Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Totals	123,188,182		885,845	Complaints	689,601	78%	172,802	20%	23,442	2.65%
Abrasives	3,573	1,971	7	2,480	2	29%	5	71%		0.00%
Absorbents	273	3,895	0	3,965	0	0%	0	0%		0.00%
Abstracters	2,291	2,320	8	2,400	0	0%	4	50%		50.00%
Access Control Systems	700	3,271	4	2,821	2	50%	1	25%		25.00%
Accident Reconstruction Service	1,903	2,472	5	2,696	3	60%	2	40%		0.00%
Accordions	310	3,819	1	3,547	1	100%	0	0%		0.00%
Accountants	93,768	237	165	611	97	59%	67	41%		0.61%
Accountants - Certified Public Accounting - Forensic	248,689 2,341	86 2,305	207	514 2,998	145 0	70%	59	29%		1.45%
Accounting - Forensic Accounting & Bookkeeping Machines	1,735	2,305	3	2,998	3	0% 75%	3	100% 25%		0.00% 0.00%
Accounting & Bookkeeping Machines Accounting Services	40,233	496	109		69	63%	33	30%		6.42%
Accumulators	2,148	2,372	15	1,962	7	47%	8	53%	,	0.00%
Acid Proof Equipment & Materials	91	4,412	0	3,965	,	0%	0	0%	. 0	0.00%
Acids	279	3,875	1	3,547	1	100%	0	0%		0.00%
Acoustical Ceiling Removal	307	3,825	1	3,547	0	0%	1	100%	. 0	0.00%
Acoustical Consultants	3,235	2,061	2	3,218	1	50%	1	50%	0	0.00%
Acoustical Materials	1,584	2,624	0	3,965	0	0%	0	0%	. 0	0.00%
Acting & Voice Over Training	645	3,327	1	3,547	1	100%	0	0%	. 0	0.00%
Actuaries	659	3,313	0	3,965	0	0%	0	0%		0.00%
Acupressure	386	3,679	2	3,218	0	0%	0	0%		100.00%
Acupuncturists	12,337	1,097	14		11		3	21%		0.00%
Ad Word Sponsorship	16	4,848	0	3,965	0	0%	0	0%		0.00%
Addressing Machines & Supplies	70	4,504	0	3,965	0	0%	0	0%	0	0.00%
Addressing Plate Service	242	3,970	1	3,547	0	0%	1	100%	0	0.00%
Adhesives & Glues	2,234	2,343	5	2,696	4	80%	1	20%		0.00%
Adhesives & Gluing Equipment	247	3,962	0	3,965	0	0%	0	0%		0.00%
Adjusters	20,080	821	47		31	66%	15	32%		2.13%
Adjusters - Public Administrative Services	10,985	1,165 640	45 97	1,240 842	39 87	87%	4	9%		4.44%
Administrative Services Administrators - Class Action Settlement	27,855 5,052	1,715	20		14	90%	9	9% 25%	1	1.03%
Adoption Services	28,747	627	26		20	70% 77%	5	19%	1	5.00% 3.85%
Adult & Continuing Education	26,829	662	78		59	76%	17	22%	1	2.56%
Adult Entertainment	28,250	632	139		69	50%	63	45%	. 7	5.04%
Adult Foster Care	379	3,690	1	3,547	1	100%	0	0%		0.00%
Adult Novelties	13,694	1,048	76		51	67%	24	32%	1	1.32%
Advance Fee Brokers	97,633	228	1,227	143	110	9%	556	45%	561	45.72%
Advertising - Aerial	517	3,489	10	2,236	2	20%	6	60%	. 2	20.00%
Advertising - Checking Service	1,352	2,755	0	3,965	0	0%	0	0%	. 0	0.00%
Advertising - Direct Mail	61,088	364	778	210	654	84%	113	15%	11	1.41%
Advertising - Directory & Guide	54,220	401	2,179	80	1,695	78%	461	21%		1.06%
Advertising - Indoor	1,292	2,792	9	2,318	6	67%	3	33%		0.00%
Advertising - Internet	70,797	319	263	437	197	75%	57	22%		3.42%
Advertising - Mobile	22,169	776	119	748	109	92%	5	4%		4.20%
Advertising - Motion Picture	206	4,074	2	3,218	2	100%	0	0%		0.00%
Advertising - Newspaper	9,660	1,251	41		28	68%	6	15%		17.07%
Advertising - Outdoor	9,116	1,284	16		/	44%	9	56%		0.00%
Advertising - Periodical Advertising - Radio	3,580 5,705	1,970 1,610	46 38		12	26% 89%	32	70% 11%		4.35% 0.00%
Advertising - Radio Advertising - Shoppers Guides	3,732	1,938	31		34 8	26%	19	61%		12.90%
Advertising - Shoppers Guides Advertising - Telephone	6,205	1,538	67		31	46%	28	42%	Α	11.94%
Advertising - Telephone Advertising - Television	7,588	1,398	19		15	79%		21%	0	0.00%
Advertising - Transit &Transportation	1,259	2,820	1	3,547	1	100%		0%		0.00%
Advertising - Vinyl Phone Book Covers	842	3,115	2	3,218	2	100%	0	0%		0.00%
Advertising Agencies & Counselors	175,252	125	718		436	61%	252	35%	30	4.18%
Advertising Specialties	98,846	223	785	208	571	73%	194	25%	20	2.55%
Aerial Applicators	653	3,320	7	2,480	3	43%	4	57%	. 0	0.00%
Aerial Lift - Repair & Maintenance	96	4,392	0	3,965	0	0%	0	0%	. 0	0.00%
Aerial Patrol & Inspection Service	268	3,909	1	3,547	1	100%	0	0%	0	0.00%
Aerosols	50	4,617	0	3,965	0	0%	0	0%	0	0.00%
Aerospace Industries	4,011	1,878	1	3,547	0	0%	1	100%	0	0.00%
Aerospace Research & Development	1,139	2,899	0	3,965	0	0%	0	0%		0.00%
Agates	11	4,902	0	3,965	0	0%	0	0%	0	0.00%
Agricultural Consultants	2,622	2,210	2	3,218	1	50%	1	50%	0	0.00%
Agricultural Services	11,942	1,120	7	2,480	4	57%	2	29%	1	14.29%
Agricultural Waste Management	649	3,324	11	2,176	4	36%	7	64%	0	0.00%
Aids Research & Clinics	1,713	2,556		2,696	5	100%	0	0%		0.00%
Air Ambulance Service Air Balancing	6,423 1,452	1,517 2,694	11	2,176 2,821	9	82%	1	9%		9.09%
	1,452	2,694 3,588	4	3,965	3	75% 0%	0	0% 0%		25.00% 0.00%
Air Brushes	448	3,588	Ü	3,965	Ü	0%	0	0%	U	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Air Cargo & Package Express Service	6,719	1,484	46	1,222	13	28%	32	70%	1	2.17%
Air Compressors	994	3,005	10	2,236	1	10%	8	80%	1	10.00%
Air conditioning & Heating Contractors - Commercial	58,506	380	158	622	99	63%	53	34%	6	3.80%
Air conditioning & Heating Contractors - Residential	172,936	127	684	235	421	62%	242	35%	21	3.07%
Air Conditioning Contractors & Systems	1,026,265	17	3,230	47	2,589	80%	589	18%	52	1.61%
Air Conditioning Equipment - Room Units	5,794	1,597	14	1,995	8	57%	4	29%	2	14.29%
Air Conditioning Repair	52,723	413	185	564	104	56%	74	40%	7	3.78%
Air Conditioning Supplies & Parts	15,906	961	81	942	62	77%	19	23%	0	0.00%
Air Conditioning Systems - Cleaning	7,283	1,424	68	1,031	37	54%	30	44%	1	1.47%
Air Courier Service	1,167	2,874	7	2,480	1	14%	4	57%	2	28.57%
Air Curtains & Screens	124	4,287	1	3,547	1	100%	0	0%		0.00%
Air Duct Cleaning	90,939	243	737	215	393	53%	283	38%	61	8.28%
Air Duct Restoration	724	3,240	12	2,109		17%	9	75%	1	8.33%
Air Duct Systems Air Flight Attendants	189 233	4,110 3,997	2	3,218 3,218	0	0% 50%		100% 50%	0	0.00%
Air Fright Attendants Air Fragrances	2,087	2,388	13	2,053	1	38%	1	50%		7.69%
Air Motors	2,087	4,789	13	3,965	0	38%	,	54%		7.69% 0.00%
Air Pollution Control	1,287	2,796	4	2,821	0	75%	1	25%	0	0.00%
Air Pollution Measuring Equipment & Service	240	3,979	9	3,218	1	50%	1	50%	0	0.00%
Air Pollution Measuring Service	284	3,867	0	3,965	0		1		0	
Air Purifying & Cleaning Systems & Equipment	71,535	3,867	236	3,963	179	0% 76%	41	0% 17%	16	0.00% 6.78%
Air Quality Service	9,471	1,264	18	1,818	179		41	28%	10	5.56%
Air Sealing	34	4,700	10	3,965	0	0%	0	0%	-	0.00%
Air Sealing Aircraft & Aircraft Equipment - Testing	1,190	2,855	2	2,998	1	33%	2	67%	0	0.00%
Aircraft Brokers	703	3,266	n	3,965	0	33%	2	0%	0	0.00%
Aircraft Charter, Rental & Lease	12,436	1,090	24	1,625	14		10	42%	0	0.00%
Aircraft Cleaning	289	3,857	0	3,965	0	0%	10	0%	0	0.00%
Aircraft Dealers	3,904	1,902	3	2,998	1	33%	2	67%	0	0.00%
Aircraft Engines	1,592	2,619	3	2,998	2	67%	1	33%	0	0.00%
Aircraft Ferrying & Transporting Service	793	3,171	1	3,547	0	0%	1	100%	0	0.00%
Aircraft Fixed Based Operator	62	4,545	0	3,965	0	0%	1	0%	0	0.00%
Aircraft Ground Support & Service Equipment	873	3,091	1	3,547	0	0%	1	100%	0	0.00%
Aircraft Hangar Construction	105	4,358	0	3,965	0	0%	0	0%	- 0	0.00%
Aircraft Instruments	981	3,011	0	3,965	0	0%	0	0%	0	0.00%
Aircraft Manufacturers	2,117	2,381	2	3,218	1	50%	1	50%	0	0.00%
Aircraft Parts & Supplies	9,254	1,276	54	1,133	32	59%	21	39%	1	1.85%
Aircraft Rebuilding	534	3,469	2	3,218	2	100%	0	0%	0	0.00%
Aircraft Salvage	136	4,245	0	3,965	0	0%	0	0%	0	0.00%
Aircraft Schools	4,429	1,806	12	2,109	9	75%	3	25%	0	0.00%
Aircraft Servicing & Maintenance	8,849	1,301	11	2,176	9	82%	0	0%	2	18.18%
Aircraft Storage	309	3,821	1	3,547	1	100%	0	0%	0	0.00%
Aircraft Upholsterers	429	3,603	0	3,965	0	0%	0	0%	0	0.00%
Airlines	36,197	540	5,721	23	5,114	89%	583	10%	24	0.42%
Airlines - Ticket Agencies	7,962	1,368	89	889	78	88%	8	9%	3	3.37%
Airlines - Training Schools	2,863	2,152	7	2,480	6	86%	1	14%	0	0.00%
Airport Designers	35	4,693	1	3,547	0	0%	1	100%	0	0.00%
Airport Equipment & Supplies	541	3,461	1	3,547	0	0%	1	100%	0	0.00%
Airport Parking Reservations	4,437	1,804	42	1,266	23	55%	17	40%	2	4.76%
Airport Transportation	14,000	1,034	131	711	99	76%	30	23%	2	1.53%
Airports	2,332	2,307	16	1,918	12		3	19%	1	6.25%
Albums	630	3,340	5	2,696	1	20%	4	80%	0	0.00%
Alcoholism Info & Treatment Centers	14,538	1,018	34	1,398	20		14		0	0.00%
Alfalfa & Alfalfa Products	166	4,158	2	3,218	1	50%	1	50%	0	0.00%
Alloys	360	3,721	0	3,965	0	0%		0%	0	0.00%
All-Terrain Vehicles	30,756	605	135	698	66		64	47%	5	3.70%
Alterations - Clothing	25,945	684	152	647	78	51%	72	47%	2	1.32%
Alternative Medicine	12,473	1,088	65	1,045	45	69%	19	29%	1	1.54%
Alternators & Generators - Auto Repair	5,144	1,698	34	1,398	23	68%	10	29%	1	2.94%
Alternators & Generators - Retail	2,788	2,172	23	1,648	5	22%	18	78%	0	0.00%
Aluminum	4,455	1,798	11	2,176	6	55%	5	45%	0	0.00%
Aluminum Fabricators	12,967 4,491	1,075 1,792	29	1,487 2,318	20	69%	9	31%	0	0.00%
Alabaiman Cara, Information & Treatment	4,491	3,436	9	2,318 3,547	/	78%		22%	0	0.00%
Alzheimer Care, Information & Treatment	39,353	3,436 508	206	3,547 519	171	100%	34	0%	0	0.00%
Ambulance Service Ambulances & Hearses	39,353 452	3,583	206	3,218	1/1	83%	34	17%	1	0.49%
		3,583 4,872	0	3,218	2	100%	0	0%	0	0.00%
Ammonia Ammunition	14 21,584	4,872 789	207	3,965 514	132	0%	73	0% 35%	0	0.00%
Ammunition Ammunition & Reload Equipment & Supplies	9,519	1,259	207 119	748	132	64% 92%	/3	35% 7%	2	0.97% 0.84%
Ammunition & Reload Equipment & Supplies Ammunition Reloading	2,020	2,410	119	2,400	110	92% 50%	8	7% 50%	1	0.84%
	1,740	2,410	34	1,398	4	50% 12%	20	50% 88%	0	0.00%
Amplifiers										

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Amusement Devices	3,832	1,918	14		10	71%	4	29%		0.00%
Amusement Park Equipment	1,323	2,771	4	2,821	2	50%	2	50%	0	0.00%
Amusement Parks & Places	29,745	616	488	290	398	82%	84			1.23%
Anchors - Expansion	91	4,412	0	3,965	0	0%	0	0%		0.00%
Anchors - Marine Animal Breeders	208 22,187	4,065 775	89	3,547 889	54	100%	33	0%	0	0.00%
Animal Brokers & Dealers - Zoo, Circus	4,388	1,813	48	1,195	15	61% 31%	33	37% 69%	2	2.25% 0.00%
Animal Carcass Removal	1,349	2,758	48	2,582	20	31% 50%	33	50%	0	0.00%
Animal Foods - Zoo, Circus	484	3,540	1	3,547		0%	J	100%	0	0.00%
Animal Health Products	10.026	1,229	33	1,416	31	94%	1	100%	0	0.00%
Animal Hospitals	51,038	424	502	283	467	93%	35	7%		0.00%
Animal Insemination - Artificial	9,269	1,273	19	1,779	9	47%	33	47%	. 1	5.26%
Animal Online Drug & Prescription Services	2,288	2,321	84	920	19	23%	54	64%	11	13.10%
Animal Registration & Identification	5,843	1,593	43	1,256	15	35%	22	51%		13.95%
Animal Rescue Relocation	13,580	1,049	53	1,144	31	58%	21	40%	1	1.89%
Animal Shelters	15,883	964	76	978	50	66%	23	30%		3.95%
Animal Supplies - Zoo, Circus	333	3,772	1	3,547	1	100%	0	0%		0.00%
Animal Transporting - Zoo, Circus	2,104	2,387	4	2,821	3	75%	1	25%		0.00%
Animals - Nuisance Control - Trapping	23,012	753	84	920	56	67%	25	30%		3,57%
Animation Mechanics - Display, Sign	531	3,474	8	2,400	3	38%	4	50%		12,50%
Annuities	6,262	1,534	1	3,547	1	100%	0	0%		0.00%
Anodes	2	5,011	0	3,965	0	0%	0	0%		0.00%
Anodizing	110	4,336	0	3,965	0	0%	0	0%		0.00%
Answering Services	30,210	608	162	617	148	91%	13	8%		0.62%
Antennas	9,227	1,278	67	1,037	20	30%	47			0.00%
Anti-Fogging Compounds	23	4,789	0	3,965	0	0%	0	0%		0.00%
Antique Asian Rugs	2	5,011	0	3,965	0	0%	0	0%		0.00%
Antique Oriental Rugs	306	3,828	1	3,547	0	0%	1	100%		0.00%
Antiques - Dealers	47,486	447	154	637	97		55	36%		1.30%
Antiques - Repair & Restore	4,507	1,790	23	1,648	13	57%	10	43%	0	0.00%
Antiques - Reproductions	6,445	1,514	8	2,400	5	63%	3	38%	0	0.00%
Antlers, Hides & Mounts	69	4,510	0	3,965	0	0%	0	0%	0	0.00%
Apartment Finding & Rental Service	65,164	345	539	270	332	62%	180	33%	27	5.01%
Apartment Sharing Service	1,839	2,492	15	1,962	1	7%	14	93%	. 0	0.00%
Apartments	558,641	37	7,033	18	4,698	67%	2,242	32%	93	1.32%
Appliances - Installation	6,156	1,543	49	1,184	17	35%	30	61%	2	4.08%
Appliances - Major - Dealers	243,240	93	3,721	43	3,046	82%	611	16%	64	1.72%
Appliances - Major - Parts & Supplies	98,994	221	985	181	719	73%	237	24%	29	2.94%
Appliances - Major - Rent & Lease	8,216	1,348	81	942	59	73%	20	25%	2	2.47%
Appliances - Major - Service & Repair	240,066	95	1,613	111	910	56%	617	38%	86	5.33%
Appliances - Major - Wholesale & Manufacturers	15,384	983	1,933	92	1,843	95%	89	5%	. 1	0.05%
Appliances - Small - Dealers	31,586	598	455	303	293	64%	137	30%	25	5.49%
Appliances - Small - Service & Repair	74,209	309	719	227	373	52%	319	44%	27	3.76%
Appliances - Small - Supplies & Parts	8,294	1,343	124	730	95	77%	28	23%	. 1	0.81%
Appliances - Small - Wholesale & Manufacturers	5,044	1,717	77	971	65	84%	9	12%	3	3.90%
Appliances - Used	25,218	698	272	424	135	50%	126	46%	11	4.04%
Appointment Setting Service	2,831	2,164	9	2,318	2	22%	7	78%	. 0	0.00%
Appraisal - Jewelry	3,315	2,037	9	2,318	5	56%	1	11%	3	33.33%
Appraisal - Management	2,843	2,158	13	2,053	9	69%	- 4	31%	0	0.00%
Appraisers	30,794	603	75	987	40		30	40%	5	6.67%
Appraisers - Antiques	4,425	1,808	5	2,696	2	40%	3	60%	0	0.00%
Apprenticeship Programs	293	3,848	2	3,218	1	50%	1	50%	0	0.00%
Aprons - Domestic & Fancy	193	4,105	0	3,965	0	0%	0	0%		0.00%
Aprons - Industrial	4	4,979	0	3,965	0	0%	0	0%	0	0.00%
Aquaculture	1,167	2,874	2	3,218	1	50%	1	50%	0	0.00%
Aquariums - Dealers	11,666	1,134	71	1,011	43	61%	28	39%	0	0.00%
Aquariums - Lease & Maintenance	804	3,160	3	2,998	0	0%	3	100%	0	0.00%
Aquariums - Public	384	3,681	18	1,818	11	0170	7	39%	, 0	0.00%
Aquariums - Wholesale & Manufacturers	744	3,225	13	2,053	1	8%	12	92%	0	0.00%
Aquatic Rescue Relocation	25	4,771	0	3,965	0	0%	0	0%		0.00%
Arbitration Services	2,405	2,280	3	2,998	2	67%	1	33%		0.00%
Arboretums	106	4,352	2	3,218	1	50%	1	50%		0.00%
Arborist	4,969	1,729	14	1,995	3	21%	9	64%		14.29%
Archaeologists	399	3,657	0	3,965	0	0%	0	0%		0.00%
Archery Equipment & Supplies	15,584	978	56	1,120	21	38%	30	54%		8.93%
Archery Instruction	191	4,108	1	3,547	1	100%	0	0%		0.00%
Archery Ranges	947	3,034	1	3,547	0	0%	1	100%	0	0.00%
Architects	75,877	297	58	1,103	19		39	67%	0	0.00%
Architects Supplies	784	3,186	1	3,547	0	0%	1	100%	0	0.00%
Architectural & Construction Specs	4,656	1,765	12	2,109	7	58%	5	42%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Armatures - Service & Sales	412	3,634	6	2,582	3	50%	3	50%		0.00%
Armored Car Manufacturing	389	3,674	0		0	0%	(0%		0.00%
Armored Car Service	2,801	2,169	2	3,218	2	100%	(0%		0.00%
Armories	563	3,430	6	2,582	4	67%	2	33%		0.00%
Army & Navy Goods	5,685	1,612	49	, ,	32		13			8.16%
Aromatherapy & Essential Oils	2,026	2,408	9	2,318	4	44%		56%		0.00%
Art - Painted Oil Portraits	228	4,016	6	2,582	4	67%	2	33%		0.00%
Art Galleries, Dealers & Consultants	37,800	529	150	653	79	53%	63			5.33%
Art Goods	9,692	1,247	77	971	41	53%	32			5.19%
Art Identification & Registration	42	4,656	0	-/	0	0%	(0%	l C	0.00%
Art Instruction & Schools	6,580	1,500	33 59		17	52%	15		+	3.03%
Art Metal Work Art Organizations & Information	4,156 1,210	1,856 2,845	39	1,097 2,318	37	63%	2.1		1	1.69%
Art Restoration & Conservation	2,139	2,374	7	2,480	6	33% 86%		67%		0.00%
Art Supplies	12,933	1.076	30		21			30%		0.00%
Artificial Breasts	274	3,888	30	2,998	3	100%		0%		0.00%
Artificial Eyes - Human	258	3,937			0	0%		0%		
Artificial Flowers & Plants - Manufacturer Supplies	1,825	2,502	1	3,547	1	100%	(0%		0.00%
Artificial Flowers, Plants & Trees	1,810	2,508	14		11		3	21%		0.00%
Artificial Fruits & Foods	309	3,821	3	2,998	3	100%	(0%		0.00%
Artificial Limbs	1,025	2,983	0	3,965	0	0%	(0%		0.00%
Artificial Rock Dog Caves	27	4,755	0	3,965	0	0%	(0%		0.00%
Artificial Rock Scapes	76	4,472	2	3,218	2	100%	(0%		
Artificial Turf	12,129	1,112	27	1,542	13	48%	12		2	
Artist - Makeup	1,321	2,774	40	1,291	8	20%	30	75%	. 2	5.00%
Artist - Touch Up	19	4,820	0	3,965	0	0%	(0%	, (0.00%
Artists - Commercial	2,247	2,335	12		8	67%		25%		8.33%
Artists - Fine Art	4,843	1,742	67		15	22%	41			
Artists Agents	5,575	1,628	14		7	50%	7	50%		0.00%
Asbestos & Asbestos Products	225	4,024	0	-/	0	0%	(0%		0.00%
Asbestos Consulting & Testing	4,220	1,841	2	3,218	2	100%	(0%		0.00%
Asbestos Removal Service	35,818	548	11		7	64%		36%		0.00%
Asphalt Middle Fadings of	81,176 720	277 3,246	308	391 3,965	126	41%	152			
Asphalt Mixing Equipment Assayers	31	3,246 4,727	0	3,965	0	0% 0%	(0%		0.00%
Assayers Supplies	11	4,727	0		0	0%		0%		0.00%
Assembly & Fabricating Service	3,949	1,891	3	2,998	0	0%		100%		0.00%
Asset Evaluators	909	3,061	2	3,218	0	0%		100%		0.00%
Assisted Living & Adult Family Homes	7,969	1,367	23		14	61%		39%		0.00%
Assisted Living Centers & Adult Family Homes	66,888	340	89		61	69%	25			3,37%
Association Management	41,071	491	178		160	90%	15			1.69%
Associations	74,929	304	260	441	225	87%	28			2.69%
Astrologers	4,147	1,857	26	1,567	24	92%	2	8%	C	0.00%
Astronomical Instruments	137	4,242	0	3,965	0	0%	(0%		0.00%
Athletic Organizations	32,927	582	261	439	211	81%	45	17%	5	1.92%
Attorney Advertising	12,555	1,085	47	1,209	32	68%	14	50 / 0		2.13%
Attorneys & Lawyers	1,296,754	14	2,393	71	1,635	68%	685	29%	73	3.05%
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	22	4,800		3,965	0	0%	,		1	0.000
Attorneys & Lawyers - 3rd Party Workers Compensation Claims Attorneys & Lawyers - Adoption	577	4,800 3,406	0		0	0%	,	0%		0.00%
Attorneys & Lawyers - Adoption Attorneys & Lawyers - Agriculture	32	4,719	0	3,965	0	0%		0%		0.00%
Attorneys & Lawyers - Agriculture Attorneys & Lawyers - Appellate	568	3,421	1	3,547	0	0%	-	100%		0.00%
Attorneys & Lawyers - Bankruptcy	87,280	251	189	554	150	79%	36			1.59%
Attorneys & Lawyers - Bankruptcy & Taxes	27,951	636	58		52	90%	6	10%		0.00%
recorneys a carryers - bankraptery a rakes		050	50	1/105	<u> </u>	3070	· ·	1070		0.0070
Attorneys & Lawyers - Business Law/Corporation/Partnership	9,908	1,234	29	1,487	18	62%	6	21%	. 5	17.24%
Attorneys & Lawyers - Child Advocacy	73	4,490	1	3,547	0	0%	1	100%		0.00%
Attorneys & Lawyers - Civil	5,105	1,703	36		12		22			5.56%
Attorneys & Lawyers - Collaborative Divorce	235	3,992	0	3,965	0	0%	(0%		0.00%
Attorneys & Lawyers - Collections Law	52,504	415	250		204	82%	43	17%	3	1.20%
Attorneys & Lawyers - Condominium Conversion	8	4,937	0	3/303	0	0%	(0%		0.00%
Attorneys & Lawyers - Construction Accidents	94	4,402	0	3/303	0	0%	(0%		0.00%
Attorneys & Lawyers - Construction Defect	837	3,119	0	-,	0	0%	(0%		0.0070
Attorneys & Lawyers - Consumer Fraud	2,012	2,414	18		2	11%	16			0.00%
Attorneys & Lawyers - Criminal	26,015	683	21		13	62%	5	24%		14.29%
Attorneys & Lawyers - Divorce	20,608	806	34		25	74%	Ġ	26%		0.00%
Attorneys & Lawyers - DUI	5,103	1,704	18		4	22%	14	7070		0.00%
Attorneys & Lawyers - Elder Law	7,333	1,418	11		11	100%	(0%		0.00%
Attorneys & Lawyers - Eminent Domain	17	4,834	0	3,965	0	0%	1	0%	· C	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Attorneys & Lawyers - Employment & Workers Compensation	3,664	1,949	9	2,318	9	100%	0	0%	0	0.00%
Attorneys & Lawyers - Employment Litigation	2,412	2,276	2	3,218	2	100%	0	0%		0.00%
Attorneys & Lawyers - Entertainment & Sports Law	259	3,933	0	3,965	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Environmental	143	4,224	1	3,547	0	0%	1	100%	0	0.00%
Attorneys & Lawyers - Estate Planning	17,273	907	21		18	0070	3	14%	0	0.00%
Attorneys & Lawyers - Family	32,783	585	55		43	78%	11		1	1.82%
Attorneys & Lawyers - Home Owners Associations	1,366	2,745	10		4	40%	6	60%	0	0.00%
Attorneys & Lawyers - Immigration & Naturalization	17,373	903	20		18	90%	2	10%	0	0.00%
Attorneys & Lawyers - Insurance Law	1,998	2,419	21	1,724	18	86%	3	14%	0	0.00%
Attorneys & Lawyers - Intellectual Property	773	3,199	0	3,965	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Juvenile	25	4,771	0	3,965	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Landlord/Tenant	217	4,050	0	3,965	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Legal Malpractice	229	4,009	2	3,218	1	50%	0	0%	1	50.00%
Attorneys & Lawyers - Lemon law	661	3,307	1	3,547	1	100%	0	0%		0.00%
Attorneys & Lawyers - Litigation	23,717	737	39		31	79%	6	15%		5.13%
Attorneys & Lawyers - Mass Torts	449	3,586	0		0	0%	0	0%		0.00%
Attorneys & Lawyers - Mediation & Arbitration	2,036	2,401	8		5	63%	3	38%		0.00%
Attorneys & Lawyers - Medical Malpractice	440	3,592	0	3,965	0	0%	3	0%		0.00%
Attorneys & Lawyers - Medical Maipractice Attorneys & Lawyers - Mesothelioma	502	3,510	0	-,	0		0	0%		
	4,975		4	-,	1	0%	0		0	0.00%
Attorneys & Lawyers - Patent	4,975	1,727 497	25	LIGHT	22	25%	3	75%	0	0.00%
Attorneys & Lawyers - Personal Injury & Property Damage			25				1	4%		8.00%
Attorneys & Lawyers - Product Liability	850	3,109	1	3,547	1	100%	0	0%	0	0.00%
Attorneys & Lawyers - Real Estate	26,534	670	62		44	7 1 70	18	2370	0	0.00%
Attorneys & Lawyers - Securities	126	4,279	0	-,	0	0%	0	0%		0.00%
Attorneys & Lawyers - Social Security & Disability	7,575	1,399	6		5	83%	1	17%	0	0.00%
Attorneys & Lawyers - Tax	17,042	917	40	1,291	37	93%	3	8%	0	0.00%
Attorneys & Lawyers - Trademark	1,304	2,784	0	3,965	0	0%	0	0%	0	0.00%
Attorneys & Lawyers - Traffic Law	5,890	1,588	10	2,236	3	30%	7	70%	0	0.00%
Attorneys & Lawyers - Wills, Trust & Probate	5,435	1,655	4	2,821	0	0%	4	100%	0	0.00%
Attorneys & Lawyers - Workers Compensation	2,199	2,353	1	3,547	1	100%	0	0%	0	0.00%
Attorneys & Lawyers â€" Short Sale	1	5,035	0	3,965	0	0%	0	0%	0	0.00%
Attorneys Referral Service	15,878	965	80		67	84%	13		0	0.00%
Attorneys Service Bureaus	5,080	1,707	10		8	80%	2	20%	0	0.00%
Auction Supplies	259	3,933	4		2	50%	2	50%	0	0.00%
Auctioneers	99,416	219	471		317	67%	140		14	2.97%
	13,936	1,039	35	1,382	33	94%	140		14	
Audiologists Audiometers	13,930		0		33			6%	0	0.00%
		4,467			U	0%	U	0%	U	0.00%
Audio-Visual Consultants	11,852	1,123	23		11	48%	12		0	0.00%
Audio-Visual Equipment - Dealers	57,161	388	766		496	65%	254	33%	16	2.09%
Audio-Visual Equipment - Rent & Lease	2,792	2,171	10		6	60%	3	30%	1	10.00%
Audio-Visual Equipment - Service & Repair	6,099	1,553	44		27	61%	16		1	2.27%
Audio-Visual Equipment - Supplies & Parts	4,274	1,834	31		21	68%	10		0	0.00%
Audio-Visual Equipment - Wholesale & Manufacturers	2,427	2,271	14		3	21%	11	79%	0	0.00%
Audio-Visual Production Services	10,048	1,226	38	1,320	15	39%	22	58%	1	2.63%
Auditory Training Equipment	34	4,700	0	3,965	0	0%	0	0%	0	0.00%
Auto - Emissions Testing	345	3,744	7	2,480	6	86%	1	14%	0	0.00%
Auto - Fleet Maintenance	97	4,388	0	3,965	0	0%	0	0%	0	0.00%
Auto - Fleet Service	382	3,685	9	2,318	1	11%	6	67%	2	22,22%
Auto & Truck Brokers	36,130	541	141	684	81	57%	56		4	2.84%
Auto Accessories	33,853	567	285	417	151	53%	124	44%	10	3.51%
Auto Air Conditioning	8,440	1,331	36		21	58%	14		1	2.78%
Auto Air Conditioning Equipment	4,443	1,801	17		12	71%		29%		0.00%
Auto Alarms & Security Systems	29,794	615	152	647	101	66%	48		3	1.97%
Auto Appraisers	7,316	1,422	152		101	73%	40	27%	3	0.00%
Auto Auctions	43,089	473	232	479	128	73% 55%	99		0	
								15 70	3	2.16%
Auto Body Repair & Painting	903,844	21	2,482	67	1,662	67%	778	31%	42	1.69%
Auto Body Shop Equipment & Sup	11,777	1,128	92		45	49%	45	49%	2	2.17%
Auto Boosting Services	379	3,690	3	2,998	0	0%	3	100%	0	0.00%
Auto Bumpers, Guards & Grilles	6,825	1,468	21		16	76%	5	24%	0	0.00%
Auto Customizing	38,192	525	267		114	43%	141	53%	12	4.49%
Auto Dealers - Antique & Classic	41,160	490	92		53	58%	36			3.26%
Auto Dealers - Buying Co-Op	1,068	2,947	22		12	55%	10			0.00%
Auto Dealers - Custom Design & Replica	6,795	1,475	24		9	38%	15	63%	0	0.00%
Auto Dealers - Hybrid Vehicles	899	3,071	12	2,109	11	92%	1	8%	0	0.00%
Auto Dealers - New Cars	1,527,489	9	24,921	4	22,016	88%	2,821	11%	84	0.34%
Auto Dealers - Online	3,883	1,907	69	1,027	54	78%	13	19%	2	2.90%
Auto Dealers - Used Cars	2,389,345	2/307	16,982	6	12,601	74%	4,089	24%	292	1.72%
	84,382	267	613	248	306	50%	283	46%	24	3.92%
Auto Detailing										

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Auto Driving School	16,379	937	84	920	47	56%	27	32%	10	11.90%
Auto Electric Equipment	5,916	1,583	47		27	57%	20	43%	0	0.00%
Auto Electric Service	12,294	1,101	74		34	46%	40	54%	0	0.00%
Auto Floor Coverings	4,123	1,861	18		13	72%	5	28%	0	0.00%
Auto Hand & Foot Controls	1,101	2,930	7	2,480	5	71%	2	29%	0	0.00%
Auto Headlight Restoration	1,014	2,991	19		8	42%	11	58%	0	0.00%
Auto Inspection Stations	12,565	1,084	68		45	66%	22	32%	1	1.47%
Auto Listing Service	22,080	779	223	491	201	90%	22	10%	0	0.00%
Auto Lube & Oil - Mobile	9,517	1,260	174	585	113	65%	58	33%	3	1.72%
Auto Machine Shops Auto Manufacturers & Distributors	16,020	949 883	51 1,153	1,166 153	34 1,095	67%	13 49	25% 4%	4	7.84%
Auto Manufacturers & Distributors Auto Manufacturers & Distributors - Specialty Body	17,857 225	4,024	1,153	3,218	1,095	95% 0%	49	4% 0%		0.78% 100.00%
Auto Manufacturers & Distributors - Specialty Body Auto Manufacturers Equipment & Supplies	3,716	1,939	10		6	60%	2	30%		100.00%
Auto Metal & Equipment - Distribution & Manufacturing	1,308	2,782	3	2,998	3	100%	3	0%		0.00%
Auto Paint - Mobile	1,399	2,723	15		9	60%	6	40%		0.00%
Auto Paintless Dent Repair	20,117	818	28		24	86%	3	11%		3.57%
Auto Parts - Antique	1,379	2,738	9	2,318		89%	1	11%		0.00%
Auto Parts & Supplies - Custom Wheels/Rims	14,260	1,028	151	651	85	56%	65	43%	1	0.66%
Auto Parts & Supplies - New	370,360	56	3,427	46	2,366	69%	927	27%	134	3.91%
Auto Parts & Supplies - Rebuilt	3,071	2,099	31	1,443	9	29%	20	65%	2	6.45%
Auto Parts & Supplies - Used	20,012	822	265	433	118	45%	120	45%	27	10.19%
Auto Parts & Supplies - Used & Rebuilt	84,607	266	551	268	335	61%	211	38%	5	0.91%
Auto Parts & Supplies - Wholesale & Manufacturers	50,425	427	413	325	274	66%	128	31%	11	2.66%
Auto Perform, Race & Sport Equipment	35,735	549	182	571	115	63%	54	30%	13	7.14%
Auto Race Cars	5,370	1,660	27		17		7	26%	3	11.11%
Auto Radios & Stereos - Sales & Repair	24,833	709	191	550	127	66%	59	31%	5	2.62%
Auto Radios & Stereos - Wholesale & Manufacturers	1,319	2,776	3	2,998	3	100%	0	0%	. 0	0.00%
Auto Registration	2,876	2,150	33	1,416	19	58%	7	21%	7	21.21%
Auto Renting & Leasing	131,425	175	4,339	36	3,577	82%	745	17%	17	0.39%
Auto Repair - Maintenance	2,723	2,187	169	602	84	50%	77	46%		4.73%
Auto Repair - Mobile	48,929	440	270	427	149	55%	110	41%	11	4.07%
Auto Repair - Power Steering	51	4,610	0	3,965	0	0%	0	0%	0	0.00%
Auto Repair - Shocks Auto Repair - Steering & Suspension	64 130	4,535 4,264	1	3,547 3,547	1	100%	U	0%	0	0.00%
	240	3,979	1	3,547	0	100%		0%	0	0.00%
Auto Repair - Suspension	726	3,979	23		15	0% 65%	1	100%	0	0.00% 0.00%
Auto Repair - Tune-Up Auto Repair - Vintage	1,841	2,491	12		4	33%	9	35% 67%	0	0.00%
Auto Repair - Windshield, Glass Shops	134,318	171	656	2,109	404	62%	227	35%	25	3.81%
Auto Repair & Service	1,892,941	5	11,414	10	7,396	65%	3,779	33%	239	2.09%
Auto Repair & Service - Airbags	336	3,761	5	2,696	4	80%	3,7.73	20%	0	0.00%
Auto Repair & Service - Diesel	12,990	1,074	74		33	45%	41	55%	0	0.00%
Auto Repair & Service - Equipment & Supplies	11,815	1,125	87	903	50	57%	36	41%	1	1.15%
Auto Repairing - Foreign	33,378	577	112	774	87	78%	23	21%		1.79%
Auto Restoration	22,691	758	100	826	42	42%	54	54%	4	4.00%
Auto Salvage Yards	26,959	658	89	889	51	57%	36	40%	2	2.25%
Auto Seat Covers, Tops & Upholstery	26,073	680	93	866	54	58%	37	40%	2	2.15%
Auto Service - Rust proofing Shops	4,169	1,852	23		18	78%	5	22%	0	0.00%
Auto Service - Sound Systems Sales & Service	29,563	618	169	602	135	80%	32	19%	2	1.18%
Auto Service - Specialty Parts	13,994	1,036	107	795	60	56%	46	43%	1	0.93%
Auto Service - Steam Cleaning	211	4,060	0	3,965	0	0%	0	0%	0	0.00%
Auto Service - Window Tinting	61,901	360	216	501	110		99	46%	7	3.24%
Auto Service Contract Companies	75,359	302	420	320	310	74%	14	3%	96	22.86%
Auto Services	107,889	206	847	200	628	74%	209	25%	10	
Auto Services - Oil & Lube	9,940	1,232	323	372	275	85%	46	14%	2	0.62%
Auto Smog Inspection	5,391 1,152	1,658 2,888	95	855 2,582	57	60%	38	40% 33%	0	0.00%
Auto Sunroofs Auto Transporters & Drive-Away Companies	315,965	2,000	1,265	139	696	67% 55%	550	43%	19	0.00% 1.50%
Auto Upholstery Cleaning	1,147	2,892	1,203	2,821	3	75%	1	25%	19	0.00%
Auto Warranty Plans	33,140	581	220	495	164	75%	49	22%	7	3.18%
Auto Warranty Processing Service	177,812	122	998	179	884	89%	91	9%	23	2.30%
Auto Warranty Service	38,260	524	305	397	284	93%	19	6%	2	0.66%
Auto Wrecking	37,267	534	294	407	185	63%	105	36%	4	1.36%
Autograph Dealers	4,827	1,744	48		17	35%	29	60%	2	4.17%
Autographic Registers & Supplies	12	4,892	0	3,965	0	0%	0	0%	0	0.00%
Automated Teller Machines	7,657	1,392	41		29		11		1	2.44%
Automation Consultants	1,976	2,426	1	3,547	0	0%	1	100%	0	0.00%
Automation Systems & Equipment	7,846	1,378	133	708	126	95%	7	5%	0	0.00%
Automobile Dealers - Imported Cars	13,746	1,047	152	647	103	68%	49	32%	0	0.00%
Automobile Pre-Paid Maintenance Plans	95	4,395	0	3,965	0	0%	0	0%		0.00%
Automobile Reconditioned Detailing	665	3,302	10	2,236	4	40%	5	50%	1	10.00%

Company Comp	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lander Profession 1,000 1,776 32 1,668 17 500 6 520 6 50	Aviation Consultants	3,905	1,901	3		1	33%	2	67%	0	0.00%
Internal Contract 100 150 20 20 20 20 20 20 20	Aviation Services	3,678	1,947	18	1,818	9	50%	9	50%	. 0	0.00%
Section Sect								6			0.00%
Salest Marked 4 4779 1 100 100 100 100 100 100 100 100 100								73			
Total photoments - Protected A Plant actives 1,000		383						C		0	
Total According Number 15,000 17		4						C		. 0	
1,000 1,00											
Description 265 268 269 269 1507 11 248 15 258 0 2620								84		6	
Section 1,000 1,								5		5	
Company Comp						- 11		15		U U	
May Print Property 1				3				1		0	
Solvy States				1		1		2		0	
Seadown Processes & Sources 1,274 2,200 0 3,900 0 0 0 0 0 0 0 0 0				2		1		1			
Sandon Festing 2,009				1		1		1			
Stocker Control Equationed				3		2		1			
Section 197 3.48 2 2.13 3 30% 6 0% 0 0.000				0		<u> </u>					
Stoger Membrater Supples 79 4.479 0 3,068 0 0 0 0 0 0 0 0 0				2		2		,			
Southern Course - Public 24 4,779 1 3,557 1 1,00% 0 0% 0 0.000				0		0					
September 30				1		1		C			
Section 12				2		1		1			0.00%
Suges	Bag Ties			0		0		C			0.00%
Seys - Drops, Carrier & Cotton 1,416 2,712 10 2,238 6 6ms 4 49% 0 0.00m 1 3,797 2 3,728 1 50% 5 6 6ms 4 49% 0 5 5 5 5 5 5 5 5 5	Bagels	1,281		1		0		1	100%	0	0.00%
Sugs - Paper	Bags - Burlap, Canvas & Cotton			10		6		4			0.00%
Sage : Place				2		1		C			50.00%
Salvers - Professale	Bags - Plastic	1,668	2,581	4	2,821	2	50%	2	50%	. 0	0.00%
Sakers Equipment 1,462 2,660 3 2,968 2 67% 0 0 0 0 1 2 33.33 33.88 34.88 54.99 1 32.98 2 67% 0 0 0 0 1 1 33.33	Bail Bonds	40,292	495	143	678	84	59%	57	40%	2	1.40%
Sakers Equipment 9				363		194	53%	151	42%	18	4.96%
Salver Equipment - Repair 334 3,768 3 2,988 1 33% 2 67% 0 0.009 Salver Supplies 2,198 2,554 4 2,811 2 50% 1 250% 1	Bakers - Wholesale			7		4	57%	3	43%	0	0.00%
Sakers Sopples 2,198				3		2		C		1	33.33%
Salarong Equipment () 2				3		1		2		. 0	
Salaning Equipment & Supplies 103 4,399 0 3,965 0 0% 0 0% 0 0,009						2		1		1	
Balling Equipment & Supplies 9 9 4,395 0 3,965 0 0 0% 0 0% 0 0% 0 0.000 Ballotors - Namend 9 6,898 1,461 62 1,072 26 42% 29 47% 7 11,299 13,805 0 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0 0				-				C			
Ballstors Experts 1 1 4,902 0 3,965 0 0 98 0 0 08 0 0.000 allows 0 0.000				-			0.70	C			
Ballones - Named								C			
Balloon Novelly & Toy Balloon Showlety & Toy Balloon Dance Instruction \$ 690 \$ 3,277 \$ 9 2,318 5 55% 4 44% 0 0,009 Balloon Dance Instruction \$ 2,034 2,403 10 2,236 7 70% 2 20% 1 10,009 Balloon Dance Ceremic \$ 124 4,487 0 3,965 0 0% 0 0% 0 0% 0 0,009 Balloon Dance Ceremic \$ 124 4,487 0 3,965 0 0% 0 0% 0 0% 0 0,009 Balloon Dance Droducts \$ 1,540 2,649 8 2,400 7 88% 1 13% 0 0,009 Bank Equipment & Supplies \$ 2,545 2,233 6 2,552 6 100% 0 0% 0 0% 0 0,009 Bank Equipment & Supplies \$ 2,649 681 2,044 85 2,000 9% 2 11% 14 0,689 Banking Devices \$ 2,649 681 2,044 85 2,000 9% 2 11% 14 0,689 Banking Devices \$ 2,649 681 2,044 85 2,000 9% 2 11% 14 0,689 Banking Devices \$ 2,545 2,333 1,513 30 1,468 18 60% 12 40% 0 0,009 Bank Equipment & Supplies \$ 2,545 2,335 1,545 3 3 3,468 18 60% 12 40% 0 0,009 Banking Devices \$ 2,545 2,335 1 3,468 18 60% 12 40% 0 0,009 Banking Devices \$ 2,555 3,485 2 2,328 0 0 0 0 0 0 0 0 0						Ü		0		0	
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Banking Services				6		- 6					
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Bankrupty Counseling - Federally Certified 1,064 2,955 2 3,218 2 100% 0 0% 0 0.00% 0 0											
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Barr - Fixtures	Banquet Facilities		674		803			41		0	0.00%
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Bar Manufacturer 388 3,675 1 3,547 0 0% 1 10% 0 0.00% Bar Supplies 1,165 2,877 7 2,480 5 71% 2 29% 0 0.00% Barberus 2,732 2,184 5 2,696 3 60% 2 40% 0 0.00% Barberus 11,004 1,162 39 1,305 30 77% 9 23% 0 0.00% Barber Schols 11,004 1,162 39 1,305 20 77% 9 23% 0 0.00% Barber Schols 2,526 697 76 978 43 57% 29 38% 4 5.26% Barber Schulpment & Supplies 25,526 697 76 978 43 57% 29 38% 4 5.26% Barber Schulpment & Supplies 255 3,945 2 3,218 1 50% 1 50%		5,925	1,582	7		5	71%	2	29%	0	0.00%
Barbecue 2,732 2,184 5 2,696 3 60% 2 40% 0 0.00% Barbecue Equipment & Supplies 11,004 1,162 39 1,305 30 77% 9 23% 0 0.00% Barber Schools 7,699 1,385 39 1,305 29 74% 10 26% 0 0.00% Barbers Guipment & Supplies 25,226 697 76 978 43 57% 29 38% 4 5.26% Barbers Equipment & Supplies 255 3,945 2 3,218 1 50% 1 50% 0 0.00% Barre Equipment & Supplies 1,956 2,40 2 3,218 1 50% 1 50% 0 0.00% Barrels R Drums 915 3,054 5 2,696 0 0% 3 60% 2 40.00% Barrels R Drums - Equipment & Supplies 173 4,144 0 3,365 0 </td <td>Bar Manufacturer</td> <td></td> <td>3,675</td> <td>1</td> <td>3,547</td> <td>0</td> <td>0%</td> <td>1</td> <td>100%</td> <td></td> <td>0.00%</td>	Bar Manufacturer		3,675	1	3,547	0	0%	1	100%		0.00%
Barbecue Equipment & Supplies 11,004 1,162 39 1,305 30 77% 9 23% 0 0.00% Barber Schools 7,699 1,385 39 1,305 29 74% 10 26% 0 0.00% Barbers 25,226 697 76 978 43 57% 29 33% 4 5.26% Barbers Equipment & Supplies 255 3,945 2 3,218 1 50% 1 50% 0 0.00% Barry Equipment 889 3,078 3 2,998 3 100% 0 0 0 0.00% Barry Es Drums 1,1956 2,440 2 3,218 0 0% 2 100% 0 0.00% Barry Es Drums 915 3,054 5 2,696 0 0% 3 60% 2 40.00% Barrels & Drums - Equipment & Supplies 173 4,144 0 3,965 0 0%	Bar Supplies	1,165	2,877	7	2,480	5	71%	2	29%	0	0.00%
Barber Schools 7,699 1,385 39 1,305 29 74% 10 26% 0 0.00% Barbers 25,226 697 76 978 43 57% 29 38% 4 5.26% 0 0.00% Barbers Equipment & Supplies 25 3,945 2 3,218 1 50% 1 50% 0 0.00% Barge Lines 889 3,078 3 2,998 3 100% 0 0% 0 0.00% Barrels & Drums 1,955 2,440 2 3,218 0 0% 2 100% 0 0.00% Barrels & Drums 915 3,054 5 2,696 0 0% 3 60% 2 40.00% Barrels & Drums - Used 173 4,144 0 3,965 0 0% 0 0% 0 0.00% Barrels & Drums - Used 40 4,671 1 3,547 1 100%	Barbecue	2,732	2,184	5	2,696	3	60%	2	40%	0	0.00%
Barbers 25,226 697 76 978 43 57% 29 38% 4 5.26% Barbers Equipment & Supplies 255 3,945 2 3,218 1 50% 1 50% 0 0.00% Barge Lines 889 3,078 3 2,998 3 100% 0 0% 0 0.00% Barr Equipment 1,956 2,440 2 3,218 0 0% 2 100% 0 0.00% Barrels R Drums 915 3,054 5 2,696 0 0% 3 60% 2 40.00% Barrels R Drums - Equipment & Supplies 173 4,144 0 3,965 0 0% 3 60% 2 40.00% Barrels & Drums - Equipment & Supplies 173 4,144 0 3,547 1 100% 0 0% 0 0.00% Barrels & Drums - Liquent & Supplies 1,409 2,715 2 3,218 2	Barbecue Equipment & Supplies					30	7770	g		, 0	0.00%
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Barrels & Drums 915 3,054 5 2,696 0 0% 3 60% 2 40,00% Barrels & Drums - Equipment & Supplies 173 4,144 0 3,965 0 0% 0 0% 0 0.00% Barrels & Drums - Used 40 4,671 1 3,547 1 100% 0 0% 0 0.00% Barricades 1,409 2,715 2 3,218 2 100% 0 0% 0 0.00% Bars & Taverns 15,031 998 89 889 54 61% 33 37% 2 2,25% Bartendig Instruction 7,266 1,427 13 2,053 9 69% 4 31% 0 0.00% Bartendig Service 6,990 1,455 22 1,684 8 36% 11 50% 3 13.64 0 0.00% Barter & Trade Exchanges 6,653 1,493 26 1,567				3		3		<u> </u>		0	
Barrels & Drums - Equipment & Supplies 173 4,144 0 3,965 0 0% 0 0% 0 0,00% Barrels & Drums - Used 40 4,671 1 3,547 1 100% 0 0% 0 0.00% Barricades 1,409 2,715 2 3,218 2 100% 0 0% 0 0.00% Bars & Tavens 15,031 998 89 889 54 61% 33 37% 2 2.25% Bartending Instruction 7,266 1,427 13 2,053 9 69% 4 31% 0 0.00% Bartending Service 6,990 1,455 22 1,684 8 36% 11 50% 3 13,64 0 0.00% Barter & Trade Exchanges 6,653 1,493 26 1,557 18 69% 8 31% 0 0.00% Baseball Batting Ranges 1,380 2,737 7 2				2		0		2		0	
Barrels & Drums - Used 40 4,671 1 3,547 1 100% 0 0% 0 0.00% Barricades 1,409 2,715 2 3,218 2 100% 0 0% 0 0.00% Bars & Tavems 15,031 998 89 889 54 61% 33 37% 2 2,25% Bartending Instruction 7,266 1,427 13 2,053 9 69% 4 31% 0 0.00% Bartending Service 6,990 1,455 22 1,684 8 36% 11 50% 3 13.64% Barter & Trade Exchanges 6,653 1,493 26 1,567 18 69% 8 31% 0 0.00% Baseball Batting Ranges 1,380 2,737 7 2,480 4 57% 2 29% 1 14.29%				5				3		2	
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Barter & Trade Exchanges 6,653 1,493 26 1,567 18 69% 8 31% 0 0.00% Baseball Batting Ranges 1,380 2,737 7 2,480 4 57% 2 29% 1 1,429%								7			
Baseball Batting Ranges 1,380 2,737 7 2,480 4 57% 2 29% 1 14.29%								11			
				7		4		3			
	Baseball Cards & Sports Memorabilia	14,875	1,004	82		50		32	39%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Baseball Clubs	5,196	1,688	37	1,338	30	81%	7	19%	0	0.00%
Baseball Pitching Machines	95	4,395	0	3,965	0	0%	0	0%	0	0.00%
Basement - Contractors	8,357	1,337	10	2,236	4	40%	6	60%	0	0.00%
Basement - Finishing	7,743	1,382	17	1,866	15	88%	0	0%	. 2	11.76%
Basement - Remodeling	18,489	872	30		27	90%	3	10%	0	0.00%
Basement Waterproofing	24,115	726	58		39	67%	11	19%	. 8	13.79%
Basketball Clubs	2,202	2,349	17	1,866	8	47%	7	41%	. 2	11.76%
Baskets - Retail	2,244	2,339	2	3,218	0	0%	2	100%	0	0.00%
Baskets - Wholesale & Manufacturers	538	3,465	1	3,547	1	100%	0	0%	0	0.00%
Bat Removal	1,508	2,670	3	2,998	2	67%	1	33%	0	0.00%
Batching Equipment	64	4,535	0	3,965	0	0%	0	0%	0	0.00%
Bath Liners	923	3,046	0	3,965	0	0%	0	0%	0	0.00%
Bathing Beaches	7	4,951	0	3,965	0	0%	0	0%	0	0.00%
Bathroom Accessories	11,599	1,136	81	942	63	78%	17	21%	1	1.23%
Bathroom Remodeling	82,486	273	183	568	119	65%	57	31%	7	3.83%
Bathroom Remodeling - Walk-In Tubs	15,137	992	87	903	81	93%	4	5%	. 2	2.30%
Baths	13,337	1,062	31	1,443	24		4	13%		9.68%
Baths - Equipment & Supplies	4,586	1,773	33	1,416	19	58%	14	42%	0	0.00%
Bathtub Refinishing	32,433	588	92		44		46	50%		2.17%
Bathtubs & Sinks - Repair & Refinish	54,876	399	126	727	83	66%	38	30%		3.97%
Baton Twirling Instruction	218	4,047	0	3,965	0	0%	0	0%		0.00%
Batteries - Dry Cell - Wholesale & Manufacturers	3,301	2,039	13		12		1	8%		0.00%
Batteries - Storage-Retail	6,108	1,552	23		15		6	26%		8.70%
Batteries - Storage-Wholesale & Manufacturers	1,482	2,677	4	2,821	3	75%	1	25%		0.00%
Battery Charging Equipment	1,654	2,590	18		14		4	22%	0	0.00%
Battery Repairing & Rebuilding	1,622	2,602	5	2,696	4	80%	1	20%		0.00%
Battery Supplies	27,221	654	131	711	100	76%	31	24%		0.00%
Beads	7,655	1,393	15		10	67%	5.	33%		0.00%
Bearings	1,882	2,477	3	2,998	10	33%	2	67%		0.00%
Beauty Consultant	3,198	2,065	42	1,266	31	74%	0	21%		4.76%
Beauty Pageants	15,825	969	36	1,200	20	74% 56%	11	31%		13.89%
Beauty Salons	212,043	105	1,659	1,337	927	56%	611	31%		7.29%
Beauty Schools	33,779	569	110	781	92	84%	18	16%	121	0.00%
Beauty Supplies & Equipment	91,213	241	1,222	144	698		482		42	
		2,871	1,222		4	57%	10	39%		511170
Beauty Supplies & Equipment Repair Bed & Breakfast	1,173 25,078	706	148	659	105	29%	41	71%	0	0.00%
	323		140	3,547	103	71%	41	28%	2	1.35%
Bed Bug Inspection Service	3,949	3,786	52		12	100%	0	0%	0	0.00%
Bed Bug Removal	3,949	1,891	52		13		33	63%		11.54%
Bed Wetting Aids	T4 200	5,035	420	3,965	242	0%	0	0%		0.00%
Bedding	54,206	402	420	320	342	81%	64	15%		3.33%
Beds - Electric & Adjustable	4,876	1,741	28		28	100%	U	0%		0.00%
Beds - Renting	13	4,881	1	3,547	1	100%	0	0%		0.00%
Beds - Retail	28,452	629	385	334	352	91%	28	7%		1.30%
Beds - Wholesale & Manufacturers	2,556	2,230	10		8	80%		20%		0.00%
Bedspreads - Retail	1,684	2,575	33		22		11			0.00%
Bedspreads - Wholesale & Manufacturers	202	4,085	0	3,965	0	0%	0	0%	0	0.00%
Bee Removal	1,537	2,652	4	2,821	3	75%	1	25%	0	0.00%
Beekeepers	3,247	2,058	16			44%	9	56%	0	0.00%
Beekeepers Supplies	929	3,042	1	3,547	0	0%	1	100%	0	0.00%
Beer & Ale - Retail	3,306	2,038	6	2,582	1	17%	5	83%	0	0.00%
Beer & Ale - Wholesale	5,713	1,608	7	2,480	3	43%	4	57%	0	0.00%
Beer Coil Cleaning Equipment	26	4,760	0	3,965	0	0%	0	0%		0.0070
Beer Dispensing & Cleaning Equipment - Repair	179	4,130	0	3,965	0	0%	0	0%		0.00%
Beer Dispensing & Cooling Equipment	1,311	2,780	6	2,582	6	100%	0	0%		0.00%
Beer Home Brewing Equipment & Supplies	3,108	2,091	10	2,236	5	50%	5	50%		0.00%
Beer, Ale, Wine & Spirits Service	404	3,649	7	2,480	2	29%	4	57%		14.29%
Beetle Repellent	90	4,420	0	3,965	0	0%	0	0%		0.00%
Behavioral Education Services	3,071	2,099	7	2,480	3	43%	4	57%		0.00%
Bellows	82	4,445	0	3,965	0	0%	0	0%	0	0.00%
Belting & Supplies	759	3,215	6	2,582	2	33%	4	67%	0	0.00%
Benches - Seating	280	3,873	0	3,965	0	0%	0	0%		0.00%
Benches & Work Tables	488	3,531	0	3,965	0	0%	0	0%		0.00%
Benefit Insurance Software	292	3,850	2	3,218	0	0%	2	100%	0	0.00%
Better Business Bureaus	2,070	2,395	373	343	149	40%	115	31%	109	29.22%
Beverage Dispensers	1,514	2,665	7	2,480	2	29%	5	71%	. 0	0.00%
Beverages	16,456	936	43		35	81%	- 8	19%	0	0.00%
Beverages - Wholesale & Distribution	6,289	1,531	13	2,053	9	69%	- 4	31%	0	0.00%
Bibles	885	3,080	18	1,818	17	94%	1	6%	0	0.00%
Bicycle - Dealers	41,653	487	244	454	162	66%	79	32%	, 3	1.23%
		3,624		2,821		75%		25%	1	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Bicycles - Renting	690	3,277	20	1,753	18	90%	2	10%		0.00%
Bicycles - Repair	2,932	2,138	33		14	42%	18			3.03%
Bicycles - Wholesale & Manufacturers	3,829	1,919	39		28	72%	11			0.00%
Bid Report Service	1,488	2,675	9	2,318	7	78%	2	22%		0.00%
Bill Paying Service	12,249	1,105	126		116	92%	10		0	0.00%
Billiard Equipment & Supplies	9,562	1,257	28		12	43%	16		. 0	0.00%
Billiard Parlors	1,648	2,593	8	2,400	4	50%	4	50%	0	0.00%
Billiard Table Repair	168	4,153	1	3,547	1	100%	C	0%		0.00%
Billing Service	116,572	193	1,261	140	1,148	91%	105	8%		0.63%
Binders - Loose Leaf	147	4,213	0	3,965	0	0%	C	0%		0.00%
Bindings - Bias & Straight	36	4,689	0	3,965	0	0%	C	0%		0.00%
Bingo & Gaming Halls	1,569	2,637	/	2,480	6	86%		14%		0.00%
Binoculars	2,243	2,340	6	2,582	3	83%	1	17%		0.00%
Bins Bio - Chemicals	346 2,168	3,740 2,362	U	3,965 3,547	0	0% 100%	·	0%		0.00%
Biofeedback Therapists	1,526	2,362	1	2,998	<u>1</u>			67%		0.00%
Biological Products	1,340	2,660	J	2,996	4	33% 80%		20%		0.00%
Biomedical Products - Research	3,099	2,762	3	2,696	4	33%	1	67%		0.00%
	4,720	1,754	24		13		11			
Bird & Wildlife Supply Shops Bird Barriers, Repellents & Controls	1,293	2,790	4	2,821	2.5	54% 75%	11			0.00%
	2,233	2,790	13		5		1	25%		0.00%
Bird Feeders & Houses Birth Centers	1,200	2,344	13		8	38%		62%		0.00% 0.00%
Birth Control Information Centers	1,200	4,183	12	3,965	8 0	67% 0%	4	33%		0.00%
	103	4,369	3	2,998	2		1			
Bistro Black Light Equipment & Supplies	32	4,369 4,719	3	2,998 3,965	2	67% 0%	1	33%		0.00% 0.00%
Blacksmiths	1,497	2,674	0	2,400	3	38%		63%		0.00%
Blankets	1,665	2,583	105	803	56	53%	48	46%		0.00%
Blasting Contractors	1,522	2,661	103	3,547	0	0%	40	100%		0.95%
Blasting Equipment & Supplies	596	3,387	2	2,998	3	100%	1	0%		0.00%
Bleachers & Grandstands	345	3,744	0	3,965	0	0%		0%		0.00%
Blinds	25,295	695	147	663	114	78%	28			3.40%
Blinds - Cleaning	25,295	3,919	147	3,965	114	0%	20	0%		0.00%
Blood Banks & Centers	2,915	2,141	4	2,821	3	75%	1	25%		0.00%
Blowers - Outdoor	19	4,820	0	3,965	0	0%		0%		0.00%
Blowers & Blower Systems	877	3,087	2	3,218	2	100%	,	0%		0.00%
Blueprinting	2,579	2,219	5	2,696		0%		100%	0	0.00%
Blueprinting Equipment & Supplies	255	3,945	0	3,965	0	0%	Č	0%	0	0.00%
Boarding - Horses	3,889	1,904	14		7	50%	7	50%		0.00%
Boarding Houses	1,628	2,599	1	3,547	1	100%	,	0%		0.00%
Boards Of Trade	72	4,496	3	2,998	3	100%		0%		0.00%
Boat - Charter	14,226	1,030	63		43	68%	20	32%		0.00%
Boat - Excursion	1,499	2,672	13		5	38%	8	62%		0.00%
Boat Builders	15,238	988	39		27	69%	12			0.00%
Boat Cleaning	1,143	2,894	4	2,821	2	50%	2	50%		0.00%
Boat Club	702	3,268	3	2,998	3	100%	0	0%		0.00%
Boat Covers, Tops & Upholstery	6,068	1,558	25	1,600	14	56%	10			4,00%
Boat Dealers	66,747	342	285	417	209	73%	75	26%	1	0.35%
Boat Equipment & Supplies	15,381	984	81	942	55	68%	26			0.00%
Boat Launching	200	4,089	0	3,965	0	0%	C	0%		0.00%
Boat Launching Sites	274	3,888	0	3,965	0	0%	C	0%	0	0.00%
Boat Lifts	1,871	2,479	7	2,480	5	71%	2	29%	. 0	0.00%
Boat Renting & Leasing	8,486	1,326	73	999	34	47%	37	51%	2	2.74%
Boat Repair	45,297	461	182	571	102	56%	74	41%	6	3.30%
Boat Storage	3,009	2,121	10	2,236	8	80%	2	20%	. 0	0.00%
Boat Transporting	2,839	2,159	10	2,236	5	50%	4	40%	1	10.00%
Boat Yards	1,239	2,827	3	2,998	2	67%	1	33%	0	0.00%
Boating Instruction	1,110	2,920	4	2,821	4	100%	C	0%	0	0.00%
Boating Instruction - Canoe & Kayak	423	3,614	5	2,696	4	80%	1	20%	0	0.00%
Body Care Products	4,918	1,735	46		26	57%	20	43%		0.00%
Body Waxing Services	556	3,439	10	2,236	7	70%	3	30%	0	0.00%
Boilers - New & Used	3,584	1,968	9	2,318	6	67%	3	33%	0	0.00%
Boilers - Rental	16	4,848	0	3,965	0	0%	C	0%	0	0.00%
Boilers - Repair & Cleaning	5,444	1,652	14		8	57%	- 6	43%	0	0.00%
Boilers - Sales & Service	576	3,408	7	2,480	5	71%	2	29%	0	0.00%
Boilers - Supplies & Parts	616	3,355	3	2,998	3	100%	C	0%	0	0.00%
Bolts & Nuts	3,836	1,916	3	2,998	0	0%	3	100%	0	0.00%
Bonds - Surety & Fidelity	9,294	1,272	7	2,480	7	100%	C	0%	0	0.00%
Book, Compact Disc, & DVD Clubs	10,042	1,227	111	776	77	69%	24	22%		9.01%
Bookbinders	2,660	2,202	13		- 8	62%	5	38%		0.00%
Bookbinders Equipment & Supplies	289	3,857	34	1,398	6	18%	28	82%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Bookcases	88	4,430	0	3,965	0	0%	0	0%	0	0.00%
Bookkeeping Service	74,365	308	98	837	57	58%	32	33%	9	9.18%
Books - New	62,414	356	1,293	136	1,113	86%	165	13%	15	1.16%
Books - Textbooks New & Used	50,618	425	548	269	507	93%	36	7%		0.91%
Books - Used & Rare	10,204	1,212	77		46	60%	30	39%		1.30%
Books - Wholesale	7,033	1,452	61		41	67%	19	31%		1.64%
Booths - Toll, Parking	5,201	1,686	259	442	215	83%	44	17%		0.00%
Boots	11,113	1,156 4,997	64	1,054 3,965	51	80%	13	20%		0.00%
Bottle Caps & Seals Bottle Return Depot	459	3,572	0	3,547	0	0%	0	0%		0.00%
Bottlers Equipment & Supplies	1,220	2,838	3	2,998	1	100% 100%	0	0% 0%		0.00% 0.00%
Bottles - Used	1,220	4,914	0	3,965	0	0%	0	0%		0.00%
Bottles - Wholesale & Manufacturers	3,244	2,059	18		7	39%	10	56%	1	5.56%
Bounce Houses	4,896	1,740	37		20	54%	17		0	0.00%
Boutique - Battling Cancer Related Products	299	3,837	1	3,547	0	0%	1	100%	0	0.00%
Boutique Items - Wholesale & Manufacturers	1,215	2,841	24	1,625	4	17%	20	83%	0	0.00%
Boutiques	25,584	689	261		120	46%	128	49%	13	4.98%
Bowling	11,256	1,149	50		35		15		0	0.00%
Bowling Clothes & Accessories	716	3,250	11		9	82%	2	18%	0	0.00%
Bowling Instruction	72	4,496	0	3,965	0	0%	0	0%	0	0.00%
Bowling Lane Equipment & Supplies	418	3,624	2	3,218	0	0%	2	100%	0	0.00%
Bowling Lane Refinish & Repair	18	4,828	0	3,965	0	0%	0	0%	0	0.00%
Box Lunches	51	4,610	0	3,965	0	0%	0	0%		0.00%
Box Manufacturers Equipment & Supplies	770 39	3,201	4	2,821	4	100%	0	0%		0.00%
Box Openers Boxes - Corrugated & Fiber	4,339	4,678 1,828	0	3,965 3,218	0	0%	0	0% 100%	0	0.00%
Boxes - Metal	4,339	4,610	1	3,547	0	0% 0%	1	100%	0	0.00%
Boxes - Paper	1,136	2,903	1	3,965	0	0%	1	0%	0	0.00%
Boxes - Plastic & Transparent	542	3,458	1	3,547	0	0%	0	0%	1	100.00%
Boxes - Specialty & Fancy	666	3,301	2	3,218	1	50%	1	50%	0	0.00%
Boxes - Used	27	4,755		3,218	0	0%	2	100%	0	0.00%
Boxes - Wire Bound	21	4,808	0	3,965	0	0%	0	0%	0	0.00%
Boxes - Wooden	588	3,396	3	2,998	2	67%	1	33%	0	0.00%
Boxing Gym	3,319	2,036	58	1,103	36	62%	21	36%	1	1.72%
Boy & Girl Organizations - Supplies	62	4,545	0	3,965	0	0%	0	0%	0	0.00%
Boys Clothing & Furnishings - Retail	7,572	1,400	155		83	54%	70	45%	2	1.29%
Boys Clothing & Furnishings - Wholesale & Manufacturers	293	3,848	0	3,965	0	0%	0	0%	0	0.00%
Braids	7,051	1,449	37		23	62%	14		0	0.00%
Braille Supplies	76	4,472	0	3,965	0	0%	0	0%	0	0.00%
Brake Fluids	21 48,238	4,808 443	820	3,547	471	100%	344	0%	0	0.00%
Brake Service Brake Service Equipment	1,148	2,891	12	201 2,109	4/1	57% 50%	344	42% 50%	3	0.61% 0.00%
Brake Shoe Bonding & Exchanging	1,140	4,951	0	3,965	0	0%	0	0%	0	0.00%
Brakes - Lining - Manufacturers & Distributors	101	4,377	0	3,965	0	0%	0	0%		0.00%
Brakes - Manufacturers & Distributors	1,119	2,914	7	2,480	4	57%	3	43%	0	0.00%
Brand Development	2,157	2,367	4	2,821	3	75%	1	25%	0	0.00%
Branding Equipment	42	4,656	0	3,965	0	0%	0	0%		0.00%
Bras	2,574	2,221	27	1,542	16	59%	11	41%	0	0.00%
Brass	279	3,875	24	1,625	1	4%	23	96%	0	0.00%
Brass Fabricators	50	4,617	0	3,965	0	0%	0	0%	0	0.00%
Brass Products	544	3,454	3	2,998	0	0%	3	100%	0	0.00%
Brazing	15	4,862	0	3,965	0	0%	0	0%	0	0.00%
Breakfast Nooks & Booths	9	4,921	0	3,965	0	0%	0	0%		0.00%
Breastfeeding Supplies & Information	10,333	1,207	59		57	97%	2	3%	0	0.00%
Brew Pub	298	3,839	6	2,582	3	50%	2	33%	1	16.67%
Brewers Equipment & Supplies	2,356	2,297	10		3	30%	/	70%	0	0.00%
Brewers Equipment & Supplies Brick - Clay - Common & Face	612 5,011	3,360 1,720	11	3,218 2,176	<u>2</u>	100% 45%	<u> </u>	0% 55%	0	0.00% 0.00%
Brick - Concrete, Pumice	8,097	1,720	26		15		7	27%	4	15.38%
Brick - Fire	357	3,726	1	3,547	13	0%	1	100%	0	0.00%
Brick - Used	233	3,720		3,965	0	0%	1	0%	0	0.00%
Brick Preservatives	1,165	2,877	0	3,965	0	0%	0	0%	0	0.00%
Bridal & Millinery Supplies	1,617	2,606	28		9	32%	19	68%	0	0.00%
Bridal Gown Preservation	428	3,605	4	2,821	0	0%	4	100%	0	0.00%
Bridal Registries	1,757	2,532	35	1,382	16		11	31%	8	22.86%
Bridal Shops	70,645	320	730	222	495	68%	186	25%	49	6.71%
Bridal Supplies - Wholesale & Manufacturing	599	3,384	4	2,821	2	50%	1	25%	1	25.00%
Bridge Builders	1,977	2,425	1	3,547	0	0%	1	100%	0	0.00%
	178	4,134		3,218	0	0%	2	100%	0	0.00%
Bridge Clubs Bridge Instruction	170	5,035		3,965		0%		0%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Bridge Operators	359	3,723	4	2,821	4	100%	C	0%	0	0.00%
Broaching	22	4,800	0	3,965	0	0%	C	0%		0.00%
Bronze	565	3,427	1	3,547	1	100%	C	0%		0.00%
Bronze Tablets	31	4,727	0	3,965	0	0%	C	0%		0.00%
Bronzing Broom Manufacturers Equipment & Supplies	804 198	3,160 4,097	6	2,582 3,965	5	83%	1	17%		0.00%
	217	4,097	1	3,965	1	0% 100%		0%		0.00% 0.00%
Brooms Brush Control	110	4,336	1	3,965	1	0%		0%		0.00%
Brush Hogging	22	4,800	0	3,965	0	0%		0%		0.00%
Brush Manufacturers Equipment & Supplies	186	4,118	0	3,965	0	0%		0%		0.00%
Brushes	271	3,901	1	3,547	0	0%	1	100%		0.00%
Buckets - Digging & Hoisting	68	4,517	0	3,965	0	0%	C	0%		0.00%
Buckles	961	3,024	56		0	0%	56	100%	. 0	0.00%
Buffing & Polishing Equipment & Supplies	278	3,878	1	3,547	1	100%	C	0%		0.00%
Building & Development Permits	324	3,783	2	3,218	2	100%	C	0%		0.00%
Building Cleaning - Exterior	5,568	1,629	6	2,582	3	50%	3	50%		0.00%
Building Construction Consultants	48,390	441	114		54		57			2.63%
Building Contractors	371,107	55 4,331	659	237 3,965	372	56%	264			3.49% 0.00%
Building Envelope Restoration	111 24,661	4,331 713	51		0 35	0% 69%	16	0%		
Building Inspection Building Inspection - Commercial	764	3,207	21	2,998	35	69% 67%	10			0.00% 0.00%
Building Materials	151,371	150	1,968	2,998	1,865	95%	95	33 /		0.00%
Building Materials - Used	953	3,031	1,500	3,547	1,005	100%	0			0.00%
Building Restoration & Preservation	32,065	592	93		57		33			3.23%
Buildings - Concrete	5,001	1,723	12		5	42%	5	42%		16.67%
Buildings - Metal	59,244	373	235	473	110	47%	125	53%		0.00%
Buildings - Pole & Post Frame	29,523	619	52	1,158	43	83%	8	15%	1	1.92%
Buildings - Portable	26,509	671	84		57	68%	26			1.19%
Buildings - Pre - Cut, Prefab & Modular - Dealers	42,503	478	110	781	82	75%	22			5.45%
Bull Riding	3	4,997	0	3,965	0	0%	C	0%		0.00%
Bulldozers	1,117	2,915	1 27	3,547 1,542	1 26	100%	C	0%		0.00%
Bulletin & Directory Boards Bullet-Resistant Equipment	2,889 550	2,146 3,446	2/	1,542 3,218	2b	96% 50%	1	0%		3.70% 0.00%
Bullion Coin Dealers	20,277	812	31		31	100%	1	0%		0.00%
Burglar Alarm Systems - Dealers, Monitoring & Service	438,647	46	5,478	24	5,262	96%	182			
Burial Advisory Service	1,019	2,987	7,470	2,480	5,202	71%	702	29%		0.02%
Burial Vaults	1,045	2,971	0	3,965	0	0%	C	0%		0.00%
Burlap	7	4,951	0	3,965	0	0%	C	0%		0.00%
Bus - Sales & Rental	912	3,059	11	2,176	1	9%	10	91%	0	0.00%
Bus Lines	20,647	803	797	206	698	88%	93	12%	6	0.75%
Bus Lines Ticket Agencies	2,553	2,232	38	1,320	34	89%	4	11%		0.00%
Buses - Bodies	17	4,834	0	3,965	0	0%	C	0%		0.00%
Buses - Charter & Rental	47,113	449	281		141	50%	135			1.78%
Buses - Distributors & Manufacturers	395	3,666	1	3,547	0	0%	1	100%		0.00%
Buses - Parts & Supplies Buses - Repair & Service	382 608	3,685 3,368	1	3,547 3,965	1	100%		0%		0.00%
Buses - Repair & Service Buses - Used	541	3,368	0	3,965	1	100%		0%		0.00%
Bushings	77	4,467	0	3,965	0	100%		0%		0.00%
Business & Trade Organizations	105,151	209	96		56	58%	34			6.25%
Business Brokers	35,250	555	65		33	51%	29			4.62%
Business Consultants	266,316	79	509	281	312		161			7.07%
Business Credit Builder	5,344	1,663	47	1,209	46		1	2%		
Business Forms & Systems	59,908	368	271	425	132	49%	130	48%	9	3.32%
Business Opportunity Companies	253,286	84	732	219	470	64%	223			5.33%
Business Plan Preparation	1,937	2,452	13	2,053	7	54%	3	23%		23.08%
Business Processing Optimization	1,086	2,938	3	2,998	2	67%	1	33%		0.00%
Business Promotions - General	36,092	543	79	962	40	51%	32	1270		8.86%
Business Services - General Butchering	137,120 4,280	168 1.833	1,076	165 1,995	581	54% 43%	420	39%		6.97%
Butchers Equipment & Supplies	4,280	1,833	14	1,995 3,547	6	43%	/	100%		7.14% 0.00%
Butter	121	4,029	1	3,547	1	100%	1	100%	0	0.00%
Buttons - Advertising	2,172	2,359	5	2,696	3	60%	2	40%	0	0.00%
Buttons - Clothing	159	4,172	0	3,965	0	0%		0%	0	0.00%
Buttons - Manufacturers Equipment & Supplies	522	3,483	0	3,965	0	0%	C	0%		0.00%
Buying Clubs & Group Purchasing Service	57,871	385	1,339	134	1,201	90%	133			0.37%
Cabanas - Beach & Pool	406	3,644	4	2,821	0	0%	4		0	0.00%
Cabin, Cottage & Chalet - Rentals	18,212	875	136		111	82%	24		1	0.74%
Cabinet Doors	416	3,628	2	3,218	0	0%	2	100%	0	0.00%
Cabinet Equipment & Supplies	13,268	1,066	63		30	48%	28	44%		7.94%
Cabinet Hardware	3,405	2,016	7	2,480	6	86%	1	14%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Cabinet Maker	5,849	1,592	34	1,398	6	18%	15	44%	13	38.24%
Cabinet Manufacturer	72,721	312	137	691	94	69%	41		2	1.46%
Cabinet Organizers	401	3,655	20	1,753	1	5%	19	95%	0	0.00%
Cabinet Refacing	3,836	1,916	10	2,236	5	50%	4	40%	1	10.00%
Cabinet Refinishers	10,637	1,185	26	1,567	12	46%	12	46%	2	7.69%
Cabinets	108,855	202	360	351	217	60%	134	37%	9	2.50%
Cable & Wire Harness Assembly	116	4,316	5	2,696	5	100%	0	0%		0.00%
Cable Networking	2,321	2,313	27	1,542	8	30%	19	70%	0	0.00%
Cable Splicing	1,219	2,839	1	3,547	1	100%	0	0%		0.00%
Cable TV, Internet & Telephone Installation Service	44,415	464	1,028	173	911	89%	111			0.58%
Cabs - Tractor, Truck	833	3,125	4	2,821	0	0%	4	100%		0.00%
Caissons - Structural	45	4,643	0	3,965	0	0%	0	0%		0.00%
Cake Decorating Equipment & Supplies	3,034	2,112	19	1,779	8	42%	10	53%		5.26%
Calculating Service	109	4,344	0	3,965	0	0%	0	0%		0.00%
Calculators, Adding Machines & Supplies	704	3,263	3	2,998	1	33%	2	67%		0.00%
Calendars	2,019	2,411	10	2,236	5	50%	4	40%	1	10.00%
California Advance Fee Residential Loan Modification/Mortgage										
Loan Forbearance Services	11,249	1,150	203	526	39	19%	103	51%	61	30.05%
Call Centers	90,960	242	146	670	129	88%	15	10%	2	1.37%
Calligraphers	245	3,966	1	3,547	1	100%	0	0%	0	0.00%
Campers - Dealers	10,192	1,213	62	1,072	47	76%	15	24%	0	0.00%
Campers - Rent & Lease	999	3,001	5	2,696	3	60%	2	40%		0.00%
Campers - Service & Repair	2,357	2,295	11	2,176	8	73%	1	9%		18.18%
Campers - Supplies & Parts	544	3,454	5	2,696	3	60%	1	20%		20.00%
Campers - Wholesale & Manufacturers	11,236	1,151	101	821	88	87%	9	9%		3.96%
Campgrounds & RV Parks	50,224	430	302	399	220	73%	77	25%		1.66%
Camping Equipment	17,141	913	49	1,184	35	71%	14	29%	0	0.00%
Camping Equipment - Renting	141	4,233	0	3,965	0	0%	0	0%	0	0.00%
Camps	19,428	843	120	744	66	55%	51	43%	3	2.50%
Cams - Grinding & Cutting	26	4,760	0	3,965	0	0%	0	0%	0	0.00%
Candle Making Supplies	1,692	2,570	4	2,821	4	100%	0	0%	. 0	0.00%
Candles - Retail	14,673	1,011	117	757	75	64%	38	32%	4	3.42%
Candles - Wholesale & Manufacturers	4,541	1,784	7	2,480	6	86%	1	14%	. 0	0.00%
Candles - Wickless	75	4,477	1	3,547	0	0%	1	100%	0	0.00%
Candy & Confectionery - Retail	16,012	951	139	686	49	35%	87	63%	3	2.16%
Candy & Confectionery - Wholesale & Manufacturers	7,671	1,390	90	882	28	31%	58	64%		4,44%
Candy & Confectionery Brokers	969	3,019	6	2,582	6	100%	0	0%	0	0.00%
Candy & Confectionery Manufacturer Equip & Supplies	574	3,411	1	3,547	1	100%	0	0%		0.00%
Candy & Confectionery Manufacturers Supplies	568	3,421	1	3,547	0	0%	1	100%	0	0.00%
Canes	1,607	2,613	3	2,998	3	100%	0	0%	0	0.00%
Caning	56	4,579	0	3,965	0	0%	0	0%		0.00%
Caning Supplies	243	3,968	28	1,509	8	29%	20	71%	. 0	0.00%
Canners	143	4,224	0	3,965	0	0%	0	0%		0.00%
Canners Equipment & Supplies	80	4,454	3	2,998	1	33%	2	67%		0.00%
Canoe Rental & Trips	611	3,365	3	2,998	1	33%		67%		0.00%
Cans	154	4,191	0	3,965	0	0%	0	0%		0.00%
Cans Manufacturers Machinery	113	4,327		3,965		0%	0	0%		0.00%
Canvas - Wholesale & Manufacturers	1,095	2,932	13	2,053	12	92%	1	8%		0.00%
Canvas Goods	3,300	2,040	200	532	88	44%	97	49%		7.50%
Capacitors	95	4,395	0	3,965	00	0%	57 0	0%		0.00%
Caps - Wholesale & Manufacturers	71	4,593	1	3,547	1	100%	0	0%		0.00%
Caps & Gowns	2,085	2,390	6	2,582	4	67%	2	33%		0.00%
	6,562	1,503	17	1,866	14		1	33% 6%		11.76%
Car Buying Service Car Loading & Unloading	283	3,868	0	3,965	14	82% 0%	1	0%		0.00%
Car Pool Information	283	4,430	1	3,547	1	100%	0	0%		0.00%
Car Service	654	3,316	36	1,357	23		13	0 70	-	
Car Wash & Polish	90,488	246	1,667	1,357	974	64% 58%	589	36% 35%	104	0.00% 6.24%
Car Wash & Polish Car Wash & Polish Equipment & Supplies	90,488 3,837	1,914	1,667	1,818	9/4	58% 61%	589	35% 28%	104	6.24%
Carbide	3,837	4,409	18	3,965	11		3		2	
			0		0	0%	0	0%	0	0.00%
Carbide Metals & Products	274	3,888	0	3,965 3,965	0	0%	0	0%		0.00%
Carbon - Activated	184	4,122	0		0	0%	0	0%	0	0.00%
Carbon Monoxide Detecting	72	4,496	1	3,547	0	0%	1	100%		0.00%
Carbon Products	800	3,166	1	3,547		0%	1	100%	. 0	0.00%
Carbonic Gas	364	3,716	2	3,218	2	100%	0	0%		0.00%
Carburetors	3,057	2,104	9	2,318	7	78%	2	22%		0.00%
Cardboard	14	4,872	0	3,965	0	0%	0	0%		0.00%
Cardio-phlebotomy Training & Certification	111	4,331	2	3,218	0	0%	1	50%		50.00%
Career & Outplacement Counseling	34,739	559	72	1,005	42	58%	24	33%		8.33%
Caregivers Resources	1,238	2,830	3	2,998	1	33%	0	0%		66.67%
Cargo & Freight Containers	8,545	1,322	53	1,144	19	36%	29	55%	5	9.43%

Compt Comp	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Crosses	Cargo Stabilizing Devices	73	4,490	2		1	50%	1	50%	. 0	0.00%
Copport Rep	Carnival Supplies	130	4,264	0	3,965	0	0%	(0%	. 0	0.00%
Carpet A. Reg Declory 20 3,000 2 3,200 3 3,000 3				3		1		2			0.00%
Copted As Gig Sendor Sections				135				81			2.96%
Cappel Reg Classers				2				(50.00%
Copyright Sequence Seption Sep				0				(0.00%
Captal R. La Casania Fragment St. September 1,105 1,255 1,648 16 200 6 200 1 1 1 1 1 1 1 1 1			.5					549			6.21%
Coppet A lang Deathers Per								2		,	0.00%
Carpet A. Page Debies - Present/Ordered Rogs 3.341 1,981 18 1,011 10 59% 8 44% 0 0 0 0 0 0 0 0 0								(4.35%
Cyreek Rug Darkers Varied 11,680 1,131 37 1,338 26 776 11 306 16 17 1,207 1,								201			1.49%
Carpot & Nag Distribution & Remarksteriers											0.00%
Cappel R. Rug Pares 633 3,318 3 2,906 5 1,000 6 004 0 0 0 0 0 0 0 0								1.1			0.00%
Capital Risp Recountry 700 2,000 0 3,000 0 0 0 0 0 0 0 0 0				37		33					0.00% 0.00%
Carpel & Nag Pends, Unitings & Accessories				3		<u> </u>		,			0.00%
Carpot & Nay Resting 10 4,914 0 2,005 0 075 0 0 0 0 0 0 0 0 0				9		3					0.00%
Carpet & Nug Repair G. 791 L. 1/76 L				0		0					0.00%
Carpet Regulaters 216 4,053 2 2,218 1 95% 1 55% 0 0											8.33%
Carper Charges 1,500 11 39th 15 54th 2 2 2 2 2 2 2 2 2				2				-			0.00%
Carpet Layers Supplies 60.8 3.00 6.9 3.3 5.7 5.0 6.0				78				15			7.14%
Carpet Equipment & Supples Go 3,305 4 2,821 3 779 1 25% 0 Carpet Workrooms 52 4,601 0 3,696 0 0 0 0 0 0 0 0 0											3.17%
Carports											0.00%
Carporate 22,979 756 233 477 175 759, 56 249, 2 2 2 2 2 2 2 2 2											0.00%
Carriages - Horse (1,76)				-		175		56			0.86%
Cash Registers & Supplies 1,999				9				2			11.11%
Casinos — 11,545 — 597 — 167 — 609 — 125 — 75% — 41 — 25% — 1 — 1 — 1 — 1 — 1 — 1 — 1 — 1 — 1 —				5				(0.00%
Castions - Online				167		125		41			0.60%
Casters Gildes				8		2					12.50%
Castrers Gildes				18		14					11.11%
Cat Decembers 1,400 2,721 28 1,509 18 64% 9 32% 1 Catalog Designers & Compliers 6002 3,378 2 3,218 0 0 % 0 0 % 2 Catalog Showrooms 8,808 1,505 85 917 82 96% 3 4% 0 Caterer Equipment & Supplies 612 3,560 3 2,998 2 67% 1 33% 0 Caterers 66,976 252 226 488 126 56% 94 47% 6 Caterers 66,976 252 226 488 126 56% 94 47% 6 Caterers 7,360						0		(0.00%
Catalog Designers & Compilers GOZ 3,378 2 3,218 0 0% 0 0% 0 0% 0 0% 0 0				28		18					3.57%
Catalog Showrooms											100.00%
Caterer Supplies		8,808	1,305	85		82					0.00%
Cauking Contractors	Caterer Equipment & Supplies	612	3,360	3	2,998	2		1	33%	. 0	0.00%
Caulking Materials & Equipment 205 4,077 1 3,547 1 100% 0 0% 0 0% 0 0 0 0		86,976	252	226	488	126		94			2.65%
Caverns 131 4,261 0 3,965 0 0% 0 0% 0 0% 0 0% 0 0	Caulking Contractors	3,188	2,071	0	3,965	0		(0.00%
Celling Materials	Caulking Materials & Equipment	205	4,077	1	3,547	1	100%	(0%	. 0	0.00%
Cellip Asterials Assertion Asserti	Caverns	131	4,261	0	3,965	0	0%	(0%	0	0.00%
Cellophane, Cell Materials & Products	Ceiling Cleaning	557	3,437	0	3,965	0	0%	(0%	0	0.00%
Cellular Telephone Expute 8 Supplies 145,149 156 2,438 70 1,725 71% 642 26% 61	Ceiling Materials	498	3,519	2	3,218	2	100%	(0%	0	0.00%
Cellular Telephone Service & Supplies 250,371 85 36,764 1 36,118 98% 601 2% 45	Cellophane, Cell Materials & Products	571	3,417	26	1,567	8	31%	17	65%	1	3.85%
Cellulite Treatment Endermologie 633 3,338 3 2,998 3 100% 0 0 % 0 0 0 0 0 0	Cellular Telephone Equipment & Supplies	145,149	156	2,438	70		71%			61	2.50%
Cement - Retail				36,764	1	36,118		601			0.12%
Cemeter - Wholesale & Manufacturers				3		3		(0.00%
Cemeteries				10		1		7			20.00%
Cemetery Equipment & Supplies 2,155 2,369 30 1,468 17 57% 11 37% 2				1		1		(0.00%
Centrifugal Machinery 225										1	0.68%
Ceramic Products - Decorative 1,723 2,552 17 1,866 1 6% 14 82% 2					,		57.70	11	57,70	2	6.67%
Ceramic Products - Industrial 310 3,819 1 3,547 1 100% 0 0% 0 Ceramics - Equipment & Supplies 1,754 2,534 10 2,236 3 30% 6 60% 1 Cereals 24 4,779 0 3,965 0 0% 0 0% 0 Chain Letters 458 3,573 17 1,866 13 76% 4 24% 0 Chain Link Fence Sales, Service & Contractors 1,815 2,505 2 3,218 2 100% 0 0% 0 Chains 181 4,127 0 3,965 0 0% 0 0% 0 Chairs 181 4,127 0 3,965 0 0% 0 0% 0 Chairs 4,167 1,849 2,3 1,648 10 4,3% 13 57% 0 Chairs 4,167 1,849 2,3 1,648<				·				(0	0.00%
Ceramics - Equipment & Supplies 1,754 2,534 10 2,236 3 30% 6 60% 1 Cereals 24 4,779 0 3,965 0 0% 0 0% 0 Chain Letters 458 3,573 17 1,866 13 76% 4 24% 0 Chain Link Fence Sales, Service & Contractors 1,815 2,505 2 3,218 2 100% 0 0% 0 Chairs Some Some Some Some Some Some Some Some				17				14			11.76%
Cereals 24 4,779 0 3,965 0 0% 0 0% 0 Chain Letters 458 3,573 17 1,866 13 76% 4 24% 0 Chain Link Fence Sales, Service & Contractors 1,815 2,505 2 3,218 2 100% 0 0% 0 Chains 181 4,127 0 3,965 0 0% 0 0% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Wholesale & Manufacturers 2,591				1				(0.00%
Chain Letters 458 3,573 17 1,866 13 76% 4 24% 0 Chain Link Fence Sales, Service & Contractors 1,815 2,505 2 3,218 2 100% 0 0% 0 Chains 181 4,127 0 3,965 0 0% 0 0% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Pentral Chairs - Wholesale & Manufacturers 4,187 1,849 23 1,648 10 43% 13 57% 0 Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chairs - Wholesale & Manufacturers 2,91 2,741 0 3,965 0 0% 0 0 Chairs - Wholesale & Manufacturers 2,94 4,741 0 3,965 0 0% 0 0 Chairs - Orthogen Gomeric						,		6			10.00%
Chain Link Fence Sales, Service & Contractors 1,815 2,505 2 3,218 2 100% 0 0% 0 Chains 181 4,127 0 3,965 0 0% 0 0% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Rent 4,187 1,849 23 1,648 10 43% 13 57% 0 Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chair Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chair Chair Wholesale & Manufacturers 2,591 2,741 0 3,965 0 0% 0 0% 0 Cha								(0.00%
Chains 181 4,127 0 3,965 0 0% 0 0% 0 Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Rent 4,187 1,849 23 1,648 10 43% 13 57% 0 Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chaikboards 29 4,741 0 3,965 0 0% 0 0% 0 Chambers Of Commerce 123,865 184 14 1,995 11 79% 3 21% 0 Charcoal 563 3,430 0 3,965 0 0% 0 0% 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490				1/	-,	13	7070	4			0.00%
Chairs - Orthopedic & Lift 2,163 2,363 19 1,779 13 68% 6 32% 0 Chairs - Rent 4,187 1,849 23 1,648 10 43% 13 57% 0 Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chalkboards 29 4,741 0 3,965 0 0% 0 0% 0 Charmerce 123,865 184 14 1,995 11 79% 3 21% 0 Charcol 563 3,430 0 3,965 0 0% 0 0% 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,13				2		2		(0.00%
Chairs - Rent 4,187 1,849 23 1,648 10 4,3% 13 57% 0 Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chaikboards 29 4,741 0 3,965 0 0% 0 0% 0 Chairbers Of Commerce 123,865 184 14 1,995 11 79% 3 21% 0 Charroal 563 3,430 0 3,965 0 0% 0 0% 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,133 22 1,684 18 82% 4 18% 0 Charity - Arits & Culture 405				0				(0.00%
Chairs - Wholesale & Manufacturers 2,591 2,214 41 1,279 39 95% 2 5% 0 Chaikboards 29 4,741 0 3,965 0 0% 0 0% 0 Chambers Of Commerce 123,865 184 14 1,995 11 79% 3 21% 0 Charcoal 563 3,430 0 3,965 0 0% 0 0% 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - American Indian 2,968 2,133 22 1,684 18 82% 4 18% 0 Charity - Arts & Culture 405 3,645 3 2,998 3 100% 0 0% 0					, -			- (0.00%
Chalkboards 29 4,741 0 3,965 0 0% 0 0% 0 Chambers Of Commerce 123,865 184 14 1,995 11 79% 3 21% 0 Charcol 563 3,430 0 3,965 0 0% 0 0 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,133 22 1,684 18 82% 4 18% 0 Charity - Arits & Culture 405 3,645 3 2,998 3 1,00% 0 0 0 0					-,			13			0.00%
Chambers Of Commerce 123,865 184 14 1,995 11 79% 3 21% 0 Charcoal 563 3,430 0 3,965 0 0% 0 0% 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,133 22 1,684 18 82% 4 18% 0 Charity - Arits & Culture 405 3,645 3 2,998 3 100% 0 0 0 0											0.00%
Charcoal 563 3,430 0 3,965 0 0% 0 0% 0 Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,133 22 1,684 18 8.2% 4 18% 0 Charity - Arts & Culture 405 3,645 3 2,998 3 100% 0 0% 0				_		- U					0.00%
Charity - Advertising for Publications 1,970 2,434 4 2,821 3 75% 1 25% 0 Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,133 22 1,684 18 82% 4 18% 0 Charity - Arts & Culture 405 3,645 3 2,998 3 1,00% 0 0% 0								,			0.00%
Charity - American Indian 73 4,490 1 3,547 1 100% 0 0% 0 Charity - Animal Protection 2,968 2,133 22 1,684 18 82% 4 1,8% 0 Charity - Arts & Culture 405 3,645 3 2,998 3 100% 0 0 0								-			0.00% 0.00%
Charity - Animal Protection 2,968 2,133 22 1,684 18 82% 4 18% 0 Charity - Arts & Culture 405 3,645 3 2,998 3 100% 0 0% 0				4		,					0.00%
Charity - Arts & Culture 405 3,645 3 2,998 3 100% 0 0% 0				1 77							0.00%
				22		20	02.70	,			0.00%
Tenanty Dinia & visually Impaired 150 47,17 0 5,505 0 070 0 0 0%								,			0.00%
Charity - Cancer 819 3,143 1 3,547 0 0 0% 1 100% 0				1		0 n		-			0.00%
Charity - Child Sponsorship 18 4,828 0 3,965 0 0% 0 0% 0 0%				n		<u> </u>		,			0.00%
Charity - Children & Youth 4.832 1.743 12 2.109 8 67% 4 33% 0				17		- O					0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Charity - Civil Rights	204	4,082	2	3,218	2	100%	C	0%	0	0.00%
Charity - Community Development & Civic Organizations	1,464	2,688	17	1,866	13	7070	4	24%	. 0	0.00%
Charity - Education & Literacy	1,103	2,928	15	1,962	11	7570	4	27%	0	0.00%
Charity - Elderly Charity - Environment	827 403	3,130 3,652	3	2,998 3,965	2	67% 0%	1	33%	0	0.00%
Charity - Health	5,611	1,623	35	1,382	25		10	0% 29%	0	0.00% 0.00%
Charity - Human Services (i.e. assistance to individuals &	3,011	1,023	33	1,302	23	/1%	10	29%		0.00%
families)	6,887	1,463	45	1,240	33	73%	11	24%	1	2.22%
Charity - Law & Public Interest	145	4,216	0	3,965	0	0%	C	0%	0	0.00%
Charity - Local	95,383	231	197	537	141	72%	52	26%	4	2.03%
Charity - National	6,559	1,504	26	1,567	23		3	12%		0.00%
Charity - Other Charitable Organizations	1,697	2,568	6	2,582	6	100%	C	0%		0.00%
Charity - Police & Firefighter Organizations	612	3,360	6	2,582	5	0370	1	17%		0.00%
Charity - Relief & Development	219	4,043	1	3,547	1	100%	C	0%	. 0	0.00%
Charity - Religious	1,567	2,638		2,480	4	57%	3	43%	0	0.00%
Charity - Veterans & Military Charts	3,022 41	2,116 4,664	0	2,821 3,965	2	50%	2	50%	0	0.00%
	1,551	2,644	0	3,965	<u>U</u>	0%		0%		0.00%
Chauffeur Service	3,967	1,889	122	734	117	50% 96%		0%		50.00%
Check Cashing Protection Systems Check Cashing Service	55,962	1,889	662	236	540		102	3% 15%	20	0.82% 3.02%
Check Protection & Signing Machines	1,064	2,955	7	2,480	540	82% 86%	102	15%		3.02% 0.00%
Check Verification & Recovery Service	6,959	1,457	49	1,184	45			6%		2.04%
Checks - Printing	63,932	350	179	577	174	97%	4	2%		0.56%
Cheerleading Instruction	4,157	1,855	31	1,443	16		14	45%		3.23%
Cheese	1,730	2,545	7	2,480	4	57%	3	43%		0.00%
Cheese - Artisanal	153	4,197	1	3,547	1		C	0%		0.00%
Chemical Cleaning - Industrial	5,336	1,665	11		4	36%	7	64%		0.00%
Chemical Milling	232	4,000	0	3,965	0	0%	C	0%	. 0	0.00%
Chemical Plant Equipment & Supplies	2,739	2,183	3	2,998	3	100%	C	0%	. 0	0.00%
Chemical Production	620	3,347	2	3,218	2	100 /0	C	0%	0	0.00%
Chemicals	19,812	829	157	624	111	71%	44	28%	2	1.27%
Chemicals - Reclaiming	69	4,510	0	3,965	0	0.70	C	0 70		0.00%
Chemists - Analytical & Consulting	668	3,299	0	3,965	0	0.70	C	0%		0.00%
Chemists - Manufacturers	1,734	2,543	90	882	88		2	2%		0.00%
Chess Instruction	137	4,242		3,547	0	0%	1	100%		0.00%
Chewing Gum	10	4,914	0	3,965	0	0%	12	0%		0.00%
Child Care - In Home Child Care - Infant	5,305 1,929	1,669 2,455	26	1,567 2,998	14		12			0.00%
Child Care Centers	209,455	107	448	306	288	67% 64%	150	0% 33%	10	33.33% 2.23%
Child Care Referral	3,889	1,904	440	2,998	200	67%	150	33%		0.00%
Child Parent Development Centers	1,048	2,969	2	3,218	2			0%		0.00%
Child Support Enforcement	4,413	1,812	23	1,648	18		5	22%	. 0	0.00%
Childproofing Services	308	3,824	5	2,696	1	20%	4	80%	0	0.00%
Children`s Play Programs Instruction	1,329	2,766	19	1,779	13		5	26%	1	5.26%
Childrens & Family Entertainment	10,486	1,195	97	842	47	48%	47	48%	. 3	3.09%
Childrens & Infants Wear - Retail	30,774	604	435	316	298	69%	130	30%	7	1.61%
Childrens & Infants Wear - Wholesale & Manufacturing	582	3,402	2	3,218	1	50%	1	50%		0.00%
Chillers - Liquid	99	4,383	1	3,547	1	10070	C	0%		0.00%
Chimes & Bells	1,562	2,639	7	2,480	2	29%	5	71%		0.00%
Chimney Builders & Repair	69,521	327	144	674	69		66			6.25%
Chimney Cleaning	160,460	138	303	398 2,480	206		80		17	5.61%
Chimney Lining Materials	1,765	2,525	7	2,480 3,965	0	86%	1	14%		0.00%
Chimney Lining Materials Chimney Sweeper	812 4,296	3,150 1,832	23	1,648	7	0.70	15	0% 65%		0.00% 4.35%
Chimneys - Prefabricated	4,290	4,789		3,965	0		13	0%		4.35% 0.00%
China - Wholesale & Manufacturers	120	4,305	0	3,965	0			0%		0.00%
China & Crystal - Repair	1,233	2,834	21	1,724	17		4	19%		0.00%
China & Glassware - Renting	17	4,834	0	3,965	0	0%	Ċ	0%		0.00%
China & Glassware - Retail	20,218	814	23	1,648	18		5	22%	0	0.00%
Chinese Food Products	601	3,380	16	1,918	7	44%	9	56%	0	0.00%
Chiropractor Information Bureaus	265	3,919	2	3,218	0	0%	2	100%	0	0.00%
Chiropractors D.C.	129,673	178	473	293	321		120	25%	32	
Chiropractors Equipment & Supplies	2,251	2,334	17	1,866	6	35%	11		. 0	0.00%
Chlorinators	33	4,711	0	3,965	0	0%	C	0%		0.00%
Chocolate & Cocoa	2,584	2,216	6	2,582	3	50%	2	33%		16.67%
Choirs	10	4,914	0	3,965	0	0%	C	0%		0.00%
Choreographers	106	4,352	2	3,218	0	0%	<u> </u>	0%		100.00%
Christian Science Practitioners	34	4,700	0	3,965	0	0%	<u> </u>	0%		0.00%
Christian Science Reading Rooms	26	4,760	0	3,965	52	0%	0	0%		0.00%
Christmas Lights & Decorations	10,064	1,224	65	1,045	52	80%	11	17%	2	3.08%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Christmas Trees	6,829	1,466	100	826	91	91%	7	7%	2	2.00%
Chucks	19	4,820	0	3,965	0	0%	0	0%		0.00%
Church Furnishings	1,072	2,945	2	3,218	2	100%	0	0%	0	0.00%
Church Supplies	1,168	2,873	9	2,318	3	33%	6	67%	0	0.00%
Churches	14,547	1,017	33		22	67%	11	33%	0	0.00%
Chute Cleaning	8	4,937	0	3,965	0	0%	0	0%		0.00%
Cigar & Cigarette & Tobacco Dealers - Retail	33,869	566	648	243	463	71%	174	27%	11	
Cigar & Cigarette & Tobacco Dealers - Wholesale	3,713	1,940	10		8	80%	2	20%	0	0.00%
Cigar & Cigarette Lighters	1,467	2,687	- 6	2,582		33%	3	50%	1	16.67%
Cigar, Cigarette & Tobacco Manufacturers	1,657	2,588	12 52		10 15	83%	30	8% 58%		8.33%
Cigars and Cigar Accessories Cinders	3,452	2,003 4,937	0	1,158 3,965	15	29% 0%	30	58% 0%		13.46% 0.00%
Circuit Breakers	307	3,825	0	3,965	0	0%	0	0%		0.00%
Circulation Auditors	74	4,483	0	3,965	0	0%	0	0%		0.00%
Circus Companies	1,570	2,636	4	2,821	4	100%	0	0%		0.00%
Cistern Builders	15	4,862	. 0	3,965		0%	0	0%		0.00%
City & Town Planners	705	3,261	4	2,821	3	75%	1	25%		0.00%
Clamps	225	4,024	0	3,965	0	0%	0	0%		0.00%
Clay	8	4,937	0	3,965	0	0%	0	0%		0.00%
Clay Products	462	3,567	2	3,218	2	100%	0	0%		0.00%
Clean Room Facilities	575	3,410	1	3,547	1	100%	0	0%		0.00%
Clean Rooms - Installation & Equipment	604	3,373	0	3,965	0	0%	0	0%		
Cleaners & Dyers Equipment & Supplies	196	4,102	5	2,696	2	40%	3	60%		
Cleaners & Dyers Supplies	34	4,700	2	3,218	1	50%	1	50%	0	0.00%
Cleaning Compounds	4,968	1,730	38		22		16			0.00%
Cleaning Services	135,385	169	935	188	395	42%	336	36%	204	21.82%
Cleaning Services - Commercial Office	16,016	950	25	1,600	13	52%	9	36%	3	12.00%
Cleaning Services - Estate	115	4,320	0	3,965	0	0%	0	0%	0	0.00%
Cleaning Supplies	27,645	645	153	642	117	76%	34	22%		1.31%
Cleaning Supplies by Internet	2,398	2,283	9	2,318	9	100%	0	0%		0.00%
Cleaning Supplies by Mail	111	4,331	0	3,965	0	0%	0	0%	0	0.00%
Cleaning Systems Press, Chemical	2,565	2,225	10		3	30%	6	60%	1	10.00%
Clergy	101	4,377	0	3,965	0	0%	0	0%		0.00%
Clinics	130,230 553	176 3,442	916		652 0	71%	244	27%	20	211070
Clinics - Cervical Vein	1,029	2,980		3,218 2,400	7	0% 88%		100%	0	0.00%
Clinics - Dialysis Clinics - Pain Management	6,307	1,529	12		7		0	0%	1	12.50%
Clinics - Fair Hanagement Clinics - Sleep Centers	7,687	1,386	45		40	75% 89%	3	25% 11%	0	0.00% 0.00%
Clipping Service	137	4,242	43	3,965		0%	0	0%		0.00%
Clocks - Components	168	4,153	0	3,965	0	0%	0	0%		0.00%
Clocks - Dealers	4,768	1,748	25		20	80%	5	20%		0.00%
Clocks - Service & Repair	15,212	990	99		50	51%	40	40%		9.09%
Clocks - Wholesale & Manufacturers	411	3,639	2	3,218	0	0%	2	100%		0.00%
Closet Systems & Accessories	20,924	795	54	1,133	42	78%	10	19%	2	3,70%
Closures - Industrial - Protective	152	4,199	0	3,965	0	0%	0	0%	0	0.00%
Cloth Cutting	58	4,569	0	3,965	0	0%	0	0%	0	0.00%
Clothes - Consignment & Resale	36,034	545	442	311	249	56%	123	28%	70	15.84%
Clothing - Retail	137,365	166	2,244	77	1,297	58%	844	38%	103	4.59%
Clubs	27,901	638	286	413	249	87%	33	12%	4	1.40%
Clutches	905	3,066	4	2,821	4	100%	0	0%	0	0.00%
Coaching - Business	29,853	614	154		126	82%	26		. 2	1.30%
Coaching - Leadership	1,729	2,547	1	3,547	0	0%	1	100%	0	0.0070
Coaching - Life	11,068	1,160	23		3	13%	15	0570		21.74%
Coal & Coke - Retail	465	3,562	1	3,547	1	100%	0	0%		0.00%
Coal & Coke - Wholesale	113	4,327	0	3,965	0	0%	U	0%		0.00%
Coal Brokers Coal Miners & Shippers	906 1,321	3,065 2,774	U	3,965 3,547	0	0% 100%	0	0% 0%		0.00%
Coal Washing	1,321	4,582	1	3,965	1	0%	0	0%		0.00%
Coat Fronts	1	5,035	0	3,965	0	0%	0	0%		0.00%
Coated Fabrics	164	4,161	<u> </u>	3,965	0	0%	0	0%		0.00%
Coatings - Powder	3,613	1,961	9	2,318	4	44%	5	56%	1 0	0.00%
Coatings - Protective	22,242	774	72		29	40%	40	56%	1 3	4.17%
Coatings - Vacuum Deposition	120	4,305	3	2,998	2	67%	1	33%	0	0.00%
Coats - Wholesale & Manufacturers	482	3,542	10		3	30%	7	70%	, 0	0.00%
Coats Of Arms	1	5,035	0	3,965	0	0%	0	0%	. 0	0.00%
Cocktail Lounges	5,303	1,671	38		16	42%	21		1	2.63%
Cocktail Mixes	85	4,439	0	3,965	0	0%	0	0%	0	0.00%
Coffee & Tea	30,049	611	240	461	159	66%	73	30%	8	3.33%
Coffee & Tea Shops	9,146	1,282	154	637	127	82%	27	18%	. 0	0.00%
				1,172	33	66%	13	26%		8.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Coffee Brewing Devices	5,058	1,712	36	1,357	28	78%	8	22%		0.00%
Coffee Roasting & Handling Equipment	2,074	2,393	9	2,318	4	44%	5	56%		0.00%
Coil Winding	55		0	3,965	0	0%	0	0%		0.00%
Coils - Electric	508	3,501	0	3,965	0	0%	0	0%		0.00%
Coils - Fin	23	4,789	0	3,965	0	0%	0	0%		0.00%
Coils - Plate	1	5,035	0	3,965	0	0%	- 0	0%		0.00%
Coin & Bill Change Machines	238	3,986	4	2,821	3	75%	1	25%		0.00%
Coin & Bill Count, Sort, Wrap Machines	361	3,719	17	,	17	100%	0	0%		0.00%
Coin & Bill Count, Sort, Wrap Services	140	4,236		3,218	1	50%	<u> </u>	50%		0.00%
Coin Cards	32	4,719	0	3,965	0	0%	0	0%		0.00%
Coin Dealers, Supplies	156,100	146	382	338	301	79%	75			1.57%
Coin Wrappers	1 767	5,011	<u>U</u>	3,965	0	0%		0%		0.00%
Coins & Tokens - Manufacturers	1,767 14,102	2,524	45	2,696 1,240	20	40%	19	60%		0.00%
Coins, Stamps & Precious Metals Dealer Cold Storage Doors & Insulated Panels	14,102	1,032 4,610	45	3,965	26	58%	19	42%		0.00%
Cold Type Composition	18	4,810		3,965	0	0%	- 0	0%		0.00%
Cold Type Composition Collapsible Tubes	81	4,828	0	3,965	0	0%	- 0	0%		0.00%
Collectibles	3 46 571		407		355	0%	49	0%		0.00%
	46,571	453		328		87%	13	12.70		0.74%
Collection Agencies Collection Agencies Collection Agencies Collection Agencies	2,089,088	1 412	23,665	1 604	19,910	84%	2,736			
Collection Agencies - Government Loans	7,374	1,413	22	1,684	5	23%	17	7770		0.00%
Collection Systems	40,057	498	518	278	293	57%	198			
College Admission Counseling	16,325	939 4,043	17	1,866 3,547	16		ļ <u></u>	6%		0.00%
College Savings Plans	219		12			100%		0%		0.00%
Coloration Services	645 4,914	3,327 1,737	12 13		8 11	67% 85%	4	33% 2 15%		0.00% 0.00%
Colon Hydrotherapy - Colonic Therapy Color Cards	4,914	4,465	13	3,547	11	85% 0%		15%		0.00%
Color Cards Color Consultants	269	3,905	1	3,547	<u>U</u>		1			
	171	4,148	2	3,965		0%	 	0%		0.00%
Color Separations - Offset , Photo Engraving	1/1	4,148	0	3,218	1	50%	 	0%		50.00%
Colors - Food	248				0	0%	0	0%		0.00%
Colors & Pigment Columbarium	56		0		0	0%	0	0.70		0.0070
	928	3,044	11		6	0%	- 0	070		0.0070
Columns Combs	50	3,044 4,617	0	3,965		55% 0%	3	0 45%		0.00% 0.00%
Combustion Controls	64	4,535	0	3,965	0		- 0			
Comic Books	5,285	1,676	57		25	0% 44%	28	0%		0.00% 7.02%
Commercial Blueprint Design	5,285 105	4,358	3/	3,218	25	44% 0%	28	100%		7.02% 0.00%
Commercial Kitchen Rental	412	3,634		3,216	0	0%		0%		0.00%
Commercial Painting Contractor	5,677	1,613	14			36%		36%		28.57%
Commercial Products Manufacturers	34,454	562	286	413	244	85%	42			0.00%
Commercial Products Wholesale & Distributor	32,500	587	530	274	491	93%	35			0.75%
Commercial Roofing	19,874	828	46	1,222	14		22		10	
Commercials - Radio & Television	900	3,070	70	3,218	1	50%	1		0	0.00%
Commissary Contractors	555	3,440	14		2	14%	12			0.00%
Commodity Brokers	8,690	1,312	20		11			3 40%	0	5.00%
Commodity Trading Advisory Service	620	3,347	20	3,218	0	0%	2	100%	†	0.00%
Communication Consultants	23,665	738	65		34		25		6	9,23%
Compact Discs, Tapes & Records - Retail	22,296	772	153	642	52	34%	96		9	3.27%
Compact Bises, Tapes & Records Retain	22,230	772	133	042	32	34 70	50	0370	 	3.27 70
Compact Discs, Tapes, Records - Wholesale & Manufacturing	2,406	2,279	77	971	68	88%	. g	12%	, 0	0.00%
Compactors - Waste - Household - Dealers	266	3,914	13	2,053	4	31%	ç	69%	. 0	0.00%
Compactors - Waste - Industrial & Commercial	711	3,255	4	2,821	0	0%	4	100%	. 0	0.00%
Compactors - Waste - Service & Repair	237	3,988	5	2,696	2	40%	3	60%	0	0.00%
Compactors - Waste - Supplies & Parts	47	4,631	0	3,965	0	0%	С	0%		
Compactors - Waste - Wholesale & Manufacturers	52	4,601	0	3,965	0	0%	C	0%		
Compasses	4	4,979	0	3,965	0	0%	C	0%		0.00%
Compliance Consulting	7,331	1,419	22	1,684	13	59%	9	41%	0	0.00%
Composting Systems	369	3,707	0	3,965	0	0%	С	0%		0.00%
Compression Clothing/Garments	10,958	1,168	25	1,600	10	40%	15	60%	. 0	0.00%
Compressors	4,919	1,734	15	1,962	11	73%	4	27%	0	0.00%
Compressors - Rent	65	4,527	0	3,965	0	0%	С	0%		0.00%
Compressors - Repair	548	3,447	4	2,821	3	75%	. 1	25%		0.00%
Computer Assisted Design Services	1,137	2,901	18	1,818	7	39%	E	33%		27.78%
Computer Business Services	11,439	1,143	86		65	76%	19			2.33%
Computer Consultant	33,534	574	136		76	56%	56			2.94%
Computer Facilities Management Services	1,853	2,487	4	2,821	4	100%	C	0%		0.00%
Computer Gaming Centers	1,134	2,904	17	1,866	6	35%	7	41%		23.53%
Computer Printers Sales & Service	5,579	1,627	53	1,144	34	64%	17	7 32%		3.77%
Computer Software Publishers & Developers	279,914	76	2,011	86	1,454	72%	539	27%		0.90%
			_,011	2.055		0%	1			0.00%
Computers - Bulletin Boards	148	4,209	U	3,965			Li Li	0%		

Computer Solver Comput	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Company 18-18 72 75 75 75 75 75 75 75	Computers - Cleaning Services	230	4,003	6	2,582	2	33%	4	67%	. 0	0.00%
Company Comp	Computers - Dealers	218,832	103	3,575	45	3,286	92%	254	7%	35	0.98%
Computer 1,000	Computers - Disaster Recovery			83		45		37		1	1.20%
Company Comp				2		0		1		1	50.00%
Composes Melmoda 4,125 1,450 10 1,257 10 10 1,257 10 10 1,257 10 10 1,257 10 10 10 1,257 10 10 10 10 10 10 10 1						7		3		0	0.00%
Company Comp						•		4		2	
Company Number 1,255								23		1	1.45%
Computer March 1032 2606 78 2.716 4 286 7 2506 1 1020								7		1	2.70%
Computer						2,123		64		/	
Composition Section						4		5		1	
Composers Sciently Figure & Spetteres 7,629 1,411 129 711 88 726 135 728 2 1,411 141				452		445		/			
Computer Service & Regist				122		5		1			
Computer Specified First Fig. 22											
Computer - No Perspect & Commat 19470 220 290 320 320 347 886 45 11% 2 0.576 11% 0.000 0											
Components Time Date 10											
Composer - Training											
Computers - Viseled A Manufactures 22,448 757 75 1,151 46 578 25 779 4 5.71 Controllers - Windelda & Manufactures 2,668 1,759 1,010 175 1,011 595 7 1,5 10 0.00 Controllers - Windelda & Manufactures 2,518 3,509 27 1,5 1,011 595 7 1,5 1,011 Controllers - Windelda & Manufactures 2,518 3,509 27 1,5 1,011 1,011 Controllers - Windelda & Manufactures 2,518 3,509 27 1,011 1,011 Controllers - Windelda & Manufactures 2,518 3,509 27 1,011 Controllers - Windelda & Manufactures 2,518 3,509 1,15 2,500 1,011 Controllers - Windelda & Manufactures 2,518 3,500 1,011 Controllers - Windelda & Manufactures 3,518 3,518 3,500 1,011 Controllers - Windelda & Manufactures 3,518 3,518 3,518 3,518 Controllers - Windelda & Manufactures 3,518 3,518 Controllers - Windelda & Windelda								,			
Computer Verbische & Refundations											
Computer Interlumer, Software & Services 456,603 390 4,396 35 3,005 87% 505 17% 50 3.005 17% 50 50 50 50 50 50 50 5								7			
Concert Planesa 7,00 5,000 20 1,750 15 79% 5 79% 0 0.00								650			
Concret Nation 1.50					33			630			
Concrete Performers 15 4,662 1 3,547 0 9% 1 109% 0 0.00								15			
Concert Promoters & Cossulants 2,635 2,207 48 1,195 8 17% 37 77% 3 6,295				1				1.0	12.70		
Concessorares				48				37		3	
Concrete Services						1		37			
Control Custom				8		3		4		1	
Concrete - Prestressed				101		46		46		9	
Concrete Ready Mixed 17,426 900 26 1,567 14 54% 11 42% 1 3,85% 16 55% 2 6,90% 15 6,00% 16 55% 2 6,90% 17,477 11 3,85% 16 55% 2 6,90% 17,477 11 3,85% 16 55% 2 6,90% 17,477 11 3,85% 16 55% 2 6,90% 17,477 11 3,85% 16 55% 1 2 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 12 4,126 10 10 10 10 10 10 10 1				0		0		70			
Concrete - Restoration, Sealing & Cleaning 9,022 1,274 29 1,467 11 39% 16 59% 2 6.990				26		14		11		1	
Concrete Stamped & Decorative 29,486 620 123 731 76 67% 64 36% 3 2.44										. 2	
Concrete Additives										3	
Concrete Books Agregates 1,066 1,067 2,950 1,068 1,068 2,950 1,1840 112 2,109 12,109 13,858 10,000								0		0	0.00%
Concrete Block & Product Moding Nachine 2,703 2,199 18 1,1818 12 6,7% 6 33% 0 0,000 18 3,347 19 18 3,347 10 0,000				0		0		0		. 0	
Concrete Blocks & Shapes				18	1,818	12		6		0	0.00%
Concrete Breaking Equipment 230 4,003 0 3,365 0 0% 0 0% 1 100% 0 0.00								6		1	8.33%
Concrete Breaking, Cutting, Sawing			4,003			0		0		. 0	0.00%
Concrete Construction Forms & Accessories	Concrete Breaking, Cutting, Sawing	6,216	1,537	1	3,547	0	0%	1	100%	0	0.00%
Concrete Mixers Concrete Mix		5,135	1,699	18	1,818	13	72%	5	28%	. 0	0.00%
Concrete Mixers - Renting	Concrete Contractors	546,133	38	1,186	149	594	50%	536	45%	56	4.72%
Concrete Mixers - Rentring	Concrete Curing & Treating Materials	2,584	2,216	7	2,480	6	86%	1	14%	. 0	0.00%
Concrete Mixing Plant Equipment	Concrete Mixers	604	3,373	0	3,965	0	0%	0	0%	. 0	0.00%
Concrete Patching Compounds 517 3,489 0 3,965 0 0% 0 0% 0 0% 0 0.00° Concrete Products 18,588 868 26 1,550° 14 5,48% 11 4,42% 1 3,855° Concrete Pumping Service 3,547 1,979 4 2,821 2 50% 2 50% 0 0.00° Concrete Pumping Service 3,547 1,979 4 2,821 2 50% 2 50% 2 50% 0 0.00° Concrete Removal 1 5,500 2 2,288 2 3,218 0 0 0% 1 5,500 2 2 50% 0 0.00° Concrete Removal 0 47 4,631 2 3,218 1 50% 1 50% 1 50% 0 0.00° Concrete Removal 0 47 4,631 2 3,218 1 50% 1 50% 1 50% 0 0.00° Concrete Removal 0 47 4,631 2 3,218 1 50% 1 50% 1 50% 0 0.00° Concrete Removal 0 47 4,631 2 3,218 1 50% 1 50% 1 50% 0 0.00° Concrete Removal 0 47 4,631 2 3,218 1 50% 1 50% 0 0.00° Concrete Removal 0 4,631 2 3,218 1 50% 1 50% 1 50% 0 0.00° Concrete Removal 0 4,834 0 3,365 0 0 0% 0 0 0% 0 0.00° Concrete Vibrators 1 1,207 2,848 0 3,365 0 0 0% 0 0 0% 0 0 0% 0 0.00° Condiments & Sauces 1 1,207 2,848 6 0 2,582 3 3 50% 2 3 33% 1 1 6,67° Condiments & Sauces 1 1,207 2,848 0 0 3,965 0 0 0% 0 0 0 0% 0 0 0.00° Condiments & Sauces 1 1,207 2,848 0 0 1,483 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Concrete Mixers - Renting	51	4,610	0	3,965	0	0%	0	0%	. 0	0.00%
Concrete Products	Concrete Mixing Plant Equipment	171	4,148	0	3,965	0	0%	0	0%	. 0	0.00%
Concrete Pumping Service	Concrete Patching Compounds	517	3,489	0	3,965	0	0%	0	0%	0	0.00%
Concrete Reinforcements				26		14		11		1	3.85%
Concrete Remard A7 4,631 Concrete Repair/Leveling 10,382 1,204 23 1,648 16 70% 5 22% 2 8,70 Concrete Vibrators 17 4,534 0 3,965 0 0% 0 0% 0 0% 0 0,00 Condiments & Sauces 1,207 2,848 6 2,582 3 50% 2 33% 1 1,667 Condominims 2 6,553 6 69 104 811 7 2 69% 2 9 28% 3 2,88 Condut & Fittings 9 7 4,388 0 3,965 0 0% 0 0% 0 0,00 Conference Centers 3,342 2,031 19 1,779 13 68% 5 26% 1 5,266 Consignment Service Consignment Service - Automobile 1,153 2,887 5 2,696 3 3,606 Consignment Service - Automobile 1,153 2,887 5 2,696 3 4,006 Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10,266 Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10,266 Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10,266 Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10,266 Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 20% 1 7,244 Construction & Remodeling Services 1,801,385 7 3,588 44 1,839 519 60% 2 14% 60 0,000 Construction Estimates 1,801,385 7 3,588 44 1,839 519 60% 1 1,564 1 2,496 1 1,206 Construction Estimates 1,801,385 7 3,588 44 1,839 519 60% 2 14% 60% 0 0,000 Construction Estimates 1,801,385 7 3,588 44 1,839 519 60% 2 14% 60% 0 0,000 Construction Estimates 1,801,385 7 3,588 44 1,839 519 519 60% 1 1,686 0 0 0,000 Construction Estimates 1,801,385 7 3,588 44 1,839 519 519 60% 60% 60% 60% 60% 60% 60% 60	Concrete Pumping Service		1,979	4		2	50%	2	50%	0	0.00%
Concrete Repair/Leveling 10,382 1,204 23 1,648 16 70% 5 22% 2 8,70° Concrete Vibrators 17 4,834 0 3,965 0 0 0% 0 0% 0 0 0.00° Concrete Vibrators 17 4,834 0 3,965 0 0 0% 0 0 0% 0 0 0.00° Condiments & Sauces 1,207 2,848 6 5 2,582 3 50% 2 33% 1 16.67° Condominiums 2 26,553 669 104 811 72 69% 29 28% 3 2.88° Conduit & Rittings 0 97 4,388 0 0 3,965 0 0 0% 0 0 0% 0 0 0% 0 0 0.00° Conference Centers 3,342 2,031 19 1,779 13 68% 5 26% 1 5.26° Connectors - Electric 2,238 2,309 12 2,109 1 8% 10 83% 1 14 8.33° Consignment Service - Automobile 22,538 762 319 379 141 44% 1114 36% 64 20.06° Consignment Service - Automobile 1,153 2,887 5 2,696 3 60% 2 40% 0 0 0.00° Consignment Service - Furniture 4,1836 2,494 39 1,305 15 38% 20 51% 4 29% 1 17.46° Construction Service - Online Service - Online 2,154 2,371 14 1,995 9 64% 4 29% 1 1,714 (Construction Services - Online Services 1,180 1,152 53 1,144 32 60% 20 51% 43% 195 5.43° Construction Equipment Services 1,180 1,152 53 1,144 32 60% 21 140% 0 0 0.00° Construction Equipment Service - Services 1,180 1,152 53 1,144 32 60% 21 140% 0 0 0.00° Construction Equipment Service - Online 1,180 1,152 53 1,144 32 60% 21 40% 1 0 0 0.00° Construction Equipment Service - Online 1,180 1,152 53 1,144 32 60% 21 40% 1 43% 1 195 5.43° Construction Equipment Service - Online 1,180 1,152 53 1,144 32 60% 21 40% 1 43% 1 195 5.43° Construction Equipment Service - Online 1,180 1,152 53 1,144 32 60% 21 40% 1 0 0 0.00° Construction Reports 1,180 1,152 53 1,144 32 60% 21 40% 1 43% 2 2.21° Construction Reports 2,202 2,349 16 1,191 15 34% 1 17% 59 71% 1 0 1.205° Construction Reports 2,202 2,349 16 1,191 15 34% 1 16% 1 16% 0 0 0.00° Construction Reports 2,202 2,349 16 1,191 15 34% 1 16% 1 16% 0 0 0.00° Construction Supplies 2,202 2,349 16 1,191 15 34% 1 16% 1 16% 0 0 0.00° Construction Supplies 3,344 2,46 1 3 3 2,053 7 7 54% 4 1 33% 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Concrete Reinforcements	2,328	2,309	2	3,218	0	0%	1	50%	1	50.00%
Concilered Vibrators				2		1		1		0	0.00%
Condiments & Sauces 1,207 2,848 6 2,552 3 50% 2 33% 1 16.67° Condominums 2,555 669 104 811 72 69% 29 28% 3 2.88° Conduit & Rittings 9,7 4,388 0 3,955 0 0 0% 0 0 0% 0 0 0.00° Conference Centers 3,342 2,031 19 1,779 13 68% 5 26% 1 5,26% 1 5				23				5		2	8.70%
Condominiums 26,553 669 104 811 72 69% 29 28% 3 2.88°				0		0		0		, 0	0.00%
Conduit & Fittings 97 4,388 0 3,965 0 0% 0 0% 0 0.00° Conference Centers 3,342 2,031 19 1,779 13 68% 5 26% 1 5,26° Connectors - Electric 2,328 2,309 12 2,109 1 8% 10 83% 1 8,33° Consignment Service 22,538 762 319 379 141 44% 114 36% 64 20.06° Consignment Service - Automobile 1,153 2,887 5 2,696 3 60% 2 40% 0 0.00° Consignment Service - Furniture 1,183 2,887 5 2,696 3 60% 2 40% 0 0.00° Consignment Service - Furniture 1,183 2,494 39 1,305 15 38% 20 51% 4 10.26° Consignment Service - Furniture 1,1836 2,494 39 1				6		,		2		1	16.67%
Conference Centers 3,342 2,031 19 1,779 13 68% 5 26% 1 5.26 Connectors - Electric 2,328 2,309 12 2,009 1 8% 10 83% 1 83% 6 64 20.06 Consignment Service 4 22,538 762 319 379 141 44% 114 36% 6 64 20.06 Consignment Service - Automobile 1,153 2,887 5 2,696 3 60% 2 40% 0 0 0.00 Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10.26 Consignment Service - Online 2,154 2,371 14 1,1995 9 64% 4 29% 1 7.14 Construction & Remodeling Services 1,801,385 7 3,588 44 1,839 51% 1,554 43% 195 5.43 Construction & Equipment Sales / Services 1,801,385 7 3,588 44 1,839 51% 1,554 43% 195 5.43 Construction Estimates 9 3,364 2,024 83 927 14 17% 59 71% 10 10 10.00 Construction Banagement 4,1266 489 95 855 52 55% 41 43% 1 6% 0 0 0.00 Construction Management 4,1266 489 95 855 52 55% 41 43% 1 6% 0 0 0.00 Construction Supplies 1,884 2,476 13 2,053 7 54% 4 31% 2 2 2.11 Construction Supplies 1,884 2,476 13 2,053 7 54% 4 31% 2 2 1.53 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0% 0 0.00 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Planning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00 Consultant - Pla				104				29		3	2.88%
Consectors - Electric 2,328 2,309 12 2,109 1 8% 10 83% 1 8.33° Consignment Service - Function Service - Automobile 22,538 762 319 379 141 44% 114 36% 64 20.05° Consignment Service - Furniture 1,153 2,887 5 2,696 3 60% 2 40% 0 0.00° Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10.26° Consignment Service - Furniture 1,836 2,494 39 1,305 15 38% 20 51% 4 10.26° Construction & Remodeling Services 1,801,385 7 3,588 44 1,895 9 64% 4 29% 1 7,714 Construction & Remodeling Services 1,801,385 7 3,588 44 1,839 51% 1,554 43% 195 5.43° Construction Equipment Sales / Services 11,180 1,152 53 1,144 32 60% 21 40% 0 0 0.00° Construction Estimates 1 1,180 1,152 53 1,144 32 60% 21 40% 0 0 0.00° Construction Estimates 1 41,266 489 95 855 52 55% 41 43% 2 2 2.11° Construction Management 4 41,266 489 95 855 52 55% 41 43% 1 6% 0 0 0.00° Construction Supplies 1,1884 2,476 13 2,053 7 54% 4 31% 2 2 2.11° Construction Supplies 1,1884 2,476 13 2,053 7 54% 4 31% 2 5.38° Consultate - Federal Government Representatives 595 3,388 0 3,965 0 0% 0 0% 0 0% 0 0 0% 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 1 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Consultant - Flanning 5 5,555 1,639 7 2,480 2 29% 5 71% 0 0 0.00° Co				0				0		0	0.00%
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Construction & Remodeling Services 1,801,385 7 3,588 44 1,839 51% 1,554 43% 195 5,43° Construction Equipment Sales / Services 11,180 1,152 53 1,144 32 60% 21 40% 0 0.00° Construction Estimates 9 3,364 2,024 83 927 14 17% 59 71% 10 12,05° Construction Management 41,266 489 95 855 52 55% 41 43% 2 2,11° Construction Reports 2,202 2,349 16 1,918 15 94% 1 6% 0 0.00° Construction Supplies 1,884 2,476 13 2,053 7 54% 4 31% 2 15,38° Consultate Supplies 1,884 2,476 13 2,053 7 54% 4 31% 2 15,38° Consultate Supplies 3,044 2,108						15		20		4	
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Construction Estimates 3,364 2,024 83 927 14 17% 59 71% 10 12,056 Construction Management 41,266 489 95 855 52 55% 41 43% 2 2.11 Construction Reports 2,202 2,349 16 1,18 15 94% 1 6% 0 0.00 Construction Supplies 1,884 2,476 13 2,053 7 54% 4 31% 2 15.38* Consultate & Other Federal Government Representatives 595 3,388 0 3,965 0 0% 0 0% 0 0.00* Consultant - Employee Benefit Plans 3,044 2,108 14 1,995 14 100% 0 0 0 0.00* Consultant - Planning 5,505 1,639 7 2,480 2 29% 5 71% 0 0.00*			1 152							195	
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Construction Supplies 1,884 2,476 13 2,053 7 54% 4 31% 2 15.38° Consultates & Other Federal Government Representatives 595 3,888 0 3,965 0 0% 0 0% 0 0.00° Consultant - Employee Benefit Plans 3,044 2,108 14 1,995 14 100% 0 0% 0 0.00° Consultant - Planning 5,505 1,639 7 2,480 2 29% 5 71% 0 0.00°								41		2	
Consultate 8 Other Federal Government Representatives 595 3,388 0 3,965 0 0% 0 0% 0 0.00° Consultant - Employee Benefit Plans 3,044 2,108 14 1,995 14 100% 0 0% 0 0.00° Consultant - Planning 5,505 1,639 7 2,480 2 29% 5 71% 0 0,00°						15		1			
Consultant - Employee Benefit Plans 3,044 2,108 14 1,995 14 100% 0 0% 0 0,00% Consultant - Planning 5,505 1,639 7 2,480 2 29% 5 71% 0 0,00%						/		4			
Consultant - Planning 5,505 1,639 7 2,480 2 29% 5 71% 0 0 0.00°								0			
				14		14		U			
	Consultant - Planning Consultant - Public Sector Planning	20,533	1,639	240		239	100%	3	/1%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Consultant - Strategic Planning	4,441	1,802	22	1,684	10	45%	11	L 50%	, 1	4.55%
Consultants - Auto Repair	183	4,124	1	3,547	1	100%	0	0%		0.00%
Consultants - Automobile Purchase	4,249	1,836	29		28	97%	1	1 3%		0.00%
Consultants - Dental Management	1,175	2,868	5	2,696	2	40%	3	60%		0.00%
Consultants - Medical	10,706	1,183	26		16	62%	9	35%	1	3.85%
Consultants - Pharmaceutical	1,154	2,885	5	3,547	0	0%	1	100%	. 0	0.00%
Consultants - Prison & Sentencing	1,276	2,805	9	2,000	2	40%	13	60%	0	0.00%
Consultants - Security	2,805 3,686	2,167 1,945	21 17		10	14%	13	02.70	3	23.81%
Consultants - Social Media Consultants - Telecommunication	4,583	1,774	17		11	59% 65%	6	5 35% 5 35%	1	5.88% 0.00%
Consumer Finance & Loan Companies	602,438	34	4,744	30	4,377	92%	265			2.15%
Consumers Cooperative Organizations	22,586	760	156	629	150	96%	203	1 3%		1.28%
Contact Lenses	39,152	512	238		205	86%	32			0.42%
Containerized Freight Service	1,983	2,423	13		8	62%	52	38%		0.00%
Content Management Systems	36	4,689	0		0	0%	C	0%		0.00%
Contest Arranging & Judging	1,909	2,467	8		4	50%	3	38%		12.50%
Contract Manufacturing	17,271	908	106		88		18			0.00%
Contractor - Commercial	51,615	421	51	1,166	26	51%	24			1.96%
Contractor - Crawl Space	5,148	1,697	9	2,318	3	33%	6	67%	. 0	0.00%
Contractor - Decorative & Specialty Concrete	6,443	1,515	24	1,625	11		11			8.33%
Contractor - Disabled Access	1,138	2,900	1	3,547	1	100%	0			0.00%
Contractor - Electrical	90,912	244	172		95		74			1.74%
Contractor - Flat Roof	2,275	2,327	8	2,400	7	88%	1	13%	, 0	0.00%
Contractor - Gas	861	3,097	7	2,480	4	57%	3	43%	, 0	0.00%
Contractor - General Green Builder	15,467	982	28		17		11		, 0	0.00%
Contractor - Hauling	1,400	2,721	6	2,582	1	17%	4	1 67%	, 1	16.67%
Contractor - Home Performance	3,070	2,101	22		6	27%	15	00 /0		4.55%
Contractor - Industrial	5,472	1,647	1	3,547	1	100%	0	0%		0.00%
Contractor - Insulation	158,218	143	197	537	139	71%	51			3.55%
Contractor - Interior Trim	2,676	2,199	2	3,218	2	100%	0	0%		0.00%
Contractor - Low Voltage Systems	4,685	1,761	4	2,821	4	100%	0	0%	. 0	0.00%
Contractor - Mechanical Insulation	1,326	2,770	5	2,696	1	20%	3	60%	1	20.00%
Contractor - Metal Roofing Contractor - Ornamental Iron	6,470 409	1,510 3,642	21	1,724 3,218	8	38%	13		0	0.00%
			335		139	50%	164	50%	32	0.00%
Contractor - Remodel & Repair	98,288 1,768	225 2,522	333	364 3,547	139	41%	104	49%		
Contractor - Roofing Spray Foam Insulation Contractor - Sheetrock	1,768	3,331	1	3,547	0	100%	1	100%	0	0.00% 0.00%
Contractor - Spray Foam Insulation	11,525	1,140	25		10	40%	15		1 0	0.00%
Contractor - Tile Roofing	461	3,568	18		4	22%	11		3	16.67%
Contractor - Water Conditioning	3,540	1,983	17		13	76%	4	1 24%		0.00%
Contractors - Acoustical Ceiling	1,700	2,566	1	3,547	0	0%	1	100%		0.00%
Contractors - Ceiling	7,162	1,438	11		7	64%	3	3 27%		9.09%
Contractors - Flooring	81,982	275	315		173	55%	123			
Contractors - Framing	10,459	1,197	4	2,821	1	25%	3	75%	, 0	0.00%
Contractors - General	2,726,662	2	4,774	29	2,488	52%	2,062	43%	224	4.69%
Contractors - Gutters	12,398	1,094	70	1,016	40	57%	29	41%	1	1.43%
Contractors - Plant Maintenance Shutdown	74	4,483	0	3,965	0	0%	0	0%	, 0	0.00%
Contractors - Retaining Wall	3,094	2,096	4	2,821	1	25%	2	50%	, 1	25.00%
Contractors - Sheet Metal	1,056	2,961	3	2,998	1	33%	1	1 33%	, 1	33.33%
Contractors - Solar Energy	39,952	500	70	-,	48	69%	15		, 7	10.00%
Contractors Equipment & Supplies - Dealers & Ser	18,639	865	31		27	87%	3	10%	1	3.23%
Contractors Equipment & Supplies - Rent & Lease	12,533	1,086	31		24		6	19%		3.23%
Controls, Control Sys & Regulators	12,416	1,092	10		7	70%	3	30%		0.00%
Convenience Stores	46,282	456	383		208	54%	168			1.83%
Convention Information	506	3,505	0	3,965	0	0%	0	0%		0.00%
Convention Services & Facilities	8,198	1,349	33		20	61%	12	5070		3.03%
Convents & Monasteries	13	4,881	0	3,965	0	0%	0	0%		0.00%
Converters - Electric	687	3,281	2	3,218 3,547	1	50%	1	50%		0.00%
Conveyors & Conveying Equipment Cookies & Crackers	2,696 2,068	2,195 2,396	13		U 8	0% 62%	1	1 100%		0.00% 7.69%
Cooking Instruction	2,068	2,396	42		23	55%	13			7.69% 14.29%
Cooking Utensils	46,799	452	589	255	477	81%	108			0.68%
Cooling Towers	507	3,503	0		0	0%	100	0 0%	,	0.00%
Copiers & Copier Supplies	45,689	459	193		159	82%	33			0.52%
Copper	75	4,477	1 1	3,547	0	0%	1	100%	0	0.00%
Copper Products	983	3,009	8		3	38%	4	1 50%	1	12.50%
Coppersmiths	465	3,562	1	3,547	1	100%	C	0%	0	0.00%
		594	61		43	70%	18			0.00%
Copy & Duplicating Service	31,901	394		1,002						
Copy & Duplicating Service Copyright Service	2,810	2,166	6	2,582	3	50%	3	50%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Cord Blood Storage	1,304	2,784	4	2,821	3	75%	1	25%	0	0.00%
Cord Sets & Cords - Electric	49	4,623	0	3,965	0	0%	0	0%	0	0.00%
Cork & Cork Products	89	4,424	0	3,965	0	0%	0	0%	0	0.00%
Corn Products	268	3,909	0	3,965	0	0%	0	0%	0	0.00%
Cornices - Building	60	4,557	0	3,965	0	0%	0	0%	0	0.00%
Corporate Awards	1,711	2,557	3	2,998	1	33%	2	67%	0	0.00%
Corporate Housing	3,142	2,085	15		9	60%	5	33%	1	6.67%
Corporate Travel	857	3,102	35		0	0%	32	91%	3	8.57%
Corporation Supplies	253	3,951	0	3,965	0	0%	0	0%	0	0.00%
Correspondence Schools	71,576	317	316	382	293	93%	20	6%	3	0.95%
Corrosion Control	678	3,290	0	3,965	0	0%	0	0%	0	0.00%
Corsets & Girdles	1,531	2,657		2,480	4	57%	3	43%	0	0.00%
Cosmetic & Toiletry Preparations - Manufacturers	2,138	2,375	10		6	60%	4	40%	0	0.00%
Cosmetic Sales	38,702	518	611	249	513	84%	91	15%		1.15%
Cosmetic Sales by Internet	13,968	1,037 4,553	275	422 3,547	168	61%	106	39%		0.36%
Cosmetic Sales by Mail Cosmetics - Wholesale & Manufacturers	9,875		147		1	100%	20	0%		0.00%
		1,235 474	375	342	126	86%	101	14%	19	0.68%
Cosmetics & Perfumes - Retail	42,946		3/5 89		255 50	68%		27%	19	5.07%
Costume Fabrics, Trim & Accessories	7,305	1,423 919	134		73	56%	39 53	44%	0	0.00%
Costumes - Masquerade & Theatrical	16,966	3,498	134	703 3,965	/3 0	54%	53	40%	8	5.97%
Cotton Cotton Cinning Equipment & Supplies	512				•	0%	0	0%		0.00%
Cotton Ginning Equipment & Supplies	143 317	4,224	0	3,965 3,965	0	0%	0	0%		0.00%
Cotton Gins		3,801	0	· ·	2	0%	0	0%		0.00%
Cotton Goods - Wholesale & Manufacturers	371 44	3,702	2	3,218	2	100%	0	0%		0.00%
Cotton Goods Brokers	34	4,647 4,700	0	3,965 3,965	0	0% 0%	U	0% 0%		0.00%
Cotton Picking Machinery Cottonseed Products	18	4,700	0	3,965	0		0			0.00%
	17	4,834	0	3,965	0	0%	0	0%		0.00%
Counterfeit Money Detection Devices Countertop - Fabrication	4,021	1,877	10	2,236	0	0% 50%	U	0% 50%	0	0.00%
Countertops	114,447	1,877	263	437	176	67%	77	29%	10	
Countertops - Concrete	794	3,168	203	3,547	1/0	100%	//	29%	10	3.80% 0.00%
Countiertops - Concrete Countings	794	5,100	1	3,965	1	100%	0	0%	0	0.00%
Coupon Book Promotions	32,002	5,033	1,181	150	1,024	87%	77	7%	80	6.77%
Coupon Services	18,980	851	446	309	180	40%	264	59%	30	0.45%
Couriers	5,018	1,719	440	2,318	4	44%	204	22%	2	33.33%
Court Reporters	3,684	1,719	9	2,318		56%		44%	3	0.00%
Covers - Book, Catalog	331	3,773	3	2,998	3	100%	-	0%	0	0.00%
Covers - Protective	7,668	1,391	110	· ·	66	60%	37		7	6.36%
CPR Training & Certification	16,976	918	37	1,338	24	65%	12	32%	1	2.70%
Craft Galleries & Dealers	3,991	1,883	34		16	47%	18	53%	1 0	0.00%
Craft Instruction	3,297	2,042	7	2,480	5	71%	2	29%	0	0.00%
Craft Supplies	26,642	666	328	368	250	76%	71	22%	7	2.13%
Crane Service	8,581	1,319	7	2,480	3	43%	4	57%	,	0.00%
Cranes	2,955	2,136	0	3,965	0	0%	0	0%		0.00%
Cranes - Accessories & Parts	258	3,937	0	3,965	0	0%	0	0%		0.00%
Crankshaft Grinding	47	4,631	1	3,547	1	100%	0	0%		0.00%
Crankshaft Manufacturers	89	4,424	0	3,965	0	0%	0	0%		0.00%
Crawfish Farms	340	3,754	0	3,965	0	0%	0	0%	0	0.00%
Credit - Debt Consolidation Services	145,024	157	443	310	213	48%	175	40%	55	12.42%
Credit & Debt Counseling	325,154	63	316	382	219	69%	78	25%	19	6.01%
Credit Card - Merchant Services	79,909	284	1,199	147	1,150	96%	47		2	0.17%
Credit Card Processing Service	292,014	71	2,008	87	1,771	88%	209	10%	28	1.39%
Credit Cards - Protection Service	22,454	766	228	483	110	48%	98	43%	20	8.77%
Credit Cards & Plans	323,812	64	7,879	13	7,679	97%	126	2%	74	0.94%
Credit Cards & Plans - Equipment & Supplies	57,594	386	205	522	174	85%	31	15%	0	0.00%
Credit Repair Services - Advance Fee	75,815	298	288	410	96	33%	159	55%	33	11.46%
Credit Repair Services - No Advance Fee	120,678	186	391	332	375	96%	16	4%	0	0.00%
Credit Reporting Agencies	75,505	301	2,839	60	2,791	98%	36	1%		0.42%
Credit Services	122,770	185	1,128	160	1,024	91%	88	8%		1.42%
Credit Unions	192,609	117	1,902	94	1,765	93%	134	7%	3	0.16%
Cremation Services	38,283	523	54		45	83%	9	17%	0	0.00%
Cremation Urns	3,657	1,952	8	2,400	8	100%	0	0%	0	0.00%
Crematories	1,610	2,611	2	3,218	2	100%	0	0%	0	0.00%
Crime Scene/Trauma Clean Up	4,419	1,809	9	2,318	7	78%	2	22%	0	0.00%
Criminologists	45	4,643	0	3,965	0	0%	0	0%	0	0.00%
Crisis Intervention Service	2,155	2,369	1	3,547	0	0%	1	100%	0	0.00%
Cruises	39,284	510	729	223	594	81%	130	18%	5	0.69%
Crushing & Pulverizing Equipment	315	3,805	0	3,965	0	0%	0	0%	0	0.00%
		2.002			0	201	0			
Crushing & Pulverizing Service	276	3,883	0	3,965	U	0%	U	0%	U	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Cryogenics	679		3	2,998	2	67%	1	33%		0.00%
Crystals - Industrial	102		3	2,998	1	3370	2	67%		0.00%
Culverts	328	3,779	0	-,	0	0 70	0	0%		0.0070
Cupolas	69	4,510	0		0	0 70	0	0%		0.0070
Currency Exchange	24,063	727	22		15		/	32%		0.00%
Curtains - Wholesale & Manufacturers	485	3,538	5	2,696	1	20%	4	80%		0.00%
Cushions	1,701	2,565	10		8	80%	2	20%		0.00%
Custom Brokers	3,546	1,980	14		13	3570	0	0%	1	7.14%
Custom Framing	6,710	1,485	16		6	38%	10	63%	. 0	0.00%
Custom Harvesting	75	4,477	0	3,965	0	0%	0	0%		0.00%
Custom Synthesis	199	5,011 4,094	0	3,965 3,547	1	0%	0	0%		0.00%
Custom Tile Painting	1,054	2,963	0	3,547	0	10070	0	0%		0.00%
Customs Consultant	85,258		99		91	0%	0	0%		0.00%
Cuttlery		264	99	830 3,965	91		8	8%		0.00%
Cutting & Slitting Service Cylinder Heads - Auto & Motorcycle	143 518	4,224 3,487	<u> </u>	2,998	0	0%	0	0%		0.00%
Cylinder Heads - Auto & Motorcycle Cylinders - Air & Hydraulic	1,794	2,514	<u></u>	3,547	3	100%	1	0%		0.00% 0.00%
Cylinders - Air & Hydraulic Cylinders - Gas	337	3,759	1	3,547	0	0% 100%	1	0 0%		0.00%
Cylinders - Gas Cylinders - Hydrostatic Testing	41	4,664	- 2	3,965	2	100%	0	0%		0.00%
Cylinders - Hydrostatic Testing Cylinders - Rebuild & Repair	789	3,178	<u> </u>	3,218	1		1			
Dairies	2,836	2,161	12		1	50% 58%	1	50%		0.00%
Dairies Dairy Consultants	2,836	3,726	12	2,109 3,547	7	58%	4	100%		8.33% 0.00%
Dairy Consultants Dairy Equipment & Supplies	357 879	3,726	1	3,547	1		1			
Dairy Equipment & Supplies Dairy Equipment Repair	57	4,575	0	3,547	0	100% 0%	-	0%		0.00% 0.00%
	3,791	1,926	4	2,821	2		0	2 50%		
Dairy Products - Wholesale Dance Apparel	2,984	2,127	69	1,027	34		34			0.00% 1.45%
Dance Companies	14,643	1,015	109	788	65		43			0.92%
Dancing Instruction	27,621	646	79		50		23	37.10		7.59%
Dancing Supplies	2,193	2,355	79	2,480	30	57%	23	3 43%		0.00%
Darts & Dart Boards	568	3,421	7	2,480	2	67%	1	33%		0.00%
Data Communications Equipment & Systems	19.652	835	75		62		13	33%		0.00%
Data Processing Equipment	721	3,245	1	3,547	1	100%	13	0%		0.00%
Data Processing Equipment - Maintenance	265	3,243	2	3,218	1	50%	1	50%		0.00%
Data Processing Equipment - Hamtenance Data Processing Service	19,175	849	88		60	68%	24			4.55%
Data Processing Supplies	374	3,697	20	3,218	1	50%	1	50%		0.00%
Data Processing Supplies Data Recovery	3,130	2,087	46		20	43%	22		4	8.70%
Data Systems - Consultants & Designers	11,140	1,155	27	1,542	23	45% 85%			1 7	0.00%
Dating Service	128,485	1,133	2,453	69	2,122	85%	267		64	2.61%
Dating Service - Online	2,904	2,142	110	781	43		56			
Day Care - Adults	17,095	915	17	1,866	7	41%	10			0.00%
Day Spas	70,171	324	737	215	371	50%	245			16.42%
Debris Box Service	26	4,760	737	3,965	0	0%	243	0%		0.00%
Debt Relief Education	1,381	2,736	10		6	60%	4	40%		0.00%
Debt Relief Services	264,844	81	1,075	166	539	50%	366			15.81%
Debt Relief Services	80,020	282	421	319	120	29%	234		67	
Debt Relief Services (Non-compliant with FTC Rule)	8,386	1,335	114	766	13		61			
Debt Repayment Plan	18,588	868	99		32		34			
Debt Settlement - Canada	515	3,493	0	3,965	0		0	0%		0.00%
Decals Decals	3,557	1,975	44		12		22			
Deck - Repair	2,786	2,173	12		8		3	25%		8.33%
Deck Builder	12,459	1,089	41		22		18			2.44%
Deck Cleaning & Sealing	15,236	989	53		29	55%	22			3,77%
Deck Cleaning and Waterproofing	3,755	1,934	17		15		2	12%		0.00%
Decoration Contractors - Party, Convention	3,392	2,019	5	2,696	5	100%	0	0%		0.00%
Defense Contractors	1,573	2,632	0	3,965	0	0%	C	0%		0.00%
Degreasing Equipment & Supplies	23	4,789	0	3,965	0	0%	C	0%		0.00%
Dehumidifying Equipment	348	3,734	1	3,547	0	0%	1	100%	0	0.00%
Dehydrating Service	140	4,236	0	3,965	0	0%	0	0%	0	0.00%
Delicatessens	5,498	1,642	18		5	28%	13			0.00%
Delivery Service	89,836	248	1,850	98	1,609	87%	202			2.11%
Demagnetizers Demagnetizers	3	4,997	0.000	3,965	2,005	0%	202	0%		0.00%
Demographic Research	88	4,430	0	3,965	0	0%	0	0%		0.00%
Demolition Contractors	35,843	547	36		18	50%	17	47%		2.78%
Demonstration Services	752	3,219	0	3,965	0	0%		0%		0.00%
Dental Equipment - Repair & Refinish	1,875	2,478	32		30		0	0%		6.25%
Dental Equipment & Supplies	17,658	890	97		54		42			1.03%
Dental Hygienists	4,912	1,738	26		20		6	23%		0.00%
Dental Laboratories		549	319		253	79%	66			0.00%
Dental Laboratories	33.7.13									
Dental Service Plans	35,735 26,685	664	142		120		22			0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Dentist - Dental Surgery	14,995	1,001	73	999	59	81%	13		1	1.37%
Dentist - Orthodontist	39,605	504	106	797	92		11		3	2.83%
Dentist - Periodontist	3,756	1,933	15	1,962	10		5	33%	0	0.00%
Dentist - Prosthodontist	891 42	3,077	6	2,582	6	100%	U	0%	0	0.00%
Dentist - Sedation Dentist Information Bureaus	42	4,656 3,594	0	3,965 2,998	0	0%	U	0%	0	0.00%
Dentistry - Children	16,045	948	70	1,016	51	100% 73%	19	0% 27%	0	0.00% 0.00%
Dentistry - Confident Dentistry - Cosmetic	13,116	1,070	67	1,016	46	73% 69%	20	30%	0	1.49%
Dentistry - Cosmetic Dentists	626,605	32	3,868	40	3,058	79%	776	20%	34	0.88%
Denturist	6,152	1,545	16	1,918	12	75%	770	25%	34	0.00%
Deodorants	369	3,707	0	3,965		0%	'n	0%	0	0.00%
Deodorizing & Disinfecting	858	3,101	0	3,965	0	0%	0	0%	0	0.00%
Deodorizing Equipment	16	4,848	0	3,965	0	0%	0	0%	0	0.00%
Department Stores	107,917	205	10,054	11	9,970	99%	79		5	0.05%
Deposit Protection	2	5,011	0	3,965	0	0%	0	0%		0.00%
Design & Build Contractor	5,275	1,678	24	1,625	6	25%	15		3	12.50%
Designers - Apparel	10,104	1,218	172	587	58	34%	110	64%	4	2.33%
Designers - Industrial	3,862	1,910	13	2,053	5	38%	7	54%	1	7.69%
Desk Pads & Accessories	359	3,723	0	3,965	0	0%	0	0%	0	0.00%
Desktop Publishing	7,119	1,442	17	1,866	8	47%	9	53%		0.00%
Destination Management	142	4,231	0	3,965	0	0%	0	0%	0	0.00%
Detective Agencies	4,592	1,772	5	2,696	4	80%	1	20%		0.00%
Developmental Disability Services	4,699	1,759	4	2,821	2	50%	2	50%	0	0.00%
Diabetes Services & Supplies	16,007	952	89	889	65		20		4	4.49%
Dials	6	4,960	0	3,965	0	0%	0	0%	0	0.00%
Diamond Buyers	7,652	1,394	2	3,218	2	100%	0	0%	0	0.00%
Diamond Cutters	526	3,480	3	2,998	2	67%	1	33%	0	0.00%
Diamond Setters	121	4,299	1	3,547	1	100%	0	0%		0.00%
Diamonds	19,715	831	27	1,542	24	89%	3	11%		0.00%
Diamonds - Industrial	154	4,191	0	3,965	0	0%	0	0%	0	0.00%
Diaper Service	4,365	1,822	18	1,818	11		7	39%	0	0.00%
Dictating Machines & Supplies	507	3,503	0	3,965	0	0%	0	0%	0	0.00%
Die Castings	1,573 620	2,632 3,347	0	3,965 3,965	0	0%	U	0%	0	0.00%
Die Cutting	76	3,347 4,472	0	3,965	0	0%	0	0%	0	0.00%
Die Cutting Equipment & Supplies	272	3,898	<u>U</u>	3,547	<u>U</u>	0% 100%	0	0%	1	0.00% 0.00%
Diecast Cars - Dealers Dietitians	1,464	2,688	7	2,480	4	57%	2	43%	0	0.00%
Differentials - Automobile	884	3,081	7	3,218	2	100%	3	43%	0	0.00%
Digital Media	6,638	1,496	105	803	87	83%	15		U	2.86%
Dining Club Plans	2,268	2,330	117	757	117	100%	13	0%		0.00%
Dinner Theatres	1,827	2,501	31	1,443	14	45%	10			22.58%
Disability Access Equipment	7,857	1,377	36	1,357	34	94%	2	6%		0.00%
Disabled Person Assistance	1,673	2,580	2	3,218	1	50%	1	50%	0	0.00%
Disc Jockeys	33,202	579	164	614	75	46%	87		2	1.22%
Discotheques	67	4,521	1	3,547	0	0%	1	100%	0	0.00%
Discount Stores	80,227	281	1,851	97	1,671	90%	164		16	0.86%
Dishwashing Compounds	86	4,436	0	3,965	0	0%	0	0%	0	0.00%
Dishwashing Machines - Dealers	126	4,279	0	3,965	0	0%	0	0%	0	0.00%
Dishwashing Machines - Service & Repair	111	4,331	3	2,998	1	33%	2	67%	0	0.00%
Dishwashing Machines - Supplies & Parts	33	4,711	0	3,965	0	0%	0	0%	0	0.00%
Disinfectants & Germicides	238	3,986	0	3,965	0	0%	0	0%	0	0.00%
Dispensary - Medical Marijuana	1,091	2,935	15	1,962	5	33%	9	60%	1	6.67%
Display Designers & Producers	15,754	975	13	2,053	8	62%	5	38%	0	0.00%
Display Fixtures & Materials	3,663	1,950	118	752	114	97%	4	3%	0	0.00%
Display Installation Service	759	3,215	8	2,400	3	38%	3	38%	2	25.00%
Disposable Products	269	3,905	3	2,998	3	100%	0	0%	0	0.00%
Distillers	5,516	1,637	18	1,818	6	33%	12		0	0.00%
Distributing Service - Circular, Sample	6,061	1,560	17	1,866	12	71%	5	29%	0	0.00%
Divers	787	3,180	2	3,218	1	50%	1	50%	0	0.00%
Divers Equipment & Supplies	5,835	1,594	38	1,320	21	55%	17		0	0.00%
Diving & Marine Services	955	3,029		2,821	11	25%	10	75%	0	0.00%
Diving Instruction	3,193 6,766	2,068 1,479	22 63	1,684 1,059		50%	48	45%		4.55% 1.59%
Divorce Assistance DNA Testing	9,917	1,479	25	1,059	14 23	22% 92%	48	76% 8%		1.59%
Dock Builders	6,552	1,233	14		23	92% 36%		50%		14.29%
Dock Covers	47	4,631	0	3,965	0	36% 0%	/	0%		0.00%
Docks Docks	4,546	1,782	17	1,866	10			29%		11.76%
Document Imaging & Scanning Service	6,453	1,513	13	2,053	3	23%	7	54%	2	23.08%
Dog Breeders	149,240	1,313	595	251	300	50%	259		36	6.05%
					500	3070	233	4470	30	

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Doll Clothing & Accessories	639	3,333	4	2,821	1	25%	3	75%	. 0	0.00%
Doll Houses & Accessories	495	3,523	0	3,965	0	0%	0	0%	. 0	0.00%
Doll Manufacturers Equipment & Supplies	43	4,651	0	3,965	0	0%	0	0%	. 0	0.00%
Dolls - Collectors	539	3,464	7	2,480	5	71%	2	29%	. 0	0.00%
Dolls - Repairing	294	3,847	2	3,218	1	50%	0	0%	1	50.00%
Dolls - Retail	4,352	1,823	36	1,357	32	89%	4	11%	. 0	0.00%
Dolls - Wholesale & Manufacturers	492	3,528	7	2,480	2	29%	5	71%	0	0.00%
Dome Structures	20	4,814	0	3,965	0	0%	0	0%	0	0.00%
Domestic Abuse Services	403	3,652	0	3,965	0	0%	0	0%		0.00%
Door & Gate Operating Devices	10,089	1,220	31		19	61%	10	32%		6.45%
Door Closers & Checks	159	4,172	0	3,965	0	0%	0	0%		0.00%
Door Closers & Checks - Repairing	432	3,599	1	3,547	1	100%	0	0%		0.00%
Door Frames	782	3,189	2	3,218	1	50%	1	50%		0.00%
Door Manufacturer - High Performance	501	3,512	2	3,218	0	0%	2	100%		0.00%
Doors	68,915	331	244		164	67%	71	29%		3.69%
Doors - Cellar/Basement/Bilco	234	3,994	0	3,965	0	0%	0	0%		0.00%
Doors - Commercial	1,379	2,738	0	3,965	0	0%	0	0%		0.00%
Doors - French	120	4,305	0	3,965	0	0%	0	0%		0.00%
Doors - Industrial	29	4,741	0	3,965	0	0%	0	0%		0.00%
Doors - Installation	8,714	1,311	31		22	71%	8	26%	1	3.23%
Doors - Patio	428	3,605	1	3,547	0	0%	1	100%	0	0.00%
Doors - Repair	27,834	641	87		65		20		2	2.30%
Doors - Rolling	54	4,589	1	3,547	0	0%	1	10070	0	0.00%
Door-to-Door Freezer Food Sales	565	3,427	3	2,998	2	0, 10	1	33%		0.00%
Door-to-Door Sales - Cleaning Supplies	9,154	1,281	48	1,195	28		18			4.17%
Door-to-Door Sales - Cosmetics	1,926	2,458	0	3,965	0	0%	0	0%		0.00%
Door-to-Door Sales - Magazines	41,851	486	1,149	156	659	57%	456	40%		2.96%
Door-to-Door Sales - Meat	23,824	732	209	511	130	62%	76	36%		1.44%
Door-to-Door Sales - Photography	1,178	2,864	8	2,400	5	63%	3	38%		0.00%
Doughnut Machines & Supplies	3.706	4,979	0	3,965	0	0%		0%	0	0.00%
Doughnuts	2,706	2,189	10		6	60%	4	40%	0	0.00%
Dowels	25 794	4,771	0	3,965 3,547	0	0%	0	0%		0.00%
Drafting Equipment & Supplies	7,016	3,168 1,453	10		1	100%	U	0%	0	0.00%
Drafting Services	14,381		10			30%	/	70%	<u> </u>	0.00%
Drainage Contractors	2,917	1,021 2,140	19	1,779 2,998	/	37%	11	58%	1	5.26%
Drama/Acting Instruction Draperies - Wholesale & Manufacturers	2,917	3,975	3 0	2,998 3,965	2	67%	1	33%	0	0.00%
Draperies & Curtains - Retail & Custom	27,911	637	114		72	0%	40	0%		0.00%
Drapery & Curtain Cleaners	1,800	2,511	15		12	63% 27%	40	35% 60%	2	1.75% 13.33%
Drapery & Curtain Cleaners Drapery & Curtain Fabric - Wholesale & Manufacturers	203	4,083	13	2,821	- 4	25%	3	75%	2	0.00%
Drapery & Curtain Fabrics - Retail	1,281	2,799	10	2,236	9	90%	1	10%	0	0.00%
Drapery & Curtain Fixtures	508	3,501	2	3,218	2	100%	1	0%		0.00%
Drapery Installation Service	1,239	2,827	4	2,821	3	75%	1	25%		0.00%
Drapery Trimmings	122	4,294		3,965	0	0%		0%		0.00%
Drawing Materials	1,936	2,454	10		4	40%	6	60%		0.00%
Dredging	978	3,015	0	3,965		0%	0	0%		0.00%
Dredging Machinery	5.5	4,973	0	3,965	0	0%	0	0%		0.00%
Dress Forms - Wholesale & Manufacturers	102	4,374	6	2,582	1	17%	4	67%	1	16.67%
Dress Trimmings	160	4,169	1	3,547	1	100%	0	0%	0	0.00%
Dresses - Wholesale & Manufacturers	2,303	2,316	52		19	37%	29	56%	4	7.69%
Dressmakers	6,063	1,559	87		49		36		. 2	2.30%
Dressmakers Supplies	2	5,011	0	3,965	0	0%	0	0%		0.00%
Dressmaking Schools	201	4,088	3	2,998	2	67%	1	33%		0.00%
Drill Presses	80	4,454	0	3,965	0	0%	0	0%		0.00%
Drilling - Gas Well	1,688	2,573	4	2,821	3	75%	1	25%	. 0	0.00%
Drilling - Geothermal	174	4,142	0	3,965	0	0%	0	0%		0.00%
Drilling - Oil Well	3,996	1,881	5	2,696	2	40%	3	60%	. 0	0.00%
Drilling & Boring Contractors	15,856	966	22	1,684	12	55%	9	41%	1	4.55%
Drilling & Boring Equipment & Supplies	1,839	2,492	1	3,547	0	0%	1	100%	0	0.00%
Drills	221	4,039	0	3,965	0	0%	0	0%	0	0.00%
Drive Shafts	1,733	2,544	2	3,218	1	50%	1	50%	0	0.00%
Drivers Education	3,733	1,937	28		23	82%	4	14%	1	3.57%
Driveway Installation, Paving & Repair	6,122	1,549	90		27	30%	54	60%	9	10.00%
Driveway Preparation	2	5,011	1	3,547	1	100%	0	0%	0	0.00%
Driving Instruction	65,862	344	314		202	64%	84			8.92%
Driving Proficiency Test Service	16,231	942	60	1,090	37	62%	19	32%	4	6.67%
Driving Training Equipment	1,833	2,498	2	3,218	2	100%	0	0%	0	0.00%
Drop Cloths	4	4,979	0	3,965	0	0%	0	0%	0	0.00%
Drug & Alcohol Screening & Testing	16,527	930	72	1,005	65	90%	6	8%		1.39%
			82	933	67	82%	15	18%		0.00%

Control Cont	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
200 100	Drug Brokers	1,116		4	2,821	1	25%	2	50%	1	25.00%
Company Comp				0		0		C		0	0.00%
10 10 10 10 10 10 10 10	Drug Manufacturers			0		0		C		0	0.00%
December - Programmer - Progr				4		1		(3)		0	0.00%
Type				2,593		1,357		1,167		69	2.66%
Description				3		2		1		0	0.00%
Company Comp										. 2	8.33%
Total Conference				77		29		48		0	0.00%
Principle				0				C		0	0.00%
Cape Name Chandred \$6.00 1.55 1.57 1.57 2 1.31 1.1 59% 4 1.1 1.57 1.1				9		0		g		0	0.00%
Cyange C				2		1		1		0	0.00%
Days Equipment: Industrial				19		2		11		6	31.58%
Engres Service 138 4,187 1, 2,387 1 1,595 0 0 0 0 0 0 0 0 0				1		1		C			0.00%
Symality Respectates				0		0		C			0.00%
Direct Confections 125,560 165 55 55 24 27% 57 10 10 10 10 10 10 10 1				1		1		C			0.00%
Dyname D								C			0.00%
Cycord Total Confessor Cycord C				95		24		67		4	4.21%
Cyman Cyma				1		0		1		0	0.00%
Date 10 Date Natings				2				C			0.00%
Dect Cleaning				0				C		0	0.00%
Dumbersterricks								1		0	0.00%
Dempeter Services 7,706 2,148 78 1,509 16 77% 12 43% 0 0 0 0 0 0 0 0 0				148							10.81%
Date Stoppies 922 3,049 1 3,547 1 100% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 1 1 1 1			0				,			0.00%
Explicating Nationals & Supplies 339 3,766 0 3,566 0 0 0 0 0 0 0 0 0				28		16		12			0.00%
Dast Conference 794 3,268 0 3,565 0 0,6 0 0.0				1		1		<u> </u>			0.00%
Dast Control Maternals 105				0				C			0.00%
Daters & Datering Colfse 111				0		0		C			0.00%
Duty Free Shops				1		1		C			0.00%
DVD Sale & pervice 10,767 1,189 516 2,798 1 33% 2 97% 0 0 0 0 0 0 0 0 0				0		0		C		0	0.00%
DV Sales & Service						0				1	50.00%
Dyers				3		1		2		0	0.00%
Dyes - Infusional 3 4,971 0 3,965 0 0% 0 0% 0 0% 0 0 0				516				229		13	2.52%
Dyers Dyers Wholesele 25 4,771 0 3,965 0 9% 0 9% 0 9% 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0.0 0.0 0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0		290		1		•		U		U	0.00%
Dyes By Pestuff	,	3								U	0.00%
Dynamometers				0						U	0.00%
Earl Body Piercing				2						0	0.00%
Earthworms	,					0		14		0	0.00%
Easels - Wholesele & Nanufacturers	, ,			20		12		14		0	0.00%
E-Books						1		1		9	0.00% 0.00%
e-Cigarette flavoring				7		1		1		0	0.00%
E-connent Development Organizations 1,178 2,864 2 3,218 2 1,00% 0 0 0% 0 0% 0 0.0. Economic Research & Analysis 5,589 1,625 26 1,567 5 19% 21 81% 0 0.0. Economic Research & Analysis 5,589 1,625 26 1,567 5 19% 21 81% 0 0.0. Educational Manerials - Home Schooling 124,677 112 526 275 463 88% 53 10% 10 1.0. Educational Manerials - Home Schooling 8,265 1,346 22 1,000 17 68% 8 83% 53 10% 10 1.0. Educational Research & Analysis 5 1,346 22 1,000 17 68% 8 83% 53 10% 10 1.0. Educational Research & 17,779 888 52 1,600 17 68% 8 83% 53 10% 0 0.0. Educational Research & 17,779 888 52 1,000 17 68% 8 83% 53 10% 0 0.0. Educational Research & 17,779 888 52 1,000 17 68% 8 83% 53 10% 0 0.0. Educational Research & 17,779 888 52 1,000 17 68% 8 83% 53 10% 0 0.0. Educational Research & 17,779 888 62 1,072 45 73% 14 23% 3 44. Edge Processing & Shipping Equipment & Supplies 6 57 3,315 0 3,965 0 0.0% 0 0.0% 0 0.0. Educational Research & 17,779 8 88 62 1,072 45 73% 14 23% 3 4. Edge Processing & Shipping Equipment & Supplies 6 57 3,315 0 3,965 0 0.0% 0 0.0% 0 0.0. Educational Research & 17,771 1,000 0 0 3,965 0 0.0% 0 0.0% 0 0.0. Educational Research & 17,771 1,000 0 0 3,965 0 0.0% 0 0.0. Educational Research & 17,771 1,000 0 0 3,965 0 0.0% 0 0.0. Educational Research & 17,771 1,000 0 0 3,965 0 0.0% 0 0.0. Educational Research & 17,771 1,000 0 0 3,965 0 0.0. Educational Research & 17,771 1,000 0 0 0.0. Educational Research & 1,000 0 0 0.0. Educational Research & 1,000 0 0 0.0. Educational Research & 1,000 0 0 0 0 0 0.0. Educational Research & 1,000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				,		1		-			0.00%
Economic Development Organizations				043		016		124		9	0.00%
Economic Research & Analysis				943		010		124			0.32%
Editorial Services 3,272 2,048 5 2,696 3 60% 2 40% 0 0.0.1 Editoral Services 124,677 182 526 275 463 88% 53 10% 10 1.1 Educational Materials - Home Schooling 8,265 1,346 25 1,600 17 68% 8 32% 0 0.0 Educational Research 2,798 2,888 62 1,072 45 7,37% 14 2,3% 3 4,4 Egy Processing & Shipping Equipment & Supplies 62 4,545 1 3,547 1 1,00% 0 0 % 0 0 % Egys 657 3,315 0 3,965 0 0 0 0 0 0 0 Elastic Goods 50 4,420 0 3,965 0 0 0 0 0 0 Elastic Stockings 2,15 4,055 1 3,547 0 0 0 0 0 0 Elastic Stockings 2,15 4,055 1 3,547 0 0 0 0 0 0 Elastic Stockings 2,15 4,055 1 3,547 0 0 0 0 0 0 Elastic Stockings 2,15 4,055 1 3,547 0 0 0 0 0 0 Elastic Stockings 2,15 4,055 1 3,547 0 0 0 0 0 0 Electric Bikes 7,36 3,231 11 1,995 11 7,996 3 2,136 0 Electric Companies 2,654 2 80 4,586 33 1,416 9 2,796 4 1,296 2 Electric Equipment - Service & Repair 2,654 2 80 4,586 33 4,396 9,966 1,76 44% 14 0 Electric Equipment - Service & Repair 2,654 665 197 537 125 6,396 60 30% 14 70% 0 0 Electric Equipment - Service & Repair 2,654 665 197 537 125 6,396 60 30% 12 6.1 Electric Equipment & Supplies - Retail 3,3,594 573 243 457 201 8,396 33 3,396 10 4 Electric Equipment & Supplies - Retail 3,3,594 573 243 457 201 8,396 33 3,396 10 4 Electric Equipment & Supplies - Retail 3,3,594 573 243 457 201 8,396 33 3,396 10 4 Electric Heating Elements 2,667 2,3397 7 2,440 66 86% 1 14% 0 0 Electric Heating Elements 3,897 3,231 11 2,228 3 3 4 3 5 5 5 5 5 6 0 0 Electric Motor S- Manufacturers 5,166 3,492 0 3,965 0 0 0 0 0 0 0 Electric Motors - Nunleage & Ma				26				21			0.00%
Educational Consultants				20		3		21		0	0.00%
Educational Materials - Home Schooling				576		163		53		10	1.90%
Educational Research 17,779 888 62 1,072 45 73% 14 23% 3 4.4								33		10	
Egg Processing & Shipping Equipment & Supplies 62					,			1.4		1	0.00% 4.84%
Eggs 657 3,315 0 3,965 0 0% 0 0% 0 0% 0 0.0				1				14		3	0.00%
Elastic Goods				n n		•		1		1	0.00%
Elastic Stockings				·							0.00%
Elderly/Senior Specialty Services				1		-	0 70	1		0	0.00%
E-Learning 3,001 2,125 33 1,416 9 27% 4 12% 20 60.6 Electric Bikes 736 3,231 11 2,176 8 739% 3 27% 0 0 0.0 Electric Companies 265,442 80 4,586 33 4,396 96% 176 4% 14 0.0 Electric Equipment - Manufacturers 5,788 1,598 20 1,753 6 30% 14 70% 0 0 0.0 Electric Equipment - Service & Repair 26,654 665 197 537 125 63% 60 30% 14 70% 0 0 0.0 Electric Equipment - Service & Repair 26,654 665 197 537 125 63% 60 30% 12 6.0 Electric Equipment - Service & Repair 338,594 573 243 457 201 83% 32 13% 10 6.0 Electric Equipment & Supplies - Wholesale 10,905 1,170 58 1,103 13 22% 45 45 78% 0 0.0 Electric Equipment Supplies - Wholesale & Manufacturers 2,664 2,212 20 1,753 15 75% 5 25% 0 0.0 Electric Heating Elements 10,905 1,70 58 1,103 13 22% 45 1 14% 0 0.0 Electric Heating Elements 10,905 1,70 58 1,703 15 75% 5 25% 0 0.0 Electric Heating Equipment - Wholesale & Manufacturers 2,067 2,397 7 2,480 6 86% 1 1,14% 0 0 0.0 Electric Instruments 516 3,492 0 3,965 0 0 0% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0				14						1	0.00%
Electric Bikes 736 3,231 11 2,176 8 73% 3 27% 0 0.0.0								4		20	60.61%
Electric Companies 265,442 80 4,586 33 4,396 96% 176 4% 14 0.: Electric Equipment - Manufacturers 5,788 1,598 20 1,753 6 30% 14 70% 0 0.0. Electric Equipment - Service & Repair 26,654 6655 197 537 125 63% 60 0.30% 12 0.6. Electric Equipment - Used 388 3,675 0 3,965 0 0% 0 0% 0 0.0. Electric Equipment & Supplies - Retail 33,594 573 243 457 201 83% 32 13% 10 4.: Electric Equipment & Supplies - Wholesale 10,905 1,170 58 1,103 13 22% 45 78% 0 0 Electric Heating Elements 2,664 2,212 20 1,753 15 75% 5 25% 0 0 Electric Heating Equipment - Wholesale & Manufacturers 2,067 2,397 7 2,480 6 86% 1 14% 0 0 Electric Instruments 660 3,309 2 3,218 1 50% 1 50% 0 0 Electric Motor Controls - Wholesale & Manufacturers 516 3,492 0 3,965 0 0% 0 0% 0 0 0 Electric Motor - Dealers & Repairing 13,223 1,068 46 1,222 37 80% 9 20% 0 0 Electric Motors - Baunfacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 17% 0 0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0						0		,		20	0.00%
Electric Equipment - Manufacturers 5,788 1,598 20 1,753 6 30% 14 70% 0 0,0						4 30E		176		14	0.00%
Electric Equipment - Service & Repair 26,654 665 197 537 125 63% 60 30% 12 6.6						4,390				14	0.31%
Electric Equipment - Used 388 3,675 0 3,965 0 0% 0 0% 0 0% 0 0.00						175				12	6.09%
Electric Equipment & Supplies - Retail 33,594 573 243 457 201 83% 32 13% 10 4.1				197 N		123 N		00		12	0.00%
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Electric Heating Elements 2,604 2,212 20 1,753 15 75% 5 25% 0 0.0 Electric Heating Equipment - Wholesale & Manufacturers 2,067 2,397 7 2,480 6 86% 1 14% 0 0.0 Electric Instruments 660 3,309 2 3,218 1 50% 1 50% 0 0.0 Electric Motor Controls - Wholesale & Manufacturers 516 3,492 0 3,965 0 0% 0 0% 0 0.0 Electric Motors - Dealers & Repairing 13,223 1,068 46 1,222 37 80% 9 20% 0 0.0 Electric Motors - Manufacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 25% 0 0.0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0										10	0.00%
Electric Heating Equipment - Wholesale & Manufacturers 2,067 2,397 7 2,480 6 86% 1 14% 0 0.0 Electric Instruments 600 3,309 2 3,218 1 50% 1 50% 0 0.0 Electric Motors - Ontrols - Wholesale & Manufacturers 516 3,492 0 3,965 0 0% 0 0 0.0 Electric Motors - Dealers & Repairing 13,223 1,068 46 1,222 37 80% 9 20% 0 0.0 Electric Motors - Manufacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 5% 2 50.0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0								7-		1	0.00%
Electric Instruments 660 3,309 2 3,218 1 50% 1 50% 0 0.0.0 Electric Motor Controls - Wholesale & Manufacturers 516 3,492 0 3,965 0 0% 0 0% 0 0.0.0 Electric Motors - Dealers & Repairing 13,223 1,068 46 1,222 37 80% 9 20% 0 0.0.0 Electric Motors - Manufacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 50.0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0.0				7				1			0.00%
Electric Motor Controls - Wholesale & Manufacturers 516 3,492 0 3,965 0 0% 0 0% 0 0.0 Electric Motors - Dealers & Repairing 13,223 1,068 46 1,222 37 80% 9 20% 0 0.0 Electric Motors - Manufacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 50.0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0				"				1			0.00%
Electric Motors - Dealers & Repairing 13,223 1,068 46 1,222 37 80% 9 20% 0 0.0 Electric Motors - Manufacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 50.0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0				n		•		,			0.00%
Electric Motors - Manufacturers & Distributors 1,580 2,628 4 2,821 1 25% 1 25% 2 50.0 Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0						0					0.00%
Electric Motors - Supplies & Parts 3,837 1,914 12 2,109 10 83% 2 17% 0 0.0.0				46		3/		1		1 2	50.00%
				17		10		2		2	0.00%
Electric Motors - Used 91 4,412 1 3,547 0 0% 1 100% 0 0.0	Electric Motors - Used		4,412	1	3,547			1	100%	1	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Electric Power Line Construction	274	3,888	0	3,965	0	0%	0	0%	0	0.00%
Electric Scooters	2,358	2,294	24	1,625	14	58%	10	42%	. 0	0.00%
Electric Supplies - Manufacturers	2,122	2,379	5	2,696	4	80%	1	20%		0.00%
Electric Switchboards	740	3,228	1	3,547	1	100%	0	0%		0.00%
Electric Vehicles	1,315	2,778	18		7	39%	8	44%	3	16.67%
Electric Vehicles - Home Charging Station	69	4,510	0	3,965	0	0%	0	0%	0	0.00%
Electrical Discharge Machines & Supplies	494	3,525	17	3,218	0	0%	15	100%	0	0.00%
Electrical Discharge Machining Electrical Power Systems (Residential & Commercial) - Backup	366	3,715	1/	1,866		12%	15	88%	0	0.00%
Systems	3,771	1,930	9	2,318	5	56%	4	44%		0.00%
Electrical Power Systems Maintenance	4,160	1,854	3	2,998	2	67%	1	33%		0.00%
Electricians	1,014,915	19	887	193	596	67%	271	31%	20	2.25%
Electricians - Commercial	18,001	881	17	1,866	10	59%	7	41%	. 0	0.00%
Electroforming	70	4,504	0	3,965	0	0%	0	0%		0.00%
Electrolysis	7,079	1,446	8	2,400	2	25%	2	25%	4	50.00%
Electrolysis Equipment & Supplies	222	4,034	1	3,547	0	0%	1	100%	0	0.00%
Electronic Equipment & Suppliers - Service & Repair	85,295	263	2,569	66	2,275	89%	273			0.82%
Electronic Equipment & Supplies - Dealers	198,442	114	4,727	31	3,895	82%	784	17%	48	1.02%
Electronic Equipment & Supplies - Wholesale & Manufacturers	32,671	586	1,665	107	1,590	050/	71	4%	1	0.24%
Electronic Equipment & Supplies - Wholesale & Manufacturers Electronic Instruments	3,420	2.012	39		23	95% 59%	12		4	10.24%
Electronic Mail Service	4,206	1,845	79		12		67			0.00%
Electronic Power Supplies	1,928	2,456	18		12		5	28%	1	5.56%
Electronic Product Waste Management & E Waste Services	860	3,099	13		11		0	0%	. 2	15.38%
Electronic Testing Equipment	3,284	2,043	3	2,998	3		0	0%		0.00%
Electronics - Educational Kits	577	3,406	3	2,998	0		3	100%	0	0.00%
Electronics Research & Development	4,386	1,815	38		31		7	18%	0	0.00%
Electrostatic Painting	78	4,465	0	3,965	0	0%	0	0%	. 0	0.00%
Electrotype Equipment & Supplies	230	4,003	9	2,318	1	11%	8	89%	. 0	0.00%
Elevator Consultants	1,129	2,908	1	3,547	1	100%	0	0%	. 0	0.00%
Elevator Installation	1,585	2,623	4	2,821	3	75%	1	25%	. 0	0.00%
Elevators - Parts	173	4,144	0	3,965	0	0%	0	0%	0	0.00%
Elevators - Sales & Service	17,617	892	28		21	75%	7	25%	0	0.00%
Elevators - Testing Services	9	4,921	0	3,965	0	0 70	0	0%	. 0	0.00%
E-Mail Marketing	2,030	2,406	19		7	37%	11	30 /0	1	5.26%
Email Service Provider	559	3,434	2	3,218	0	0%	2	100%	0	0.00%
Embalmers	124	4,287	0	3,965	0	0%	0	0%		0.00%
Emblems	781	3,191	2	3,218	1	50%	0	0%		50.00%
Embossing	33 19	4,711 4,820	0	3,965 3,965	0	0% 0%	0	0%		0.00%
Embossing Equipment & Supplies Embroideries - Uniform	1,177	2,867	14		13	93%	1	7%	0	0.00%
Embroidering Machines	335	3,764	2	3,218	1 1	50%	1	50%	0	0.00%
Embroidery	27,509	650	99		58		39		. 2	2.02%
Embroidery Design Punching	282	3,869	3	2,998	3	100%	0	0%		0.00%
Embroidery Supplies	1,374	2,741	7	2,480	2	29%	5	71%	. 0	0.00%
Emergency Disaster Preparedness Equipment & Supplies	7,524	1,405	10	2,236	6	60%	2	20%		20.00%
Emergency Response Systems - Personal	882	3,083	4	2,821	2	50%	0	0%		50.00%
Emergency Shelters	1,667	2,582	3	2,998	2	67%	1	33%	. 0	0.00%
Employee Assistance Programs	989	3,007	1	3,547	0	0%	1	100%	. 0	0.00%
Employee Benefit Plans	8,529	1,323	178	579	171	96%	6	3%		0.56%
Employment Agencies	295,645	70	307	393	188	61%	80		39	12.70%
Employment Contractors - Temporary Help	39,638	503	43		15		26		, 2	4.65%
Employment Counseling	6,290	1,530	4	2,821	3	75%	1	25%	. 0	0.00%
Employment Service	42,920	475	168	605	87		50	30%		18.45%
Employment Service - Administrative Assistant	165	4,160	1	3,547	1	100%	0	0%		0.00%
Employment Service - Employee Leasing	23,822	733	23		19	83%	4	17%		0.00%
Employment Service - Government, Co, Fraternal Employment Service - Union Talent Signatory	1,351 75	2,756 4,477	0	3,965 3,965	0	0%	U	0%		0.00%
Employment Service - Union Talent Signatory Employment Service - Virtual Assistant	6,827	1,467	0 15		0	0%	U .	0%		0.00%
Employment Training	29,955	612	153		71	47% 46%	59	53% 39%		0.00% 15.03%
Enameling, Japanning & Lacquering	29,933	4,735	133	3,965	71	0%	29	0%		0.00%
Encyclopedia & Book Sales	892	3,075	12	· ·	7	58%		42%		0.00%
Encyclopedia & Book Sales Encyclopedia & Book Sales by Internet	689	3,073	7	3,218	2		n	0%		0.00%
Encyclopedia & Book Sales by Mail	15	4,862	<u> </u>	3,965	0		n	0%		0.00%
Encyclopedias Encyclopedias	423	3,614	8	2,400	3	38%	3	38%	2	25.00%
Endodontics	4,381	1,816	14		12		2	14%	. 0	0.00%
Energy Audits	24,954	708	37		30		7	19%		0.00%
u,	,			,					1	
Energy Conservation Products - Wholesale & Manufacturers	1,442	2,701	8	2,400	4	50%	4	50%	0	0.00%
Energy Conservation Products & Services	94,304	233	265	433	215	81%	33	12%	17	6.42%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Energy Management & Conservation Consultant	38,668	519	103		80	78%	20			2.91%
Energy Service Companies	72,467	314	501		481	96%	20			0.0070
Engineering Consultants	18,344	874	16		6	38%	9	3070		0.2370
Engineering Contractors - General	33,634	571	22		11		11			0.0070
Engineering Equipment & Supplies	2,488 855	2,249 3,104	4	2,821 3,547	4	100%	0	0%		0.00%
Engineering Reports Engineers - Civil	21,709	783	10		1	100% 90%	1	0%		0.00%
Engineers - Civil Engineers - Electrical	6,458	1,511	10	2,236	9	63%	-	38%		0.00%
Engineers - Enectrical Engineers - Environmental	590	3,395	0	3,965	3	0%	3	0%		0.00%
Engineers - Mechanical	4,713	1,756	5	2,696	1	20%	 	80%	+ 0	0.00%
Engineers - Professional	57,897	384	27		22	81%		19%	1 0	0.00%
Engineers - Structural	16,371	938	4		4	100%		0%		0.00%
Engines - Diesel	10,396	1,202	32		24		<u>ε</u>	25%	0	0.00%
Engines - Fuel Conversion	2,308	2,315	5		3	60%	7	40%	0	0.00%
Engines - Fuel Injection Service & Parts	3,805	1,923	11		9	82%	7	18%		0.00%
Engines - Gas	3,044	2,108	22		13	59%	c	41%		0.00%
Engines - Gasoline	678	3,290	11		10	91%	1	9%		0.00%
Engines - Rebuild & Exchange	81,143	278	372		250	67%	116			1,61%
Engines - Supplies, Equipment & Parts	29,938	613	145		101	70%	39	27%		3,45%
Engravers - Mechanical	1,001	2,999	4	2,821	2	50%	2	50%	, 0	0.00%
Engravers - Metal	1,829	2,499	8	2,400	4	50%	4	50%		0.00%
Engravers - Photo	86	4,436	0	3,965	0	0%	C	0%		0.00%
Engravers - Plastic, Wood	1,552	2,643	0		0	0%	C	0%		0.00%
Engravers - Stationery	1,796	2,513	9		9	100%	C	0%		0.00%
Engraving Equipment & Supplies	914	3,056	2	3,218	2	100%	C	0%		0.00%
Entertainers	18,794	859	101	821	52	51%	40	40%	9	8.91%
Entertainment Bureaus	18,964	853	119	748	74	62%	42	35%	3	2.52%
Entomologists	207	4,069	0	3,965	0	0%	C	0%	. 0	0.00%
Envelopes - Retail	337	3,759	5	2,696	5	100%	C	0%	. 0	0.00%
Envelopes - Wholesale & Manufacturers	1,703	2,563	4	2,821	4	100%	0	0%	. 0	0.00%
Environmental & Ecological Services	53,009	412	83	927	51	61%	29	35%	, 3	3.61%
Environmental Consulting & Contracting	12,871	1,078	11	2,176	6	55%	4	36%	, 1	9.09%
Environmental Testing & Consulting	9,988	1,231	42		9	21%	29	69%	, 4	9.52%
Environmental, Conservationist & Ecol Org	3,424	2,011	8		1	13%	5	63%	, 2	25.00%
Equestrian Services	4,580	1,776	14		9	64%	5	36%		0.00%
Equine nutrition	26	4,760	0	-/	0	0%	0	0%	0	0.00%
Equine Therapy	388	3,675	2	3,218	1	50%	1	50%	, 0	0.00%
Equipment Calibration	1,010	2,993	3	2,998	1	33%	2	67%	, 0	0.00%
Ergonomic Products & Services	1,434	2,707	7	2,480	7	100%	0	0%		0.00%
Erosion Control	4,441	1,802	2	3,218	1	50%	1	50%		0.00%
Escalators	29	4,741	0	-,	0	0%	0	0%		0.00%
Escort Service - Personal	4,712	1,757	1	3,547	1	100%	0	0%		0.00%
Escrow Service Estate Liquidators	53,303 18,364	410 873	129 65		77 32	60%	47 33			3.88%
		337	37	,	32 26	49%		3170		0.00%
Estate Planning & Management	67,944	552	37 171		26 114	70%	10			2.70%
Estates - Appraisals, Sales & Auctions	35,580		1/1	592 2,696		67%	49			4.68%
Estheticians Estheticians	1,618	2,604	5		5	100%	<u></u>	0%		0.00%
Etched Products - Metal, Glass Etching Equipment & Supplies	827 35	3,130 4,693	b	2,582 3,965	0	07 70	 	33%		0.00% 0.00%
Etiquette School	786	3,184	0	3,965	0	0%	- 0	0%		0.00%
Evaporating Apparatus	115	4,320	2	3,218	1	50%	1	50%		0.00%
Evaporating Apparatus Evaporative Coolers - Sales & Service	246	3,963		2,821	1	75%	1	25%		0.00%
Event Center	3,184	2,074	39		19	75% 49%	19			2.56%
Event Planners	35,388	554	358		136	38%	163			16.48%
Event Planners - Corporate	1,730	2,545	4		2	50%	103	50%	. 0	0.00%
Eviction Service	3,453	2,001	31		24	77%		16%		6.45%
Excavating Contractors	243,842	92	146		87	60%	57	39%		1.37%
Excavating Equipment	2,278	2,324	12		9	75%	7	25%		0.00%
Excelsior	2,2,70	4,937	0		0	0%		0%		0.00%
Executive Search Consultants	15,886	963	30		15	50%	13			6.67%
Executive Suites	678	3,290	- 50 6	2,582	4	67%	7	33%		0.00%
Exercise & Physical Fitness Programs	86,300	260	1,251	141	909	73%	303			
Exercise Equipment & Machines - Sales	52,172	417	654		559	85%	88			1.07%
Exercise Equipment & Machines - Service & Repair	745	3,224	13		, S	62%		38%		0.00%
Exhibit Design & Construction	1,111	2,918	2		1	50%	1	50%		0.00%
Expanded Metals	85		0		0	0%	 	0%		0.00%
Expansion Joints	65		0		0	0%	r	0%		0.00%
Experimental Work	7	5,011	0		0	0%		0%		0.00%
			U		0	370				
Explosives	296	3,845	0	3,965	0	0%	U	0%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Exporters	7,546	1,403	18	1,818	7	39%	9	50%		11.11%
Express & Transfer Service	861	3,097	2	3,218	1 150	50%	1	30%	. 0	0.0070
Extended Warranty Contract Service Companies Exterior Designers	158,005 1,265	144 2,816	1,713	103 2,998	1,459	85% 33%	164	10%		5.25% 0.00%
Exterior Structures - Barn Construction	7,567	1,401	20	1,753	- 6	30%	12			10.00%
Exterior Structures - Gazebos, Arbors, Pergolas	1,904	2,470	9	2,318	7	78%	2	2 22%		0.00%
Eye Banks	86	4,436	0	3,965	0	0%		0%		0.00%
Eyebrow Threading	1,067	2,949	7	2,480	5	71%	2	29%		0.00%
Eyeglass Suppliers	12,635	1,082	165	611	108	65%	55	33%	2	1.21%
Eyelets	448	3,588	8	2,400	5	63%	3	38%	0	0.00%
Eyesight Training	1,584	2,624	18	1,818	12		6	33%		0.00%
Fabric Laminating & Bonding	109	4,344	0	3,965	0	0%	C	0%	0	0.00%
Fabric Shops	16,923	921	131	711	106	81%	23		2	1.53%
Fabrics - Wholesale & Manufacturers	3,369	2,022	6	2,582	5	83%	1	17%		0.00%
Facility Maintenance	7,063	1,448	6	2,582	2	33%	4	67%		0.00%
Facility Planning	127	4,276	0	3,965	0	0%		0%		0.00%
Factoring Service Factors	11,001 3,938	1,163 1,894	30 6	1,468 2,582	19	63% 83%	10	33%		3.33% 0.00%
Factory Locating Consultants	3,936	4,789	0	3,965	<u> </u>	0%	1	0%		0.00%
Fairgrounds	467	3,561	2	3,218	1	50%	1	50%		0.00%
Fallout Shelter Equipment & Supplies	285	3,864	0	3,965		0%	,	0%		0.00%
Fallout Shelters - Consultants	266	3,914	1	3,547	0	0%	1	100%		0.00%
Family Planning - Abortion Alternatives	557	3,437	1	3,547	1	100%	0	0%		0.00%
Family Planning - Abortion Services	1,509	2,669	2	3,218	1	50%	1	50%		0.00%
Family Services	1,662	2,585	4	2,821	2	50%	2	50%		0.00%
Fan Clubs	525	3,482	14		11		3	21%		0.00%
Fans - Attic	1,182	2,859	0	3,965	0	0%	C	0%		0.00%
Fans - Household	3,711	1,941	24	1,625	17	71%	5	21%	. 2	8.33%
Fans - Industrial & Commercial	1,391	2,729	5	2,696	3	60%	2	40%		0.00%
Fans - Repair	334	3,768	1	3,547	0	0%	1	100%	. 0	0.00%
Fare Registers & Meters	4	4,979	0	3,965	0	0%	C	0%	0	0.00%
Farm Equipment	35,523	553	135	698	107	79%	27			0.74%
Farm Equipment - Repair & Parts	7,919	1,373	15	1,962	11	73%	4	27%		0.00%
Farm Management	1,520	2,662	0	3,965	0	0%	C	0%		0.00%
Farm Management Systems	255	3,945	0	3,965	0	0%	C	0%		0.00%
Farm Supplies	4,516	1,786	25	1,600	19	76%	6	24%		0.00%
Farmers Market	2,751	2,180	16	1,918	10	63%	3	19%		18.75%
Farming Service	3,709	1,942	9	2,318	/	78%	2	22%		0.00%
Farms Organia	25,170	700	83	927	32		49			2.41%
Farms - Organic Farms - Urban	1,615 39	2,607 4,678	65 0	1,045 3,965	60	92% 0%	3	5%		3.08% 0.00%
Fashion Accessories	1,962	2,438	94	862	39	41%	47			8.51%
Fashion Consultants	2,844	2,157	16	1,918	6	38%	10			0.00%
Fashion Designers	1,975	2,427	75	987	17	23%	56			2.67%
Fashion Show Producers	423	3,614		2,400	1	13%	6	75%	1	12.50%
Fasteners - Industrial & Construction	5,601	1,624	2	3,218	1	50%	1	50%	0	0.00%
Fasteners - Textile & Apparel	857	3,102	2	3,218	1	50%	1	50%	0	0.00%
Fax Equipment & Systems	637	3,335	15	1,962	2	13%	13			0.00%
Fax Transmission Service	2,642	2,206	50	1,172	30		10			
Feather Goods	569	3,420	2	3,218	1	50%	1	50%		0.00%
Feathers	158	4,177	0	3,965	0	0%	0	0%		0.00%
Feed - Wholesale & Manufacturers	1,738	2,541	3	2,998	2	67%	1	33%		0.00%
Feed Concentrates & Supplements	362	3,718	1	3,547	0	0%	1	100%		0.00%
Feed Dealers	13,019	1,073	25	1,600	16	64%	7	28%		8.00%
Feed Grinding	24	4,779	0	3,965	0	0%	C	0%		0.00%
Feed Mill Equipment & Supplies	617	3,352	1	3,547	1	100%	C	0%		0.00%
Feeders - Industrial	136	4,245	2	3,218	2	100%	<u> </u>	0%		0.00%
Feedlot	157	4,183	0	3,965	0	0%	0	0%		0.00%
Felt & Felt Products	70	4,504	0	3,965	0	0%		0%		0.00%
Fence - Sales, Service & Contractors	58,088	383 47	241	459	130	54%	93 365			
Fence Contractors Fence Material	438,367 4,340	1,827	1,194 10	148 2,236	788	66%	365			3.43% 0.00%
Fence Posts & Fittings	2,743	2,182	10	2,236	3	50% 50%	3	5 50% 5 50%		0.00%
Fence Staining	3,328	2,182	7	2,582	3	43%	3	50%		0.00%
Fences - Rental	206	4,074	2	3,218		43%	3	100%		0.00%
Fences - Vinyl	3,196	2,066	12	2,109	8	67%		33%		0.00%
Fences - Wood	5,190	4,524	0	3,965	0	0%	7	0%		0.00%
Fencing Instruction	1,846	2,488	13	2,053	6	46%	6	46%		
Ferries	343	3,748	3	2,998	3	100%	0	0%		
Fertility Specialists	4,371	1,820	18	1,818	16		2	11%		

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fertilizer Plant Equipment	286	3,862	0	3,965	0	0%	0	0%	0	0.00%
Fertilizers	10,526	1,192	19	1,779	18	95%	1	5%	0	0.00%
Fiber & Fiber Products	371	3,702	1	3,547	1	100%	0	0%	0	0.00%
Fiber Glass Fabricators	1,402	2,720	1	3,547	0	0%	1	100%	0	0.00%
Fiber Glass Materials	331	3,773	0	3,965	0	0%	0	0%	0	0.00%
Fiber Glass Products	2,162	2,364	5	2,696	1	20%	4	80%	0	0.00%
Fiber Optics	5,834	1,595	57	1,114	35	61%	22	39%	0	0.00%
Fiberglass - Bathtubs & Showers	431	3,601	2	3,218	2	100%	0	0%	0	0.00%
Fiberglass - Fabrication & Repair	2,176	2,358	18	1,818	7	39%	8	44%	3	16.67%
Filing Equipment, Systems & Supplies	1,395	2,726	53	1,144	53	100%	0	0%	0	0.00%
Filling Machinery	55		0	3,965	0	0%	0	0%	0	0.00%
Film Scrap	28		0	3,965	0	0%	0	0%	0	0.00%
Filtering Materials & Supplies	3,081	2,097	9	2,318	5	56%	4	44%	0	0.00%
Filters - Air & Gas	3,507	1,991	30	1,468	16	53%	13		1	3.33%
Filters - Liquid	908	3,063	2	3,218	1	50%	1	50%	0	0.00%
Filters Air & Gas Cleaning	851	3,108	3	2,998	1	33%	2	67%	0	0.00%
Financial Consultants - No License Required	19,783	830	36	1,357	11	31%	19		6	16.67%
Financial Planning Consultants	268,139	77	227	486	167	74%	50		10	4.41%
Financial Planning Kit	161	4,168	0	3,965	0	0%	0	0%	0	0.00%
Financial Services	944,046	20	5,254	25	4,838	92%	356		60	1.14%
Financing	77,336	291	240	461	189	79%	48		3	1.25%
Financing Consultants	30,798	602	62	1,072	30	48%	24		8	12.90%
Fingerprinting	3,766	1,931	24	1,625	17	71%	7	29%	0	0.00%
Fingerprinting - Live Scan	315	3,805	6	2,582	2	33%	΄ Δ	67%	0	0.00%
Fingerprinting Equipment	254	3,949	2	3,218	2	100%	1	0%	0	0.00%
Fire & Flood Emergency Service	2,342	2,304	8	2,400	2	100%	0	0%	0	0.00%
Fire & Smoke & Water Clean Up	2,247	2,335	10	2,236	7	70%	3	30%	0	0.00%
Fire & Smoke Alarm Systems	42,199	481	82	933	55		24		3	
Fire & Water Damage Restoration	344,023	58		226	604	67%	103	29%	14	3.66%
Fire Damage Restoration	8,287	1,344	721 25		15	84%	103	14%	14	1.94%
			23	1,600	13	60%	10	40%	0	0.00%
Fire Department Equipment & Supplies	1,974	2,429	6	2,582	5	83%	1	17%	0	0.00%
Fire Departments	847	3,110	5	2,696	5	100%	0	0%		0.00%
Fire Doors & Shutters	13	4,881	0	3,965	0	0%	0	0%	0	0.00%
Fire Escapes	60	4,557	0	3,965	0	0%	0	0%	0	0.00%
Fire Exit Devices	35	4,693	0	3,965	0	0%	0	0%	0	0.00%
Fire Extinguishers	8,946	1,295	12	2,109	6	50%	6	50%	0	0.00%
Fire Extinguishing Fluid	29	4,741	0	3,965	0	0%	0	0%	0	0.00%
Fire Hose	53	4,597	0	3,965	0	0%	0	0%	0	0.00%
Fire Hydrants	456		0	3,965	0	0%	0	0%	0	0.00%
Fire Lookout Stations	4	4,979	0	3,965	0	0%	0	0%	0	0.00%
Fire Mitigation	256		0	3,965	0	0%	0	0%	0	0.00%
Fire Protection Consultants	8,471	1,327	44	1,250	8	18%	35		1	2.27%
Fire Protection Contractor	6,251	1,536	15	1,962	9	60%	5	33%	1	6.67%
Fire Protection Equipment & Supplies	19,995	823	27	1,542	18	67%	9	33%	0	0.00%
Firearm Manufacturer	1,650	2,592	31	1,443	20	65%	11		0	0.00%
Fireplace Equipment - Retail	20,460	811	76	978	63	83%	13	17%	0	0.00%
Fireplace Equipment - Wholesale & Manufacturers	2,158	2,366	11	2,176	8	73%	2	18%	1	9.09%
Fireplaces	47,996	445	244	454	201	82%	36	15%	7	2.87%
Fireproofing	876	3,088	2	3,218	2	100%	0	0%	0	0.00%
Fireproofing Materials	255	3,945	1	3,547	1	100%	0	0%	0	0.00%
Firewood	10,579	1,188	56	1,120	17	30%	30	54%	9	16.07%
Fireworks	6,329	1,525	13	2,053	9	69%	4	31%	0	0.00%
First Aid Instruction	4,752	1,750	14	1,995	8	57%	6	43%	0	0.00%
First Aid Supplies	2,021	2,409	11	2,176	9	82%	2	18%	0	0.00%
Fish & Seafood - Retail	12,378	1,096	48	1,195	30	63%	17	35%	1	2.08%
Fish & Seafood - Wholesale	6,591	1,499	10	2,236	4	40%	6	60%	0	0.00%
Fish & Seafood Brokers	708	3,258	4	2,821	3	75%	1	25%	0	0.00%
Fish By-Products	135	4,250	0	3,965	0	0%	0	0%	0	0.00%
Fish Hatcheries	1,559	2,641	2	3,218	2	100%	0	0%	0	0.00%
Fish Nets	98	4,386	0	3,965	0	0%	0	0%		0.00%
Fish Processors	387	3,678	0	3,965	0	0%	0	0%		0.00%
Fish Processors Equipment	4	4,979	1	3,547	1	100%	0	0%	0	0.00%
Fishermen - Commercial	218	4,047	0	3,965	n	0%	n	0%	0	0.00%
Fishermens Supplies	1,704	2,562	10	2,236	8	80%	2	20%	0	0.00%
Fishery Consultants	258	3,937	0	3,965	0	0%	0	0%	0	0.00%
Fishing Bait	3,353	2,027	12	2,109	4	33%	0	67%	0	0.00%
Fishing Charters	6,075	1,556	28	1,509	13	46%	13	46%	2	7.14%
rishing charters			20	3,547	13	100%	13	46%	2	0.00%
Fishing Piers										
Fishing Piers Fishing Tackle - Repair & Parts	425 518		1	3,547	0	0%	1	100%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fishing Tackle Dealers	8,420	1,333	48	1,195	26	54%	22	46%	0	0.00%
Fitness Centers	86,579	258	2,791	61	2,041	73%	671	24%	79	2.83%
Fix-It Shops	2,428	2,270	6	2,582	2	33%	4	67%	0	0.00%
Flag Poles	1,471	2,686	4	2,821	3	75%	1	25%		0.00%
Flags & Banners	13,931	1,040	59		27	46%	32	54%		0.00%
Flags & Banners - Manufacturers Supplies	722	3,244	6	2,582	6	100%	0	0%		0.00%
Flanges	13	4,881	0	3,965	0	0%	0	0%		0.00%
Flashers - Electric	34	4,700	0	3,965	0	0%	0	0%		0.00%
Flatware - Table	1,293	2,790	0	3,965	0	0%	0	0%		0.00%
Flavoring Extracts	359	3,723	3	2,998	3	100%	0	0%		0.00%
Flavoring Extracts - Raw Materials	349	3,733	0	3,965	0	0%	0	0%		0.00%
Flea Markets	10,134	1,216	36		18	50%	16	44%		5.56%
Flight Instructor	458	3,573		2,696	0	0%	5	100%		0.00%
Flight School	7,255	1,428	17		9	53%	8	47%		0.00%
Floats - Parade Flock Manufacturers & Processors	35	4,693 5,011	0	3,965 3,965	0	0%	0	0%		0.00%
Flood assistance	570	3,419	0	2,821	0	0%	U	0%		0.00%
				2,821	3	75%	1	25%		0.00%
Flood Control Equipment	1,658 234	2,587	4	2,821 3,218	4	100%	0	0%	0	0.00%
Floodlights & Search Lights		3,994	16			0%	10	100%	0	0.00%
Floor Coatings - Epoxy/Polyurethane	4,561 34,796	1,780 558	116		6 84	38%	10	63%	0	0.00%
Floor Coverings & Installation		558 126			84 256			25%		2.59%
Floor Laying, Refinishing & Resurfacing	175,031	126 3,530	415	324 2,998	256	62%	141			4.34%
Floor Machines	490		3	2,998 3,965	0	100%	0	0%		0.00%
Floor Machines - Rent	95 74	4,395	0		0	0%	0	0%		0.00%
Floor Machines - Repair Floor Materials - Retail	94,056	4,483 236	335	3,965 364	259	0% 77%	70	0% 21%		0.00%
Floor Refinishing	1,236	2,832	333	2,400	259		70	38%		1.79% 0.00%
	76	4,472	0	3,965	3	63%	3			
Floor Removal	433	3,596	0	2,821	0	0% 50%	0	0% 50%		0.00%
Floor Removal, Resurfacing and Refinishing Floor Resurfacing	317	3,801	- 4	3,218	2		2	0%		
Floor Treatment Compounds	1,157	2,883		2,696	2	100% 40%	0	60%	0	0.00% 0.00%
Floor Waxing, Polishing & Cleaning	7,067	1,447	14		2	21%	11	79%	0	0.00%
Floors - Garage	2,563	2,227	14	2,998	3	67%	11	33%	0	0.00%
Floors - Hardwood	62,516	355	357	353	266	75%	84	24%	7	1.96%
Floors - Industrial	5,179	1,689	13		6	75% 46%	04	31%		23.08%
Floors - Laminate	959	3,027	13	2,033	9	100%	4	0%	3	0.00%
Floors - Raised	5,540	1,632	12		9	75%	3	25%	0	0.00%
Floral Design Instruction	759	3,215	- 12	2,318	4	44%	5	56%	0	0.00%
Florist - Funeral Bouquets & Wreaths	1,439	2,703	12			67%	3	25%	1	8.33%
Florists - Brokers	17	4,834	1	3,547	0	0%	0	0%		100.00%
Florists - Retail	97,016	229	4,798	27	4,237	88%	537	11%		0.50%
Florists - Wholesale	3,230	2,062	16		13	81%	337	19%		0.00%
Florists Supplies	1,241	2,826	5	2,696	4	80%	1	20%		0.00%
Flour	375	3,696	0	3,965	0	0%	0	0%		0.00%
Flowers - Preserved	2,745	2,181	15		8	53%	7	47%		0.00%
Foam & Sponge Rubber	2,462	2,258	3	2,998	2	67%	1	33%		0.00%
Foil & Foil Products	79	4,459	0	3,965	0	0%	0	0%		0.00%
Folding Machines	85	4,439	0	3,965	0	0%	0	0%		0.00%
Food - Sales & Delivery	8,457	1,330	71		48	68%	21	30%	2	2.82%
Food & Beverage Consultants	1,194	2,853	4	2,821	4	100%	0	0%	. 0	0.00%
Food & Beverage Services	23,247	748	144		87	60%	52		5	3.47%
Food Brokers	7,459	1,407	27		12		15		. 0	0.00%
Food Facilities Consultants	820	3,141	4	2,821	1	25%	3	75%	0	0.00%
Food Manufacturers, Wholesalers, Distributors	93,657	238	218	497	181		36	17%	1	0.46%
Food Plans	6,275	1,533	22		16	73%	6	27%	0	0.00%
Food Processing Equipment & Supplies	5,522	1,634	12	2,109	10	83%	2	17%	0	0.00%
Food Products	32,863	583	196	541	77		116	59%	3	1.53%
Food Products - Organic	4,644	1,766	27	1,542	17	63%	9	33%	1	3.70%
Food Products Manufacturing Equipment	1,475	2,684	11	2,176	7	64%	4	36%		0.00%
Food Products Reconditioning	61	4,553	0	3,965	0	0%	0	0%	. 0	0.00%
Food ServiceManagement	7,737	1,383	44		35	80%	9	20%	0	0.00%
Foods - Carry Out	43,961	467	420	320	264	63%	144	34%	12	2.86%
Foods - Dehydrated & Freeze-Dried	7,268	1,426	20		16	80%	4	20%	0	0.00%
Foot Appliances	816	3,146	3	2,998	3	100%	0	0%	0	0.00%
Football Clubs	2,278	2,324	29		19	66%	8	28%	2	6.90%
Foreclosure Rescue	13,480	1,051	92		12	13%	79	86%	1	1.09%
Foreclosure Services	21,782	782	180		91	51%	60	33%	29	16.11%
Foreign Currency Exchange Broker	10,319	1,208	11		7	64%	4	36%		0.00%
		1,626	58		20	34%	22	38%	16	27,59%
Forensic Loan Audits	5,580	1,020	30	1,103	20			2070		27.3970

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Forging Equipment	54		0	-,	0	0.70	0	0%		0.00%
Forgings	1,137		2	5,210	0	0.70	2	10070	. 0	0.0070
Forklift Repair & Maintenance	1,512	2,667	7	2,480	4	37 /0	3	43%	. 0	0.00%
Formal Wear	20,216	815	195		93		79	11.70	23	11.79%
Foster Child Care	1,023	2,985 91	3	2,998	337	67%	1	33%	17	0.00%
Foundation Contractors	245,564		423	318	337		69			4.02%
Foundation Inspection	1,729 76,989	2,547 293	121	3,218 738	80	100%	36	0%		0.00%
Foundation Repair & House Leveling Foundations - Education, Philanthropy, Research	26,771	663	32		19		12		3	4.13% 3.13%
Foundries	7,318	1,421	23		19	59%	21		1	3.13% 4.35%
Foundry Equipment & Supplies	604	3,373	1	3,547	1	100%	21	0%	1	0.00%
Fountains - Drinking	127	4,276	0		0		0	0%		0.00%
Fountains - Garden, Display	6,094	1,554	15		11		4	27%		0.00%
Four Wheel Drive Vehicles - Repair & Service	322	3,788	2		2		7	0%	· · · · · · · · · · · · · · · · · · ·	0.00%
Franchising	19,069	850	70		61		8	11%		1.43%
Fraternal Organizations	8,631	1,317	11		10	91%	1	9%		0.00%
Fraternal Regalia & Supplies	785	3,185	2	3,218	0	0%	2	100%		0.00%
Fraternities & Sororities	79	4,459	0	3,965	0	0%	7	0%		0.00%
Freight Consolidating	1,980	2,424	0		0	0%	0	0%		0.00%
Freight Forwarding	82,377	274	333		242		88	26%		0.90%
Freight Traffic Service	5,760	1,603	44		38		6	14%		0.00%
Frog Dealers	413	3,633	12		9	75%	3	25%		0.00%
Frozen Custard Machines	289	3,857	0		0	0%	Ō	0%		0.00%
Frozen Food Locker Plants	737	3,230	0		0		0	0%		0.00%
Frozen Foods - Processors	1,303	2,786	11		11		0	0%		0.00%
Frozen Foods - Retail	13,922	1,041	75		48		27			0.00%
Fruit & Vegetable Growers & Shippers	4,269	1,835	16		14		2	13%		0.00%
Fruits - Dried	242	3,970	0	3,965	0		0	0%		0.00%
Fruits - Glace	19	4,820	0		0	0%	0	0%		0.00%
Fruits & Vegetables - Retail	8,330	1,339	45	1,240	21	47%	23	51%	. 1	2.22%
Fruits & Vegetables - Wholesale	6,003	1,571	2	3,218	1	50%	1	50%	0	0.00%
Fuel - Biofuels	259	3,933	1	3,547	0	0%	1	100%	0	0.00%
Fuel - Diesel	2,980	2,129	7	2,480	3	43%	3	43%	1	14.29%
Fuel - Gasoline	712	3,254	92		43	47%	44	48%	. 5	5.43%
Fuel - Marine	1	5,035	0		0	0%	0	0%	0	0.00%
Fuel Economizers	4,062	1,870	7	2,480	4	37 70	1	14%	2	28.57%
Fuel Injection Equipment	2,370	2,291	41		36		5	12%	. 0	0.00%
Fuel Tax Service	33	4,711	0		0	0%	0	0%		0.00%
Fulfillment Services	90,165	247	594		546		46			0.34%
Fumigation Services	837	3,119	2	3,218	1	50%	1	50%		0.00%
Fund Raising Counselors & Orgs	49,579	434	94		58		30			6.38%
Fund Raising Games, Merchandise, Supplies	12,200	1,109	40		34		5	13%		2.50%
Funeral Directors	64,617	347	153		111		40			1.31%
Funeral Directors Equipment & Supplies	1,066	2,950	0	3,965	0	0%	U	0%	U	0.00%
Funeral Escorts	157 43,459	4,183	143	3,965	0 91	0%	10	0%	9	0.00%
Funeral Homes		471 431	142 185	679 564	125		46 54		5	3.52%
Funeral Related Services	50,200	4,997	185	3,965	125		54			3.24%
Fungicides	92		0		0	0.70	0	0%		0.00%
Funnels Fur Business - Retail	6,818	4,409 1,471	29	-,	15	0.70	14	0% 48%		0.00% 0.00%
Fur Business - Wholesale & Manufacturers	3,703	1,471	32		12		7	22%	13	40.63%
Fur Cleaning & Dyeing - Retail	222	4,034	1	3,547		0%	1	100%		0.00%
Fur Cleaning & Dyeing - Wholesale	50			3,965	0	0%	1	0%		0.00%
Fur Cuttings	71		0	3,965	0	0%	0	0%		0.00%
Fur Designers	260		2	3,218	2	100%	0	0%		0.00%
Fur Farms - Equipment & Supplies	58	4,569	0	3,965	0	0%	0	0%		0.00%
Fur Finishers & Liners	60		0	3,965	0	0%	0	0%		0.00%
Fur Matching	1	5,035	0		0		0	0%		0.00%
Fur Novelties & Accessories	1,624	2,601	5	2,696	5	100%	0	0%	0	0.00%
Fur Skin Dealers & Brokers	572	3,413	8	2,400	3	38%	3	38%	2	25.00%
Fur Storage	661	3,307	1	3,547	0	0%	1	100%		0.00%
Furnace Cleaning	615	3,356	2	3,218	1	50%	1	50%		0.00%
Furnace Sales & Service	3,961	1,890	14		9	64%	3	21%		14.29%
Furnaces - Industrial	1,105	2,925	3	2,998	1	33%	0	0%		66.67%
Furniture - Childrens	14,423	1,020	172		93		41			22.09%
Furniture - Outdoor	22,830	756	132		87		44			0.76%
Furniture - Retail	807,469	25	12,274		10,027	82%	1,960			2.34%
Furniture - Rustic	2,764	2,176	34		12		22			0.00%
Furniture - Unfinished	6,639	1,495	49		33		16			0.00%
Furniture - Used	13,748	1,046	83		51		30			2.41%

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Furniture - Wholesale	17,750	889	135	698	93	69%	39	29%		2.22%
Furniture Assembly Services	1,105	2,925	4	2,821	1	25%	3	75%		0.00%
Furniture Cleaning	916	3,053	10		7	70%	3	30%		0.00%
Furniture Cleaning Equipment & Supplies	330	3,776	8	2,400	7	88%	1	13%	C	0.00%
Furniture Designers & Custom Builders	25,856	687	157	624	95	61%	55	35%	7	4.46%
Furniture Frames	197	4,100	2	3,218	1	50%	1	50%		0.00%
Furniture Manufacturers	61,656	362	438	315	321	73%	113	26%	4	0.91%
Furniture Manufacturers Equipment & Supplies	1,429	2,708	8	2,400	4	50%	4	50%		0.00%
Furniture Pads	63	4,540	5	2,696	0	0%	2	40%		60.00%
Furniture Rent & Lease Furniture Repair & Refinish	37,540 45,850	533 458	952 150	185 653	888 90	93% 60%	64 58	7% 39%		0.00%
Furniture Repair & Refinish Supplies	45,850 859	3,100	130	2,318	90	11%	20	22%		1.33%
Furniture Stripping	344	3,747	3	2,998	2	67%	0	0%		33.33%
Fuses - Electric	14	4,872	0	3,965	0	0%	0	0%		0.00%
Futon Sales	1,571	2,634	10	2,236	7	70%	3	30%		0.00%
Galvanizing	241	3,975	0	3,965	0	0%	0	0%	C	0.00%
Gambling Abuse & Addiction Info & Treatment	612	3,360	0	3,965	0	0%	0	0%	C	0.00%
Gambling Machine Supplies and Services	844	3,114	7	2,480	2	29%	5	71%	, (0.00%
Game - Birds, Venison	386	3,679	4	2,821	3	75%	0	0%		25.00%
Game Farms	952	3,032	2	3,218	2	100%	0	0%		0.00%
Games & Supplies	149,400	151	457	302	322	70%	122	27%	13	
Gaming Tables	360	3,721	1	3,547	0	0%	1	100%	9	0.00%
Garage Builders	43,128 33,176	472 580	153 142	642 679	112 79	73%	38 49	25%	14	1.96%
Garage Door Repair Garage Doors & Openers	33,176 221,664	580 100	142 595	6/9 251	/9 447	56% 75%	136	35% 23%	14	
Garage Organizers	5,939	1,575	25		20	80%	130	23%	12	0.00%
Garbage Disposal Equipment - Industrial & Commercial	3,260	2,053	51		30	59%	20	39%	1	1.96%
Garbage Disposal Equipment - Supplies & Parts	793	3,171	1	3,547	0	0%	1	100%		0.00%
Garbage Disposals - Household	2,179	2,357	22	1,684	16	73%	6	27%		0.00%
Garden Centers	14,874	1,006	54	1,133	36	67%	14	26%	4	7.41%
Gardeners	3,275	2,047	12	2,109	8	67%	2	17%	. 2	16.67%
Gardening Hand Tools	1,358	2,752	5	2,696	4	80%	1	20%		0.00%
Garment Hangers	572	3,413	5	2,696	4	80%	1	20%		0.00%
Garment Racks	1,363	2,747	1	3,547	1	100%	0	0%		0.00%
Garment Restoration	228	4,016	1	3,547	1	100%	0	0%		0.00%
Garments - Printing & Lettering Gas - Industrial & Medical - Cylinder & Bulk	8,105 2,858	1,355 2,153	56 12		40	71%	15	27% 25%	1	1.79%
Gas - Propane	59,034	2,133	440	313	376	75% 85%	63	14%	1	0.00%
Gas - Propane - Equipment & Supplies	25,353	693	300	401	260	87%	40	13%	1	0.23%
Gas Boosters	70	4,504	0	3,965	0	0%		0%		0.00%
Gas Burners	471	3,555	1	3,547	0	0%	0	0%		100.00%
Gas Detectors	273	3,895	2	3,218	2	100%	0	0%		0.00%
Gas Lights	152	4,199	3	2,998	0	0%	3	100%	C	0.00%
Gas Plant Equipment	197	4,100	1	3,547	1	100%	0	0%		0.00%
Gas Power Equipment	128	4,273	5	2,696	3	60%	2	40%		0.00%
Gas Recycling Plants	35	4,693	1	3,547	0	0%	1	100%	C	0.00%
Gaskets	1,107	2,923	1	3,547	0	0%	1	100%	C	0.00%
Gasoline - Wholesale	3,051	2,105	17	1,866	- 11	65%	6	35%		0.00%
Gasoline Additives - Manufacturers & Distributors	837 373	3,119 3,699	2	3,218 3,547	1	50%	1	50%	0	0.00%
Gasoline Plant Equipment Gates	8,763	1,309	30		21	100%	0	0%	-	0.00%
Gauges & Gages	1,611	2,608	30	2,821	21	70% 50%	2	30% 50%		0.00%
Gauges & Gages Gavels	1,011	4,960	0	3,965	0	0%		0%		0.00%
Gazebos	1,938	2,451	10		4	40%	6	60%	, .	
Gears & Gear Cutting	846	3,113	2	3,218	1	50%	1	50%	,	
Gelatin	65	4,527	0	3,965	0	0%	0	0%	C	0.00%
Genealogists	24,693	712	238	467	236	99%	2	1%		0.00%
Genealogy Services	5,056	1,713	60	1,090	57	95%	2	3%		1.67%
General Merchandise - Retail	202,481	111	3,023	54	2,168	72%	789	26%		2.18%
General Merchandise - Wholesale	9,829	1,239	110		46	42%	58	53%		5.45%
Generators	2,686	2,196	15		9	60%	3	20%		20.00%
Generators - Electric	26,021	682	121	738	107	88%	14	12%		0.00%
Generators - Maintenance Generators - Steam	1,037	2,974	6	2,582 3,965	1	17%	4	67%		16.67%
Geochemists	185 16	4,120 4,848	0	3,965	0	0%	0	0%		0.00%
Geographers	14		0	3,965	0	0% 0%	0	0% 0%		0.00%
Geologists	1,143	2,894	0	3,965	0	0%	0	0%		0.00%
Geophysical Apparatus	1,143	4,445	0	3,965	0	0%	0	0%		0.00%
					0		0			
Geophysicists	822	3,136	1	3,547	U	0%	0	0%	.] 1	100.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Geothermal Heating & Cooling	10,918	1,169	21	1,724	12	57%	8	38%	1	4.76%
Gift Baskets & Parcels	18,672	863	119	748	84	71%	33	28%	2	1.68%
Gift Certificates/Cards	16,252	941	154		133	86%	19	12%	2	1.30%
Gift Shops	55,110	398	349		195		139	40%	15	4.30%
Gift Wrapping Materials	544	3,454	9	2,318	1	11%	8	89%	. 0	0.00%
Gift Wrapping Service	58	4,569	1	3,547	0	0%	1	100%	. 0	0.00%
Giftware - Wholesale & Manufacturers	4,811	1,746	9	2,510	4	44%	5	56%	. 0	0.00%
Girls Apparel	1,608	2,612	21		12		9	43%	0	0.00%
Glass - Beveled, Carved, Ornamental	7,364	1,415	15		11	7570	4	27%	. 0	0.00%
Glass - Block	9,563	1,256	12			58%	5	42%	. 0	0.00%
Glass - Broken	1,765	2,525	6		4	67%	122	33%		0.00%
Glass - Plate and Window Glass - Repair	145,713 12,270	154 1,102	326 65		185 32	57% 49%	127 31	39%		4.29% 3.08%
Glass - Stained & Leaded	6,664	1,491	38		20		17	48% 45%		3.08% 2.63%
Glass - Stallied & Leaded Glass - Tempered	55	4,582	30	3,218	1	53%	17	50%		0.00%
Glass Beads - Industrial	73	4,490	4	2,821	3	75%	1	25%		0.00%
Glass Blowers	1,203	2,849	7	2,480	2	29%		71%		0.00%
Glass Board - Up Service	1,956	2,440	, ,	2,400	3	38%	5	63%		0.00%
Glass Circles & Specialty Shapes	367	3,712	1	3,547	1	100%	,	03%		0.00%
Glass Coating & Tinting	21,393	791	53		26		25			3.77%
Glass Coating & Tinting Machinery	125	4,285	0		0	0%	0	0%		0.00%
Glass Coating & Tinting Materials	229	4,009	1	3,547	0		1			0.00%
Glass Rods & Tubing	41	4,664	0		0		0	0%		0.00%
Glass, Mirror & Screen Companies	5,454	1,649	22		16		4			9.09%
Glassware - Wholesale & Manufacturers	6,281	1,532	45		26		19			0.00%
Glassware Decorators	1,345	2,759	18	1,818	15		3	17%	0	0.00%
Glaziers	4,372	1,819	8	2,400	4	50%	3	38%	. 1	12.50%
Global Positioning Systems	8,064	1,361	26	1,567	17	65%	9	35%	. 0	0.00%
Gloves - Cleaning & Repairing	66	4,524	0	3,965	0	0%	0	0%	. 0	0.00%
Gloves - Work & Industrial	1,377	2,740	4	2,821	2	50%	2	50%	. 0	0.00%
Gloves & Mittens - Dress	356	3,728	2	3,218	1	50%	1	50%	0	0.00%
Go-Karts	2,682	2,198	23		22		1	4%	0	0.00%
Go-Karts Manufacturers	155	4,188	4		1	2370	1	25%	2	50.00%
Gold Buyers	25,133	703	38		28	74%	9	24%	1	2.63%
Gold Leaf	123	4,291	0		0	0%	0	0%		0.00%
Gold Stamping	2	5,011	0	3/303	0	0%	0	0%		0.00%
Gold, Silver & Platinum Dealers	162,396	135	368		286		70			3.26%
Golf Caddies	314	3,808	0	3,965	0	0%	0	0%		0.00%
Golf Carts	20,694	801	105		77		28	27%	0	0.00%
Golf Course Architects	55	4,582	0	3,965	0	0%	U	0%	0	0.00%
Golf Course Construction	913 1,828	3,057 2,500	17	3,218 1,866	2	100%	0	0%		0.00%
Golf Course Equipment & Supplies Golf Courses - Miniature	1,828	2,500	1/	2,696	3	47% 40%	3	53% 60%		0.00%
Golf Courses - Private	8,431	1,332	26		20	77%	3	23%		0.00%
Golf Courses - Public	6,382	1,522	30		18		10			6.67%
Golf Equipment - Repair	128	4,273	4		2	50%	2	50%	0	0.00%
Golf Equipment & Supplies - Retail	27,520	649	151		95		54		. 2	1.32%
Golf Equipment & Supplies - Wholesale & Manufacturers	1,300	2,787	13		12		1	8%		0.00%
Golf Instruction	5,055	1,714	26		13	J2 /0	12		1	3.85%
Golf Practice Ranges	751	3,220	2	3,218	2	100%	0	0%	0	0.00%
Golf Tours & Promoters	433	3,596	4		3	75%	1	25%	, 0	0.00%
Gourmet Corporate Gifts	1,294	2,789	4		3	75%	1	25%	0	0.00%
Gourmet Shops	5,169	1,691	26		11		13		2	7.69%
Government - Auctions & Job Listing Services	1,334	2,765	11		5	45%	4	36%	2	18.18%
Government - City, Village & Township	3,360	2,025	38	1,320	29	76%	9	24%	. 0	0.00%
Government - County	5,210	1,685	11	2,176	8	73%	3	27%	. 0	0.00%
Government - State	9,706	1,244	270	427	244	90%	26	10%	. 0	0.00%
Government - US.	3,611	1,963	11	2,176	3	27%	6	55%	2	18.18%
Government Contractors	3,019	2,118	3	2,998	2	67%	1	33%	0	0.00%
Government Grant Services	22,360	771	104		67		19	18%	18	17.31%
Government Offices	16,048	947	34		23		- 8	24%	3	8.82%
Government Offices - Foreign-Reps	106	4,352	2	3,218	0	0%	2	100%	0	0.00%
Governors	2	5,011	0	3/303	0	0%	0	0%		0.00%
Graffiti Removal	70	4,504	0	3/303	0	0%	0	0%		0.00%
Grain Brokers	226	4,023	0	-,,,,,	0	0%	0	0%		0.00%
Grain Dealers	1,363	2,747	0	-,	0	0%	0	0%		0.00%
Grain Drying	371	3,702	0	-,,,,,	0	0%	0	0%		0.00%
Grain Elevator Builders	889	3,078	0	3,965	0	0%	0	0%		0.00%
Grain Elevators	1,759	2,530	0	3,965	0	0%	0	0%		0.00%
Grain Elevators - Equipment & Supplies	470	3,556	0	3,965	0	0%	0	0%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Grain Inspection	81	4,451	0	3,965	0	0%	0	0%	0	0.00%
Granite	92,319	240	230	481	145	63%	70	30%	15	6.52%
Grant - Scholarship - Financial Aid Finder Service	9,086	1,287	56		21	38%	20	36%	15	26.79%
Grant Writers	5,163	1,693	35		7	20%	25	71%	3	8.57%
Graphic Designers	48,155	444	205	522	90	44%	93	45%	22	10.73%
Grass Trimmers & Tillers	21	4,808	0	3,965	0	0%	0	0%	0	0.00%
Gratings	209	4,064	0	3,965	0	0%	0	0%	0	0.00%
Grease Pumping Grease Traps	167 1,665	4,156 2,583	0	3,965 3,218	U	0%	1	0% 50%	0	0.00%
Greenhouse Builders	1,028	2,981	10		1	50% 10%	1	90%	0	0.00% 0.00%
Greenhouse Equipment & Supplies	2,201	2,351	8	2,400	1	13%		75%	1	12.50%
Greenhouses	5,236	1,682	7	2,480	5	71%	2	29%	0	0.00%
Greeting Card Manufacturers Supplies	151	4,202	0	3,965	0	0%	0	0%	0	0.00%
Greeting Cards - Retail	7,948	1,372	80		43	54%	35	44%		2,50%
Greeting Cards - Wholesale & Manufacturers	2,310	2,314	10		10	100%	0	0%		0.00%
Grilles, Registers & Diffusers	658	3,314	1	3,547	0	0%	1	100%	0	0.00%
Grinding - Precision & Production	603	3,377	1	3,547	1	100%	0	0%	0	0.00%
Grinding Machines	548	3,447	0	3,965	0	0%	0	0%	0	0.00%
Grinding Wheel Dressers	13	4,881	0	3,965	0	0%	0	0%	0	0.00%
Grinding Wheels	34	4,700	0	3,965	0	0%	0	0%	0	0.00%
Grocers - Retail	116,622	192	1,003	178	816	81%	184	18%	3	0.30%
Grocers - Wholesale	5,307	1,668	6	2,582	4	67%	2	33%	0	0.00%
Grocery - Bulk Food Stores	26,864	661	114		75	66%	38	33%	1	0.88%
Grommets	139	4,239	3	2,998	2	67%	1	33%	0	0.00%
Ground Maintenance	790	3,176	6	2,582	2	33%	3	50%	1	16.67%
Group Homes	5,506	1,638	3	2,998	1	33%	2	67%	0	0.00%
Grout Resurfacing & Repair	5,443	1,653		2,480	6	86%	1	14%	0	0.00%
Grouting Compounds	1,075	2,944	3	2,998	2	67%	1	33%	0	0.00%
Guard Dogs Guardian Services - Adult & Child	1,482 2,537	2,677 2,237	5	2,696 2,821	3	80%	1	20%	0	0.00%
Guards - Door & Window	1,815	2,237	10		10	75% 100%	0	0% 0%	1	25.00% 0.00%
Guards - Machine	1,013	5.011	0	3,965	10	100%	0	0%	0	0.00%
Guest Ranch	1.015	2,990	4	2,821	1	25%	3	75%	0	0.00%
Guide Service	4,596	1,771	11		3	27%	7	64%	1	9.09%
Guitars & Amplifiers	2,699	2,193	22		16	73%	6	27%	- 0	0.00%
Gumming Service	4	4,979	0	3,965	0	0%	0	0%	0	0.00%
Gun Dealers	59,455	372	448	306	284	63%	157	35%	7	1.56%
Gun Safes	691	3,276	3	2,998	3	100%	0	0%	0	0.00%
Gun Safety & Marksmanship Instruction	15,781	974	49	1,184	33	67%	14	29%	2	4.08%
Gun sights, Scopes & Mounts	18,574	870	239	465	97	41%	132	55%	10	4.18%
Guns - Air, BB and Pellet	3,099	2,093	50	1,172	36	72%	12	24%		4.00%
Guns & Gunsmiths	143,090	159	886	194	555	63%	298	34%	33	3.72%
Gutter Cleaning	16,469	934	47	1,209	27	57%	19	40%	1	2.13%
Gutter Leaf Guards	6,402	1,520	13		11	85%	2	15%	0	0.00%
Gutters & Downspouts	229,332	97	565	261	369 454	65%	116	21%		14.16%
Gymnasiums Society & Condition	22,277 5,288	773 1.675	691 31	231 1.443	454	66%	227	33%	10	1.45%
Gymnasiums - Equipment & Supplies Gymnastic Equipment & Supplies	1,291	2,793	31	2,696	18	58%	12	39%	1	3.23%
	19,630	837	92		48	40% 52%	43	40% 47%	1	20.00% 1.09%
Gymnastic Instruction Gypsum & Gypsum Products	19,630	4,285	92	3,965	- 46	52% 0%	43	0%	1	0.00%
Hail Repair	669	3,297	3	2,998	1	33%	2	67%	0	0.00%
Hair Curlers	532	3,471	11		7	64%	2	18%	2	18.18%
Hair Dryers	129	4,268	1	3,547	0	0%	1	100%	0	0.00%
Hair Ornaments	1,269	2,813	9	2,318	6	67%	3	33%	0	0.00%
Hair Products and Equipment	17,185	910	411	326	268	65%	110	27%	33	8.03%
Hair Removal - Laser & Electrolysis	30,143	610	325	371	213	66%	70	22%	42	12.92%
Hair Removing Equipment & Supplies	1,337	2,763	1	3,547	0	0%	1	100%	0	0.00%
Hair Replacement	33,390	576	142	679	131	92%	10	7%	1	0.70%
Hair Styling and Services	24,391	720	265	433	122	46%	130	49%	13	4.91%
Hair Weaving	6,026	1,567	75	987	36	48%	39	52%	0	0.00%
Halloween Supplies	312	3,812	12		. 5	42%	4	33%	3	25.00%
Halls & Auditoriums	5,241	1,680	26		17	65%	6	23%	3	11.54%
Hammocks/Hammock Stands & Chairs	105	4,358	0	3,965	0	0%	0	0%	0	0.00%
Hand Painting & Decorating	3,151	2,082	23		11	48%	12	52%	0	0.00%
Handbags	17,142	912	312	388	124	40%	169	54%	19	6.09%
Handbags - Manufacturers Equipment & Supplies	923	3,046	18		0	0%	18	100%	0	0.00%
Handbags - Repairing Handkerchiefs	228	4,016 4,921	3	2,998 3,965	1	33%	2	67%	0	0.00%
Handles - Wholesale & Manufacturers	449	3,586	0	2,998	0	0% 0%	0	0% 100%	1	0.00%
Handmade Art	1,083	2,940	12		4	33%	3	58%	1	8.33%
Hallulliauc Alt	1,083	2,940	12	2,109	4	33%		58%	1 1	8.33%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Handwriting Analysts	256	3,942	0	3,965	0	0%	0	0%	0	0.00%
Handwriting Experts	170	4,151	0	3,965	0	0%	0	0%	0	0.00%
Handyman Services	285,644	74	731	220	280	38%	410	56%	41	5.61%
Hang Gliding & Instruction	207	4,069	0	3,965	0	0%	0	0%	0	0.00%
Hardscapes	7,103	1,443	10	2,236	7	70%	3	30%	0	0.00%
Hardware - Builders	2,379	2,287	8	2,400	3	38%	5	63%	0	0.00%
Hardware - Marine	477	3,544	2	3,218	2	100%	0	0%	0	0.00%
Hardware - Retail	58,772	379	299	402	207	69%	88	29%	4	1.34%
Hardware - Wholesale & Manufacturers	6,864	1,464	15	1,962	7	47%	8	53%	0	0.00%
Hardware Consultants	730	3,236	4	2,821	3	75%	1	25%	0	0.00%
Hardwood Floor Contractors	104,547	211	178	579	96	54%	76	43%	6	3.37%
Hardwood Floor Maintenance	926	3,045	11	2,176	7	64%	4	36%	0	0.00%
Hatcheries - Poultry	2,329	2,308	18	1,818	11	61%	7	39%	0	0.00%
Hats - Clean & Renovate	321	3,791	6	2,582	2	33%	4	67%	0	0.00%
Hats - Retail	7,145	1,440	73	999	34	47%	36	49%	3	4.11%
Hats - Wholesale & Manufacturers	1,188	2,856	10	2,236	4	40%	6	60%	0	0.00%
Hauling & Clean Up Services	3,061	2,103	11	2,176	6	55%	5	45%	0	0.00%
Hawaiian Goods	1,194	2,853	2	3,218	2	100%	0	0%	0	0.00%
Hay	2,032	2,404	3	2,998	3	100%	0	0%	0	0.00%
Hay Rides	101		0	3,965	0	0%	0	0%	0	0.00%
Hazardous & Medical Waste Services	9,820	1,240	47	1,209	36	77%	10	21%	1	2.13%
Hazardous Material Control & Removal	1,600	2,616	0	3,965	0	0%	0	0%	0	0.00%
Health & Diet Food Products - Wholesale & Manufacturing	31,830	596	239	465	162	68%	69	29%	8	3.35%
Health & Diet Products - Retail	289,273	72	3,090	52	2,103	68%	938	30%	49	1.59%
Health & Fitness Program Consultants	31,629	597	201	529	142	71%	48	24%	11	5.47%
Health & Medical - General	313,613	66	2,278	75		77%	398	17%		5.44%
Health & Medical Products	83,970	270	1,782	102	937	53%	500	28%	345	19.36%
Health & Wellness	56,954	390	246	453	191	78%	50	20%	5	2.03%
Health Care - Placement	3,940	1,893	6	2,582	5	83%	1	17%	0	0.00%
Health Care - Staffing	10,870	1,172	13	2,053	10	77%	3	23%	0	0.00%
Health Care Linen Service	108	4,347	0	3,965	0	0%	0	0%	0	0.00%
Health Care Management	17,808	886	142	679	118	83%	24	17%	0	0.00%
Health Care Referral	2,850	2,155	16	1,918	13	81%	3	19%	0	0.00%
Health Clubs	204,918	109	4,706	32	3,855	82%	795	17%	56	1.19%
Health Maintenance Organizations	26,232	677	189	554	156	83%	32	17%	1	0.53%
Health Recording Service	600	3,383	4	2,821	3	75%	1	25%	0	0.00%
Health Resorts	6,945	1,460	82	933	36	44%	45	55%	1	1.22%
Health Savings Administrators	3,407	2,015	21	1,724	11	52%	10	48%	0	0.00%
Hearing Aids & Assistive Devices	145,406	155	555	265	458	83%	90	16%	7	1.26%
Hearing Aids Parts & Repairing	129	4,268	3	2,998	1	33%	2	67%	0	0.00%
Heat Exchangers	847	3,110	0	3,965	0	0%	0	0%		0.00%
Heat Pumps	1,812	2,507	12	2,109	7	58%	4	33%	1	8.33%
Heat Recovery Equipment & Systems	241		0	3,965	0	0%	0	0%	0	0.00%
Heat Sealing	60		1	3,547	1	100%	0	0%		0.00%
Heat Sealing Equipment & Supplies	19	4,820	1	3,547	1	100%	0	0%	0	0.00%
Heat Supply Companies	1,111	2,918	12	2,109	7	58%	5	42%	0	0.00%
Heat Treating - Metal	1,050	2,966	1	3,547	1	100%	0	0%	0	0.00%
Heat Treating - Metal - Equipment & Supplies	121	4,299	0	3,965	0	0%	0	0%	0	0.00%
Heaters - Automotive	141	4,233	1	3,547	1	100%	0	0%	0	0.00%
Heating & Air Conditioning	1,756,637	8	3,986	38	3,271	82%	641	16%	74	1.86%
Heating & Air Conditioning - Filters	2,885	2,148	8	2,400	5	63%	3	38%	0	0.00%
Heating & Cooling Demolition	178	4,134	3	2,998	0	0%	3	100%	0	0.00%
Heating Contractors	247,279	89	524	276	360	69%	146	28%	18	3.44%
Heating Equipment	17,214	909	106	797	47	44%	18	17%	41	38.68%
Heating Equipment & Systems Cleaning & Repair	11,920	1,121	42	1,266	24	57%	15	36%	3	7.14%
Heavy Duty Equipment Repair	2,559	2,229	11	2,176	7	64%	4	36%	0	0.00%
Heavy Equipment Rubber Tracks	72	4,496	2	3,218	1	50%	1	50%	0	0.00%
Helicopters - Charter, Rent & Lease	1,551	2,644	7	2,480	5	71%	2	29%	0	0.00%
Helicopters - Parts & Supplies	104	4,362	3	2,998	0	0%	3	100%	0	0.00%
Hematology	1	5,035	0	3,965	0	0%	0	0%		0.00%
Herbs	39,390	507	307	393	179	58%	121	39%		2.28%
Hides	222	4,034	0	3,965	0	0%	0	0%		0.00%
Hinges	208	4,065	0	3,965	0	0%	0	0%		0.00%
Historical Places	318		2	3,218	1	50%	0	0%		50.00%
Historical Structure Preservation	177		1	3,547	1	100%	0	0%		0.00%
Hobby & Model Construction Supplies - Retail	34,817	557	323	372	206	64%	113	35%	4	1.24%
Hobby & Model Construction Supplies - Wholesale &	2	3.1								
Manufacturing	2,763	2,178	29	1,487	23	79%	6	21%	0	0.00%
Hockey Clubs	814	3,149	7	2,480	5	71%	2	29%		0.00%
Hog Farms	423	3,614	0	3,965	0	0%	0	0%	0	0.00%

TOTAL TOTAL STATE OF THE PROPERTY OF THE PROPE	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Single Particulations 1977 1978 3 1968 3 1978 3 1978 3 29	Hoists		3,846	0		0	0%	0	0%	0	0.00%
No. 1.50 1	Holding Companies	13,999	1,035	157	624	133	85%	24	15%	. 0	0.00%
Trock Antendos 7,71 1,72 1,73 1,73 1,75	Holistic Practitioners							3		0	
Trick Parlies 1.516.798 1.516.7								108		29	
Nove Control 1,4687 1,46								3		. 0	
The Decry Accessores Architecture Leading 1,000 15,000 150 150 150 150 150 150 150 150 150										68	
The Personal Control of the Control										3	
Times Engene A Feering 24,000 70 54 1,11 58 276 1 226 1				189		81		103		5	
The Common Complete 1,000 2,000 3,000 5 6 7 6 7 7 7 7 7 7 7				3		1		42		0	
Transport 1.00								13			
None 1.50						Ū		222			
Note Heart Services				2		433		1			
Note Part Services Skilled				254		105		5/			
Nove Improvemental				234		193		54			
Note				3 748		2 697		927			
Novel Inspection Services 22,811 75 300 220 335 3/96 127 279 12 2.599 13 2.599 2.599 2.599 2.599 2.599 2.599 2.599 2.599											
Source Comment Associations											
Store Researce 9,995											
Some Stating Services										-	
Some Standary				2							
Simon Product 93,907 921 94 80 95 95 95 95 95 96 97 97 97 97 97 97 97				5		3		2			
Section				94		58		34			
Total 1,941 2,450 3 2,958 2 27% 1 33% 6 0,00% 1 4,072 0 3,095 0 0,00% 0 0 0,00% 0 0,00% 0 0,00% 0 0,00% 0 0,00% 0 0 0,00% 0 0 0,00% 0 0 0 0 0 0 0 0 0				3,072		2,879		164			
Total 1,941 2,450 3 2,958 2 27% 1 33% 6 0,00% 1 4,072 0 3,095 0 0,00% 0 0 0,00% 0 0,00% 0 0,00% 0 0,00% 0 0,00% 0 0 0,00% 0 0 0,00% 0 0 0 0 0 0 0 0 0				6	2,582	2		4			
Noting Machines & Equipment 28 4,750 0 3,965 0 0% 0 0% 0 0.00%	Honey	1,941	2,450	3	2,998	2	67%	1	33%	. 0	0.00%
Horse Bronders	Honeycomb Materials	14	4,872	0	3,965	0	0%	0	0%	. 0	0.00%
Horse Dealers (1.5,154 1,665 15 1,962 11 77% 4 27% 0 0.00% Horse requirement 8. Supplies 3,934 1,955 41 1,279 21 51% 19 46% 1 2,44% Horse rect Reductaging 114 4,224 5 2,666 3 60% 2 40% 0 0.00% Horse Reducting Principles 4,778 1,812 3	Honing Machines & Equipment	28	4,750	0		0	0%	0	0%	0	0.00%
Horse Fourpured & Supplies 3,934 1,995 41 1,279 21 5,1% 19 46% 1 2,44% Horse Rainplifore Fail Rides 4,776 1,147 33 1,416 17 5,2% 15 4,5% 1 3,05% Horse Rainplifore Fail Rides 4,776 1,147 33 1,416 17 5,2% 15 4,5% 1 3,05% Horse Tangerting 1,165 2,43% 6 2,5% 6 2,5% 1 1,476	Horse Breeders			9		5	56%	4	44%	0	0.00%
Horse rear handicapping 114 4,326 5 2,666 3 60% 2 40% 0 0.00%								4		. 0	
Horse Ridnightorse Frail Ridnes 4,378 1,817 33 1,416 17 52% 15 45% 1 3,03% Horse Shoung 666 3,282 3 2,998 0 0% 3 100% 0 0,00% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 17% 1 1,65% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 17% 1 1,65% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 1,7% 1 1,65% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 1,7% 1 1,65% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 1,7% 1 1,65% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 1,7% 1 1,65% Horse Training 1,965 2,435 6 2,882 4 6,7% 1 1,7% 1 1,65% Horse Training 1,965 2,435 1 3,57 1 4 2,882 1 3,50% 2 3,50% 2 3,50% 0 0 Horse Training 1,965 2,435 1 3,567 0 3,965 0 0 0 0 0 0 0 0 Horse Training 1,965 2,441 1 1,965 1 3,965 0 0 0 0 0 0 0 0 0				41		21		19		1	
Horse Proling				5		3		2		. 0	
Horse Training Horse				33				15		1	
Horse Transporting 1,965 2,435 6 2,582 4 6,7% 1 17% 1 16,57% Horseshoe Equipment & Supplies 723 3,242 4 2,821 2 50% 2 50% 0 0,00% Horseshoe Equipment & Supplies 726 3,207 4 2,821 3 75% 1 25% 0 0,00% Horse & Tubing - Rubble Metal 464 3,564 0 3,965 0 0 0 0 0 0 0 0 0 Hose & Tubing - Rubble Metal 465 3,564 0 3,965 0 0 0 0 0 0 0 0 0				3		9		3		. 0	
Horseshoe Equipment & Supplies 723 3,242 4 2,821 2 5,9% 2 5,0% 0 0,00% Horse a Tubing - Flexible Metal 464 3,564 0 3,965 0 0,% 0 0,% 0 0,0% Hose & Tubing - Flexible Metal 464 3,564 0 3,965 0 0,% 0 0,% 0 0,% 0 0,00% Hose & Tubing - Flexible Metal 464 3,564 0 3,965 0 0,% 0 0,% 0 0,% 0 0,00% Hose & Tubing - Flexible Metal 464 3,564 0 3,965 0 0,% 0 0,% 0 0,00% Hose & Tubing - Flexible Metal 464 3,564 0 3,965 0 0,% 0 0,00% Hose & Tubing - Flexible Metal 42,239 3,241 17 3,547 0 0,% 1 1,00% 0 0,00% Hose & Tubing - Flexible Metal 42,239 3,241 17 3,547 0 0,% 1 1,00% 0 0,00% Hose & Tubing - Flexible Metal 42,239 3,241 17 3,547 0 0,% 1 1,00% 0 0,00% Hose & Tubing - Flexible Metal 42,231 4 4 1,00% 0 0,00% 0 0,00% Hose & Tubing - Flexible Metal 4 1,00% 0 0,00% 0 0,00% 0 0,00% Hospiral Metal 4 1,00% 0 0 0,00% 0 0								6		. 0	
Horticularial Consultants				6		4		1		1	
Hose & Tubing - Flexible Metal 464 3,564 0 3,965 0 0% 0 0% 0 0.00% 4056 Couplings & Fittings 894 3,074 1 3,547 0 0% 1 100% 0 0.00% 4056 Couplings & Fittings 894 3,074 1 3,547 0 0% 1 100% 0 0.00% 4056 Four Publisher & Plantic Couplings & Fittings 2,341 17 1,866 15 88% 2 12% 0 0.00% 4056 Four Publisher & Plantic Couplings & Fittings 2,341 17 1,866 15 88% 2 12% 0 0.00% 4056 Four Publisher & Plantic Couplings & Fittings 2,341 17 1,866 15 88% 2 12% 0 0.00% 4056 Four Publisher & Plantic Couplings & Fittings 2,341 17 1,866 17 17 17 17 17 17 17				4						0	
Hose & Lubing - Rubber & Plastic				4		3		1		0	
Hose Couplings & Fittings 894 3,074 1 3,547 0 0% 1 109% 0 0,00% Hosiery - Retail 2,239 2,341 17 1,866 15 88% 2 12% 0 0,00% Hosiery - Wholesale & Manufacturers 699 3,273 4 2,821 4 100% 0 0% 0 0,00% Hospitals & Medical Equipment & Supplies 137,159 167 869 197 671 77% 191 22% 7 0,81% Hospital A Medical Equipment & Supplies 137,159 167 869 197 671 77% 191 22% 7 0,81% Hospital Consultaris 5,525 1,666 60 1,000 25 42% 33 55% 2 3,33% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0,00% Hospitala on Medical & Surgical Plans 24,400 719 305 395 285 93% 306 17% 8 0 0,00% Hospitals 119,956 187 1,804 101 1,400 83% 306 17% 8 0 0,40% Hospitals 119,956 187 1,804 101 1,400 83% 306 17% 8 0 0,40% Hospitals 119,956 187 1,804 101 1,400 83% 306 17% 8 0 0,40% Hotels 152,274 148 5,748 22 3,894 68% 1,181 32% 41 0,71% Hotels 152,274 148 5,748 22 3,894 68% 1,181 32% 41 0,71% Hotels 152,274 148 5,748 22 3,894 68% 1,181 32% 41 0,71% Hotels 17,60% 316 70 1,016 32 46% 33 47% 3 3 47% 3 3 Hotels 17,60% 316 70 1,016 32 46% 33 47% 3 3 47% 3 3 47% 3 3 Hotels 17,60% 316 375 375 300 37% 3 3 3 3 3 3 Hotels 17,60% 316 375 375 375 300 37% 3 3 3 3 3 3 3 3 3				0		0		0			
Hoslery - Retail 1,239 2,341 17 1,866 15 88% 2 12% 0 0,00% 0 0,00% Nospiros 19,223 848 9 2,318 8 89% 1 11% 0 0,00% Nospiros 19,223 848 9 2,318 8 89% 1 11% 0 0,00% Nospiros 137,159 167 669 197 671 77% 191 22% 7 0,813% Nospital Educate Equipment & Supplies 137,159 1666 660 1,090 25 42% 33 55% 2 3,33% Nospiros 1,000%				1		0		1			
Hoslery - Wholesale & Manufacturers 6.99 3,273 4 2,821 4 1,00% 0 0% 0 0.00% Hospital & Medical Equipment & Supplies 137,159 167 869 197 671 77% 191 2.2% 7 0.81% Hospital Kandical Equipment & Supplies 137,159 167 869 197 671 77% 191 2.2% 7 0.81% Hospital Canada 1,00% 25 4.2% 3.33 5.5% 2 3.33% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 498 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 498 49				17		15		1			
Hospitels 19,223 848 9 2,318 8 89% 1 11% 0 0,00% Hospital & Medical Equipment & Supplies 137,159 167 869 197 671 77% 191 22% 7 0,81% Hospital Consultants 5,325 1,666 60 1,090 25 42% 33 55% 2 3,33% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0,00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0,00% Hospitalization, Medical & Surgical Plans 24,400 719 306 395 285 33% 20 7% 1 0,33% Hospitalization, Medical & Surgical Plans 24,400 719 306 395 285 33% 20 7% 1 0,33% Hospitalization, Medical & Surgical Plans 24,400 719 306 395 285 33% 20 7% 1 0,33% Hospitalization, Medical & Surgical Plans 2,400 40,40% 4				4		4		2			
Hospital & Medical Equipment & Supplies 137,159 167 869 197 671 77% 191 22% 7 0.81% Hospital Consultaris 5,325 1,666 60 1,090 25 42% 33 35% 2 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 3,531 10 2,236 7 70% 3 30% 0 0.00% Hospitality 488 11,995 187 1,604 101 1,490 83% 306 17% 8 0.44% Hospitality 488 4,195 4,104 4,1				9		8		1			
Hospitality				869		671		191			
Hospitality											
Hospitalization, Medical & Surgical Plans 24,400 719 306 395 285 93% 20 7% 1 0,33% Hospitalization, Medical & Surgical Plans 119,956 119,956 187 1,804 101 1,409 83% 306 17% 8 0,44% Hostels 1,995 1,956 137 1,804 101 1,409 83% 306 17% 8 0,44% 1 7,69% Hotels 1,404 2,718 29 1,487 17 59% 12 41% 0 0,000% Hotels 1,404 1,274 148 5,748 22 3,894 68% 1,813 32% 41 0,71% 1,000%						7		3		. 0	
Hospitals	Hospitalization, Medical & Surgical Plans	24,400		306		285		20		. 1	
Hostels 654 3,316 13 2,053 6 46% 6 46% 6 46% 1 7,69% Hotels Product Sales 1,404 2,718 29 1,487 17 59% 12 41% 0 0 0,00% Hotels 152,274 148 5,748 22 3,894 68% 1,813 32% 41 0,01% 10,11% 10,12% 1		119,956	187	1,804	101	1,490		306		. 8	
Hotel Product Sales		654	3,316		2,053			6		1	
Hotels		1,404		29	1,487	17		12		0	
Hotels - Reservations 83,265 272 786 207 705 99% 78 10% 3 0.38% 10 10.08% 17,063 916 70 1,016 32 46% 33 47% 5 7.14% 108 553 5.97% 108 553 266 317 57% 203 37% 33 5.97% 108 553 266 317 57% 203 37% 33 5.97% 108 5.97% 108 10.09%		152,274		5,748	22	3,894		1,813			
House Cleaning Equipment & Supplies 204,954 108 553 266 317 57% 203 37% 33 5,97% 100 10,000 10	Hotels - Reservations	83,265	272	786	207	705	90%	78	10%	3	0.38%
House Cleaning Equipment & Supplies 2,115 2,382 30 1,468 16 53% 14 47% 0 0 0.00% 10.00				,,						5	
House Furnishings & Services 10,848 1,176 78 966 31 40% 45 58% 2 2.56% Household Management 58 4,569 7 2,480 7 100% 0 0% 0 0.00% 0 0.00% 10.00% Human Factors - Rebail 9,302 3,813 1,873 8 2,400 6 75% 2 2.55% 0 0.00% 10.0										33	
Household Management 58 4,569 7 2,480 7 100% 0 0% 0 0.00% 0 0.00% 1 0.										0	
Housewares - Retail 20,839 76 393 331 287 73% 62 16% 44 11.20% 11.20% 11.20% 7 28% 1 1.20% 11				78		31		45		2	
Housewares - Wholesale & Manufacturers 3,027 2,115 25 1,600 17 68% 7 28% 1 4,00% 1 4,00% 1 1,0				7		7		0			
Housing Authorities 3,814 1,922 34 1,398 29 85% 5 15% 0 0 0.00% Housing Consultants & Referral Service 2,212 2,347 21 1,724 9 43% 12 57% 0 0 0.00% Hubcaps - Sales 1 3,547 0 0 0 % 1 100% 0 0.00% Human Factors - Research & Development 4,033 1,873 8 2,400 6 75% 2 25% 0 0 0.00% Human Factors - Research & Development 5,055 1,706 4 2,821 4 100% 0 0 0% 0 1 0.00% 1 4.55% 1 4.55% 1 4.55% 1 0 0.00% 1 0.00								62		44	
Housing Consultants & Referral Service 2,212 2,347 21 1,724 9 4,3% 12 57% 0 0.00% 1 100% 0 0.00% 1 100% 0 0.00% 1 100% 0 0.00% 1 100% 0 0 0.00% 1 100% 0 0 0.00% 1 100% 0 0 0.00% 1 100% 0 0 0.00% 1 100% 0 0 0.00% 1 100% 0 0 0.00% 1 10								7		1	
Hubcaps - Sales 290 3,853 1 3,547 0 0% 1 100% 0 0.00% Human Factors - Research & Development 4,033 1,873 8 2,400 6 75% 2 25% 0 0.00% Human Seources 27,862 639 22 1,684 11 50% 10 45% 1 4,55% Human Services Organizations 5,095 1,706 4 2,821 4 100% 0 0 0 0.00% Human Societies 1,527 2,659 8 2,400 7 88% 1 13% 0 0.00% Humidifying Apparatus 199 4,094 3 2,998 3 100% 0 0 0 0 0.00% Hunting & Fishing Services 25,237 666 89 889 59 66% 29 33% 1 1.12%								5		0	
Human Factors - Research & Development 4,033 1,873 8 2,400 6 75% 2 25% 0 0.00% Human Resources 27,862 639 22 1,684 11 50% 10 45% 1 4.55% Human Services Organizations 5,095 1,706 4 2,821 4 100% 0 0% 0 0.00% Human Societies 1,527 2,659 8 2,400 7 88% 1 13% 0 0.00% Humidifying Apparatus 19 4,094 3 2,998 3 100% 0 0% 0 0.00% Hunting & Fishing Services 25,237 696 89 889 59 66% 29 33% 1 1.12%				21		,		12		0	
Human Resources 27,862 639 22 1,684 11 50% 10 45% 1 4,55% Human Services Organizations 5,095 1,706 4 2,821 4 100% 0 0% 0 0 0.00% Humane Societies 1,527 2,659 8 2,400 7 88% 1 13% 0 0.00% Humidifying Apparatus 199 4,094 3 2,998 3 100% 0 0 0 0 0.00% Hunting & Fishing Services 25,237 696 89 889 59 66% 29 33% 1 1,12%				1		•		1		0	
Human Services Organizations 5,095 1,706 4 2,821 4 100% 0 0% 0 0.00% Human Societies 1,527 2,659 8 2,400 7 88% 1 13% 0 0.00% Humidifying Apparatus 199 4,094 3 2,998 3 100% 0 0 0 0 0.00% Hunting & Fishing Services 25,237 696 89 889 59 66% 29 33% 1 1.12%				,		ū		2		0	
Humale Societies 1,527 2,659 8 2,400 7 88% 1 13% 0 0.00% Humidifying Apparatus 199 4,094 3 2,998 3 100% 0 0% 0 0.00% Hunting & Fishing Services 25,237 696 89 889 59 66% 29 33% 1 1.12%	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			22				10		1	
Humidifying Apparatus 199 4,094 3 2,998 3 100% 0 0% 0 0.00% Hunting & Fishing Services 25,237 696 89 889 59 66% 29 33% 1 1.12%				4		4		1			
Hunting & Fishing Services 25,237 696 89 889 59 66% 29 33% 1 1.12%				3		/		1			
				3 90		50		70			
	Hydraulic Equipment & Supplies	7,444	1,408	48		29	10%	43	90%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Hydraulic Equipment Repair	4,565	1,779	9	2,318	2	22%	7	78%	0	0.00%
Hydrologists	91	4,412	0	3,965	0	0%	0	0%	0	0.00%
Hydronic Heating	275	3,887	0	3,965	0	0%	0	0%	0	0.00%
Hydroponics - Equipment & Supplies	3,785	1,928	16		15	94%	0	0%	1	6.25%
Hydroseeding	2,407	2,278	4	2,821	3	75%	1	25%	0	0.00%
Hygrometers	54	4,589	0	3,965	0	0%	0	0%	0	0.00%
Hypnotherapists - Hypnotists	24,603	715	81		70	86%	10	12%	1	1.23%
Ice	3,497	1,995	2	3,218	1	50%	1	50%	0	0.00%
Ice Cream & Frozen Desserts - Dealers	8,871	1,298	50		25	50%	25	50%	0	0.00%
Ice Cream & Frozen Desserts - Mfg & Dist	2,086	2,389	9	2,318	/	78%	2	22%	0	0.00%
Ice Cream Cone Manufacturers & Distributors	134	4,251	3	2,998	1	33%	2	67%	0	0.00%
Ice Cream Cone Manufacturers Equipment Ice Cream Freezers	154	4,979 4,191	0	3,965 3,965	0	0%	0	0%		0.00%
Ice Cream Manufacturers Equipment	809	3,153	6	2,582	2	0% 50%	2	0% 50%		0.00%
Ice Cream Manufacturers Equipment Ice Cream Manufacturers Supplies	60	4,557	0	3,965	3	0%	3	0%		0.00%
Ice Cream Mixes	34	4,700	0	3,965	0	0%	0	0%		0.00%
Ice Crushers	16	4,700	0	3,965	0	0%	0	0%		0.00%
Ice Machine Repair	267	3,912	1	3,547	1	100%	0	0%		0.00%
Ice Making Equipment & Machines	1,768	2,522	2	3,218	1	50%	1	50%	0	0.00%
Ice Melting Equipment & Supplies	162	4,166	<u> </u>	3,965	0	0%	1	0%	0	0.00%
Ice Sculptures	41	4,664	0	3,965	0	0%	0	0%		0.00%
Ice Substitutes	18	4,828	1	3,547	1	100%	n	0%		0.00%
Identification Bureaus	269	3,905	6	2,582	6	100%	0	0%		0.00%
Identification Card Service	9,699	1,245	12		7	58%	5	42%	0	0.00%
Identification Equipment & Supplies	2,416	2,273	5	2,696	4	80%	1	20%	0	0.00%
Identity Theft Protection & Prevention Services	67,178	338	134	703	101	75%	31	23%	2	1.49%
Ignition Interlock Devices	3,934	1,895	58	1,103	52	90%	5	9%	1	1.72%
Image & Graphics Printing	54,147	404	473	293	194	41%	270	57%	9	1.90%
Immigration & Naturalization Consultants	12,197	1,110	156	629	129	83%	23	15%	4	2,56%
Import Representatives	1,013	2,992	7	2,480	3	43%	4	57%	0	0.00%
Importers	18,963	854	165	611	126	76%	38	23%	1	0.61%
Impregnating	1,032	2,976	1	3,547	1	100%	0	0%	0	0.00%
Imprinting	1,679	2,579	11	2,176	3	27%	8	73%	0	0.00%
Incense	852	3,107	3	2,998	0	0%	3	100%	0	0.00%
Incentive Programs	16,760	925	273	423	257	94%	16	6%	0	0.00%
Incinerators	9	4,921	0	3,965	0	0%	0	0%	0	0.00%
Incinerators - Supplies & Parts	2	5,011	1	3,547	0	0%	1	100%	0	0.00%
Incorporating Companies	59,066	376	136		101	74%	31	23%	4	2.94%
Indexing Service - Book, Periodical	23	4,789	0	3,965	0	0%	0	0%	0	0.00%
Indian Goods	1,249	2,824	12	2,109	7	58%	5	42%	0	0.00%
Indoor Sky Diving	129	4,268	0	3,965	0	0%	0	0%		0.00%
Induction Heating Equipment	81	4,451	0	3,965	0	0%	0	0%		0.00%
Industrial Consultants	5,755	1,604	3	2,998	1	33%	2	67%	0	0.00%
Industrial Developments	1,237	2,831	1	3,547	0	0%	1	100%	0	0.00%
Industrial Equipment & Supplies	59,156	374	186		114	61%	68	37%	4	2.15%
Industrial Hygiene Consultants	1,018	2,989	0	3,965	0	0%	0	0%	0	0.00%
Industrial Manufacturers	19,946	824	33		25	76%	8	24%	0	0.00%
Industrial Painting	399	3,657	2	3,218	1	50%	1	50%	0	0.00%
Industrial Products Wholesalers & Distributors	23,301	747	34		27	79%	7	21%	0	0.00%
In-floor Heating	5,483	4,637	120	3,965	ū	0%	0	0%	0	0.00%
Infomercials Information Bureaus	5,483 37,942	1,644 527	129 685	718 233	115 478	89%	14 187	11% 27%	20	0.00%
			C80	2,998	4/8	70%	187		20	2.92%
Information Processing & Retrieval Equipment & Systems Information Technology Services	4,432 101,641	1,805 213	461	2,998	332	67% 72%	102	33% 22%	27	0.00% 5.86%
Infrared Equipment	787	3,180	461 n	3,965	332	72% 0%	102	0%		0.00%
Infrared Inspection	319	3,796	0	3,965	0	0%	0	0%		0.00%
In-Home Autism Therapy	504	3,796	1	3,547	1	100%	0	0%	0	0.00%
In-Home Care	53,368	408	43	1,256	32	74%	10	23%	1	2.33%
Ink Cartridge - Refill & Sales	12,259	1,103	147	663	118	80%	27	18%	2	1.36%
Inks - Manufacturers Materials	1,031	2,977	7	2,480	5	71%	27	29%	0	0.00%
Inks - Print & Lithograph	445	3,590	3	2,998	2	67%	1	33%	0	0.00%
Inks - Writing & Marking	762	3,212	1	3,547	1	100%	0	0%	0	0.00%
Insect Control Devices	1,161	2,881	9	2,318	6	67%	3	33%	0	0.00%
Insecticides	587	3,398	1	3,547	1	100%	0	0%	0	0.00%
Inserts - Screw Thread	17	4,834	1	3,547	0	0%	1	100%	0	0.00%
Inspection Devices - Industrial	763	3,211	0	3,965	0	0%	0	0%	0	0.00%
Instrument Cases	780	3,193	8	2,400	6	75%	2	25%	0	0.00%
Insulation Contractors Equipment & Supplies	3,284	2,043	10		7	70%	3	30%	0	0.00%
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Insulation Materials	9,865	1,236	24	1,625	19	79%	4	17%	1	4.17%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Insulation Removal	200	4,089	0	3,965	0	0%	0	0%	0	0.00%
Insurance - Accident & Health	24,709	711	79	962	64	81%	14	18%	1	1.27%
Insurance - Auto	137,953	164	1,116	161	1,036	93%	75	7%	5	0.45%
Insurance - Aviation	361	3,719	0	3,965	0	0%	0	0%	0	0.00%
Insurance - Bonding	2,770	2,175	1	3,547	1	100%	0	0%	0	0.00%
Insurance - Crop	983	3,009	2	3,218	2	100%	0	0%	0	0.00%
Insurance - Dental	4,748 1,342	1,751 2,760	22	1,684 2,998	18	82%	3	14%	1	4.55%
Insurance - Disability Insurance - Employee Benefits	39,112	2,760	30		23	33% 77%	2	67%	0	0.00%
Insurance - Employee Benefits Insurance - Fire & Flood Specialists	6,035	1,566	11		7	64%	7	23% 18%	2	0.00% 18.18%
Insurance - Funeral	15,947	956	4	2,170	1	25%	2	50%	1	25.00%
Insurance - Health	129,304	179	726		655	90%	62	9%	9	1.24%
Insurance - Homeowners	62,053	359	475	292	451	95%	21	4%		0.63%
Insurance - Liability	5,938	1,576	20		17	85%	3	15%		0.00%
Insurance - Life	199,594	112	367	347	334	91%	30	8%		0.82%
Insurance - Long Term Care	5,517	1,636	3	2,998	2	67%	1	33%	0	0.00%
Insurance - Marine	1,798	2,512	5	2,696	5	100%	0	0%		0.00%
Insurance - Medical Liability	3,181	2,075	20		17	85%	3	15%	0	0.00%
Insurance - Medicare Services	11,774	1,130	11		9	82%	2	18%	0	0.00%
Insurance - Medicare Supplement	561	3,433	1	3,547	1	100%	0	0%		0.00%
Insurance - Property	33,407	575	80		73	91%	7	9%		0.00%
Insurance - Rental	3,991	1,883	16		8	50%	5	31%	3	18.75%
Insurance - Senior Products	12,095	1,113	6	2,582	4	67%	2	33%	0	0.00%
Insurance - Travel	34,449	563	189		187		2	1%	0	0.00%
Insurance - Viatical	8,851	1,300	21		12		8	38%	1	4.76%
Insurance - Workers Compensation	15,034	996	20 449	1,753	18	90%	84	10%	0	0.00%
Insurance Agency	149,221 16,463	153 935	93	305 866	363 81	81%	12	19%	2	0.45%
Insurance Agents Insurance Claim Processing Services	47,381	935 448	259	442	194	87% 75%	62	13% 24%	0	0.00% 1.16%
Insurance Companies	1,462,956	11	8,486	12	7,943	75% 94%	480	6%	63	0.74%
Insurance Consultants	65,917	343	97	842	7,545	73%	24	25%	2	2.06%
Insurance Inspection & Audits	3,552	1.976	4	2,821	7.1	75%	1	25%	0	0.00%
Insurance Rating Bureaus	1,167	2,874	2	3,218	0	0%	2	100%	0	0.00%
Insurance Services	505,693	39	2,192	79	2,024	92%	129	6%	39	1.78%
Insurance Services - Commercial	5,850	1,591	12	2,109	10	83%	2	17%	0	0.00%
Insured Property Replacement Service	3,892	1,903	144	674	144	100%	0	0%	0	0.00%
Interactive Media	938	3,039	42	1,266	41	98%	1	2%	0	0.00%
Intercoms Systems & Services	1,004	2,997	7	2,480	7	100%	0	0%	0	0.00%
Interior Decorators & Designers	68,456	334	178	579	89	50%	82	46%	7	3.93%
Interior Decorators & Designers - Workroom	1,805	2,510	12	2,109	7	58%	4	33%	1	8.33%
Interior Decorators & Designers Supplies	8,518	1,324	196	541	29	15%	17	9%		76.53%
Interior Designers - Architectural	1,060	2,958	4	2,821	4	100%	0	0%		0.00%
Interior Designers - Commercial	801	3,165	6	2,582		33%	3	50%		16.67%
Interior Designers - Registered/Licensed Interior Finishing	1,949 399	2,444 3,657	4	2,821 3,547	4	100%	0	0%		0.00% 0.00%
Interior Finishing International Trade Consultants	3,187	2,072	16		1	100% 19%	12	75%	0	6.25%
International Trade Consultants Internet - Web Hosting	161,512	137	1,346	1,910	1,034	77%	286	21%	26	1.93%
Internet Access Provider	27,127	655	1,244	142	1,145	92%	96	8%	3	0.24%
Internet Auction Service	101,098	216	657	239	559	85%	91	14%	7	1.07%
Internet Cafes	1,290	2,794	14	1,995	5	36%	7	50%	,	14.29%
Internet Gaming	22,467	764	2,047	83	1,829	89%	204		14	0.68%
Internet Marketing Services	604,703	33	3,937	39	3,395	86%	415	11%	127	3.23%
Internet Selling Services	107,812	207	2,927	57	2,667	91%	234	8%	26	0.89%
Internet Services	746,189	27	7,662	14	6,602	86%	937	12%	123	1.61%
Internet Shopping	883,154	23	13,536	7	10,632	79%	2,318	17%	586	4.33%
Internet-Based Telephone Service	5,706	1,609	187	559	163	87%	24	13%	0	0.00%
Inventors	17,433	899	3	2,998	0	0%	3	100%	0	0.00%
Inventory Service	7,098	1,444	4	2,821	3	75%	1	25%	0	0.00%
Investigators	98,661	224	217	499	129	59%	73	34%	15	6.91%
Investigators - Trademark Infringement	26	4,760	0	3,965	0	0%	70	0%	0	0.00%
Investment Advisory Service Investment Castings	138,545 235	163 3,992	179 0	577 3,965	94	53%	/0	39%	15	8.38%
-	23.124	3,992 749	77	3,965	36	0% 47%	38	0% 49%	9	0.00%
Investment Management Investment Securities	76,925	294	148	659	121	47% 82%	24	16%	3	3.90% 2.03%
Investment Securities Investment Seminars	9,739	1,243	34		31	91%	24	9%	3	0.00%
Invitations & Announcements	6,767	1,478	27		17	63%	10	37%	0	0.00%
iPod Sales & Service	342	3,750	5	2,696	1/	20%	2	40%	2	40.00%
Iron	1,270	2,812	5	2,696	1	20%	3	60%	1	20.00%
	24,193	725	97	842	37	38%	48	49%	12	12.37%
Iron Work										

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Irrigation Consultants	9,055	1,289	27	1,542	18	67%	9	33%	0	0.00%
Irrigation Equipment	58	4,569	2	3,218	1	50%	1	50%	0	0.00%
Irrigation Systems - Install/Design	3,519	1,989	17	1,866	6	35%	11		0	0.00%
Irrigation Systems - Maintenance/Repair	1,975	2,427	5	2,696	3	60%	2	40%	0	0.00%
Irrigation Systems & Equipment	68,285	336	127	725	93	73%	30	24%	4	3.15%
Italian Food Products	1,169	2,872	4	2,821	2	50%	2	50%	0	0.00%
Ivory Goods	79	4,459	0	3,965	0	0%	0	0%	0	0.00%
Jacks	827	3,130	1	3,547	1	100%	0	0%	0	0.00%
Jacks - Repair	25	4,771	0	3,965	0	0%	0	0%	0	0.00%
Jade & Jade Goods	9	4,921	0	3,965	0	0%	0	0%	0	0.00%
Jai-Alai Exhibitions	8	4,937	0	3,965	0	0%	0	0%	0	0.00%
Jail Equipment	79	4,459	0	3,965	0	0%	0	0%		0.00%
Jalousies	57	4,575	0	3,965	0	0%	0	0%		0.00%
Janitor Service	191,481	118	207	514	118	57%	79	38%	10	4.83%
Janitors Equipment & Supplies Japanese Food Products	11,414	1,144 4,409	5	2,696 2,821	5	100%	0	0%	_	0.00%
Japanese Food Products Jeans	92 2,488		23		14	25%	3	75%	0	0.00%
Jeans Jet Ski/Personal Watercraft		2,249	23	1,648	14	61% 44%	9	39% 44%	0	0.00%
	3,537	1,984		1,398 50	2,590		15 513	44% 16%	4 37	11.76%
Jewelers - Retail	582,334	35	3,140	2,480		82%	513			1.18%
Jewelers - Supplies	5,301 18,651	1,672 864	48	2,480 1,195	6 35	86%	13	14%	0	0.00%
Jewelers - Wholesale			48			73%	13			0.00%
Jewelry Advisory Service	307 29,326	3,825	2	3,218	2	100%	0	0%	0	0.00%
Jewelry Buyers	1,682	621 2,576	37	1,338 2,998	21	57%	9	24%	/	18.92%
Jewelry Castings			100		1	33%	21	67%	0	0.00%
Jewelry Designers Jewelry Engravers	28,434 808	630 3,155	100	826 2,480	67 5	67% 71%	31	31% 29%	2	2.00% 0.00%
Jewelry Engravers Jewelry Findings	3,323	2,035	36	1,357	13	71% 36%	22		0	
Jewelry Manufacturers	43,810	469	111	776	96		13	61%	1	2.78%
Jewelry Polishing & Plating	43,810	3,158	1111	3,547	96	86% 100%	13	12% 0%	2	1.80%
Jewelry Polishing & Plating Jewelry Repair	14,670	1,012	87	903	52	100%	34	39%	0	0.00%
Jewels - Imitation	3,175	2,076	22	1,684	22	100%	34	39%	1	1.15% 0.00%
Jigs & Fixtures	3,1/3	4,921	22	3,965	0	0%	0	0%	0	0.00%
Jigs & Fixtures - Components	12	4,921	0	3,965	0	0%	0	0%	0	0.00%
Job Listing & Advisory Services	62,140	358	216	501	132	61%	75		0	4.17%
Job Listing & Advisory Services Job Listing & Advisory Services - Advanced Fee	4,339	1,828	40	1,291	8	20%	16		16	40.00%
Job Lot Merchandise	4,339	4,902	40	3,965	0	0%	10	40% 0%	10	0.00%
Judgment Recovery	4,002	1,880	17	1,866	10	59%	7	41%	0	0.00%
Juice Extractors	1,019	2,987	2	3,218	3	100%	,	0%	0	0.00%
Juices	963	3,023	12	2,109	5	42%	7	58%	0	0.00%
Juke Boxes	820	3,141	2	3,218	1	50%	1	50%	0	0.00%
Jumping Balloon Rental	547	3,451	2	3,218	1	50%	0	0%	1	50.00%
Junk Dealers	3,445	2,004	13	2,053	3	23%	6	46%	4	30.77%
Junk Removal	11,331	1,148	26	1,567	19	73%	5	19%	2	7.69%
Karaoke Machines & Tapes	1,692	2,570	20	1,753	11	55%	8	40%	1	5.00%
Karts - Motorized	660	3,309	2	3,218	2	100%	0	0%	-	0.00%
Kennels Equipment & Supplies	815	3,148	9	2,318	7	78%	2	22%	0	0.00%
Kerosene	129	4,268	2	3,218	2	100%	0	0%	0	0.00%
Key Control Systems	1,863	2,483	15	1,962	5	33%	10	67%	0	0.00%
Key Duplication and Cutting	347	3,738	5	2,696	4	80%	0	0%	1	20.00%
Key Holders	300	3,833	2	3,218	1	50%	1	50%	0	0.00%
Kickboxing	572	3,413	5	2,696	3	60%	2	40%	0	0.00%
Kilns	405	3,645	0	3,965	0	0%	0	0%	0	0.00%
Kitchen & Bath - Design & Remodeling	210,706	106	385	334	278	72%	99	26%	8	2.08%
Kitchen & Bath Design	18,015	880	58	1,103	33	57%	22	38%	3	5.17%
Kitchen Accessories	32,248	590	235	473	147	63%	83	35%	5	2.13%
Kitchen Cabinet Refacing	6,659	1,492	18	1,818	13	72%	4	22%	1	5.56%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	2,716	2,188	16	1,918	7	44%	9	56%	0	0.00%
Kitchen Cabinets & Equipment - Household	56,712	392	176	583	92	52%	56		28	15.91%
Kitchen Remodeling	38,315	522	91	880	50	55%	40		1	1.10%
Kite Boarding	67	4,521	1	3,547	1	100%	0	0%	0	0.00%
Kites	230	4,003	0	3,965	0	0%	0	0%	0	0.00%
Knife Sharpening Devices	1,288	2,795	4	2,821	1	25%	3	75%	0	0.00%
Knit Goods - Retail	685	3,285	3	2,998	2	67%	1	33%	0	0.00%
Knit Goods - Wholesale & Manufacturers	142	4,231	0	3,965	0	0%	0	0%	0	0.00%
Knitted Fabrics	335	3,764	0	3,965	0	0%	0	0%	0	0.00%
Knitting Instruction	532	3,471	1	3,547	0	0%	1	100%	0	0.00%
Knitting Machines	29	4,741	0	3,965	0	0%	0	0%	0	0.00%
Knives - Custom	823	3,134	16	1,918	4	25%	12	75%	0	0.00%
Knives - Machine	2,353	2,298	81	942	3	4%	78	96%	0	0.00%
	3,541	1,982	11	2,176		91%		9%	_	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Kosher Food Products	240	3,979	3	2,998	1	33%	2	67%	0	0.00%
Labeling	4,337	1,830	4	2,821	3	75%	1	25%	0	0.00%
Labeling Equipment	1,264	2,817	3	2,998	1	33%	2	67%	0	0.00%
Labels	706	3,260	6	2,582	3	50%	3	50%	0	0.00%
Labels - Fabric	299 3,033	3,837	3	2,998 2,400	2	67%	1	33%	0	0.00%
Labels - Paper Labels - Plastic, Metal, Foil	1,229	2,113 2,835	0	2,400	7	88% 100%	1	13% 0%	0	0.00%
Labor Contractors	855	3,104	3	3,965	3	0%	0	0%		0.00%
Labor Organizations	3,605	1,964	2	3,218	0	0%	2	100%	0	0.00%
Labor Posters	6,812	1,472	131	711	108	82%	20	15%	3	2.29%
Labor Relations Consultants	1,066	2,950	131	3,547	0	0%		100%	0	0.00%
Laboratories - Medical	46,800	451	400	329	347	87%	51		2	0.50%
Laboratories - Research & Development	14,273	1,025	50	1,172	40	80%	9	18%	1	2.00%
Laboratories - Testing	28,716	628	118	752	83	70%	28		7	5.93%
Laboratories - Veterinary	1,087	2,937	7	2,480	6	86%	1	14%	0	0.00%
Laboratory Equipment & Supplies	8,722	1,310	24	1,625	13	54%	10	42%	1	4.17%
Laces	14	4,872	0	3,965	0	0%	0	0%	0	0.00%
Lacquers - Manufacturers	34	4,700	0	3,965	0	0%		0%		0.00%
Ladders	731	3,235	6	2,582	5	83%	1	17%	0	0.00%
Ladders - Renting	3	4,997	0	3,965	0	0%		0%	0	0.00%
Lake & Pond Management	2,006	2,417	1	3,547	0	0%		100%	0	0.00%
Laminated Structural Products	218	4,047	0	3,965	0	0%	0	0%	0	0.00%
Laminating Equipment & Supplies	1,274	2,808	2	3,218	2	100%	0	0%		0.00%
Laminations - Motor & Transformer	73	4,490	0	3,965	0	0%	0	0%		0.00%
Laminations - Plastic, Paper	1,056	2,961	7	2,480	2	29%	5	71%		0.00%
Lamp Shade Covers	68	4,517	1	3,547	1	100%	0	0%		0.00%
Lamp Shade Frames & Supplies	1,262	2,819	2	3,218	2	100%	0	0%		0.00%
Lamp Shades - Cleaning & Repairing	21	4,808	0	3,965	0	0%	0	0%		0.00%
Lamp Shades - Wholesale & Manufacturers	151	4,202	0	3,965	0	0%		0%	0	0.00%
Lamps - Health	492	3,528	0	3,965	0	0%	0	0%	0	0.00%
Lamps - Repair	239	3,983	4	2,821	2	50%	2	50%	0	0.00%
Lamps - Supplies & Parts	1,329 348	2,766 3,734	3	2,998 3,547	1	33%	2	67% 0%	0	0.00%
Lamps - Wholesale & Manufacturers Lamps & Lamp Shades - Retail	3,144	2,084	11	2,176	8	100%	0	0 70	0	0.00%
	18,780	860	8	2,176	0	73% 50%	3	27% 50%	0	0.00%
Land Clearing & Leveling	17,130	914	28	1,509	17	61%	11		0	0.00% 0.00%
Land Companies Landfills - Construction Materials	17,130	4,110	0	3,965	17	0%	11	39%	0	0.00%
Landfills - Sanitary	1,227	2,836	6	2,582	3	50%	3	50%	0	0.00%
Landscape Architects	50,044	433	122	734	65	53%	54		3	2.46%
Landscape Contractors	1,062,766	16	2,323	74	1,326	57%	929	40%	68	2.93%
Landscape Contractors - Commercial	4,641	1,767	8	2,400	6	75%	2	25%	0	0.00%
Landscape Designers	85,966	261	204	524	96	47%	98	48%	10	4.90%
Landscape Lighting	8,626	1,318	31	1,443	19	61%	12	39%	0	0.00%
Landscape Maintenance	78,682	289	255	446	122	48%	121		12	4.71%
Landscaping Clean-Up - Spring & Fall	833	3,125	36	1,357	19	53%	17	47%	0	0.00%
Landscaping Equipment & Supplies	23,510	741	64	1,054	40	63%	20	31%	4	6.25%
Language Schools	9,193	1,279	21	1,724	14	67%	7	33%	0	0.00%
Language Training Aids	4,374	1,818	31	1,443	21	68%	10	32%	0	0.00%
Lanyards	3	4,997	0	3,965	0	0%	0	0%	0	0.00%
Lapidaries	62	4,545	0	3,965	0	0%	0	0%	0	0.00%
Lapidary Equipment & Supplies	29	4,741	0	3,965	0	0%	0	0%	0	0.00%
Laser Cosmetic Services	22,745	757	306	395	102	33%	56		148	48.37%
Laser Therapy	3,929	1,897	12	2,109	9	75%	3	25%	0	0.00%
Laser Vision Correction	12,896	1,077	33	1,416	26	79%	7	21%	0	0.00%
Lasers	5,220	1,683	27	1,542	12	44%	15		0	0.00%
Lasik Eye Surgery	1,078	2,943	8	2,400	7	88%	0	0%	1	12.50%
Latex Products	149	4,208	1	3,547	1	100%	0	0%	0	0.00%
Lath	2	5,011	0	3,965	0	0%	0	0%	0	0.00%
Lathes	80	4,454	0	3,965	0	0%	0	0%	0	0.00%
Lathing Contractors	477	3,544	2	3,218	2	100%	0	0%	0	0.00%
Laundries Laundries - Self Service	10,034 7,801	1,228 1,379	168 97	605 842	77 50	46% 52%	86 40		5	2.98%
Laundry Consultants	3,066	2,102	36	1,357	21	52% 58%	15	41% 42%	/	7.22% 0.00%
Laundry Consultants Laundry Equipment	3,066 4,074	1,869	36 64	1,357	40	58% 63%	23	42% 36%	0	1.56%
Laundry Equipment Laundry Supplies	4,074 515	3,493	04	2,318	40	63%	23	36%	1	0.00%
Law & Financial Printers	88	4,430	1	3,547	0	0%	1	100%	0	0.00%
Law Books	106	4,430	1	3,547	0	0%		100%	0	0.00%
Lawn & Garden Equipment & Supplies	70,596	321	462	299	372	81%			4	0.87%
										0.00%
Lawn & Garden Equipment & Supplies - Rental	2,082	2,391	22	1,684	20	91%	/	9%		

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lawn & Garden Sprinkler Systems	84,265		207		120	58%	84		, 3	1.45%
Lawn & Tree Care	20,628	805	286		191		86		9	3.1370
Lawn Installation Service	1,149	2,889	8	2,400	3 225	38%	2	2370		37.50%
Lawn Mowers	578,509 27,597	36	2,935 155	56 632	2,296 108	78%	588 38			
Lawn Mowers - Sharpen & Repair	25,647	688	120	744	86	70% 72%	34	2570		5.81%
Lawn Tractor Dealers	13	4,881	120	3,218	2	100%	34	0%		0.00%
Layouts - Office, Factory	863	3,095	7	2,480		71%	7	29%		0.00%
Lead	1,518	2,663	17	1,866	2	12%	14	82%	1	5.88%
Lead Abatement	1,498	2,673	0	3,965	0	0%	C	0%	. 0	0.00%
Lead Burning	14	4,872	0	3,965	0	0%	C	0%		0.00%
Lead Products	279	3,875	1	3,547	0	0%	1	100%	0	0.00%
Lead Removal	77	4,467	0	3,965	0	0%	C	0%	0	0.00%
Lead Testing	181	4,127	1	3,547	1	100%	C	0%		0.00%
Leadership Development	744	3,225	0	-,	0	0%	C	0%		0.00%
Leak Detecting Instruments	2,819	2,165	5	2,696	4	80%	1	20%		0.00%
Leak Detection	3,029	2,114	9	2,318	8	89%	0	0%		11.11%
Leasing Service	42,196	482	323	372	259	80%	61			0.93%
Leather Cleaning	3,982 847	1,885	27		11		16			0.00%
Leather Cleaning Leather Clothing - Retail	6,697	3,110 1,486	1 55		29	0%	20	100%		0.00%
Leather Clothing - Retail Leather Clothing - Wholesale & Manufacturers	6,697		55		29	53% 0%	20	36%		10.91%
Leather Clothing - Wholesale & Manufacturers Leather Finishers	1,213	2,842	<u>U</u>	3,965	1	50%		0%		50.00%
Leather Finishes	1,213		0		1	0%		0%		0.00%
Leather Goods - Dealers	7,428		152		125		23			2.63%
Leather Goods - Bealers Leather Goods - Repair	2,571	2,222	9	2,318	4	44%	- 23	56%		0.00%
Leather Goods - Wholesale & Manufacturers	3,255	2,055	9	2,318	6		- 3	33%		0.00%
Leather Goods Manufacturers Supplies	671	3,296	1	3,547	1	100%		0%		0.00%
Leather Restoration	1,436	2,704	5	2,696	3	60%	7	40%		0.00%
Lecture & Seminar Bureaus	17,850	884	25		20	80%	5	20%		0.00%
Legal Clinics	10,081	1,221	33	1,416	25	76%	7	7 21%		3.03%
Legal Document Assistance	44,074	466	1,177	151	1,009	86%	166	14%	. 2	0.17%
Legal Forms	26,935	659	223	491	121	54%	96	43%	6	2.69%
Legal Information Services	10,629	1,186	50	1,172	24	48%	23	46%	3	6.00%
Legal Printing	95	4,395	2	3,218	0	0%	2	100%	0	0.00%
Legal Services Plans	68,919	330	144		111	77%	29	20%	4	2.78%
Lenses	1,708	2,559	5	2,696	2	40%	3	60%		0.00%
Letter Shop Service	399	3,657	3	2,998	2	67%	1	33%		0.00%
Lettering Machines	874	3,090	2	3,218	2	100%	0	0%		0.00%
Letters - Sign	1,906	2,469	36		8	22%	16			
Levels	23	4,789	0	-,	0	0%	0	0%		0.00%
Libraries - Circulating & Rental	55		0		0	0%	0	0%		0.00%
Libraries - Institutional Libraries - Public	18 734	4,828	0	3,965 3,218	0	0%		0%		0.00%
	214	4,056		3,210	0	100%	- 0	0%		0.00%
Library Equipment & Supplies Library Research Service	1,034	2,975		2,696	5	100%		0%		0.00%
Lice Removal/Protection Services	3,798	1,924	14		12		+ ·	7%		7.14%
License Services	18,974	852	267		250		15			0.75%
Lie Detection Service	4,061	1,871	- 6	2,582	6		120	0%		
Life Raft Inflation Equipment	46		0	3,965	0		(0%		0.00%
Lift Kits	5	4,973	0	3,965	0	0%	C	0%		0.00%
Lifts	8,162	1,353	18		11		7	7 39%		0.00%
Lifts/Elevators - In Home	784	3,186	1	3,547	1	100%	C	0%	. 0	0.00%
Lighting Consultants	6,070	1,557	14	1,995	5	36%	3	57%	1	7.14%
Lighting Equipment - Emergency	3,453	2,001	35	1,382	27	77%	3	23%	. 0	0.00%
Lighting Fixtures - Cleaning	11	4,902	0		0	0%	C	0%	. 0	0.00%
Lighting Fixtures - Repair & Maintenance	1,845	2,489	6	2,582	2	33%	4	67%	, 0	0.00%
Lighting Fixtures - Retail	74,481	. 307	371		246	66%	122		, 3	0.81%
Lighting Fixtures - Supplies & Parts	3,266	2,052	8	-,	1	13%	- 6	75%	. 1	12.50%
Lighting Fixtures - Wholesale & Manufacturers	5,932	1,578	21		15		- 6	29%		0.00%
Lighting Plants	184	4,122	1	3,547	0	0%	1	100%	0	0.00%
Lighting Systems & Equipment	12,332	1,098	72		39	54%	30	42%		4.17%
Lightning Protection Equipment	2,497	2,246	4	2,821	1	25%	2	50%		25.00%
Lights Bulbs & Tubes	10,857	1,174	48		34	71%	14			0.00%
Lime	196		1	3,547	0	0%	<u> </u>	100%		0.00%
Limestone	1,789	2,517	21	3,218	2	100%	0	0%		0.00%
Limousine Service	158,673 5,910	142 1,584	1,108		545 12		507 10			
Linen Supply Service			199		12		27			115570
Linens - Retail	12,085	1,114								

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lingerie	22,626		215		160		51			1.0070
Linings - Clothing	248	3,957	0	5/505	0	0 70	0	070		0.0070
Linings - Plastic, Membrane	2,380	2,286	10		6	0070	4	4070		0.0070
Linoleum - Wholesale & Manufacturers	15		0	-,	0	0.0	0	0%		0.0070
Linoleum Dealers	1,576	2,631	6	2,582	3	50%	3	50%		0.00%
Linoleum Layers Equipment & Supplies	16	4,848	52	3,965	29	0 70	19	0%		0.00%
Liquidators Liquor Brokers	15,380 242	985 3,970	32	1,158 2,998	29	56%	19	37%		7.69% 0.00%
Liquor Stores	23,076	750	115	2,998 764	68		46		1	0.00%
Liquor Stores Liquors - Wholesale	1,958	2,439	113	2,582	- 00	83%	46	0 0%	1	16.67%
Literary Agents	4,367	1,821	5	2,582		60%	7	2 40%		0.00%
Lithographers	355	3,729	0		0		<u> </u>	0%		0.00%
Litigation Support	1,108	2,922	1	3,547	0	0.0	1	100%	. 0	0.00%
Livestock - Commission	52	4,601	0		0			0%	,	0.00%
Livestock Appraisers	9	4,921	0	3,965	0	0%		0%		0.00%
Livestock Auction Markets	1,571	2,634	3	2,998	3	100%		0%		0.00%
Livestock Breeders	3,740	1,936	1	3,547	1	100%		0%		0.00%
Livestock Buyers	335	3,764		3,965		0%		0%		0.00%
Livestock Equipment & Supplies	2,303	2,316	2	3,218	2	100%		0%		0.00%
Livestock Feeding	1,181	2,861	2	3,218	2	100%		0%		0.00%
Livestock Grooming	21	4,808			n	0%	-	0%		0.00%
Livestock Hauling	576	3,408	0		0			0%		0.00%
Livestock Order Buyers	6	4,960	0		0			0%		0.00%
Livestock Order Bayers Livestock Spraying	4	4,979	0		0			0%		0.00%
Loading Dock Equipment	1,212	2,843	0		0			0%		0.00%
Loan Acceleration	621	3,344	11		3		4	36%		36.36%
Loan Modification	75,239	303	699		207		356			
Loan Modification - Auto	980	3,012	12		1	. 8%	11			0.00%
Loan Originator	880	3,085	4	2,821	4		11	0%		0.00%
Loan Servicing	18,137	877	206	519	152		32			
Loans	492,869	41	2,704	64	1,782		671			
Loans - Farm & Ranch	573	3,412	2,701	3,547	1	100%	0,1	0%		0.00%
Loans - Small Business	86,605	257	576		459		111			1.04%
Lobbyists	1,611	2,608	12		5		4	33%		25.00%
Lockers	1,125	2,911			0		<u>.</u>	0%		0.00%
Locks - Wholesale & Manufacturers	2,521	2,239	11		6		4	36%		9.09%
Locks & Locksmiths	157,554	145	1,056	170	418		495			13.54%
Locksmiths Equipment & Supplies	6,320	1,526	46		15		23		8	17.39%
Locomotives	266	3,914	2	3,218	1	50%	1	50%	0	0.00%
Log Cabins, Homes & Buildings	36,332	538	42		24		16			4.76%
Log Splitting Equipment	202	4,085	1	3,547	1	100%	0	0%		0.00%
Logging Companies	14,263	1,027	17		7	41%	o,	53%		5.88%
Logging Equipment & Supplies	1,403	2,719	3	2,998	2		1	33%		0.00%
Logistics	24,304	722	78		41		29			10.26%
Lot Rental	35	4,693	4	2,821	2	50%	1	25%	1	25.00%
Lotteries - Foreign	5,388	1,659	4	2,821	0		1	25%	3	75.00%
Lotteries - Local	2,271	2,328	8	2,400	5		3	38%		0.00%
Lotteries - State	1,005	2,995	8	2,400	5	63%	3	38%		0.00%
Lottery Buying Club	1,329	2,766	6	2,582	3	50%	3	50%		
Louvers	236	3,990	1	3,547	1	100%	C	0%		0.00%
Lubricants	2,414	2,275	0	3,965	0		C	0%		0.00%
Lubricating Devices & Systems	208	4,065	0	3,965	0		C	0%		0.00%
Lubricating Service - Automotive	32,301	589	552	267	407		140			0.91%
Luggage - Retail	10,792	1,178	121		88		31			1.65%
Luggage - Wholesale & Manufacturers	834	3,123	9	2,318	8		0	0%		11.11%
Luggage Carriers	676	3,294	1	3,547	1	100%	0	0%		0.00%
Luggage Manufacturers Equipment & Supplies	109	4,344	4		4		0	0%		0.00%
Luggage Repair	584	3,400	2	3,218	2		C	0%		0.00%
Lumber - Drying	99	4,383	0		0		C	0%		0.00%
Lumber - Retail	36,717	536	76		56		18			2.63%
Lumber - Used	148	4,209	0	3,965	0	0%	C	0%		0.00%
Lumber - Wholesale	8,012	1,365	8	2,400	4	50%	4	50%		0.00%
Lumber Carriers	1,255	2,821	0	3,965	0	0%	C	0%		0.00%
Lumber Inspectors	97	4,388	0		0	0%	C	0%		0.00%
Lumber Mill Representatives	212		0		0		C	0%		0.00%
Lumber Treating	231	4,002	0		0		C	0%		0.00%
Macaroni	66		0		0		C	0%		0.00%
Machine Shops	56,086	393	37		28		8	22%		
Machine Tools	15,928	958	66		44		22			

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Machinery - New	10,103	1,219	28	1,509	10	36%	17	61%	1	3.57%
Machinery - Specially Designed	3,552	1,976	8	2,400	4	50%	4	50%	. 0	0.00%
Machinery - Used	2,002	2,418	8	2,400	3	38%	4	50%	1	12.50%
Machinery & Equipment - Appraisal	143	4,224	0	3,965	0	0%	0	0%		0.00%
Machinery Cleaning Machinery Movers & Erectors	133 2,491	4,256 2,248	1	3,547 3,965	1	100%	0	0%		0.00%
	4,103	1,864	0 14		4	0% 29%	0	0% 57%	0	0.00% 14.29%
Machinery Rebuild & Repair Magazine Sales	119,058	1,804	2,994		2,412	29% 81%	449		133	4.44%
Magazine Sales by Mail	8,984	1,293	128		78	61%	35		155	
Magazine Sales by Telephone	15,520	980	520		458	88%	55		7	1.35%
Magazines - Back Number	22	4,800	1	3,547	130	0%	1	100%	, ,	0.00%
Magazines - Dealers	22,455	765	537	272	342	64%	179	33%		2.98%
Magazines - Distributors	16,100	945	310	390	196	63%	104	34%		3,23%
Magazines - Subscription Agents	94,235	234	2,049	82	1,351	66%	564	28%		6.54%
Magicians	1,281	2,799	4	2,821	1	25%	3	75%		0.00%
Magicians Supplies	608	3,368	2	3,218	1	50%	1	50%		0.00%
Magnetic Inspection Equipment	17	4,834	0	3,965	0	0%	0	0%		0.00%
Magnetic Inspection Service	65	4,527	0	3,965	0	0%	0	0%		0.00%
Magnets & Magnetic Devices	2,019	2,411	5	2,696	2	40%	2	40%	. 1	20.00%
Magnifying Glasses	312	3,812	6	2,582	5	83%	1			0.00%
Maids & Butlers Service	21,641	784	107		66	62%	36	34%	5	4.67%
Mail Box Rental & Receiving	7,496	1,406	76		43	57%	30		3	3.95%
Mail Boxes - Manufacturers & Distributors	2,366	2,293	16	1,918	5	31%	10			6.25%
Mail Order & Catalog Shopping	259,641	82	3,845	41	3,316	86%	490			
Mailing Containers	610	3,367	1	3,547	1	100%	0	0%		0.00%
Mailing Lists	24,217	723	98		68	69%	29	30%		1.02%
Mailing Machines & Equipment	8,090	1,358	251	449	238	95%	13	5%		0.00%
Mailing Services	83,276	271	1,614	110	1,328	82%	241		45	2.79%
Mailing Services - Drop Shipper	14,693	1,009	110		94	85%	16		0	0.00%
Mailing Services - International	9,622	1,252	61		49		10		2	3.28%
Malt & Hops	6	4,960	0	-,	0	0%	0	0%	0	0.0070
Managed Print Service	91	4,412	3	2,998	0	0%	3	100%	0	0.00%
Management Consultants	58,947	378	161		98	61%	56	35%	/	4.35%
Management Training	8,657	1,316	10		8	80%	1	10%		10.00%
Manhole Covers	277	3,881	0	-/	0	0%	0	0%		0.00%
Manicuring Mannequins - Display Fixture	1,747 664	2,536 3,304	11	2,176 2,998		55% 33%	4	36% 67%	1	9.09%
Manufactured Homes - Dealers	89,001	250	322		260	33% 81%	57			0.00% 1.55%
Manufactured Homes - Equipment & Parts	5,475	1,646	14		200	64%	57	36%	3	0.00%
Manufactured Homes - Parks	28,756	626	118		76	64%	38	32%		3.39%
Manufactured Homes - Rent & Lease	5,127	1,700	40		22	55%	13			12.50%
Manufactured Homes - Repair & Service	16,290	940	60		42		15		3	5.00%
Manufactured Homes - Transporting	14,967	1,003	36		14		20		. 2	5.56%
Manufactured Homes Distributors & Manufacturers	63,480	351	247	451	171	69%	71		5	2.02%
Manufactured Homes Equipment & Supplies (Manufacturers)	3,791	1,926	15		8	53%	7	47%	0	0.00%
Manufactured Offices & Commercial Units	477	3,544	0	3,965	0	0%	0	0%		0.00%
Manufacturers & Producers	395,428	52	2,753	62	2,502	91%	234	8%		
Manufacturers Agents & Representatives	13,340	1,060	11		6	55%	3	27%		18.18%
Mapping Services	2,726	2,185	15		9	60%	6	40%		0.00%
Maps - Dealers	1,066	2,950	28		25	89%	3	11%	0	0.00%
Maps - Publishers & Distributors	1,971	2,432	26		23	88%	3	12%	0	0.00%
Marble - Cultured	10,467	1,196	26		17		8	31%		5.05 /0
Marble - Natural	19,528	839	46		30		16 94		0	0.0070
Marble & Granite Installation, Stonework Fabrication	59,789	370	240	461 2,696	144		94	39%	4	0.83%
Marble & Terrazzo Cleaning & Service Marinas	3,426 20,109	2,010 819	90		63	80% 70%	27	20%	0	0.00%
Marine Contractors	19,431	842	28		12		14	50%		7.14%
Marine Electric Service	463	3,565	0	3,965	0	43%	14	0%	2	0.00%
Marine Electronic Equipment & Supplies	8,779	1,307	24		21	88%	2	13%		0.00%
Marine Equipment & Supplies	12,788	1,307	46		26	57%	20		0	0.00%
Marine Sales & Service	37,746	530	191		139	73%	46		1 6	3.14%
Marine Surveyors	1,989	2,422	3	2,998	2	67%	1	33%		0.00%
Market Research & Analysis	175,489	124	781	209	686	88%	80		15	
Market Survey Companies	81,697	276	312	388	259	83%	48		5	1.60%
Marketing - Dental	26	4,760	1	3,547	1	100%	0	0%		0.00%
Marketing - Home Based Business	84,314	268	220		212	96%	7	3%	1	0.45%
Marketing Consultants	219,079	102	865	198	610	71%	226	26%	29	3.35%
Marketing Consultants - Mobile	773	3,199	2	3,218	1	50%	1	50%		0.00%
Marketing Programs & Services	366,112	57	1,401		1,080	77%	293			

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Marketing Software	4,458	1,797	74	993	62	84%	10	14%	2	2.70%
Marking & Coding Equipment	163	4,165	1	3,547	0	0%	1	100%	0	0.00%
Marriage Brokers	1,313	2,779	2	3,218	1	50%	1	50%	0	0.00%
Marriage, Family, Child, Individual Counselors	33,599	572	40	1,291	36	90%	3	8%	1	2.50%
Martial Arts	46,339	454	376	341	203	54%	163	43%	10	2.66%
Martial Arts Supplies & Equipment	3,115	2,090	49	1,184	19	39%	30	61%	0	0.00%
Masks	46	4,637	4	2,821	1	25%	3	75%	0	0.00%
Mason Contractors	246,205	90	381	339	177	46%	184		20	5.25%
Mason Contractors Equipment & Supplies	3,867	1,909	8	2,400	1	13%	6	75%	1	12.50%
Masonry Panels - Prefabricated	2,200	2,352	10 37	2,236	2	20%	b 10	60%	2	20.00%
Massage Equipment & Supplies Massage School	5,482 3,650	1,645 1,954	3/	1,338 2,400	18	49% 88%	18	49% 13%	1	2.70% 0.00%
Massage Therapeutic	15,026	999	227	486	142	63%	72	32%	13	5.73%
Massage Therapists	74,527	306	735	217	448	61%	230	32%		7.76%
Masts & Spars	74,327	4,741	733	3,965	0	0%	230	0%		0.00%
Matches	6	4,960	0	3,965	0	0%	0	0%		0.00%
Material Handling Equipment	8,327	1,340	6	2,582	5	83%	1	17%		0.00%
Maternity Clothes	2,443	2,267	47	1,209	39	83%	8	17%		0.00%
Mathematicians	42	4,656	2	3,218	2	100%	0	0%		0.00%
Mats & Matting	3,980	1,886	22	1,684	21	95%	1	5%		0.00%
Mattress Makers Supplies	1,919	2,462	15	1,962	13	87%	2	13%	0	0.00%
Mattresses	161,786	136	1,574	115	1,202	76%	341	22%	31	1.97%
Mattresses - Cleaning	1	5,035	0	3,965	0	0%	0	0%	0	0.00%
Mattresses - Renovating	1,143	2,894	1	3,547	0	0%	1	100%	0	0.00%
Mausoleums	547	3,451	3	2,998	3	100%	0	0%	0	0.00%
Mayonnaise & Salad Dressings	74	4,483	0	3,965	0	0%	0	0%	0	0.00%
Meal Preparation Service	1,322	2,772	6	2,582	3	50%	2	33%	1	16.67%
Measuring Machines	493	3,526	2	3,218	0	0%	2	100%	0	0.00%
Measuring Tapes & Rules	6	4,960	0	3,965	0	0%	0	0%	0	0.00%
Meat - Bulk & Itinerant	9,858	1,237	37	1,338	9	24%	28	76%	0	0.00%
Meat - Processing	8,550	1,321	19	1,779	12	63%	7	37%	0	0.00%
Meat - Retail	62,995	354	204	524	150	74%	49	24%	5	2.45%
Meat - Smokehouses	426	3,608	3	2,998	2	67%	1	33%	0	0.00%
Meat - Wholesale	18,039	879	61	1,082	55	90%	6	10%	0	0.00%
Meat Brokers	6,116	1,551	17	1,866	7	41%	10	59%	0	0.00%
Meat Choppers & Grinders	582	3,402	0	3,965	0	0%	0	0%	0	0.00%
Meat Packers	16,758	926	23	1,648	11	48%	11	48%	1	4.35%
Meat Packers Equipment & Supplies	735	3,232	0	3,965	0	0%	0	0%	0	0.00%
Mechanical Contractors	55,251	397	76	978	44	58%	31	41%	1	1.32%
Media Buying Service	461	3,568	46	2,318	0	0%	8	89%	1	11.11%
Media Consultant	6,775 6,532	1,477 1,507	31	1,222 1,443	24 14	52%	16	35% 19%	11	13.04%
Mediation Services Mediation Services - Divorce	336	3,761	31	3,218	14	45% 50%	, b	19%		35.48% 0.00%
Medical - Dental Discount Plans	76,171	296	128	721	96	75%	32	25%	0	0.00%
Medical Alarms	50,582	426	337	362	297	75% 88%	14	4%	26	7.72%
Medical Alert Companies	3,583	1,969	26	1,567	237	15%	5	19%	17	65.38%
Medical Billing Services	28,958	624	195	543	115	59%	78	40%	2	1.03%
Medical Business Administration	20,530	810	60	1,090	49	82%	10	17%	1	1.67%
Medical Case Management	3,559	1,972	3	2,998	1	33%	1	33%	1	33.33%
Medical Coding	937	3,040	1	3,547	1	100%	0	0%	0	0.00%
Medical Diagnostic Testing Facilities	6,402	1,520	33	1,416	29	88%	4	12%	0	0.00%
Medical Equipment & Supplies	140,813	161	919	190	700	76%	200	22%	19	2.07%
Medical House Calls	311	3,816	0	3,965	0	0%	0	0%	0	0.00%
Medical Imaging Services	9,296	1,271	78	966	54	69%	20	26%	4	5.13%
Medical Record Service	13,253	1,067	43	1,256	27	63%	13	30%	3	6.98%
Medical Service Organizations	21,610	787	141	684	101	72%	39	28%	1	0.71%
Medical Staffing	14,122	1,031	18	1,818	14	78%	4	22%	0	0.00%
Medical Testing Companies	25,542	690	83	927	55	66%	26	31%	2	2.41%
Medical Tourism	2,254	2,332	1	3,547	0	0%	1	100%	0	0.00%
Medical Transcription	4,028	1,876	3	2,998	3	100%	0	0%	0	0.00%
Medicines - Patent & Proprietary	1,263	2,818	9	2,318	5	56%	4	44%	0	0.00%
Medicines - Preventative Dogs & Cats	72	4,496	2	3,218	2	100%	0	0%	0	0.00%
Meditation Instruction	871	3,092	6	2,582	4	67%	2	33%	0	0.00%
Meeting Management	562	3,432	0	3,965	0	0%	0	0%	0	0.00%
Mens Clothing & Furnishings - Retail	26,559	667	170	595	106	62%	60	35%	4	2.35%
Mens Clothing & Furnishings - Wholesale & Manufacturers	2,571	2,222	14	1,995	9	64%	4	29%	1	7.14%
Mental Health Services	35,606	551	57	1,114	40	70%	15	26%	2	3.51%
Mentally Disabled Services	4,516	1,786	1	3,547	1	100%	0	0%	0	0.00%
Menu Service	324	3,783	2	3,218	2	100%	0	0%		0.00%
Merchandise Brokers	4,245	1,837	23	1,648	19	83%	4	17%	0	0.00%

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Merchandising Service	10,154	1,215	19	1,779	10	53%	6	32%	3	15.79%
Messenger Service	3,051	2,105	5	2,696	3	60%	2	40%	0	0.00%
Metal Cleaning	1,865	2,482	0	3,965	0	0%	0	0%	0	0.00%
Metal Cleaning Equipment	59	4,563	0	3,965	0	0%	0	0%	0	0.00%
Metal Cleaning Machines	60	4,557	0	3,965	0	0%	0	0%	0	0.00%
Metal Detecting Equipment	1,863	2,483	7	2,480	3	43%	4	57%	0	0.00%
Metal Fabricating Machinery	270	3,903	1	3,547	1	100%	0	0%	0	0.00%
Metal Fabricators	15,925	959	26	1,567	18	69%	8	31%	0	0.00%
Metal Finishers	7,049	1,450	14	1,995	10	71%	4	29%	0	0.00%
Metal Finishers Equipment & Supplies	709	3,256	6	2,582	3	50%	3	50%	0	0.00%
Metal Powder Fabricators	1,835	2,495	0	3,965	0	0%	0	0%	0	0.00%
Metal Rolling & Forming	951	3,033	1	3,547	0	0%	1	100%	0	0.00%
Metal Salvage Yards	14,652	1,014	32	1,433	18	56%	14	44%	0	0.00%
Metal Sawing & Cut-Off Service	65	4,527	32	3,965	10	0%	14	0%	0	0.00%
		2,840	0	3,547	0		0			
Metal Shapes - Extruded	1,217		1		1	100%	0	0%		0.00%
Metal Slitting & Shearing	61	4,553	U	3,965	0	0%	0	0%		0.00%
Metal Specialties	5,963	1,573	9	2,318	6	67%	3	33%	0	0.00%
Metal Spinning	542	3,458	0	3,965	0	0%	0	0%	0	0.00%
Metal Stamping	3,300	2,040	3	2,998	2	67%	1	33%	0	0.00%
Metal Stamping Equipment	41	4,664	0	3,965	0	0%	0	0%	0	0.00%
Metallizing	115	4,320	1	3,547	0	0%	1	100%	0	0.00%
Metallizing Equipment	1	5,035	0	3,965	0	0%	0	0%	0	0.00%
Metallurgists	162	4,166	0	3,965	0	0%	0	0%	0	0.00%
Metallurgists Equipment & Supplies	8	4,937	0	3,965	0	0%	0	0%	0	0.00%
Metals - Base	268	3,909	0	3,965	0	0%	0	0%	0	0.00%
Metals - Clad	7	4,951	n	3,965	n	0%	n	0%	0	0.00%
Metals - Corrugated	211	4,060	0	3,965	0	0%	0	0%	0	0.00%
	3,530	1,985	0	2,821	2	50%	3	50%	0	0.00%
Metals - Precious - Sheet, Wire, Tubing	331	3,773	4	3,965	2		2		0	
Metals - Precoated			0		0	0%	0	0%	0	0.00%
Metaphysical Supplies & Service	94	4,402	2	3,218	1	50%	1	50%	0	0.00%
Metaphysicians	179	4,130	1	3,547	1	100%	0	0%	0	0.00%
Meteorological Consultants	118	4,311	0	3,965	0	0%	0	0%	0	0.00%
Meteorological Instruments	44	4,647	0	3,965	0	0%	0	0%	0	0.00%
Meters	968	3,020	5	2,696	4	80%	1	20%	0	0.00%
Meters - Repair	93	4,405	0	3,965	0	0%	0	0%	0	0.00%
Mexican Food Products	1,450	2,695	6	2,582	3	50%	3	50%	0	0.00%
Mexican Imports	321	3,791	0	3,965	0	0%	0	0%	0	0.00%
Mezzanines & Platforms	8	4,937	0	3,965	0	0%	0	0%	0	0.00%
Microfilm Service, Equipment & Supplies	499	3,516	3	2,998	1	33%	2	67%	0	0.00%
Micrometers	8	4,937	0	3,965	0	0%	0	0%	0	0.00%
Microphones	243	3,968	2	3,218	2	100%	0	0%	0	0.00%
Microscopes	1,757	2,532	5	2,696	4	80%	1	20%	0	0.00%
Microwave Communications	379	3,690	0	3,965	0	0%	1	0%	0	0.00%
Microwave Communications Microwave Ovens - Dealers	17	4,834	0	3,965	0	0%	0	0%	0	
	457		0		0		0		0	0.00%
Microwave Ovens - Service & Repair		3,578	9	2,318	2	22%	/	78%	0	0.00%
Microwave Ovens - Supplies & Parts	47	4,631	U	3,965	0	0%	0	0%	0	0.00%
Midwives	1,436	2,704	6	2,582	4	67%	2	33%	0	0.00%
Military Goods	4,695	1,760	60	1,090	57	95%	3	5%	0	0.00%
Milk Distributor	53	4,597	0	3,965	0	0%	0	0%	0	0.00%
Millinery - Retail	245	3,966	1	3,547	0	0%	1	100%	0	0.00%
Millinery - Wholesale & Manufacturers	74	4,483	1	3,547	1	100%	0	0%	0	0.00%
Milling Cutters	63	4,540	2	3,218	0	0%	1	50%	1	50.00%
Milling Machines	458	3,573	0	3,965	0	0%	0	0%	0	0.00%
Millwork	14,242	1,029	18	1,818	6	33%	10	56%	2	11.11%
Millwrights	1,618	2,604	0	3,965	n	0%	0	0%		0.00%
Mineral Exploration	3,007	2,122	0	3,965	n	0%	n	0%	0	0.00%
Minerals	2,462	2,122	2	3,218	1	50%	1	50%	1	0.00%
Miniatures - Collectors	613	3,359	Z	3,547	1	100%	1	0%	0	
	4,510	1,788	1	2,696	1		0		9	0.00%
Mining Companies		3,337	5		0	0%	4	80%	1	20.00%
Mining Consultants	636		4	2,821	4	100%	0	0%	0	0.00%
Mining Development	280	3,873	0	3,965	0	0%	0	0%	0	0.00%
Mining Equipment & Supplies	3,600	1,967	5	2,696	4	80%	1	20%	0	0.00%
Mirrors	6,744	1,481	20	1,753	13	65%	7	35%	0	0.00%
Mirrors - Manufacturers Supplies	477	3,544	1	3,547	0	0%	1	100%	0	0.00%
Mirrors - Resilver	110	4,336	0	3,965	0	0%	0	0%	0	0.00%
Missile & Rocket Components - Manufacturers	45	4,643	0	3,965	0	0%	0	0%	0	0.00%
Missile & Rocket Manufacturers	17	4,834	1	3,547	1	100%	0	0%	0	0.00%
Missile & Rocket Research & Development	474	3,549	0	3,965	0	0%	0	0%	0	0.00%
Missing Person Services	164	4,161	n	3,965	n	0%	n	0%	-	0.00%

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Misting Systems & Services	940	3,037	7	2,480	7	100%	0	0%	, 0	0.00%
Mixing & Agitation Machinery	203	4,083	0	3,965	0	0%	0	0%		0.00%
Mobile Apps	7,614	1,397	90	882	54		32			4.44%
Mobile Refrigeration	701	3,270	2	3,218	1	50%	1	50%		0.00%
Mobile Telephone Equipment & Supplies	13,349	1,058	299	402	203	68%	94		, 2	0.67%
Mobile Telephone Service	11,334	1,147	197	537	144	73%	46		4 /	3.55%
Model Car Race Centers	368 1,835	3,711	19	3,218	10	50%	1	50%	0	0.00%
Model Makers Modeling - Advance Fee	5,641	2,495 1,617	17	1,779 1,866	10		14	42%	 	5.26%
Modeling & Acting - Training	6,574	1,501	11	2,176	8	18% 73%	14	82% 2 18%	1	0.00% 9.09%
Modeling & Simulation	329	3,777	2	3,218	0	0%	- 2	100%		0.00%
Modeling & Talent Agencies	220,821	101	301	400	151	50%	133			5.65%
Modeling Schools	38,414	521	95	855	87	92%	7	7 7%		1.05%
Modular Homes	27,377	651	45	1,240	35	78%	8	18%		4,44%
Modular/Mobile Home - Foundation Services	762	3,212	18	1,818	10		5	28%		16,67%
Mold & Mildew Inspection	1,632	2,597	2	3,218	0	0%	2	100%	. 0	0.00%
Mold & Mildew Inspection/Removal/Remediation	47,883	446	57	1,114	39	68%	16	28%	2	3.51%
Mold & Mildew Remediation	4,084	1,865	8	2,400	7	88%	1	13%	. 0	0.00%
Mold Consulting & Testing	6,046	1,564	8	2,400	7	88%	0	0%	, 1	12.50%
Moldings	2,945	2,137	2	3,218	2	100%	0	0%		0.00%
Molds	6,799	1,473	7	2,480	1	14%	6	86%		0.00%
Money Order Systems	681	3,288	8	2,400	1	1370	7	88%		0.00%
Money Orders & Transfers	19,709	832	731	220	708		21			0.27%
Monogram & Initial Machines	15	4,862	1	3,547	0	0 70	1	10070		0.00%
Monograms	2,302	2,318	64	1,054	30		33			1.56%
Monorail Systems	5	4,973	0	3,965	0	0%	0	0%		0.00%
Monuments	39,961	499	308	391	163	53%	96			15.91%
Monuments - Cleaning & Restoration	44	4,647 5,011	0	3,965 3,547	0	0%	0	0%		0.00%
Moorage Mopeds	3,761	1,932	21	1,724	11	100% 52%	10	0%		0.00%
Mops - Wholesale & Manufacturers	55	4,582	21	3,218	2	100%	10	0%		0.00% 0.00%
Mortgage Bankers	645,562	31	1,303	135	1,215	93%	47			3.15%
Mortgage Brokers	1,364,438	13	5,829	21	4,942	85%	776			
Mortgage Lender	168,089	131	287	411	258	90%	27			0.70%
Mosaics	151	4,202	0	3,965	0	0%	C	0%		0.00%
Mosquito Control	5,238	1,681	12	2,109	10	83%	2	17%	. 0	0.00%
Motel & Hotel Consultants	1,251	2,822	24	1,625	15	63%	9	38%	. 0	0.00%
Motel & Hotel Equipment & Supplies	398	3,663	2	3,218	0	0%	2	100%	, 0	0.00%
Motel & Hotel Management	3,048	2,107	20	1,753	9	45%	11	55%	, 0	0.00%
Motels	54,435	400	1,565	116	928	59%	623	40%		0.89%
Motels - Reservation Service	915	3,054	8	2,400	2	25%	6	75%		0.00%
Mothproofing	32	4,719	0	3,965	0	0%	0	0%		0.00%
Motion Picture Equipment & Supplies	395	3,666	0	3,965	0	0%	0	0%		0.00%
Motion Picture Equipment & Supplies - Repair	26	4,760	0	3,965	0	0%	0	0%		0.00%
Motion Picture Film Distributors & Exchange Motion Picture Film Editing	520 1,924	3,485 2,460	10	2,236 3,547	8	80% 100%		2 20%		0.00%
Motion Picture Film Editing Motion Picture Film Libraries	1,924	2,460 4,789	1	3,547	1	100%	0	0%		0.00%
Motion Picture Film Storage	47	4,631	0	3,965	0	0%	0	0%		0.00%
Motion Picture Laboratories	57	4,575	n	3,965	0	0%		0%		0.00%
Motion Picture Producers & Studios	1,586	2,622	9	2,318	2	22%	7	7 78%		0.00%
Motion Picture Projection Service	76	4,472	2	3,218	2	100%	C	0%		0.00%
Motion Picture Representatives	53	4,597	1	3,547	0		1	100%	0	
Motion Picture Research Service	17	4,834	1	3,547	1	100%	0	0%	, C	0.00%
Motion Picture Special Effects	123	4,291	1	3,547	0	0%	1	100%	. 0	0.00%
Motion Picture Technicians	30	4,735	0	3,965	0	0%	0	0%		0.00%
Motivational & Self Improvement Training	14,663	1,013	102	818	70		28	. E7 70		3.92%
Motor coach Companies	2,764	2,176	10	2,236	5	50%	5	50%		0.00%
Motor Home - Carpet & Upholstery Cleaning	1	5,035	0	3,965	0	0%	0	0%		0.00%
Motor Homes	11,668	1,133	63	1,059	55	87%	8	13%		0.00%
Motor Homes - Rent & Lease	3,410	2,014 897	24 214	1,625 504	12 114	50%	12 89		0 11	0.00%
Motor Scooters - Dealers Motorcycle Riding Instruction	17,545 1,156	2,884	214	2,318	114	53% 89%	89			5.14% 0.00%
Motorcycle Riding Instruction Motorcycle Sales - Consignments	1,156	2,884	11	2,318	8	89% 82%	1	11%		0.00% 18.18%
Motorcycles - Consignments Motorcycles - Customizing	5,518	1,635	39	1,305	14		24			2.56%
Motorcycles - Customizing Motorcycles - Dealers	133,504	172	1,141	158	803	70%	324			
Motorcycles - Renting & Leasing	2,628	2,209	29	1,487	10	34%	19		0	0.00%
Motorcycles - Repairing & Service	30,192	609	234	475	142	61%	88		4	1.71%
			649	242	424	65%	195			4.62%
Motorcycles - Supplies & Parts	61,217	363	049	242						
Motorcycles - Supplies & Parts Mountain Climbing Equipment	61,217 764	3,207	7	2,480	6	86%	1	14%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Movers	1,409,077	12	7,306	Complaints 15	5,298	73%	1,816	25%	192	2.63%
Movers - International	2,590	2,215	18	1,818	14	78%	4	22%	0	0.00%
Movers - Office	2,391	2,284	3	2,998	2	67%	1	33%	0	0.00%
Moving & Storage Company	171,057	129	1,409	126	905	64%	460	33%	44	3.12%
Moving Assistance - Packing, Unpacking, Organizing	2,891	2,144	18		9	50%	9	50%	0	0.00%
Moving Brokers	48,256	442	773		639	83%	132	17%		0.26%
Moving Equipment Rental	4,605	1,769	27		13	48%	14	52%		0.00%
Moving Sales Moving Services - Labor & Materials	470 70,533	3,556 322	0 498	3,965 286	0 317	0%	170	0% 34%		0.00%
Moving Supplies	2,040	2,400	11		6	64% 55%	170	34%	11	2.21% 9.09%
MRI (Magnetic Resonance Imaging)	9,190	1,280	46		41		4	11%		9.09%
Mud Jacking Contractors	20,731	799	25		16		8	32%	1	4.00%
Mufflers & Exhaust Systems	38,972	515	348		245	70%	102	29%	1	0.29%
Mulches	9,994	1,230	19	1,779	11		7	37%	1	5.26%
Multi-Level Selling Companies	338,995	59	268		213	79%	48	18%	7	2.61%
Murals	1,707	2,560	1	3,547	0	0%	1	100%	0	0.00%
Museums	1,715	2,554	12		8	67%	4	33%	0	0.00%
Mushrooms	527	3,479	4	2,821	4	100%	0	0%	0	0.00%
Music - Sheet	3,347	2,030	4	2,821	3	75%	1	25%	0	0.00%
Music & Messaging Services	3,016	2,120	37		32		5	14%	0	0.00%
Music Arrangers & Composers	1,384	2,733	7	2,480	4	57%	3	43%	0	0.00%
Music Boxes Music Copyists	432 426	3,599 3,608	2	3,218 2,582	<u>0</u>	0% 33%	2	100%	0	0.00% 0.00%
Music Copylists Music Distribution Service	4,766	1,749	68		51	33% 75%	16	67% 24%	1	0.00% 1.47%
Music Instruction - Instrumental	20,634	804	63		38	60%	23	37%	2	3.17%
Music Instruction - Vocal	1,743	2,537	7	2,480	30	43%	23	57%	0	0.00%
Music Publishers	15,960	955	26		15		10	38%	1	3.85%
Music Shells	68	4,517	1	3,547	1	100%	0	0%	0	0.00%
Music Writers Supplies	151	4,202	0	3,965	0	0%	0	0%		0.00%
Musical Instruments - Dealers	55,361	396	317	381	217	68%	93	29%	7	2.21%
Musical Instruments - Rental	286	3,862	4	2,821	4	100%	0	0%	0	0.00%
Musical Instruments - Repair	6,153	1,544	47		25	53%	22	47%	0	0.00%
Musical Instruments - Supplies & Accessories	16,497	932	161		117	73%	42		2	1.24%
Musical Instruments - Wholesale & Manufacturers	2,475	2,253	18		11		6	33%	1	5.56%
Musicians	3,604	1,965	12		5	42%	7	58%	0	0.00%
Mutual Funds	4,125 1,686	1,860 2,574	69		64	93%	5	7%	0	0.00%
Myofunctional Therapy Myotherapy	1,686	4,779	5	2,696 3,965	<u>4</u>	80% 0%	1	20% 0%	0	0.00%
Nail Salons	66,774	341	770	212	415	54%	322	42%	33	0.00% 4.29%
Nailing Machinery	12	4,892	770	3,965	113	0%	322	0%	33	0.00%
Nails & Tacks	185	4,120	1	3,547	0	0%	1	100%	0	0.00%
Name Plates	292	3,850	0	3,965	0	0%	0	0%	0	0.00%
Name Plates - Holders	2	5,011	1	3,547	1	100%	0	0%		0.00%
Nanny Service	20,099	820	66	1,042	52	79%	13	20%	1	1.52%
Natural Gas Companies	94,620	232	1,680	105	1,601	95%	77	5%		0.12%
Natural Stone Restoration & Cleaning	1,071	2,946	3	2,998	3	100%	0	0%		0.00%
Naturopaths	5,438	1,654	2	3,218	2	100%	0	0%		0.00%
Nautical Instruments	189	4,110	2	3,218	1	50%	1	50%		0.00%
Naval Architects	118	4,311	0	3,965	0	0%	0	0%		0.00%
Naval Stores Navigation Consultants	25 450	4,771 3,584	0	3,965 3,965	0	0%	0	0%	0	0.00%
Navigation Consultants Neckwear - Retail	1,549	3,584 2,646	0	2,318	8	0% 89%	1	0% 11%	0	0.00% 0.00%
Neckwear - Wholesale & Manufacturers	1,349	4,820	9	3,965	0	0%	1	0%	0	0.00%
Needles	24	4,779	1	3,547	1		0	0%	0	0.00%
Needlework Supplies - Retail, Wholesale, Manufacturing	1,198	2,852	3	2,998	1	33%	2	67%	0	0.00%
Nets & Netting	512	3,498	0	3,965	0	0%	0	0%	0	0.00%
Network Cabling Installation	579	3,405	3	2,998	1	33%	2	67%	0	0.00%
News Dealers	566	3,425	2	3,218	0	0%	1	50%	1	50.00%
News Publications - Trade, Association	25,139	702	53	1,144	35	66%	16		2	3.77%
News Service	10,979	1,166	43	1,256	33			19%	2	4.65%
Newspaper Distributors	5,926	1,581	121	738	120	99%	0	0%	1	0.83%
Newspaper Feature Syndicates	424	3,611	1	3,547	0	0%	0	0%		100.00%
Newspapers	72,392	315	2,351	72	2,149	91%	200	9%	2	0.09%
Night Clubs	24,621	714	180	574	89	49%	89	49%	2	1.11%
Night Vision Equipment	97	4,388	0	3,965	0	0%	0	0%	0	0.00%
Noise Control Consultants	595	3,388	1	3,547	1	100%	0	0%		0.00%
Non - Woven Fabrics	62	4,545	0	3,965	0 78	0%	0	0%		0.00%
Non Profit Organizations - General Membership Noodles	23,773	734 4,700	98	837 3,965	/8	80%	18	18%	2	2.04%
Not Elsewhere Classified	335,582	4,700	4,776	3,965	2,381	50%	2,041	43%	354	0.00% 7.41%
NOT LISEWHERE CIASSIFIED	333,582	62	4,776	28	2,381	50%	2,041	43%	354	7.41%

The Secondary Control after Interlogations 10 4.31 4 4.57 5 5 5 1 200 6 1	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Marche 1,16	Not Elsewhere Classified After Investigation	145	4,216	4		3	75%	1	25%	0	0.00%
Games cissed 10 4,72 5 5,06 6 75 75 75 75 75 75 75				33		20		13			0.00%
Parent P	Notions - Retail	158	4,177	0	3,965	0	0%	0	0%		0.00%
Conceins of Memorial Resources 1,871 2,77 5 1,000 7	Notions - Wholesale & Manufacturers	412	3,634	0	3,965	0	0%	0	0%	0	0.00%
Section	Novelties - Retail	50,188	432	243	457	138	57%	89	37%	16	6.58%
STATUS Finance 1	Novelties - Wholesale & Manufacturers	1,691	2,572	5	2,696	5	100%	0	0%	0	0.00%
Micros National Manufactures 12 4,802 6 3,260 6 60 5 60 60 6 6 6 6 6 6 6		177	4,137	0	3,965	0	0%	0	0%	0	0.00%
Section Comment Comm	Nuclear Energy Consultants	548	3,447	0	3,965	0	0%	0	0%	0	0.00%
No. 1 1,000	Nuclear Reactor - Manufacturers	12	4,892	0		0	0%	0	0%	0	0.00%
Number Part	Numbering Machines	2	5,011	0	3,965	0	0%	0	0%	0	0.00%
Marrey Mode Capaber 1,000	Numismatics		2,642	1	3,547	0	0%	1	100%	0	0.00%
Marsey Processor 1,200 2,700 1 2,700 2 2,700 0 0 0 0 0 0 0 0 0	Nurseries - Plants, Trees	78,131		357		213	60%	140	39%	4	1.12%
Street	Nursery Stock Dealers	8,299	1,342	65	1,045	22	34%	41	63%	2	3.08%
Surray Regions				8		7		1			0.00%
Names Scrittons				7		5		2			0.00%
Marcel Potentianoses 1,468 2,717 0 3,365 0 96 0 0 0 0 0 0 0 0 0				7				3			0.00%
National Information & Referral 1,865 2,475 4 2,805 4 1,00% 0 0% 0 0% 0 0% 0 0% 0 0				73				23			4.11%
Marsen 10,576 255 165 165 175 206 31 300 1 1 1 1 1 1 1 1 1				0				0			0.00%
Name Process				4				0			0.00%
Not Creating & Stelling & Stellin				105		73		31			0.95%
Number				1		1		0			0.00%
Netronies				1		- U		1			0.00%
Notes - Colobe Physics Fabricis 41 4, 46,66 0 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% 0 0 0 0% 0								10	5070		14.29%
Nymor Fathers 117 4,343								9			3.45%
Obstance 117 4,314 1 3,547 1 100% 0 0 % 0 0 % 0 0 % 0 0								2			45.00%
Observations	,			0		0		0			0.00%
Coccapational Health - Nursing Services 10,069 1,225 7 2,486 3 43% 4 57% 0				1		1		0			0.00%
Occupational Therapists				0		0		0			0.00%
Oceanographers 20 4,814 0 3,365 0 0% 0 0% 0 0% 0 0% 0 0				7		3		4			0.00%
December 1,24 4,719 0 3,365 0 0% 0 0% 0 0% 0 0% 0 0				6		3		3			0.00%
Obfor No. Attrables 1,844 2,475 3 2,986 2 67% 1 33% 0				0		0		0			0.00%
Office & Desk Space Rental Service 11,403 1,145 18 1,181 14 7,895 4 2,295 O Office Equipment 3,515 1,990 40 1,291 16 40% 24 60% O Office Furniture & Equipment - Installation 4,932 1,738 3 2,998 1 335 2 67% O Office Furniture & Equipment - Installation 4,932 1,738 3 2,998 1 335 2 67% O Office Furniture & Equipment - Repair & Refinishing 1,136 1,124 39 1,000 21 54% 15 38% 3 Office Furniture & Equipment - Repair & Refinishing 1,595 2,440 4 2,212 2 50% 2 50% 0 Office Furniture & Equipment - Repair & Refinishing 1,595 2,440 4 2,221 2 50% 0 2 50% 0 0 0 0 0 0 0 0 0 0				0		0		0			0.00%
Office Equilings 3,645 1,956 16 1,918 12 75% 4 25% 0 Office Equilment 3,315 1,990 40 1,291 16 40% 24 60% 0 Office Furniture & Equipment 62,283 337 114 766 72 63% 37 32% 5 Office Furniture & Equipment - Rental & Lessing 11,1816 1,124 39 1,303 2,59% 1 35% 2 67% 0 Office Furniture & Equipment - Rental & Lessing 11,1816 1,124 39 1,303 1,30				3		2		1			0.00%
Office Equipment 3,515 1,990 40 1,291 16 49% 24 69% 0 Office Furniture & Equipment - Installation 4,912 1,738 3 2,998 1 33% 2 67% 0 Office Furniture & Equipment - Installation 4,912 1,738 3 2,998 1 33% 2 67% 0 Office Furniture & Equipment - Repair & Refinishing 1,956 2,440 4 2,221 2 50% 2 50% 3 Office Furniture & Equipment - Repair & Refinishing 1,956 2,440 4 2,221 2 50% 2 50% 0 Office Furniture & Equipment - Wholesale & Manifecturing 1,956 2,440 4 2,221 2 50% 2 25% 0 Office Supprise 6 9,038 1,028 3 2,038 1,09 0 0 0 0 0 0 0 0 0 0 0 0 0 0								4			0.00%
Office Furniture & Equipment 62,283 357 114 766 72 6.3% 37 32% 5 Office Furniture & Equipment - Rental & Leasing 11,816 1,124 39 1,305 21 54% 15 38% 3 Office Furniture & Equipment - Rental & Leasing 11,816 1,124 39 1,305 21 54% 15 38% 3 Office Furniture & Equipment - World 5,947 1,574 8 2,400 6 75% 2 25% 0 Office Furniture & Equipment - Wholesale & Manufacturing 1,703 2,563 5 2,696 5 100% 0 0% 0 Office Records - Destruction 1,103 2,928 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% <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>4</td><td></td><td></td><td>0.00%</td></td<>								4			0.00%
Office Furniture & Equipment - Installation 4,912 1,738 3 2,998 1 33% 2 6.7% 0 Office Furniture & Equipment - Repair & Refinishing 1,956 2,440 4 2,821 2 50% 2 50% 0 Office Furniture & Equipment - Wholesale & Manufacturing 1,703 2,553 5 2,696 5 100% 0 0 0 Office Records - Destruction 1,103 2,553 5 2,696 5 100% 0 0 0 0 Office Records - Destruction 1,103 2,523 5 2,696 5 100% 0 0 0 0 0 Office Records - Destruction 1,103 2,928 0 3,965 0 0 0 0 0 0 0 0 Office Records - Stored 9,038 1,290 234 475 165 71% 69 29% 0 Office Supplies - Sale by Deceptive Telemarketing 29,722 617 933 189 655 70% 267 29% 11 Office Supplies - Sale by Deceptive Telemarketing 2,277 2,131 33 1,382 26 74% 6 1,7% 6 3 Office Furniture & Repulment - Wholesale & Manufacturing & Repair 2,277 2,131 3,547 0 0 0 0 0 0 Office Supplies - Sale by Deceptive Telemarketing 2,277 2,131 3,547 0 0 0 0 0 0 0 0 0 Office Supplies - Sale by Deceptive Telemarketing 2,277 2,131 3,547 0 0 0 0 0 0 0 0 0										0	0.00%
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Office Furniture & Equipment - Wholesale & Manufacturing 1,703 2,563 5 2,696 5 1,00% 0 0% 0 Office Records Forced 9,038 1,290 234 475 165 71% 69 29% 0 Office Supplies 8,696 233 1,098 169 963 91% 94 9% 1 Office Supplies - Sale by Deceptive Telemarketing 29,722 617 933 189 655 70% 267 29% 11 Office Supplies - Sale by Deceptive Telemarketing 29,772 617 933 189 655 70% 267 29% 11 Office Supplies - Sale by Deceptive Telemarketing 31 4,727 1 3,547 0 0% 1,67 1,68 4,67 1,48 1,67 1 3,547 0 0% 1 1,00% 0 Oil Activities Protriating Repair 31 4,727 1 3,547 0 0% 1 1,00% 0								2			0.00%
Office Records Operation 1,103 2,928 0 3,965 0 0% 0 0% 0 Office Records Stored 9,038 1,290 234 475 165 71% 69 29% 0 Office Supplies - Sale by Deceptive Telemarketing 13,272 617 933 189 655 70% 267 29% 11 Office Supplies - Sale by Telemarketing 2,977 2,131 35 1,382 26 74% 6 1.7% 3 Offiset Printing Repair 31 4,727 1 3,547 0 0% 1 10% 0 Off In Crude - Purchasing 1,448 2,697 4 2,821 2 50% 2 50% 0 Oil Additives - Hamufacturer & Distributors 1,415 2,713 1 3,547 0 0% 1 10% 0 Oil Handling Equipment 6,749 1,480 21 1,724 20 95% 1 5% 0				8		-					0.00%
Office Stored 9,038 1,290 234 475 165 71% 69 29% 0 Office Supplies 86,968 253 1,058 169 963 91% 94 9% 1 Office Supplies - Sale by Deceptive Telemarketing 29,722 617 933 189 655 70% 267 29% 11 Office Supplies - Sale by Deceptive Telemarketing 2,977 2,131 35 1,382 26 67% 69 29% 11 Office Supplies - Sale by Deceptive Telemarketing 2,977 2,131 35 1,382 26 67% 66 17% 3 Office Supplies - Sale by Deceptive Telemarketing 1,418 4,227 1 3,547 0 0% 1 100% 0 Office Supplies - Sale by Telemarketing 1,418 2,271 1 3,547 0 0 9% 1 100% 0 Off Experiment 4 46,296 45 5,327 0 1,172				5				U			0.00%
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Office Supplies - Sale by Deceptive Telemarketing 29,722 617 933 189 655 70% 267 29% 11 Office Supplies - Sale by Telemarketing 2,97 2,131 35 1,382 26 7,4% 66 1,7% 3 Office Supplies - Sale by Telemarketing 31 4,727 1 3,547 0 0% 1 100% 0 Oil - Crude - Purchasing 1,448 2,697 4 2,821 2 50% 2 50% 0 Oil & Gas Exploration & Development 46,296 455 50 1,172 35 70% 13 26% 2 Oil Additives - Manufacturers & Distributors 1,415 2,713 1 3,547 0 0% 1 100% 0 Oil Burners 6,749 1,480 21 1,724 20 95% 1 5% 0 0 0 0 0 0 0 0 0 0 0 0 0 <											0.00%
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Offset Printing Repair 31 4,727 1 3,547 0 0 0 0 0								267			
Dil - Crude - Purchasing				35		26		1		3	8.57%
Oil & Gas Exploration & Development				1		2		1		0	0.00%
Dil Additives - Manufacturers & Distributors 1,415 2,713 1 3,547 0 0% 1 100% 0				4 F0		2		12) U	
Oil Burners 6,749 1,480 21 1,724 20 95% 1 5% 0 Oil Handling Equipment 645 3,327 0 3,965 0 0% 0 0% 0 Oil Hole Covers 4 4,979 0 3,965 0 0% 0 0% 0 Oil Land Leases 13,342 1,059 21 1,724 13 6,2% 7 33% 1 Oil Marketers 1,052 2,964 6 2,582 6 100% 0 0% 0 Oil Mill Machinery 16 4,848 0 3,965 0 0% 0 0% 0 Oil Operators 1,915 2,464 4 2,821 4 100% 0 0% 0 0% Oil Producers 7,151 1,439 17 1,866 1 6% 1 6% 1 6% 1 4 0 Oil Producers				30				13		2	4.00%
Dil Handling Equipment 645 3,327 0 3,965 0 0% 0 0% 0 0% 0 0% 0 0				21		- U		1		0	0.00%
Oil Hole Covers								1			0.00%
Dil Land Leases 13,342 1,059 21 1,724 13 62% 7 33% 1		043		-				0			0.00%
Oil Marketers		12 2/2				- U		7			0.0070
Oil Mill Machinery 16 4,848 0 3,965 0 0% 0 0% 0 Oil Operators 1,915 2,464 4 2,821 4 100% 0 0% 0 Oil Producers 7,151 1,439 17 1,866 1 6% 16 94% 0 Oil Properties 581 3,404 1 3,547 0 0% 1 100% 0 Oil Property Management 1,578 2,630 5 2,696 1 20% 4 80% 0 Oil Refiners 1,707 2,560 11 2,176 7 64% 4 36% 0 Oil Refiners Equipment & Supplies 502 3,510 1 3,547 1 100% 0 0% 0 Oil Reports 159 4,172 0 3,965 0 0% 0 0% 0 Oil Royalties 5,804 1,596 6 2,582 <td></td> <td>-,-</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>,</td> <td></td> <td></td> <td>4.7070</td>		-,-						,			4.7070
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Oil Producers 7,151 1,439 17 1,866 1 6% 16 94% 0 Oil Properties 581 3,404 1 3,547 0 0% 1 100% 0 Oil Property Management 1,578 2,630 5 2,696 1 20% 4 80% 0 Oil Refiners 1,707 2,560 11 2,176 7 64% 4 36% 0 Oil Refiners Equipment & Supplies 502 3,510 1 3,547 1 100% 0 0% 0 Oil Reports 159 4,172 0 3,965 0 0% 0 0% 0 Oil Royalties 5,804 1,596 6 2,582 5 83% 1 17% 0 Oil Seeds 54 4,589 0 3,965 0 0% 0 0% 0 Oil Tank Removal & Installation 6,964 1,456 13 <td< td=""><td></td><td></td><td></td><td>0</td><td></td><td>- 0</td><td></td><td>0</td><td></td><td></td><td>0.00%</td></td<>				0		- 0		0			0.00%
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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Oil Well Equipment & Supplies - Rental	522	3,483	0	3,965	0	0%	0	0%	0	0.00%
Oil Well Fire Extinguishing	12	4,892	0	3,965	0	0%	0	0%	. 0	0.00%
Oil Well Fishing Tools	122	4,294	0	3,965	0	0%	0	0%		0.00%
Oil Well Logging & Perforating	179	4,130	0	3,965	0	0%	0	0%	0	0.00%
Oil Well Services	5,638	1,618	2	3,218	0	0%	2	100%	0	0.00%
Oil Well Surveyors	144	4,222	0	3,965	0	0%	0	0%	. 0	0.00%
Oilfield Consultants	3,437	2,005	6	2,582	2	33%	4	67%	. 0	0.00%
Oilfield Equipment	5,764	1,602	0	3,965	0	0%	0	0%	0	0.00%
Oilfield Equipment & Supplies	12,415	1,093		3,218	1	50%	1	50%	. 0	0.00%
Oilfield Hauling Oilfield Service	5,005	1,721 584	1	3,547	0	0%		100%	0	0.00%
Oilfield Supplies	32,852 3,203	2,064	2	3,218 3,965	1	50% 0%	1	50%		0.00% 0.00%
Oils - Animal & Fish	3,203	4,951	0	3,965	0	0%	0	0%		0.00%
Oils - Cutting	10	4,914	0	3,965	0	0%	0	0%		0.00%
Oils - Essential	6,958	1,458	5	2,696	5	100%	0	0%		0.00%
Oils - Fuel	176,452	123	809	202	687	85%	110			1.48%
Oils - Fuel - Treatment Compounds	1,059	2,959	9	2,318	1	11%	8	89%		0.00%
Oils - Industrial	370	3,705	3	2,998	2	67%	1	33%		0.00%
Oils - Lubricating	3,283	2,045	14		8	57%	6	43%		0.00%
Oils - Petroleum	4,918	1,735	15		12	80%	3	20%		0.00%
Oils - ReRefined	91	4,412	0	3,965	0	0%	0	0%		0.00%
Oils - Road	44	4,647	0	3,965	0	0%	0	0%		0.00%
Oils - Vegetables	229	4,009	0	3,965	0	0%	0	0%	. 0	0.00%
Oils - Waste	2,128	2,378	3	2,998	2	67%	0	0%	1	33.33%
Olive Oil	660	3,309	3	2,998	3	100%	0	0%		0.00%
Olives	24	4,779	0	3,965	0	0%	0	0%	0	0.00%
Online Dance Tutorials	102	4,374	0	3,965	0	0%	0	0%		0.00%
Online Drug & Prescription Services	27,822	642	138	690	100	72%	28			7.25%
Online Drug & Prescription Services - Unapproved Foreign	628	3,343	6	2,582	1	17%	5	83%		0.00%
Online Education	33,688	570	150	653	106	71%	29	19%		10.00%
Online Event Registration	629	3,342	21		19	90%	1	5%	1	4.76%
Online Investigative News	532 9,608	3,471 1,253	13 46		43	31%	9	69%	0	0.00%
Online Payments Online Publications	11,360	1,253	557	264	43	93%	98	7%	U .	0.00%
Online Retailer	59,579	371	1,931	93	933	82%	866		132	0.18% 6.84%
Online Shipping Broker	5,065	1,709	1,931		933	48% 32%	15		132	14.29%
Online Social Media/Networking	42,857	476	1,407	1,303	1,137	81%	242		28	1.99%
Online Travel Agency	22,913	755	913	192	784	86%	126			0.33%
Opera Companies	59	4,563	0	3,965	0	0%	0	0%		0.00%
Optical Equipment & Supplies	7,957	1,369	86	913	76	88%	10	12%		0.00%
Optical Goods - Retail	58,395	381	596	250	442	74%	151	25%		0.50%
Optical Goods - Service & Repair	21,349	792	147	663	117	80%	28			1.36%
Optical Goods - Wholesale & Manufacturers	2,545	2,233	18	1,818	11	61%	7	39%	. 0	0.00%
Optical Imaging Equipment & Systems	2,216	2,346	9	2,318	6	67%	3	33%	. 0	0.00%
Opticians	42,065	484	538	271	474	88%	60	11%	4	0.74%
Optometric Information Bureaus	96	4,392	3	2,998	0	0%	3	100%	0	0.00%
Optometrists	84,666	265	496	288	378	76%	108	22%	10	2.02%
Orchard Equipment & Supplies	11	4,902	1	3,547	1	100%	0	0%	, 0	0.00%
Orchards	1,363	2,747	7	2,480	6	86%	1	14%	0	0.00%
Orchestras & Bands	765	3,205	6	2,582	2	33%	4	67%	0	0.00%
Orchestras & Bands - Competitions	89	4,424	0	3,965	0	0%	0	0%		0.00%
Orchid Growers	422	3,620	2	3,218	2	10070	0	0%		0.00%
Organ & Tissue Banks Organic Soil Fertilizer	2,141 1,129	2,373 2,908	0	3,965 3,547	0	0% 0%	1	0% 100%	0	0.00%
Organic Soil Fertilizer Organic/Green Products	3,269	2,908	23		14	61%	1	39%	0	0.00%
Organizing Services - Household & Business	8,383	1,336	17	1,866	10	59%	7	39%		0.00%
Organs	2,079	2,392	1/	3,547	10	100%	7	0%		0.00%
Organs - Tune & Repair	1,481	2,681	2	3,218	1	50%	1	50%	1 0	0.00%
Oriental Goods - Retail	863	3,095	3	2,998	1	33%	2	67%	0	0.00%
Oriental Goods - Wholesale & Manufacturers	50	4,617	0	3,965	0	0%	0	0%	i	0.00%
Ornamental Metal Work	13,433	1,054	26		18	69%	8	31%		0.00%
Orthopedic Appliances	6,555	1,505	25		21	84%	4	16%	0	0.00%
Outboard Motors	2,571	2,222	13		8	62%	5	38%	0	0.00%
Outboard Motors - Repair	3,190	2,070	13		10	77%	3	23%	0	0.00%
Outdoor Kitchens	6,188	1,541	24	1,625	10	42%	14	58%	. 0	0.00%
Outfitters	394	3,669	10		6	60%	- 4	40%	. 0	0.00%
Outlets - Stores, Factory, Mills	10,252	1,211	74		55	74%	17			2.70%
Outpatient Surgery Centers	918	3,051	11		- 8	73%	3	27%		0.00%
Outplacement Consultants	1,366	2,745	0	3,965	0	0%	0	0%		0.00%
Ovens - Bakers	251	3,955	1	3,547	0	0%	0	0%	1	100.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ovens - Brick Pizza	69	4,510	4	2,821	1	25%	3	75%	0	0.00%
Ovens - Industrial	248	3,957	1	3,547	1	100%	0	0%	0	0.00%
Oxygen	8,086	1,359	23		16	70%	7	30%	0	0.00%
Oxygen Producing Equipment	583	3,401	5	2,696	1	20%	4	80%	0	0.00%
Oxygen Therapy Equipment	2,973	2,132	8	2,400	6	75%	2	25%	0	0.00%
Ozone Machines	292	3,850	0	3,965	0	0%	0	0%	0	0.00%
Package Design & Development	2,008	2,415	2	3,218	2	100%	0	0%	0	0.00%
Packaging Machinery	3,369	2,022	4	2,821	3	75%	1	25%	0	0.00%
Packaging Materials	15,054	995	18		14	78%	4	22%	0	0.00%
Packaging Service	13,303	1,063	53		40	75%	12	23%	1	1.89%
Packing - Mechanical	198	4,097	2	3,218	0	0%	2	100%	0	0.00%
Packing & Crating Service	4,419	1,809	13		8	62%	5	38%	0	0.00%
Paging Equipment & Service	5,065	1,709	23		18	78%	4	17%	1	4.35%
Pails Pain Management Services	3,529	4,951 1,986	0 21	3,965 1,724	0 17	0% 81%	0	0% 14%		0.00% 4.76%
Paint - Retail	17,452	1,986	58		36		20	14% 34%		
Paint - Wholesale & Manufacturers	3,612		13		30	62% 69%	20	15%		3.45% 15.38%
Paint - Wholesale & Manufacturers Paint Manufacturing Equipment & Materials	750	3,221	13	2,053	9	67%	2	33%	2	0.00%
Paint Manufacturing Equipment & Materials Paint Manufacturing Materials	804	3,160	3	3,218	1	50%	3	50%	0	0.00%
Paint Manufacturing Materials Paint Removers - Manufacturers	324	3,783	0	3,218	0		1		0	
Paint Removers - Manufacturers Paint Removing	2,608	2,211	0	3,965	0	0% 0%	0	0% 0%		0.00%
Paintball - Games & Supplies	3,412	2,211	31	1,443			U			0.00%
Painters - Commercial or Residential	17,829	2,013	78		24 30		42	16% 54%		6.45% 7.69%
					30				1	
Painters Equipment & Supplies Painting - Faux Finishing	2,602 3,630	2,213 1,957	15	2,582	2	20% 33%	11	73% 50%	1	6.67% 16.67%
Painting Contractors	900,495	1,937	1,485	123	794	53%	620	42%	71	4.78%
Pallets & Skids	7,250	1,429	1,403	3,547	7 54	0%	020	0%		100.00%
Paneling	538	3,465	1	3,965	0	0%	0	0%		0.00%
Pants	16	4,848	0	3,965	0	0%	0	0%		0.00%
Paper - Adhesive - Pressure Sensitive	240	3,979	0	3,965	0	0%	0	0%	0	0.00%
Paper - Corrugated	262	3,925	0	3,965	0	0%	0	0%	0	0.00%
Paper & Document Shredding	25,210	699	10		8	80%	2	20%	0	0.00%
Paper & Plastic Cups, Containers	960	3.025	4	2,821	3	75%	1	25%	0	0.00%
Paper Boxboard	219	4,043	2	3,218	1	50%	1	50%	0	0.00%
Paper Brokers & Mill Reps	93	4,405	0	3,965	1	0%	1	0%	0	0.00%
Paper Converters	473	3,551	0	3,965	0	0%	0	0%	0	0.00%
Paper Cutting & Drilling Machines	25	4,771	0	3,965	0	0%	0	0%	0	0.00%
Paper Distributors	2,645	2,204	11		4	36%	7	64%	-	0.00%
Paper Hangers - Wall covering	812	3,150	2	3,218	. 2	100%		0%	0	0.00%
Paper Hangers Equipment & Supplies	52	4,601	0	3,965	0	0%	0	0%	0	0.00%
Paper Manufacturers	2,870	2,151	3	2,998	2	67%	1	33%	- 0	0.00%
Paper Mill Machinery	52	4,601	0	3,965	0	0%	0	0%		0.00%
Paper Mill Supplies	22	4,800	0	3,965	0	0%	0	0%		0.00%
Paper Products	10,383	1,203	22		9	41%	13		0	0.00%
Paper Shredding Machines	1,211	2,844	0	3,965	0	0%	0	0%	0	0.00%
Paper Towels	8	4,937	0	3,965	0	0%	0	0%		0.00%
Paper Tubes & Cores	199	4,094	0	3,965	0	0%	0	0%	0	0.00%
Parachute Jumping Instruction	1,531	2,657	6	2,582	5	83%	1	17%	0	0.00%
Parachutes	95	4,395	1	3,547	0	0%	1	100%	0	0.00%
Paralegals	22,011	780	117	757	58	50%	49	42%	10	8.55%
Parapsychologists	138	4,240	1	3,547	1	100%	0	0%	0	0.00%
Parasail Service & Supplies	119	4,310	3	2,998	1	33%	2	67%	0	0.00%
Parcel Post Assembly Service	1,397	2,725	10		7	70%	3	30%	0	0.00%
Pardon Services	188	4,114	0	3,965	0	0%	0	0%	0	0.00%
Parenting Classes	651	3,322	2	3,218	2	100%	0	0%	0	0.00%
Parking Area Maintenance & Marking	9,517	1,260	18	1,818	6	33%	12	67%	0	0.00%
Parking Attendant Service	4,670	1,763	108	792	83		23		2	1.85%
Parking Facilities	34,317	564	1,060	168	705	67%	341		14	1.32%
Parking Meters	276	3,883	9	2,318	8	89%	1	11%	0	0.00%
Parking Stations & Garages - Construction	2,673	2,200	37	1,338	17	46%	18	49%	2	5.41%
Parking Stations & Garages - Equipment & Supplies	607	3,370	3	2,998	1	33%	1	33%	1	33.33%
Parks	1,547	2,648	16		12	75%	3	19%	1	6.25%
Parties - Children	2,698	2,194	35		26	74%	9	26%	0	0.00%
Partitions	1,512	2,667	2	3,218	1	50%	1	50%	0	0.00%
Party Facilities	7,274	1,425	63		37	59%	24		2	3.17%
Party Planning	18,521	871	96	851	33	34%	60		3	3.13%
Party Plans - In-Home	18,593	867	77		53	69%	3	4%	21	27.27%
Party Supplies	32,148	591	316	382	161	51%	148	47%	7	2.22%
Party Supplies - Renting	19,893	826	120	744	69	58%	48	40%	3	2.50%
		4,443		3,965		0%		0%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Passport & Visa Services	40,620	494	327	369	127	39%	199	61%	1	0.31%
Patent Agents	7,013	1,454	22	1,684	12	55%	9	41%	1	4.55%
Patent Searchers	6,059	1,561	5	2,696	5	100%	0	0%		0.00%
Paternity Tests & Services	181	4,127	0	3,965	0	0%	0	0%		0.00%
Patio & Deck Builders	67,059	339	158		96	61%	59			1.90%
Patio Builder	1,444	2,699	4	-,	2	50%	1	25%		25.00%
Patio Cover	3,558	1,974	8	2,100	8	100%	0	0%		0.00%
Patio Design	740	3,228	6	2,582	1	17%	5	83%		0.00%
Patio Equipment & Supplies	8,273	1,345	47		36	77%	11			0.00%
Patio, Porch & Deck Enclosures	63,382	353	199		148	74%	48			1.51%
Pattern Makers	1,027	2,982	21	3,218	1	50%	1	50%		0.00%
Pattern Makers Equipment & Supplies Pavement & Floor Marking Services	205 4,032	4,077 1,874	21	2,998 1,724	3	100%	12	0%		0.00%
Pavement & Floor Marking Services Pavement & Floor Marking Supplies & Equipment	116	4,316	21	3,965	0	38% 0%	12	57%		4.76% 0.00%
Paving Contractors	453,393	4,316	1,205		630	52%	507			
Paving Equipment	829	3,129	1,203	3,218	030	0%	307	100%		0.00%
Paving Materials	3,153	2,081	6		4	67%	2	33%		0.00%
Paving Stones	1,082	2,942	2	3,218	1	50%	1	50%		0.00%
Paving, Painting, Home Improvement - Itinerant Workers	4,185	1,850	29		8	28%	6	21%		
Pawnbrokers	76,185	295	458		346	76%	103			1.97%
Pay Phone Booths - Equipment & Service	461	3,568	3	2,998	2	67%	1	33%		0.00%
Payday Loans	302,278	68	4,504	34	1,721	38%	2,267			
Payment Processing Service	111,005	199	2,713	63	2,606	96%	80			1.00%
Payroll Service	53,745	406	156	629	131		21	13%	4	2.56%
Peanut Products	352	3,730	0	3,965	0	0%	0	0%		0.00%
Pearls	999	3,001	2	3,218	1	50%	1	50%	0	0.00%
Pen Pal Lists	1,178	2,864	81	942	23	28%	58	72%	. 0	0.00%
Pennants	29	4,741	0	3,965	0	0%	0	0%	0	0.00%
Penny Auctions	19,553	838	481		419	87%	59	12%	3	0.62%
Pens & Pencils - Retail	2,981	2,128	13		7	54%	6	46%		0.00%
Pens & Pencils - Wholesale & Manufacturers	551	3,444	3	2,998	1	33%	2	67%		0.00%
Pension & Profit Sharing Plans	8,301	1,341	39		27	69%	10			5.13%
Perforated Materials	16	4,848	0		0	0%	0	0%		0.00%
Perfume - Wholesale & Manufacturers	5,750	1,605	38		18	47%	18	17 70		5.26%
Perfumes - Raw Materials & Supplies	164	4,161	0		0	0%	0	0%		0.00%
Perfuming - Fabric, Paper	10	4,914	0		0	0%	0	0%	0	0.00%
Perlite & Perlite Products	551	3,444	11	3,547	0	0%	1	100%	0	0.00%
Permanent Make Up	5,219	1,684	15		13	87%		13%		0.00%
Personal Chef Personal Organizer	989 419	3,007 3,621	1	3,547 2,821	1	100% 100%	0	0%		0.00% 0.00%
Personal Security Guard Service	6,055	1,563	9	2,318	- 4	67%	0	33%		0.00%
Personal ServiceBureaus	157	4,183	1	3,547	1	100%		0%		0.00%
Personal Services	40,944	493	188		128	68%	50	27%		
Personal Trainers	10,866	1,173	82		50	61%	31			1.22%
Personnel Consultants	14,432	1,019	46		12	26%	34			0.00%
Pest Control Services	807,583	24	3,102		2,642	85%	425	14%	35	
Pest Control Supplies & Equipment	6,688	1,489	19	1,779	13	68%	5	26%	1	5.26%
Pet Boarding - Dogs	19,646	836	50	1,172	33	66%	14	28%	3	6.00%
Pet Boarding & Kennels	135,114	170	201	529	131	65%	68		. 2	1.00%
Pet Cemeteries, Crematories & Supplies	10,615	1,187	9	2,318	8	89%	1	11%	. 0	0.00%
Pet Clothing Designer	1,460	2,693	55		33	60%	22	40%	. 0	0.00%
Pet Day Care	8,331	1,338	20		13		6	30 %	, 1	5.00%
Pet Exercising Service	5,071	1,708	5	2,696	4	80%	1	20%		0.00%
Pet Fencing & Containment Systems	6,673	1,490	34		30		4	12%		0.00%
Pet Finding Service	1,919	2,462	36	-/	25		11	5170		0.00%
Pet Foods - Wholesale & Manufacturers	19,677	834	101	821	77	76%	24			0.00%
Pet Grooming	108,347	203	316		204	65%	105			2.22%
Pet Grooming - Mobile	5,367	1,661	18		9	50%	8	44%		5.56%
Pet Health Plans	10,790 404	1,179 3,649	46	1,222 2,480	37	80%	9	20%	1 0	0.00%
Pet Jewelery Pet Konneling Services	404 1,105	3,649 2,925	//	2,480	1	14% 29%	3	43% 71%	1 3	42.86% 0.00%
Pet Kenneling Services Pet Services	1,105	2,925 1,141	54		34	29% 63%	15		1 0	9.26%
Pet Shops	97,984	1,141	593		426	63% 72%	160		1 - 3	9.26%
Pet Sitting Services	31,002	599	593		426 33	72% 62%	110			1.18%
Pet Supplies & Foods - Retail	75,686	299	560		427	76%	118			
Pet Supplies & Foods - Wholesale	5,931	1,579	52		47	90%	110	6%		3.85%
Pet Training	25,112	704	63		30	48%	28			7.94%
Pet Training - Dog	23,736	736	70		36	51%	30	43%		5.71%
				, ,,,,,				1570		
Pet Training - Electronic/ecollar	5	4,973	0	3,965	0	0%	. 0	0%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Pet Waste Removal	2,239	2,341	6	2,582	3	50%	0	0%		50.00%
Petroleum	9,335	1,269	14	,	10	7 1 70	4	29%		0.00%
Petroleum Products	8,882	1,297	33		16		16			3.03%
Pewter	118	4,311	0	3,965	0	0%	0	0%		0.00%
Pewterware	39	4,678	0	3,965	0	0%	0	0%		0.00%
Pharmaceutical Machinery	229	4,009	3	2,998	1	33%	2	67%		0.00%
Pharmaceutical Products - Research	2,114	2,384	4	2,821	0	0%	1	25%		75.00%
Pharmaceutical Products - Wholesale & Manufacturing	21,601	788	93		71	76%	18	19%	4	4.30%
Pharmaceutical Suppliers - Foreign	3,223	2,063	2	3,218	0	0%	2	100%	. 0	0.00%
Pharmacies	116,569	194	1,082	164	1,018	94%	57	570		0.65%
Pharmacies - Infusion Services	552	3,443	0	5/505	0	0%	0	0%		0.00%
Pharmacies - Specialty	5,676	1,614	13		13		0	0%		0.00%
Pharmacies - Specialty - Hemophillia	82	4,445	0		0	0%	0	0%	0	0.00%
Pharmacy - Compounding	9,753	1,242	30		27	90%	3	10%	0	0.00%
Phlebotomy Training & Certification	2,500	2,242	4	2,821	0	0%	4	100%	0	0.00%
Photo Booth Rentals	4,234	1,840	52	1,158	12	23%	36	69%	4	7.69%
Photo Copying	1,948	2,445	2	3,218	0	0%	2	100%	0	0.00%
Photo Electric Cells & Equipment	246	3,963	6	2,582	4	67%	2	33%	. 0	0.00%
Photo Finishing - Retail	13,968	1,037	199	533	142	71%	53	27%	4	2.01%
Photo Finishing - Wholesale	424	3,611	3	2,998	1	33%	1	33%	1	33.33%
Photo Imaging Service	3,648	1,955	228			35%	103		46	20.18%
Photo Retouching	725	3,239	1	3,547	1		0			0.00%
Photogrammetric Equipment & Supplies	145	4,216	0		0		0			0.00%
Photographers	44,519	463	1,007	177	363	0.70	496			14.70%
Photographers - Aerial	8,826	1,302	36		19		15			5.56%
Photographers - Commercial	39,104	514	297	405	156		129			4.04%
Photographers - Pet	393	3,670	237	2,400	130	38%	123	63%		0.00%
	100,813	217	1,267	138	540		511			
Photographers - Portrait Photographers - School	298	3,839	1,267		540	43% 21%	511	40%		17.05% 14.29%
	320	3,839			3		9		2	
Photographers - Sports			13			46%		46%	1	7.69%
Photographers - Wedding	25,897	685	296		94		184		18	6.08%
Photographic Color Prints & Trans.	2,381	2,285	22		13		9	41%	0	0.00%
Photographic Darkroom Rental	134	4,251	1		0	0 70	1	100%	0	0.00%
Photographic Equipment - Repair	5,198	1,687	37		17		20			0.00%
Photographic Equipment & Supplies - Retail	109,335	201	871	195	627	72%	220	25%	24	2.76%
	2 770	2.474	400	700						
Photographic Equipment & Supplies - Wholesale & Manufacturing	2,779	2,174	109	788	91	83%	18	17%		0.00%
Photographic Mounts	3,915	1,899	22	1,684	20		2	9%		0.00%
Photographic Research Service	145	4,216	0	3,965	0	0%	0	0%		0.00%
Photographs - Stock	2,409	2,277	90		77	0070	13			0.00%
Photography Sales	12,532	1,087	128	721	59		56		, 13	10.16%
Photography Sales by Mail	674	3,295	2	3,218	1	50%	1	50%	0	0.00%
Photography Sales on the Internet	4,043	1,872	34		19		15			0.00%
Photography Schools	3,353	2,027	18		12		6	35 70	0	0.00%
Physical Therapists	46,847	450	134	703	104	78%	27	20%	3	2.24%
Physical Therapy Equipment	1,239	2,827	7	2,480	7	100%	0	0%	0	0.00%
Physician - Nephrology	709	3,256	1	3,547	1	100%	0	0%	0	0.00%
Physicians - Specialists	78,868	288	299	402	225	75%	68	23%	6	2.01%
Physicians - Surgeons & Neurosurgeons	5,929	1,580	19	1,779	13	68%	6	32%	. 0	0.00%
Physicians & Surgeons - Allergy	4,008	1,879	22	1,684	20	91%	2	9%	. 0	0.00%
Physicians & Surgeons - Anesthesiologists	8,019	1,364	85	917	58	68%	27	32%	. 0	0.00%
Physicians & Surgeons - Cardiology Services	6,570	1,502	29	1,487	28	97%	1	3%	. 0	0.00%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive	.,	,		,		37.70		570		0.0070
Surgery	53,176	411	149	658	101	68%	47	32%	1	0.67%
Physicians & Surgeons - Dermatology	27,745	644	175	584	120	69%	52	30%	3	1.71%
Physicians & Surgeons - Ear, Nose & Throat	4,113	1,863	29	1,487	19	66%	10	34%	. 0	0.00%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	3,131	2,086	14	1,995	12	86%	2	14%	0	0.00%
Physicians & Surgeons - Family Practice	27,004	657	228	483	160	70%	67	29%	1	0.44%
Physicians & Surgeons - Gastroenterology	7,354	1,416	50	1,172	43	86%	7	14%	. 0	0.00%
Physicians & Surgeons - Hormone Replacement Therapy	11,813	1,127	58	1,103	28		24			10.34%
Physicians & Surgeons - Industrial Medicine	892	3,075	1	3,547	1	100%	0	0%		0.00%
Physicians & Surgeons - Internal Medicine	15,369	986	63		47		16		, 0	0.00%
Physicians & Surgeons - Maxillofacial	3,192	2,069	19		13		6	32%	0	0.00%
Physicians & Surgeons - Medical-M.D.	181,591	120	1,071	167	803		257			1.03%
Physicians & Surgeons - OB/GYN	26,165	678	108		87		21			0.00%
Physicians & Surgeons - Oncology	2,564	2,226	9		7		21			0.00%
	30,870				91	7070	-			
Physicians & Surgeons - Ophthalmology		601	111		109		17			2.70%
Physicians & Surgeons - Orthopedic Surgery	28,308	631	136				27			0.00%
Physicians & Surgeons - Osteopathic-D.O.	8,958	1,294	18	1,818	12	67%	1 5	28%	1	5.56%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Physicians & Surgeons - Pediatrics	20,584	807	72	1,005	63	88%	ġ	13%	0	0.00%
Physicians & Surgeons - Pulmonary Diseases	1,235	2,833	8	2,400	6	75%	2	25%	, 0	0.00%
Physicians & Surgeons - Radiology	15,034	996	150		108	72%	38	25%	4	2.67%
Physicians & Surgeons - Sports Medicine	896	3,072	19		14	74%	5	26%	0	0.00%
Physicians & Surgeons - Urology	429	3,603	19		14			26%	0	0.00%
Physicians & Surgeons - Weight Reduction	19,707	833	122	734	102	84%	20	1070	0	0.00%
Physicians & Surgeons Equipment - Repair & Refinish	282	3,869	0		0	0%	(0%	0	0.00%
Physicians & Surgeons Equipment & Supplies	1,461 1,094	2,691 2,934	3	2,998	3	100%	l l	0%	0	0.00%
Physicians & Surgeons Information Bureaus Physicians Assistants			4	2,821		75%		25%		0.00%
Physicists Physicists	781 266	3,191 3,914	2	3,218 2,998	1	50% 33%		50%	•	0.00% 33.33%
Piano & Organ Moving	9,061	1,288	21		13	62%		33%		0.00%
Pianos	10,809	1,177	40		23	58%	14	35%		7.50%
Pianos - Parts	173	4,144	1	3,547	- 23	0%	1-	100%		0.00%
Pianos - Restoration & Refinishing	537	3,467	3		1	33%		2 67%		0.00%
Pianos - Tuning & Repair	7,241	1,430	23		9	39%	2	39%		21.74%
Pickles & Pickle Products	158		0		0	0%	-	0%		0.00%
Picnic Equipment & Supplies	227	4,022	0	-,	0	0%	,	0%		0.00%
Picnic Grounds	62	4,545	0		0	0%		0%		0.00%
Picture Frames - Dealers	9,406	1,266	48		24	50%	19			10.42%
Picture Frames - Manufacturers Supplies	3,798	1,924	9	2,318	6	67%		33%		0.00%
Picture Frames - Restore & Repair	488	3,531	2	3,218	2	100%		0%		0.00%
Picture Frames - Wholesale & Manufacturers	1,179	2,863	4	2,821	4	100%	r	0%		0.00%
Picture Framing	1,964	2,436	7	2,480	3	43%		57%		0.00%
Picture Hangers - Wholesale & Manufacturers	103	4,369	n	3,965	0	43%	r	0%		0.00%
Picture Hanging Service	229	4,009	1	3,547	1	100%		0%		0.00%
Picture Restoring	200	4,089	5	2,696	3	60%		40%		0.00%
Pictures	1,657	2,588	25		2	8%	17			24.00%
Pies	1,146	2,893	25		2	8%	22			4.00%
Pilates	1,183	2,858	8	2,400	4	50%		50%	. 0	0.00%
Pile Driving	1,199	2,851	0		0	0%	(0%	0	0.00%
Piling	152	4,199	0		0	0%	,	0%		0.00%
Pillows	31,868	595	60		40	67%	20		0	0.00%
Pillows - Renovating	40	4,671	0		0	0%		0%	. 0	0.00%
Pilot Car Service	704	3,263	2	3,218	0	0%	2	100%	0	0.00%
Pilots - Marine	154	4,191	0		0	0%	(0%	0	0.00%
Pinata Sales	110	4,336	1	3,547	0	0%	1	100%	0	0.00%
Pinball Sales & Service	1,945	2,447	5	2,696	4	80%	1	20%	0	0.00%
Pine Straw	267	3,912	0	3,965	0	0%	(0%	0	0.00%
Pins - Common, Safety	643	3,330	1	3,547	0	0%	1	100%	0	0.00%
Pins - Lapel	1,050	2,966	7	2,480	7	100%	(0%	0	0.00%
Pins Cotter, Taper	1	5,035	0	3,965	0	0%	(0%	0	0.00%
Pipe	4,546	1,782	2	3,218	1	50%	1	50%	0	0.00%
Pipe - Used	19	4,820	0	3,965	0	0%	(0%	. 0	0.00%
Pipe & Boiler Covering Contractors	405	3,645	1	3,547	1	100%	(0%	. 0	0.00%
Pipe & Boiler Covering Materials	9	4,921	0	3,965	0	0%	(0%	. 0	0.00%
Pipe & Valve Fitters	1,109	2,921	0	3,965	0	0%	(0%	0	0.00%
Pipe & Valve Fitters - Gas	264	3,923	0	3,965	0	0%	(0%	. 0	0.00%
Pipe Bending & Fabricating	876	3,088	0	3,965	0	0%		0%		0.00%
Pipe Cutting & Threading	343	3,748	1	3,547	1	100%	(0%	0	0.00%
Pipe Cutting & Threading Equipment	14	4,872	0	3,965	0	0%	(0%	. 0	0.00%
Pipe Fittings	1,162	2,880	0	3,965	0	0%	(0%	0	0.00%
Pipe Hangers	104	4,362	0	3,965	0	0%	(0%	0	0.00%
Pipe Inspection	1,749	2,535	0	3,965	0	0%	(0%	0	0.00%
Pipe Line Companies	1,634	2,596	0	3,965	0	0%	(0%	0	0.00%
Pipe Line Contractors	12,258	1,104	19	1,779	9	47%	g	47%	1	5.26%
Pipe Line Equipment	908	3,063	1	3,547	1	100%	(0%	0	0.00%
Pipe Line, Oil & Gas Wholesaler & Distributors	7,619	1,396	22	-/	19	86%	- 2	9%		4.55%
Pipe Lining & Coating	689	3,279	2	3,218	1	50%		50%		0.00%
Pipe Locating Equipment	63	4,540	0	3,965	0	0%		0%		0.00%
Pipe Reconditioning	146	4,214	0	3,965	0	0%	(0%		0.00%
Pipe Sealing - Industrial	122	4,294	0	3,965	0	0%	(0%		0.00%
Pipe Thawing	124	4,287	2	3,218	2	100%	(0%		0.00%
Pipes & Smokers Articles	6,044	1,565	80		33	41%	47	59%	0	0.00%
Piping Contractors	3,128	2,088	0	-,	0	0%	(0%		0.00%
Pistons	24	4,779	0	-/	0	0%	(0 70		0.00%
Pivots - Precision Instrument	42	4,656	1	3,547	1	100%	(0%		0.00%
Pizza	44,157	465	622		308	50%	307			1.13%
Places Of Interest	8	4,937	0	3,965	0	0%	(0%		0.00%
Planetariums	30	4,735	0	3,965	0	0%	(0%	0	0.00%

Plants - Interior Design & Maintenance Plants - Retail Plants - Wholesale Plaques Plasma Centers Plaster Plaster Craft Products & Supplies Plaster Products - Ornamental Plasterers Equipment & Supplies Plastering Contractors	2,836 6,820 1,710 3,602 5,162 901 222 144	2,161 1,470 2,558 1,966 1,694 3,067	2 54 5 9	3,218 1,133 2,696	0 42 4		2 12	100% 22%	0	0.00%
Plants - Wholesale Plaques Plasma Centers Plaster Plaster Craft Products & Supplies Plaster Products - Ornamental Plasterers Equipment & Supplies	1,710 3,602 5,162 901 222 144	2,558 1,966 1,694					12	22%	Λ	0.000/
Plaques Plasma Centers Plaster Plaster Craft Products & Supplies Plaster Products - Ornamental Plasterers Equipment & Supplies	3,602 5,162 901 222 144	1,966 1,694	<u>5</u>	2,696					V	0.00%
Plasma Centers Plaster Plaster Plaster Craft Products & Supplies Plaster Products - Ornamental Plasterers Equipment & Supplies	5,162 901 222 144	1,694	9		4	80%	1	20%	0	0.00%
Plaster Plaster Craft Products & Supplies Plaster Products - Ornamental Plasterers Equipment & Supplies	901 222 144			2,318	3	33%	6	67%	0	0.00%
Plaster Craft Products & Supplies Plaster Products - Ornamental Plasterers Equipment & Supplies	222 144		16	1,918 2,696	8	50%	8	50%	0	0.00%
Plaster Products - Ornamental Plasterers Equipment & Supplies	144	4,034	2	2,998	3	60% 0%	2	40% 100%	0	0.00% 0.00%
Plasterers Equipment & Supplies		4,034	3	3,965	0	0%	3	100%	0	0.00%
		4,678	0	3,965	0	0%	0	0%	0	0.00%
	24,483	718	26		14	54%	12	46%	0	0.00%
Plastics - Extruders	630	3,340	4	2,821	2	50%	1	25%	1	25.00%
Plastics - Fabricating, Finishing & Decor	2,028	2,407	3	2,998	3	100%	0	0%	0	0.00%
Plastics - Fabrics, Film, Sheets - Prod.	1,159	2,882	4	2,821	1	25%	3	75%	0	0.00%
Plastics - Foam	1,342	2,760	1	3,547	1	100%	0	0%	0	0.00%
Plastics - High Pressure Laminates	157	4,183	0	3,965	0	0%	0	0%	0	0.00%
Plastics - Machinery & Equipment	412	3,634	0	3,965	0	0%	0	0%	0	0.00%
Plastics - Molders	7,209	1,432	7	2,480	3	43%	4	57%	0	0.00%
Plastics - Products - Finished Wholesale & Manufacturers	13,399	1,056	23		11	48%	8	35%		17.39%
Plastics - Raw Materials, Powder, Liquid	1,049	2,968	1	3,547	1	100%	0	0%		0.00%
Plastics - Reinforced	42	4,656	0	3,965	0	0%	0	0%		0.00%
Plastics - Research & Consulting	668 601	3,299 3,380	3	2,998 3,965	3	100%	0	0%		0.00%
Plastics - Rods, Sheets - Sup Center Plastics - Scrap	601 306	3,380 3,828	0	3,965	0	0%	0	0%		0.00%
Plastics - Scrap Plastics - Vacuum, Pressure, Thermoform	529	3,828	<u>U</u>	2,998	0	0% 0%	0	0% 100%	0	0.00%
Plating	5,904	1,585	21		13		3	38%	0	0.00% 0.00%
Plating Equipment & Supplies	187	4,116	0	3,965	0	0%	0	0%	0	0.00%
Playground Equipment	15,103	994	96		67	70%	27	28%	2	2.08%
Playgrounds	2,157	2,367	9	2,318	4	44%	5	56%	0	0.00%
Playing Cards	1,209	2,846	3	2,998	3	100%	0	0%	0	0.00%
Pleating Machines	53	4,597	0	3,965	0	0%	0	0%		0.00%
Plumbers	1,886,643	6	4,179	37	3,170	76%	952	23%	57	1.36%
Plumbers - Commercial	4,214	1,844	24	1,625	7	29%	15	63%	2	8.33%
Plumbing - Renovation & Repair	5,005	1,721	33		19	58%	12	36%	2	6.06%
Plumbing Drains & Sewer Cleaning	104,352	212	468	297	337	72%	117	25%	14	2.99%
Plumbing Fixtures, Parts, Supplies - Retail	38,184	526	150		124	83%	23	15%	3	2.00%
Plumbing Fixtures, Parts, Supplies - Used	229 12,770	4,009	47	3,547	1 31	100%	0 16	0%	0	0.00%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg Plumbing Plan Services	1,374	1,080 2,741	10		8	66% 80%	10	34% 20%	0	0.00% 0.00%
Plywood & Veneers	998	3,003	0	3,965	0	0%	2	0%	U	0.00%
Pneumatic Equipment Components	595	3,388	0	3,965	0	0%	0	0%		0.00%
Pneumatic Tube Equipment & Systems	228	4,016	0	3,965	0	0%	0	0%		0.00%
Podiatrists	20,674	802	91		70	77%	21	23%		0.00%
Podiatrists Equipment & Supplies	498	3,519	4	2,821	4	100%	0	0%	0	0.00%
Podiatrists Reference Service	2	5,011	0	3,965	0	0%	0	0%	0	0.00%
Point of Sale Systems	14,299	1,024	391		351	90%	40	10%	0	0.00%
Pole Fitness	194	4,104	5	2,696	1	20%	3	60%	1	20.00%
Pole Line Contractors	112	4,329	0	3,965	0	0%	0	0%	0	0.00%
Pole Line Equipment	15	4,862	0	3,965	0	0%	0	0%	0	0.00%
Poles	166	4,158	0	3,965	0	0 70	0	0%	0	0.00%
Police & Fire Organizations	8,822 823	1,304	3	2,998 3,965	3	100%	0	0%	0	0.00%
Police Departments Police Equipment	10,126	3,134 1,217	43		32	0% 74%	0	0% 19%	0	0.00% 6.98%
Polishes	325	3,782	10		7	74%	0	30%	3	0.00%
Political Organizations	1,482	2,677	8	2,400	6	75%	2	25%	0	0.00%
Polyethylene Materials & Products	909	3,061	0	3,965	0	0%	0	0%	0	0.00%
Polyurethane Products	979	3,014	1	3,547	1	100%	0	0%	0	0.00%
Ponzi Schemes	6,823	1,469	9	2,318	0	0%	0	0%	9	100.00%
Pool Tables Sales	1,267	2,814	4	2,821	2	50%	2	50%	0	0.00%
Pools - Therapy	200	4,089	4	2,821	3	75%	0	0%	1	25.00%
Popcorn & Supplies	2,432	2,269	10		7	70%	2	20%	1	10.00%
Popcorn Machines	802	3,164	9	2,318	7	78%	2	22%	0	0.00%
Porcelain Enamel Repair & Refinish	10,499	1,193	28		19	68%	8	29%		3.57%
Porcelain Enameling	26	4,760	0	3,965	0	0%	0	0%		0.00%
Porcelain Products	107	4,350	0	3,965	0	0%	0	0%		0.00%
Porch Shades	965	3,022	3	2,998	0	0%	3	100%		0.00%
Port Authorities	59	4,563	0	3,965	0	0%	0	0%		0.00%
Portable Buildings - Moving Portfolios	21 716	4,808 3,250	1	3,547 2,998	1	100% 67%	0	0% 0%		0.00% 33.33%
Post Cards - Manufacturers & Distributors	1,944	2,448	11		9	82%	2	18%	1	0.00%
Post Offices	2,927	2,139	54		31		23		n	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Post-Construction Clean Up	3,853	1,912	2	3,218	1	50%	1	50%	. 0	0.00%
Posters	5,665	1,615	61	1,082	29	48%	32	52%	. 0	0.00%
Potato Chips	488	3,531	0	3,965	0	0%	0	0%		0.00%
Potatoes - Processed	339	3,756	3	2,998	3	100%	0	0%		0.00%
Pottery	5,664	1,616	26		13	50%	10	38%		11.54%
Pottery Equipment & Supplies	500	3,513	3	2,998	3	100%	0	0%		0.00%
Poultry - Retail	565	3,427	1	3,547	1	100%	0	0%		0.00%
Poultry - Wholesale	346	3,740	0	3,965	0	0%	0	0%		0.00%
Poultry Brokers	485	3,538	0	3,965	0	0%	0	0%		0.00%
Poultry Equipment & Supplies	2,338	2,306	/	2,480		100%	0	0%		0.00%
Poultry Farms	2,643	2,205	10		3	30%	/	70%		0.00%
Poultry Services Powder Processing - Industrial	399 1,584	3,657 2,624	1	3,547 2,998	<u>1</u>	100%	2	0%		0.00%
Power Plant Consultants	669	3,297	0	3,965	1	33% 0%	2	67% 0%		0.00%
Power Plant Equipment	882	3,297	12		6	50%	0	42%		8.33%
Power Plant Equipment - Repairing	266	3,914	0	3,965	0	0%	0	0%		0.00%
Power Take - Offs	40	4,671	0	3,965	0	0%	0	0%		0.00%
Power Transmission Equipment	1,700	2,566	1	3,547	0	0%	1	100%		0.00%
Precious, Semi-Precious & Synthetic	3,249	2,057	10		5	50%		50%		0.00%
Premium Goods	318	3,797	13	2,053	13	100%	0	0%		0.00%
Prepaid Debit/Credit Cards	89,104	249	1,971	88	1,951	99%	12			0.41%
Prescription Benefit Consultants	17,325	905	98	837	78		20			0.00%
Preserves, Jams & Jellies	172	4,147	3	2,998	1	33%	2	67%		0.00%
Presses - Power	40	4,671	5	2,696	1	20%	4	80%		0.00%
Presses - Power-Equipment	1,842	2,490	14		10		4	29%		0.00%
Pressing Machines - Clothes	198	4,097	1	3,547	0	0%	1	100%	0	0.00%
Pressure Washers	1,793	2,515	25	1,600	11	44%	13	52%	, 1	4.00%
Pressure Washing	80,844	280	186	561	114	61%	65	35%	7	3.76%
Pressurization Equipment	112	4,329	0	3,965	0	0%	0	0%	. 0	0.00%
Pretzels	606	3,371	4	2,821	1	25%	2	50%	1	25.00%
Price Marking Equipment & Supplies	370	3,705	0	3,965	0	0%	0	0%		0.00%
Print Blocks	3	4,997	0	3,965	0	0%	0	0%	0	0.00%
Print Cutters	12	4,892	1	3,547	0	0%	1	100%	0	0.00%
Printed & Etched Circuits	534	3,469	0	3,965	0	0%	0	0%		0.00%
Printer & Printer Supplies- Manufacturer	602	3,378	40		40	100%	0	0%		0.00%
Printers	92,579	239	287	411	161	56%	120	42%		2.09%
Printers - Business Forms	8,801	1,306	46		38	83%	6	13%		4.35%
Printers - Cellophane, Foil	15	4,862	0	3,965	0	0%	0	0%		0.00%
Printers - Glass, Metal, Plastic	176	4,139	1	3,547	0	0%	1	100%		0.00%
Printers - Letterpress Printing Brokers	248 5,325	3,957 1,666	14	3,965 1,995	0	0%	U	0%	1	0.00%
Printing Brokers Printing Equipment	6,186	1,542	16		10	64% 63%	3	36% 38%		0.00%
Printing Plates	191	4,108		3,965	10	0%	0	38%		0.00%
Printing Plates Printing Repair	93	4,405	0	3,965	0	0%	0	0%		0.00%
Printing Rollers	136	4,245	0	3,965	0	0%	0	0%		0.00%
Printing Supplies	9,670	1,249	121		62		59	49%		0.00%
Printing Technician	43	4,651	1	3,547	1	100%	0	0%		0.00%
Private Health Services Plans	1,714	2,555	28		3	11%	25	89%	. 0	0.00%
Prize Promotions	28,836	625	171	592	82	48%	61	36%	28	16.37%
Process Servers	11,916	1,122	48	1,195	25	52%	19	40%		8.33%
Product Development & Marketing	69,651	326	233	477	191		24			7.73%
Product Sales - General	108,118	204	1,015	176	636	63%	344			3.45%
Product Sales via Telephone	4,244	1,838	39	1,305	30	77%	1	3%	. 8	20.51%
Professional Employer Organization	591	3,393	1	3,547	1	100%	0	0%	. 0	0.00%
Professional Fundraiser	5,617	1,622	42	1,266	14	33%	27	64%	1	2.38%
Professional Organizations	12,015	1,116	129	718	125	97%	4	3%	0	0.00%
Professional Organizer	615	3,356	6	2,582	5	83%	0	0%		16.67%
Professional Services - General	115,322	195	290		201	69%	77	27%		4.14%
Programmed Instruction	918	3,051	2	3,218	1	50%	1	50%	0	0.00%
Project Management	4,509	1,789	12	2,109	0	0%	12	100%	0	0.00%
Projection Apparatus	2,418	2,272	105	803	75	71%	30	29%		0.00%
Promotional Products	23,520	740	111	776	56	50%	40	36%		13.51%
Promotional Products - Non-Wearable	1,068	2,947	3	2,998	1	33%	2	67%		0.00%
Promotional Products - Wearable	13,859	1,043	182	571	156	86%	24	13%		1.10%
Proofreading	1,267	2,814	3	2,998	2	67%	0	0%		33.33%
Propane Gas Plumbing	414	3,631	6	2,582	5	83%	1	17%		0.00%
Propellers	620	3,347	1	3,547	1	100%	0	0%		0.00%
Property Maintenance	72,576	313	217	499	152 5,770	70%	58	27%		3.23%
Property Management Property Management - Industrial & Commercial	1,130,124 23,461	15 744	7,273 154	17	5,770	79%	1,416	19%		1.20%
	23,461	/44	154	637	94	61%	53	34%) /	4.55%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Property Tax Lenders	4,346	1,825	6	2,582	6	100%	C	0%	. 0	0.00%
Prosthetic Devices	11,574	1,137	43	1,256	28	65%	15	35%	. 0	0.00%
Protein Purification	110	4,336	0	3,965	0	0%	C	0%	0	0.00%
Psychiatrists & Psychiatric Services	19,256	847	59		46	78%	12		1	1.69%
Psychics	16,475	933	183	568	127	69%	50		6	3.28%
Psychologist Information & Referral Services	1,611	2,608	1	3,547	0	0%	1	100%	. 0	0.00%
Psychologists	22,495	763	46		39	85%	6	13%	1	2.17%
Psychotherapist	3,993	1,882	10 17		8	80%	2	20%	0	0.00%
Pub	306	3,828	17		13	76%	4	24%		0.00%
Pub Food	126 3,471	4,279		3,218		100%	U	0%		0.00%
Public Opinion Analysts Public Relations Counselors	14,007	1,999 1,033	6 47	2,582 1,209	27	83% 57%	19	0%		16.67% 2.13%
Public Speaker	453	3,582	47	2,998		0%	13	100%		0.00%
Public Speaking Instruction	912	3,059	6	2,582	5	83%	1	100%		0.00%
Public Utility Consultants	13,291	1,064	157	624	119	76%	34			2,55%
Publicity Service	5,851	1,590	28		19	68%	9	32%		0.00%
Publishers - Book	163,458	133	2,045	84	1,791	88%	218			1.76%
Publishers - Directory & Guide	98,871	222	1,942	90	1,330	68%	586			1.34%
Publishers - Internet Guides	779	3,194	8	2,400	6	75%	2	25%		0.00%
Publishers - Magazine	27,578	648	411	326	309	75%	92			2.43%
Publishers - Periodical	70,124	325	1,035	172	887	86%	144			0.39%
Publishers Representatives	6,190	1,540	71	1,011	66		3	4%		2.82%
Publishing Consultants	13,879	1,042	63		42	67%	19	30%	. 2	3.17%
Pulleys	24	4,779	0	3,965	0	0%	C	0%	0	0.00%
Pulp & Pulp Products	91	4,412	0	3,965	0	0%	C	0%		0.00%
Pumping Contractors	3,195	2,067	13	2,053	9	69%	4	31%	0	0.00%
Pumps - Dealers	7,957	1,369	14		9	64%	3	21%		14.29%
Pumps - Service & Repair	15,998	953	39		22	56%	15	5070		5.13%
Pumps - Supplies & Parts	805	3,159	1	3,547	0	0%	1	100%	0	0.00%
Pumps - Wholesale & Manufacturers	1,973	2,430	4	2,821	1	25%	1	25%	2	50.00%
Punches	9	4,921	0	3,965	0	0%		0%	0	0.00%
Puppets & Marionettes	304 13,402	3,831 1.055	12 23		12	8%	11		0	0.00%
Pyramid Companies Ouarries	1,582	2,627	23	3,965	12		9	39%	2	8.70%
· ·	229	4,009	2	3,963	0	0% 0%	-	0%	0	0.00%
Quartz Quickbooks Training & Support	484	3,540	2	3,218	0	0%	2	100%	0	0.00% 0.00%
Quickbooks Halling & Support	2,579	2,219	9	2,318	5	56%	4	44%	0	0.00%
Quilting - Instruction	15	4,862	0	3,965	0	0%		0%		0.00%
Quilting Materials & Supplies	2,498	2,244	13		8	62%	2	15%		23.08%
Ouilts	1,694	2,569	6	2,582	4	67%	2	33%		0.00%
Quilts - Renovating	25	4,771	0	3,965	0	0%	C	0%		0.00%
Race Track Equipment & Supplies	933	3,041	14		5	36%	g	64%		0.00%
Race Tracks	4,557	1,781	37	1,338	21	57%	15	41%	1	2.70%
Rack Merchandise Service	399	3,657	1	3,547	1	100%	C	0%	. 0	0.00%
Racks	1,186	2,857	17	1,866	15	88%	2	12%	0	0.00%
Racquetball Court Construction	11	4,902	0	3,965	0	0%	C	0%	0	0.00%
Racquetball Courts - Private	972	3,017	3	2,998	3	100%	C	0%	0	0.00%
Racquetball Courts - Public	23	4,789	0	3,965	0	0%	C	0%		0.00%
Racquetball Equipment & Supplies	49	4,623	1	3,547	1	100%	C	0%		0.00%
Radar Equipment	1,630	2,598	12		12		9	0%	0	0.00%
Radiant Heating	342	3,750	1	3,547	0	0%	1	100%	0	0.00%
Radiator Covers & Enclosures	504 922	3,507	0	3,965	<u> </u>	0 70	U	0%		0.00%
Radiator Sales Radiators - Automotive	16,629	3,049 928	92	2,582 872	63	100%	20	0%	0	0.00%
Radio Communication Equipment & Systems	13,386	1,057	28		23	68% 82%	25	18%	0	0.00%
Radio Communication Equipment & Systems Radio Direction Finders	13,300	4,960		3,965		82% 0%	-	0%		0.00%
Radio Program Producers	787	3,180	n	3,965	0	0%		0%		0.00%
Radio Program Surveys	39	4,678	n	3,965	<u> </u>	0%		0%		0.00%
Radio Station Equipment	159	4,172	3	2,998	3	100%	0	0%		0.00%
Radio Station Reps	314	3,808	0	3,965	0	0%	C	0%		0.00%
Radio Stations & Broadcast Companies	35,204	556	1,469	124	1,444	98%	23	2%		0.14%
Radioactive Materials	65	4,527	0	3,965	. 0	0%	C	0%		0.00%
Radioactivity Instruments, Supplies, Services	145	4,216	0	3,965	0	0%	C	0%		0.00%
Radios - Citizen Band	1,536	2,653	4	2,821	2	50%	2	50%	0	0.00%
Radiotelephone Communication - Equipment & Systems	3,159	2,080	7	2,480	2	29%	5	71%	. 0	0.00%
Radiotelephone Communications - Common Carrier	380	3,689	6	2,582	4	67%	2	33%	0	0.00%
Radon Mitigation	16,842	923	14		12	86%	2	14%		0.00%
Radon Testing & Service	26,557	668	102	818	85	83%	9	9%		7.84%
Raft Trips & Tours	1,627	2,600	4	2,821	0	0%	- 4	100%		0.00%
Railings	3,655	1,953	10	2,236	5	50%	5	50%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Railroad Car Leasing	228	4,016	0	3,965	0	0%	0	0%	0	0.00%
Railroad Cars - Manufacturers	373	3,699	0	3,965	0	0%	0	0%	0	0.00%
Railroad Contractors	2,457	2,261	0	3,965	0	0%	0	0%	0	0.00%
Railroad Equipment & Supplies	1,362	2,750	1	3,547	0	0%	1	100%	0	0.00%
Railroad Ties - Dealers	274	3,888	0	3,965	0	0%	0	0%	0	0.00%
Railroad Ties - Wholesale & Manufacturers	31	4,727	0	3,965	0	0%	0	0%	0	0.00%
Railroads	2,170	2,360	118	752	117	99%	1	1%	0	0.00%
Railroads - Freight	793	3,171	1	3,547	1	100%	0	0%	0	0.00%
Railroads - Ticket Agencies	708	3,258	16	1,918	9	56%	4	25%	3	18.75%
Rails & Accessories	317	3,801	1	3,547	0	0%	1	100%	0	0.00%
Rainwater Harvesting Systems	775	3,198	0	3,965	0	0%	0	0%	0	0.00%
Rainwear	40	4,671	0	3,965	0	0%	0	0%	0	0.00%
Ranches	7,198	1,433	30	1,468	16	53%	14	47%	0	0.00%
Range Hoods & Canopies	3,559	1,972	29	1,487	24	83%	4	14%	1	3.45%
Ranges & Ovens - Dealers	148	4,209	0	3,965	0	0%	0	0%	0	0.00%
Ranges & Ovens - Service & Repair	410	3,640	8	2,400	0	0%	4	50%	4	50.00%
Ranges & Ovens - Supplies & Parts	2,115	2,382	6	2,582	5	83%	1	17%	0	0.00%
Ranges & Ovens - Wholesale & Manufacturers	54	4,589	1	3,547	1	100%	0	0%	0	0.00%
Rattan, Reeds & Willows	9	4,921	0	3,965	0	0%	0	0%	0	0.00%
Rayon Fabrics	32	4,719	0	3,965	0	0%	0	0%		0.00%
Razors & Razor Blades	2,494	2,247	12	2,109	11	92%	1	8%		0.00%
Reading Instruction	1,971	2,432	14	1,995	14	100%	0	0%		0.00%
Real Estate	731,389	28	3,163	49	2,333	74%	780	25%	50	1.58%
Real Estate - Commercial	15,913	960	62	1,072	38	61%	20	32%	4	6.45%
Real Estate - Industrial	700	3,271	2	3,218	2	100%	n	0%	0	0.00%
Real Estate - Rent to Own	24,006	728	170	595	97	57%	72	42%	1	0.59%
Real Estate - Rentals by Individuals	49,096	438	384	336	242	63%	133	35%	9	2.34%
Real Estate - Short Sale	4,351	1,824	12	2,109	7	58%	2 2	25%	2	16.67%
Real Estate Agents	68,377	335	321	377	203	63%	112	35%	2	1.87%
Real Estate Appraisers	64,568	348	173	586	135	78%	33	19%	0	2.89%
Real Estate Consultants	70,524	323	266	432	180	78% 68%	82	31%	3	1.50%
	110,857	200	286	432	206	72%	78	31% 27%	4	0.70%
Real Estate Developers	94,234	235	286	413	156		78 51	27%	11	
Real Estate Investors Real Estate Loan Modification		798	171	592	39	72%	109		23	5.05%
	20,759		95		64	23%		64%		13.45%
Real Estate Loans	73,027	311		855		67%	27	28%	4	4.21%
Real Estate Maintenance Protection Plan	30,674	606	1,379	131	1,376 668	100%	3	0%	0	0.00%
Real Estate Rental Service	131,593	174	969	182		69%	284	29%	17	1.75%
Real Estate Schools	16,696	927	27	1,542	15	56%	11	41%	1	3.70%
Real Estate Services	95,645	230	803	205	540	67%	214	27%	49	6.10%
Recorded Information	2,400	2,282	16	1,918	13	81%	3	19%	0	0.00%
Recording Instruments - Industrial & Scientific	151	4,202	0	3,965	0	0%	0	0%	0	0.00%
Recording Service - Sound & Video	18,063	878	94	862	41	44%	42	45%	11	11.70%
Recording Studio Equipment	1,871	2,479	9	2,318	5	56%	4	44%		0.00%
Records - Phono - Manufacturers Equipment & Supplies	108	4,347	0	3,965	0	0%	0	0%		0.00%
Records Management	10,055	1,225	25	1,600	20	80%	1	4%	4	16.00%
Recreation Centers	10,451	1,198	64	1,054	40	63%	22	34%	2	3.13%
Recreation Program Consultants	1,096	2,931	2	3,218	2	100%	0	0%	0	0.00%
Recreational Vehicles - Carpet & Upholstery Cleaning	11	4,902	0	3,965	0	0%	0	0%	0	0.00%
Recreational Vehicles - Dealers	124,549	183	989	180	800	81%	181	18%	8	0.81%
Recreational Vehicles - Equipment, Parts, Supplies	18,600	866	134	703	100	75%	33	25%	1	0.75%
Recreational Vehicles - Rent & Lease	10,075	1,222	105	803	58	55%	45	43%	2	1.90%
Recreational Vehicles - Repair & Service	24,512	716	135	698	93	69%	40	30%	2	1.48%
Recreational Vehicles - Storage	2,522	2,238	10	2,236	4	40%	6	60%	0	0.00%
Recreational Vehicles - Transportation	2,543	2,235	22	1,684	19	86%	3	14%	0	0.00%
Recruiting - Armed Forces	88	4,430	0	3,965	0	0%	0	0%	0	0.00%
Recruiting - Technical	1,887	2,474	6	2,582	2	33%	4	67%	0	0.00%
Recruitment Services	15,719	976	34	1,398	17	50%	13	38%	4	11.76%
Rectifiers - Electric	8	4,937	0	3,965	0	0%	0	0%	0	0.00%
Recycling - Computers & Other Electronics	22,429	769	236	471	220	93%	16	7%	0	0.00%
Recycling - Metal	3,976	1,887	12	2,109	8	67%	4	33%	0	0.00%
Recycling Centers	36,017	546	88	901	56	64%	25	28%	7	7.95%
Recycling Services	20,948	794	72	1,005	40	56%	24	33%		11.11%
Reels	274	3,888	0	3,965	0	0%	0	0%	0	0.00%
Referral - Auto Repair	1,398	2,724	29	1,487	5	17%	24	83%	0	0.00%
Referral - Contractor	15,898	962	231	480	220	95%	Α	3%	3	1.30%
Referral - Debt Relief Services	12,567	1,083	231	2,696	5	100%	0	0%	0	0.00%
Referral - Doctor	5,634	1,619	38	1,320	24	63%	14	37%	0	0.00%
Referral - Doctor Referral - Storage Facility	5,634	3,591	38	2,821	24	75%	14	25%	0	0.00%
Reflectors	12	4,892	4	3,965	3		1	25%	0	
Reflexologists	784	4,892 3,186	0	3,965	0	0% 50%	U	50%		0.00%
		.5.186	21	3,218	11	50%		50%	0	

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Refractories	614	3,358	0	3,965	0	0%	0	0%	0	0.00%
Refreshment Stands	379	3,690	1	3,547	1	100%	0	0%	0	0.00%
Refrigeration Equipment - Commercial - Sales & Service	27,253	653	87		51	59%	36		0	0.00%
Refrigeration Equipment - Supplies & Parts	4,471	1,793	11		8	73%	3	27%	0	0.00%
Refrigerators & Freezers - Dealers	2,473	2,254	41		21	51%	18		2	4.88%
Refrigerators & Freezers - Rent & Lease	253	3,951	/	2,480	/	100%	0	0%	0	0.00%
Refrigerators & Freezers - Service & Repair	10,741	1,181	104	811	43	41%	58		3	2.88%
Refrigerators & Freezers - Supplies & Parts	170 472	4,151 3,553	0	3,965 3,547	0	0%	0	0%	0	0.00%
Refrigerators & Freezers - Wholesale & Manufacturers Rehabilitation Products - Pediatric	1,030		1		- 0	0%	1	100%	0	0.00%
Rehabilitation Services	40,964	2,978 492	100	3,218 826	61	50% 61%	32	50% 32%	0	0.00% 7.00%
Reiki Therapy	217	4,050	100	3,965	01	0%	32	0%	,	0.00%
Relays	130	4,030	1	3,547	1	100%	0	0%		0.00%
Religious Goods	9,228	1,277	65		24	37%	31			15.38%
Religious Organizations	9,488	1,262	36		18	50%	16			5.56%
Reloader Schemes	1,942	2,449	4	2,821	1	25%	2	50%	1	25.00%
Relocation Service	54,188	403	254		153	60%	100		1	0.39%
Remodeling Services	171,663	128	537	272	212	39%	297	55%	28	5.21%
Remodeling Services - Foreclosed Property	1,386	2,732	1	3,547	1	100%	257	0%		0.00%
Rendering Companies	955	3,029	0	3,965	0	0%	n	0%		0.00%
Renewable Energy	5,470	1,648	6	2,582	4	67%	2	33%	0	0.00%
Renovation Inspection	423	3,614	4	2,821	2	50%	1	25%	1	
Rent to Own	1,277	2,803	20		14			25%	1	5.00%
Rental Service Stores & Yards	15,118	993	117	757	74	7 0 70	42		1	0.85%
Rental Vacancy Listing Service	24,208	724	276	421	161		105		10	3.62%
Repossession Service	38,903	516	170	595	106	62%	60		4	2.35%
Reptiles	3,254	2,056	24		13	54%	11		. 0	0.00%
Reserve Study	31	4,727	0	3,965	0	0%	-	0%	-	0.00%
Resident Buyers	837	3,119	1	3,547	0	0%	1	100%	0	0.00%
Resins	617	3,352	2	3,218	0	0%	0	0%	2	100.00%
Resorts	86,407	259	1,148	157	945	82%	194		9	0.78%
Respirators	455	3,580	3	2,998	2	67%	1	33%	0	0.00%
Rest Homes	1,913	2,465	1	3,547	1	100%	0	0%	0	0.00%
Rest Homes - Info & Placement Bureaus	391	3,672	0	3,965	0	0%	0	0%	0	0.00%
Restaurant Equipment - Repair & Service	12,168	1,111	39	1,305	13	33%	24		2	5.13%
Restaurant Equipment & Supplies	53,361	409	194		131	68%	60		3	1.55%
Restaurant Management	6,473	1,509	27	1,542	19	70%	7	26%	1	3.70%
Restaurant Work Wear & Supplies	38	4,684	1	3,547	0	0%	1	100%	0	0.00%
Restaurants	420,995	49	4,944	26	2,892	58%	1,937	39%	115	2.33%
Restaurants - Breakfast	1,534	2,654	22	1,684	10	45%	10	45%	2	9.09%
Resume Service	49,244	436	442	311	340	77%	86	19%	16	3.62%
Retail Stores	45,290	462	472	295	270	57%	171	36%	31	6.57%
Retirement & Life Care Communities & Homes	41,952	485	70	1,016	47	67%	21	30%	2	2.86%
Retirement Planning Service	63,429	352	51	1,166	42	82%	6	12%	3	5.88%
Retreat Facilities	2,370	2,291	6	2,582	4	67%	2	33%	0	0.00%
Reverse Mortgage	25,327	694	29	1,487	28	97%	1	3%	0	0.00%
Ribbon Printing	276	3,883	1	3,547	0	0%	1	100%	0	0.00%
Ribbons	2,956	2,134	213		210	99%	3	1%	0	0.00%
Rice	339	3,756	4	2,821	0	0%	3	75%	1	25.00%
Riding Academies	1,560	2,640	3	2,998	1	33%	2	67%	0	0.00%
Riding Apparel & Equipment	1,409	2,715	16	1,918	6	38%	10	63%	. 0	0.00%
Rifle & Pistol Ranges	4,703	1,758	25		16		9	36%	0	0.00%
Riggers	787	3,180	1	3,547	1	100%	0	0%	0	0.00%
Riggers Equipment & Supplies	640	3,331	0	3,965	0	0%	0	0%	0	0.00%
Right of Way Acquisition Service	363	3,717	0	3,965	0	0%	0	0%	. 0	0.00%
Rings - Retaining	13	4,881	2	3,218	1	50%	1	50%	0	0.00%
Ringtones	167	4,156	42	,	42		0	0%		0.00%
Risk Management	3,269	2,050	- 11		11	100%	0	0%	0	0.00%
Rivets	100	4,382	0	3,965	0	0%	0	0%	0	0.00%
Road Building Contractors	17,383	901	21		10	48%	10	48%	1	4.76%
Road Building Equipment	104	4,362	1	3,547	1	100%	0	0%	0	0.00%
Road Oiling & Dust Control	320	3,793	0	3,965	0	0%	0	0%	0	0.00%
Road Service - Automotive	64,746	346	417	323	381	91%	35		1	0.24%
Robots	976	3,016	0	3,965	0	0%	0	0%	0	0.00%
Rock Shops	2,119	2,380	4	2,821	1	25%	3	75%	. 0	0.00%
Rockfall Mitigation	59	4,563	1	3,547	1	100%	0	0%	0	0.00%
Rodeos	348	3,734	8	2,400	1	13%	7	88%	0	0.00%
Rods - Threaded	121	4,299	0	3,965	0	0%	0	0%		0.00%
Rollers	48	4,626	0	3,965	0	0%	0	0%	0	0.00%
Rolling Mill Machinery	28	4,750	0	3,965	0	0%		0%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Roof Cleaning & Stain Removal	18,717	862	30	1,468	18	60%	10	33%	2	6.67%
Roof Cooling Systems	417	3,627	2	3,218	0	0%	2	100%	0	0.00%
Roof Decks	1,007	2,994	2	3,218	1	50%	1	I 50%	. 0	0.00%
Roof Structures	4,988	1,725	9	2,318	3	33%	6	67%		0.00%
Roofing Contractors	3,369,820	1	6,516	19	4,146	64%	1,956	30%	414	6.35%
Roofing Equipment & Supplies	5,154	1,695	13	2,053	7	54%	6	46%	, 0	0.00%
Roofing Materials	17,573	895	53	1,144	38	72%	15		0	0.00%
Roofing Service Consultants	21,631	786	62	1,072	38	61%	23		1	1.61%
Rooming Houses	702	3,268	4	2,821	1	25%	2	50%	1	25.00%
Roommate Referral Service	3,282	2,046	87	903	72		13	1070		2.30%
Rope	334 59	3,768	0	3,218	1	50%	1	50%		0.00%
Rotogravure Printers Routing Service - Air, Highway & Marine	116	4,563 4,316	0	3,965 3,218	<u> </u>	0% 100%	0	0%		0.00% 0.00%
Rubber - Crude	110	4,979	0	3,965	2	100%	0	0%		0.00%
Rubber - Synthetic	604	3,373	1	3,547	1	100%	0	0%		0.00%
Rubber Bands	4	4,979	0	3,965	0	0%		0%		0.00%
Rubber Clothing & Footwear	220		9	2,318	3	33%	- 6	67%		0.00%
Rubber Products	4,243	1,839	7	2,480	4	57%	7	2 29%		14.29%
Rubber Stamps	4,506	1,791	10	2,236	4	40%	- 6	60%		0.00%
Rubber Stamps - Manufacturers Equipment & Supplies	419	3,621	7	2,480	0	0%	7	7 100%		0.00%
Rubber Working Machinery	51	4,610	0	3,965	0	0%	C	0%		0.00%
Rubbish & Garbage Removal	170,826	130	2,457	68	2,098	85%	342			
Rubbish & Garbage Removal Contractors Equipment	1,823	2,503	23	1,648	12		11			0.00%
Rust Preventatives & Removers	567	3,424	1	3,547	1	100%	0	0%		0.00%
Rustproofing - Industrial	85		1	3,547	0	0%	1	100%	0	0.00%
Rustproofing & Undercoating - Auto	790	3,176	4	2,821	2	50%	1	25%	1	25.00%
Saddlery & Harness	6,516	1,508	26	1,567	18		7	7 27%		3.85%
Safe & Vault Movers	488	3,531	2	3,218	1	50%	1	50%	. 0	0.00%
Safe Deposit Box Rental	646	3,325	0	3,965	0	0%	0	0%		0.00%
Safes & Vaults	10,899	1,171	22	1,684	14	0 7 70	7	7 32%	, 1	4.55%
Safes & Vaults - Opening & Repairing	233	3,997	1	3,547	0	0%	1	100%	, 0	0.00%
Safety & Rescue Equipment Sales & Services	6,431	1,516	19	1,779	15		4	21%		0.00%
Safety Cans	33	4,711	0	3,965	0	0%	0	0%		0.00%
Safety Consultants	26,304	675	147	663	130	88%	17			0.00%
Safety Equipment & Clothing	15,856	966 2,766	53 36	1,144	39 16		14 20			0.00%
Sailmakers Salads	1,329 116	4,316	36	1,357 3,965	16		20			0.00%
Sales & Order Books	7,949	1,371	80	957	44	0% 55%	34	0.70		0.00% 2.50%
Sales Lead Generation	29,317	622	202	528	122	60%	77			1.49%
Sales Organizations	19,364	844	42	1,266	26	62%	15			2.38%
Sales Presentations	2,294	2,319	72	3,218	1	50%	1	50%		0.00%
Sales Promotion Service	15,795	971	225	489	205	91%	10			4,44%
Sales Training	9,575	1,254	11	2,176	5	45%	5	45%		9.09%
Salt	913	3,057	2	3,218	2	100%	0	0%		0.00%
Saltwater Pools - Equipment & Supplies	1,130	2,907	22	1,684	17	77%	5	23%	. 0	0.00%
Salvage - Marine	619	3,351	2	3,218	1	50%	1	50%	. 0	0.00%
Sample Cards & Books	33	4,711	0	3,965	0	0%	0	0%	. 0	0.00%
Sample Cases	174	4,142	1	3,547	1	100%	0	0%	. 0	0.00%
Sanctuaries - Wild Life	322	3,788	0	3,965	0	0%	0	0%	0	0.00%
Sand & Gravel	23,058	751	25	1,600	15		10			0.00%
Sand & Gravel Handling Equipment	435	3,595	1	3,547	1	100%	0	0%		0.00%
Sandblasting	11,148	1,153	17	1,866	11		6	3370		0.0070
Sandblasting Equipment & Supplies	1,372	2,743	1	3,547	1	10070	0	0%		0.00%
Sandwiches	3,552	1,976	42	1,266	29	0370	13	5170		0.00%
Sanitariums	3	4,997	0	3,965	0	0%	0	0%		0.00%
Sanitary Napkins	16	4,848	0	3,965	0	0%	0	0%		0.00%
Sanitation Consultants	3,527	1,987	56	1,120	32		24	. 1570		0.00%
Sash Operating Devices	788 14,990	3,179 1,002	578	3,965 259	530	0%	45	0%		0.00%
Satellite Communication - Common Carrier Satellite Equipment & Supplies	14,990 51,847	1,002	5/8 5,903	259	530	92% 98%	45 86			0.52% 0.24%
Sauna Equipment & Supplies	8,766	1,308	30	1,468	5,803	98% 73%	80	5 20%		0.24% 6.67%
Sausage Casings	61	4,553	0 0	3,965	0	0%		0%		0.00%
Sausages	1,005	2,995	4	2,821	2	50%	7	2 50%		0.00%
Savings & Loan Association - Reps	62	4,545	0	3,965	0	0%	r	0%		0.00%
Savings & Loan Associations	7,672	1,389	32	1,433	27	84%	5	16%		0.00%
Sawdust & Shavings	454	3,581	0	3,965	0	0%	C	0%		0.00%
Sawmill Equipment & Supplies	478	3,543	0	3,965	0	0%	C	0%		0.00%
		1,587	5	2,696	2	40%	3	60%		0.00%
Sawmills	5,896									
Sawmills Saws	3,394	2,018	27	1,542	17	63%	10			0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Scaffolding & Aerial Lifts	3,921	1,898	6	2,582	. 5	83%	1	17%	0	0.00%
Scales	5,501	1,641	28	1,509	20	71%	7	25%	. 1	3.57%
Scales - Repair	334	3,768	1	3,547		100%	0	0%	0	0.00%
Scalp Care	1,154	2,885	7	2,480		100%	0	0%	0	0.00%
Scenery Studio	117	4,314	0	3,965		0%	0	0%	0	0.00%
Scholarships & Financial Aid	57,312	387	1,155	152		96%	47		1	0.09%
Scholastic Prep Courses, Books & Materials	23,555	739	289 9	409		71%	75		9	3.11%
School Furniture & Equipment	4,959 3,850	1,731	27	2,318 1,542		100%	0	0%	0	0.00%
School Information	3,850	1,913	2/	3,547		78%	<u></u>	22%	0	0.00%
School Lunch Ordering & Management School Supplies	10,978	4,392 1,167	47	1,209	28	0% 60%	15		4	0.00% 8.51%
Schools - Academic - College Preparatory	1,739	2,540	47	2,400	28	100%	13	0%	· ·	0.00%
Schools - Academic - Colleges & Universities	213,693	104	1,547	2,400	1,350	87%	177			1.29%
Schools - Academic - Colleges & Oniversities Schools - Academic - Elementary & Secondary	17,582	893	35	1,382		77%	7	20%		2.86%
Schools - Academic - Pre & Kindergarten	24,752	710	61	1,082		66%	20			1.64%
Schools - Academic - Special Education	36,076	544	163	615		86%				1.84%
Schools - Business & Vocational	297,841	69		184		77%			30	3.13%
Schools - Dental Assistant	595	3,388	337	2,998		33%	2	67%	. 0	0.00%
Schools - General Interest	50,250	429	201	529		65%	55		15	7.46%
Schools - Holistic	1,251	2,822	2	3,218		100%	0	0%		0.00%
Schools - Home Study	23,500	743	121	738		52%	25		33	27.27%
Schools - Online Trading & Investment	1,117	2,915	10	2,236		30%		50%	2	20.00%
Schools - Private	15,183	991	47	1,209		62%	18		0	0.00%
Scientific Apparatus & Instruments	2,488	2,249	3	2,998		33%	2	67%	. 0	0.00%
Scientists	696		6	2,582	4	67%	. 2	33%	. 0	0.00%
Scientists - Pharmaceutical	56	4,579	10	2,236	0	0%	10	100%	0	0.00%
Scooters - Medical	4,568	1,777	31	1,443	21	68%	9	29%	. 1	3.23%
Scooters - Repair	652	3,321	19	1,779	7	37%	12	63%	. 0	0.00%
Scoreboards	352	3,730	1	3,547	1	100%	. 0	0%	0	0.00%
Scrap Metals	21,789	781	28	1,509	18	64%	10	36%	. 0	0.00%
Scrap Rubber	320	3,793	0	3,965	0	0%	. 0	0%	. 0	0.00%
Scrapbooking	3,163	2,079	22	1,684	9	41%	11	50%	. 2	9.09%
Screen Enclosures	23,935	729	56	1,120	43	77%	12	21%	1	1.79%
Screen Manufacturers Equipment & Supplies	473	3,551	0	3,965	0	0%	. 0	0%	. 0	0.00%
Screen Printing	42,279	479	155	632	79	51%	71	46%	. 5	3.23%
Screen Printing - Equipment & Supplies	1,579	2,629	1	3,547	0	0%	1	100%	0	0.00%
Screen Repair	8,684	1,313	26	1,567	11	42%	12		. 3	11.54%
Screening - Background & Employment	39,673	502	172	587		80%	31		4	2.33%
Screening - Tenant	9,806	1,241	14	1,995	11	79%	3	21%	0	0.00%
Screening & Sifting Equipment	130	4,264	0	3,965	0	0%	0	0%	0	0.00%
Screens - Decorative	372	3,701	11	2,176	4	36%		64%	0	0.00%
Screens - Door & Window	29,314	623	55	1,128	33	60%	19		3	5.45%
Screens - Security Door	89	4,424	0	3,965	0	0%		0%		0.00%
Screens - Windows	703	3,266	13	2,053	3	23%	10			0.00%
Screw Machine Products	748	3,222	1	3,547		100%	0	0.70		0.00%
Screw Machines & Equipment Screws	77 262	4,467	0	3,965 3,965		0%		0%	0	0.00%
Screws	960	3,925 3,025	<u> </u>	2,696	0	0%	0	0,0	0	0.00%
Sculptors Equipment & Supplies	960	4,755	3	3,965	1	100%	1	0%	0	0.00%
Seal Coating	34,604	560	147	3,965	68	46%	67		12	0.00% 8.16%
Sealing - Pavement	2,498	2,244	147	1,866		46% 29%	67	35%	12	8.16% 35.29%
Seals - Notary & Corporation	13,452	1,053	54	1,133		29% 50%	22		5	35.29% 9.26%
Seals - Notary & Corporation Seals - Oil, Grease	13,432	3,275	54	2,696		80%	1	20%	1 3	0.00%
Seals - Orl, Grease Seals - O-Ring	311	3,816	1	3,547	1	0%	1	100%	1 0	0.00%
Seals - Security	277	3,881	4	2,821	21	50%	+ + + + + + + + + + + + + + + + + + + +	50%	1 0	0.00%
Search Engine Optimization Services	27,271	652	199	533		59%	41		40	20.10%
Searchers of Records	52,005	418	805	204		94%	35		`	1.99%
Seat Belts	853	3,106	14	1,995	9	64%		36%		0.00%
Seating Companies	2,129	2,377	31	1,443	30	97%	. 1	3%	, 0	0.00%
Second Hand Stores	2,648	2,203	19	1,779		58%	7	37%	, 1	5.26%
Secret Shopper	50,267	428	170	595		14%	39		107	62.94%
Security Cameras	6,025	1,568	24	1,625		42%	13		. 1	4.17%
Security Control Equipment & System Monitors	423,142	48	2,337	73		89%	220		39	1.67%
Security Guard & Patrol Service	107,602	208	190	552		43%	102		6	3.16%
Security Systems Consultants	60,703	366	342	360		84%	41		15	4.39%
Seed Cleaning Equipment	309	3,821	0	3,965		0%	. 0	0%	0	0.00%
Seeding	1,149	2,889	2	3,218		100%	. 0	0%	0	0.00%
Seeds & Bulbs - Retail	10,397	1,201	122	734	75	61%	46		1	0.82%
Seeds & Bulbs - Wholesale	1,821	2,504	. 2	3,218	21	100%	U	0%	U	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Seismograph Equipment & Supplies	20	4,814	0	3,965	0	0%	0	0%	0	0.00%
Seismograph Service	41	4,664	0	3,965	0	0%	0	0%	. 0	0.00%
Self Defense	7,562	1,402	40	1,291	22	55%	14	35%	4	10.00%
Self Defense Devices	5,304	1,670	55	1,128	50	91%	5	9%	0	0.00%
SemiConductor Devices	1,390	2,731	0	3,965	0	0%	0	0%	. 0	0.00%
Seminar Marketing	3,858	1,911	35	1,382	24	69%	11	31%	0	0.00%
Seminars & Training - Wealth Building & Real Estate Results not										
Substantiated	28,201	634	96	851	75	78%	18	19%	3	3.13%
Senior Care Information and Resources	3,773	1,929	6	2,582	3	50%	3	50%	0	0.00%
Senior Citizens Service Organization	27,050	656	19	1,779	12			37%	. 0	0.00%
Senior Home Care	10,538	1,190	13	2,053	11			15%	0	0.00%
Senior Housing/Living	4,716	1,755	22	1,684	18		4	18%	0	0.00%
Senior Move Manager	440	3,592	2	3,218	2	100%	U	0%		0.00%
Seniors Moving & Delivery Services Separators	612 62	3,360 4,545	0	3,218 3,965	0	100%	0	0%		0.00%
Septic Tanks - Treatment Supplies	8.051	1,363	32	1,433	27	0% 84%	0	0% 9%		0.00%
Septic Tanks - Treatment Supplies Septic Tanks & Systems Cleaning	69,383	329	170	1,433	111	84% 65%	57	34%	2	6.25%
	101,421	214	214	504	111		69		1	1.18%
Septic Tanks & Systems Contractors & Dealers	719	3,248	214	2,998	144	67%	09	32%	1	0.47%
Septic Tanks & Systems Wholesale & Manufacturers	2,805	2,167	16		7	0%	3	100%	0	0.00%
Service Animals - Dogs Service Animals - Training	2,805	4,261	10	1,918 2,821	/	44% 25%	2	56% 75%		0.00% 0.00%
Service Animais - Training Service Stations - Gasoline & Oil	99,501	4,261	1,151	2,821 155	666	25% 58%	453	75% 39%	,	0.00% 2.78%
Services - General	194,741	116	728	224	400	58% 55%	268	39%		2.78% 8.24%
Services - General ServiceStation Equipment	1,362	2,750	728	3,218	400 n	55% 0%	200	100%		8.24% 0.00%
ServiceStation Equipment ServiceStation Supplies	133	4,256	0	3,965	0	0%	2	0%		0.00%
Sewage Disposal Systems	2,900	2,143	31	1,443	14		17	55%		0.00%
Sewage Disposal Systems Sewage Treatment Equipment	497	3,521	2	3,218	14	50%	17	50%		0.00%
Sewer Cleaner Vacuum Service	1	5,035	1	3,547	1	100%	1	0%		0.00%
Sewer Cleaning Equipment & Supplies	923	3,046	2	3,218	2	100%	0	0%		0.00%
Sewer Contractors	19,281	846	41	1,279	23		12			14.63%
Sewer Inspection	1,134	2,904	4	2,821	1	25%	3	75%		0.00%
Sewer Pipe	186	4,118		3,965	0		0	0%		0.00%
Sewing Contractors	3,869	1,908	16	1,918	12	0 70	3	19%		6.25%
Sewing Instruction	1,486	2,676	8	2,400	3	38%	3	38%	. 2	25.00%
Sewing Machines - Dealers	19,488	841	70	1,016	52	74%	18	26%		0.00%
Sewing Machines - Industrial & Commercial	572	3,413	1	3,547	0	0%	1	100%		0.00%
Sewing Machines - Service & Repair	4,954	1,732	62	1,072	45	73%	16	26%	1	1.61%
Sewing Machines - Supplies & Parts	970	3,018	12	2,109	3	25%	9	75%	0	0.00%
Sewing Machines - Wholesale & Manufacturers	812	3,150	17	1,866	17	100%	0	0%	0	0.00%
Shade Sails	136	4,245	0	3,965	0	0%	0	0%		0.00%
Shafting	2	5,011	0	3,965	0	0%	0	0%		0.00%
Sharpening Service	3,829	1,919	28	1,509	9	32%	19	68%	. 0	0.00%
Shavers - Electric	660	3,309	16	1,918	13	81%	3	19%	. 0	0.00%
Shavers - Electric Repair	160	4,169	1	3,547	0	0%	1	100%	0	0.00%
Shears & Scissors	1,322	2,772	6	2,582	5	83%	1	17%	. 0	0.00%
Sheepskin Specialties	542	3,458	0	3,965	0	0%	0	0%	. 0	0.00%
Sheet Metal Equipment & Supplies	3,356	2,026	5	2,696	3	60%	2	40%	0	0.00%
Sheet Metal Work	25,145	701	24	1,625	18	75%	6	25%	. 0	0.00%
Shells - Marine	141	4,233	2	3,218	1	50%	0	0%		50.00%
Shelving	5,494	1,643	13	2,053	9	69%	4	31%	0	0.00%
Shielding - Magnetic, Electrostatic	424	3,611	1	3,547	0	0%	0	0%	1	100.00%
Shims	7	4,951	0	3,965	0	0%	0	0%		0.00%
Shingles	1,480	2,682	1	3,547	1	100%	0	0%	0	0.00%
Ship Brokers	230	4,003	2	3,218	2	100%	0	0%	0	0.00%
Ship Builders & Repair	1,030	2,978	0	3,965	0	0%	0	0%		0.00%
Ship Chandlers	22	4,800	0	3,965	0	0%	0	0%		0.00%
Ship Cleaning	2	5,011	0	3,965	0	0%	0	0%		0.00%
Ship Registers	4	4,979	0	3,965	0	0%	0	0%	0	0.00%
Ship Wreckers	34	4,700	1	3,547	0	0%	1	100%	0	0.00%
Shipping Masters	23,504	742	209	511	73	35%	118	56%	18	8.61%
Shipping Room Supplies	5,704	1,611	44	1,250	24	55%	13	30%	7	15.91%
Shirts - Custom Made	5,735	1,606	105	803	55	52%	47	45%	3	2.86%
Shirts - Wholesale & Manufacturers	1,446	2,698	12	2,109	10	83%	2	17%	. 0	0.00%
Shock Absorbers	58	4,569	2	3,218	2	100%	0	0%		0.00%
Shoe Dyers	164	4,161	0	3,965	0	0%	0	0%	0	0.00%
Shoe Findings & Supplies	980	3,012	3	2,998	1	33%	2	67%	0	0.00%
Shoe Laces	148	4,209	8	2,400	4	50%	4	50%	0	0.00%
Shoe Machinery	6	4,960	0	3,965	0	0%	0	0%		0.00%
Shoe Manufacturers Supplies	176	4,139	3	2,998	2	67%	1	33%		0.00%
Shoe Repair	15,527	979	207	514	94	45%	101	49%	12	5.80%

Shoe Shining	4 4,029 4 1,417 0 1,051 0 1,051 2 188 4 1,465 8 4,134 5 1,745 5 1,745 7 1,270 9 1,071 3 607 3 3,951 6 07 0 3,037 0 3,037 1 4,2808 9 4,921 6 3,781 1 4,610 0 858 1 4,290 1 4,290 0 4,305 5 333	1 0 0 130 66 66 1,446 101 1 1 1 34 2 2 2 2	Complaints 3,547 3,965 715 1,042 125 821 3,547 1,398 3,218 1,338 830 1,320 2,318 2,318 3,965 3,965 3,965 3,965 3,965 3,965 3,965 3,967 1,598	0 0 1011 51 952 91 0 0 15 0 20 66 17 9 8 8 0 0		1 0 288 133 464 110 1 1 5 22 144 32 211 0 0 0 0		1 1 2 2 3 30 0 0 0 14 4 0 0 14 14 0 0 0 14 14 0 0 0 0	0.00% 0.00% 0.77% 3.03% 2.07% 0.00% 41.18% 0.00% 8.11% 1.01% 0.00% 0.00% 0.00%
Shoes - Custom Made 7,33 Shoes - Orthopedic 13,48 Shoes - Retail 119,33 Shoes - Wholesale & Manufacturers 6,84 Shoplifting Prevention Devices 17 Shopping Prevention Devices 27 Shopping Carts & Baskets 25 Shopping Centers & Malls 9,23 Shopping Service - Personal 13,04 Shorping Service - Protective, Comparative 30,39 Shoring Contractors 1,27 Shortening 3 Shortening 32 Shot Peening 32 Shove Power 3 Show Packs - Power 3 Shower Doors & Enclosures 18,81 Shower Doors & Enclosures 18,81 Shower Pan Replacement 11 Shuffleboards 12 Shuffleboards 12 Shutters 68,72 Shutters 68,72 Shutter Bus 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Go	4 1,417 1 1,00 1,051 2 188 4 1,145 5 1,745 3 3,951 7 1,270 9 1,071 3 607 9 4,921 4 2,808 9 4,921 6 3,781 0 4,735 3 3,811 1 4,299 4 2,200 0 4,335 1 1,550	66 1,446 101 1 1 344 2 37 99 38 99 0 0 0 0 5 1	715 1,042 125 821 13,547 1,398 3,218 1,338 830 1,320 2,318 2,318 3,965 3,965 2,696 3,547	51 952 91 0 0 15 0 20 666 17 9 8 0 0	78% 77% 66% 90% 0% 44% 0% 54% 67% 45% 100% 89% 0%	13 464 10 1 5 2 2 14	22% 20% 32% 10% 100% 100% 38% 32% 55% 0% 11%	1 1 2 2 3 30 0 0 0 14 4 0 0 14 14 0 0 0 14 14 0 0 0 0	0.77% 3.03% 2.07% 0.00% 0.00% 41.18% 0.00% 8.11% 1.01% 0.00% 0.00%
Shoes - Orthopedic 13,48 Shoes - Retail 119,33 Shoes - Wholesale & Manufacturers 6,84 Shoppiffiting Prevention Devices 17 Shopping News Publications 4,82 Shopping Carts & Baskets 25 Shopping Certice & Malis 9,32 Shopping Service - Protective, Comparative 30,33 Shoring 94 Shoring Contractors 1,27 Shoring Contractors 1,27 Shoring Contractors 3 Shovels - Power 3 Shovels - Power 3 Shoves - Power 3 Shower Cases 31 Shower Doors & Enclosures 18,81 Shower Pan Replacement 12 Shredding Services 2,23 Shuffleboards 12 Shuttle Bus 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Contractors 259,02 Siding Materials 3,88 Signs - Equipment & Supplies 10,10	0 1,051 2 188 4 1,465 8 4,134 5 1,745 3 3,951 7 1,270 9 1,071 3 607 4 2,808 9 4,921 6 3,781 0 4,735 3 3,811 1 4,610 0 858 1 4,299 4 4,220 0 4,335 5 3,33 1 1,550	66 1,446 101 1 1 344 2 37 99 38 99 0 0 0 0 5 1	1,042 125 821 3,547 1,398 3,218 1,338 830 1,320 2,318 2,318 3,965 3,965 3,965 2,596 3,547	51 952 91 0 0 15 0 20 666 17 9 8 0 0	77% 66% 90% 0% 0% 44% 67% 67% 45% 45% 67% 45% 00% 60%	13 464 10 1 5 2 2 14	20% 32% 10% 100% 15% 100% 38% 32% 55% 0% 11%	2 2 300 0 0 0 0 0 144 0 0 0 0 0 0 0 0 0 0 0 0	3.03% 2.07% 0.00% 0.00% 41.18% 0.00% 8.11% 1.01% 0.00% 0.00%
Shoes - Retail 119,33 Shoes - Wholesale & Manufacturers 6,84 Shopplifting Prevention Devices 17 Shopping Centers & Malis 25 Shopping Centers & Malis 9,32 Shopping Service - Personal 13,04 Shopping Service - Protective, Comparative 30,33 Shoring 94 Shoring Contractors 1,27 Shortening 32 Shortening 32 Shovels - Power 3 Shower Dever 3 Shower Curtains - Wholesale & Manufacturers 5 Shower Doors & Enclosures 18,81 Shower Doors & Enclosures 18,81 Shuffleboards 12 Shutters 68,72 Shutters 68,72 Shutters 68,72 Shutters 68,72 Siding Cleaning 15 Siding Cleaning 15 Siding Cleaning 15 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Ect	2 188 4 1,465 5 1,744 7 1,270 9 1,071 7 1,270 9 1,071 7 0,303 607 0 3,037 4 2,808 9 4,921 6 3,781 0 4,735 3 3,811 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 3,33 1 1,550	1,446 101 11 34 2 37 99 38 9 9 0 0 0 0	125 821 3,547 1,398 3,218 830 1,338 830 2,318 2,318 3,965 3,965 3,965 2,696 3,547	952 91 0 15 0 20 66 177 9 8 0 0 0	66% 90% 0% 44% 0% 54% 67% 45% 100% 89% 0%	464 10 1 5 2 14	32% 10% 100% 15% 100% 38% 32% 55% 0% 11%	30 0 0 14 0 3 3 1 1 0 0 0 0	2.07% 0.00% 0.00% 41.18% 0.00% 8.11% 0.00% 0.00%
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Shoplitting Prevention Devices 17 Shoppers News Publications 4,82 Shopping Carts & Baskets 25 Shopping Centers & Malis 9,32 Shopping Service - Personal 13,04 Shopping Service - Protective, Comparative 30,39 Shoring 94 Shoring Contractors 1,27 Shoring Contractors 1,27 Shoreling 32 Shovels - Power 3 Shovels - Power 3 Shower Shower Curtains - Wholesale & Manufacturers 5 Shower Doors & Enclosures 18,81 Shewer Doors & Enclosures 18,81 Shredding Services 2,23 Shuffleboards 12 Shutters 68,72 Shutter s 68,72 Siding Cleaning 15 Siding Contractors 259,02 Siding Surface 259,02 Signal Materials 3,88 Signal Signal Surface 20,12 Signs - Equipment & Supplies 10,10 Signs - Equipment & Supplies	8 4,134 5 1,745 3 3,951 7 1,270 9 1,071 3 607 4 2,808 9 4,921 6 3,781 0 4,735 3 3,811 1 4,610 0 858 1 4,299 4 4,2301 0 4,335 5 333 1 1,1,550	1 34 2 37 99 38 9 9 0 0 0 0 5	3,547 1,398 3,218 1,338 830 1,320 2,318 2,318 3,965 3,965 3,965 2,696 3,547	0 115 0 20 66 177 9 8 0 0	0% 44% 0% 54% 67% 45% 100% 89% 0%	1 5 2 14 32	100% 15% 100% 38% 32% 55% 0% 11%	0 14 0 3 1 1 0 0 0	0.00% 41.18% 0.00% 8.11% 1.01% 0.00% 0.00% 0.00%
Shoppers News Publications 4,82 Shopping Carts & Baskets 25 Shopping Centers & Malls 9,32 Shopping Service - Personal 13,04 Shopping Service - Protective, Comparative 30,39 Shoring 34 Shoring Contractors 1,27 Shortening 32 Shortening 32 Shovels - Power 3 Show Cases 33 Shower Curtains - Wholesale & Manufacturers 5 Shower Doors & Enclosures 18,81 Shower Base Replacement 12 Shower Base Replacement 12 Shuffleboards 12 Shuffleboards 12 Shutters 68,72 Shutters 66,72 Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightselig Tours 22,1 Signs Signs 10,1 Signs - Equipment & Supplies 10,1 Signs - Equipment & Supplies 1,97 Signs	5 1,745 3 3,951 7 1,270 9 1,071 3 607 3 607 4 2,808 4 2,808 6 3,781 6 4,921 6 3,781 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 3,33 1 1,550	2 37 99 38 9 9 0 0 0 0 5	1,398 3,218 1,338 830 1,330 2,318 2,318 3,965 3,965 3,965 2,666 3,547	15 0 20 66 17 9 8 0 0	44% 0% 54% 67% 45% 100% 89% 0%	32	15% 100% 38% 32% 55% 00% 11%	14 0 3 3 1 0 0 0	41.18% 0.00% 8.11% 1.01% 0.00% 0.00% 0.00%
Shopping Carts & Baskets 25	3 3,951 7 1,270 9 1,071 3 607 3 607 4 2,808 9 4,921 6 3,781 0 4,735 3 3,811 1 4,610 0 858 1 4,290 0 4,305 5 3,33 1 1,550	2 37 99 38 9 9 0 0 0 0 5	3,218 1,338 830 1,320 2,318 2,318 3,965 3,965 3,965 2,696 3,547	0 20 666 17 9 8 8 0 0	0% 54% 67% 45% 100% 0% 0%	32	100% 38% 32% 55% 0% 11% 0%	0 3 1 0 0	0.00% 8.11% 1.01% 0.00% 0.00% 0.00%
Shopping Centers & Malls 9,32 Shopping Service - Personal 13,04 Shopping Service - Protective, Comparative 30,33 Shoring 94 Shoring Contractors 1,27 Shortening 32 Shove Service 33 Shove Service 33 Shower Davis 31 Shower Curtains - Wholesale & Manufacturers 5 Shower Pan Replacement 12 Shower Pan Replacement 12 Shuffleboards 12 Shuffleboards 12 Shutters 68,72 Shutters 68,72 Shutters 68,72 Shutters 68,72 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signs 10,110 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Fectors & Hangers 33 Signs - Fectors & Hangers 33 Signs - Photoluminescent	7 1,270 9 1,071 9 1,071 9 3,037 4 2,808 9 4,921 6 3,781 0 4,735 3 3,811 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 3,33 1 1,550	37 99 38 9 9 0 0 0 5	1,338 830 1,320 2,318 2,318 3,965 3,965 3,965 2,696 3,547	20 66 17 9 8 0 0	54% 67% 45% 100% 89% 0%	32	38% 32% 55% 0% 11% 0%	3 1 0 0	8.11% 1.01% 0.00% 0.00% 0.00%
Shopping Service - Personal 13,04 Shopping Service - Protective, Comparative 30,39 Shoring 94 Shoring Contractors 1,27 Shot Peening 32 Shovels - Power 3 Show Causes 33 Shower Doors & Enclosures 18,81 Shower Pan Replacement 12 Shuffleboards 12 Shuffleboards 12 Shuttes 68,72 Shuttle Bus 6,12 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signs - Digital 3,31 Signs - Equipment & Supplies 10,10 Signs - Ext Signs 22 Signs - Maintenance & Repair 1,17 Signs - Photoluminescent 1 Silges - Whotesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silversmiths & Goldsmiths 4,28	9 1,071 3 607 0 3,037 4 2,808 9 4,921 6 3,781 0 4,733 3 3,811 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 3,33 1 1,550	99 38 9 9 0 0 0 5 5	830 1,320 2,318 2,318 3,965 3,965 3,965 2,696 3,547	66 17 9 8 0 0 0 3	67% 45% 100% 89% 0%	32	32% 55% 0% 11% 0%	1 0 0 0	1.01% 0.00% 0.00% 0.00%
Shopping Service - Protective, Comparative 30,39 Shoring 94 Shoring Contractors 1,27 Shoring Contractors 1,27 Short Peening 32 Shovels - Power 3 Showel Services 31 Shower Cases 31 Shower Doors & Enclosures 18,81 Shower Pan Replacement 12 Shredding Services 2,23 Shuffleboards 12 Shuttle Bus 68,72 Siding Cleaning 15 Siding Cleaning 15 Siding Cleaning 15 Siding Survices 259,02 Signa Signa Frest Signas 22,12 Signas 101,10 Signas - Equipment & Supplies 101,10 Signs - Erctors & Hangers 83 Signs - Photoluminescent 1,17 Signs - Neon 1,51 Silgos - Whotesale & Manufacturers 27 Silverware 2,28 Silverware 2,28	3 607 4 2,808 9 4,921 0 4,735 3 3,811 1 4,610 0 858 1 4,299 0 4,305 5 33 1 4,301 0 4,305 5 333 1 1,550	38 9 9 0 0 0 5	1,320 2,318 2,318 3,965 3,965 3,965 2,696 3,547	17 9 8 0 0 3	45% 100% 89% 0% 0%		55% 0% 11% 0%	0 0	0.00% 0.00% 0.00%
Shoring	0 3,037 4 2,808 9 4,921 6 3,781 0 4,735 0 5,33 3 3,811 1 4,610 0 858 1 4,290 4 2,301 0 4,305 5 333 1 1,550	0 0 5	2,318 2,318 3,965 3,965 3,965 2,696 3,547	8 0 0 0	100% 89% 0% 0%	0 1 0 0	0% 11% 0%	0	0.00% 0.00%
Shoring Contractors 1,27 Shortening 32 Shove Seening 33 Shower Curtains - Wholesale & Manufacturers 5 Shower Doors & Enclosures 18,81 Shower Pan Replacement 11 Shredding Services 2,34 Shuffleboards 12 Shutters 68,72 Shutte Bus 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Extt Signs 22 Signs - Extt Signs 22 Signs - Maintenance & Repair 1,17 Signs - Photoluminescent 1 Silgos - Photoluminescent 1 Silicones 10 Silicores 10 Silicores with & Goldsmiths 49 Silversmiths & Goldsmiths 49	4 2,808 9 4,921 6 3,781 6 3,781 6 4,922 1 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 333 1 1 1,550	0 0 5	2,318 3,965 3,965 3,965 2,696 3,547	0 0	89% 0% 0%	1 0 0	11% 0%	0	0.00%
Shortening	9 4,921 6 3,781 0 4,735 3 3,811 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 333 1 1,550	0 0 5	3,965 3,965 2,696 3,547	0	0% 0%	0	0%		
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Show Cases	3 3,811 1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 333 1 1,550	5 1	2,696 3,547	3	0%			. 0	0.00%
Shower Curtains - Wholesale & Manufacturers 5 Shower Doors & Enclosures 18,81 Shower Pan Replacement 12 Shredding Services 2,34 Shuffleboards 12 Shutters 68,72 Shutters 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signals 20 Signs - Digital 3,38 Signs - Equipment & Supplies 10,10 Signs - Ext Signs 33 Signs - Ext Signs 22 Signs - Ext Signs 22 Signs - Neut Signs 22 Signs - Maintenance & Repair 1,17 Signs - Photoluminescent 1 Silcones 10 Silicones 10 Silicones 10 Silicones 10 Silversmiths & Goldsmiths 49 Silversmiths & Coldsmiths 49	1 4,610 0 858 1 4,299 4 2,301 0 4,305 5 333 1 1,550	5 1 63 2	3,547	9		0	0%		0.00%
Shower Doors & Enclosures 18,81 Shower Pan Replacement 12 Shredding Services 2,34 Shuffleboards 12 Shuttles 68,72 Shuttle Bus 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,13 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Extremos & Hangers 83 Signs - Extri Signs 22 Signs - Photoluminescent 1,17 Signs - Neon 1,51 Silgose - Winderscent 3 Sillicones 10 Sillicones 10 Sillicones 10 Sillicones 10 Silliverware 2,28 Sillorers 2,28	0 858 1 4,299 4 2,301 0 4,305 5 333 1 1,550	1 63 2			60%	2	40%		0.00%
Shower Pan Replacement 12 Shredding Services 2,34 Shuffleboards 12 Shuffleboards 68,72 Shuttles 68,72 Shuttle Bus 61,22 Siding Celaning 15 Siding Contractors 259,02 Siding Materials 3,88 Signs Egins Tours 22,12 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Ectors & Hangers 83 Signs - Exit Signs 22 Signs - Neon 1,17 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silics - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silversmiths & Goldsmiths 49	1 4,299 4 2,301 0 4,305 5 333 1 1,550	63	1,059	1	100%	0	0%		0.00%
Shredding Services 2,34 Shuffleboards 12 Shutters 68,72 Shutters 6,12 Siding Ceaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,18 Signals 10,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Exectors & Hangers 83 Signs - Extt Signs 22 Signs - Maintenance & Repair 1,17 Signs - Photoluminescent 1 Silgas - Photoluminescent 1 Silgac Covering 3 Silicones 10 Siliks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28	4 2,301 0 4,305 5 333 1 1,550	2		42	67%	19	5070		3.17%
Shuffleboards 12 Shutters 68,72 Shutte Bus 6,12 Siding Cleaning 15 Siding Gontractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Fectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,55 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silvermare 2,28	0 4,305 5 333 1 1,550	1 2	3,218	2	100%	0	0%		0.00%
Shutters 68,72 Shutte Bus 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signals 20 Signs 101,110 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Ectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Photoluminescent 1,15 Signs - Photoluminescent 3 Silicones 10 Silversmiths & Goldsmiths 49 Silversmiths & Goldsmiths 49 Silversmiths & Soldsmiths 2,28	5 333 1 1,550		3,218	2	100%	0	0%		0.00%
Shuttle Bus 6,12 Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,11 Signas 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Erectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,51 Signs - Photoluminescent 1 Silicones 1 Silicones 1 Silicones 1 Silicones 1 Silicores 27 Silversmiths & Goldsmiths 49 Silversmiths & Goldsmiths 2,28	1 1,550	0	3,965	0	0%	0	0%		0.00%
Siding Cleaning 15 Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signals 20 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Frectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,55 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		223	491	150	67%	66			3.14%
Siding Contractors 259,02 Siding Materials 3,88 Sightseeing Tours 22,12 Signals 20 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Extors & Hangers 83 Signs - Exit Signs 22 Signs - Naintenance & Repair 1,17 Signs - Neon 1,51 Signs - Photoluminescent 1 Silcones 3 Silicones 1 Silicones 1 Silics - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		113	773 3,965	63	56%	46			3.54% 0.00%
Siding Materials 3,88 Sightseeing Tours 22,12 Signas 22,12 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Extrestors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,51 Signs - Photoluminescent 1 Sillage Covering 3 Sillicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		561	262	406	0% 72%	110	0% 20%		0.00% 8.02%
Sightseeing Tours 22,12 Signals 20 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Frectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,55 Signs - Photoluminescent 1 Siliage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 499 Silverware 2,28		11	2,176	406	72% 55%	110	45%	45	8.02% 0.00%
Signals 20 Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Equipment & Supplies 2,97 Signs - Erectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Photoluminescent 1,55 Silgas - Photoluminescent 3 Silicones 10 Silicones 10 Siliks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		160	621	93	55%	61		6	3.75%
Signs 101,10 Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Erectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,51 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		100	3,965	0	0%	01	0%	0	0.00%
Signs - Digital 3,38 Signs - Equipment & Supplies 1,97 Signs - Frectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,55 Signs - Photoluminescent 1 Siliage Covering 3 Silicones 10 Siliks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 499 Silverware 2,28		351	355	189	54%	147	42%	15	4.27%
Signs - Equipment & Supplies 1,97 Signs - Erectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,51 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silicones 10 Silics - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		28	1,509	14	50%	10		4	14.29%
Signs - Erectors & Hangers 83 Signs - Exit Signs 22 Signs - Maintenance & Repair 1,17 Signs - Neon 1,51 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		2	3,218	1	50%	1	50%	. 0	0.00%
Signs - Maintenance & Repair 1,17 Signs - Neon 1,55 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 44 Silverware 2,28		1	3,547	0	0%	1	100%	0	0.00%
Signs - Neon 1,51 Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silvermiths & Goldsmiths 49 Silverware 2,28	3 4,032	1	3,547	0	0%	1	100%	. 0	0.00%
Signs - Photoluminescent 1 Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		7	2,480	2	29%	4	57%	1	14.29%
Silage Covering 3 Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28	4 2,665	11	2,176	2	18%	5	45%	4	36.36%
Silicones 10 Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		0	3,965	0	0%	0	0%		0.00%
Silks - Wholesale & Manufacturers 27 Silversmiths & Goldsmiths 49 Silverware 2,28		0	3,965	0	0%	0	0%		0.00%
Silversmiths & Goldsmiths 49 Silverware 2,28		0	3,965	0	0%	0	0%		0.00%
Silverware 2,28		10	2,236	1	10%	9	90%	0	0.00%
		1	3,547	0	0%	1	100%	0	0.00%
I Silver water Clearly, Repair & Replace		1	3,547	1	100%	0	0%		0.00%
Singing Telegrams 26		2	3,218 3,218	1	50% 50%	1	50% 50%		0.00%
Sink Manufacturers 37		2	3,218	1	0%	2	100%		0.00%
Sirens & Horns 10		0	3,965	0	0%	0	0%		0.00%
Sitting Services 49,26		162	617	160	99%	2	1%		0.00%
Skate Sharpening 4		0	3,965	0	0%	0	0%		0.00%
Skateboard Parks & Rinks 1,09	5 2,932	6	2,582	5	83%	1	17%	0	0.00%
Skateboards & Equipment 6,89		109	788	60	55%	48	44%	1	0.92%
Skating Equipment & Supplies 1,28	2 2,797	12	2,109	7	58%	5	42%	0	0.00%
Skating Instruction 18		6	2,582	1	17%	5	83%	0	0.00%
Skating Rinks 4,99		28	1,509	19	68%	9	32%	0	0.00%
Skating Rinks - Installation, Equipment & Supplies 10		0	3,965	0	0%	0	0%	0	0.00%
Ski Centers & Resorts 1,46		23	1,648	19		4	17%	0	0.00%
Ski Equipment - Repair 27		5	2,696	4	80%	1	20%	0	0.00%
Ski Equipment - Retail 7,86		38	1,320	26		10	2070	2	5.26%
Ski Equipment - Wholesale & Manufacturers 12		0	3,965	0	0%	0	0%		0.00%
Ski Equipment Rental 51		3	2,998	2	67%	1	33%	0	0.00%
Ski Instruction 32		3	2,998	2	67%	1	33%	0	0.00%
Ski Lift Equipment 1		0	3,965	0	0%	0	0%	0	0.00%
Ski Tours 31 Skin Care 112,80		1,495	2,998 121	1,102	0% 74%	369	100% 25%	24	0.00%
Skin Care 112,80 Skip Tracing 37		1,495	3,547	1,102	74% 100%	369	25%		1.61% 0.00%
Sky Diving 4,08		73	999	24	33%	41			10.96%
Skylights 8,68		/3	2,696	4	80%	41	0%	0	20.00%
Skylights - Distributors 36		1	3,547	0	0%	1	100%		0.00%
Slate 57		1	3,547	1	100%	0	0%		0.00%
Sleep Disorders - Sleep Apnea 1,54	7 3,712	6	2,582	4	67%	2	33%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Sleep Disorders - Snoring	75	4,477	3	2,998	2	67%	1	33%	0	0.00%
Slicing Machines	6	4,960	0	3,965	0	0%	0	0%	0	0.00%
Slides & Film Strips	497	3,521	1	3,547	1	100%	0	0%	0	0.00%
Slings Slin Covers	114 2,042	4,324 2,399	0 17	3,965 1,866	0 13	0%	0	0%	0	0.00%
Slip Covers Slippers - Wholesale & Manufacturers	136	4,245	17	3,965	13	76% 0%	4	24%	0	0.00% 0.00%
Small Engine Repair	22,574	761	114	766	64	56%	41		9	7.89%
Smart Phone Software Support	591	3,393	13	2,053	2	15%	91	62%	3	23.08%
Smelters & Refiners - Base Metals	514	3,496	0	3,965	0	0%	0	0%	0	0.00%
Smelters & Refiners - Precious Metals	7,684	1,387	10	2,236	7	70%	3	30%	0	0.00%
Smelters & Refiners Equipment & Supplies	665	3,302	4	2,821	4	100%	0	0%	0	0.00%
Smoke Abatement Equipment	241	3,975	6	2,582	2	33%	2	33%	2	33.33%
Smoke Detectors & Alarms	838	3,118	6	2,582	3	50%	3	50%	0	0.00%
Smoke Odor Counteracting Service	205	4,077	0	3,965	0	0%	0	0%		0.00%
Smoke Stacks	46	4,637	0	3,965	0	0%	0	0%		0.00%
Smokers Information & Treatment	3,434	2,006	49	1,184	49	100%	0	0%		0.00%
Snow Making Machines	57	4,575	0	3,965	0	0%	0	0%		0.00%
Snow Melting Systems	300	3,833	2	3,218	1	50%	1	50%	0	0.00%
Snow Removal Equipment	1,660	2,586	17	1,866	10		7	41%		0.00%
Snow Removal Service	16,932	920	190	552	90		75	33 70	25	13.16%
Snow Removal Service - Commercial	1,274	2,808	11	2,176	2	18%	9	82%	0	0.00%
Snow Removal Service - Roof	82	4,445	1	3,547	1	100%	0	0%		0.00%
Snowmobile Tours Snowmobiles	7,417	5,035 1,411	86	3,965 913	74	0% 86%	12	0% 14%		0.00%
Snowmobiles Soap Dispensers	7,417	1,411 4,693	86	3,965	0	86% 0%	12	14%		0.00%
Soaps & Detergents	4,470	1,794	29	1,487	17	59%	12			0.00%
Soccer Clubs	2,878	2,149	34	1,398	17	50%	17		0	0.00%
Social Security Services	26,352	673	35	1,382	18	51%	17		0	0.00%
Social Service Organizations	17,582	893	46	1,222	39	85%		13%	1	2.17%
Social Workers	4,465	1,795	9	2,318	9	100%	0		0	0.00%
Sod & Sodding Service	20,139	817	82		52		26		4	4.88%
Sod Cutting Machines	12	4,892	0	3,965	0	0%	0	0%	0	0.00%
Soda Fountain Equipment	469	3,558	5	2,696	5	100%	0	0%	0	0.00%
Soda Fountain Shops	300	3,833	2	3,218	1	50%	1	50%	0	0.00%
Soda Fountain Supplies	476	3,548	16	1,918	16	100%	0	0%	0	0.00%
Soffit & Fascia	13	4,881	0	3,965	0	0%	0	0%	0	0.00%
Soil Conditioners	1,091	2,935	1	3,547	0	0%	1	100%	0	0.00%
Soil Conservation Service	468	3,560	0	3,965	0	0%	0	0%		0.00%
Soil Solidification	276	3,883	0	3,965	0	0%	0	0%	0	0.00%
Soil Testing	1,066	2,950	0	3,965	0	0%	0	0%	0	0.00%
Solar Energy Equipment & Systems Dealers	74,871	305	223	491	170	76%	45	20%	8	3.59%
Solar Energy Equipment & Systems Manufacturing & Distribution	11,147	1,154	61	1,082	48	79%	13	21%		0.00%
Solar Energy Equipment & Systems National Research Solar Energy Equipment & Systems Supplies & Parts	2,032	2,404	9	2,318	40	44%	5	56%	0	0.00%
Solar Energy Products - Retail	39,275	511	104	811	90	87%	11		3	2.88%
Solar Energy Products Service & Repair	16,519	931	56	1,120	40	71%	16		0	0.00%
Solar Energy Research & Development	3,477	1,998	3	2,998	1	33%	2	67%	0	0.00%
Solar Energy System Design & Installation	51,861	419	157	624	136	87%	16	10%	5	3.18%
Solar Panel Cleaning	171	4,148	0	3,965	0	0%	0	0%	0	0.00%
Solder	20	4,814	0	3,965	0	0%	0	0%	0	0.00%
Soldering Equipment	69	4,510	0	3,965	0	0%	0	0%	0	0.00%
Soliciting Organizations	12,380	1,095	24	1,625	13	54%	9	38%	2	8.33%
Solvents	230	4,003	0	3,965	0	0%	0	0%	0	0.00%
Solvents - Reclaiming	20	4,814	0	3,965	0	0%	0	0%	0	0.00%
Sorting Equipment	323	3,786	1	3,547	0	0%	1	100%	0	0.00%
Sound Control Structures & Equipment	548	3,447	2	3,218	2	100%	0	0%		0.00%
Sound Effect Records	1	5,035	0	3,965	0	0%	0	0%	0	0.00%
Sound Level Testing - Industrial	43	4,651	0	3,965	0	0%	0	0%	0	0.00%
Sound Systems & Equipment Soundproofing	20,549 768	808 3,202	211	509 3,965	163	77%	47	LL 70	1	0.47%
Souvenir Milk Caps	768 262	3,202	<u>U</u>	2,998	0	0% 100%	0	0%	0	0.00% 0.00%
Souvenirs - Retail	3,434	2,006	23	2,998 1,648	15	65%	0	26%	2	0.00% 8.70%
Souvenirs - Wholesale & Manufacturers	297	3,843	1	3,547	0	0%	1	100%	0	0.00%
Soy Bean Products	281	3,872	0	3,965	0	0%	'n	0%	0	0.00%
Spark Plugs	28	4,750	1	3,547	0	0%	1	100%	0	0.00%
Spas & Hot Tubs - Dealers	69,454	328	323	372	247	76%	68	21%	8	2.48%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	10,310	1,209	42	1,266	42	100%	0	0%	0	0.00%
Spas & Hot Tubs - Service & Repair	20,701	800	112	774	55	49%	55	49%	2	1.79%
Spas & Hot Tubs - Supplies & Parts	8,866	1,299	59	1,097	45	76%	14	24%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Speakers - Wholesale & Manufacturers	809	3,153	4	2,821	2	50%	2	50%		0.00%
Speech & Language Pathologists	6,343	1,524	8	2,400	7	88%	1	13%		0.00%
Speech Aid Devices	265	3,919	1	3,547	0	0%	1	100%		0.00%
Speed Reducers	111	4,331	0	3,965	0	0%	0	0%		0.00%
Speedometers	2,286	2,322	4	2,821	1	25%	1	25%		50.00%
Sperm Banks	2,956	2,134	3	2,998	3	100%	0	0%	, 0	0.00%
Spices	4,536	1,785	136	692	12	9%	122		2	1.47%
Spill Control Equipment & Materials	133 63	4,256 4,540	2	3,218 3,965	1	50%	1	50%		0.00%
Spill Control Service	37	4,540	0	3,965	0	0%	0	0%		0.00%
Spinologists Spiritualists	2,271	2,328	0 16		7	0% 44%	9	50%		0.00% 6.25%
Spools	104	4,362	0	3,965	7	0%	0	0%		0.00%
Sport Fishing	340	3,754	5	2,696	3	60%	7	40%		0.00%
Sporting Goods - Repair	3,104	2,092	17		8	47%	- 2	3 47%		5.88%
Sporting Goods - Retail	198,660	113	1,587	113	1,081	68%	490			
Sporting Goods - Wholesale & Manufacturers	73,382	310	211	509	162	77%	48			0.47%
Sports & Recreation	10,670	1.184	209		111	53%	89			4.31%
Sports Bar	8,553	1,320	68		36	53%	32			0.00%
Sports Hospitality	733	3,234	1	3,547	1	100%	0	0%		0.00%
Sports Memorabilia	2,890	2,145	50	1,172	22	44%	22			12.00%
Sports Promoters & Managers	11,951	1,118	45		20	44%	25	56%		0.00%
Sportswear - Retail	54,066	405	489		349		120			
Sportswear - Wholesale & Manufacturers	4,726	1,753	50	1,172	26	52%	24	48%	0	0.00%
Spray On Siding	729	3,237	5	2,696	4	80%	1	20%	0	0.00%
Spraying Equipment	1,022	2,986	0	3,965	0	0%	0	0%	. 0	0.00%
Spraying Equipment - Renting	458	3,573	2	3,218	0	0%	2	100%	. 0	0.00%
Springs - Automotive - Sales & Service	1,515	2,664	19	1,779	12	63%	6	32%	1	5.26%
Springs - Coil, Flat - Distributors & Manufacturing	1,084	2,939	2	3,218	0	0%	2	100%		0.00%
Sprinkler Supervisory Service	2,849	2,156	7	2,480	3	43%	4	57%	, 0	0.00%
Sprinklers - Automatic - Fire	14,339	1,022	8	2,400	5	63%	3	38%	, 0	0.00%
Square Dance Apparel	50	4,617	2	3,218	0	0%	2	100%		0.00%
Squash Courts - Private	16	4,848	0	3,965	0	0%	0	0%		0.00%
Stabilizers	175	4,141	0	3,965	0	0%	0	0%		0.00%
Stables	9,694	1,246	18		10 21	56%	8	44%		0.00%
Stadiums, Arenas & Athletic Fields	3,525 11,075	1,988	37 19		10	57%	12			10.81%
Staffing - Technical	8,824	1,159 1,303	14		10	53%		37%		10.53%
Stair Builders Stair Lifts	6,689	1,488	18		18	50% 100%	<u>'</u>	50%		0.00% 0.00%
Stair Treads	546	3,453	10	3,965	10	0%	0	0%		0.00%
Stakes	30	4,735	0	3,965	0	0%		0%		0.00%
Stamp Machines	68	4,517	0	3,965	0	0%		0%		0.00%
Stamp Pads	2	5,011	0	3,965	0	0%		0%		0.00%
Stamps - Collecting Supplies	80	4,454	0	3,965	0	0%	C	0%		0.00%
Stamps - Collectors	5,770	1,601	29		20	69%	6	21%		10.34%
Staples, Staplers & Tackers	54	4,589	0	3,965	0	0%	C	0%		0.00%
Starters - Engine	271	3,901	2	3,218	2	100%	0	0%		0.00%
State Fairs	225	4,024	3	2,998	2	67%	1	33%		0.00%
Static Controls	81	4,451	0	3,965	0	0%	0	0%	, 0	0.00%
Stationers - Retail	3,818	1,921	16	1,918	7	44%	9	56%	. 0	0.00%
Stationery - Wholesale & Manufacturers	1,444	2,699	6	2,582	4	67%	2	33%	0	0.00%
Statistical Service	768	3,202	2	3,218	2	100%	0	0%	. 0	0.00%
Statuary	566	3,425	2	3,218	2	100%	0	0%		0.0070
Steam Bath Equipment & Supplies	2,343	2,303	28		18		10	5070		0.00%
Steam Cleaning - Automotive	272	3,898	0	3,965	0	0%	0	0%		0.00%
Steam Cleaning - Industrial	1,588	2,621	21		6	29%	14	07 70		4.76%
Steam Cleaning Equipment	1,909	2,467	10		8	80%	2	2 20%		0.00%
Steam Specialties	168	4,153	2	3,218	1	50%	1	50%		0.00%
Steam Traps	17	4,834	0	3,965	0	0%	0	0%		0.00%
Steamship Agencies	415 515	3,630 3,493	3	2,998 3,218	2	67%	1	33%		0.00%
Steamship Companies	132		2		2	100%	0	0%		0.00%
Steel - Used Steel Detailers - Structural	3,007	4,259 2,122	<u>U</u>	3,965 2,696	0	0% 60%	- 0	0%	1 0	0.00% 0.00%
Steel Distributors & Warehouses	8,938	1,296	11		3	60% 0%	11			0.00%
Steel Erectors	11,814	1,296	11	2,176	2	100%	11	0%	0	0.00%
Steel Fabricators	37,697	531	26		18	69%	7	7 27%		
Steel Hills	1,368	2,744	1	3,547	0	0%	1	100%	0	0.00%
Steel Processing	3,430	2,744	0	3,965	0	0%	1	0%	0	0.00%
	1,040	2,973	1	3,547	1	100%	- 0	0%		0.00%
i Steel Processina & Fabricating Equipment						10070	,			0.0070
Steel Processing & Fabricating Equipment Steeple Jacks	206	4,074	0	3,965	n	0%	0	0%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Steering Systems & Equipment	282	3,869	. 2	Complaints 3,218	. 2	100%		0%	1	0.00%
Stencil Cutting Machines	202	5,003	1	3,547	1	100%		0%	0	0.00%
Stencils & Stencil Supplies	193	4,105	2	3,218	0	0%	2	100%	0	0.00%
Stenographers - Public	1,128	2,910	1	3,547	1	100%	C	0%	0	0.00%
Stenographic Machines & Supplies	134	4,251	1	3,547	1	100%	C	0%	0	0.00%
Sterilizing Apparatus	31	4,727	0	3,965	0	0%	C	0%	0	0.00%
Sterilizing Service	120	4,305	0	3,965	0	0%	C	0%	0	0.00%
Stevedoring Contractors	312	3,812	0	3,965	0	0%	C	0%	0	0.00%
Stock & Bond Brokers	23,753	735	68	1,031	54	79%	12		2	2.94%
Stock & Bond Transfer Agents	4,661	1,764	45	1,240	39	87%	6	13%		0.00%
Stock Certificates	242		1	3,547	1	100%	C	0%		0.00%
Stock Exchanges	765	3,205	2	3,218	2	100%	C	0%		0.00%
Stock Quotation Boards & Systems	1,391	2,729	3	2,998	3	100%	U	0%		0.00%
Stock Yards	145	4,216	0	3,965	0	0%	U	0%	0	0.00%
Stone - Cast	3,076	2,098 2,803	2	2,582	1	17%	3	83%	0	0.00%
Stone - Crushed Stone - Natural	1,277 25,886	686	75	3,218 987	49	100% 65%	24	0%	0	0.00% 2.67%
Stone Cutters	2,246	2,337	73	2,480	49	71%	24	29%	2	0.00%
Stone Cutters Stone Setting	7,137	1,441	23	1,648	9	71% 39%	13	29%	1	4.35%
Stone Setting Stone Setting - Interlocking Pavers	18,901	856	99	830	54	55%	42		3	3.03%
Stools	153	4,197	1	3,547		0%	1	100%	1	0.00%
Storage - Data	1,534	2,654	25	1,600	22	88%	1	12%	0	0.00%
Storage - Liquid & Bulk	684	3,286	5	2,696	2	40%	3	60%	0	0.00%
Storage Units - Household & Commercial	86,808	254	1,042	171	793	76%	235		14	1.34%
Storage Units - Portable	1,538	2,651	28	1,509	12	43%	15		1	3.57%
Store Fixtures	4,083	1,866	7	2,480	3	43%	4	57%	0	0.00%
Store Fixtures - Used	74	4,483	1	3,547	0	0%	1	100%	0	0.00%
Store Fronts	2,467	2,257	12	2,109	5	42%	7	58%	0	0.00%
Storm Shelters	38,531	520	43	1,256	34	79%	8	19%	1	2.33%
Storm Windows & Doors	18,185	876	49	1,184	42	86%	6	12%	1	2.04%
Storm Windows & Doors - Repair	4,453	1,799	13	2,053	6	46%	7	54%	0	0.00%
Stoves - Wood, Coal	25,461	691	130	715	104	80%	25	19%	1	0.77%
Strainers - Wholesale & Manufacturers	4	4,979	0	3,965	0	0%	C	0%		0.00%
Strapping & Strapping Equipment	101	4,377	0	3,965	0	0%	C	0%		0.00%
Street Cleaning	677	3,293	2	3,218	0	0%	C	0%		100.00%
Street Cleaning Equipment	151	4,202	0	3,965	0	0%	C	0%	0	0.00%
Street Lighting Standards & Equipment	270	3,903	1	3,547	0	0%	1	100%	0	0.00%
Stress Relief Equipment & Supplies - Industrial	101	4,377	0	3,965	0	0%	C	0%	0	0.00%
Strippers - Mechanical	59 16	4,563 4,848	0	3,965 3,965	0	0%	U	0%	0	0.00%
Structural Imaging	402	4,848 3,654	<u>U</u>	3,547	0	0%		0%	0	0.00%
Structural Integration Structural Support - Underground	52	4,601	0	3,965	0	0% 0%	1	100%	0	0.00%
Structural Support - Underground Stucco & Exterior Coating Contractors	37,807	528	87	903	44	51%	38		0	0.00% 5.75%
Stucco Manufacturers & Distributors	261	3,929	07	3,965	0	0%	30	0%	0	0.00%
Student Exchange Programs	6,315	1,527	17	1,866	13	76%	4	24%	0	0.00%
Student Housing	5,503	1,640	48	1,195	33	69%	15		0	0.00%
Studio Rental	779	3,194	5	2,696	2	40%	3	60%	0	0.00%
Stump Grinding	714	3,253	5	2,696	1	20%	4	80%	0	0.00%
Stump Removal & Grinding	6,643	1,494	12	2,109	8	67%	3	25%	1	8.33%
Sugar Brokers & Wholesalers	3	4,997	1	3,547	0	0%	1	100%	0	0.00%
Sugar Refiners	39	4,678	0	3,965	0	0%	C	0%	0	0.00%
Suicide Prevention Service	1	5,035	0	3,965	0	0%	0	0%	0	0.00%
Suits - Custom Made	1,726	2,550	19	1,779	17	89%	1	. 5%	1	5.26%
Sump Pump Contractors	1,142	2,898	0	3,965	0	0%	C	0%	0	0.00%
Sundries Stores	1,772	2,521	15	1,962	11	73%	3	20%	1	6.67%
Sunglasses	21,639	785	256	445	76	30%	167		13	5.08%
Sunroom & Solarium Design & Construction	17,949	882	70	1,016	55	79%	10		5	7.14%
Support Groups	2,035	2,402	5	2,696	3	60%	2	40%	0	0.00%
Surface Plates	42	4,656	0	3,965	0	0%	C	0%	0	0.00%
Surfboards Surfing Instruction	3,018	2,119	28	1,509	7	25%	19	68%	2	7.14%
Surfing Instruction Surgical Appliances & Supplies	504 4,135	3,507 1,859	27	3,218 1,542	1	50%		0%		50.00%
Surgical Appliances & Supplies Surgical Centers	4,135 8,471	1,859	27	1,542	23	85%		11%		3.70% 0.00%
Surgical Centers Surgical Instruments	2,444	2,266	10	2,236	23	85% 50%	4	15%	1	10.00%
Surgical Instruments Surplus & Salvage Merchandise	17,554	2,266	10	757	70		43		1	
Surrogacy	2,416	2,273	117	3,965	70	60% 0%	43	0%	4	3.42% 0.00%
Surveillance Equipment, Sales & Service	5,723	1,607	31	1,443	16	52%	10			16.13%
Dar remarke Equipment, Duies & Sel Vice					10	52% 0%	10		1 3	
	997	3 0041	3) qux						
Surveying Instruments Surveyors - Aerial	997 278	3,004 3,878	2	2,998 3,218	2	100%		100%	0	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Surveyors - Land	77,009	292	71	1,011	45	63%	25	35%	1	1.41%
Survival Products & Supplies	3,460	2,000	17		10	59%	7	41%	0	0.00%
Swap Shops	433	3,596	1	3,547	1	100%	0	0%		0.00%
Sweaters	6	4,960	0		0	0%	0	0%		0.00%
Sweaters - Trimming Service	9	4,921	0		0	0%	0	0%		0.00%
Sweepers - Power	611	3,365	1	3,547	1	100%	0	0%		0.00%
Sweeping Compounds	7	4,951	0		0	0%	0	0%		0.00%
Sweeping Service - Power	1,806	2,509	0		0	0%	0	0%		0.00%
Sweepstakes	38,748	517	170		76	45%	45	26%	49	28.82%
Swim Spas	705	3,261	2	3,218	2	100%	0	0%		0.00%
Swimming Instruction	6,150	1,546	36		25	69%	10	28%		2.78%
Swimming Pool Contractors, Dealers, Design	667,020	30	1,898	96	1,423	75%	445	23%		1.58%
Swimming Pool Cover Sales & Service	2,344	2,301	16		14	88%	2	13%		0.00%
Swimming Pool Enclosures	13,048	1,072	30		26	87%	4	13%		0.00%
Swimming Pool Equipment & Supplies	79,994 312	283 3,812	440		312	71%	120	27%		1.82%
Swimming Pool Kits			1		1	100%	0	0%		0.00%
Swimming Pool Manufacturers & Distributors	9,570	1,255	84		74 394		10			0.00%
Swimming Pool Service & Repair	195,426	115	618			64%	221	36%		0.49%
Swimming Pools - Leak Detection & Repair	1,651	2,591	71		0	0%	21	75%		25.00%
Swimming Pools - Maintenance	9,025	1,291 1,265	117		42 72		43	30%		11.27%
Swimming Pools - Private	9,432 2,455						43	37%		1.71%
Swimming Pools - Public		2,263	82		79		-	2%		1.22%
Swimming Pools - Removal	297	3,843	0	-,	0	0%	0	0%		0.00%
Swimming Pools & Hot Tubs	2,562	2,228	28		11		13			14.29%
Swimming Pools- Above Ground	4,453	1,799	97	2,480 842	6 46	86% 47%	47	14% 48%	0	0.00%
Swimwear & Accessories Switches - Electric	9,260 346	1,275 3,740	9/	3,218	46	100%	4/		4	4.12% 0.00%
	2,978	2,130	27				22	0%		
Swords	2,978	2,130 4,914	2/	3,965	3	19%	22	81% 0%		0.00%
Synagogues Syrups	517	3,489	<u> </u>	2,998	0	0%	0	100%	0	
Systems & Software Testing	864	3,469	3	2,998	7	78%	3	100%		0.00% 22.22%
Table Pads	2,991	2,126	2	2,318		100%	0	0%		0.00%
Table Suppliers	2,991	4,834	3	2,998	<u> </u>	100%	0	100%	0	0.00%
Table Tennis Equipment	187	4,034	3	,,,,,,	1	25%	3	75%	0	0.00%
Table Tennis Equipment Table Tennis Facilities	46	4,637	1	3,547	0	25%	1	100%	0	0.00%
Table Tops	500	3,513	0		0	0%	1	0%	0	0.00%
Tables - Folding	646	3,325	3	2,998	1	33%	1	33%	· ·	33.33%
Tachometers	6	4,960	0		<u> </u>	0%	1	0%	1	0.00%
Tags	2,451	2,264	26		9	35%	17	65%	0	0.00%
Tailoring Instruction	22	4,800	1	3,547	0	0%	1	100%		0.00%
Tailors	12,221	1,108	93		44	47%	49	53%	0	0.00%
Tailors Supplies	33	4,711	1	3,547		0%	1	100%		0.00%
Talent Listing Service	36,297	539	170		161	95%	9	5%		0.00%
Talent Representation	2,403	2,281	23		19	83%	3	13%		4,35%
Tank Cleaning	1,317	2,777	1	3,547	0	0%	1	100%		0.00%
Tank Heads	16	4,848	0		0	0%	0	0%		0.00%
Tank Lining & Coating	841	3,116	0	3,965	0	0%	0	0%		0.00%
Tank Testing & Inspection	2,447	2,265	5	2,696	2	40%	2	40%	1	20.00%
Tanks - Concrete	75	4,477	1	3,547	0	0%	1	100%	. 0	0.00%
Tanks - Fiber Glass, Plastic	1,243	2,825	5	2,696	5	100%	0	0%	0	0.00%
Tanks - Metal	2,111	2,385	1	3,547	0	0%	1	100%	, 0	0.00%
Tanks - Repair	832	3,127	0	3,965	0		0	0%	0	0.00%
Tanks - Used	122	4,294	1	3,547	0	0%	1	100%	. 0	0.00%
Tanners	528	3,477	9	2,318	4	44%	5	56%	0	0.00%
Tanners Equipment & Supplies	621	3,344	2	3,218	1	50%	1	50%	. 0	0.00%
Tanning Salons	51,177	423	963	183	628	65%	267	28%	68	7.06%
Tanning Salons Equipment & Supplies	6,144	1,548	20	1,753	13	65%	7	35%	0	0.00%
Tape Recorders	63	4,540	1	3,547	0	0%	1	100%	0	0.00%
Tape Recorders - Sound - Service & Repair	54	4,589	0	3,965	0	0%	0	0%	0	0.00%
Tape Recorders - Sound - Supplies & Parts	48	4,626	0	3,965	0	0%	0	0%	0	0.00%
Tapes	298	3,839	5	2,696	3	60%	2	40%	0	0.00%
Tapes - Adhesive-Dispensers	219	4,043	2	3,218	2	100%	0	0%	0	0.00%
Tapes - Industrial	374	3,697	1	3,547	1	100%	0	0%		0.00%
Tapes - Sound - Dealers	126	4,279	0	3,965	0	0%	0	0%		0.00%
Tapes - Sound - Wholesale & Manufacturers	104	4,362	0	3,965	0	0%	0	0%		0.00%
Tapestries	593	3,392	0	3,965	0	0%	0	0%	0	0.00%
Tarps	1,758	2,531	10	2,236	7	70%	3	30%	0	0.00%
Tattoos	63,944	349	187		117	63%	68	36%	2	1.07%
Tattoos - Removed	2,799	2,170	4	2,821	2	50%	2	50%		0.00%
					22			48%		

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tax Return Preparation	386,193	53	2,119	81	1,298	61%	742	35%	79	3.73%
Tax Return Preparation - OTR Truck Drivers	89	4,424	2	3,218	1	50%	1	50%	0	0.00%
Tax Software	2,684	2,197	20		18		2	10%	0	0.00%
Taxes - Consultants & Representatives	224,663	99	585		450	77%	111	19%	24	4.10%
Taxes - Enrolled Agent	2,253	2,333	8		7	88%	1	13%		0.00%
Taxes - Negotiators	22,435	768	87		83		3	3%		1.15%
Taxes - Property Tax Consultants Taxicals	11,776 56,838	1,129 391	35 497		26 265		212	20%	20	5.71% 4.02%
Taxidermists	16,817	924	497 81		40		37	43%	20	4.02%
Taxidermists Taxidermists Equipment & Supplies	160	4,169	1	3,547	10	0%	1	100%	-	0.00%
Tea - Manufacturer & Importer	1,001	2,999	3	2,998	3	100%	1	0%	0	0.00%
Teachers Agencies	21,574	790	14		10		3	21%	1	7.14%
Tear Gas	13	4,881	0		0		0	0%	0	0.00%
Technical Manual Preparation	1,904	2,470	25	1,600	22	88%	2	8%	1	4.00%
Technology - Litigation Support	1,607	2,613	7	2,480	2	29%	5	71%	0	0.00%
Teeth Whitening Services	8,238	1,347	168		132	79%	35	21%	1	0.60%
Telecommunication Design	4,197	1,848	5	2,696	4	80%	1	20%	0	0.00%
Telecommunication Equipment & Systems Dealers	15,788	973	86		59		15		12	13.95%
Telecommunication Equipment & Systems Service & Repair	17,287	906	118		103		14		1	0.85%
Telecommunications Equipment - Disability	19,878	827	264		249	2170	12		3	1.14%
Teleconference Service	4,309 64	1,831 4,535	6	2,582 3,965	3	50%	3	50%	0	0.00%
Telegrams - Novelty Telegraph Service	80	4,535 4,454	0		0	0% 0%	0	0%	0	0.00%
Telegraph Service Telemarketing Services	129,119	4,454	690		435		134		121	0.00% 17.54%
Telemeter Equipment	129,119	4,405	090	3,965	433	0%	134	19%	121	0.00%
Telephone & Television Cable Contractors	18,952	855	97		70	72%	14	14%	13	13.40%
Telephone 900 Number Resellers	220	4,041	2	3,218	0	0%	2	100%	0	0.00%
Telephone Answering Equipment & Systems	7,641	1,395	27		14	52%	12		1	3,70%
Telephone Communications	498,516	40	30,672	2	29,935	98%	675	2%	62	0.20%
Telephone Equipment & Systems Dealers	45,594	460	1,152	154	1,116	97%	33		3	0.26%
Telephone Equipment & Systems Service & Repair	20,797	797	89		48		36		5	5.62%
Telephone Equipment & Systems Supplies & Parts	2,457	2,261	19	1,779	17	89%	2	11%	0	0.00%
Telephone Equipment & Systems Wholesale & Manufacturing	2,159	2,365	17	1,866	16	94%	,	6%		0.00%
Telephone Pre-Paid Card Sales & Distribution	33,830	568	1,131	159	1,068		58		5	0.00%
Telephone Service - Long Distance	34,307	565	365	348	313	86%	46		6	1.64%
Telephone Solicitation Companies	6,148	1,547	98		16	16%	18	18%	64	65.31%
Telescopes	2,256	2,331	16		1	6%	15	94%	0	0.00%
Teletypewriters & Systems	11	4,902	0		0	0%	0	0%	0	0.00%
Teletypewriters Message Service	129	4,268	0	3,965	0	0%	0	0%	0	0.00%
Teletypewriters Supplies	2	5,011	0	3,965	0	0%	0	0%		0.00%
Television - Cable, CATV & Satellite	248,104	88	26,166	3	25,826	99%	314		26	0.10%
Television & Radio - Dealers	25,086	705	257	444	167	65%	85		5	1.95%
Television & Radio - Rent & Lease	777	3,197 470	/	2,480 280	4	37 70	3	43%	0	0.00%
Television & Radio - Service & Repair	43,572		510	2,998	266		217		27	
Television & Radio Broadcast Schools Television & Radio Parts - Retail	2,703 9,846	2,190 1,238	90		62	3370	28	67% 31%	0	0.00% 0.00%
Television & Radio Parts - Wholesale & Manufacturers	1,393	2,727	40		36		3	8%	1	2.50%
Television Home Shopping	22,371	770	700	-/	655		45	6%	1 0	0.00%
Television Program Distributors	929	3,042	17	1,866	3	18%	3	18%	11	64.71%
Television Program Producers	2,515	2,240	5	2,696	1	20%	4	80%	0	0.00%
Television Station Equipment	384	3,681	0	3,965	0	0%	0	0%	0	0.00%
Television Station Reps	65	4,527	0	3,965	0	0%	0	0%		0.00%
Television Stations & Broadcast Companies	26,431	672	172	587	107	62%	62	36%	3	1.74%
Television Sys & Equipment - Closed Circuit	817	3,145	4		1	25%	3	75%	0	0.00%
Temperature Measuring Materials	189	4,110	1	3,547	0	0%	1	100%	0	0.00%
Templates	232	4,000	0	3,965	0	0%	0	0%	0	0.00%
Tennis Court Construction	2,673	2,200	0	3,965	0	0%	0	0%	0	0.00%
Tennis Court Regulations	32	4,719	0	3,965	0	0%	0	0%		0.00%
Tennis Court Resurfacing Tennis Courts - Private	48 943	4,626 3,036	<u>U</u>	3,965 2,998	<u>U</u>	0% 67%	1	0% 33%	0	0.00% 0.00%
Tennis Courts - Private Tennis Courts - Public	460	3,036	3	3,218		50%	1	50%	1	0.00%
Tennis Equipment & Supplies	1,592	2,619	12		7	58%		42%		0.00%
Tennis Instruction	419	3,621	3	2,998	3	100%	n	0%		0.00%
Tennis Racket Stringing Machines	3	4,997	0		0	0%	0	0%		0.00%
Tents	2,074	2,393	10		10		0	0%	0	0.00%
Tents - Rental	4,980	1,726	23		12		7	30%	4	17.39%
Terminals - River & Marine	329	3,777	2	3,218	1	50%	1	50%	0	0.00%
Termite Control	11,450	1,142	20		15	75%	5	25%	0	0.00%
Terra Cotta	38	4,684	0	3,965	0	0%	0	0%	0	0.00%

Company	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
100 100	Terrazzo	541	3.461	. 0		. 0	0%		0%		0.00%
Large paperhale				84		81		3		i	
Total Concessor 20				9		6		3		C	
Total Expenser 70 400 1 3.547 1 3.567 1	Textile Brokers	794	3,168	1	3,547	1	100%	0	0%	C	0.00%
Leaf Service 10				0		0		0			
Teache Minglane 770 780 780 780 780 780 780 78				1		1		0		C	
Teach Printing Supposes 300 30				2		0		2		C	
These Stage Rey Houses				2		1		1		C	
The State of Company of the State of Company				4		1		3			
TRANSPORT AS SQUE AND ADDRESS STATES AS SQUE A								/			
Treated Regions 2,591 2,218 7 2,468 4 276 7 3 436 1 0.005				168				51			
Teached Supples 75				7				2			
The control of the Company of the Co			3 171	7		3		3		1	
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Transported and Electricated Registers 317 3,269 4 2,261 2 50% 5 6,00% 6 6,00%				3			0.70	1		ì	
The part 1 5.05 0 3,06 6 0 0 0 0 0 0 0 0				4		2		2			
Therest Remote 45 4,407 1 3,547 6 6% 1 100% 0 0.00%		1		0		0		0			
Theorems Response 24 4,778 6 3,666 6 66 67 6 6 6 6 6		45		1		0		1		C	
Thereography	Thermocouples	4	4,979	0	3,965	0	0%	0	0%	C	0.00%
Temper T	Thermograph Equipment & Supplies	24	4,779	0	3,965	0	0%	0	0%		
Thermonetates				1		1	100%	0			
Temporals				0		0		0			
Timed				2		2		0			
Trivand Romaing, Cutting & Germoding 14, 449 13, 547 10, 00 11, 10, 00 11				5		1		4			
Trives Shoops				1		1		0		C	
Tricket Savang Machines				1		0		1		C	
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Ticket & Coupons - Printers & Suppliers 2,477 2,254 17 1,866 16 59% 5 29% 2 11,75% 17 17 17 17 17 17 17 1				1 520		1 147		211			
Tille - Carmaric - Contractors & Dealers 117,607 191 230 481 122 53% 102 44% 6 2,61% 112 112 112 113 1								311		62	
Tille - Carmair - Manufacturens & Distributors								103		2	
Tille - Non-Ceramic - Contractors & Dealers				3				2			
Tile - Non-Ceramic - Manufacturers & Distributors 2,166 2,261 2,261 22 1,684 6 2.7% 16 73% 0 0,00% 11				41	,	16		21		4	
Tile & Grout Cleaning											
Tille A Marble 6,253 1,135 1,248 1,248 1,528 1,268 1,059 1,050 1,0						14					
Tile Sales 6,012 1,570 29 1,487 13 45% 16 55% 0 0,009% Timber A Ti	Tile & Marble		1,535			14		15		3	
Timber A Timberland Companies 10,257 1,210 14 1,995 7 59% 6 43% 1 7,14% 1 7,	Tile Restoration	1,948	2,445	5	2,696	2	40%	3	60%	C	0.00%
Timber Framing	Tile Sales	6,012	1,570			13	45%	16	55%	C	0.00%
Time Cards & Racks 143				14		7		6		1	
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Time Stamps						0		0			
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Timeshare Resale and Rental Marketing 203,704 110 1,690 104 653 3.9% 739 44% 298 17,63% Timing Devices 158 4,177 0 3,965 0 0 0% 0 0 0% 0 0 0% 0 0.00% 10 0.00% 10 0.00% 110 4,892 0 3,965 0 0 0% 0 0 0% 0 0 0% 0 0 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 10 0.00% 11											
Timing Devices 158 4,177 0 3,965 0 0 0% 0 0% 0 0% 0 0.00% 0 0.00% 10 0.00%											
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Tire Dealers 267,155 78 2,255 76 1,721 76% 514 23% 20 0.89% 17	Tire Additives & Sealants	290	3,853	5	2,696	4	80%	1	20%	C	0.00%
Tire Distributors & Manufacturers 13,162 1,069 337 362 327 97% 8 2% 2 0,59% Tire Repair 994 3,005 35 1,382 21 60% 12 34% 2 5,71% Tire Retread & Repair 17,793 887 110 781 61 55% 46 42% 3 2,73% Tire Retread & Repair - Equipment & Supplies 1,083 2,940 17 1,866 11 65% 6 35% 0 0.00% Tire Storage 140 4,226 3 2,998 0 0% 3 100% 0 0.00% Tires - Commercial Sales & Service 1,175 2,868 81 942 47 58% 3 100% 0 0 0.00% Tital companies & Agents 180,653 121 464 298 293 63% 149 32% 22 4,74% Title Loans 23,855 731 147	Tire Changing Equipment	303	3,832	2	3,218	1	50%	1		C	0.00%
Tire Repair 994 3,005 35 1,382 21 60% 12 34% 2 5,71% Tire Retread & Repair 17,793 887 110 781 61 55% 46 42% 3 2,73% 1 2,73% 1 16 1 55% 46 42% 3 2,73% 1 2,73% 1 16 1 55% 46 42% 3 2,73% 1 2,73% 1 1 55% 6 1 1 55% 6 1 2 3 2 3 2 3 3 2,73% 1 1 1 55% 6 1 1 1 55% 6 1 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2	Tire Dealers	267,155		2,255				514	23%	20	0.89%
Tire Retread & Repair 17,793 887 110 781 61 55% 46 42% 3 2,73% 176 176 186 177 1,866 11 185% 187											
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Titanium 48 4,626 1 3,547 1 100% 0 0% 0 0.00% Title Companies & Agents 180,653 121 464 298 293 63% 149 32% 22 4.74% Title Loans 23,835 731 147 663 102 69% 38 26% 7 4.76% Titling Service - Television & Motion Pictures 36 4,689 0 3,965 0 0% 0 0% 0 0.00% Tobacco Buyers 91 4,412 0 3,965 0 0% 0 0 0 0.00% Tobacco Growers 49 4,623 0 3,965 0 0% 0 0 0 0.00% Tobacco Growers Equipment & Supplies 52 4,601 0 3,965 0 0% 0 0 0 0.00%				3				3		0	
Title Companies & Agents 180,653 121 464 298 293 63% 149 32% 22 4.74% It Loans 23,835 731 147 663 102 69% 38 26% 7 4.76% Titling Service - Television & Motion Pictures 36 4,689 0 3,965 0 0% 0 0% 0 0.00% Tobacco Buyers 91 4,412 0 3,965 0 0% 0 0% 0 0.00% Tobacco Growers 49 4,623 0 3,965 0 0% 0 0% 0 0.00% Tobacco Growers Equipment & Supplies 52 4,601 0 3,965 0 0% 0 0% 0 0.00%				81			30 /0	33		1	
Title Loans 23,835 731 147 663 102 69% 38 26% 7 4,76% Titling Service - Television & Motion Pictures 36 4,689 0 3,965 0 0% 0 0% 0 0 0 0.00% Tobacco Buyers 91 4,412 0 3,965 0 0% 0 0% 0 0 0 0.00% Tobacco Growers 49 4,623 0 3,965 0 0% 0 0% 0 0.00% Tobacco Growers Equipment & Supplies 52 4,601 0 3,965 0 0% 0 0% 0 0 0.00%		70		1				0			
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								0		-	
					3,965		0%	0	0%		0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tobacco Machinery	8	4,937	1	3,547	0	0%	1	100%	0	0.00%
Tobacco Warehouses	262	3,925	0	3,965	0	0%	0	0%	. 0	0.00%
Toilet Seats	155	4,188	1	3,547	1	100%	. 0	0%	0	0.00%
Toilets - Composting	242	3,970	1	3,547	0	0%	1	100%	0	0.00%
Toilets - Portable	8,464	1,329	18	1,818	14	78%	. 4	22%	0	0.00%
Toner Cartridges	5,629	1,620	30	1,468	9	30%	21	70%	0	0.00%
Tool & Die Makers	7,211	1,431	1	3,547	0	0%	1	100%	0	0.00%
Tool & Die Makers Equipment & Supplies	1,928	2,456	4	2,821	3	75%	1	25%	0	0.00%
Tool & Utility Sheds	25,370	692	115	764	58	50%	52	45%	. 5	4.35%
Tool Designers	663	3,305	5	2,696	3	60%	2	40%	0	0.00%
Tool Grinding - Industrial	423	3,614	0	3,965	0	0%	0	0%	0	0.00%
Tool Holders	158	4,177	0	3,965	0	0%		0%		0.00%
Tool Salvage Companies	1,950	2,443	14		11	79%	3	21%		0.00%
Tools - Cutting	2,839	2,159		2,400		63%	3	38%	0	0.00%
Tools - Electric	10,438	1,199	59		31	53%	28		t of	0.00%
Tools - Hand	15,851	968	241		209	87%				1.24%
Tools - Hydraulic	472		241	3,218		50%		12% 50%		0.00%
Tools - Pneumatic	686	3,282		3,216	1	0%		0%	•	0.00%
			0				0,			
Tools - Power Actuated	3,675	1,948	25		23	92%	21	8%	<u> </u>	0.00%
Tools - Rent	12,077	1,115	41		34	83%	 	17%		0.00%
Topsoil	6,796	1,474	15		11	73%	4	27%	0	0.00%
Tortilla & Tamale Making Equipment	311		3	2,998	3	100%	0	0%		0.00%
Touch Screen Equipment	143		2	3,218	2	100%	0	0%	0	0.00%
Tourist Information	4,121	1,862	21		10	48%	9	43%	2	9.52%
Tourists Attractions	8,165	1,352	63	1,059	44	70%	14	22%	5	7.94%
Tourists Homes	391	3,672	3	2,998	3	100%	0	0%	0	0.00%
Tournaments	381	3,688	17	1,866	5	29%	12	71%	. 0	0.00%
Tournaments - Golf	228	4,016	1	3,547	0	0%	1	100%	. 0	0.00%
Tours - Operators & Promoters	99,093	220	341	361	222	65%	88	26%	31	9.09%
Tours - Wholesale	1,122	2,912	27	1,542	2	7%	25			0.00%
Towel Supply Service	621	3,344	5	2,696	1	20%	4	80%	0	0.00%
Towels - Cloths-Wholesale & Manufacturers	2,376	2,289	106	797	17	16%	89	84%	0	0.00%
Towels - Industrial	2,370	4,997	100	3,965	0	0%		04%	<u> </u>	0.00%
Towers	7,183	1,434	48		14		33	0 70	- "	
	371,601	1,434	2,873	1,195	1,683	29%	1,151	69%	39	2.08%
Towing - Automotive			2,8/3		1,683	59%	1,151	40%	+	1.36%
Towing - Heavy Equipment	352	3,730	4	2,821	4	100%	01	0%	0	0.00%
Towing - Marine	1,180	2,862	2	3,218	2	100%	01	0%	0	0.00%
Toy Manufacturers Supplies	803	3,163	13	2,053	11	85%	2	15%	0	0.00%
Toys - Retail	58,354	382	871	195	736	85%	120	14%	15	1.72%
Toys - Wholesale & Manufacturers	9,000	1,292	120	744	99	83%	21	18%	0	0.00%
Tractor Dealers	14,265	1,026	82	933	77	94%	5	6%	. 0	0.00%
Tractor Distributors & Manufacturers	348	3,734	2	3,218	0	0%	2	100%	0	0.00%
Tractor Equipment & Parts	9,684	1,248	38	1,320	28	74%	9	24%	1	2.63%
Tractor Mowing	528	3,477	2	3,218	1	50%	1	50%	. 0	0.00%
Tractor Rent & Lease	832	3,127	2	3,218	1	50%	. 1	50%	0	0.00%
Tractor Repair & Service	3,659	1,951	21	1,724	14	67%	7	33%	0	0.00%
Tractor Work	298	3,839	0	3,965	0	0%	0	0%	. 0	0.00%
Trade Shows, Expositions & Fairs	11,943	1,119	139	686	79	57%	50	36%	. 10	7.19%
Trademark Agents & Consultants	5,281	1,677	6	2,582	3	50%	3	50%	. 0	0.00%
Trading Stamps	2,351	2,299	2	3,218	2	100%	0	0%	0	0.00%
Traffic & Parking Consultants	5,777	1,600	89		81	91%	R	9%	. 0	0.00%
Traffic Control & Flagging Service	884		0.0	3,965	01	0%	1	0%	Ů	0.00%
Traffic Engineers & Planning Service	821	3,139	0	3,965	0	0%		0%	1 0	0.00%
Traffic School	4,198	1,847	14		13	93%	1	7%	 	0.00%
	4,198 3,258	2,054	14	2,821	13		1			
Traffic Signs, Signals & Equipment			- 4		3	75%	1	25%	13	0.00%
Trailer Hitches	9,095	1,286	61	1,082	33	54%	11	18%	17	27.87%
Trailer Sales	19,502	840	92	872	45	49%	46		1	1.09%
Trailer Storage	808	3,155	3	2,998	2	67%	1	33%	0	0.00%
Trailers - Automotive Utility	19,896	825	84		57	68%	26	31%	1	1.19%
Trailers - Boat	3,328	2,032	13		7	54%	5	38%	1	7.69%
Trailers - Camping & Travel	10,354	1,206	63		51	81%	12		0	0.00%
Trailers - Equipment & Parts	8,070	1,360	28		22	79%	6	21%	. 0	0.00%
Trailers - Horse	5,356	1,662	13		11	85%	2	15%	0	0.00%
Trailers - Rent & Lease	15,512	981	40		26	65%	14	35%	0	0.00%
Trailers - Repair & Service	11,705	1,131	35		23	66%	12	34%	. 0	0.00%
Trailers - Transporting	2,886	2,147	9	2,318	2	22%	. 7	78%	0	0.00%
Trailers - Truck	5,449	1,651	19		15	79%	4	21%	0	0.00%
			20		11	55%	1	20%		25.00%
Training - Video Instruction Tapes	5 1741	6901								
Training - Video Instruction Tapes Training Programs	5,174 159,079	1,690 141	501	1,753 284	358	71%	112	22%	31	6.19%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Transcription Service	7,087	1,445	4	2,821	3	75%	1	25%	0	0.00%
Transfers - Dry	211	4,060	2	3,218	0	0%	2	100%	0	0.00%
Transformers	821	3,139	0	3,965	0	0%	0	0%	0	0.00%
Transit Lines	1,226	2,837	8	2,400	8	100%	0	0%	0	0.00%
Transitional Housing	1,436	2,704	13	2,053	6	46%	6	46%	1	7.69%
Translators & Interpreters	24,350	721	19	1,779	13	68%	6	32%	0	0.00%
Translators Equipment	123	4,291	0	3,965	0	0%	0	0%	0	0.00%
Transmissions - Automobile	307,625	67	1,939	91	1,367	71%	536	28%	36	1.86%
Transmissions - Truck, Tractor	3,185	2,073	19	1,779	12	63%	6	32%	1	5.26%
Transportation Consultants	24,494	717	93	866	38	41%	55	59%	0	0.00%
Transportation Services	141,573	160	806	203	540	67%	243	30%		2.85%
Trap & Skeet Ranges	103	4,369	0	3,965	0	0%	0	0%		0.00%
Trapping Equipment & Supplies	416	3,628	3	2,998	3	100%	0	0%		0.00%
Travel & Moving Services	13,820	1,045	139	686	40	29%	40	29%	59	42.45%
Travel & Tourism Development and Education	4,182	1,851	41	1,279	11	27%	30	73%	0	0.00%
Travel Agencies & Bureaus	716,500	29	7,287	16	6,367	87%	675	9%	245	3.36%
Travel Agent Mills	5,784	1,599	21	1,724	12	57%	6	29%	3	14.29%
Travel Clubs	238,048	96	1,532	119	1,071	70%	409	27%	52	3.39%
Travel Escorts	5,977	1,572	4	2,821	2	50%	2	50%	0	0.00%
Travelers Checks	9	4,921	0	3,965	0	0%	0	0%	0	0.00%
Treatment Centers & Rest Homes - Information & Placement	2,502	2,241	7	2,480	4	57%	3	43%	0	0.00%
Tree Climbing Instruction	5	4,973	0	3,965	0	0%	0	0%		0.00%
Tree Service	767,238	26	1,900	95	866	46%	876	46%	158	8.32%
Tree Service - Pruning	6,950	1,459	14	1,995	5	36%	5	36%	4	28.57%
Tree Service - Transplant	768	3,202	2	3,218	0	0%	2	100%	0	0.00%
Tree Service Equipment & Supplies	1,418	2,711	3	2,998	2	67%	1	33%	0	0.00%
Trenching Contractors	798	3,167	0	3,965	0	0%	0	0%	0	0.00%
Tricks & Jokes	257	3,940	3	2,998	2	67%	1	33%	0	0.00%
Trike Conversions, Sales & Service	493	3,526	2	3,218	1	50%	1	50%	0	0.00%
Trophies	15,791	972	10	2,236	8	80%	2	20%	0	0.00%
Tropical Fish	4,143	1,858	19	1,779	10		7	37%	2	10.53%
Truck accessories	11,563	1,138	51	1,166	44		7	14%	0	0.00%
Truck Bedliner	2,324	2,312	6	2,582	3	50%	3	50%	0	0.00%
Truck Bedliner - Spray On	1,601	2,615	6	2,582	3	50%	3	50%	0	0.00%
Truck Bodies	1,886	2,475	2	3,218	2	100%	0	0%	0	0.00%
Truck Caps & Shells	5,298	1,673	14	1,995	10	71%	4	29%	0	0.00%
Truck Dealers	48,950	439	194	546	128	66%	64	33%	2	1.03%
Truck Driver Leasing	1,305	2,783	1	3,547	0	0%	1	100%	_	0.00%
Truck Driver Training	15,801	970	40	1,291	28	70%	11	28%	1	2.50%
Truck Equipment & Parts	28,203	633	82	933	60	73%	20	24%	2	2.44%
Truck Manufacturers & Distributors	4,418	1,811	21	1,724	15	71%	5	24%	1	4.76%
Truck Painting & Lettering	717	3,249	2.1	2,998	2	67%	1	33%	1	0.00%
Truck Permits	1,278	2,802	3	2,400	2	38%	1	13%	0	50.00%
Truck Refrigeration Equipment	1,282	2,797	0	2,582	3	50%	1	50%	4	0.00%
			1 022		1 003		19		0	
Truck Rent & Lease Truck Renair & Service	15,658 68,876	977 332	1,023 183	174 568	1,003 127	98%	53	2%		0.10%
Truck Repair & Service Truck Service & Repair - Mobile	1,783	2,519	183	2,400	_	69% 100%	53	29% 0%		1.64%
	3,480		8		8		0		0	
Truck Stops		1,996	18	1,818	15	83%	3	17%	0	0.00%
Truck Terminals	131	4,261	0	3,965	0	0%	0	0%	0	0.00%
Truck Washing & Cleaning	1,725	2,551	2	3,218	1	50%	0	0%	1	50.00%
Truck Washing & Cleaning - Equipment & Supplies	335	3,764	2	3,218	0	0%	2	100%	0	0.00%
Trucking	90,704	245	130	715	75	58%	49		6	4.62%
Trucking - Dump	10,432	1,200	5	2,696	2	40%	3	60%	0	0.00%
Trucking - Heavy Hauling	43,815	468	38	1,320	28	74%	10	26%	0	0.00%
Trucking - Light Hauling	13,560	1,050	35	1,382	22	63%	12		1	2.86%
Trucking - Liquid Or Dry Bulk	2,554	2,231	0	3,965	0	0%	0	0%	0	0.00%
Trucking - Motor Freight	19,312	845	52	1,158	33		17	33%	2	3.85%
Trucking - Water Hauling	1,761	2,528	4	2,821	4	100%	0	0%	0	0.00%
Trucking Transportation Brokers	57,068	389	95	855	78	82%	17	18%	0	0.00%
Trucks - Forklifts	1,353	2,754	11	2,176	6	55%	5	45%	0	0.00%
Trucks - Industrial	3,272	2,048	22	1,684	13	59%	7	32%	2	9.09%
Trusses - Construction	3,974	1,888	1	3,547	1	100%	0	0%	0	0.00%
Trusses - Medical & Surgical	318	3,797	1	3,547	1	100%	0	0%	0	0.00%
Trust Companies	22,105	778	102	818	97	95%	4	4%	1	0.98%
T-Shirts	33,307	578	347	359	203	59%	134	39%	10	2.88%
Tube Bending & Fabricating	555	3,440	1	3,547	1	100%	0	0%		0.00%
Tube Cleaning & Expanding Equipment	37	4,686	0	3,965	0	0%	0	0%		0.00%
Tube Fittings	134	4,251	1	3,547	0	0%	1	100%	0	0.00%
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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tuck Pointing	9,547	1,258	15	1,962	11	73%	4	27%	0	0.00%
Tunneling Contractors	205	4,077	0	3,965	0	0%	0	0%		0.00%
Turbines	1,057	2,960	3	2,998	2	67%	1	33%	0	0.00%
Turbochargers	1,384	2,733	4	2,821	3	75%	1	25%	0	0.00%
Turnstiles	65	4,527	0	3,965	0	0%	0	0%	0	0.00%
Turntables	510	3,500	15	1,962	7	47%	8	53%	. 0	0.00%
Tutoring	59,883	369	127	725	87	69%	36		4	3.15%
Tuxedo Sales & Rentals	637	3,335	13	2,053	5	38%	7	54%	1	7.69%
Twines & Cordage	94	4,402	0	3,965	0	0%	0	0%		0.00%
Two-Way Radio Sales & Service	1,335	2,764	3	2,998	2	67%	1	33%		0.00%
Typesetting	393	3,670	0	3,965	0	0%	0	0%		0.00%
Typewriters	336	3,761	1	3,547	1	100%	0	0%		0.00%
Typewriters - Supplies & Attachments	87	4,435	2	3,218	2	100%	0	0%		0.00%
Typographers	200	4,089	1	3,547	1	100%	0	0%		0.00%
U-Catch Fishing	1	5,035	0	3,965	0	0%	0	0%		0.00%
Ultrasonic Equipment & Supplies	342 3,040	3,750	5	2,696	2	40%	0	0%		60.00%
Ultrasound - Medical Ultrasound - Nonmedical		2,111	13		8	62%	5	38%		0.00%
	2,541 367	2,236	4	2,821 2,696	4	100%	0	0%		0.00%
Ultraviolet Ray Lamps & Apparatus	408	3,712 3,643	3	2,696	1	20%	4	80%		0.00%
Umbrellas	408	3,643 4,951	7	2,480 3,965	0	57%	3	43%		0.00%
Umbrellas - Repairing Unclaimed Funds Retrieval Services	79,337	4,951 286	81		9	0%		0%		0.00%
Underground Sprinkler Lawn Sprinkler Parts	1,729	2,547	7	2,480	72	89% 100%	, r	0 7%		3.70% 0.00%
Underwear - Wholesale & Manufacturers	1,132		14		12		7	14%		
Unemployment Representation	1,132	2,906 4,862	14	3,965	0	86% 0%	2	0 0%		0.00%
Uniform Supply Service	7,414	1,412	31		19		10			6.45%
Uniforms	36,802	535	447	308	225	50%	175	52.70		
Uniforms - Accessories	2,111	2,385	16		9	56%	173	25%		18.75%
Uniforms - Medical	4,387	1,814	49		13		36			0.00%
Universal Joints	7,507	5,011	0	3,965	0	0%		0%		0.00%
Upholsterers	53,418	407	169		87	51%	71			
Upholsterers Supplies	869	3,093	0	3,965	0	0%		0%		0.00%
Upholstery & Carpet Cleaning	34,505	561	203	526	115	57%	83			2.46%
Upholstery and Rug Cleaning	1,895	2,473	5	2,696	2	40%	3	60%	0	0.00%
Upholstery Fabrics - Retail	8,665	1,315	36	1,357	18	50%	17		1	2.78%
Upholstery Fabrics - Wholesale & Manufacturers	724	3,240	3	2,998	1	33%	2	67%	. 0	0.00%
Urban Farmer	67	4,521	0	3,965	0	0%	0	0%	. 0	0.00%
Urgent Care Centers	13,339	1,061	125	729	111	89%	12	10%	2	1.60%
Utilities Underground - Installation	654	3,316	2	3,218	2	100%	0	0%	0	0.00%
Utilities Underground - Locating	6,200	1,539	10	2,236	9	90%	1	10%	0	0.00%
Utility Contractors	39,449	506	195	543	165	85%	30	15%	. 0	0.00%
Utility Submetering & Billing	6,633	1,497	81	942	72	89%	9	11%	0	0.00%
Utility Tax Refunds for Manufacturers & Business	84	4,443	0	3,965	0	0%	0	0%	. 0	0.00%
Vacation Certificates & Vouchers	131,868	173	1,584	114	1,193	75%	357			
Vacation Rentals	144,139	158	735	217	466	63%	234			
Vacation Time Share	75,547	300	1,812	99	1,633	90%	158			
Vacuum Cleaners - Household - Dealers	159,088	140	620	245	437	70%	144	23%	39	6.29%
Vacuum Cleaners - Industrial & Commercial	682	3,287	2	3,218	2	100%	0	0%		0.00%
Vacuum Cleaners - Service & Repair	16,573	929	104		65	63%	31			7.69%
Vacuum Cleaners - Supplies & Parts	7,531	1,404	30	1,468	25	83%	5	17%		0.00%
Vacuum Cleaners - Wholesale & Manufacturers	3,005	2,124	89		84		3	3%		2.25%
Vacuum Cleaning - Industrial	744	3,225	0	3,965	0	0%	1 0	0%		0.0070
Vacuum Cleaning Systems	16,155	943	89 48		69		20			0.00%
Vacuum Equipment & Systems Valet Service	7,164 10,495	1,437 1,194	81	1,195 942	30 56	63%	24	2,70		10.42%
	3,624	1,194	01	2,998	30	69% 67%	24	30%		1.23%
Valves Valves - Repairing	3,624	3,663	3	2,998 3,965	0	0%	1	0%		0.00%
Van Conversions & Accessories	6,744	1,481	18		12	67%	6	33%		0.00%
Vanity Publishers	7,167	1,481	85		64	75%	19	22%		2.35%
Vaporizers	7,167	3,214	14		10	71%	19	22%		0.00%
Variable Speed Drives	52	4,601	0	3,965	0	0%		0%		0.00%
Variety Store Merchandise - Wholesale	401	3,655	6	2,582	4	67%	7	33%		0.00%
Variety Stores	5,625	1,621	81		44		32			6.17%
Vehicle Graphics	2,223	2,345	9	2,318	4	44%	52	56%		0.00%
Vehicle Sales - Manufacturing Companies	3,128	2,088	14		11		3	21%		0.00%
Vehicle Transport Services	21,091	793	155	632	40	26%	104		11	
Vending Machines	36,360	537	114	766	71	62%	33			
		1,629	38		29	76%	9	24%		0.00%
Vending Machines - Supplies & Parts	5,5681									
Vending Machines - Supplies & Parts Venetian Blinds - Dealers	5,568 15,979	954	54		34	63%	17			5,56%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Venetian Blinds - Repair & Cleaning	3,350	2,029	4	2,821	3	75%	1	25%	0	0.00%
Venetian Blinds - Supplies & Parts	487	3,537	2	3,218	1	50%	1	50%	0	0.00%
Venetian Blinds - Wholesale & Manufacturers	1,792	2,516	17		15	88%	0	0%	2	11.76%
Ventilating Contractors	1,681	2,577	2	3,218	1	50%	0	0%	1	50.00%
Ventilating Equipment	2,379	2,287	4	2,821	2	50%	2	50%	0	0.00%
Ventilating Systems - Cleaning	3,503	1,994	10		5	50%	5	50%	0	0.00%
Vertical Blinds	8,012	1,365	16		9	56%	7	44%	0	0.00%
Vessels - Pressure	132	4,259	0	3,965	0	0%	0	0%	0	0.00%
Veterans & Military Organizations	5,420	1,657	5	2,696	4	80%		0%	1	20.00%
Veterinarians	155,287	147	583	257	475	81%	106		2	0.34%
Veterinarians Equipment & Supplies	4,567	1,778	9	2,318	/	78%	2	22%	0	0.00%
Veterinarians Information & Referral Veterinary Emergency	369 1,740	3,707 2,538	13	2,998 2,053	12	100%	1	0%		0.00%
Veterinary Internal Medicine	1,740	4,362	13	3,218	12	92% 100%	1	8%		0.00%
Veterinary Physical Therapy & Rehabilitation	104	5,035	0	3,216	0	100%	0	0%		0.00%
Veterinary Surgery	901	3,067	2	3,903	2	100%	0	0%		0.00%
Vials	29		0	3,210	0	100%	0	0%		0.00%
Vibration Control	404	3,649	0	3,965	0	0%	0	0%		0.00%
Vibration Measurement	211	4,060	0	3,965	0	0%	0	0%		0.00%
Vibrators - Industrial	22	4,800	0	3,965	0	0%	n	0%		0.00%
Video Editing	1,782	2,520	10		5	50%	5	50%	0	0.00%
Video Equipment - Sales & Rentals	5,426	1,656	36	,	13	36%	20		3	8.33%
Video Equipment - Service & Repair	3,480	1,996	15		6	40%	9	60%	0	0.00%
Video Equipment - Supplies & Parts	1,143	2,894	6	2,582	3	50%	3	50%	0	0.00%
Video Equipment - Wholesale & Manufacturers	500	3,513	3	2,998	2	67%	1	33%	0	0.00%
Video Games - Dealers	37,636	532	1,115	162	843	76%	265	24%	7	0.63%
Video Games - Rent & Lease	2,373	2,290	271	425	257	95%	14	5%	. 0	0.00%
Video Games - Service & Repair	14,875	1,004	163	615	61	37%	96		6	3,68%
Video Games - Supplies & Parts	7,680	1,388	247	451	111	45%	118		18	7.29%
Video Games - Wholesale & Manufacturers	8,187	1,351	1,380	130	1,367	99%	12		1	0.07%
Video Production Services	46,092	457	238	467	149	63%	87		2	0.84%
Video Tape Duplication Service	4,464	1,796	4	2,821	2	50%	1	25%	1	25.00%
Video Tapes & Discs - Dealers	17,376	902	62	1,072	29	47%	26	42%	7	11.29%
Video Tapes & Discs - Wholesale & Manufacturers	605	3,372	5	2,696	3	60%	2	40%	0	0.00%
Video Tapes & Discs Sales & Rentals	26,900	660	332	367	80	24%	214	64%	38	11.45%
Videoconferencing Services	59,081	375	43		40	93%	3	7%	0	0.00%
Videographers	5,532	1,633	76	978	36	47%	27	36%	13	17.11%
Videographers - Wedding	723	3,242	32		13	41%	13	41%	6	18.75%
Videotape, CD, & DVD Duplication & Transfer Services	9,487	1,263	57		54	95%	3	5%	0	0.00%
Vinyl Decking	239	3,983	5	2,696	4	80%	1	20%	0	0.00%
Vinyl Flooring	3,404	2,017	12	2,109	7	58%	5	42%	0	0.00%
Vinyl Repair	2,724	2,186	10		1	10%	7	70%	2	20.00%
Violins	791	3,175	4	2,821	3	75%	1	25%	0	0.00%
Virtual Currency	82	4,445	6	2,582	1	17%	5	83%	0	0.00%
Virtual Tours	347	3,738	4	2,821	1	25%	2	50%	1	25.00%
Visual Control Systems	108	4,347	0	3,965	0	0%	0	0%	0	0.00%
Visual Impairment Products & Services	48	4,626	0	3,965	0	0%	0	0%	0	0.00%
Vitamins & Food Supplements	240,315	94 3,352	1,611	112	1,184	73%	385	24%	42	2.61%
Voice Mail Services	617		8	2,400	0 346	0%	8	100%	0	0.00%
VOIP (Voice Over Internet Protocol) Sales & Service	13,852 499	1,044	351	355 2,998	346	99%	5	1%	0	0.00%
Volleyball Club	128	3,516	3		0	67%	1	33%	0	0.00%
Voting Equipment Wait Staff	90	4,273 4,420	2	3,218 3,965	0	0% 0%	2	100%	· ·	0.00%
Walkway Design	188	4,420	0	3,965	0	0%	0	0%	0	0.00%
Wall & Ceiling Texturing	126	4,279	1	3,547	0	0%	0	0%	1	100.00%
Wall Bed Sales	345	3,744	1	3,965	0	0%	0	0%		0.00%
Wall Cleaning	430	3,602	1	3,547	1	100%	0	0%		0.00%
Wall Coatings	1,309	2,781	2	3,218	1	50%	1	50%	0	0.00%
Wallboard & Plasterboard	179	4,130	0	3,965	0	0%		0%	0	0.00%
Wallpaper Hangers	1,208	2,847	1	3,547	1	100%	n	0%	0	0.00%
Wallpaper Removing	901	3,067	1	3,547	U T	0%	1	100%	0	0.00%
Wallpapers & Wall coverings - Wholesale & Manufacturing	346	3,740	2	3,218	0	0%	2	100%	0	0.00%
Wallpapers & Wallcoverings - Retail	7,887	1,374	46		30	65%	15		1	2.17%
Warehouses - Cold Storage	2,756	2,179	3	2,998	1	33%	2	67%	0	0.00%
Warehouses - Merchandise	9,361	1,268	87		47	54%	36		4	4.60%
Warehousing Services	8,105	1,355	7	2,480	7	100%	0	0%	0	0.00%
Washers	543	3,457	12		8	67%	4	33%	0	0.00%
Washing Machines - Industrial	40	4,671	0	3,965	0	0%	0	0%	0	0.00%
	1 761	2,528	53	1,144	26	49%	25	47%	7	3.77%
Washing Machines & Dryers - Coin Metered	1,761	2,320	33	1,144						

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Washing Machines & Dryers - Rent & Lease	64	4,535	7	2,480	3	43%	4	57%	0	0.00%
Washing Machines & Dryers - Service & Repair	1,863	2,483	12	2,109	2	17%	9	75%	1	8.33%
Washing Machines & Dryers - Supplies & Parts	26		1	3,547	1	100%	0	0%	0	0.00%
Washing Machines & Dryers - Wholesale & Manufacturers	11		0	3,965	0	0%	0	0%	0	0.00%
Waste - Cotton, Wool Waste Containers	7,736	4,789 1,384	76	3,965 978	53	0% 70%	23	0% 30%	0	0.00%
Waste Paper	154	4,191	70	3,965	0	70%	23	0%	0	0.00%
Waste Reduction, Disposal, Recycle Equipment	12,435	1,091	166	610	124	75%	40		2	1.20%
Waste Reduction, Pisposal, Recycle Equipment Waste Reduction, Recycle Service - Industrial	17,364	904	136	692	85	63%	46		5	3.68%
Watch Bands	3,433	2,008	36	1,357	33	92%	3	8%	0	0.00%
Watches - Dealers	112,225	198	619	246	459	74%	155	25%	5	0.81%
Watches - Service & Repair	23,033	752	185	564	134	72%	48	26%	3	1.62%
Watches - Wholesale & Manufacturers	6,091	1,555	36	1,357	28	78%	5	14%	3	8.33%
Watchmakers Equipment & Supplies	114	4,324	0	3,965	0	0%	0	0%	0	0.00%
Watchmens Clocks & Systems	285	3,864	4	2,821	4	100%	0	0%	0	0.00%
Water - Bottled & Bulk	4,627	1,768	16	1,918	8	50%	8	50%	0	0.00%
Water & Sewer Line Protection	52,610	414	186	561	186	100%	0	0%	0	0.00%
Water Analysis	4,672	1,762	13	2,053	8	62%	1	8%	4	30.77%
Water Companies - Bottled, Bulk	23,440 42,593	745 477	284 749	419 214	260 613	92%	23 134		1	0.35%
Water Companies - Utility Water Conservation	1,045	2,971	749	3,547	013	82% 100%	134	18% 0%	2	0.27% 0.00%
Water Conservation Water Coolers	3,042	2,971	13	2,053	1	31%	0	69%	0	0.00%
Water Coolers - Bottle less	138	4,240	0	3,965	n n	0%	0	0%	n	0.00%
Water Coolers - Equipment & Supplies	1,924	2,460	17	1,866	8	47%	8	47%	1	5.88%
Water Craft Repair	17	4,834	1	3,547	1	100%	0	0%	0	0.00%
Water Damage Restoration	39,285	509	155	632	105	68%	50	32%	0	0.00%
Water Filtration & Purification Equipment	119,054	190	432	317	344	80%	85		3	0.69%
Water Gardens Fountains & Ponds	4,728	1,752	20	1,753	10	50%	9	45%	1	5.00%
Water Heater - Tankless	2,351	2,299	8	2,400	7	88%	1	13%	0	0.00%
Water Heaters - Dealers	7,883	1,375	40	1,291	30	75%	9	23%	1	2.50%
Water Heaters - Parts & Supplies	945	3,035	11	2,176	10	91%	1	9%	0	0.00%
Water Heaters - Repairing	3,325	2,034	6	2,582	5	83%	1	17%	0	0.00%
Water Heaters - Wholesale & Manufacturers	3,166	2,078	111	776	107	96%	4	4%	0	0.00%
Water Leak Detection	3,167	2,077	4	2,821	3	75%	1	25%	0	0.00%
Water Main Contractors Water Mitigation	2,008 764	2,415	5	2,696 3,218	3	60%	1	20%	1	20.00%
Water Pollution Control	588	3,207 3,396		3,218	0	100%	1	0%	0	0.00%
Water Skiing Equipment & Supplies	1,276	2,805	16	1,918	4	0% 25%	12	100% 75%	0	0.00%
Water Skiing Equipment & Supplies Water Skiing Instruction	1,270	4,107	2	3,218	1	50%	1	50%	0	0.00%
Water Soft & Conditioning Equipment Service & Supplies	79,713	285	320	378	267	83%	49		4	1.25%
Water Supply Systems	5,291	1,674	41	1,279	24	59%	17		0	0.00%
Water Taxi Service	285	3,864	5	2,696	4	80%	1	20%	0	0.00%
Water Treatment Equipment, Service & Supplies	42,121	483	132	709	110	83%	20	15%	2	1.52%
Water Well Drilling & Service	80,972	279	123	731	87	71%	34	28%	2	1.63%
Water Well Drilling Equipment & Supplies	4,220	1,841	10	2,236	10	100%	0	0%	0	0.00%
Water Wells - Inspection	601		4	2,821	2	50%	2	50%	0	0.00%
Water Wells - Pumps Sales & Service	6,021	1,569	22	1,684	17	77%	5	23%	0	0.00%
Water Works Contractors	6,380	1,523	22	1,684	18	82%	3	14%	1	4.55%
Water Works Equipment & Supplies Water/Pool Heating - Solar	450 1,504	3,584 2,671	1	3,547 2,480	0	0% 29%	1	100% 57%	0	0.00% 14.29%
Water/Pool Heating - Solar Waterbeds - Dealers	2,017	2,671	14	1,995		29% 43%	4	57%	1	0.00%
Waterbeds - Supplies & Parts	2,017	4,921	0	3,965	0	43% 0%	0	0%	0	0.00%
Waterproofing Contractors	181,898	119	363	349	291	80%	59	16%	13	3.58%
Waterproofing Materials	6,741	1,483	19	1,779	9	47%	5	26%	5	26.32%
Wax	427	3,607	4	2,821	4	100%	0	0%	0	0.00%
Weather Forecast Service	342	3,750	3	2,998	1	33%	2	67%	0	0.00%
Weather Instruments	3,021	2,117	22	1,684	18	82%	4	18%	0	0.00%
Weather Stripping	236	3,990	0	3,965	0	0%	0	0%	0	0.00%
Weather Vanes	405	3,645	0	3,965	0	0%	0	0%	0	0.00%
Weatherization	2,856	2,154	9	2,318	7	78%	2	22%	0	0.00%
Weaving & Mending	73	4,490	1	3,547	1	100%	0	0%	0	0.00%
Weaving Supplies & Equipment	115	4,320	0	3,965	0	0%	0	0%	0	0.00%
Web Conferencing	1,867	2,481	4	2,821	2	50%	2	50%	0	0.00%
Web Design	224,896	98	1,358	132	884	65%	438	32%	36	2.65%
Webbing Wedding Chapels & Ceremonies	1,992 16,079	2,420 946	19 70	1,779 1,016	11 40	58% 57%	29	32% 41%	2	10.53% 1.43%
Wedding Chapels & Ceremonies Wedding Consultants	30,911	600	70 128	721	40 79	62%	41		8	1.43%
Wedding Officiant	1,351	2,756	128	1,866	79	35%	41	32% 29%	8	35.29%
Wedding Supplies & Services	23,387	746	214	504	107	50%	100	47%	7	33.29%
	505	3,506	'	3,965	-57	0%	100	0%	1	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Weed Control Service	6,613	1,498	54	1,133	48	89%	6	11%	0	0.00%
Weighers	79	4,459	1	3,547	1	100%	0	0%	0	0.00%
Weight Control Services	129,805	177	848	199	709	84%	127	15%	12	1.42%
Welcome ServiceFor Newcomers	1,482	2,677	1	3,547	1	100%	0	0%	0	0.00%
Welding	51,347	422	67	1,037	38	57%	29		0	0.00%
Welding Equipment - Rent	27	4,755	0	3,965	0	0%	0	0%	0	0.00%
Welding Equipment - Repair	1,680	2,578	1	3,547	0	0%	1	100%	0	0.00%
Welding Equipment & Supplies	8,053	1,362	29	1,487	21	72%	8	28%	0	0.00%
Welding Inspectors	54	4,589	0	3,965	0	0%	0	0%	0	0.00%
Wellpoint & Dewatering Systems	274	3,888	0	3,965	0	0%	0	0%	0	0.00%
Western Apparel	11,611	1,135	74	993	62	84%	12	16%	0	0.00%
Wheel Align, Frame & Axle Service Equipment & Supplies	1,121	2,913	6	2,582	4	67%	2	33%	0	0.00%
Wheel Alignment, Frame & Axle Service - Auto	10,854	1,175	21	1,724	11	52%	9	43%	1	4.76%
Wheel Chair Lifts & Ramps	12,223	1,107	29	1,487	26	90%	3	10%	0	0.00%
Wheel Chairs	12,327	1,099	184	567	80	43%	103	56%	1	0.54%
Wheelchair & Disability Transportation	12,313	1,100	29	1,487	24	83%	5	17%	0	0.00%
Wheels	20,145	816	73	999	44	60%	28		1	1.37%
Whirlpool Bath Equipment & Supplies	1,540	2,649	9	2,318	8	89%	1	11%	0	0.00%
Wholesalers & Distributors	165,061	132	659	237	511	78%	136	21%	12	1.82%
Wicker Products	841	3,116	0	3,965	0	0%	0	0%		0.00%
Wigs & Hairpieces	39,535	505	381	339	217	57%	145		19	4.99%
Winches	98	4,386	0	3,965	0	0%	0	0%	0	0.00%
Wind Energy Systems	5,904	1,585	19	1,779	5	26%	13		1	5.26%
Winding Machinery	40	4,671	0	3,965	0	0%	0	0%	0	0.00%
Windmills	526	3,480	4	2,821	4	100%	0	0%	0	0.00%
Window Cleaning	86,757	256	224	490	110	49%	101		13	5.80%
Window Cleaning Equipment & Supplies	382	3,685	2	3,218	1	50%	0	0%	1	50.00%
Window Coverings	15,023	1,000	99	830	72	73%	24	24%	3	3.03%
Window Security Laminates	290	3,853	1	3,547	0	0%	1	100%	0	0.00%
Window Shades	26,241	676	81	942	57	70%	23	28%	1	1.23%
Window Shades - Cleaning & Repair	782	3,189	0	3,965	0	0%	0	0%	0	0.00%
Window Shades - Equipment & Supplies	5,453	1,650 4,034	12	2,109 3,965	/	58%	4	33%	1	8.33%
Window Shades - Repair	222 5,028		0 11	3,965 2,176	0	0%	0	0%	0	0.00%
Window Tinting & Coating - Commercial		1,718			3	27%	5	45%	3	27.27%
Window Tinting & Coating - Residential	5,249 337,031	1,679 60	11 938	2,176	736	73%		18%	1	9.09%
Windows	337,031	3,665	938	187 3,218	/36	78%	141	15%	61	6.50%
Windows - Egress			1 210		2	100%	101	0%	94	0.00%
Windows - Installation & Service	489,371	42	1,219	145	944 22	77%	181		94	7.71%
Windows - Repairing Windows - Vinyl	14,595 4,770	1,016 1,747	32 19	1,433	22	69%	10	31%	0	0.00%
Windows - Wills & Covers	3,151	2,082	19	1,779 2,821	3	26% 75%	1	26% 25%	9	47.37% 0.00%
Windows - Weils & Covers Windows - Wood	234	3,994	4	3,965	3	75%	1	25%	0	0.00%
Windows & Doors - Installation & Service	42,259	480	106	797	73	69%	32	30%	0	0.00%
Windshield Wipers	207	4,069	100	2,821	/3	25%	1	25%	2	50.00%
Wine Bar	288	3,860		2,696	3	40%	2	60%	0	0.00%
Wine Brokers	1.051	2,965	J	2,821	2	50%	2	50%	0	0.00%
Wine Cellars	474	3,549	4	2,821	4	100%	0	0%	0	0.00%
Wine Storage Equipment	1,926	2,458	19	1,779	9	47%	9	47%	1	5.26%
Winemaking Equipment & Supplies	1,182	2,859	3	2,998	1	33%	2	67%	0	0.00%
Wineries	6,694	1,487	37	1,338	23	62%	11		3	8.11%
Wines - Retail	11,085	1,157	95	855	72	76%	19		4	4.21%
Wines - Wholesale	1,429	2,708	0	3,965	0	0%	n	0%	0	0.00%
Wiping Cloths	414	3,631	1	3,547	0	0%	1	100%	0	0.00%
Wire & Cable - Electric	5,341	1,664	6	2,582	2	33%	4	67%	0	0.00%
Wire & Cable - Non-Electric	2,134	2,376	7	2,480	1	14%		86%	0	0.00%
Wire Cloth	16	4,848	'n	3,965	n	0%	n	0%	0	0.00%
Wire Harnesses - Electrical	1,004	2,997	3	2,998	3	100%	n	0%	0	0.00%
Wire Products	2,189	2,356	6	2,582	3	50%	3	50%	0	0.00%
Wire Rope	559	3,434	n	3,965	0	0%	n	0%	0	0.00%
Wire Stitching Machines & Supplies	70	4,504	1	3,547	0	0%	0	0%	1	100.00%
Wire Straighten & Cut	5	4,973	n n	3,965	0	0%	n	0%	0	0.00%
Wire Strippers	27	4,755	1	3,547	0	0%	1	100%	0	0.00%
Wire Wrapping Service & Equipment	69	4,510	0	3,965	n	0%	n	0%	0	0.00%
Womens Apparel - Retail	55,483	395	583	257	394	68%	172	30%	17	2.92%
Womens Apparel - Wholesale & Manufacturers	4,162	1,853	180	574	44	24%	135	75%	1	0.56%
Wood Carving	1,717	2,553	7	2,480	6	86%	155	14%	0	0.00%
Wood Carving Wood Finishing	4,582	1,775	16	1,918	8	50%	5	31%	3	18.75%
Wood Prinsing Wood Preservatives	822	3,136	1	3,547	1	100%	n	0%	, n	0.00%
			-							
Wood Preserving	2,478	2,252	51	2,696	01	0%	. 5	100%	()1	0.00%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Wood Technologists	126	4,279	1	3,547	0	0%	1	100%	0	0.00%
Wood Turning	107	4,350	0	3,965	0	0%	0	0%	0	0.00%
Woodworking	36,116	542	148	659	65	44%	65	44%	18	12.16%
Woodworking Equipment & Supplies	3,507	1,991	19	1,779	17	89%	2	11%	0	0.00%
Woodworking Tools - Retail	520	3,485	2	3,218	1	50%	1	50%	0	0.00%
Wool	288	3,860	0	3,965	0	0%	0	0%	0	0.00%
Woolen Goods - Wholesale & Manufacturers	146	4,214	0	3,965	0	0%	0	0%	0	0.00%
Word Process System, Consultant, Designer	26	4,760	0	3,965	0	0%	0	0%	0	0.00%
Word Processing Equipment - Maintenance	9	4,921	0	3,965	0	0%	0	0%	0	0.00%
Word Processing Service	720	3,246	2	3,218	2	100%	0	0%	0	0.00%
Work Clothes - Retail	2,357	2,295	6	2,582	5	83%	1	17%	0	0.00%
Work Clothes - Wholesale & Manufacturers	134	4,251	0	3,965	0	0%	0	0%	0	0.00%
Work-At-Home Companies	399,517	51	1,397	129	394	28%	805	58%	198	14.17%
Writer	895	3,073	11	2,176	3	27%	8	73%	0	0.00%
Writer - Freelance	1,787	2,518	5	2,696	2	40%	2	40%	1	20.00%
Writers - Business	4,341	1,826	16	1,918	6	38%	5	31%	5	31.25%
X-Ray Apparatus & Supplies	1,393	2,727	2	3,218	1	50%	1	50%	0	0.00%
X-Ray Duplicating Services	82	4,445	0	3,965	0	0%	0	0%	0	0.00%
X-Ray Labs - Industrial	818	3,144	6	2,582	4	67%	2	33%	0	0.00%
X-Ray Labs - Medical & Dental	8,198	1,349	53	1,144	33	62%	19	36%	1	1.89%
X-Ray Protection	488	3,531	0	3,965	0	0%	0	0%	0	0.00%
Yacht Brokers	6,406	1,518	28	1,509	13	46%	15	54%	0	0.00%
Yacht Charter Broker	16,123	944	62	1,072	42	68%	17	27%	3	4.84%
Yarn - Retail	3,241	2,060	30	1,468	11	37%	18	60%	1	3.33%
Yarn - Wholesale & Manufacturers	369	3,707	5	2,696	5	100%	0	0%	0	0.00%
Yellow Page Advertising	28,184	635	2,885	58	2,545	88%	234	8%	106	3.67%
Yoga Instruction	7,790	1,381	74	993	40	54%	33	45%	1	1.35%
Yoga Supplies	300	3,833	3	2,998	1	33%	2	67%	0	0.00%
Yogurt	1,937	2,452	14	1,995	5	36%	9	64%	0	0.00%
Youth Organizations & Centers	11,062	1,161	45	1,240	29	64%	13	29%	3	6.67%
Zinc Oxide	14	4,872	0	3,965	0	0%	0	0%	0	0.00%
Zippers	212	4,058	1	3,547	0	0%	1	100%	0	0.00%
Zippers - Repair	28	4,750	0	3,965	0	0%	0	0%	0	0.00%
Zoological Gardens	237	3,988	2	3,218	1	50%	1	50%	0	0.00%
Zoos	2,055	2,398	9	2,318	9	100%	0	0%	0	0.00%