66.7%	0	0.0%
Word Processing Service	1,132	2,754	3	2,997	7	33.3% 100.0%	0	0.0%	0	0.0%
Ergonomic Products & Services	1,120	2,778	3	2,997	3	100.0%	0	0.0%	n	0.0%
Golf Course Construction	1,103	2,785	3	2,997	3	100.0%	0	0.0%	0	0.0%
Cement - Wholesale & Manufacturers	1,101	2,788	3	2,997	2	66.7%	1	33.3%	0	0.0%
Fire & Smoke & Water Clean Up	1,085	2,799	3	2,997	3	100.0%	0	0.0%	0	0.0%
Jewels - Imitation	1,035	2,832	3	2,997	2	66.7%	1	33.3%	0	0.0%
Wall Cleaning	1,034	2,833	3	2,997	3	100.0%	0	0.0%	0	0.0%
Brewers Equipment & Supplies	1,020	2,847	3	2,997	1	33.3%	2	66.7%	0	0.0%
Bat Removal Tank Cleaning	1,015 998	2,854 2,867	3	2,997 2,997	2	66.7% 0.0%	0	0.0% 100.0%	1	33.3%
Violins	998	2,867	3	2,997	0	33.3%	3	100.0%	0	0.0%
Pile Drivina	965	2,891	3	2,997	2	66.7%	2	33.3%	0	0.0%
Dune Buggies	931	2,925	3	2,997	1	33.3%	2	66.7%	0	0.0%
Shoe Findings & Supplies	929	2,928	3	2,997	1	33.3%	2	66.7%	0	0.0%
Motion Picture Film Distributors & Exchange	925	2,934	3	2,997	1	33.3%	2	66.7%	0	0.0%
Oriental Goods - Retail	916	2,940	3	2,997	2	66.7%	1	33.3%	0	0.0%
Ceiling Cleaning	899	2,948	3	2,997	0	0.0%	2	66.7%	1	33.370
Copper Products	892	2,956	3	2,997	2	66.7%	1	33.3%	0	0.0%
Asset Evaluators	881 881	2,965 2,965	3	2,997 2,997	1	33.3% 66.7%	2	66.7% 33.3%	0	0.0%
Paper Hangers - Wall covering Publishers - Internet Guides	872	2,965	3	2,997	2	100.0%	1	0.0%	0	0.0%
Tables - Folding	865	2,979	3	2,997	3	100.0%	0	0.0%	0	0.0%
Brand Development	857	2,983	3	2,997	3	100.0%	0	0.0%	0	0.0%
Aircraft Instruments	854	2,986	3	2,997	1	33.3%	2	66.7%	0	0.0%
Meat Packers Equipment & Supplies	831	2,999	3	2,997	1	33.3%	2	66.7%	0	0.0%
Labels - Fabric	829	3,000	3	2,997	2	66.7%	1	33.3%	0	0.0%
Knitting Instruction	822	3,007	3	2,997	0	0.0%	1	33.3%	2	66.7%
Fax Equipment & Systems	817	3,009	3	2,997	2	66.7%	0	0.0%	1	33.3%
Statistical Service	817 809	3,009	3	2,997 2,997	3	100.0%	0	0.0%	0	0.0%
Carpet & Rug Dyers Equipment Calibration	809 801	3,015 3,023	3	2,997	2	66.7% 66.7%	1	33.3% 0.0%	0	33.3%
Textile Fibers	798	3,025	3	2,997	2	100.0%	0	0.0%	0	0.0%
Drafting Equipment & Supplies	795	3,029	3	2,997	3	100.0%	0	0.0%	0	0.0%
Labeling Equipment	785	3,034	3	2,997	1	33.3%	2	66.7%	n	0.0%
Inks - Writing & Marking	769	3,045	3	2,997	3	100.0%	0	0.0%	0	0.0%
Metal Finishers Equipment & Supplies	752	3,063	3	2,997	2	66.7%	1	33.3%	0	0.0%
Carpet & Rug Binding Machines	751	3,066	3	2,997	3	100.0%	0	0.0%	0	0.0%
Tool & Die Makers Equipment & Supplies	749	3,070	3	2,997	1	33.3%	2	66.7%	0	0.0%
Tapestries	730	3,087	3	2,997	0	0.0%	1	33.3%	2	66.7%
Disabled Person Assistance Pipe Line Equipment	724 721	3,095 3,103	3	2,997 2,997	2	66.7% 33.3%	1	33.3% 66.7%	0	0.0%
Encyclopedias	721 720	3,103	3	2,997	1	33.3%	2	66.7%	0	0.0%
Surveying Instruments	720	3,104	3	2,997	7	66.7%	1	33.3%	0	0.0%
Campers - Supplies & Parts	713	3,111	3	2,997	1	33.3%	2	66.7%	n	0.0%
Sump Pump Contractors	704	3,122	3	2,997	1	33.3%	1	33.3%	1	33.3%
Acting & Voice Over Training	692	3,128	3	2,997	2	66.7%	1	33.3%	0	0.0%
Private Health Services Plans	686	3,132	3	2,997	3	100.0%	0	0.0%	0	0.0%
Horseshoe Equipment & Supplies	681	3,137	3	2,997	3	100.0%	0	0.0%	0	0.0%
Hair Removing Equipment & Supplies	661	3,157	3	2,997	3	100.0%	0	0.0%	0	0.0%
Reflexologists	661	3,157	3	2,997	1	33.3%	2	66.7%	0	0.0%
Signs - Erectors & Hangers	633	3,192	3	2,997	2	66.7%	0	0.0%	1	33.3%
Heat Exchangers	629	3,194	3	2,997	1	33.3%	2	66.7%	0	0.0%
Garment Racks	617	3,200	3	2,997	3	100.0%	0	0.0%	0.	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Welcome ServiceFor Newcomers	609	3,209	3	2,997	0	0.0%	3	100.0%	0	0.0%
Music Copyists Compactors - Waste - Industrial & Commercial	591 590	3,236 3,239	3	2,997 2,997	<u>1</u>	33.3% 33.3%	2	66.7% 66.7%	0	0.0%
Artist - Makeup	586	3,249	3	2,997	2	66.7%	1	33.3%	0	0.0%
Windmills	584	3,251	3	2,997	1	33.3%	2	66.7%	0	0.0%
Sweepers - Power	581	3,255	3	2,997	2	66.7%	0	0.0%	1	
Smart Phone Software Support	577	3,258	3	2,997	3	100.0%	0	0.0%	0	0.0%
Data Processing Equipment	573 570	3,260	3	2,997	1	33.3%	2	66.7%	0	0.0%
Water Wells - Inspection	569	3,262 3,263	3	2,997 2,997	1	33.3% 33.3%	2	66.7% 66.7%	0	0.0%
Tricks & Jokes	568	3,263	3	2,997	3	100.0%	0	0.0%	0	0.0%
Plaster Craft Products & Supplies	554	3,277	3	2,997	0	0.0%	3	100.0%	0	
Gambling Machine Supplies and Services	552	3,279	3	2,997	0	0.0%	2	66.7%	1	33.3%
Brass Products	543	3,289	3	2,997	3	100.0%	0	0.0%	0	0.0%
Pens & Pencils - Wholesale & Manufacturers	542	3,290	3	2,997	1	33.3%	2	66.7%	0	0.0%
Orchid Growers Dry Cleaners - Equipment - Wholesales	540 539	3,294	3	2,997 2,997	2	66.7%	1	33.3%	0	0.0%
Drapery & Curtain Fixtures	539	3,295 3,297	3	2,997	3	100.0% 100.0%	0	0.0%	0	
Souvenirs - Wholesale & Manufacturers	537 535	3,304	3	2,997	0	0.0%	3	100.0%	0	0.0%
Catalog Designers & Compilers	532	3,307	3	2,997	1	33.3%	1	33.3%	1	33.3%
Mirrors - Manufacturers Supplies	532	3,307	3	2,997	0	0.0%	3	100.0%	0	0.0%
Feather Goods	530	3,311	3	2,997	1	33.3%	2	66.7%	0	0.0%
Physician - Nephrology	530 528	3,311	3	2,997	1	33.3%	2	66.7%	0	0.0%
Blowers & Blower Systems Juke Boxes	528 526	3,316 3,318	3	2,997 2,997	2	66.7% 66.7%	1	33.3% 33.3%	0	0.0%
Juke Boxes Deodorizing & Disinfecting	526 513	3,318	3	2,997	2	66.7% 100.0%	1	33.3% 0.0%	0	0.0%
Cabanas - Beach & Pool	511	3,339	3	2,997	<u> </u>	33.3%	1	33.3%	1	33.3%
Aquariums - Wholesale & Manufacturers	510	3,343	3	2,997	2	66.7%	1	33.3%	Ô	0.0%
Trike Conversions, Sales & Service	507	3,349	3	2,997	1	33.3%	2	66.7%	0	0.0%
Steamship Agencies	506	3,351	3	2,997	3	100.0%	0	0.0%	0	0.0%
Tractor Mowing	499	3,358	3	2,997	2	66.7%	1	33.3%	0	0.0%
Wine Cellars	494	3,362	3	2,997	0	0.0%	3	100.0%	0	0.0%
Smoke Detectors & Alarms Schools - Holistic	493 481	3,363 3,378	3	2,997 2,997		66.7% 33.3%	1	33.3% 66.7%	0	0.0%
Concrete Patching Compounds	471	3,392	3	2,997	0	0.0%	3	100.0%	0	0.0%
Electric Motor Controls - Wholesale & Manufacturers	470	3,395	3	2,997	1	33.3%	2	66.7%	0	
Meeting Management	469	3,400	3	2,997	1	33.3%	2	66.7%	0	0.0%
Dentist Information Bureaus	465	3,403	3	2,997	1	33.3%	1	33.3%	1	33.3%
Upholsterers Supplies	461	3,411	3	2,997	2	66.7%	1	33.3%	0	
Syrups	458	3,414	3	2,997	2	66.7%	1	33.3%	0	0.0%
Fur Storage Marine Electric Service	452 428	3,425 3,457	3	2,997 2,997	1	33.3%		66.7% 33.3%	0	0.0%
Pharmacies - Infusion Services	428	3,457	3	2,997	2	66.7% 66.7%	1	33.3%	0	0.0%
Food Facilities Consultants	425	3,467	3	2,997	3	100.0%	0	0.0%	0	0.0%
Sound Control Structures & Equipment	425	3,467	3	2,997	1	33.3%	2	66.7%	0	0.0%
Potato Chips	411	3,490	3	2,997	3	100.0%	0	0.0%	0	0.0%
Microfilm Service, Equipment & Supplies	400	3,506	3	2,997	2	66.7%	1	33.3%	0	0.0%
Aircraft Brokers	384 379	3,532	3	2,997	2	66.7%	1	33.3%	0	0.0%
Motion Picture Equipment & Supplies Plastics - Machinery & Equipment	379 377	3,547 3,553	3	2,997 2,997	3	100.0% 33.3%	0	0.0% 66.7%	0	0.0%
Door Manufacturer - High Performance	377	3,555	3	2,997	1	100.0%	0	0.0%	0	0.0%
Tea - Manufacturer & Importer	373	3,557	3	2,997	1	33.3%	2	66.7%	0	0.0%
Hail Repair	371	3,559	3	2,997	2	66.7%	0	0.0%	1	33.3%
Microphones	370	3,563	3	2,997	2	66.7%	1	33.3%	0	0.0%
Labor Contractors	354	3,588	3	2,997	2	66.7%	1	33.3%	0	0.0%
Pilot Car Service	354	3,588	3	2,997	0	0.0%	3	100.0%	0	0.0%
Ultrasonic Equipment & Supplies	349 347	3,600	3	2,997	1	33.3%	2	66.7%	0	0.0%
Chemical Production Screens - Decorative	322	3,603 3,638	3	2,997 2,997	1	33.3% 33.3%	1	33.3% 66.7%	1	33.3% 0.0%
Ranges & Ovens - Dealers	319	3,644	3	2,997	0	0.0%	3	100.0%	0	0.0%
Safe & Vault Movers	294	3,687	3	2,997	2	66.7%	1	33.3%	0	
Portfolios	292	3,690	3	2,997	0	0.0%	2	66.7%	1	33.3%
Boxes - Plastic & Transparent	288	3,704	3	2,997	0	0.0%	1	33.3%	2	66.7%
Fishermen - Commercial	288	3,704	3	2,997	2	66.7%	0	0.0%	1	33.3%
Motel & Hotel Equipment & Supplies	286	3,707	3	2,997	1	33.3%	2	66.7%	0	0.0%
Schools - Online Trading & Investment Auto Reacting Services	280 278	3,722	3	2,997	0	0.0%	3	100.0%	0	0.0%
Auto Boosting Services Tailors Supplies	277	3,729 3,733	3	2,997 2,997		66.7% 0.0%	3. T	33.3% 100.0%	0	0.0%
Textile Printing Equipment & Supplies	276	3,735	3	2,997	2	66.7%	1	33.3%	0	0.0%
Perfumes - Raw Materials & Supplies	274	3,742	3	2,997	2	66.7%	0	0.0%	1	33.3%
Color Consultants	253	3,783	3	2,997	2	66.7%	1	33.3%	0	0.0%
Media Buying Service	244	3,810	3	2,997	1	33.3%	2	66.7%	0	0.0%
Ski Tours	242	3,816	3	2,997	2	66.7%	1	33.3%	0	0.0%
Canoe Rental & Trips	240	3,821	3	2,997 2,997	1	33.3%	2	66.7%	0	0.0%
Paternity Tests & Services	233	3,845 3,845	3	2,997	3	100.0% 100.0%	0	0.0%	0	0.0%
Pack Morchandico Corvico										u.u%
Rack Merchandise Service Drying Service	233 226	3,859	2	2,997	0	0.0%	3	100.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Artificial Eyes - Human	218	3,870	3	2,997	1	33.3%	2	66.7%	0	0.0%
Newspaper Feature Syndicates Writer	206 197	3,896 3,918	3	2,997 2,997	1	33.3% 33.3%	2	2 66.7% 2 66.7%	0	0.0%
Air Pollution Measuring Equipment & Service	188	3,942	3	2,997	3	100.0%	0	0.0%	0	0.0%
Buttons - Clothing	185	3,960	3	2,997	3	100.0%	0	0.070	0	0.0%
Timing Devices	183	3,968	3	2,997	0	0.0%	3	100.0%	0	0.0%
Custom Tile Painting Shopping Carts & Baskets	176 176	3,990 3,990	3	2,997 2,997	<u>3</u>	100.0% 33.3%	2	0.0%	0	0.0%
Color Separations - Offset , Photo Engraving	174	3,992	3	2,997	1	33.3%	2	66.7%	Ö	0.0%
Access Control Systems	173	3,998	3	2,997	1	33.3%	2	66.7%	0	0.0%
Butchers Equipment & Supplies	170	4,008	3	2,997	0	0.0%	3	100.0%	0	0.0%
Colocation Services	160 152	4,033	3	2,997	3	100.0%	0	0.0%	0	0.0%
Steam Specialties Swim Spas	142	4,057 4,091	3	2,997 2,997	1	0.0% 33.3%	2	100.0%	0	0.0%
Childproofing Services	134	4,114	3	2,997	3	100.0%	0	0.0%	0	0.0%
Water Skiing Instruction	128	4,144	3	2,997	3	100.0%	0	0.0%	0	0.0%
Four Wheel Drive Vehicles - Repair & Service	121	4,173	3	2,997	1	33.3%	2	66.7%	0	0.0%
Pole Fitness Watchmakers Equipment & Supplies	121 118	4,173 4,185	3	2,997 2,997	1	33.3% 66.7%	1	33.3%	1	33.3% 0.0%
Parapsychologists	102	4,165	3	2,997	3	100.0%	0	0.0%	0	0.0%
Dishwashing Machines - Dealers	99	4,254	3	2,997	2	66.7%	1	33.3%	0	0.0%
Dress Trimmings	87	4,294	3	2,997	1	33.3%	2	2 66.7%	0	0.0%
Music Writers Supplies	83 79	4,313 4,336	3	2,997	0	0.0%	3	3 100.0% 33.3%		0.0%
Table Tennis Equipment Horse race Handicapping	79 73	4,336 4,353	3	2,997 2,997	2	66.7% 33.3%	1 2	33.3% 66.7%	0	0.0%
Mops - Wholesale & Manufacturers	73	4,353	3	2,997	3	100.0%	0	0.0%	0	0.0%
Parasail Service & Supplies	71	4,367	3	2,997	2	66.7%	0	0.0%	1	33.3%
Rent to Own	66	4,396	3	2,997	3	100.0%	0	0.0%	0	0.0%
Golf Equipment - Repair Crystals - Industrial	58 41	4,438 4,558	3	2,997 2,997	2	66.7% 66.7%	1	33.3%	0	0.0%
Glass Beads - Industrial	39	4,558	3	2,997	2	0.0%	1	100.0%	0	0.0%
Titanium	15	4,759	3	2,997	0	0.0%	3	100.0%	0	0.0%
Anti-Fogging Compounds	5	4,888	3	2,997 3,230	1	33.3%	2	66.7%	0	0.0%
Annuities	7,405	1,361	2	3,230	2	100.0%	0	0.0%	0	0.0%
Tool & Die Makers Oilfield Equipment	5,985 5,282	1,509 1,592	2	3,230 3,230	2	100.0%	0	0.0%	0	0.0%
Industrial Consultants	5,256	1,593	2	3,230	0	0.0%	2	100.0%	0	
Metals - Precious - Sheet, Wire, Tubing	4,063	1,787	2	3,230	1	50.0%	1	50.0%	0	0.0%
Factors	3,999	1,801	2	3,230	2	100.0%	0	0.0%	0	0.0%
Asbestos Consulting & Testing	3,737	1,858	2	3,230	1	50.0%	1	50.0%	0	0.0%
Television & Radio Broadcast Schools Developmental Disability Services	3,635 3,531	1,883 1,898	2	3,230 3,230	2	100.0% 100.0%	0	0.070	0	0.0%
Lie Detection Service	3,508	1,905	2	3,230	2	100.0%	0	0.0%	0	0.0%
Valves	3,401	1,931	2	3,230	2	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Employment & Workers Compensation	3,291	1,966	2	3,230	2	100.0%	0	0.0%	0	0.0%
Concrete Pumping Service	3,059	2,019	2	3,230	0	0.0%	1	50.0%	1	50.0%
Caulking Contractors Drywall Contractors Equipment & Supplies	2,831 2,779	2,071 2,085	2	3,230 3,230	2	0.0% 100.0%	1	50.0%	1	50.0% 0.0%
Post-Construction Clean Up	2,604	2,131	2	3,230	2	100.0%	0	0.0%	0	0.0%
Metal Stamping	2,247	2,237	2	3,230	0	0.0%	2	100.0%	0	0.0%
Chemical Plant Equipment & Supplies	2,196	2,250	2	3,230	1	50.0%	1	50.0%	0	0.0%
Retreat Facilities Child Care Referral	2,174 2,173	2,257 2,259	2	3,230 3,230	2	100.0% 100.0%	0	0.0%	0	0.0%
Rest Homes	2,171	2,261	2	3,230	1	50.0%	1	50.0%	0	0.0%
Paper Manufacturers	2,156	2,269	2	3,230	2	100.0%	0	0.0%	0	0.0%
College Savings Plans	2,136	2,275	2	3,230	1	50.0%	1	50.0%	0	0.0%
Silverware	2,089	2,292	2	3,230	1	50.0%	1	50.0%	0	0.070
Theatrical & Stage Lighting Equipment Guardian Services - Adult & Child	2,058 2,014	2,315 2,330	2	3,230 3,230		100.0% 50.0%	0	0.0%	0	0.0%
Bearings	1,951	2,353	2	3,230	1	50.0%	1	50.0%	0	0.0%
Glass Board - Up Service	1,934	2,360	2	3,230	1	50.0%	1	50.0%	0	0.0%
Organs	1,913	2,364	2	3,230	1	50.0%	1	50.0%	0	0.0%
Energy Conservation Products - Wholesale & Manufacturers Ouarries	1,903 1,895	2,366 2,369	2	3,230 3,230	1	50.0% 100.0%	1	50.0%	0	0.0%
Truck Bodies	1,876	2,309	2	3,230	<u>2</u>	50.0%	1	50.0%	0	0.0%
Murals	1,863	2,384	2	3,230	1	50.0%	0		1	
Medical Case Management	1,836	2,395	2	3,230	1	50.0%	1	50.0%	0	0.0%
Fix-It Shops	1,769	2,421	2	3,230	2	100.0%	0	0.070	<u></u> 0	0.0%
Metal Powder Fabricators Attorneys & Lawyers - Mediation & Arbitration	1,707 1,694	2,440 2,444	2	3,230 3,230	1	50.0% 50.0%	1	50.0% 50.0%	0	0.0%
Attorneys & Lawyers - Mediation & Arbitration Limestone	1,694	2,444	2	3,230	1	50.0%	1	50.0%	0	0.0%
Shredding Services	1,652	2,458	2	3,230	2	100.0%	0	0.0%	0	0.0%
Water Main Contractors	1,650	2,459	2	3,230	2	100.0%	0	0.0%	0	0.0%
Sweeping Service - Power	1,623	2,469	2	3,230	2	100.0%	0		0	
Marine Surveyors	1,613	2,471	2	3,230	1	50.0% 100.0%	1	50.0%	0	0.0%
Cord Blood Storage										
Cord Blood Storage Imprinting	1,593 1,565	2,485 2,507	2	3,230 3,230	2	100.0%	0		ň	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Plants - Wholesale	1,528	2,527	2	3,230	1	50.0%	1	50.0%	0	0.0%
Orchards Charity - Advertising for Publications	1,436 1,431	2,582 2,585	2	3,230 3,230	2	100.0%	0	0.0% 100.0%	0	0.0%
Fire & Flood Emergency Service	1,414	2,599	2	3,230	2	100.0%	0	0.0%	0	0.0%
Blasting Contractors	1,388	2,609	2	3,230	1	50.0%	1	50.0%	0	0.0%
Moving Supplies	1,378	2,614	2	3,230	1	50.0%	1	50.0%	0	0.0%
Tile Restoration	1,344	2,632	2	3,230	1	50.0%	1	50.0%	0	0.0%
Seeds & Bulbs - Wholesale Air Flight Attendants	1,339 1,332	2,639 2,644	2	3,230 3,230	1	50.0% 100.0%	1	50.0% 0.0%	0	0.0%
Cylinders - Air & Hydraulic	1,332	2,650	2	3,230	2	100.0%	0	0.0%	0	0.0%
Contractors - Acoustical Ceiling	1,309	2,659	2	3,230	2	100.0%	0		0	0.0%
X-Ray Apparatus & Supplies	1,298	2,664	2	3,230	0	0.0%	2	100.070	0	
Elevator Consultants	1,289	2,669	2	3,230	1	50.0%	1	50.0%	0	0.0%
Metal Shapes - Extruded	1,283 1,283	2,672 2,672	2	3,230 3,230	2	100.0%	0	0.0% 100.0%	0	0.0%
Powder Processing - Industrial Bronzing	1,254	2,672	2	3,230	2	100.0%	0		0	0.0%
ServiceStation Equipment	1,194	2,722	2	3,230	2	100.0%	0		0	
Elevator Installation	1,170	2,741	2	3,230	1	50.0%	1	50.0%	0	
Lumber Carriers	1,170	2,741	2	3,230	1	50.0%	1	50.0%	0	0.0%
Crematories	1,155	2,758	2	3,230	1	50.0%	1	50.0%	0	0.0%
Luggage Carriers Winemaking Equipment & Supplies	1,155 1,149	2,758	2	3,230	2	100.0% 50.0%	0	0.0% 50.0%	0	0.0%
Pattern Makers	1,149	2,764 2,783	2	3,230 3,230	1	50.0%	1	50.0%	0	0.0%
Tanks - Fiber Glass, Plastic	1,091	2,783	2	3,230	2	100.0%	0	0.0%	0	0.0%
Partitions	1,081	2,807	2	3,230	1	50.0%	1	50.0%	0	0.0%
Truck Driver Leasing	1,054	2,820	2	3,230	2	100.0%	0	0.0%	0	0.0%
Wall Coatings	1,044	2,824	2	3,230	1	50.0%	1	50.0%	0	0.0%
Child Parent Development Centers Wood Preservatives	1,043 1,029	2,825 2,840	2	3,230	2	100.0% 100.0%	0	0.0%	0	0.0%
Estheticians	1,029	2,840	2	3,230 3,230	2	100.0%	0	0.0%	0	0.0%
Fans - Attic	978	2,881	2	3,230	2	100.0%	0	0.0%	0	0.0%
Lead Abatement	970	2,888	2	3,230	0	0.0%	2	100.0%	0	0.0%
Employee Assistance Programs	966	2,891	2	3,230	0	0.0%	2	100.0%	0	0.0%
Insurance - Crop	966	2,891	2	3,230	1	50.0%	1	50.0%	0	0.0%
Copyright Service Greenhouse Builders	942 927	2,916 2,930	2	3,230 3,230	2	100.0% 100.0%	0	0.0%	0	0.0%
Proofreading Proofreading	926	2,932	2	3,230	1	50.0%	1	50.0%	0	0.0%
Livestock Feeding	918	2,939	2	3,230	2	100.0%	0	0.0%	0	0.0%
Two-Way Radio Sales & Service	898	2,951	2	3,230	0	0.0%	2	100.0%	0	0.0%
Sandblasting Equipment & Supplies	895	2,954	2	3,230	2	100.0%	0	0.0%	0	0.0%
Archery Ranges	858	2,982	2	3,230	0	0.0%	2	100.0%	0	0.0%
Game Farms Meters	854 828	2,986 3,003	2	3,230 3,230	1	50.0% 50.0%	1	50.0% 50.0%	0	0.0%
Music Boxes	816	3,011	2	3,230	2	100.0%	0	0.0%	0	0.0%
Promotional Products - Non-Wearable	801	3,023	2	3,230	2	100.0%	0	0.0%	0	0.0%
Fireproofing	788	3,032	2	3,230	1	50.0%	1	50.0%	0	0.0%
Railroads - Freight	783	3,038	2	3,230	2	100.0%	0	0.0%	0	0.0%
Olive Oil Geophysicists	780 762	3,039 3,052	2	3,230 3,230	0	0.0% 0.0%	2	100.0% 100.0%	0	0.0%
Sports Hospitality	755	3,060	2	3,230	1	50.0%	1	50.0%	0	0.0%
Neckwear - Retail	751	3,066	2	3,230	2	100.0%	0	0.0%	0	0.0%
Salt	747	3,074	2	3,230	0	0.0%	2	100.0%	0	0.0%
Wallpaper Removing	730	3,087	2	3,230	1	50.0%	1	50.0%	0	0.0%
Divers Engraving Equipment & Supplies	708 707	3,116 3,117	2	3,230 3,230	2	100.0% 0.0%	0	0.0% 50.0%	0	0.0% 50.0%
Nurses-Practitioners	707	3,117	2	3,230	2	100.0%	0	0.0%	1	0.0%
Popcorn Machines	701	3,123	2	3,230	0	0.0%	2	100.0%	0	0.0%
Buses - Repair & Service	696	3,125	2	3,230	1	50.0%	0	0.0%	1	50.0%
Tanks - Repair	695	3,126	2	3,230	1	50.0%	1	50.0%	0	0.0%
Ice Cream Manufacturers Equipment	682	3,136	2	3,230	2	100.0%	0	0.0%	0	0.0%
Business Processing Optimization	672 669	3,146	2	3,230	1	50.0% 50.0%	1	50.0% 50.0%	0	0.0%
Belting & Supplies Veterinarians Information & Referral	666	3,151 3,152	2	3,230 3,230	2	100.0%	1	0.0%	0	0.0%
Fasteners - Textile & Apparel	649	3,169	2	3,230	1	50.0%	1	50.0%	0	0.0%
Countertops - Concrete	637	3,190	2	3,230	1	50.0%	1	50.0%	0	0.0%
Hosiery - Wholesale & Manufacturers	631	3,193	2	3,230	1	50.0%	1	50.0%	0	0.0%
Encyclopedia & Book Sales by Internet	626	3,196	2	3,230	2	100.0%	0	0.0%	0	0.0%
Oil Handling Equipment Slate	615 599	3,203 3,224	2	3,230 3,230	0	0.0% 100.0%	2	100.0%	0	0.0%
Systems & Software Testing	598	3,224	2	3,230	1	50.0%	1	50.0%	0	0.0%
Childrens & Infants Wear - Wholesale & Manufacturing	593	3,233	2	3,230	0	0.0%	1	50.0%	1	50.0%
Saws - Sharpen & Repair	591	3,236	2	3,230	2	100.0%	0	0.0%	0	0.0%
Wire Rope	591 590	3,236	2	3,230	1	50.0%	1	50.0%	0	0.0%
Exhibit Design & Construction	590 587	3,239	2	3,230 3,230	2	100.0%	0	0.0%	0	0.0%
Converters - Electric	587 582	3,248 3,252	2	3,230	1	50.0% 50.0%	1	50.0% 50.0%	0	0.0%
Mountain/Pock Climbing Instruction										0.0%
Mountain/Rock Climbing Instruction Grinding Machines	568	3,264	2	3,230	1	50.0%	1	50.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Roof Cooling Systems	563	3,266	2	3,230	2	100.0%	0	0.0%	0	0.0%
Propellers Grilles, Registers & Diffusers	560 537	3,273 3,297	2	3,230 3,230	<u>1</u>	50.0% 50.0%	1	50.0% 50.0%	0	0.0%
Horse Shoeing	537	3,297	2	3,230	2	100.0%	0	0.0%	0	0.0%
Theatrical Managers & Producers	531	3,310	2	3,230	1	50.0%	1	50.0%	0	0.0%
Silversmiths & Goldsmiths	525	3,319	2	3,230	2	100.0%	0	0.0%	0	0.0%
Hats - Clean & Renovate Radiator Covers & Enclosures	524 520	3,321 3,328	2	3,230 3,230	1	50.0% 0.0%	1	50.0% 100.0%	0	0.0%
Horticultural Consultants	519		2	3,230	2	100.0%	0	0.0%	0	0.0%
Variety Store Merchandise - Wholesale	515	3,337	2	3,230	1	50.0%	1	50.0%	0	0.0%
Radio Program Producers	514	3,338	2	3,230	1	50.0%	1	50.0%	0	0.0%
Economic Development Organizations	512	3,340	2	3,230	1	50.0%	1	50.0%	0	0.0%
Commodity Trading Advisory Service Inks - Print & Lithograph	486 482	3,374 3,377	2	3,230 3,230	0	0.0%	2	100.0% 100.0%	0	0.0%
Die Cutting	472	3,388	2	3,230	0	0.0%	1	50.0%	1	50.0%
Steamship Companies	471	3,392	2	3,230	2	100.0%	0	0.0%	0	0.0%
Clean Room Facilities	464	3,406	2	3,230	1	50.0%	1	50.0%	0	0.0%
Door-to-Door Freezer Food Sales	464	3,406	2	3,230	0	0.0%	1	50.0%	1	50.0%
Missions Vacuum Cleaning - Industrial	450 440	3,428 3,441	2	3,230	2	100.0% 100.0%	0	0.0%	0	0.0%
Charity - Environment	438	3,441	2	3,230 3,230		50.0%	1	50.0%	0	0.0%
Motels - Reservation Service	438	3,442	2	3,230	1	50.0%	0	0.0%	1	50.0%
Zoological Gardens	437	3,445	2	3,230	2	100.0%	0	0.0%		0.0%
Jewelry Advisory Service	433	3,450	2	3,230	2	100.0%	0	0.0%	0	0.0%
Darts & Dart Boards	430	3,454	2	3,230	1	50.0%	1	50.0%	0	0.0%
Bicycle Racks & Security Systems Menu Service	429 427	3,456 3,463	2	3,230 3,230	1	50.0% 50.0%	1	50.0% 0.0%	0	0.0% 50.0%
Manufactured Offices & Commercial Units	415	3,482	2	3,230	2	100.0%	0	0.0%	0	0.0%
Coils - Electric	405	3,497	2	3,230	1	50.0%	1	50.0%	0	0.0%
Tractor Distributors & Manufacturers	402	3,499	2	3,230	1	50.0%	1	50.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	393	3,519	2	3,230	0	0.0%	2	100.0%	0	0.0%
Resins	386	3,530	2	3,230	0	0.0%	2	100.0%	0	0.0%
Safe Deposit Box Rental Furniture Stripping	386 382	3,530 3,537	2	3,230 3,230	1	50.0% 100.0%	1	50.0%	0	0.0%
Sewage Treatment Equipment	380	3,543	2	3,230	2	100.0%	0	0.0%	0	0.0%
Fingerprinting Equipment	379	3,547	2	3,230	1	50.0%	1	50.0%	0	0.0%
Not Elsewhere Classified After Investigation	379	3,547	2	3,230	0	0.0%	2	100.0%	0	
Fishing Piers	378	3,550	2	3,230	2	100.0%	0	0.0%	0	0.0%
Kilns Nets & Netting	365	3,571 3,571	2	3,230 3,230	1	50.0% 100.0%	1	50.0% 0.0%	0	0.0%
Luggage Repair	365 360	3,571	2	3,230	<u>2</u>	0.0%	2	100.0%	0	0.0%
Tree Service - Transplant	358	3,584	2	3,230	0	0.0%	2	100.0%	0	0.0%
Charity - Elderly	350	3,596	2	3,230	2	100.0%	0	0.0%	0	0.0%
Photogrammetric Equipment & Supplies	350	3,596	2	3,230	2	100.0%	0	0.0%	0	0.0%
Screen Manufacturers Equipment & Supplies	350 348	3,596	2	3,230	1	50.0%	1	50.0%	0	0.0%
Garment Hangers Compressors - Repair	348 346	3,601 3,604	2	3,230 3,230		100.0% 50.0%	<u>U</u>	0.0% 50.0%	0	0.0%
Leather Clothing - Wholesale & Manufacturers	342	3,612	2	3,230		0.0%	1	50.0%	1	50.0%
Tennis Courts - Public	326	3,630	2	3,230	2	100.0%	0	0.0%	0	0.0%
Animal Supplies - Zoo, Circus	325	3,633	2	3,230	1	50.0%	1	50.0%	0	0.0%
Seat Belts	321	3,640	2	3,230	2	100.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Contractors	320 319	3,641 3,644	2	3,230	2	100.0%	0	0.0%	0	0.0%
Data Processing Equipment - Maintenance Personal Organizer	317	3,648	2	3,230 3,230	1	0.0% 50.0%	1	100.0% 50.0%	0	0.0%
Cylinder Heads - Auto & Motorcycle	310	3,656	2	3,230	1	50.0%	1	50.0%	0	0.0%
Boat Club	308	3,659	2	3,230	2	100.0%	0	0.070	0	0.0%
Dyes & Dyestuff	306	3,661	2	3,230	1	50.0%	1	50.0%	0	0.0%
Embroidery Design Punching	302	3,667	2	3,230	0	0.0%	2	100.0%	0	0.0%
Bottle Return Depot Disposable Products	301 298	3,670 3,671	2	3,230 3,230	1	50.0% 100.0%	1	50.0% 0.0%	0	0.0%
Water Mitigation	298	3,671	2	3,230	2	100.0%	0	0.0%	0	0.0%
Bullet-Resistant Equipment	296	3,680	2	3,230	0	0.0%	2	100.0%	0	0.0%
Fans - Repair	292	3,690	2	3,230	0	0.0%	2	100.0%	0	0.0%
Dishwashing Machines - Service & Repair	291	3,694	2	3,230	1	50.0%	1	50.0%	0	0.0%
Natural Stone Restoration & Cleaning	289	3,699	2	3,230	0	0.0%	2	100.0%	0	0.0%
Ski Equipment - Repair Rope	287 285	3,706 3,710	2	3,230 3,230	1	50.0% 100.0%	1	50.0%	0	0.0%
Composting Systems	281	3,710	2	3,230	0	0.0%	2	100.0%	0	0.0%
Magnifying Glasses	281	3,718	2	3,230	1	50.0%	1	50.0%	0	0.0%
Home Electronics - Designers	277	3,733	2	3,230	2	100.0%	0	0.0%	0	0.0%
Convention Information	276	3,735	2	3,230	1	50.0%	1	50.0%	0	0.0%
Dressmaking Schools	267	3,753	2	3,230	0	0.0%	2	100.0%	0	0.0%
Addressing Plate Service Building & Development Permits	263 256	3,762 3,772	2	3,230 3,230	0	0.0%	2	100.0% 100.0%	0	0.0%
Diecast Cars - Dealers	250	3,772	2	3,230	1	50.0%	<u>Z</u>	50.0%	0	0.0%
Humidifying Apparatus	252	3,789	2	3,230	2	100.0%	0	0.0%	0	0.0%
Plastics - Scrap							-		•	
Knitted Fabrics	249 248	3,793 3,797	2	3,230 3,230	0	0.0% 50.0%	2	100.0%	0	0.0% 50.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Locomotives	244	3,810	2	3,230	0	0.0%	2	100.0%	0	0.0%
Carpet & Rug Weavers Loan Acceleration	241 241	3,817 3,817	2	3,230 3,230	2	100.0% 100.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Supplies & Parts	233	3,845	2	3,230	1	50.0%	1	50.0%	0	0.0%
Drills	229	3,852	2	3,230	1	50.0%	1	50.0%	0	0.0%
Coin & Bill Change Machines	225	3,861	2	3,230	2	100.0%	0	0.0%	0	0.0%
Fishery Consultants Domestic Abuse Services	215 206	3,878 3,896	2	3,230 3,230	1	50.0% 100.0%	1	50.0%	0	0.0%
Tunneling Contractors	200	3,905	2	3,230	0	0.0%	2	100.0%	0	0.0%
Parenting Classes	200	3,912	2	3,230	1	50.0%	1	50.0%	0	0.0%
Debris Box Service	197	3,918	2	3,230	2	100.0%	0	0.0%	0	0.0%
Photo Electric Cells & Equipment	192	3,936	2	3,230	0	0.0%	2	100.0%	0	0.0%
Sink Manufacturers Plumbing Fixtures, Parts, Supplies - Used	188 184	3,942 3,965	2	3,230 3,230	0	0.0%	2	100.0%	0	0.0%
Schools - Dental Assistant	183	3,968	2	3,230	2	100.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Collaborative Divorce	181	3,973	2	3,230	0	0.0%	2	100.0%	0	0.0%
Safes & Vaults - Opening & Repairing	174	3,992	2	3,230	1	50.0%	1	50.0%	0	0.0%
Printers - Letterpress	172	4,000	2	3,230	2	100.0%	0	0.0%	0	0.0%
Carpet & Rug Binding	164	4,021	2	3,230	2	100.0%	0		0	0.0%
Auto Service - Steam Cleaning Wax	162 160	4,024 4,033	2	3,230 3,230	1	50.0% 50.0%	1	50.0% 50.0%	0	0.0%
Notions - Retail	155	4,033	2	3,230	2	100.0%	1	0.0%	0	0.0%
Paper Boxboard	154	4,046	2	3,230	0	0.0%	2	100.0%	0	0.0%
Glass Coating & Tinting Machinery	153	4,052	2	3,230	1	50.0%	1	50.0%	0	0.0%
Auto Manufacturers & Distributors - Specialty Body	147	4,071	2	3,230	2	100.0%	0	0.0%	0	0.0%
Gas Lights Visual Control Systems	146 144	4,073 4,084	2	3,230 3,230	0	0.0% 100.0%	2	100.0%	0	0.0%
Fish By-Products	137	4,084	2	3,230	2	100.0%	0	0.0%	0	0.0%
Drywall Taping and Texturing	135	4,109	2	3,230	2	100.0%	0	0.0%	0	0.0%
Fiberglass - Bathtubs & Showers	133	4,116	2	3,230	0	0.0%	2	100.0%	0	0.0%
Fuel - Biofuels	133	4,116	2	3,230	1	50.0%	1	50.0%	0	0.0%
Musical Instruments - Rental	133	4,116	2	3,230	0	0.0%	2	100.0%	0	0.0%
Strapping & Strapping Equipment Boutique - Battling Cancer Related Products	128 123	4,144 4,163	2	3,230 3,230	1	50.0% 100.0%	1	50.0%	0	0.0%
Hearing Aids Parts & Repairing	120	4,178	2	3,230	0	0.0%	2	100.0%	0	0.0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	118	4,185	2	3,230	0	0.0%	0		2	
Tourists Homes	118	4,185	2	3,230	2	100.0%	0	0.0%	0	0.0%
Work Clothes - Wholesale & Manufacturers	114	4,197	2	3,230	1	50.0%	1	50.0%	0	0.0%
Bowling Lane Refinish & Repair Pools - Therapy	109 109	4,217 4,217	2	3,230 3,230	2	100.0% 100.0%	0	0.0%	0	0.0%
Doors - Patio	109	4,217	2	3,230	2	100.0%	0		0	0.0%
Pinata Sales	103	4,242	2	3,230	0	0.0%	2	100.0%	0	0.0%
Luggage Manufacturers Equipment & Supplies	100	4,251	2	3,230	2	100.0%	0	0.0%	0	0.0%
Swimming Pool Kits	99	4,254	2	3,230	1	50.0%	1	50.0%	0	0.0%
Optometric Information Bureaus	94 91	4,271 4,282	2	3,230 3,230	1	50.0% 0.0%	1	50.0% 100.0%	0	0.0%
Choreographers Thread	86	4,282	2	3,230	2	100.0%	2	0.0%	0	0.0%
Windshield Wipers	85	4,301	2	3,230	1	50.0%	1	50.0%	0	0.0%
Shoe Manufacturers Supplies	84	4,303	2	3,230	1	50.0%	1	50.0%	0	0.0%
Aerial Lift - Repair & Maintenance	82	4,321	2	3,230	0	0.0%	0	0.0%	2	100.0%
Cosmetic Sales by Mail	81	4,327	2	3,230	0	0.0%	1	50.0%	1	50.0%
Touch Screen Equipment Ticket Issuing Machines	81 74	4,327 4,352	2	3,230 3,230	2	100.0%	0	0.0%	0	0.0%
Cargo Stabilizing Devices	73	4,353	2	3,230	1	50.0%	1	50.0%	0	0.0%
Car Buying Service	70	4,372	2	3,230	2	100.0%	0	0.0%	0	0.0%
Consultants - Auto Repair	69	4,376	2	3,230	2	100.0%	0	0.0%	0	0.0%
Candles - Wickless	67	4,388	2	3,230	0	0.0%	2	100.0%	0	0.0%
Tape Recorders - Sound - Service & Repair Routing Service - Air, Highway & Marine	67 64	4,388 4,407	2	3,230	1	50.0% 50.0%	1	50.0%	0	0.0%
Millinery - Wholesale & Manufacturers	60	4,407	2	3,230 3,230	2	100.0%	1	0.0%	0	0.0%
Pub Food	59	4,431	2	3,230	0	0.0%	2	100.0%	0	0.0%
Dress Forms - Wholesale & Manufacturers	58	4,438	2	3,230	1	50.0%	1	50.0%	0	0.0%
School Lunch Ordering & Management	55	4,457	2	3,230	2	100.0%	0	0.0%	0	0.0%
Ivory Goods	53	4,478	2	3,230	0	0.0%	2	100.0%	0	0.0%
Egg Processing & Shipping Equipment & Supplies Indexing Service - Book, Periodical	42 25	4,552 4.648	2	3,230 3,230	1	0.0% 50.0%	1	50.0%	1	50.0%
Tobacco Machinery	25	4,648	2	3,230	7	100.0%	1	0.0%	0	0.0%
Glass - Tempered	24	4,658	2	3,230	1	50.0%	1	50.0%	0	0.0%
Loan Modification - Auto	24	4,658	2	3,230	1	50.0%	1	50.0%	0	0.0%
Brake Fluids	20	4,700	2	3,230	2	100.0%	0	0.0%	0	0.0%
Etching Equipment & Supplies	19	4,714	2	3,230 3,230	1	50.0%	1	50.0%	0	0.0%
Medicines - Preventative Dogs & Cats Auto Repair - Shocks	18 17	4,720 4,734	2	3,230	1	100.0% 50.0%	1	0.0%	0	0.0%
Night Vision Equipment	17	4,734	2	3,230	1	50.0%	1	50.0%	ő	0.0%
Pails	12	4,788	2	3,230	2	100.0%	0	0.0%	0	0.0%
Masks	5	4,888	2	3,230	0	0.0%	2	100.0%	0	0.0%
Marketing - Dental	3	4,933	2	3,230	2	100.0%	0		0	0.0%
Concrete Breaking, Cutting, Sawing	5,509	1,559	1	3,508	1	100.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Sawmills	4,648	1,679	1	3,508	0	0.0%	1	100.0%	0	0.0%
Oil Well Services Office Furniture & Equipment - Installation	4,640 4,522	1,682 1,695	1	3,508 3,508	1	0.0% 100.0%	1	100.0%	0	0.0%
Oil Royalties	4,227	1,754	1	3,508	1	100.0%	0	0.0%	0	0.0%
Aerospace Industries	4,076	1,786	1	3,508	1	100.0%	0	0.070	0	0.0%
Escort Service - Personal	4,019	1,799	1	3,508	0	0.0%	1	100.0%	0	0.0%
Venetian Blinds - Repair & Cleaning Mosquito Control	3,848 3,667	1,831 1,874	1	3,508 3,508	1	0.0% 100.0%	1	100.0% 0.0%	0	0.0%
Trusses - Construction	2,962	2,040	1	3,508	1	100.0%	0	0.0%	0	0.0%
Consultant - Employee Benefit Plans	2,602	2,132	1	3,508	1	100.0%	0	0.0%	0	0.0%
Piping Contractors	2,494	2,164	1	3,508	1	100.0%	0	0.0%	0	0.0%
Tanks - Metal	2,321 2,292	2,218	1	3,508 3,508	0	0.0%	1	100.0%	0	0.0%
Concrete Reinforcements Biomedical Products - Research	2,292	2,225 2,313	1	3,508	0	0.0%	1	0.0%	1	100.0%
Surrogacy	2,054	2,317	1	3,508	1	100.0%	0	0.0%	0	0.0%
Mineral Exploration	2,026	2,325	1	3,508	1	100.0%	0	0.0%	0	0.0%
Drive Shafts	1,909	2,365	1	3,508	1	100.0%	0	0.0%	0	0.0%
Agricultural Consultants Food & Beverage Consultants	1,876 1,854	2,376 2,387	1	3,508 3,508	0	0.0% 100.0%	1 0	100.0% 0.0%	0	0.0%
Oils - Waste	1,830	2,397	1	3,508	1	100.0%	0		0	0.0%
Farm Management	1,812	2,407	1	3,508	1	100.0%	0	0.0%	0	0.0%
Music Instruction - Vocal	1,784	2,415	1	3,508	1	100.0%	0	0.0%	0	0.0%
Truck Refrigeration Equipment	1,713	2,437	1	3,508	1	100.0%	0	0.0%	0	0.0%
Psychologist Information & Referral Services	1,636	2,464	1	3,508	1	100.0%	0	0.070	0	0.0%
Pipe Inspection Fur Novelties & Accessories	1,590 1,589	2,490 2,492	1	3,508 3,508	1	100.0% 100.0%	0	0.0% 0.0%	0	0.0%
Ice Making Equipment & Machines	1,579	2,492	1	3,508	0	0.0%	1	100.0%	0	0.0%
Metal Detecting Equipment	1,573	2,500	1	3,508	1	100.0%	0	0.0%	0	0.0%
Envelopes - Wholesale & Manufacturers	1,543	2,518	1	3,508	1	100.0%	0	0.0%	0	0.0%
Cable Splicing	1,533	2,525	1	3,508	1	100.0%	0		0	0.0%
Engravers - Plastic, Wood	1,523	2,534	1	3,508	1	100.0%	0	0.0%	0	0.0%
Door-to-Door Sales - Cosmetics Family Services	1,521 1,505	2,536 2,545	1	3,508	1	100.0% 100.0%	0	0.0%	0	0.0%
Lake & Pond Management	1,471	2,545 2,561	1	3,508 3,508	0	0.0%	1	100.0%	0	0.0%
Guard Dogs	1,447	2,572	1	3,508	1	100.0%	0	0.0%	0	0.0%
Water Conservation	1,375	2,617	1	3,508	1	100.0%	0	0.070	0	0.0%
Grain Elevators	1,343	2,633	1	3,508	1	100.0%	0	0.070	0	
SemiConductor Devices Lottery Buying Club	1,314 1,311	2,654 2,656	1	3,508 3,508	1	0.0% 100.0%	1	100.0%	0	0.0%
Turbochargers	1,301	2,662	1	3,508	1	100.0%	0	0.0%	0	0.0%
Coal Miners & Shippers	1,298	2,664	1	3,508	0	0.0%	1	100.0%	0	0.0%
Oils - Fuel - Treatment Compounds	1,244	2,691	1	3,508	0	0.0%	1	100.0%	0	0.0%
Office Records - Destruction	1,206	2,715	1	3,508	1	100.0%	0	0.0%	0	0.0%
Defense Contractors Insecticides	1,187 1,179	2,723	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Plastics - Fabrics, Film, Sheets - Prod.	1,162	2,751	1	3,508	1	100.0%	0	0.0%	0	0.0%
Personal Chef	1,157	2,757	1	3,508	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Trademark	1,147	2,765	1	3,508	0	0.0%	1	100.0%	0	0.0%
Fiber Glass Fabricators	1,138	2,767	1	3,508	0	0.0%	1	100.0%	0	0.0%
Brick Preservatives Loading Dock Equipment	1,132 1,100	2,772 2,790	1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Steel Mills	1,094	2,791	1	3,508	0	0.0%	1	100.0%	0	0.0%
Italian Food Products	1,090	2,794	1	3,508	1	100.0%	0	0.0%	0	0.0%
Foster Child Care	1,089	2,796	1	3,508	1	100.0%	0	0.0%	0	0.0%
Logging Equipment & Supplies	1,082	2,806	1	3,508	1	100.0%	0	0.0%	0	0.0%
Grain Dealers Aromatherapy & Essential Oils	1,042 1,033	2,827 2,837	1	3,508 3,508	0	0.0% 100.0%	0	100.0% 0.0%	0	0.0%
Die Castings	1,033	2,841	1	3,508	1	100.0%	0		0	
Boxes - Paper	1,020	2,847	1	3,508	1	100.0%	0	0.0%	0	0.0%
Lamp Shade Frames & Supplies	1,010	2,858	1	3,508	1	100.0%	0	0.0%	0	0.0%
Glass Circles & Specialty Shapes	1,000	2,864	1	3,508	1	100.0%	0	0.070	0	0.0 %
Public Speaking Instruction	1,000	2,864	1	3,508	1	100.0% 100.0%	0	0.0%	0	0.0%
Pipe Fittings Emblems	984 978	2,874 2,881	1	3,508 3,508	0	0.0%	0	0.0%	0	100.0%
Jewelry Polishing & Plating	972	2,884	1	3,508	0	0.0%	1	100.0%	0	0.0%
Aerospace Research & Development	962	2,898	1	3,508	0	0.0%	1	100.0%	0	0.0%
Concrete Mixers	954	2,902	1	3,508	1	100.0%	0	0.0%	0	0.0%
Oil - Crude - Purchasing	947	2,910	1	3,508	0	0.0%	1	100.0%	0	0.0%
Stenographers - Public Backflow Prevention Devices & Services	946 945	2,911 2,913	1	3,508 3,508	1	100.0% 100.0%	0	0.0% 0.0%	0	0.0%
Plastics - Foam	945	2,913	1	3,508	1	100.0%	0		0	0.0%
Tank Lining & Coating	935	2,924	1	3,508	1	100.0%		0.0%		0.0%
Railroad Equipment & Supplies	931	2,925	1	3,508	1	100.0%	0	0.0%	0	0.0%
Plastics - Raw Materials, Powder, Liquid	921	2,936	1	3,508	1	100.0%	0		0	0.0%
Contractor - Disabled Access	914 914	2,941 2,941	1	3,508 3,508	0	0.0%	1	100.0% 0.0%	0	0.0%
Chia Duildana O Danain										0.0%
Ship Builders & Repair Soil Testing	914 912	2,945	1	3,508	1	100.0%	0		0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Sentence procedure inferent before the center of the control of the control of the center of the cen	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Record Information 10 10	Filing Equipment, Systems & Supplies	897	2,952	1	3,508	0	0.0%	1	100.0%	0	0.0%
Tool - Incorporate				1		1		1		0	
Teach Transfer 1.00				1		1		0		0	
Screen 1			2,969	1	3,508	1		0		0	
Controllance Abrovach ASS 200 1 200				1		1		0		0	
Guitze And		856		1	3,508	1		1		0	0.0%
Clarks - Price A Redword Cognitations	Poultry - Retail		2,991	1	3,508	0		1		0	0.0%
Capparent Sporter 178 3-201 3-202 1 1 10 10 1 1 10 10 1 10 10 10 10 10 10	Fumigation Services	843	2,993	1	3,508	1	100.0%	0	0.0%	0	0.0%
Programme 100				1	3,508	1		0		0	
Consequent				1		1		0		0	
Section 1900				1	3,508	0		1		0	
Proceedings				1		1		0		0	0.0%
Processing Springers Process P	Aircraft Ground Support & Service Equipment	785	3,034	1	3,508	0	0.0%	1		0	
Page Proceed South - Engagement & Strategy 1.500				1		1		0		0	
Supplement 758 3.055 1 3.050 1 20.05 0 0.05	Physicians & Surgeons - Industrial Medicine	768		1	3,508	1		0		0	0.0%
September 177 3.07 1 3.08 1 10.08 0 0.05				1		1				0	
Supper				1		1		0		0	
Insurance American	Riggers	749	3,070	1	3,508	1	100.0%	0		0	0.0%
Finnes - Restoration & Refrenting 729 3,089 3,509 1 100 pm 0 0 0 pm 0				1	3,508	0	0.0%	1		0	
Figure 1				1		1		0	01070	0	
Organic Self Fertificate				1		1		0		0	
Programma Assentantes	Organic Soil Fertilizer	722		1	3,508	0		1		0	
Chan Letters				1		1		0		0	
Contractor - Insofting Seary Form Treadstrom 707 3,117 1 3,558 0 0,076 1 100,076 0 0,076 0		709		1	3,508	1		0		0	
Pastics - Fatruders				1		1		0		0	
With Harmaness - Electrical	Plastics - Extruders			1		1		1		0	
Paving Enginement		690		1	3,508	1		0	0.0%	0	
Charty - Cancer 678 3,140 1 3,508 1 100,0% 0 0,0				1		0		1		0	
Provided Symptoms 678 3,146 1 3,568 1 100,0% 0 0,0% 0 0,0% 1 100,0%				1		1				0	
Fin & Seafood Brokers				1		1				0	
Aquartums - Lease & Montentance 659 3,162 1 3,508 1 100,0% 0 0,0% 0				1		0		0		1	
Leather Cleaning				1	3,508	1		0		0	
Garbage Disposal Equipment - Supplies & Parts G. 29 3,194 1 3,508 1 100,0% 0 0,0%				1		1		0		0	
Ragers Equipment & Supplies 6.29 3,194 1 3,508 1 100.0% 0 0.0				1		1				0	
Dairy Engulment & Supplies (517 3,200 1 3,588 0 0.0% 1 100.0% 0 0.0% 0				1		1		0		0	
Cylinders - Rebuild & Renair 517 3,200 1 3,508 1 100.0% 0 0				1		0		1		0	
Candy & Confectionery Manufacturer Equip & Supplies 614 3,205 1 3,508 0 0,0% 1 100,0% 0 0,0% 0 0,0% Exterior Structures - Gazebos, Arbors, Pergolas 603 3,219 1 3,508 1 100,0% 0 0,0% 0	Cylinders - Rebuild & Repair			1		1		0		0	
Etuouste School 6.10 3.207 1 3.508 1 100.0% 0 0.0% 0 0.0% 0 0.0% 107 are Equipment 6.2005, Aftors, Pergolas 6.63 3.219 1 3.508 1 100.0% 0 0.0% 0 0.0% 0 0.0% 107 are Equipment 6.2005, Aftors, Pergolas 7.200 1 3.508 1 100.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0% 0 0.0% 1 0				1		0		1		0	
Exterior Structures - Gazebos, Arbors, Pergolas 603 3,219 1 3,508 1 100,0% 0 0,0%			3,205	1		0		1		0	
Infrared Equipment				1		1		0		0	
Pumps - Supplies & Parts 600 3,222 1 3,508 0 0.0% 1 100.0% 0 0.0%			3,219	1	3,508	1		0		0	
Eyelets 597 3,228 1 3,508 0 0,0% 1 100.0% 0 0.0%	Pumps - Supplies & Parts	600	3,222	1	3,508	0	0.0%	1	100.0%	0	
Pneumatic Equipment Components 593 3,233 1 3,508 0 0.0% 1 100.0% 0 0				1		1		0		0	
Real Estate - Industrial 589 3,242 1 3,508 1 100.0% 0 0.0% 0 0.0% 0 0.0% Carbon Fethed Products - Metal, Glass 588 3,245 1 3,508 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 0 0.0% 1 100				1		0		1		0	
Ekched Products - Metal, Glass 588 3,245 1 3,508 1 100,0% 0 0,0% 0 0,0% 0 0,0% Sheepskin Specialties 588 3,245 1 3,508 0 0,0% 1 100,0% 0 0,0% Sheepskin Specialties 588 3,245 1 3,508 0 0,0% 1 100,0% 0 0,0% 0 0,0% Sheepskin Specialties 588 3,245 1 3,508 0 0,0% 1 100,0% 0 0,0% 0				1		1		1		0	0.0%
Sheepskin Specialties 582 3,252 1 3,508 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%	Etched Products - Metal, Glass	588	3,245	1	3,508	1	100.0%	0	0.0%	0	0.0%
Pins - Common, Safety 561 3,270 1 3,508 1 100.0% 0 0.0% 0				1		0		1		0	
Ski Equipment Rental 559 3,274 1 3,508 1 100.0% 0 0.0%				1		0		1		0	
Grain Elevator Builders		561	3,2/0	1	3,508	1		0		0	0.0%
Textile Brokers 538 3,296 1 3,508 1 100,0% 0 0.0% 0	Grain Elevator Builders	556		1	3,508	0		1		0	0.0%
Commercials - Radio & Television 533 3,306 1 3,508 1 100,0% 0 0.0% 0		546		1		1	100.0%	0	0.0%	0	0.0%
Diamond Cutters 523 3,324 1 3,508 0 0.0% 1 100.0% 0 0.0				1		1		0		0	
Nuclear Energy Consultants 521 3,326 1 3,508 1 100.0% 0 0.0				1		1		0		0	
Contractor - Mechanical Insulation 512 3,340 1 3,508 1 100.0% 0 0.0% 0 0.0% Benches & Work Tables 508 3,345 1 3,508 0 0.0% 1 100.0% 0 0.0% 0				1		1		1		0	
Benches & Work Tables 508 3,345 1 3,508 0 0,0% 1 100.0% 0 0.0%				1		1		0		0	
Buses - Used 507 3,349 1 3,508 1 100,0% 0 0,0%	Benches & Work Tables	508	3,345	1	3,508	0	0.0%	1		0	0.0%
Baskets - Wholesale & Manufacturers 501 3,355 1 3,508 0 0.0% 1 100.0% 0 0.0% Film Scrap 501 3,355 1 3,508 0 0.0% 0 0.0% 1 100.0% Wicker Products 491 3,366 1 3,508 1 100.0% 0 0.0% 0 0.0% Alcraft Ferrying & Transporting Service 488 3,368 1 3,508 1 100.0% 0 0.0% 0 0.0% Coppersmiths 488 3,368 1 3,508 1 100.0% 0 0,0% 0 0.0% Attorneys & Lawyers - Adoption 484 3,376 1 3,508 1 100.0% 0 0.0% 0 0.0% Attorneys & Lawyers - Adoption 477 3,381 1 3,508 1 100.0% 0 0.0% 0 0.0%	Buses - Used	507	3,349	1	3,508	1	100.0%	0	01070	0	0.0%
Film Scrap 501 3,355 1 3,508 0 0.0% 0 0.0% 1 100		505		1	3,508	1		0		0	
Wicker Products 491 3,366 1 3,508 1 100,0% 0 0.0% 0 0.0% Altcraft Ferrying & Transporting Service 488 3,368 1 3,508 1 100,0% 0 0.0% 0 0.0% Coppersmiths 488 3,368 1 3,508 1 100,0% 0 0.0% 0 0.0% Attorneys & Lawyers - Adoption 484 3,376 1 3,508 1 100,0% 0 0.0% 0				1		0	0.070	1		0	
Aircraft Ferrying & Transporting Service 488 3,368 1 3,508 1 100.0% 0 0.0% 0 0.0% Coppersmiths 488 3,368 1 3,508 1 100.0% 0 0.0% 0 0.0% Attorneys & Lawyers - Adoption 484 3,376 1 3,508 1 100.0% 0 0.0% 0 0.0% Modeling & Simulation 477 3,381 1 3,508 0 0.0% 1 100.0% 0 0.0%				1		1		0		0	
Coppersmiths 488 3,368 1 3,508 1 100,0% 0 0.0% 0 0.0% Attorneys & Lawers - Adoption 484 3,376 1 3,508 1 100,0% 0 0,0% 0 0.0% Modeling & Simulation 477 3,381 1 3,508 0 0.0% 1 100.0% 0 0.0%	Aircraft Ferrying & Transporting Service	488	3,368	1	3,508	1		0		0	0.0%
Modeling & Simulation 477 3,381 1 3,508 0 0.0% 1 100.0% 0 0.0%	Coppersmiths			1		1		0		0	
				1		1		0		0	
	Modeling & Simulation Bar Manufacturer	477 473	3,381 3,385	1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Door Closers & Checks - Repairing	473	3,385	1	3,508	0	0.0%	1	100.0%	0	0.0%
Typesetting Shears & Scissors	472 471	3,388 3,392	1	3,508 3,508	0	0.0%	1	100.0% 100.0%	0	0.0%
Model Car Race Centers	468	3,401	1	3,508	1	100.0%	0	0.0%	0	0.0%
Aerial Applicators	465	3,403	1	3,508	1	100.0%	0	0.0%	0	0.0%
Circuit Breakers	463	3,408	1	3,508	0	0.0%	1	100.0%	0	
Acoustical Ceiling Removal Handles - Wholesale & Manufacturers	458 458	3,414 3,414	1	3,508	1	100.0%	0	0.0% 100.0%	0	0.0%
Stair Treads	458	3,414	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Cellulite Treatment - Endermologie	451	3,426	1	3,508	1	100.0%	0	0.0%	0	0.0%
Clay Products	451	3,426	1	3,508	0	0.0%	0	0.0%	1	
Fur Designers	446 444	3,433	1	3,508	1	100.0%	0	0.0%	0	
Oil Properties Oxygen Producing Equipment	444	3,435 3,435	1	3,508 3,508	1	100.0% 100.0%	0	0.0%	0	0.0%
Grain Drying	436	3,447	1	3,508	1	100.0%	0	0.0%	0	0.0%
Clean Rooms - Installation & Equipment	434	3,449	1	3,508	0	0.0%	1	100.0%	0	0.0%
Screws	428	3,457	1	3,508	1	100.0%	0	0.0%	0	
Bins Animation Mechanics - Display, Sign	426 425	3,465	1	3,508	1	100.0% 100.0%	0	0.0% 0.0%	0	0.0% 0.0%
Bridal Gown Preservation	423	3,467 3,473	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Mold & Mildew Remediation	420	3,476	1	3,508	1	100.0%	0	0.0%	0	0.0%
Snow Removal Service - Commercial	413	3,486	1	3,508	1	100.0%	0	0.0%	0	0.0%
Tube Bending & Fabricating	411	3,490	1	3,508	1	100.0%	0	0.0%	0	0.0%
Numismatics Radio Station Reps	408 406	3,494 3,496	1	3,508 3,508	1	100.0% 100.0%	0	0.0%	0	0.070
Road Oiling & Dust Control	399	3,508	1	3,508	0	0.0%	1	100.0%	0	0.0%
Soda Fountain Shops	399	3,508	1	3,508	0	0.0%	1	100.0%	0	0.0%
Tennis Instruction	399	3,508	1	3,508	0	0.0%	1	100.0%	0	0.0%
Acids Table Tops	398 396	3,511 3,515	1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Contractor - Gas	396	3,515	1	3,508	1	100.0%	0	0.0%	0	
Templates	391	3,523	1	3,508	0	0.0%	1	100.0%	0	
Contractor - Sheetrock	390	3,525	1	3,508	0	0.0%	1	100.0%	0	0.0%
X-Ray Protection Gasoline Plant Equipment	384 382	3,532 3,537	1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Advertising - Aerial	382 380	3,537	1	3,508	1	0.0%	1	100.0%	0	
Mold & Mildew Inspection	380	3,543	1	3,508	1	100.0%	0	0.0%	0	
Animal Foods - Zoo, Circus	378	3,550	1	3,508	0	0.0%	1	100.0%	0	0.0%
Measuring Machines	378	3,550	1	3,508	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Construction Defect Automobile Reconditioned Detailing	371 371	3,559 3,559	1	3,508 3,508	1	100.0% 100.0%	0	0.0%	0	0.0%
Acupressure	371	3,563	1	3,508	1	100.0%	0	0.0%	0	
Envelopes - Retail	366	3,568	1	3,508	1	100.0%	0	0.0%	0	0.0%
Air Duct Restoration	365	3,571	1	3,508	0	0.0%	1	100.0%	0	0.0%
Window Cleaning Equipment & Supplies	365	3,571 3,575	1	3,508	1	100.0%	0	0.0% 100.0%	0	0.070
Dehumidifying Equipment Buttons - Manufacturers Equipment & Supplies	364 358	3,575	1	3,508 3,508	1	100.0%	0	0.0%	0	
Antique Oriental Rugs	353	3,592	1	3,508	0	0.0%	0	0.0%	1	100.0%
Aircraft Storage	353 351	3,594	1	3,508	0	0.0%	1	100.0%	0	0.0%
Furnace Cleaning	348	3,601	1	3,508	1	100.0%	0	0.0%	0	0.070
Carbonic Gas Radiotelephone Communications - Common Carrier	346 344	3,604 3,607	1	3,508 3,508	1	100.0% 100.0%	0	0.0%	0	0.0%
Lithographers	343	3,609	1	3,508	0	0.0%	1	100.0%	0	0.0%
Wool	343	3,609	1	3,508	1	100.0%	0	0.0%	0	0.0%
Stock Certificates	342	3,612	1	3,508	1	100.0%	0	0.0%	0	
Candy & Confectionery Manufacturers Supplies Printed & Etched Circuits	337 333	3,619 3,622	1	3,508 3,508	1	100.0%	0	0.0% 100.0%	0	0.070
Litigation Support	328	3,626	1	3,508	1	100.0%	0	0.0%	0	0.0%
Feed Concentrates & Supplements	324	3,636	1	3,508	0	0.0%	1	100.0%	0	0.0%
Wiping Cloths	316	3,650	1	3,508	1	100.0%	0	0.0%	0	0.0%
Tool Grinding - Industrial	312	3,655	1	3,508	1	100.0%	0	0.0%	0	
Bags - Paper Photo Finishing - Wholesale	310 310	3,656 3,656	1	3,508 3,508	0	0.0%	1	100.0% 100.0%	0	0.0%
Airport Equipment & Supplies	307	3,660	1	3,508	1	100.0%	0	0.0%	0	
Oil Refiners Equipment & Supplies	305	3,663	1	3,508	1	100.0%	0	0.0%	0	0.0%
Benefit Insurance Software	297	3,678	1	3,508	1	100.0%	0	0.0%	0	
Bakers Equipment - Repair Money Order Systems	296 295	3,680	1	3,508	1	100.0% 100.0%	0	0.0%	0	
Television Station Equipment	295 290	3,683 3,697	1	3,508 3,508	1	100.0%	0	0.0%	0 n	0.0%
Misting Systems & Services	289	3,699	1	3,508	1	100.0%	0	0.0%	0	
Paint Removers - Manufacturers	285	3,710	1	3,508	1	100.0%	0	0.0%	0	0.0%
Tire Additives & Sealants	285	3,710	1	3,508	1	100.0%	0		0	0.070
Water Works Equipment & Supplies Apprenticeship Programs	281 275	3,718 3,739	1	3,508 3,508	1	100.0% 100.0%	0	0.0% 0.0%	0	0.0%
Archaeologists	275	3,739	1	3,508	0	0.0%	1	100.0%	0	
Drying Equipment - Industrial	275	3,739	1	3,508	0	0.0%	1	100.0%	0	0.0%
Armored Car Manufacturing	273	3,743	1	3,508	1	100.0%	0	0.0%	0	0.070
Boat Launching Sites	269	3,750	1	3,508	1	100.0%	0	0.0%	1 0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Section 172 175	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Section 15	Ferries	257	3,767	1	3,508	1	100.0%	0	0.0%	0	0.0%
TROUGH Specified (1997) TROUGH Specified (199				1		1		1		0	
Security				1		1		0		0	
Soldy Notes	Benches - Seating	255	3,778	1	3,508	1		0		0	
Anticological Processors 100				1		1		0		0	
An in Company Apr				1		1		0		0	
Security				1		0		1		0	
Total Extension	Skylights - Distributors	247		1		1		0		0	
Treatments Link Saugement & Spritters 20 380 1 300 1 100 10 10 100 10 100 10 100 10	Truck Terminals	246		1	3,508	1		0		0	0.0%
1985 1985				1		1		0		0	
Get Trunck A Privations				1		<u>1</u>				0	
University of a part of the				1		1		0		0	
Simple 1965		239		1	3,508	1		0	0.0%	0	0.0%
Virtual Transform 2,144 3,466 1,508 0 0,00 1 100.00 0 0,00 1 100.00 0 0,00 1 100.00 0 0,00 1 100.00 0 0,00 0 0,00 0 0,00 0				1	3,508	0	0.0%	1		0	
Calipsophers				1		1		0		0	
Teach Production 1.500 1.000 1				1		1		1		0	
Miller M				1		1		0		0	
Later Parks Service 275 3.60 1 3.000 0 0.075 1 100.005 0 0.075		225		1	3,508	1		0		0	
Georgetine - Search	Letter Shop Service	223	3,865	1	3,508	0	0.0%	1	100.0%	0	0.0%
Page				1		1		0		0	
Case Power Engineering 212 3,885 1 3,596 1 100.0% 0 0.				1		0		1		0	
Tribiges				1		1		1		0	
Ches particulation				1		0		1		0	
Waste Paper 207 3,894 1 3,508 1 10,076 0 0,06 0 0,06 0 0,07				1		0		1		0	
Wallisseries Avail coverings - Wholeste Abraudiscuring 204 3,898 1 3,508 0 0,0% 1 100,0% 0 0,0%				1		1		0		0	
Poulty Services				1		1		0		0	
Parsons - Parish 199 3,518 1 3,508 1 100,0% 0 0.0%				1		0		1		0	
Cocks		199		1		1		1		0	
Historical Places 196 3,528 1 3,508 1 100,0% 0 0	Fidnes Fares		3/313	1		1				0	
Industrial Planting				1		1		0		0	
191 3,398 1 3,508 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		1		0		0	
Carpet & Stundhessuring				1	3,508	0		0		1	
Pipe Reconditioning				1	3,508	0	0.0%	<u>U</u>		1	
State Fails				1		0		1		0	
Motion Picture Special Effects 185 3,966 1 3,508 1 100,0% 0 0,0% 0	State Fairs	187	3,952	1	3,508	1		0		0	0.0%
Paper - Adhesive - Pressure Sensitive 183 3,968 1 100,0% 0 0,0%				1		1		0		0	
Ship Brokers				1		1		0		0	
Income Come Manufacturer's & Distributors		183		1		1		<u>U</u>		0	0.0%
Veterinary Surgery				1		0		1		0	
Poultry - Wholesale	Veterinary Surgery	181		1	3,508	1		0		0	
Water Fax Service 180 3,978 1 3,508 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 12 12 13 12 10 10 10 10 10 10 10				1		1		0		0	
Terminals - River & Manine 177 3,987 1 3,508 1 100,0% 0 0.0% 0				1		0		1		0	
Ice Machine Repair 174 3,992 1 3,508 1 100.0% 0 0.0%		180 177		1		<u>1</u>		<u>U</u>		0	
Stenographic Machines & Supplies 174 3,992 1 3,508 1 100.0% 0 0.0% 0				1		1		0		0	
Heavy Equipment Rubber Tracks 172 4,000 1 3,508 1 100,0% 0 0,0% 0	Stenographic Machines & Supplies		3,992	1	3,508	1	100.0%	0		0	
Picnic Equipment & Supplies 169 4,012 1 3,508 1 100.0% 0 0.0% 0 0.0% 0 0.0%	Aprons - Domestic & Fancy			1		1		0		0	0.0%
Electrolysis Equipment & Supplies 163 4,023 1 3,508 0 0,0% 1 100,0% 0 0,0%				1		1				0	
Mosaics 162 4.024 1 3.508 0 0.0% 1 100.0% 0 0.0% 0				1		1		1		0	
Marking & Coding Equipment 161 4,028 1 3,508 1 100.0% 0 0.0% 0 0.0% Heaters - Automotive 159 4,036 1 3,508 1 100.0% 0 0.0% 0 0.0% Handwriting Experts 158 4,039 1 3,508 1 100.0% 0 0.0% 0 0.0% Eye Banks 155 4,042 1 3,508 1 100.0% 0 0.0% 0 0.0% Lighting Plants 155 4,042 1 3,508 0 0.0% 1 100.0% 0 0.0% Shoe Trees 155 4,042 1 3,508 0 0.0% 1 100.0% 0 0.0% Blinds - Cleaning 153 4,042 1 3,508 1 100.0% 0 0.0% 0 0.0% Gun Safes 153 4,052 1 3,508 1 100.0% 0				1		0		1		0	
Heaters - Automotive		161		1		1	100.0%	0	0.0%	0	
Cotton Ginning Equipment & Supplies 157 4,040 1 3,508 0 0.0% 1 100.0% 0 0.0% Eye Banks 155 4,042 1 3,508 1 100.0% 0 0.0% <td></td> <td></td> <td></td> <td>1</td> <td>3,508</td> <td>1</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td>				1	3,508	1		0		0	
Eye Banks				1		1		0		0	
Lighting Plants 155 4,042 1 3,508 0 0.0% 1 100.0% 0 0.0% Shoe Trees 155 4,042 1 3,508 1 100.0% 0 0.0% 0 0.0% Blinds - Cleaning 153 4,052 1 3,508 1 100.0% 0 0.0% 0 0.0% Gun Safes 153 4,052 1 3,508 1 100.0% 0 0.0% 0 0.0% Stencils Stencil Supplies 150 4,063 1 3,508 1 100.0% 0 0.0% 0 0.0% Computers - Bulletin Boards 149 4,065 1 3,508 1 100.0% 0 0.0% 0 0.0% Teliodilghts & Search Lights 149 4,065 1 3,508 1 100.0% 0 0.0% 0 0.0% Teliemeter Equipment 149 4,065 1 3,508 1 100.0% 0 0.0% 0 0.0% Floor Removal, Resurfacing and Refinishing 148 4,069 1 3,508 0 0.0% 1 100.0% 0 0.0% Brass 144				1		1		1		0	
Shoe Trees 155 4,042 1 3,508 1 100.0% 0 0.0% 0				1		0		1		0	
Blinds - Cleaning		155	4,042	1	3,508	1	100.0%	0	0.0%	0	0.0%
Stencils & Stencil Supplies 150 4,063 1 3,508 1 100,0% 0 0,0% 0 0.				1		1		0		0	
Computers - Bulletin Boards 149 4,065 1 3,508 1 100.0% 0 0,0% 0 0.0% Floodlights & Search Lights 149 4,065 1 3,508 1 100.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 1 100.0% 0 0.0% 0				1						0	
Floodlights & Search Lights 149 4,065 1 3,508 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		1		0		0	
Telemeter Equipment 149 4,065 1 3,508 0 0,0% 1 100,0% 0 0.0% Floor Removal, Resurfacing and Refinishing 148 4,069 1 3,508 0 0,0% 1 100,0% 0 0 0,0% 0 0 0 0 0 0 0 0 0 0,0% 0 0 0 <td></td> <td>149</td> <td></td> <td>1</td> <td>3,508</td> <td>1</td> <td></td> <td><u> </u></td> <td></td> <td>0</td> <td></td>		149		1	3,508	1		<u> </u>		0	
Floor Removal, Resurfacing and Refinishing 148 4,069 1 3,508 0 0,0% 1 100,0% 0 0,0% 0	Telemeter Equipment	149	4,065	1	3,508	0	0.0%	1	100.0%		0.0%
Brass 144 4,084 1 3,508 0 0,0% 1 100,0% 0 0.0% Lice Cream Mixes 137 4,102 1 3,508 1 100,0% 0 0.0% 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Floor Removal, Resurfacing and Refinishing	148	4,069	1	3,508	0	0.0%	1	100.0%	0	0.0%
Ice Cream Mixes 137 4,102 1 3,508 1 100.0% 0 0.0% 0 0.0% Motion Picture Projection Service 136 4,105 1 3,508 1 100.0% 0 0.0% 0 0.0%				1		1		0		0	
Motion Picture Projection Service 136 4,105 1 3,508 1 100.0% 0 0.0% 0 0.0%				1		0		1		0	
				1		1		<u>U</u>		0	
10.00 1 132 4,120 1 3,508 1 100.0% 1 1	Indoor Sky Diving	132	4,120	1	3,508	1	100.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Charity - Law & Public Interest	131	4,127	1	3,508	1	100.0%	0	0.0%	0	0.0%
Clinics - Cervical Vein Grease Pumping	130 130	4,134	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Floor Resurfacing	130	4,134 4,138	1	3,508	1	100.0% 100.0%	0	0.0%	0	0.0%
Souvenir Milk Caps	129	4,138	1	3,508	1	100.0%	0		0	0.0%
Brew Pub	126	4,153	1	3,508	1	100.0%	0	0.0%	0	0.0%
Clocks - Components	126	4,153	1	3,508	1	100.0%	0	0.0%	0	0.0%
Signals	126	4,153	1	3,508	0	0.0%	1	100.0%	0	0.0%
Attorneys & Lawyers - Securities	125	4,158	1	3,508	1	100.0%	0	0.0%	0	0.0%
Elevators - Parts	123	4,163	1	3,508		0.0%	1	100.0%	0	0.0%
Tool Holders Aerial Patrol & Inspection Service	123 121	4,163 4,173	1	3,508 3,508	1	100.0%	0	0.0% 100.0%	0	0.0%
Fences - Rental	120	4,173	1	3,508	1	100.0%	1	0.0%	0	0.0%
Lasik Eve Surgery	120	4,178	1	3,508	1	100.0%	0		0	0.0%
Voting Equipment	118	4,185	1	3,508	1	100.0%	0	0.0%	0	0.0%
Typewriters - Supplies & Attachments	117	4,191	1	3,508	1	100.0%	0	0.0%	0	0.0%
Hammocks/Hammock Stands & Chairs	113	4,200	1	3,508	0	0.0%	0	0.0%	1	100.0%
Spools	113	4,200	1	3,508	0	0.0%	0	0.0%	1	100.0%
Charity - Blind & Visually Impaired	112	4,202	1	3,508	0	0.0%	1	100.0%	0	0.0%
Radio Station Equipment	112	4,202	1	3,508	1	100.0%	0	0.070	0	0.0%
Smoke Odor Counteracting Service	112	4,202	1	3,508	0	0.0%	1	100.0%	0	0.0%
Boilers - Sales & Service	107	4,227	1	3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Stamp Machines Dust Control Materials	107 102	4,227 4,244	1	3,508 3,508	1	100.0%	0		0	0.0%
Nails & Tacks	102	4,244	1	3,508	1	100.0%	0	0.0%	0	0.0%
Coal & Coke - Wholesale	99	4,254	1	3,508	1	100.0%	0		0	0.0%
Antlers, Hides & Mounts	96	4,265	1	3,508	1	100.0%	0		0	0.0%
Artificial Rock Scapes	96	4,265	1	3,508	1	100.0%	0	0.0%	0	0.0%
Badges - Manufacturer Supplies	96	4,265	1	3,508	1	100.0%	0	0.0%	0	0.0%
Charity - Child Sponsorship	96	4,265	1	3,508	1	100.0%	0		0	0.0%
Pressurization Equipment	95	4,269	1	3,508	0	0.0%	1	100.0%	0	0.0%
Machinery Cleaning	94	4,271	1	3,508	1	100.0%	0	0.0%	0	0.0%
Charts	92 92	4,275 4,275	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Tapes - Sound - Wholesale & Manufacturers Commercial Kitchen Rental	92	4,2/3	1	3,508	<u>U</u>	0.0% 100.0%	1	100.0%	0	0.0%
Caps - Wholesale & Manufacturers	90	4,282	1	3,508	1	0.0%	1		0	0.0%
Ice Melting Equipment & Supplies	84		1	3,508	1	100.0%	1		0	0.0%
Thermometers	84	4,303	1	3,508	0	0.0%	0	0.0%	1	100.0%
Winches	83	4,313	1	3,508	1	100.0%	0	0.0%	0	0.0%
Salads	82	4,321	1	3,508	0	0.0%	1	100.0%	0	0.0%
Oriental Goods - Wholesale & Manufacturers	80	4,334	1	3,508	1	100.0%	0	0.070	0	0.0%
Jail Equipment	76		1	3,508	0	0.0%	1	100.0%	0	0.0%
Online Dance Tutorials	73	4,353	1	3,508 3,508	0	0.0%	1	100.0%	0	0.0%
Feeders - Industrial Carbide	72 70	4,361 4 372	1	3,508	1	100.0%	1	0.0%	0	0.0%
Anodizing	69	4,372	1	3,508	1	100.0%	1	0.0%	0	0.0%
Lamps - Repair	68		1	3,508	i	100.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	67	4,388	1	3,508	1	100.0%	0	0.0%	0	0.0%
Household Management	67	4,388	1	3,508	1	100.0%	0	0.0%	0	0.0%
Speed Reducers	66	4,396	1	3,508	0	0.0%	1	100.0%	0	0.0%
Towing - Heavy Equipment	66	4,396	1	3,508	1	100.0%	0	0.0%	0	0.0%
Wire Stitching Machines & Supplies	66	4,396	1	3,508	1	100.0%	0	01070	0	0.0%
Air Curtains & Screens	65	4,403	1	3,508	0	0.0%	1	100.0%	0	0.0%
Carbon Monoxide Detecting	62 60	4,415 4,426	1	3,508 3,508	- 0	0.0% 100.0%	1	100.0%	0	0.0%
Cleaning Supplies by Mail Street Cleaning Equipment	60	4,426	1	3,508	1	100.0%	0	0.0%	0	0.0%
Stamp Pads	59		1	3,508	1	0.0%	1	100.0%	0	
Air Motors	58	4,438	1		1	100.0%	0		0	
Bar - Fixtures	58	4,438	1	3,508	0	0.0%	1	100.0%	0	0.0%
Pulp & Pulp Products	56	4,450	1	3,508	0	0.0%	1	100.0%	0	0.0%
Car Loading & Unloading	55		1	3,508	1	100.0%	0	0.070	0	0.070
Flashers - Electric	55	4,457	1	3,508	1	100.0%	0	0.0%	0	0.0%
Rubber Bands	55	4,457	1	3,508	0	0.0%	1	100.0%	0	0.0%
Table Tennis Facilities	55	4,457	1	3,508	1	100.0%	0	0.0%	0	0.0%
Walkway Design Shoe Laces	55 54	4,457 4,473	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Machinery & Equipment - Appraisal	53	4,478	1	3,508	1	100.0%	1	0.0%	0	0.0%
Porcelain Products	53	4,478	1	3,508	1	0.0%	1	100.0%	0	0.0%
Latex Products	51	4,476	1	3,508	1	100.0%	U	0.0%	0	0.0%
Parachutes	51	4,495	1	3,508	1	100.0%	0	0.0%	0	0.0%
Bag Making Machinery	50	4,502	1	3,508	1	100.0%	0		0	0.0%
Baby Shoe Preservation	49	4,507	1	3,508	1	100.0%	0	0.0%	0	0.0%
Magazines - Back Number	47		1	3,508	0	0.0%	1	100.0%	0	0.0%
Rainwear	47	4,521	1	3,508	1	100.0%	0	01070	0	0.0%
Bowling Instruction	44	4,539	1	3,508	1	100.0%	0	0.0%	0	0.0%
Metaphysical Supplies & Service	44	4,539	1	3,508	0	0.0%	1	100.0%	0	0.0%
Soda Fountain Equipment	44	4,539	1	3,508	0	0.0%	1	100.0%	0	0.0%
Libraries - Circulating & Rental	43	4,547	1	3,508	1	100.0%	. 0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Staples, Staplers & Tackers	40	4,562	1	3,508	0	0.0%	1	100.0%	0	0.0%
Grinding Wheel Dressers Washing Machines - Industrial	39 39	4,569 4,569	1	3,508 3,508	0	0.0% 0.0%	1	100.0% 100.0%	0	0.0%
Boards Of Trade	38		1	3,508	1	100.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	38	4,575	1	3,508	0	0.0%	1	100.0%	0	0.0%
Cardio-phlebotomy Training & Certification	36		1	3,508	1	100.0%	0	0.0%	0	0.0%
Coin Cards	36 33	4,584	1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Wall Bed Manufacturer Sculptors Equipment & Supplies	33		1	3,508	1	100.0%	0	0.0%	0	0.0%
Color Cards	30		1	3,508	1	100.0%	0	0.0%	0	0.0%
Helicopters - Parts & Supplies	30	4,608	1	3,508	0	0.0%	1	100.0%	0	0.0%
Racquetball Equipment & Supplies	30	4,608	1	3,508	1	100.0%	0	0.0%	0	0.0%
Cable & Wire Harness Assembly	29		1	3,508	1	100.0%		0.0%	0	0.0%
Floats - Parade Marketing Consultants - Mobile	29 29		1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Fire Extinguishing Fluid	28		1	3,508	1	100.0%	0	0.0%	0	0.0%
Furniture Pads	28		1	3,508	1	100.0%	0	0.0%	0	0.0%
Air Sealing	24	4,658	1	3,508	0	0.0%	1	100.0%	0	0.0%
Pewterware	24		1	3,508	1	100.0%	0	0.0%	0	0.0%
Picnic Grounds	23		1	3,508	1	100.0%	0	0.0 70	0	0.0%
Fur Finishers & Liners Food Products Reconditioning	21 20	4,693 4,700	1	3,508 3,508	0	0.0% 0.0%	1	100.0% 100.0%	0	0.0%
Turnstiles	20	4,700	1	3,508	1	100.0%		0.0%	0	0.0%
Cord Sets & Cords - Electric	18	4,720	1	3,508	1	100.0%	0		0	0.0%
Chewing Gum	17	4,734	1	3,508	0	0.0%	1	100.0%	0	0.0%
Pattern Makers Equipment & Supplies	17		1	3,508	1	100.0%	0	0.0%	0	0.0%
Radio Program Surveys	17		1	3,508	1	100.0%	0	0.0%	0	0.0%
Wood Products - Sawdust & Shavings	17 16		1	3,508 3,508	1	100.0% 100.0%	0	0.0% 0.0%	0	0.0%
Embossing Equipment & Supplies Dacks - Repair	16		1	3,508	0	0.0%	1	100.0%	0	0.0%
Mothproofing	16		1	3,508	0	0.0%	1	100.0%	0	0.0%
Sterilizing Apparatus	16		1	3,508	0	0.0%	1	100.0%	0	0.0%
Cleaning Services - Estate	15	4,759	1	3,508 3,508	1	100.0%	0	0.0%	0	0.0%
Mathematicians	15		1		1	100.0%	0	0.0%	0	0.0%
Olives Printing Repair	14 14		1	3,508 3,508	0	0.0%	<u>1</u>	100.0% 100.0%	0	0.0%
Restaurant Work Wear & Supplies	14		1	3,508	0	0.0%	1	100.0%	0	0.0%
Wire Strippers	14		1	3,508	0	0.0%	1	100.0%	0	0.0%
Contractor - Ornamental Iron	13	4,780	1	3,508	0	0.0%	1	100.0%	0	0.0%
Billiard Table Repair	12		1	3,508	1	100.0%	0	0.0%	0	0.0%
Content Management Systems	12		1	3,508	0	0.0%	0	0.0%	1	100.0%
Signs - Photoluminescent Encyclopedia & Book Sales by Mail	12 11	4,788 4,800	1	3,508 3,508	1	0.0% 100.0%	1	100.0% 0.0%	0	0.0%
Waste - Cotton, Wool	11		1	3,508	1	100.0%	0	0.0%	0	0.0%
Oil Seeds	10		1	3,508	1	100.0%	0	0.0%	0	0.0%
Portable Buildings - Moving	10		1	3,508	1	100.0%	0	0.0%	0	0.0%
Agates	9		1	3,508	1	100.0%	0	0.0%	0	0.0%
Ice Substitutes Irrigation Equipment	9	4,832 4,832	1	3,508 3,508	0	0.0% 0.0%	1	100.0% 100.0%	0	0.0%
aces	9		1	3,508	0	0.0%	1	0.0%	1	100.0%
Shoe Dyers	8	4,847	1	3,508	1	100.0%	0	0.0%	0	0.0%
Orchard Equipment & Supplies	7	4,862	1	3,508	1	100.0%	0	0.0%	0	0.0%
Pub	7	4,862	1	3,508	1	100.0%	0	0.0%	0	0.0%
Copywriting Appendig Todustrial	<u>6</u> 5	4,876	1	3,508	1	100.0%	0	0.0% 100.0%	0	0.0%
Aprons - Industrial Fire Doors & Shutters	5	4,888 4,888	1	3,508 3,508	0	0.0%	1	100.0%	0	0.0%
Managed Print Service	5	4,888	1	3,508	1	100.0%	0		0	0.0%
Monorail Systems	5	4,888	1		0	0.0%	1	100.0%	0	0.0%
Table Suppliers	5	4,888	1	3,508	0	0.0%	0	0.0%	1	100.0%
Ice Crushers	4	4,914	1	3,508	1	100.0%		0.0%	0	0.0%
Auto Repair - Power Steering	3	4,933 4,933	1	3,508 3,508	0	0.0% 100.0%	1	100.0%	0	0.0%
Quilting - Instruction Recreational Vehicles - Carpet & Upholstery Cleaning	3	4,933	1	3,508	1	100.0%	0	0.0%	0	0.0%
Ironing Boards	1	4,987	1	3,508	0	0.0%	1	100.0%	0	0.0%
ligs & Fixtures - Components	1	4,987	1	3,508	0	0.0%	1	100.0%	0	0.0%
Soda Fountain Equipment - Repairing		#N/A	1	3,508	1	100.0%	0		0	
Pallets & Skids	5,503	1,561	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oilfield Hauling Contractor - Low Voltage Systems	5,342 3,808	1,589 1,840	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Mentally Disabled Services	3,808	1,840	0	3,965	0	0.0%	0	0.0%	0	0.0%
Packaging Machinery	3,736	1,859	0	3,965	0	0.0%	0	0.0%	n n	0.0%
Typographers	3,118	2,008	0	3,965	0	0.0%	0	0.0%	0	0.0%
Foresters - Consulting	2,773	2,088	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oilfield Supplies	2,743	2,098	0		0	0.0%	0	0.0%	0	0.0%
Blueprinting Trucking Liquid On Day Bulk	2,580	2,137	0	3,965	0	0.0%	0	0.0%	0	0.0%
Trucking - Liguid Or Dry Bulk Attorneys & Lawyers - Employment Litigation	2,508 2,360	2,157 2,206	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
		2,206	. 0	3,905	U	0.0%	U	0.0%	U	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Railroad Contractors	2,107	2,284	0	3,965	0	0.0%	0	0.0%	0	0.0%
Paint Removing Accounting - Forensic	2,063 1,902	2,311 2,367	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Dryers - Hand	1,757	2,425	0	3,965	0	0.0%	0	0.0%	0	0.0%
Medical Tourism	1,722	2,434	0	3,965	0	0.0%	0		0	0.0%
Bridge Builders	1,604	2,482	0	3,965	0	0.0%	0	0.0%	0	0.0%
Trucking - Water Hauling	1,527 1,460	2,529 2,565	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Novelties - Wholesale & Manufacturers Drilling - Gas Well	1,460	2,505	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Additives - Manufacturers & Distributors	1,426	2,592	0	3,965	0	0.0%	0	0.0%	0	0.0%
Barricades	1,413	2,601	0	3,965	0	0.0%	0	0.0%	0	0.0%
Foundation Inspection	1,341	2,637	0	3,965	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons Equipment & Supplies Millwrights	1,330 1,311	2,646 2,656	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Computer Facilities Management Services	1,311	2,656	0	3,965	0	0.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	1,258	2,681	0	3,965	0	0.0%	0		0	0.0%
Church Furnishings	1,221	2,710	Ō	3,965	0	0.0%	0	0.0%	0	0.0%
Electric Switchboards	1,186	2,725	0	3,965	0	0.0%	0	0.0%	0	0.0%
Medical Coding	1,150	2,763	0	3,965	0	0.0%	0		0	0.0%
Industrial Hygiene Consultants	1,130	2,774	0	3,965	0	0.0%	0	0.0%	0	0.0%
Laminating Equipment & Supplies Paper Shredding Machines	1,115 1,093	2,780 2,792	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Gaskets	1,090	2,794	0	3,965	0	0.0%	0	0.0%	0	0.0%
Air Balancing	1,084	2,801	0	3,965		0.0%	0	0.0%	0	0.0%
Bulldozers	1,084	2,801	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	1,084	2,801	0	3,965	0	0.0%	0		0	0.0%
Stone - Crushed Labels - Plastic, Metal, Foil	1,081 1,051	2,807 2,822	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Hazardous Material Control & Removal	1,031	2,843	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters	1,018	2,850	0	3,965	0	0.0%	0		0	0.0%
Pipe Line Companies	1,010	2,858	0	3,965	0	0.0%	0		0	0.0%
Sleep Disorders - Sleep Apnea	984	2,874	0	3,965	0	0.0%	0	0.0%	0	0.0%
Metaphysicians	949 924	2,907	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Tubing - Metal Brushes	924 899	2,935 2,948	0	3,965	<u> </u>	0.0%	0	0.070	0	0.0%
Metal Rolling & Forming	895	2,946	0	3,965	0	0.0%	0		0	0.0%
Sewer Inspection	880	2,967	0		0	0.0%	0		0	
Building Materials - Used	879	2,968	0	3,965	0	0.0%	0	0.0%	0	0.0%
City & Town Planners	866	2,975	0		0	0.0%	0	0.0%	0	
Power Plant Consultants Coal Brokers	856 844	2,984 2,992	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Polyurethane Products	837	2,992	0		0	0.0%	0		0	
Jacks	809	3,015	0	3,965	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Workers Compensation	801	3,023	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sash Operating Devices	795	3,029	0	3,965	0	0.0%	0		0	
Filters - Liquid	787 769	3,033	0	3,965	0	0.0%	0	01070	0	0.0%
Engineering Reports Structural Integration	765	3,045 3,049	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Vibration Measurement	757	3,057	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rendering Companies	753	3,061	0	3,965	0	0.0%	0	0.0%	0	0.0%
Statuary	752	3,063	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tool Designers Traffic Engineers & Planning Service	746 745	3,076	0	3,965 3,965	0	0.0%	0	01070	0	0.0%
Funeral Directors Equipment & Supplies	745	3,077 3,095	0	3,965	0	0.0%	0	0.0%	0	0.0%
Architects Supplies	723	3,098	0	3,965	0	0.0%	0		0	0.0%
Chimney Lining Materials	722	3,101	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cryogenics	712	3,109	0	3,965	0	0.0%	0		0	
Plaster	709	3,113	0		0	0.0%	0		0	
Barge Lines Feed Mill Equipment & Supplies	695 684	3,126 3,134	0	3,965 3,965		0.0%	0	0.0%	0	0.0%
Steel Processing & Fabricating Equipment	678	3,134	0	3,965	0	0.0%	0		0	
Attorneys & Lawyers - Product Liability	670	3,149	0	3,965	0	0.0%	0	0.0%	0	0.0%
Actuaries	666	3,152	0	3,965	0	0.0%	0	0.070	0	0.0%
Carpet Layers Equipment & Supplies	662	3,155	0	3,965	0	0.0%	0	0.0%	0	0.0%
Grouting Compounds Sewing Machines - Industrial & Commercial	662 652	3,155 3,165	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Hardware Consultants	643	3,165	0	3,965	0	0.0%	0	0.0%	0	0.0%
Dictating Machines & Supplies	640	3,181	0		0	0.0%	0		0	0.0%
Screw Machine Products	639	3,187	0	3,965	0	0.0%	0	0.0%	0	0.0%
Door Frames	638	3,189	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ladders	636	3,191	0	3,965	0	0.0%	0	0.070	0	0.0%
Rubber - Synthetic	626	3,196 3,198	0	3,965	0	0.0%	0	0.0%	0	0.0%
Demonstration Services Seals - Oil, Grease	625 617	3,198	0	3,965 3,965			0		0	0.0%
Moving Sales	606	3,214	0	3,965	0	0.0%	0	0.0%	0	0.0%
Police Departments	604	3,217	0	3,965	0	0.0%	0	0.0%	0	0.0%
Right of Way Acquisition Service	598	3,226	0	3,965	0	0.0%	0		0	0.0%
Water Pollution Control	597	3,228	0	3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Aircraft Rebuilding	595	3,230	0	3,965	0	0.0%	0	0.0%	0	0.0%
Coal & Coke - Retail Oils - Vegetables	594 592	3,231	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Casters & Glides	589	3,235 3,242	0	3,965	0	0.0%	0	0.0%	0	0.0%
Smelters & Refiners Equipment & Supplies	589	3,242	0	3,965	0	0.0%	0	0.0%	0	0.0%
Windows - Wood	552	3,279	0	3,965	0	0.0%	0	0.0%	0	0.0%
Leadership Development	547	3,284	0	3,965	0	0.0%	0	0.0%	0	0.0%
Labor Relations Consultants	544	3,288	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sawmill Equipment & Supplies	542 541	3,290 3,293	0	3,965	0	0.0%	0	0.0%	0	
Street Cleaning Timber Framing	541	3,293 3,297	0	3,965 3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Blasting Equipment & Supplies	536	3,301	0		0		0	0.0%	0	
Gears & Gear Cutting	536	3,301	0	3,965	0	0.0%	0	0.0%	0	0.0%
Thermostats	532	3,307	0	3,965	0	0.0%	0	0.0%	0	
Fiber Glass Materials	529	3,313	0	3,965	0	0.0%	0	0.0%	0	0.0%
Corrosion Control	525	3,319	0	3,965	0	0.0%	0	0.0%	0	
Smelters & Refiners - Base Metals	521	3,326	0		0	0.070	0	0.0%	0	0.070
Scientists	519 518	3,330	0	3,965	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing - Rubber & Plastic Professional Employer Organization	518 517	3,332 3,333	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Spray On Siding	517	3,333	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cooling Towers	508	3,333	<u> </u>	3,965	0	0.0%	0	0.0%	0	0.0%
Notions - Wholesale & Manufacturers	508	3,345	n	3,965	0	0.0%	n	0.0%	0	0.0%
Pipe Bending & Fabricating	508 506	3,351	0	3,965	0	0.0%	0	0.0%	0	
Livestock Hauling	500	3,357	0	3,965	0	0.0%	0	0.0%	0	0.0%
Loans - Farm & Ranch	493	3,363	0	3,965	0	0.0%	0	0.0%	0	0.0%
Meat Choppers & Grinders	492	3,365	0	3,965	0	0.0%	0	0.0%	0	0.0%
Foundry Equipment & Supplies	490	3,367	0	3,965	0	0.0%	0	0.0%	0	0.0%
Chemists - Analytical & Consulting	488	3,368	0	3,965	0	0.0%	0	0.0%	0	0.0%
Dry Ice	487 485	3,373 3,375	0	3,965 3,965	0	0.0%	0	0.0%	0	0.070
Dust Collecting Systems Missile & Regist Research & Development	485	3,375	0	3,965	0	0.0%	0	0.0% 0.0%	0	
Missile & Rocket Research & Development Sand & Gravel Handling Equipment	473	3,385	0	3,965	0	0.0%	0	0.0%	0	0.0%
Eggs	472	3,388	0	3,965	0	0.0%	0	0.0%	0	
Fish Processors	472	3,388	0	3,965	0	0.0%	0	0.0%	0	0.0%
Thermographers	470	3,395	0	3,965	0	0.0%	0	0.0%	0	
Transformers	468	3,401	0		0		0	0.0%	0	
Surfing Instruction	462	3,409	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tools - Hydraulic	462	3,409	0	3,965	0	0.0%	0	0.0%	0	
Paving Stones	459	3,413	0	3,965	0	0.0%	0	0.0%	0	0.0%
Doors - Commercial Terrazzo	457 457	3,418 3,418	0	3,965 3,965	0	0.0%	0	0.0%	0	
Hardware - Marine	455	3,421	0	3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Cotton Goods - Wholesale & Manufacturers	450	3,428	0	3,965	0	0.0%	0	0.0%	0	
Price Marking Equipment & Supplies	450	3,428	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies - Rental	448	3,432	0	3,965	0	0.0%	0	0.0%	0	0.0%
Computers - Forensics	443	3,438	0	3,965	0	0.0%	0	0.0%	0	0.0%
Buses - Distributors & Manufacturers	438	3,442	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Mesothelioma	432	3,452	0	3,965	0	0.0%	0	0.0%	0	0.070
Noise Control Consultants	432	3,452 3,457	0	3,965	0	0.0%	0	0.0%	0	0.0%
Refractories	428 428	3,457	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Sawdust & Shavings Steam Cleaning - Automotive	426	3,465	0	3,965	0	0.0%	0	0.0%	0	0.0%
Meat - Smokehouses	425	3,467	0	3,965	0	0.0%	0	0.0%	0	0.0%
Gas Burners	422	3,474	0	3,965	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	419	3,479	0	3,965	0	0.0%	0	0.0%	0	0.0%
Peanut Products	418	3,481	0	3,965	0	0.0%	0	0.0%	0	
Druggists - Wholesale	415	3,482	0	3,965	0	0.0%	0	0.0%	0	0.0%
Buses - Parts & Supplies	414	3,484	0	3,965	0	0.0%	0	0.0%	0	
Export Management	414 411	3,484 3,490	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Flavoring Extracts Flour	411	3,490	0		0	0.0%	0	0.0% 0.0%	0	
Lamps - Health	401	3,503	0	3,965	0	0.0%	0	0.0%	0	0.0%
Columns	400	3,506	0	3,965	0	0.0%	Ö	0.0%	0	
Alzheimer Care, Information & Treatment	398	3,511	0	3,965	0	0.0%	0	0.0%	0	0.0%
Bleachers & Grandstands	397	3,514	0	3,965	0	0.0%	0	0.0%	0	0.0%
Weather Vanes	393	3,519	0	3,965	0	0.0%	0	0.0%	0	
Bowling Lane Equipment & Supplies	392	3,521	0	3,965	0	0.0%	0	0.0%	0	0.0%
Seals - O-Ring	390	3,525	0	3,965		0.0%	0	0.0%	0	0.070
Tournaments - Golf	389	3,528	0	3,965	0	0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	387	3,529	0	3,965	0	0.0%	0	0.0%	0	0.070
Fiber & Fiber Products Mining Consultants	384 384	3,532	0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Mining Consultants Ceramic Products - Industrial	384	3,532 3,537	<u> </u>	3,965 3,965	0	0.0%	0	0.0%	0	
Rest Homes - Info & Placement Bureaus	381	3,542	n	3,965	0	0.0%	0	0.0%	0	0.0%
Paper Converters	380	3,543	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cotton	373	3,556	Ö	3,965	0	0.0%	0	0.0%	0	0.0%
	366	3,568		3,965	-	0.0%	-	0.0%	-	0.0%

US BBB 2012 Statistics Sorted by Complaints

Fallout Shelter Equipment & Supplies 366 3,568 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 1.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 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 Equipment - Repair & Refinish 363 3,577 0 3,965 0 0,0% 0 0,	0 0.0% 0 0.0%
Attorievs & Lawers - Mass Torts 362 3.578 0 3.965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Desk Pads & Accessories 362 3,578 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0%
Sanctuaries - Wild Life 362 3,578 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0%
Celling Materials 359 3,582 0 3,965 0 0.0% 0 0.0% Alloys 354 3,588 0 3,965 0 0.0% 0 0.0% Chropractor Information Bureaus 354 3,588 0 3,965 0 0.0% 0 0.0% Crawfish Farms 342 3,612 0 3,965 0 0.0% 0 0.0% Fallout Shetres - Consultants 338 3,618 0 3,965 0 0.0% 0 0.0% Wall Bed Sales 335 3,621 0 3,965 0 0.0% 0 0.0% Sorting Equipment 332 3,623 0 3,965 0 0.0% 0 0.0% Pipe Cutting & Threading 331 3,624 0 3,965 0 0.0% 0 0.0% Boxes - Wooden 330 3,625 0 3,965 0 0.0% 0 0.0% Boxes - Wood	0 0.0% 0 0.0%
Chiropractor Information Bureaus 354 3,588 0 3,965 0 0,0% 0 0,0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Crawfish Farms 342 3,612 0 3,965 0 0,0% 0 0,0% Fallout Shelters - Consultants 338 3,618 0 3,965 0 0,0% 0 0,0% Wall Bed Sales 335 3,621 0 3,965 0 0,0% 0 0,0% Sorting Equipment 332 3,623 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 331 3,624 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 330 3,625 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 326 3,630 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 320 3,630 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 320 3,641 0 3,965 0 0,0% 0 0,0% 0 0,0% 0	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Fallout Shelters - Consultants 338 3,618 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Wall Bed Sales 335 3,621 0 3,965 0 0,0% 0 0,0% Sorting Equipment 332 3,623 0 3,965 0 0,0% 0 0,0% Pipe Cutting & Threading 331 3,624 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 330 3,625 0 3,965 0 0,0% 0 0,0% Boxes - Wooden 326 3,630 0 3,965 0 0,0% 0 0,0% Burrel Great Relating 320 3,641 0 3,965 0 0,0% 0 0,0% Carnivals 320 3,641 0 3,965 0 0,0% 0 0,0% Carnivals 319 3,644 0 3,965 0 0,0% 0 0,0% Vibration Control 317 3,648 0 3,965 0 0,0% 0 0,0% Plastics - Vacuum, Pressure, Thermoform	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Sorting Equipment 332 3,623 0 3,965 0 0.0% 0 0.0% Pipe Cutting & Threading 331 3,624 0 3,965 0 0.0% 0 0.0% Roxes - Wooden 330 3,625 0 3,965 0 0.0% 0 0.0% Air Pollution Measuring Service 326 3,630 0 3,965 0 0.0% 0 0.0% Duplicating Machines & Supplies 320 3,641 0 3,965 0 0.0% 0 0.0% Radiant Heating 320 3,641 0 3,965 0 0.0% 0 0.0% Carnivals 320 3,641 0 3,965 0 0.0% 0 0.0% Carnivals 320 3,644 0 3,965 0 0.0% 0 0.0% Plastics - Vacuum, Pressure, Thermoform 314 3,648 0 3,965 0 0.0% 0 0.0% Plastics - Rodo, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Plastics - Rodo, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% O 0,0% 0 0.0% 0 0.0% Plastics - Rodo, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0%
Pipe Cutting & Threading 331 3,624 0 3,965 0 0,0% 0 0,0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Boxes - Wooden 330 3,625 0 3,965 0 0.0% 0 0.0% Air Pollution Measuring Service 326 3,630 0 3,965 0 0.0% 0 0.0% Duplicating Machines & Supplies 320 3,641 0 3,965 0 0.0% 0 0.0% Radiant Heating 320 3,641 0 3,965 0 0.0% 0 0.0% Carnivals 319 3,644 0 3,965 0 0.0% 0 0.0% Ultration Control 317 3,648 0 3,965 0 0.0% 0 0.0% Plastics - Vacuum, Pressure, Thermoform 314 3,654 0 3,965 0 0.0% 0 0.0% Plastics - Rods, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Air Pollution Measuring Service 326 3,630 0 3,965 0 0.0% 0 0.0% Duplicating Machines & Supplies 320 3,641 0 3,965 0 0.0% 0 0.0% Radiant Heating 320 3,641 0 3,965 0 0.0% 0 0.0% Carnivals 319 3,644 0 3,965 0 0.0% 0 0.0% Vibration Control 317 3,648 0 3,965 0 0.0% 0 0.0% Plastics - Vacuum, Pressure, Thermoform 314 3,654 0 3,965 0 0.0% 0 0.0% Plastics - Rods, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Duplicating Machines & Supplies 320 3,641 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0%
Carnivals 319 3,644 0 3,965 0 0.0% 0 0.0% Vibration Control 317 3,648 0 3,965 0 0,0% 0 0,0% Plastics - Vacuum, Pressure, Thermoform 314 3,654 0 3,965 0 0,0% 0 0,0% Plastics - Rods, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0%
Carnivals 319 3,644 0 3,965 0 0.0% 0 0.0% Vibration Control 317 3,648 0 3,965 0 0,0% 0 0,0% Plastics - Vacuum, Pressure, Thermoform 314 3,654 0 3,965 0 0,0% 0 0,0% Plastics - Rods, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0% 0 0.0%
Plastics - Vacuum, Pressure, Thermoform 314 3,654 0 3,965 0 0.0% 0 0.0% Plastics - Rods, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0% 0 0.0%
Plastics - Rods, Sheets - Sup Center 305 3,663 0 3,965 0 0.0% 0 0.0% Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0%
Silverware Clean, Repair & Replate 305 3,663 0 3,965 0 0.0% 0 0.0%	0.0%
302 3,667 0 3,955 0 0.0% 0 0.0% 0 0.0% 0 0.0%	0 0.0%
Dairy Consultants 302 3.667 0 3.965 0 0.0% 0 0.0%	0 0.0%
Baton Twirling Instruction 298 3,671 0 3,965 0 0.0% 0 0.0%	0 0.0%
Diamonds - Industrial 298 3,671 0 3,965 0 0.0% 0 0.0%	0.0%
Infrared Inspection 298 3,671 0 3,965 0 0.0% 0 0.0% Shielding - Magnetic, Electrostatic 298 3,671 0 3,965 0 0.0% 0 0.0%	0 0.0%
	0 0.0%
Olis - Industrial 297 3,678 0 3,965 0 0.0% 0 0.0%	0 0.0%
Scoreboards 296 3,680 0 3,965 0 0.0% 0 0.0% Nut Cracking & Shelling Machines 295 3,683 0 3,965 0 0.0% 0 0.0%	0 0.0%
Nut Cracking & Shelling Machines 295 3,683 0 3,965 0 0.0% 0 0.0% Concrete Additives 293 3,689 0 3,965 0 0,0% 0 0,0%	0 0.0%
Colinative Additives	0 0.0%
Adhesives & Gluing Equipment 291 3,694 0 3,965 0 0.0% 0 0.0%	0 0.0%
Traffic Control & Flagqing Service 291 3,694 0 3,965 0 0.0% 0 0.0%	0 0.0%
Fertilizer Plant Equipment 290 3,697 0 3,965 0 0.0% 0 0.0%	0.0%
Hose & Tubing - Flexible Metal 289 3,699 0 3,965 0 0.0% 0 0.0%	0 0.0%
Metals - Precoated 289 3,699 0 3,965 0 0.0% 0 0.0% Soy Bean Products 289 3,699 0 3,965 0 0.0% 0 0.0%	0 0.0% 0 0.0%
	0 0.0%
Bronze 286 3,707 0 3,965 0 0,0% 0 0,0% Brick - Fire 284 3,713 0 3,965 0 0,0% 0 0,0%	0 0.0%
Brick - Fire 284 3,713 0 3,965 0 0.0% 0 0.0% Wellpoint & Dewatering Systems 284 3,713 0 3,965 0 0.0% 0 0.0%	0 0.0%
Weiponic & Dewatering Systems 201 3,715 0 3,905 0 0.0% 0 0.0%	0 0.0%
	0 0.0%
Railroad Cars - Manufacturers 280 3,722 0 3,965 0 0,0% 0 0,0%	0 0.0%
Mining Development 279 3,727 0 3,965 0 0.0% 0 0.0%	0.0%
Risk Management 278 3,729 0 3,965 0 0.0% 0 0.0%	0.0%
Seed Cleaning Equipment 276 3,735 0 3,965 0 0,0% 0 0,0%	0 0.0%
Bed Bug Inspection Service 272 3,745 0 3,965 0 0,0% 0 0.0%	0 0.0%
Electric Equipment - Used 272 3,745 0 3,965 0 0.0% 0 0.0% Valves - Repairing 270 3,747 0 3,965 0 0,0% 0 0.0%	0 0.0%
Valves - Repairing 270 3,747 0 3,965 0 0,0% 0 0,0% Railroad Ties - Dealers 269 3,750 0 3,965 0 0,0% 0 0,0%	0 0.0%
Railidat lies 1 2021 3,730 0 3,905 0 0.0% 0 0.0% Raphalt Mixing Equipment 267 3,753 0 3,905 0 0.0% 0 0.0% Raphalt Mixing Equipment 267 3,753 0 3,905 0 0.0% 0 0.0%	0 0.0%
Figure (vining Equipment) 250 37,553 0 3,955 0 0.0%	0 0.0%
Window Security Laminates 264 3,760 0 3,965 0 0.0% 0 0.0%	0.0%
Lathing Contractors 262 3,763 0 3,965 0 0.0% 0 0.0%	0.0%
Solar Panel Cleaning 259 3,764 0 3,965 0 0.0% 0 0.0%	0 0.0%
Shot Peening 258 3,765 0 3,965 0 0.0% 0 0.0%	0 0.0%
<u>Crushing & Pulverizing Equipment</u> 257 3,767 0 3,965 0 0,0% 0 0.0%	0 0.0%
Solvents 257 3,767 0 3,965 0 0.0% 0 0.0% Attorneys & Lawyers - Lemon law 256 3,772 0 3,965 0 0.0% 0 0.0%	0 0.0%
Attorneys & Lawyers - Lemon law 256 3,772 0 3,965 0 0.0% 0 0.0% Electrical Discharge Machinina 256 3,772 0 3,965 0 0.0% 0 0.0%	0 0.0%
Electrical Discharge Practining 250 3,772 U 3,905 U 0,0% U 0,0% Aircraft Upholsterers 255 3,778 U 3,965 U 0,0% U 0	0 0.0%
AirClaric Upinistration 233 3,778 0 3,905 0 0.0% 0 0.0% Ultility Tax Refunds for Manufacturers & Business 255 3,778 0 3,905 0 0.0% 0 0.0% 0 0.0%	0 0.0%
Dry Erase Boards 0 0.0% 0 0.0%	0 0.0%
Livestock Buyers 253 3,783 0 3,965 0 0.0% 0 0.0%	0 0.0%
Oil Well Logging & Perforating 253 3,783 0 3,965 0 0.0% 0 0.0%	0.0%
Nursuries - Bonsai 249 3,793 0 3,965 0 0.0% 0 0.0%	0 0.0%
Paper - Corrugated 248 3,797 0 3,965 0 0.0% 0 0.0%	0 0.0%
Weaving Supplies & Equipment 248 3,797 0 3,965 0 0,0% 0 0,0%	0 0.0%
Crushing & Pulverizing Service 246 3,802 0 3,965 0 0.0% 0 0.0% Deodorants 246 3,802 0 3,965 0 0.0% 0 0.0%	0 0.0%
Deodorants 246 3,802 0 3,965 0 0.0% 0 0.0% Culverts 245 3,806 0 3,965 0 0,0% 0 0,0%	0 0.0%
Curverts 245 3,806 0 3,965 0 0.0% 0 0.0% 0 0.0% (Glass Coating & Tinting Materials 245 3,806 0 3,965 0 0.0% 0 0.0% (Glass Coating & Coat	0 0.0%
Glass Cuding x Initian Patients 24-3 3,600 0 0.0% 0 0.0% Cranes - Accessories & Parts 244 3,810 0 3,965 0 0.0% 0 0.0%	0 0.0%
Cranies - Accessines & Parts 2,000 0 0,000 0 0,000 0 0,000 0	

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Trusses - Medical & Surgical	244	3,810	0	3,965	0	0.0%	0	0.0%	0	0.0%
Data Processing Supplies Gas Detectors	241 240	3,817 3,821	0	3,965 3,965	0	0.0%	0		0	
Tapes - Adhesive-Dispensers	240	3,821	0	3,965	0	0.0%	0	0.0%	0	0.0%
In-Home Autism Therapy	239	3,827	0		0		0		0	
Rice	239	3,827	Ō	3,965	0	0.0%	0		0	0.0%
Blueprinting Equipment & Supplies	238	3,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Picture Hanging Service	238	3,832	0	3,965	0	0.0%	0		0	
Engineers - Environmental	237	3,835	0	3,965	0	0.0%		0.0%	0	0.0%
Lime Dyers	237 236	3,835 3,838	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Hydronic Heating	236	3,838	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tortilla & Tamale Making Equipment	235	3,841	0	3,965	0		0		0	
Tire Storage	234	3,843	0	3,965	0	0.0%	0	0.0%	0	0.0%
Snow Melting Systems	233	3,845	0	3,965	0	0.0%	0	0.0%	0	0.0%
Accordions	232	3,850	0	3,965	0	0.0%	0		0	
Chemical Milling	228	3,854	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cotton Gins	228	3,854		3,965	0	0.0%	0	0.0%	0	0.0%
Toilets - Composting	226	3,859	0	3,965	0	0.0%	0		0	
Rust Preventatives & Removers	225 224	3,861	0	3,965 3,965	0	0.070	0	0.070	0	
Steeple Jacks Furniture Frames	224	3,864 3,866	0	3,965	0	0.0%	0		0	0.0%
Equine Therapy	220	3,869	n	3,965	0	0.0%	n	0.0%	0	0.0%
Gold Leaf	218	3,870	0	3,965	0	0.0%	0		0	
Reiki Therapy	218	3,870	0	3,965	0	0.0%	0	0.0%	0	0.0%
Name Plates	216	3,874	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	216	3,874	0	3,965	0	0.0%	0		0	0.0%
Photographic Darkroom Rental	216	3,874	0		0		0		0	
Beer Dispensing & Cleaning Equipment - Repair	214	3,879	0	3,965	0	0.0%	0		0	
Concrete Breaking Equipment	214	3,879	0	3,965	0	0.0%	0	0.0%	0	0.0%
Metal Spinning Carbon - Activated	214 213	3,879 3,882	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Draperies - Wholesale & Manufacturers	213	3,882	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lead Testing	213	3,882	0	3,965	0		0		0	
Corn Products	211	3,887	0	3,965	0	0.0%	0	0.0%	0	0.0%
Hog Farms	208	3,892	0	3,965	0	0.0%	0	0.0%	0	
Toilet Seats	207	3,894	0		0	0.0%	0		0	
Starters - Engine	206	3,896	0	3,965	0	0.0%	0	0.0%	0	0.0%
Caulking Materials & Equipment	204	3,899	0	3,965	0		0		0	
Plastics - High Pressure Laminates Potatoes - Processed	204 204	3,899 3,899	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Absorbents	203	3,905	0		0	0.0%	0		0	
Time Stamps	203	3,905	0	3,965	0	0.0%	0	01070	0	0.0%
Financial Planning Kit	202	3,909	Ö	3,965	0	0.0%	0		0	
Gratings	202	3,909	0	3,965	0	0.0%	0		0	
Quartz	202	3,909	0	3,965	0	0.0%	0	0.0%	0	0.0%
Axles	199	3,913	0	3,965	0	0.0%	0		0	
Metals - Base	197	3,918		3,965	0	0.0%	0	0.0%	0	0.0%
Speech Aid Devices Air Duct Systems	197 195	3,918 3,926	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Cans	195	3,926	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tobacco Warehouses	195	3,926	n	3,965	0	0.0%	0		0	
Manhole Covers	194	3,930	Ö	3,965	0	0.0%	0		0	
Oil Well Surveyors	194	3,930	0	3,965	0	0.0%	0	0.0%		0.0%
Surveyors - Aerial	194	3,930	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fruits - Dried	193	3,934	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pine Straw	190	3,939	0	3,965	0	0.070	0		0	
Pipe & Valve Fitters - Gas	190	3,939	0		0	0.0%	0		0	
Disinfectants & Germicides Dears Colley/Recement/Biles	188	3,942 3,942	0	3,965	0	0.0%	0	0.0%	0	0.0%
Doors - Cellar/Basement/Bilco Grain Brokers	188 188	3,942	0	3,965 3,965	0	0.0%	0	0.070	0	
Stabilizers	188	3,942	0	3,965	0	0.0%	0	0.0%	0	0.0%
Stakes	188	3,942	0	3,965	0	0.0%	0		0	
Tapes - Industrial	188	3,942	0	3,965	0	0.0%	0	0.0%	0	0.0%
Weather Stripping	188	3,942	0	3,965	0	0.0%	0		0	
Zippers	188	3,942	0	3,965	0	0.0%	0		0	
Explosives	187	3,952	0	3,965	0	0.0%	0	0.0%	0	0.0%
Millinery - Retail	187		0	3,965	0		0		0	
Nautical Instruments Swimming Pools - Removal	187 186	3,952 3,958	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Rails & Accessories	186 185	3,958	0	3,965	0	0.0%	0		0	
Charcoal	184	3,965	n	3,965	0	0.0%	n	0.0%	0	0.0%
Livestock - Commission	184		0	3,965	0	0.0%	0		0	
Diamond Setters	181	3,973	ő		0	0.0%	0		0	
Paper Tubes & Cores	181	3,973	0	3,965	0	0.0%	0	0.0%	0	0.0%
Metals - Corrugated	180	3,978	0	3,965	0	0.0%	0	0.0%	0	
Asbestos & Asbestos Products	179	3,982 3,982	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Carnival Supplies	179									

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Facility Planning	179	3,982	0	3,965	0	0.0%	0	0.0%	0	0.0%
Network Cabling Installation Hubcaps - Sales	179 177	3,982 3,987	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Labels	177	3,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Scales - Repair	174	3,992	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lubricating Devices & Systems	173	3,998	0	3,965	0	0.0%	0	0.0%	0	0.0%
Brooms Liquor Brokers	172 172	4,000	0	3,965	0	0.0% 0.0%	0	0.0%	0	0.0%
Shoe Shining	172	4,000 4,000	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Handwriting Analysts	171	4,007	0	3,965	0	0.0%	0	0.0%	0	0.0%
Archery Instruction	170	4,008	0	3,965	0	0.0%	0	01070	0	0.0%
Ice Cream Freezers	170	4,008	0		0		0		0	
Switches - Electric Ovens - Industrial	169 168	4,012 4,014	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Machinery	168	4,014	0	3,965	0	0.0%	0	0.0%	0	0.0%
Stevedoring Contractors	166	4,016	ő		0	0.0%	0		0	0.0%
Skating Instruction	162	4,024	0		0	0.0%	0		0	
Wallboard & Plasterboard	162 161	4,024	0	3,965	0	0.0%	0	0.0%	0	0.0%
Centrifugal Machinery Fountains - Drinking	161 161	4,028 4,028	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Gambling Abuse & Addiction Info & Treatment	161	4,028	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lead Removal	161	4,028	0	3,965	0	0.0%	0	0.0%	0	0.0%
Power Plant Equipment - Repairing	160 159	4,033	0	3,965	0	0.0%	0	0.0%	0	0.0%
Missing Person Services	159	4,036	0	3,965	0	0.0%	0	0.0%	0	0.0%
Time Cards & Racks Closures - Industrial - Protective	159 157	4,036 4,040	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Retail	154	4,040	0	3,965	0	0.0%	0	0.0%	0	0.0%
Interior Finishing	154	4,046	Ö	3,965	0	0.0%	0	0.0%	0	0.0%
Laminated Structural Products	154	4,046	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lumber - Used	154	4,046	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sterilizing Service	154 153	4,046	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lumber Treating Feedlot	153	4,052 4,057	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Plaster Products - Ornamental	152	4,057	Ö		0	0.0%	0	0.0%	0	0.0%
Aircraft Salvage	151	4,060	0	3,965	0	0.0%	0	0.0%	0	0.0%
Store Fixtures - Used	151	4,060	0	3/303	0	0.0%	0	0.0 /0	0	0.0%
Clipping Service	150	4,063	0		0	0.0%	0		0	0.0%
Pole Line Contractors Funeral Escorts	148 147	4,069 4,071	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Lumber Inspectors	146	4,073	0	3,965	0	0.0%	0	0.0%	0	0.0%
Milling Machines	146	4,073	0		0	0.0%	0		0	0.0%
Mixing & Agitation Machinery	146	4,073	0		0	0.0%	0		0	
Oil Well Cementing Therapeutic and Educational Supplies	146 146	4,073 4,073	0	3,965 3,965	0	0.0% 0.0%	0	0.0%	0	0.0%
Door Closers & Checks	145	4,079	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sample Cases	145	4,079	ő	3,965	0	0.0%	0	0.0%	0	0.0%
Temperature Measuring Materials	145	4,079	0	3/303	0	0.0%	0	0.0%	0	0.0%
Siding Cleaning	144 144	4,084	0	3,965	0	0.0%	0	0.0%	0	0.0%
Telegraph Service Baby Formula Service	144	4,084 4,088	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Mobile Refrigeration	143	4,088	0	3,965	0	0.0%	0	0.0%	0	0.0%
Woolen Goods - Wholesale & Manufacturers	143	4,088	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fingerprinting - Live Scan	142	4,091	0	3,965	0	0.0%	0	0.0%	0	0.0%
Duty Free Shops Metallurgists	141 141	4,094 4,094	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Nozzles	141	4,094	0	3,965	0	0.0%	0		0	0.0%
Printing Plates	141	4,094	0	3,965	0	0.0%	0	0.0%	0	0.0%
Heating & Cooling Demolition	140	4,098	0	3,965	0	0.0%	0	0.0%	0	0.0%
Preserves, Jams & Jellies	139 139	4,099 4,099	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Street Lighting Standards & Equipment Pickles & Pickle Products	139	4,099 4,101	0		0	0.0%	0		0	0.0%
Chains	137	4,102	0		0	0.0%	0		0	0.0%
Brush Manufacturers Equipment & Supplies	136	4,105	0	3,965	0	0.0%	0	0.0%	0	0.0%
Camping Equipment - Renting	136	4,105	0		0	0.0%	0	0.0%	0	0.0%
Charity - Relief & Development	136	4,105	0	3,965	0	0.0%	0	0.0%	0	0.0%
Charity - Civil Rights Concrete Mixing Plant Equipment	135 135	4,109 4,109	0	-,,,,,	0	0.0%	0	0.0%	0	0.0%
Go-Karts Manufacturers	135	4,109	0	3,965	0	0.0%	0	0.0%	0	0.0%
Textile Converting	135	4,109	0	3,965	0	0.0%	0	0.0%	0	0.0%
Telephone 900 Number Resellers	134	4,114	0	3,965	0	0.0%	0	0.0%	0	0.0%
Packing - Mechanical	133	4,116	0	3,965	0	0.0%	0	0.0%	0	0.0%
Alfalfa & Alfalfa Products Balls Steel, Bronze, Ceramic	132	4,120 4,120	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Scrap Rubber	132 132	4,120	0	3,965	0	0.0%	0	0.0%	0	0.0%
Silicones	132	4,120	0	3,965	0	0.0%	0	0.0%		0.0%
Wood Turning	132	4,120	0	3,965	0	0.0%	0	0.0%	0	0.0%
Insulation Materials - Electric	131	4,127	0	3,965	0	0.0%	0	0.0%	0	0.0%
Piling	131	4,127	. 0	3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Pressing Machines - Clothes	131	4,127	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rustproofing - Industrial Seniors Moving & Delivery Services	131 130	4,127 4,134	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Stools	130	4,134	0	3,965	0	0.0%	0	0.0%	0	0.0%
Library Equipment & Supplies	129	4,138	0	3,965	0	0.0%	0		0	0.0%
Medical House Calls	129	4,138	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Reports	129 128	4,138	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Fire Exit Devices Easels - Wholesale & Manufacturers	128	4,144 4,149	0	3,965	0	0.0%	0	0.0%	0	0.0%
Embalmers	127	4,149	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fire Mitigation	127	4,149	0	3,965	0	0.0%	0	0.0%	0	0.0%
Railroad Car Leasing	127	4,149	0	3,965	0	0.0%	0	0.0%	0	0.0%
Birth Control Information Centers	126	4,153	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Clamps Linings - Clothing	126 125	4,153 4,158	0	3,965	0	0.0%	0	0.0%	0	0.0%
Naval Architects	125	4,158	0	3,965	0	0.0%	0		0	0.0%
Historical Structure Preservation	124	4,161	Ō	3,965	0	0.0%	0	0.0%	0	0.0%
Tube Fittings	124	4,161	0	3,965	0	0.0%	0	0.0%	0	0.0%
Barrels & Drums - Equipment & Supplies	123	4,163	0	3,965	0	0.0%	0		0	0.0%
Coated Fabrics	123	4,163	0	3,965	0	0.0%	0	0.0%	0	0.0%
Farm Management Systems Pipe Hangers	123 123	4,163 4,163	n	3,965 3,965	<u> </u>	0.0%	0	0.0%	0	0.0%
Translators Equipment	123	4,163	0	3,965	0	0.0%	0	0.0%	0	0.0%
Greeting Card Manufacturers Supplies	122	4,171	0	3,965	0	0.0%	0	0.0%	0	0.0%
Poles	122	4,171	0	3,965	0	0.0%	0	0.0%	0	0.0%
Acid Proof Equipment & Materials	121 121	4,173 4,173	0	3,965 3,965	0	0.0%	0	0.070	0	0.0%
Cutting & Slitting Service Colors & Pigment	121	4,173 4,178	0	3,965	0	0.0%	0	0.0%	0	0.0%
Frozen Custard Machines	120	4,178	n	3,965	0	0.0%	0	0.0%	0	0.0%
Scenery Studio	120	4,178	Ő	3,965	0	0.0%	0		0	0.0%
Sewer Pipe	118		0	3,965	0	0.0%	0	0.070	0	0.0%
Skating Rinks - Installation, Equipment & Supplies	118	4,185	0	3,965	0	0.0%	0	0.0%	0	0.0%
Metal Sawing & Cut-Off Service	117 116	4,191	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Landfills - Construction Materials	116	4,193 4,193	0	3,965	0	0.0%	0	0.070	0	0.0%
Service Animals - Training	116	4,193	0	3,965	0	0.0%	0		0	0.0%
Destination Management	114	4,197	0		0	0.0%	0		0	0.0%
Drapery Trimmings	114	4,197	0	3,965	0	0.0%	0	0.0%	0	0.0%
Expansion Joints	112	4,202	0		0	0.0%	0	0.0%	0	
Kerosene Log Splitting Equipment	112 112	4,202 4,202	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Chillers - Liquid	111	4,208	0		0	0.0%	0		0	
Pilots - Marine	111	4,208	0	3,965	0	0.0%	0	0.0%	0	0.0%
Steel - Used	111	4,208	0	3,965	0	0.0%	0	0.0%	0	0.0%
Stock Yards	111	4,208	0	3,965	0	0.0%	0		0	
Attorneys & Lawyers - Agriculture Buckets - Digging & Hoisting	110 110	4,212	0	3,965	0	0.0%	0	0.070	0	0.0%
Bushings	110	4,212 4,212	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Bacteria Control Equipment	109	4,217	ő	3,965	0	0.0%	0	0.0%	0	0.0%
Investment Castings	109	4,217	0	3,965	0	0.0%	0	0.0%	0	0.0%
Milling Cutters	109	4,217	0	3,965	0	0.0%	0	0.0%	0	0.0%
Canners Equipment & Supplies	108 108	4,223	0	3,965	0	0.0%	0	0.070	0	0.0%
Sirens & Horns Soil Solidification	108	4,223 4,223	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Lamp Shades - Wholesale & Manufacturers	107	4,227	0	3,965	0	0.0%	0		0	0.0%
Slippers - Wholesale & Manufacturers	107	4,227	0	3,965	0	0.0%	0	0.0%	0	0.0%
Coatings - Vacuum Deposition	106	4,231	0		0	0.0%	0		0	
Electric Power Line Construction	106	4,231	0		0	0.0%	0		0	
Screening & Sifting Equipment Brakes - Lining - Manufacturers & Distributors	106 105	4,231 4,235	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Cardboard	105	4,235	0	3,965	0	0.0%	0		0	
Slings	105	4,235	0	3,965	0	0.0%	0	0.0%	0	0.0%
Clergy	104	4,238	0	3,965	0	0.0%	0	0.070	0	0.0%
Lathes	104	4,238	0	3,965	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric Repair Motion Picture Equipment & Supplies - Repair	104 103	4,238 4,242	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Pipe Sealing - Industrial	103	4,242	0	3,965	<u>U</u>	0.0%	0	0.0%	0	0.0%
Printing Rollers	102	4,244	0		0	0.0%	0		0	0.0%
Aircraft Cleaning	101	4,248	0	3,965	0	0.0%	0	0.0%	0	0.0%
Bookcases	101	4,248	0	3,965	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Environmental	100	4,251	0	3,965	0	0.0%	0	0.070	0	0.0%
Gas Plant Equipment Bridge Operators	100 99	4,251 4,254	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Drywall - Inspectors	99	4,254	0		0		0		0	0.0%
Handbags - Repairing	99	4,254	0	3,965		0.0%	0	0.0%		0.0%
Attorneys & Lawyers - Entertainment & Sports Law	98	4,260	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cork & Cork Products	98	4,260	0	3,965	0	0.0%	0		0	0.0%
Astronomical Instruments	97	4,262	. 0	3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Gypsum & Gypsum Products	97	4,262	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oils - ReRefined Boat Launching	97 95	4,262 4,269	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Cheese - Artisanal	93		0	3,965	0	0.0%	0	0.0%	0	0.0%
Senior Move Manager	93	4,273	0	3,965	0	0.0%	0	0.0%	0	0.0%
Employment Service - Administrative Assistant	92		0	3,965	0	0.0%	0	0.0%	0	0.0%
Gift Wrapping Service	92	4,275	0	3,965	0	0.0%	0	0.0%	0	0.0%
Knit Goods - Wholesale & Manufacturers	92 92	4,275	0	3,965	0	0.0%	0	0.0%	0	0.0%
Stamps - Collecting Supplies	92 92	4,275 4,275	0	3,965	0	0.0%	0	0.0%	0	
Utilities Underground - Installation Bedspreads - Wholesale & Manufacturers	92		0	3,965 3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Shade Sails	91		0		0		0	0.0%	0	
Tractor Work	91	4,282	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cupolas	89	4,288	0	3,965	0	0.0%	0	0.0%	0	
Drywall Toxic - Inspection	89		0	3,965	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Used	89	4,288	0	3,965	0	0.0%	0	0.0%	0	
Electrostatic Painting	89		0		0	0.070	0	0.0%	0	0.070
Ice Cream Manufacturers Supplies	88 87	4,293	0	3,965	0	0.0%	0	0.0%	0	0.0%
Batching Equipment Automobile Pre-Paid Maintenance Plans	86	4,294 4,296	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Rivets	86	4,296	0	3,965	0	0.0%	0	0.0%	0	0.0%
Twines & Cordage	86	4,296	n	3,965	0	0.0%	0	0.0%	0	0.0%
Tape Recorders	85	4,301	n	3,965	n	0.0%	n	0.0%	0	0.0%
Paper Brokers & Mill Reps	84	4,303	Ő	3,965	0	0.0%	0	0.0%	0	
Pewter	84	4,303	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sugar Refiners	84		0	3,965	0	0.0%	0	0.0%	0	0.0%
Tobacco Buyers	84		0	3,965	0	0.0%	0	0.0%	0	0.0%
Trap & Skeet Ranges	84		0	3,965	0	0.0%	0	0.0%	0	0.0%
Urban Farmer	84	4,303 4,313		3,965 3,965		0.0%	0	0.0%	0	0.0%
Concrete - Prestressed Elastic Goods	83 83		0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Lumber - Drying	83		0	3,965	0	0.0%	0	0.0%	0	0.0%
Public Speaker	83	4,313	0	3,965	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Association - Reps	83	4,313	0	3,965	0	0.0%	Ö	0.0%	0	
Wood Technologists	83	4,313	0	3,965	0	0.0%	0	0.0%	0	0.0%
Die Cutting Equipment & Supplies	82	4,321	0	3,965	0	0.0%	0	0.0%	0	0.0%
Refreshment Stands	82		0		0	0.0%	0	0.0%	0	
ServiceStation Supplies	82	4,321	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tapes - Sound - Dealers	82		0	3,965 3,965	0	0.0%	0	0.0%	0	
Cold Storage Doors & Insulated Panels Hay Rides	81 81		0	3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Metallizing	81		0		0		0	0.0%	0	
Shoplifting Prevention Devices	81	4,327	0	3,965	0	0.0%	0	0.0%	0	0.0%
Teletypewriters Message Service	81		0	3,965	0	0.0%	Ö	0.0%	0	0.0%
Magnetic Inspection Service	80		0	3,965	0	0.0%	0	0.0%	0	0.0%
Balancing Service - Industrial	79		0	3,965	0	0.0%	0	0.0%	0	0.070
Drug Discovery Provider	78	4,339	0	3,965	0	0.0%	0	0.0%	0	0.0%
Meteorological Consultants	78 78	4,339		3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Meters - Repair Arboretums	78 77	4,339 4,343	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Tanks - Concrete	77		0	3,965	0	0.0% 0.0%	0	0.0%	0	0.0%
Embossing	76	4,345	0	3,965	0	0.0%	0	0.0%	0	0.0%
Binders - Loose Leaf	75	4,347	0	3,965	0	0.0%	0	0.0%	0	0.0%
Coil Winding	75	4,347	0	3,965	0	0.0%	0	0.0%	0	0.0%
Electronics - Educational Kits	75	4,347	0	3,965	0	0.0%	0	0.0%	0	0.0%
Hides	75		0	3,965	0	0.0%	0	0.0%	0	0.0%
Personal ServiceBureaus	75		0	3,965	0	0.0%	0	0.0%	0	0.0%
Chemicals - Reclaiming	73	4,353	0	3,965	0	0.0%	0	0.0%	0	0.0%
Doll Manufacturers Equipment & Supplies Pharmacies - Specialty - Hemophillia	73 73	4,353 4,353	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Conduit & Fittings	73		0	3,965	0	0.0%	0	0.0%	0	
Hydrologists	72		0		0	0.0%	0	0.0%	0	
Meteorological Instruments	72	4,361	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sample Cards & Books	72	4,361	0	3,965	0	0.0%	0	0.0%	0	
Surveyors - Cargo	72	4,361	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fireproofing Materials	71		0	3,965	0	01070	0	0.0%	0	
Heat Sealing	71	4,367	0	3,965	0	0.0%	0	0.0%	0	
Jalousies Signal Fight Circuit	71 71	4,367	0	3,965	0	0.0%	0	0.0%	0	0.0%
Signs - Exit Signs	71	4,367 4,372	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Calculating Service Geophysical Apparatus	70		0	3,965	0	0.0%	0	0.0%	0	
Auto - Fleet Maintenance	69		0	3,965	0	0.0%	0	0.0%	0	
Fur Farms - Equipment & Supplies	69	4,376	n	3,965	0	0.0%	n	0.0%	0	0.0%
Grain Inspection	69	4,376	0	3,965	0	0.0%	0	0.0%	0	
Opera Companies	69	4,376	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Wholesale & Manufacturers	69		0	3,965	0	0.0%	0	0.0%	0	0.0%
Vessels - Pressure	69		0	3,965	0	0.0%	0	0.0%	0	0.0%
Fraternities & Sororities	68	4,384	0	3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Second	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Section Sect				0		0		0		0	0.0%
Separation				0		0		0		0	
College Coll				0		0		0		0	0.0%
Figure 1.5 1	Soldering Equipment	67	4,388	0	3,965	0	0.0%	0	0.0%	0	0.0%
Section Sect				0		0				0	0.0%
Company Comp				0		0		0		0	
Sala Datible		65		0	3,965	0		0		0	
Section				0	3,965	0		0		0	0.0%
Debetwert	Stress Relief Equipment & Supplies - Industrial			0		0		0		0	0.0%
Figure				0		0		0		0	
10.5 Contractive 6.6 4.407 1				0		0		0		0	
Debtoom Lastron Support 64 4,007 0 3,005 0 0,05 0				0	3,965	0		0		0	0.0%
Orbitation 10 10 10 10 10 10 10 1				ő		0		0		0	0.0%
Comprehensive 62 4.413 0.3060 0.007	Relays		4,407	0	3,965	0		0		0	
Comprehensive 62 4.413 0.3060 0.007		63	4,414	0	3,965	0		0		0	0.0%
Dilling - Conferent Confer	Cans Manufacturers Machinery Debydrating Service	62	4,415	0		0		0	0.070	0	0.0%
First - Lividian				0		0		0		0	0.0%
Semedate Services FreeSoate Processy Go A-411 Go 3.055 Go Go Go Go Go Go Go				ő	3,965	0		0		0	0.0%
These Booking, Cetting & Gerindring 52	Remodeling Services - Foreclosed Property	62	4,415	0	3,965	0	0.0%	0		0	0.0%
Paper Hill Machinery	Thread Rolling, Cutting & Grinding	62		0	3,965	0		U		0	0.0%
				0		0		0		0	0.0%
Cinax - Windeale & Hampfetziners				0				U		0	
Endoactive Nationals				0	3,965	0		0		0	0.0%
Law September		60	4,426	0	3,965	0	0.0%	0	0.0%	0	0.0%
Float Building Equipment 59 4.01 0 3.055 0 0.0% 0				0		0		0		0	0.0%
Shower Pan Replacement				0		0				0	0.0%
Composite Travel SS 4,488 0 3,955 0 0,0%	Road Building Equipment			0		0		0		0	
Figh Nets		58		0		0		0		0	0.0%
Fine Location Equilment S88 4,438 0 3,365 0 0.0% 0 0.0				0		0		0		0	0.0%
Sestmonraph Equipment & Supplies Sel 4,488 0 3,065 0 0.0% 0.0% 0 0.0	Foil & Foil Products	58	4,438	0	3,965	0		0	0.0%	0	0.0%
Sulting Envelope Restoration				0		0		0		0	
Rockfell Millogation 57 4,448 0 3,965 0 0,0% 0 0		58		0		0		0		0	0.0%
Art Identification & Registration				0	3,965	0		0		0	0.0%
Combustion Controls 56				0		0		0		0	0.0%
Floor Machines - Repair				0		0		0		0	0.0%
Retorayure Printers 56				0		0		0		0	0.0%
Thermography - Infrared S6 4,450 O 3,965 O O,0% O				0	3,965	0		0		0	0.0%
Addressing Machines & Supplies S5 4.457 O 3.965 O O.0% O O.				0		0		0		0	
Anchors - Expansion 55 4,457 0 3,965 0 0,0% 0 0,				0		0				0	0.0%
Auto - Fleet Service 55 4,457 0 3,965 0 0,0% 0 0	Anchors - Expansion	55		Ō		0		0		0	
Barrels & Drums - Used	Attorneys & Lawyers - Legal Malpractice		4,457	0	3,965	0		0	0.0%	0	0.0%
Circulation Auditors 55 4,457 0 3,965 0 0.0% 0				0		0		0		0	0.0%
Crankshaft Manufactures				0		0		0		0	
Floor Machines - Rent				0		0		0	0.070	0	0.0%
Baling Equipment & Supplies 54 4,473 0 3,965 0 0,0%	Floor Machines - Rent	55		0	3,965	0		0		0	0.0%
Dynamometers 54				0		0		0		0	0.0%
Gas Boosters				0		0				U	0.0%
Leather Finishes				0		0		0		0	
Baseball Pitching Machines				0		0		0		0	
Compressors - Rent	Baseball Pitching Machines			0	3,965	0		0		0	0.0%
Dairy Equipment Repair 53 4,478 0 3,965 0 0.0% 0 0.0% 0 0.0% 0 0.0	Capacitors		4,478	0	3,965	0		0		0	0.070
Employment Service - Union Talent Signatory 53 4,478 0 3,965 0 0,0% 0 0,0% 0 0.0% Gloves - Cleaning & Repairing 53 4,478 0 3,965 0 0.0% 0 0.0% 0 0.0% Planetariums 53 4,478 0 3,965 0 0.0%	Compressors - Rent			0		0		0		0	
Gloves - Cleaning & Repairing 53 4,478 0 3,965 0 0.0% 0 0.0		53		0		0		0		0	
Planetariums 53 4,478 0 3,965 0 0.0% 0				0		0		U		0	0.0%
Print Cutters 53 4,478 0 3,965 0 0.0% 0 0.0% 0 0.0% Welding Equipment - Rent 53 4,478 0 3,965 0 0.0% 0 0.0% 0 0.0% Fire Hose 52 4,490 0 3,965 0 0.0%				0		0				0	
Welding Equipment - Rent 53 4,478 0 3,965 0 0.0% 0	Print Cutters	53	4,478		3,965	0	0.0%	-	0.0%	0	0.0%
Plasteres Equipment & Supplies 52 4.490 0 3.965 0 0.0% 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0	Welding Equipment - Rent	53	4,478	0	3,965	0	0.0%	0		0	0.0%
Racquetball Courts - Public 52 4,490 0 3,965 0 0.0% 0 0.0% 0 0.0% 0 0.0				0		0	0.0%	0		0	0.0%
Surface Plates 52 4,490 0 3,965 0 0,0% 0 0,0% 0 0.0 Telegrams - Novelty 52 4,490 0 3,965 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>0.0%</td>				0		0		0		0	0.0%
Telegrams - Novelty				0		0				0	0.0%
Computers - Cleaning Services 51 4,495 0 3,965 0 0.0% 0 0.0% 0 0.0 Folding Machines 51 4,495 0 3,965 0 0.0% 0 0				0		0		0		0	0.0%
Folding Machines 51 4,495 0 3,965 0 0,0% 0 0,0% 0 0.0	Computers - Cleaning Services		4,495	0	3,965		0.0%	0	0.0%	0	0.0%
Screw Machines & Equipment 51 4,495 0 3,965 0 0.0% 0 0.0% 0 0.0%			4,495	0	3,965	0	0.0%	0		0	0.0%
				0		0		U		0	0.0%
1 FOL 4 FOR 01 01 0 00/1 01 0 00/1 01 0 0	Screw Machines & Equipment Box Lunches	51 50	4,495 4,502	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Felt & Felt Products	50	4,502	0	3,965	0	0.0%	0	0.0%	0	0.0%
Flavoring Extracts - Raw Materials Seismic Retrofit	50 50	4,502 4,502	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Adult Foster Care	49		0	3,965	0	0.0%	0	0.0%	0	0.0%
Colors - Food	49	4,507	0	3,965	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Supplies & Parts	49		0	3,965	0	0.0%	0	0.0%	0	0.0%
Cornices - Building Photographic Research Service	49 49		0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Aircraft Hangar Construction	48	4,513	0	3,965	0	0.0%	0	0.0%	0	
Broom Manufacturers Equipment & Supplies	48	4,513	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fire Escapes	48	4,513	0	3,965	0	0.0%	0	0.0%	0	
Metal Cleaning Equipment	48		0		0		0	0.0%	0	
Pleating Machines Shower Curtains - Wholesale & Manufacturers	48 48		0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Spill Control Equipment & Materials	48		0	3,965	0	0.0%	0	0.0%	0	0.0%
Non - Woven Fabrics	47	4,521	0	3,965	0	0.0%	0	0.0%	0	0.0%
Columbarium	46	4,525	0		0	0.070	0	0.0%	0	
Contractors - Plant Maintenance Shutdown	46 46	4,525	0	3,965	0	0.0%	0	0.0%	0	0.0%
Grinding Wheels Mediation Services - Divorce	46	4,525 4,525	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Metal Cleaning Machines	46		0	3,965	0	0.0%	0	0.0%	0	0.0%
Port Authorities	46	4,525	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sweaters	46	4,525	0	3,965	0	0.0%	0	0.0%	0	0.0%
X-Ray Duplicating Services	46 45	4,525 4,533	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Assayers Boy & Girl Organizations - Supplies	45 45		0	3,965 3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Carpet Workrooms	45		0	3,965	0	0.0%	0	0.0%	0	0.0%
Oils - Road	45	4,533	0	3,965	0	0.0%	0	0.0%	0	0.0%
Terra Cotta	45	4,533	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tobacco Leaf - Wholesale	45		0	3,965	0	0.0%	0	0.0%	0	0.0%
Canners	44 44		0	3,965	0	0.0%	0	0.0%	0	0.0%
Car Pool Information Dock Covers	44		0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Nylon Fabrics	44	4,539	0	3,965	0	0.0%	0	0.0%	0	0.0%
Thermal Remediation	44	4,539	0	3,965	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Landlord/Tenant	43		0	3,965	0	0.0%	0	0.0%	0	0.070
Dyers - Wholesale	43	4,547	0		0	0.0%	0	0.0%	0	0.0%
Shuffleboards Crankshaft Grinding	43 42		0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Filling Machinery	42	4,552	0	3,965	0	0.0%	0	0.0%	0	0.0%
Kite Boarding	42	4,552	0	3,965	0	0.0%	0	0.0%	0	0.0%
Seismograph Service	42		0		0		0	0.0%	0	
Wire Cloth	42 41		0	3,965	0	0.0%	0	0.0%	0	0.0%
Observatories Steam Traps	41		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Tobacco Growers	41		0	3,965	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - Eminent Domain	40	4,562	0	3,965	0	0.0%	0	0.0%	0	0.0%
Beetle Repellent	40 40	4,562	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Mirrors - Resilver	40 40	4,562 4,562	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Rings - Retaining Sweaters - Trimming Service	40		0	3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Window Shades - Repair	40		0	3,965	0	0.0%	0	0.0%	0	0.0%
Noodles	39	4,569	0	3,965	0	0.0%	0	0.0%	0	0.0%
Spark Plugs	39	4,569	0	3,965	0	0.0%	0	0.0%	0	0.0%
Wire Wrapping Service & Equipment Electroforming	39		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Laminations - Motor & Transformer	38 38		0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Motion Picture Laboratories	38	4,575	0	3,965	0	0.0%	0	0.0%	0	0.0%
Reflectors	38	4,575	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cotton Goods Brokers	37		0	3,965	0	0.0%	0	0.0%	0	0.0%
Heat Sealing Equipment & Supplies	37		0	3,965	0	0.0%	0	0.0%	0	0.070
Sound Level Testing - Industrial Aerosols	37 36	4,581 4,584	0	3,965 3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Coal Washing	36	4,584	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lapidaries	36	4,584	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Materials	36		0	3,965	0	01070	0	0.0%	0	
Bronze Tablets	34	4,590	0	3,965	0	0.0%	0	0.0%	0	0.0%
Railroad Ties - Wholesale & Manufacturers Feed Grinding	34 33	4,590 4,592	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Quilts - Renovating	33	4,592	<u>0</u>	3,965	0	0.0%	0	0.0%	nl	0.0%
Shock Absorbers	33		0	3,965	0	0.0%	0	0.0%	0	0.0%
Silage Covering	33	4,592	0	3,965	0	0.0%	0	0.0%	0	0.0%
Box Openers	32	4,597	0	3,965	0	0.0%	0	0.0%	0	0.0%
Chlorinators Metal Stamping Equipment	32 32	4,597 4,597	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
metal Stamping Equipment		4,597	0	3,965	0	0.0%	0	0.0%		0.0%
Square Dance Apparel										
Square Dance Apparel Static Controls	32 32		0	3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

harity - American Indian omputers - Time Share riminologists ariable Speed Drives isibwashing Machines - Supplies & Parts levators - Testing Services evels eterinary Internal Medicine randing Equipment hristian Science Reading Rooms isibwashing Compounds ungicides eletatin	31 31 31 31 30 30 30 29 29 29	4,608 4,608 4,608 4,608 4,615	0 0 0 0 0 0	3,965 3,965 3,965 3,965 3,965 3,965	0 0	0.0% 0.0% 0.0%	0	0.0% 0.0%	0	0.0%
riminologists ariable Speed Drives Ishwashing Machines - Supplies & Parts levators - Testing Services evels eterinary Internal Medicine randing Equipment hristian Science Reading Rooms Ishwashing Compounds ungicides ungicides	31 31 30 30 30 30 29 29	4,603 4,608 4,608 4,608 4,608 4,608 4,615	0 0 0 0	3,965 3,965 3,965	0		0			0.0%
ariable Speed Drives ishwashing Machines - Supplies & Parts levators - Testing Services evels eterinary Internal Medicine randing Equipment hristian Science Reading Rooms lishwashing Compounds ungicides	31 30 30 30 30 29 29 29	4,603 4,608 4,608 4,608 4,608 4,615	0 0	3,965 3,965	0	0.070		0.0%	0	0.0%
ishwashing Machines - Supplies & Parts levators - Testing Services evels eterinary Internal Medicine randing Equipment hristian Science Reading Rooms ishwashing Compounds ungicides ungicides	30 30 30 30 29 29 29	4,608 4,608 4,608 4,608 4,615	0	3,965		0.0%	0	0.0%	0	0.0%
levators - Testing Services evels eterinary Internal Medicine randing Equipment hristlan Science Reading Rooms ishwashing Compounds ungicides ungicides	30 30 29 29 29	4,608 4,608 4,615	0	2 005	0	0.0%	0	0.0%	0	0.0%
eterinary Internal Medicine randing Equipment hristian Science Reading Rooms ishwashing Compounds ungicides	30 29 29 29	4,608 4,615	0	3,965	0	0.0%	0	0.0%	0	0.0%
randing Equipment hristian Science Reading Rooms iishwashing Compounds ungicides	29 29	4,608 4,615		3,965	0	0.0%	0	0.0%	0	0.0%
hristian Science Reading Rooms lishwashing Compounds ungicides	29 29	4,615	0	3,965	0	0.0%	0	0.0%	0	0.0%
ishwashing Compounds ungicides	29		0	3,965	0	0.0%	0	0.0%	0	0.0%
ungicides		4,615 4,615	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
			0		0		0	0.0%	0	
	29	4,615	0	3,965	0	0.0%	0	0.0%	0	0.0%
ipe Thawing	29		0	3,965	0	0.0%	0	0.0%	0	0.0%
ower Take - Offs	29	4,615	0	3,965	0	0.0%	0	0.0%	0	0.0%
/eighers	29	4,615	0	3,965	0	0.0%	0	0.0%	0	
rush Control	28	4,627	0		0	0.070	0	0.0%	0	0.0%
ur Cleaning & Dyeing - Wholesale las Recycling Plants	28 28	4,627 4,627	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
acquers - Manufacturers	28	4,627	0	3,965	0	0.0%	0	0.0%	0	0.0%
kate Sharpening	28	4,627	0	3,965	0	0.0%	0	0.0%	0	0.0%
ear Gas	28	4,627	0	3,965	0	0.0%	0	0.0%	0	0.0%
extile Engravers	28		0	3,965	0	0.0%	0	0.0%		0.0%
/eaving & Mending	28 28	4,627	0	3,965	0	0.0%	0	0.0%	0	0.0%
uel Tax Service	27	4,637	0	3,965	0	0.0%	0	0.0%	0	0.0%
aper Cutting & Drilling Machines	27		0	3,965	0	0.0%	0	0.0%	0	0.0%
aissons - Structural	26	4,639	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ingravana Ovens - Supplies & Parts	26 26	4,639	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
licrowave Ovens - Supplies & Parts lotion Picture Film Storage	26	4,639 4,639	0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
ivots - Precision Instrument	26		0	3,965	0	0.0%	0	0.0%	0	0.0%
orcelain Enameling	26		0	3,965	0	0.0%	0	0.0%	0	0.0%
rotein Purification	26	4,639	0	3,965	0	0.0%	0	0.0%	0	0.0%
trippers - Mechanical	26	4,639	0	3,965	0	0.0%	0	0.0%	0	0.0%
irport Designers	25	4,648	0	3,965	0	0.0%	0	0.0%	0	0.0%
quatic Rescue Relocation	25		0	3,965	0	0.0%	0	0.0%	0	0.0%
udiometers	25	4,648	0	3,965	0	0.0%	0	0.0%	0	0.0%
utter hucks	25 25	4,648 4,648	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
ur Cuttings	25	4,648	0	3,965	0	0.0%	0	0.0%	0	0.0%
ime Locks	25		0	3,965	0	0.0%	0	0.0%	0	
irtual Currency	25		0		0		0	0.0%	0	
rick - Used	24	4,658	0	3,965	0	0.0%	0	0.0%	0	0.0%
orging Equipment	24	4,658	0	3,965	0	0.0%	0	0.0%	0	0.0%
amp Shades - Cleaning & Repairing	24		0	3,965	0	0.0%	0	0.0%	0	0.0%
lasts & Spars letal Fabricating Machinery	24 24		0	3,965	0	0.0%	0	0.0%	0	0.0%
lissile & Rocket Components - Manufacturers	24	4,658	0	3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
ubber Working Machinery	24 24	4,658	0	3,965 3,965	0	0.0%	0	0.0%	0	
anitary Napkins	24	4,658	0	3,965	0	0.0%	0	0.0%	0	0.0%
/ashing Machines & Dryers - Supplies & Parts	24	4,658	0	3,965	0	0.0%	0	0.0%	0	0.0%
utographic Registers & Supplies	23	4,671	0	3,965	0	0.0%	0	0.0%	0	0.0%
rush Hogging	23	4,671	0	3,965	0	0.0%	0	0.0%	0	0.0%
otton Picking Machinery ustom Harvesting	23	4,671 4,671	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
ustom Harvesting lilk Distributor	23		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
ttorneys & Lawyers - Construction Accidents	22		0	3,965	0	0.0%	0	0.0%	0	0.0%
alancing Equipment	22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
indings - Bias & Straight	22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
lack Light Equipment & Supplies	22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
ombs	22		0	3,965	0	0.0%	0	0.0%	0	0.0 70
ommercial Blueprint Design	22		0		0	0.0%	0	0.0%	0	
eodorizing Equipment	22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
riscotheques xpanded Metals	22	4,677 4,677	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
xpanded Metals llass Rods & Tubing	22		0	3,965	0		0	0.0%	0	
iolf Course Architects	22		n	3,965	0	0.0%	0	0.0%	0	0.0%
anges & Ovens - Wholesale & Manufacturers	22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
hip Chandlers	22 22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
obacco Growers Equipment & Supplies	22	4,677	0	3,965	0	0.0%	0	0.0%	0	0.0%
/elding Inspectors	22		0	3,965	0	0.0%	0	0.0%	0	0.0%
vaporating Apparatus	21		0	3,965	0	0.0%	0	0.0%	0	0.0%
amp Shade Covers	21	4,693	0	3,965	0	0.0%	0	0.0%	0	0.0%
uclear Reactor - Manufacturers aper Hangers Equipment & Supplies	21 21	4,693 4,693	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
aper Hangers Equipment & Supplies moke Stacks	21		0	3,965	0	0.0%	0	0.0%	0	0.0%
Moke Stacks /ait Staff	21		0	3,965	0	0.0%	0	0.0%	0 0	0.0%
ottles - Used	20	4,700	n	3,965	n	0.0%	n	0.0%	n	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Boxes - Metal	20	4,700	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cistern Builders Hygrometers	20 20		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Lead Burning	20		0	3,965	0	0.0% 0.0%	0	0.0%	0	0.0%
Life Raft Inflation Equipment	20	4,700	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Cleaning	20	4,700	0	3,965	0	0.0%	0	0.0%	0	0.0%
Linoleum Layers Equipment & Supplies	20	4,700	0	3,965	0	0.0%	0	0.0%	0	0.0%
Naval Stores	20 20	4,700	0	3,965	0	0.0%	0	0.0%	0	0.0%
Needles Racquetball Court Construction	20	4,700 4,700	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Bronze Powders & Liquids	19		0	3,965	0	0.0%	0	0.0%	0	
Copper	19		0		0		Ö	0.0%	0	
Cottonseed Products	19	4,714	0	3,965	0	0.0%	0	0.0%	0	0.0%
Investigators - Trademark Infringement	19		0	3,965	0	0.0%	0	0.0%	0	0.0%
Travelers Checks	19		0	3,965	0	0.0%	0	0.0%	0	0.0%
Brazing Cloth Cutting	18 18		0	3,965	0	0.0%	0	0.0%	0	0.0%
Enameling, Japanning & Lacquering			0	3,965 3,965	0	0.0% 0.0%	0	0.0%	0	0.0%
Escalators	18 18	4,720	0	3,965	0		0	0.0%	0	
Geographers	18	4,720	0	3,965	0	0.0%	0	0.0%	0	0.0%
Linoleum - Wholesale & Manufacturers	18		0	3,965	0	0.0%	0	0.0%	0	0.0%
Livestock Grooming	18	4,720	0	3,965	0	0.0%	0	0.0%	0	0.0%
Macaroni	18		0	3,965	0	0.0%	0	0.0%	0	0.0%
Myotherapy Savaga Casings	18 18		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Sausage Casings Snow Making Machines	18 18		0	3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Structural Support - Underground	18		n	3,965	0	0.0%	0	0.0%	0	0.0%
Knitting Machines	17		0	3,965	0	0.0%	0	0.0%	0	0.0%
Oceanographic Equipment	17	4,734	0	3,965	0	0.0%	0	0.0%	0	0.0%
Shovels - Power	17		0	3,965	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records	17		0	3,965	0	0.0%	0	0.0%	0	0.0%
Tailoring Instruction	17		0	3,965	0	0.0%	0	0.0%	0	0.0%
Assayers Supplies Attorneys & Lawyers - Child Advocacy	16 16	4,745 4,745	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Bathing Beaches	16		0	3,965	0	0.0%	0	0.0%	0	0.0%
Beds - Renting	16		0	3,965	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Wholesale & Manufacturers	16	4,745	0		0		0	0.0%	0	0.0%
Mayonnaise & Salad Dressings	16 16	4,745	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pistons	16	4,745	0	3,965	0	0.0%	0	0.0%	0	0.0%
Plastics - Reinforced	16		0	3,965	0	0.0%	0	0.0%	0	0.0%
Pulleys Tennis Court Enclosures	16 16		0	3,965 3,965	0	0.0% 0.0%	0	0.0%	0	0.0.0
Brake Shoe Bonding & Exchanging	15		0	3,965	0	0.0%	0	0.0%	0	0.0%
Inserts - Screw Thread	15		0	3,965	0	0.0%	0	0.0%	0	0.0%
Insurance - Medicare Supplement	15		0	3,965	0	0.0%	0	0.0%	0	0.0%
Motion Picture Research Service	15		0	3,965	0	0.0%	0	0.0%	0	0.0%
Tax Return Preparation - OTR Truck Drivers	15		0	3,965	0	0.0%	0	0.0%	0	0.0%
Zinc Oxide	15 14	4,759 4,768	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Chalkboards Counterfeit Money Detection Devices	14		0	3,965	0	0.0%	0	0.0%	0	0.0%
Doors - Rolling	14		0	3,965	0	0.0%	0	0.0%	0	0.0%
Factory Locating Consultants	14		0	3,965	0	0.0%	0	0.0%	0	0.0%
Neckwear - Wholesale & Manufacturers	14	4,768	0	3,965	0	0.0%	0	0.0%	0	0.0%
Online Investigative News	14	4,768	0	3,965	0	0.0%	0	0.0%	0	0.0%
Squash Courts - Private	14		0	3,965	0	0.0%	0	0.0%	0	0.0%
Thermograph Equipment & Supplies	14 13		0	3,965 3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Bridge Clubs Cams - Grinding & Cutting	13		0	3,965	0	0.0%	0	0.0%	0	0.0%
Concrete Mixers - Renting	13		0	3,965	0	0.0%	0	0.0%	0	0.0%
Drop Cloths	13		0	3,965	0	0.0%	0	0.0%	0	0.0%
Printers - Cellophane, Foil	13		0	3,965	0	0.0%	0	0.0%	0	0.070
Tennis Court Resurfacing	13	4,780	0		0	0.0%	0	0.0%	0	
Chimneys - Prefabricated	12 12		0	3,965	0	0.0%	0	0.0%	0	0.0%
China & Glassware - Renting Coils - Fin	12		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Libraries - Institutional	12		n	3,965	0		0	0.0%	0	
Oils - Cutting	12		n	3,965	0	0.0%	0	0.0%	0	0.0%
Solder	12	4,788	Ő	3,965	0	0.0%	0	0.0%	0	0.0%
Tin	12 12	4,788	0	3,965	0	0.0%	0	0.0%	0	0.0%
Visual Impairment Products & Services	12	4,788	0	3,965	0	0.0%	0	0.0%	0	0.0%
Bag Ties	11		0	3,965	0	0.0%	0	0.0%	0	0.0%
Boilers - Rental	11 11		0	3,965	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Renting Cereals	11	4,800 4,800	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Convents & Monasteries	11		0	3,965	0	0.0%	0	0.0%	0	0.0%
Livestock Appraisers	11		. 0	3,965	0	0.0%	0	0.0%	0	0.0%
Motion Picture Technicians	11	4,800	0	3,965	0	0.0%	0	0.0%	0	0.0%
Nailing Machinery	11	4,800	0	3,965	0	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Safety Cans	11	1,000	0	3,965	0	0.0%	0	0.0%	0	0.0%
Sweeping Compounds Water Coolers - Bottle less	11 11		0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Zippers - Repair	11		0	3,965	0	0.0%	0	0.0%	0	0.0%
Auditory Training Equipment	10	4,814	0	3,965	0	0.0%	0	0.0%	0	0.0%
Babbitt Metals	10	4,814	0	3,965	0	0.0%	0	0.0%	0	0.0%
Beer Coil Cleaning Equipment	10	4,814	0	3,965	0	0.0%	0	0.0%	0	0.0%
Crutches	10 10	4,814	0	3,965	0	0.0%	0	0.0%	0	0.0%
Debt Relief Education Degreasing Equipment & Supplies	10	4,814 4,814	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
In-floor Heating	10		0	3,965	0		0	0.0%	0	
Lapidary Equipment & Supplies	10		0		0		0	0.0%	0	
Measuring Tapes & Rules	10	4,814	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Well Fire Extinguishing	10		0	3,965	0	0.070	0	0.0%	0	
Rolling Mill Machinery	10		0	3,965	0	0.0%	0	0.0%	0	0.0%
Screens - Security Door Ship Wreckers	10		0	3,965	0	0.070	0	0.0%	0	0.070
Titling Service - Television & Motion Pictures	10		0		0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Vibrators - Industrial	10 10	4,814	0	3,965 3,965	0		0	0.0%	0	
Water Craft Repair	10	4,814	0	3,965	0	0.0%	0	0.0%	0	0.0%
Brass Fabricators	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Christian Science Practitioners	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Concrete Vibrators	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Dowels Paper Mill Supplies	9	4,832 4,832	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Paper Towels	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rayon Fabrics	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Scientists - Pharmaceutical	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Spinologists	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.0%
Wall & Ceiling Texturing	9	4,832	0	3,965	0	0.0%	0	0.0%	0	
Washing Machines & Dryers - Wholesale & Manufacturers	9	4,832	0	3,965	0	0.0%	0	0.0%	0	0.070
Auto Repair - Steering & Suspension	8	4,847 4,847	0	3,965	0		0	0.0%	0	0.0%
Burlap Concrete Removal	8	4,847	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Job Lot Merchandise	8	4,847	0	3,965	0	0.0%	0	0.0%	0	0.0%
Perfuming - Fabric, Paper	8	4,847	0	3,965	0		0	0.0%	0	
Pillows - Renovating	8		0		0		0	0.0%	0	
Rods - Threaded	8	4,847	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rollers	8	4,847	0	3,965	0	0.070	0	0.0%	0	
Sod Cutting Machines	8	4,847	0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Solvents - Reclaiming Tank Heads	8		0	3,965 3,965	0	0.070	0	0.0%	0	
Tube Cleaning & Expanding Equipment	- 8	4,847	0	3,965	0	0.0%	0	0.0%	0	0.0%
Unemployment Representation	8	4,847	0	3,965	0	0.0%	0	0.0%	0	0.0%
Winding Machinery	8	4,847	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ammonia		4,862	0	3,965	0	0.070	0	0.0%	0	0.070
Attorneys & Lawyers - Condominium Conversion		4,862	0	3,965	0	0.070	0	0.0%	0	0.0%
Ballistics Experts Cylinders - Hydrostatic Testing	7	4,862 4,862	0	3,965 3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Dusters & Dusting Cloths	7	4,862	0	3,965	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Dealers	7	4,862	0	3,965	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Wholesale & Manufacturers	7	4,862	0	3,965	0	0.0%	0	0.0%	0	0.0%
Perforated Materials	7	4,862	0	3,965	0	0.0%	0	0.0%	0	0.0%
Shortening		4,862	0	3,965	0	0.0%	0	0.0%	0	0.0%
Soundproofing Sugar Brokers & Wholesalers	/	4,862 4,862	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Tree Climbing Instruction	7	4,862	0	3,965	0		0	0.0%	0	0.0%
Badminton Courts - Public	6	4,876	0	3,965	0	0.0%	0	0.0%	0	0.0%
Balls - Glass	6	4,876	0	3,965	0	0.0%	0	0.0%	0	0.0%
Boxes - Wire Bound	6	4,876	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cinders	6	4,876	0	3,965	0	0.070	0	0.0%	0	0.070
Clay	6		0		0		0	0.0%	0	
Cold Type Composition Metals - Clad	6	4,876	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Oils - Animal & Fish	6	4,876 4,876	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pins Cotter, Taper	6	4,876	0	3,965	0		0	0.0%	0	
Waterbeds - Supplies & Parts	6		0	3,965	0		0	0.0%	0	
Word Process System, Consultant, Designer	6	4,876	0	3,965	0	0.0%	0	0.0%	0	0.0%
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.070
Breakfast Nooks & Booths	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Cabinet Doors	5	4,888	0	3,965	0	0.070	0	0.0%	0	0.070
Concert Performers Dials	5	4,888 4,888	0	3,965	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0%
Drill Presses	5	4,888	0	3,965 3,965	0		0	0.0%	0	
DVD & CD Player Repair	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Dyers - Industrial	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Excelsior	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fruits - Glace		4,888		3,965	·	0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Gavels	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Geochemists Jai-Alai Exhibitions	5	4,888 4,888	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Missile & Rocket Manufacturers	5	4,888	0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Passive Home Building	5	4,888	0	3,965	0		0	0.0%	0	0.0%
Pipe - Used	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pole Line Equipment	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rectifiers - Electric	5	4,888	0	3,965	0	0.070	0	0.0%	0	0.0%
Vials	5	4,888	0	3,965	0	0.0%	0	0.0%	0	0.0%
Aircraft Fixed Based Operator	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Broaching Compasses	4	4,914 4,914	0	3,965 3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Doors - Industrial	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fish Processors Equipment	4	4,914	0	3,965	0	0.0%	0		0	0.0%
Flanges	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Flock Manufacturers & Processors	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Incinerators	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Jade & Jade Goods	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Livestock Spraying	4	4,914	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lot Rental	4	4,914	0	3,965	0	0.070	0		0	0.0%
Magnetic Inspection Equipment	4	4,914	0	3,965	0		0	0.0%	0	0.0%
Obituary Notification Service	4	4,914 4,914	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading Equipment Rubber - Crude	4	4,914 4,914	0	3,965	0		0	0.0% 0.0%	0	0.0%
Ski Lift Equipment	4	4,914	0	3,965	0	0.0%	0	0.0%		0.0%
Synagogues	4	4,914	0	3,965	0		0		0	0.0%
Word Processing Equipment - Maintenance	4	4,914	0	3,965	Ö		0	0.0%	0	0.0%
Anti-Freeze Compounds	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Bottle Caps & Seals	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Boxes - Used	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Coils - Plate	3	4,933	0	3,965	0	0.0%	0	0.070	0	0.0%
Coin Wrappers	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Couplings	3	4,933 4,933	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Doughnut Machines & Supplies Floor Removal	3	4,933	0	3,965	0	0.0%	0	0.0% 0.0%	0	0.0%
Fuses - Electric	3	4,933	0	3,965	0		0		0	0.0%
Handkerchiefs	3	4,933	0		0		0		0	0.0%
Honeycomb Materials	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lath	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Monogram & Initial Machines	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Printing Technician	3	4,933	0	3,965	0	0.070	0	0.0%	0	
Reserve Study	3	4,933	0	3,965	0	0.070	0		0	0.0 70
Structural Imaging	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tachometers	3	4,933 4,933	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Teletypewriters & Systems Tennis Racket Stringing Machines	3	4,933	0	3,965	0	0.0%	0	0.0%	0	0.0%
Carbon Paper	2	4,956	0	3,965	0		0		0	0.0%
Choirs	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Coat Fronts	2	4,956	0	3,965	0		0	0.0%	0	0.0%
Collapsible Tubes	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Dressmakers Supplies	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fire Lookout Stations	2	4,956	0	3,965	0	0.070	0	0.0%	0	0.0%
Gold Stamping	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Health Care Linen Service	2	4,956 4,956	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Ice Cream Cone Manufacturers Equipment Jigs & Fixtures	2	4,956 4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ladders - Renting	2	4,956	0	3,965	0		0		0	0.0%
Livestock Order Buyers	2	4,956	n	3,965	0		0		0	0.0%
Malt & Hops	2	4,956	n	3,965	0	0.0%	0	0.0%	0	0.0%
Matches	2	4,956	0	3,965 3,965	0	0.0%	0	0.0%	0	0.0%
Metallizing Equipment	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Mezzanines & Platforms	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Micrometers	2	4,956	0	3,965	0	0.070	0	0.0%	0	0.0%
Numbering Machines	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Oil Hole Covers Oil Mill Machinery	2	4,956 4,956	0	3,965 3,965	0		0	0.0%	0	0.0%
Oils - Hydrogenated	2	4,956 4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pants	2	4,956	0	3,965	0		0		0	0.0%
Print Blocks	2	4,956	n	3,965	0	0.0%	0	0.0%	0	0.0%
Punches	2	4,956	n	3,965	n	0.0%	n	0.0%	n	0.0%
Radio Direction Finders	2	4,956	0	3,965	Ö		0	0.0%	0	0.0%
Sanitariums	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Shafting	2	4,956	0	3,965	0		0	0.0%	0	0.0%
Shims	2	4,956	0	3,965	0	0.070	0	0.0%	0	0.0%
Thermocouples	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tin ware	2	4,956	0	3,965	0	0.070	0		0	0.0%
Universal Joints	2	4,956	0	3,965	0	0.0%	0	0.0%	0	0.0%
Artificial Rock Dog Caves	1	4,987	0	3,965		0.0%	0	0.0%	0	0.0%

US BBB 2012 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Coats Of Arms	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Dentist - Sedation	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Fur Matching	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Grain Exchanges	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Gumming Service	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Impregnating Apparatus	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lanyards	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Lawn Tractor Dealers	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Meat Patty Molding Machines	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ovens - Brick Pizza	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pennants	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Pet Training - Electronic/ecollar	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Podiatrists Reference Service	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rattan, Reeds & Willows	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Rulers & Yardsticks	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Ship Registers	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Shoe Machinery	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Slicing Machines	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Steeples & Spires	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Stem cell nutrition	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Strainers - Wholesale & Manufacturers	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Teletypewriters Supplies	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Umbrellas - Repairing	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Service & Repair	1	4,987	0	3,965	0	0.0%	0	0.0%	0	0.0%