Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Total	167,632,180		860,493		683,306	79%	161,226	19%	15,961	2%
Abrasives	2.394	2.543	2	3.202	0	0%	2	100%	0	0%
Absorbents	191	4,284	0	3,953	0	0%	0	0%	0	0%
Abstracters Access Control Systems	2,174 7.465	2,608 1,668	53	2,432 1.147	4 49	57% 92%	3	43% 8%	0	0% 0%
Accident Reconstruction Service	2,334	2,560	33 5	2,667	49	20%	4	80%	0	0%
Accordions	326	3,971	66	1,029	1	2%	2	3%	63	95%
Accountants	127.364	246	187	549	117	63%	69	37%	1	1% 2%
Accountants - Certified Public	252.034	114	127	700	88	69%	36	28%	3	2%
Accounting & Bookkeeping Machines	3,370	2,285 3,336	3	2,973 3,953	2	67% 0%	1	33%	0	0% 0%
Accounting - Forensic Accounting Services	891 67,575	3,33b 426	120	730	0 81	68%	35	0% 29%	0	3%
Accumulators	1,452	2,953	10	2,190	4	40%	55	60%	0	0%
Acid Proof Equipment & Materials	85	4,582	0	3,953	0	0%	0	0%	0	0%
Acids	122	4.471	0	3,953	0	0%	0	0%	0	0%
Acoustical Consultants	3.430	2.268	1	3,483	1	100%	0	0%	0	0%
Acoustical Materials	1,550	2,886	1	3,483	1	100%	0	0%	0	0%
Acting & Voice Over Training	2,561	2,493	0	3,953	0	0%	0	0% 0%	0	0% 0%
Actuaries	795 480	3.430 3.761	1	3.483	1	100%	0	0%	0	0%
Acupressure Acupuncturists	13,381	1,259	14	3,953 1,945	9	64%	5	36%	0	0%
Ad Word Sponsorship	257	4,128	7	2,432	Ó	0%	7	100%	0	0%
Addressing Machines & Supplies	49	4,748	i	3.483	0	0%	i	100%	0	U 0
Addressing Plate Service	290	4,048	0	3,953	0	0%	0	0%	0	0%
Adhesives & Glues	2,519	2,505	9	2,260	9	100%	0	0%	0	0%
Adhesives & Gluina Equipment	255	4.132	_1	3.483	1	100%	0	0%	0	0% 3%
Adjusters Adjusters - Public	28.889 21.831	784 936	34 30	1,393 1,459	26	76% 77%	7	21% 20%	1	3%
Administrative Services	28,411	786	214		83	39%	5	20%	126	
Administrators - Class Action Settlement	13,532	1.248	214		28	97%	1	3%	120	0%
Adoption Services	27,118	803	22	1,671	15	68%	6	27%	1	5%
Adult & Continuing Education	42,323	608	77	947	49	64%	23	30%	5	6%
Adult Entertainment	57,215	476	151	618	70	46%	76	50%	5	3%
Adult Foster Care	1.027	3.216	1	3,483	0	0%	1	100%	0	0%
Adult Novelties	22,167	926	78	941	33	42%	45	58%	0	0%
Advance Fee Loan Brokers	115,685	261	362	346	33	9%	178	49%	151	42% 0%
Advertising - Aerial Advertising - Checking Service	970 552	3.266 3.667	1	3.202 3.483	1	0% 100%	2	100%	0	0%
Advertising - Checking Service Advertising - Direct Mail	75,628	3.667	332	3,463	264	80%	62	19%	6	2%
Advertising - Directory & Guide	98,997	299	1,802	92	1,509	84%	275	15%	18	1%
Advertisina - Indoor	2,046	2,656	5	2,667	2	40%	1	20%	2	40%
Advertising - Internet	98,510	301	235	453	133	57%	89	38%	13	6%
Advertising - Mobile	9,580	1,497	475	284	461	97%	12	3%	2	0%
Advertising - Motion Picture	161	4,368	0	3,953	22	0%	0	0%	0	0% 13%
Advertising - Newspaper Advertising - Outdoor	9,515 8,258	1.502 1.585	48 19	1,197 1,763	13	46% 68%	20	42% 32%	b	0%
Advertising - Oddoor Advertising - Periodical	6,982	1,713	114		101	89%	13	11%	0	0%
Advertising - Radio	5,326	1,927	16		15	94%	1	6%	0	0%
Advertisina - Shoppers Guides	4,517	2,067	30	1,459	22	73%	8	27%	0	0%
Advertising - Telephone	5,476	1,908	44		15	34%	29	66%	0	0%
Advertising - Television	3,706	2,207	6	2,550	4	67%	1	17%	1	17%
Advertising - Transit &Transportation	3.052	2,359	8	2,348	1	13%		88%	0	0%
Advertising - Vinyl Phone Book Covers	207 152,050	4,243 208	380	2,667	260	60% 68%	2 114	40% 30%	0	0% 2%
Advertising Agencies & Counselors Advertising Specialties	109,045	206	654	335 219	463	71%	175	27%	16	2%
Aerial Applicators	676	3,544	034	3,953	403	0%	1/3	0%	0	0%
Aerial Lift - Repair & Maintenance	284	4,060	1	3,483	1	100%	Ö	0%	0	0%
Aerial Patrol & Inspection Service	163	4,364	0	3,953	0	0%	0	0%	0	0%
Aerosols	172	4.334	0	3.953	0	0%	0	0%	0	0%
Aerospace Industries	3.475	2,256	0	3.953	0	0%	0	0%	0	0%
Aerospace Research & Development	1,090	3,184	1	3,483	1	100%	0	0%	0	0%
Agates Agricultural Consultants	1.933	4,915 2,696	0	3,953 3,953	0	0% 0%	0	0%	0	0% 0%
Agricultural Consultants Agricultural Services	1,933	1,283	12	3,953 2,065	0	50%	0	42%	1	89
Agricultural Waste Management	830	3,390	10	2,190	3	30%	7	70%	U	0%
Aids Research & Clinics	3,488	2,251	3	2,973	2	67%	1	33%	0	09
Air Ambulance Service	15.228	1.168	33	1,409	28	85%	5	15%	0	0%
Air Balancing	1,409	2,978	1	3,483	0	0%	1	100%	0	0%
Air Brushes	590	3,632	1	3,483	1	100%	0	0%	0	0%
Air Cargo & Package Express Service	7.476	1.666	49		21	43%	23	47%	5	109
Air Compressors Air conditioning & Hosting Contractors - Commercial	2,041 168,200	2,660	5 273	2,667 413	5 208	100% 76%	62	0% 23%	0	09 19
Air conditioning & Heating Contractors - Commercial Air conditioning & Heating Contractors - Residential	394,557	182 67	2/3 891	413 176	208 621	76% 70%	248	23%	3 77	29
Air Conditioning & Heating Contractors - Residential Air Conditioning Contractors & Systems	1,310,305	22	2 678	1/6	2,264	70% 85%	387	14%	22	19
Air Conditioning Equipment - Room Units	5,286	1,935	2,076	1,502	2.204	75%	6	21%	1	4%
Air Conditioning Repair	71,474	405	173	570	92	53%	70	40%	11	6%
Air Conditioning Supplies & Parts	19.046	1.013	64	1.052	33	52%	29	45%	2	3%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0/2
Air Conditioning Systems - Cleaning	5.199	1,949	17	1,812	. 12	71%	4	24%	Pursue 1	6%
Air Conditioning Systems Cleaning Air Courier Service	1,327	3.043	6		2	33%	4	67%	0	0%
Air Curtains & Screens	110	4.507	0	3,953	0	0%	0	0%	0	0%
Air Duct Cleaning	103,209	292	291	394	150	52%	119	41%	22	8%
Air Duct Repair	795	3,430	3	2,973	0	0%	3	100%	0	0%
Air Duct Systems	1,293	3.057	0	3.953	0	0%	0	0%	0	0%
Air Flight Attendants	222	4,203	1	3,483	1	100%	0	0%	0	0%
Air Fragrances	2,741	2,445	16		12	75%	4	25%	0	0%
Air Motors	89	4,569 3,141	0	3,953 3,953	0	0%	0	0%	0	0%
Air Pollution Control Air Pollution Measuring Equipment & Service	1.169 272	3.141 4.091	<u>U</u>	3,953	0	0% 0%	0	0% 0%	<u>U</u>	0%
Air Pollution Measuring Service	235	4,175	0	3,953	0	0%	0	0%	0	0%
Air Purifying & Cleaning Systems & Equipment	65.760	436	136		102	75%	28	21%	6	4%
Air Quality Service	10,001	1,465	10	2,190	5	50%	5	50%	0	0%
Air Sealing	163	4,364	0	3,953	0	0%	0	0%	0	0%
Aircraft & Aircraft Equipment - Testing	840	3.381	1	3,483	0	0%	1	100%	0	0%
Aircraft Brokers	662	3.557	0	3.953	0	0%	0	0%	0	0%
Aircraft Charter, Rental & Lease	10,729	1,413	23	1,629	9	39%	11	48%	3	13%
Aircraft Cleaning	274	4,086	0		0	0%	0	0%	0	0%
Aircraft Dealers	3,554	2,239	4	2.821	4	100%	0	0%	0	0%
Aircraft Engines	2.131	2,626	2	3,202	2	100%	0	0%	0	0%
Aircraft Ferrying & Transporting Service	383	3,885	1	3,483	1	100%	0	0%	0	0%
Aircraft Fixed Based Operator	59	4,702	0	3,953	0	0%	0	0%	0	0%
Aircraft Ground Support & Service Equipment	667 227	3,551	3	2,973	2	67%	1	33%	0	0%
Aircraft Hangar Construction Aircraft Instruments	982	4,193 3,251	<u> </u>	3,953 2,667	0	0% 60%	0	0% 40%		0%
Aircraft Instruments Aircraft Manufacturers	1,910	2,712	<u> </u>	3,202	<u>3</u>	100%		40% 0%	<u> </u>	0%
Aircraft Manufacturers Aircraft Parts & Supplies	9,737	1,478	21	1,697	10	48%	10	48%	1	5%
Aircraft Rebuilding	401	3,857	21	3,202	2	100%	10	0%	<u> </u>	0%
Aircraft Salvage	222	4,203	0		0	0%	0	0%	0	0%
Aircraft Schools	3.156	2,335	1	3,483	1	100%	0	0%	0	0%
Aircraft Servicing & Maintenance	7,570	1,657	3	2,973	2	67%	1	33%	0	0%
Aircraft Storage	212	4,229	3	2,973	2	67%	1	33%	0	0%
Aircraft Upholsterers	275	4,085	0	3,953	0	0%	0	0%	0	0%
Airlines	85,565	344	6.411	22	4.865	76%	1.522	24%	24	. 0%
Airlines - Ticket Agencies	15,777	1,145	97	837	75	77%	19	20%	3	3%
Airlines - Training Schools	2,826	2,413	5	2,667	1	20%	4	80%	0	0%
Airport Designers	25 630	4.883 3.587	0	3.953	0	0%	0	0%	0	0%
Airport Equipment & Supplies Airport Parking Reservations	10.574	3,58/ 1,420	50	3,483 1,173	30	100% 60%	19	0% 38%	<u> </u>	2%
Airport Transportation	16,875	1,420	157		117	75%	40	25%	1	0%
Airports	2,114	2,633	12		6	50%		50%	0	0%
Albums	296	4,039	2	3,202	1	50%	1	50%	0	0%
Alcoholism Info & Treatment Centers	17.116	1,091	26		20	77%	6	23%	0	0%
Alfalfa & Alfalfa Products	247	4,146	0	3.953	0	0%	0	0%	0	0%
All-Terrain Vehicles - ATVs	41.157	620	128	693	86	67%	40	31%	2	2%
Alloys	341	3,949	0	3,953	0	0%	0	0%	0	0%
Alterations - Clothing	24,915	853	101	824	58	57%	43	43%	0	0%
Alternative Medicine	14.222	1.224	50	1.173	27	54%	21	42%	2	4%
Alternators & Generators - Auto Repair	6,969	1.716	36		17	47%	19	53%	0	0%
Alternators & Generators - Retail	2,862	2,401	10 9		5	50%	5	50%	0	0%
Aluminum	5,962 21,516	1,832 947	29		5 20	56%	4	44%	0	0% 3%
Aluminum Fabricators Aluminum Products	21.516 8,161	947 1,604	29 14		20	69% 64%	8	28% 36%	1	0%
Alzheimer Care, Information & Treatment	690	3,526	14 14	3,953	n	0%	n	0%	<u> </u>	0%
Ambulance Service	39,207	642	315	3,333	233	74%	79	25%	3	1%
Ambulances & Hearses	437	3,815	0	3,953	0	0%	0	0%	0	0%
Ammunition	23,008	900	105		40	38%	65	62%	0	0%
Ammunition & Reload Equipment & Supplies	10,070	1,460	68	1,019	27	40%	41	60%	0	0%
Ammunition Reloading	1.181	3.135	2	3.202	1	50%	1	50%	0	0%
Amplifiers	3.048	2,360	20	1.729	13	65%	7	35%	0	0%
Amusement Devices	3,344	2,287	25		24	96%	1	4%	0	0%
Amusement Park Equipment	1,521	2,907	3	2,973	2	67%	1	33%	0	0%
Amusement Parks & Places	39.769 48	635	656		559	85%	92	14%	5	1%
Anchors - Expansion	48 421	4,753	0	3,953	0	0% 50%	0	0% 50%	0	0%
Anchors - Marine Animal & Wildlife Removal	18.169	3,828 1,046		3,202 1.101	25	50% 43%	30	50% 52%	<u> </u>	5%
Animal & Wildlife Removal Animal Breeders	38,658	644	<u>58</u>		42	38%	30 64	52% 57%	<u>3</u>	5%
Animal Brokers & Dealers - Zoo, Circus	38.658	2,334	4	2,821	42	100%	04 n	0%	<u> </u>	0%
Animal Foods - Zoo, Circus	436	3,817	1	3,483	0	0%	1	100%		0%
Animal Health Products	23.639	884	37	1,340	25	68%	12	32%	0	0%
Animal Hospitals	58,821	468	449	294	387	86%	60	13%	2	0%
Animal Insemination - Artificial	9,651	1,490	4	2,821	4	100%	0	0%	0	0%
Animal Online Drug & Prescription Services	3.769	2.191	11	2.126	7	64%	3	27%	i	9%
Animal Registration & Identification	17.684	1.068	9		6	67%	3	33%	0	0%
Animal Rescue Relocation	21,535	946	59		40	68%	19	32%	0	0%
Animal Shelters Animal Supplies - Zoo, Circus	20,528 264	977 4,110	65	1,044	45	69% 100%	18	28% 0%	2	3%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0/-
Animal Transporting - Zoo, Circus	1,306	3,051	0	3,953	0	0%	0	0%	Pursue	0%
Animals - Nuisance Control - Trapping	25,580	835	129	684	105	81%	21	16%	3	2%
Animation Mechanics - Display, Sign	1,376	3,006	7	2,432	6	86%	1	14%	0	0%
Annuities	15,245	1,166	23	1,629	20	87%	1	4%	2	9%
Anodes	2	5,105	0	3,953	0	0%	0	0%	0	0%
Anodizina	121	4,474	0	3.953	0	0%	0	0%	0	0%
Answering Services	27,840	791	87		78	90%	8	9%	1	1%
Antennas	13,380	1,260	170	573	166	98%	4	2%	0	0%
Anti-Fogging Compounds	38	4.808	0	3.953	0	0%	0	0%	0	0%
Anti-Freeze Compounds	89	4.569	0	3.953		0%	0	0%	0	0%
Antique Asian Rugs	39	4,801	0	3,953	0	0%	0	0%	0	0%
Antique Oriental Rugs	435	3,818	1	3,483	1	100%	0	0%	0	0%
Antiques - Dealers	42.055	610	105		66	63%	36	34%	3	3%
Antiques - Repair & Restore	7,425	1,673	24	1,596	9	38%	13	54%		8%
Antiques - Reproductions	1,789	2,762 4,512	/	2,432 3,953	6	86%	1	14%	0	0% 0%
Antlers, Hides & Mounts	106 73.914	4,512 392	410	3.953	247	0%	146	0%	<u>U</u>	4%
Apartment Finding & Rental Service Apartment Sharing Service	73.914	3,460	410	2,432	247	60% 71%	146	36% 29%	1/	0%
Apartments	553,252	3,460	6,727	18	4,366	65%	2,293	34%	68	
Appliances - Installation	17,218	1,083	75	969	4,300	47%	2,293	43%	- 00	11%
Appliances - Installation Appliances - Major - Dealers	347,410	78	3,374	969	3,035	90%	303	9%	36	1%
Appliances - Major - Dealers Appliances - Major - Parts & Supplies	126,738	78 247	1,102	148	3.035 974	88%	303 119	11%	30 0	1%
Appliances - Major - Parts & Supplies Appliances - Major - Rent & Lease	18,641	1,028	1,102	895	58	67%	24	28%	4	5%
Appliances - Major - Rent & Lease Appliances - Major - Service & Repair	379,099	1,026	1,883	88	1,009	54%	822	44%	52	3%
Appliances - Major - Wholesale & Manufacturers	30,704	754	1,592	106	1,554	98%	35	2%	3	0%
Appliances - Small - Dealers	42,378	607	209	498	122	58%	78	37%	9	4%
Appliances - Small - Service & Repair	113,062	266	560	250	249	44%	268	48%	43	8%
Appliances - Small - Supplies & Parts	23,730	880	75	969	61	81%	13	17%	1	1%
Appliances - Small - Wholesale & Manufacturers	20,955	962	230	463	217	94%	13	6%	0	0%
Appliances - Used	52,864	510	336	359	163	49%	163	49%	10	3%
Appointment Setting Service	4,555	2,061	20	1.729	19	95%	1	5%	0	0%
Appraisal - Jewelry	7,057	1,704	17	1,812	9	53%	8	47%	0	0%
Appraisal - Management	6,322	1,790	12		7	58%	5	42%	0	0%
Appraisers	37,924	651	77		53	69%	23	30%	1	1%
Appraisers - Antiques	4.237	2.113	6		1	17%	5	83%	0	0%
Apprenticeship Programs	533	3,691	1	3,483	0	0%	1	100%	0	0%
Aprons - Domestic & Fancy	71	4,648	1	3,483	1	100%	0	0%	0	0%
Aprons - Industrial	5	5.060	0	3.953	0	0%	0	0%	0	0%
Aguaculture	1.067	3.198	0	3.953	0	0%	0	0%	0	0%
Aquariums - Dealers	9,661	1,489	47		22	47%	25	53%	0	0%
Aquariums - Lease & Maintenance	1,016	3,220	2	3,202	2	100%	0	0%	0	0% 0%
Aguariums - Public	664	3.554	12		8	67%	4	33%	0	
Aquariums - Wholesale & Manufacturers	1,406	2,983	6	2,550 3,483	6	100% 0%	0	0%	0	0% 100%
Aquatic Rescue Relocation	3,222	4,846	1	2,432	0		0	0%	1	29%
Arbitration Services	3,222	2,320 4.899	/	3,953	3	71% 0%	0	0% 0%		0%
Arboretums	12,415	1,312	15		0	60%	<u>U</u>	33%	<u>U</u>	7%
Arborist Archaeologists	485	3,753	13	3,483	1	100%	0	0%	1	0%
Archery Equipment & Supplies	12,399	1,313	31	1,438	21	68%	10	32%	0	0%
Archery Instruction	246	4.151	1	3,483	1	100%	10	0%	0	0%
Archery Ranges	639	3,577	1	3.483	1	100%	0	0%	ň	0%
Architects	63,559	447	53	1,147	28	53%	25	47%	n	0%
Architects Supplies	719	3,498	2	3.202	1	50%	1	50%	n	0%
Architectural & Construction Specs	5,911	1,845	14	1,945	4	29%	10	71%	0	0%
Armatures - Service & Sales	751	3,469	8	2,348	1	13%	6	75%	1	13%
Armored Car Manufacturing	277	4.078	2	3.202	2	100%	0	0%	0	0%
Armored Car Service	12,599	1,297	- 8	2,348		13%	5	63%	2	25%
Armories	923	3,313	10	2/130	3	30%	7	70%	0	0%
Army & Navy Goods	4,428	2,085	23		16	70%	7	30%	0	0%
Aromatherapy & Essential Oils	9.212	1.525	32	1.421	21	66%	10	31%	1	3%
Art - Painted Oil Portraits	1.417	2.973	10	2.190	3	30%	6	60%	1	10%
Art Galleries, Dealers & Consultants	32,884	722	146	633	102	70%	40	27%	4	3%
Art Goods	21,672	939	1,030	155	973	94%	56	5%	1	0%
Art Identification & Registration	92	4.558	.0	3.953	0	0%	0	0%	0	0%
Art Instruction & Schools	5,443	1,913	20	1,729		35%	11	55%	2	10%
Art Metal Work	5,645	1,887	24	1,596	5	21%	19	79%	0	0%
Art Organizations & Information	903	3.327	11		1	9%	10	91%	0	0% 0%
Art Restoration & Conservation	2.285	2,570	12		. 6	50%	.6	50%	0	
Art Supplies	12,677	1,293	35		19	54%	16	46%	0	0%
Artificial Breasts	290	4,048	0	3,333	0	0%	0	0%	0	0% 0%
Artificial Eves - Human	324	3.978	1	3.483	0	0%	1	100%		
Artificial Flowers & Plants - Manufacturer Supplies	824	3,397	3	2,973	3	100%	0	0%	0	0% 0%
Artificial Flowers, Plants & Trees Artificial Fruits & Foods	1,630 192	2,832 4.280	5	2,667 3,953	2	40% 0%	3	60%	0	0%
Artificial Fruits & Foods Artificial Limbs	192 1,026	4.280 3.217	0	3.953 1.729	19	95%	0	0% 5%	0	0%
			20		19 0		1		0	0%
Artificial Rock Dog Caves	51 166	4,740 4,353	0	3,953 3,483	0	0% 0%	0	0% 100%	0	0%
Artificial Rock Scapes Artificial Turf	20.515	4,353 978	29		19	66%	10	34%	0	0%
ALUICIA TULL	20.515	9/8	29	1.4/8	19	1 %00	101	34%	- 0	U 7/0

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	,
Artist - Makeup	5,285	1,936	26	1,553	12	46%	14	54%	0	09
Artist - Touch Up	21	4.908	0	3.953	0	0%	0	0%	0	09
Artists - Commercial	1.774	2,772	7	2,432	2	29%	5	71%	0	09
Artists - Fine Art Artists Agents	5,783 3,609	1,865 2,222	9	2,260 2,260	8	89% 67%	1	11% 33%	0	09
Asbestos & Asbestos Products	233	4,181	0	3,953	0	0%	0	0%	0	09
Asbestos Consulting & Testing	8,193	1,599	4	2,821	3	75%	1	25%	0	09
Asbestos Removal Service	47,110	560	16		9	56%	7	44%	0	09
Asphalt	121.508	251	291	394	117	40%	154	53%	20	79
Asphalt Mixing Equipment Assavers	457 62	3.792 4.687	1	3.483 3.953	0	0%	1	100%	0	09
Assayers Supplies	6	5,046	0	3,953	0	0%	0	0%	0	09
Assembly & Fabricating Service	4,409	2.087	4		2	50%	2	50%	Ō	09
Asset Evaluators	2,846	2,409	5	2,667	3	60%	2	40%	0	09
Assisted Living & Adult Family Homes	16,361	1,120 498	46 40		31 27	67%	15	33%	0	09
Assisted Living Centers & Adult Family Homes Association Management	54.349 68.937	498 419	288		260	68% 90%	28	28% 10%		09
Associations	84,898	346	331		276	83%	46	14%	9	39
Astrologers	6,082	1,816	7	2,432	4	57%	3	43%	0	09
Astronomical Instruments	98	4.539	0	3.953	0	0%	0	0%	0	09
Athletic Organizations	55.088 13,201	493 1,271	163 35	580 1,374	139 25	85%	21	13%	3	29 39
Attorney Advertising Attorneys & Lawyers	1,707,959	1,2/1	2,016		1,395	71% 69%	576	26% 29%	45	
Attornevs & Lawvers - Family	45,435	578	2,016		33	75%	11	25%	0	09
Attorneys & Lawyers - Business Law/Corporation/Partnership	25,137	844	20	1,729	14	70%	6	30%	0	09
Attorneys & Lawyers - Environmental	308	4,014	0	3,953	0	0%	0	0%	0	09
Attorneys & Lawvers - Immigration & Naturalization	24.615	857 3,160	31	1,438 3,202	17	55%	13	42%	1	39
Attornevs & Lawvers - Mass Torts Attorneys & Lawyers - Traffic Law	1.146 9.255	3,160 1,518	13	3,202 2,005	4	100% 31%	0	0% 69%	0	09
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	323	3,981	0		0	0%	0	0%	0	09
Attornevs & Lawvers - Adoption	1.162	3.146	0	3.953	0	0%	0	0%	0	09
Attorneys & Lawyers - Agriculture	86	4,577	0	3,953	0	0%	0	0%	0	09
Attorneys & Lawyers - Appellate	744 92.173	3,476 324	280	3,953 407	80	0% 29%	121	0% 43%	70	09
Attorneys & Lawyers - Bankruptcy Attorneys & Lawyers - Bankruptcy & Taxes	92,173 32,077	324 734	280	1,409	22	67%	10	30%		39
Attorneys & Lawyers - Child Advocacy	257	4,128	0	3,953	0	0%	0	0%	0	09
Attorneys & Lawyers - Civil	8,875	1,545	33	1,409	19	58%	14	42%	0	09
Attornevs & Lawvers - Collaborative Divorce	823	3,399	221	3.483	0	0%	1	100%	0	09
Attorneys & Lawyers - Collections Law Attorneys & Lawyers - Condominium Conversion	76.388	381 5.088	221	477 3.953	187	85% 0%	31	14% 0%	3	19
Attorneys & Lawyers - Condominium Conversion Attorneys & Lawyers - Construction Accidents	152	4,393	0	3,953	0	0%	0	0%	0	09
Attornevs & Lawvers - Construction Defect	807	3,417	Ō	3.953	Ō	0%	Ō	0%	Ō	09
Attorneys & Lawyers - Consumer Fraud	7,102	1,699	4	2,821	3	75%	1	25%	0	09
Attorneys & Lawyers - Criminal	42,563 29,569	604	24 19		15 10	63%	6	25%	3	139
Attorneys & Lawyers - Divorce Attorneys & Lawyers - DUI	29,569 6,401	772 1,779	19	1,763 3,483	10	53% 100%	9	47% 0%	0	09
Attorneys & Lawyers - Elder Law	8,961	1,536	3	2,973	2	67%	1	33%	0	09
Attorneys & Lawyers - Eminent Domain	130	4,450	1	3,483	0	0%	1	100%	0	09
Attornevs & Lawvers - Employment & Workers Compensation	5.260	1.940	8	2.348	4	50%	4	50%	0	09
Attornevs & Lawvers - Employment Litigation	4.052	2.147 3.745	1	3.483 3.953	0	0%	1	100%	0	09
Attorneys & Lawyers - Entertainment & Sports Law Attorneys & Lawyers - Estate Planning	489 25,106	3,745 845	0	3,953 2,348	0	0% 38%	0	0% 38%	<u>0</u>	259
Attorneys & Lawyers - Estate Planning Attorneys & Lawyers - Home Owners Associations	1,928	2,700	<u>o</u> 7	2,346	1	14%	6	86%	0	09
Attorneys & Lawyers - Insurance Law	11,191	1,390	51	1,167	49	96%	1	2%	1	29
Attorneys & Lawyers - Intellectual Property	1,550	2,886	3	2,973	2	67%	1	33%	0	09
Attorneys & Lawvers - Juvenile	281 2,518	4.071 2.506	0	3.953 2.973	0	0%	0	0% 33%		09
Attornevs & Lawyers - Landlord/Tenant Attorneys & Lawyers - Legal Malpractice	2,518 2,489	2,506 2,514	3		2	67% 22%	1 7	33% 78%	0	09
Attorneys & Lawyers - Legar Malpractice Attorneys & Lawyers - Lemon law	4,748	2,022	1	3,483	0	0%	1	100%	0	09
Attornevs & Lawvers - Litigation	18.038	1.054	13	2.005	6	46%	7	54%	0	09
Attornevs & Lawvers - Mediation & Arbitration	3,479	2.255	8	2.348	4	50%	0	0%	4	509
Attorneys & Lawyers - Medical Malpractice	1,192 717	3,125 3,501	0	3,953	0	0% 0%	0	0% 0%	0	09
Attorneys & Lawyers - Mesothelioma Attorneys & Lawyers - Nursing Home Neglect	45	3,501 4,771	<u>U</u>	3,953 3,953	0	0%	0	0%	<u>U</u>	09
Attorneys & Lawyers - Patent	5,508	1,901	2	3,202	2	100%	0	0%	0	09
Attorneys & Lawyers - Personal Injury & Property Damage	76,475	379	29	1,478	24	83%	5	17%	0	09
Attornevs & Lawvers - Product Liability	1.396	2,995	1	3.483	1	100%	0	0%	0	09
Attornevs & Lawyers - Real Estate Attorneys & Lawyers - Securities	34.189 187	699 4,298	22	1.671 3.953	16	73% 0%	6	27% 0%	0	09
Attorneys & Lawyers - Securities Attorneys & Lawyers - Social Security & Disability	187 19,916	4,298 993	10		10	100%	0 n	0%	<u>U</u>	09
Attorneys & Lawyers - Social Security & Disability Attorneys & Lawyers - Tax	34,546	694	57	2/170	55	96%	1	2%	1	29
Attorneys & Lawyers - Trademark	1,598	2,849	2	3,202	2	100%	Ô	0%	Ô	09
Attorneys & Lawyers - Wills, Trust & Probate	11,301	1,384	8	2,348	6	75%	1	13%	1	139
Attorneys & Lawyers - Workers Compensation	6.050	1.820 4.883		2,348 3,483	8	100%	0	0%	0	09
Attornevs & Lawvers - Short Sale	30,198	4,883 760	1 60		1 49	100% 82%	11	0% 18%	<u>0</u>	09
Attorneys Reterral Service										
Attorneys Referral Service Attorneys Service Bureaus	30,198 4,745	2,024	4	2,821	2	50%	2	50%	0	09

Compared to Service Compared to the Compared to Service Comp		-			1		1				
Columbia	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Mathematics 1,000	Auctioneers	128,230	242	522	259	361	69%	147	28%	14	1 3%
Age Company								3		1	4%
All Control Sciences 1.5	Audio-Visual Equipment - Dealers				261	346		165	32%	8	29
Accordance Secondar S		3,172			2,821	3		1		0	
According Section Acco						19		10		0	
Ann. Proceedings 1.0 1						11		12		0	
According								6		5	
Authorities								2		0	09
Author Training Engineering 1.00 1.0					3,953			0		0	0%
Auto-Eministra Testino. 1				8	2,348	6		2	25%	0	0%
Auto- Continues				118		85		29		4	1 3%
Auto-Press	Auto - Emissions Testina	1.038	3.212		2.348	5	63%	3		0	
Auth According (1.75								1		0	
Adaptive Confidence 1.00		4,353				35				0	. 0%
Age Apr Confidence Guistment 3,586 222 11 2,005 4 3.15 6 2.55 1 2 2 2 2 2 2 2 2 2										11	
Age Aller Security Systems 26,235 61 279 379 66 279 1 3 3 3 3 3 3 3 3 3	Auto Air Conditioning										
April 1,000 1,00				10	2,005						
April Company Compan											
Age Sept Sept Particle 1,000,656 72 2,200 74 1,500 665 74 1,275 75 75 75 75 75 75 75		14,196				111	60%			1	
Authorities 1,000		1 008 466		2 280		1 504		74		35	29
April Description Services Street Stre	Auto Body Shop Equipment & Sun									1	19
Auto Putterness, Guardin & Goldman, 1,245 12 2,065 10 35% 2 17% 10 10 10 10 10 10 10 1				1				1		0	0%
Auto Content Service	Auto Bumpers, Guards & Grilles			12						0	0%
Auto Design - Burgon Co-De	Auto Customizing			198		74	37%	114	58%	10	
Auto Designer - Control Obesion Regulary 12 49% 6 07	Auto Dealers - Buving Co-Op						52%			1	2%
Auto Designer March Verbines 915 3.318 12 2.005 11 8870 7 1.370 0.00	Auto Dealers - Antique & Classic									3	3 %
Auto Dealers - New Care								17		0	0%
Auto Design Colline			3,319		2,005			2		0	09
Auto Detail 1972 1976 1972 1976 1972 1976 1972 1976 1972 1976 1972			9		4					95	
Auto Destinative Service			778		553					1	
Auto Datamontic Service			4		6					234	
Auto Descrite Equipment 5,893 825 154 607 99 64% 44 29% 11 77 Auto Generic Equipment 5,701 1,876 1,7 1,812 9 3.5% 10 3.9% 3.9%										11	
Auto Electric Soutement 5,703 1,976 17 1,102 9 33% 8 47% 10 10 339% 10 3400										11	
Auto Entric Service						99		94		11	
Auto Flance Coverings		15 327			1,012	27		18		1	1 29
Auto Hard & Foot Controls					1 945			0		n n	0%
Auto Hardinat Restoration				2		1		0	0%	1	50%
Auto Luste & Gr. Mobile 9,936 1,1469 110 148 1197 25 554 156 85% 26 14% 11 19 19 19 19 19 19 19 19 19 19 19 19		1,059	3,200	5		1		4	80%	0	0%
Auto Marchies Months 9,936 1,469 140 649 85 61% 54 39% 1 1 1 1 1 1 1 1 1	Auto Inspection Stations								35%	3	3 5%
Auto Markine Shops	Auto Listing Service									1	1%
Auto Marufacturers & Distributors - Specialty Body 1,935 2,665 20 1,729 19 95% 1 7% 1 0 0 0 0 0 0 0 0 0					649		61%			1	
Auto Manufacturer's & Distributor's - Specialty Body										0	
Auto Martia Regiment - Supplies 5,513 1,900 14 1,945 3 21% 11 79% 0 0 0 0 0 0 0 0 0								151		11	
Auto Metal & Equipment - Distribution & Manufacturina 2,573 2,490 4 2,821 2 50% 1 25% 1 25% 0 2 50% 1 25% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						19		1		0	
Auto Parits & Supplies - Used Meels/Rims 3,323 2,288 13 2,005 6 46% 7 54% 0 0 0 0 0 0 0 0 0						3		11		- 0	
Auto Parts & Supplies - Custom Wheels/Rims 33,808 704 38 1,326 29 76% 9 24% 0 0 0 0 0 0 0 0 0										1	1 09
Auto Parts & Supolies - Custom Wheels/Rims 29,970 765 114 757 76 67% 35 31% 3 34 Auto Parts & Supolies - New 545,588 51 2,997 58 2,19 74% 758 25% 20 1 Auto Parts & Supolies - New 545,588 1,854 21 1,697 6 29% 15 71% 0 0 Auto Parts & Supolies - Used & Rebuilt 60% 93 39% 2 1 Auto Parts & Supolies - Used & Rebuilt 60% 93 39% 2 1 Auto Parts & Supolies - Used & Rebuilt 60% 75 39% 6 1 Auto Parts & Supolies - Used & Rebuilt 60% 75 39% 6 1 Auto Parts & Supolies - Used & Rebuilt 60% 75 39% 6 1 Auto Parts - Antique 2,373 2,546 11 2,126 8 73% 3 27% 0 0 Auto Parts - Antique 39,761 636 146 633 81 55% 64 44% 1 1 Auto Parts - Antique 39,761 636 146 633 81 55% 64 44% 1 1 Auto Racc Cars 5,662 1,884 14 1,945 5 36% 7 50% 2 14% Auto Radios & Stereos - Sales & Reair 2,344 892 129 684 91 71% 37 29% 1 1 Auto Radios & Stereos - Wholesale & Manufacturers 1,480 2,930 11 2,126 9 82% 2 18% 0 0 Auto Reagins Service - Wholesale & Manufacturers 1,480 2,930 11 2,126 9 82% 2 18% 0 0 Auto Reagins Service - Arbans 1,480 2,930 11 2,126 9 82% 2 18% 0 0 Auto Reagins Service - Piesel 207,640 147 7,303 16 6,126 84% 1,158 16% 19 Auto Reagins Service - Arbans 1,388 3,047 7 2,432 3 43% 4 57% 0 0 Auto Reagins Service - Fousiel 2,023,331 10 8,663 13 5,702 66% 2,817 33% 144 0 Auto Reagins Service - Fousiel 3,387 4,421 0 3,553 0 0 0 Auto Reagins Service - Fousiel 49,160 543 202 511 103 51% 96 48% 3 1 Auto Reagins Service - Fousiel 49,160 543 202 511 103 51% 96 48% 3 1 Auto Reagins - Shocks 141 4,421 0 3,553 0 0 0 0 0 Auto Reagins - Shocks 141 4,421 0 3,553 0 0 0 0 0 0 Auto Reagins - Shocks 141								9	24%	0	09
Auto Parts & Supplies - New 545,588 51 2.997 58 2.219 74% 758 25% 20 19 19 19 19 19 19 19 1								35		3	3 39
Auto Parts & Supplies - Rebuilt 5,881 1,854 21 1,697 6 29% 15 71% 0 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>758</td><td></td><td>20</td><td>1%</td></th<>								758		20	1%
Auto Parts & Supplies - Used & Rebuilt S2,271 357 404 320 228 55% 170 42% 6 19 Auto Parts & Supplies - Wholesale & Manufacturers 54,110 499 190 540 114 60% 75 39% 1 19 Auto Parts & Supplies - Wholesale & Manufacturers 54,110 499 190 540 114 60% 75 39% 1 19 Auto Parts & Supplies - Wholesale & Manufacturers 37% 3 27% 0 10 Auto Parts & Supplies - Wholesale & Manufacturers 39,761 636 16 633 81 55% 64 44% 11 Auto Racio Race & Sport Equipment 39,761 636 146 633 81 55% 64 44% 11 Auto Racio Race & Sport Equipment 39,761 636 146 633 81 55% 64 44% 11 Auto Radios & Stereos - Sales & Reanir 73,349 892 179 684 91 71% 73 29% 72 29% 73 Auto Radios & Stereos - Wholesale & Manufacturers 1,480 2,930 11 2,126 9 82% 2 18% 0 0 Auto Redistration 34,629 692 80 923 72 90% 4 5% 4 5% Auto Redistration 34,629 692 80 923 72 90% 4 5% 4 5% Auto Redistration 20,23,331 10 8,663 13 5,702 66% 2,817 33% 144 22 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair & Service - Diesel 33,047 7 2,432 3 43% 4 57% 0 0 Auto Repair - Power Steering 34,040 3						6			71%	0	0%
Auto Parts & Supplies - Used & Rebuilt 82.271 357 404 320 228 56% 170 42% 6 19 Auto Parts & Supplies - Used & Manufacturers 54.110 499 190 540 114 60% 75 39% 1 19 Auto Parform, Race & Sport Equipment 39.761 636 146 633 81 55% 64 44% 1 1 Auto Race Cars 5.662 1.884 14 1.945 5 36% 7 50% 2 14% Auto Radios & Stereos - Sales & Repair 2.349 892 120 684 91 71% 37 29% 1 14 Auto Radios & Stereos - Wholesale & Manufacturers 1.480 2.930 11 2.126 9 32% 2 18% 0 0 Auto Radios & Stereos - Wholesale & Manufacturers 1.480 2.930 11 2.126 9 32% 2 18% 0 0 0 0 0 0<			802	236	450				39%	2	1%
Auto Parts - Antique	Auto Parts & Supplies - Used & Rebuilt			404						6	5 1%
Auto Perform, Race & Sport Equipment	Auto Parts & Supplies - Wholesale & Manufacturers							75		1	1%
Auto Race Cars 5.662 1.884 14 1.945 5 36% 7 50% 2 144 Auto Radios & Stereos - Sales & Renair 23.349 892 129 664 91 17% 37 29% 1 19 Auto Radios & Stereos - Wholesale & Manufacturers 1.480 2,930 11 2,126 9 82% 2 18% 0 0 69 Auto Registration 34,629 692 80 923 72 90% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4	Auto Parts - Antique							3		0	
Auto Radios & Steress - Sales & Reaair 23,349 892 1.29 684 91 71% 37 29% 1 19 Auto Radios & Steress - Wholesale & Manufacturers 1.480 2,930 11 2,126 9 82% 2 18% 0 0 Auto Renair & Service 34,629 692 80 923 72 90% 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 <t< td=""><td></td><td></td><td></td><td></td><td></td><td>81</td><td></td><td>64</td><td></td><td>1</td><td>1%</td></t<>						81		64		1	1%
Auto Radios & Stereos - Wholesale & Manufacturers 1,480 2,930 11 2,126 9 8.2% 2 1.8% 0 0 Auto Registration 34,629 692 80 923 72 90% 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4 5% 4 4		5.662				5		. 7		2	
Auto Registration 34,629 692 80 923 72 99% 4 5% 4 5% Auto Renting & Leasing 207,640 147 7,303 16 6,126 84% 1,158 16% 19 Auto Repair & Service 2,23,331 10 8,663 13 5,702 66% 2,817 33% 144 29 Auto Repair & Service - Airbags 1,318 3,047 7 2,432 3 43% 4 5,7% 0 0 Auto Repair & Service - Diesel 23,024 899 69 1,08 36 5,2% 32 4,6% 1 1,18 Auto Repair - Maintenance 13,867 1,237 105 806 80 7,5% 25 2,4% 0 0 Auto Repair - Mobile 49,160 543 202 511 103 51% 96 48% 3 1 Auto Repair - Power Steerina 304 4,019 1 3,483 0						91		37			
Auto Repair & Service 207,640 147 7,303 16 6,126 84% 1,158 16% 10 0° Auto Repair & Service 2,023,331 10 8,663 13 5,702 66% 2,817 33% 144 2° Auto Repair & Service - Airbags 1,318 3,047 7 2,432 3 43% 4 57% 0 0° Auto Repair & Service - Diesel 23,024 899 69 1,008 36 52% 32 46% 1 1° Auto Repair - Service - Clument & Supplies 13,870 1,27 105 806 80 76% 25 24% 0 0° Auto Repair - Maintenance 35,644 676 773 197 375 49% 388 50% 10 19 Auto Repair - Power Steering 304 4,019 1 3,483 0 0% 1 1,00% 0 0 Auto Repair - Steering & Suspension 927 3,308						9		2		0	
Auto Repair & Service - Airbags								1 1 5 0		10	1 00
Auto Repair & Service - Airbags 1,318 3,047 7 2,432 3 43% 4 57% 0 0° Auto Repair & Service - Diesel 23,024 899 69 1,008 36 52% 32 46% 1 1° Auto Repair & Service - Equipment & Supplies 13,870 1,237 105 806 80 76% 25 24% 0 0° Auto Repair - Maintenance 35,644 676 773 197 375 49% 388 50% 10 1° Auto Repair - Mobile 49,160 543 202 511 103 51% 96 48% 3 1° Auto Repair - Steering 304 4,019 1 3,483 0 0% 1 100% 0 0% Auto Repair - Shocks 9 141 4,421 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0					12					144	
Auto Repair & Service - Diesel 23,024 899 69 1,008 36 52% 32 46% 1 1 Auto Repair - Repair - Maintenance 13,870 1,237 105 806 80 76% 25 24% 0 0 Auto Repair - Maintenance 35,644 676 773 197 375 49% 388 50% 10 11 Auto Repair - Power Steering 49,160 543 202 511 103 51% 96 48% 3 19 Auto Repair - Power Steering 304 4,019 1 3,483 0 0% 1 100% 0 0 Auto Repair - Stoeks 141 4,421 0 3,593 0 0% 0 0% 0 0% Auto Repair - Steering & Suspension 927 3,308 11 2,126 9 82% 2 18% 0 0 Auto Repair - Suspension 781 3,446 15 1,902 6 40% 9 60% 0 0 Auto Repair - Tune-Up 1,882 2,720 23 1,629 15 65% 8 35% 0 0 Auto Repair - Vintage				7	2 432	3,702		2,017		144	0%
Auto Repair & Service - Equipment & Supplies 13.870 1.237 1.05 806 80 76% 25 24% 0 0° Auto Repair - Mobile 35,644 676 773 197 375 49% 388 50% 10 19 Auto Repair - Mobile 49,160 543 202 511 103 51% 96 48% 3 19 Auto Repair - Power Steerina 304 4.019 1 3.483 0 0% 1 100% 0 0% Auto Repair - Shocks 141 4,421 0 3,953 0 0% </td <td></td> <td></td> <td></td> <td>69</td> <td></td> <td>36</td> <td></td> <td>32</td> <td></td> <td>1</td> <td>1%</td>				69		36		32		1	1%
Auto Repair - Maintenance 35,64 676 773 197 375 49% 388 50% 10 11 Auto Repair - Mobile 49,160 543 202 511 103 51% 96 48% 3 1 Auto Repair - Shocks 304 4,019 1 3,483 0 0% 1 100% 0 0% Auto Repair - Steering & Suspension 927 3,308 11 2,126 9 82% 2 18% 0 0 Auto Repair - Suspension 781 3,446 15 1,902 6 40% 9 60% 0 0 Auto Repair - Tune-Up 1,882 2,720 23 1,629 15 65% 8 35% 0 0 Auto Repair - Vintage 2,689 2,458 10 2,190 5 50% 5 50% 0 0 Auto Repair - Vintage 650 222 426 66% 215 33% 9 1		13.870		105	806	80					0%
Auto Repair - Power Steering 304 4.019 1 3.483 0 0% 1 100% 0 0 0% 0 0 0% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Auto Repair - Maintenance	35,644	676		197			388		10	1%
Auto Repair - Power Steering 304 4.019 1 3.483 0 0% 1 100% 0 0% Auto Repair - Shocks 141 4.421 0 3.953 0 0% 0 0 0% 0 0% 0 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0%	Auto Repair - Mobile	49,160		202		103	51%	96	48%	3	3 1%
Auto Repair - Shocks 141 4,421 0 3,953 0 0% 0 0% 0 0% Auto Repair - Steering & Suspension 927 3,308 11 2,126 9 82% 2 18% 0 0 Auto Repair - Suspension 781 3,446 15 1,902 6 40% 9 60% 0 0 Auto Repair - Tune- Up 1,882 2,720 23 1,629 15 65% 8 35% 0 0 Auto Repair - Vintage 2,689 2,458 10 2,190 5 50% 5 50% 0 0 Auto Repair - Windshield, Glass Shops 164,197 186 650 222 426 66% 215 33% 9 19		304	4.019	1	3,483	0	0%	1		0	0%
Auto Repair - Suspension 781 3.446 15 1.902 6 40% 9 60% 0 0° Auto Repair - Tune-Up 1.882 2.720 23 1.629 15 65% 8 35% 0 0° Auto Repair - Vintage 2.689 2.458 10 2.190 5 50% 5 50% 0 0° Auto Repair - Windshield, Glass Shops 164.197 186 650 222 426 66% 215 33% 9 1°	Auto Repair - Shocks	141	4,421	0	3,953	0	0%	0	0%	0	0%
Auto Repair - Tune-Up 1.882 2.720 23 1.629 15 65% 8 35% 0 0° Auto Repair - Vintage 2,689 2,458 10 2,190 5 50% 5 50% 0 0° Auto Repair - Vintage 164,197 186 650 222 426 66% 215 33% 9 1°						9		2		0	0%
Auto Repair - Vintage 2,689 2,458 10 2,190 5 50% 5 50% 0 0° Auto Repair - Windshield, Glass Shops 164,197 186 650 222 426 66% 215 33% 9 1°						6		9		0	0%
Auto Repair - Windshield, Glass Shops 164,197 186 650 222 426 66% 215 33% 9 19						15		8		0	
	Auto Repair - Vintage					5		5		0	
	Auto Repair - Windshield, Glass Shops Auto Repairing - Foreign	164,197 29 538	186 774	650		426 54		215	33% 27%	9	19

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Auto Restoration	33,154	718	50	1,173	17	34%	31	62%	2	4%
Auto Salvage Yards	29.050	782	77	947	45	58%	32	42%	0	0%
Auto Seat Covers, Tops & Upholsterv	35.809	672	66	1.029	45	68%	17	26%	4	6%
Auto Service - Rust proofing Shops	9,542	1,499	28	1,502	18	64%	10	36%	0	0%
Auto Service - Sound Systems Sales & Service	20,407	983	126		95		31	25%	0	0%
Auto Service - Specialty Parts	14.320	1.218	59	1.093	43	73%	15	25%	1	2%
Auto Service - Steam Cleaning	269	4,098	0	3,953	0	0%	0	0%	0	0%
Auto Service - Window Tinting	60,912	458	216	485	130	60%	78	36%	8	4%
Auto Service Contract Companies	149,551	213	812	192	523	64%	220	27%	69	8%
Auto Services	117.570	257	659	215	482		164	25%	13	2%
Auto Services - Oil & Lube	17,658	1,070	388	330	345		42	11%	1	0%
Auto Smog Inspection	4,106	2,139	39	1,307	30	77%	9	23%	0	0%
Auto Sunroofs	830	3.390	2	3.202	0	0%	249	100%	0	0% 0%
Auto Transporters & Drive-Away Companies	347,346 1,595	79 2.850	629 4	227 2,821	377	60%	249	40% 25%	3	25%
Auto Upholstery Cleaning Auto Warranty Plans	99,652	2,850	472	2,821	286	50% 61%	117	25%	69	15%
		106	1,335				98		19	13%
Auto Warranty Processing Service	268.524 97.209	306	1.335	126 277	1,218 456	91% 94%	981 27	7% 6%	19	0%
Auto Warranty Service Auto Wrecking	29,330	775	162	586	72	44%	90	56%	2	0%
Autograph Dealers	4,807	2,012	102	1,671	11		90	41%	0	9%
Autographic Registers & Supplies	4.00/	5.012		3,953	11	0%	9	0%		0%
Automated Teller Machines	8.026	1,620	29	3.953 1.478	11		18	62%	0 0	0%
Automation Consultants	1,856	2,730	29	3,202	11	0%	7	100%	0	0%
Automation Systems & Equipment	9,365	1,508	76		70	92%	6	8%	0	0%
Automobile Dealers - Imported Cars	17,795	1,065	193	534	126	65%	64	33%	3	2%
Automobile Pre-Paid Maintenance Plans	655	3,561	2		2	100%	0	0%	0	0%
Automobile Reconditioned Detailing	1.077	3,191	6	2,550	4	67%		33%		0%
Aviation Consultants	2,502	2.512	0	3,953	0	0%	0	0%	0	0%
Aviation Services	5,056	1,975	12		6	50%	6	50%	0	0%
Awards - Production & Engraving	6,722	1,752	10			70%	3	30%	0	0%
Awnings & Canopies	70.931	409	189	543	124	66%	59	31%	6	3%
Axles	891	3,336	3	2,973	1	33%	2	67%	0	0%
Babbitt Metals	9	5,016	0	3,953	0	0%	0	0%	0	0%
Baby Accessories & Services	17,181	1,084	210		112		96	46%	2	1%
Babv Accessories - Wholesale & Manufacturers	3.603	2.224	68		28		16	24%	24	35%
Baby Car Seats, Carriages & Strollers	1,687	2,803	23	1,629	18		5	22%	0	0%
Baby Carriages & Strollers	2,708	2,452	31	1,438	21	68%	10	32%	0	0%
Baby Foods	475	3.766	10	2,190		80%	2	20%	0	0%
Baby Formula Service	211	4.232	0	3.953	0	0%	0	0%	0	0%
Baby Shoe Preservation	78	4,612	0	3,953	. 0	0%	0	0%	0	0%
Baby Sitters	1,896	2,715	2	3,202	1	50%	1	50%	0	0% 0%
Backflow Prevention Devices & Services	2.673	2,465 2,042	4	2.821 2.973	4	100% 33%	0	0% 67%	0	0%
Backflow Testing	4,654	2,042 5,105	3		1	33%	2	67% 0%	0	0%
Bacteriologists Padese	699	3,513	0	3,953	0	0%	0	0%	0	0%
Badges Badges - Manufacturer Supplies	146	3,513 4,404	<u>U</u>	3,953	0	0%	U	100%	0	0%
Baddes - Manufacturer Subblies Badminton Courts - Public	146 67	4.404 4.663		3,483	1	100%	1	100%	0	0%
Bag Making Machinery	112	4,502	7	2,432	7	43%	4	57%	0	0%
Bag Ties	30	4,853		3,953		0%	4 n	0%	0	0%
Bagels	833	3,388	<u> </u>	2,550	2	33%	J	67%	0	0%
Bags - Burlap, Canvas & Cotton	1,531	2,900	11		4	36%	7	64%	0	0%
Bags - Paper	645	3,572	n n	3,953	n	0%	n	0%	n	0%
Bags - Plastic	2,751	2,442	12		3	25%	٩	75%	n	0%
Bail Bonds	43,918	595	143	641	78	55%	63	44%	2	1%
Bakers - Retail	39,045	643	293	391	178	61%	110	38%	5	2%
Bakers - Wholesale	4,698	2.032	8	2,348	6	75%	2	25%	0	0%
Bakers Equipment	898	3.331	0	3.953	0	0%	0	0%	0	0%
Bakers Equipment - Repair	150	4,398	0	3,953	0	0%	0	0%	0	0%
Bakers Supplies	1,461	2,945	4	2,821	4	100%	0	0%	0	0%
Balancing Equipment	19	4,919	0	3.953	0	0%	0	0%	0	0%
Balancing Service - Industrial	96	4,548	0	3.953	0	0%	0	0%	0	0%
Baling Equipment & Supplies	121	4,474	0	3,953	0	0%	0	0%	0	0%
Balloons - Manned	12,918	1,287	175	564	95		76	43%	4	2%
Balloons - Novelty & Toy	3.816	2.182	9	2,260	9	100%	0	0%	0	0%
Ballroom Dance Instruction	968	3,267	7	2,432	6	86%	1	14%	0	0%
Ballrooms	1,782	2,765	4		3	75%	1	25%	0	0%
Balls - Glass	1	5.127	0	3.953	0	0%	0	0%	0	0%
Balls Steel, Bronze, Ceramic	114	4,497	0	3,953	0	0%	0	0%	0	0%
Bamboo & Bamboo Products	1,188	3,129		2,667		100%	0	0%	0	0%
Bank Equipment & Supplies	3,335	2,293	30	1,459	29		1	3%	0	0%
Banking Services	33.796	705	1.693	98	1.627		63	4%	. 3	0%
Bankruptcy Assistance & Services	10,323	1,441	23	1,629	10	43%	3	13%	10	43%
Bankruptcy Counseling - Federally Certified	1,110	3,177	0	3,953	0	0%	0	0%	0	0%
Banks	559.235	47	11.577	941	11.221	97%	333	3%	23	0% 1%
Banquet Facilities	19.782 144	998 4.410	78	941 3,483	30	38%	47	60% 100%	1	0%
Bar - Fixtures	7,791		1	3,483 2,432	0	0%	1		0	0%
Bar Coding Service		1,642			6	86%	1	14%	0	0%
Bar Manufacturer	293	4.043	0	3.953	. 0	0%	01	0%	0	U%

			Sorted by Industry	,		,				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Bar Supplies	773	3,453	0	3,953	0	0%	0	0%	0	0%
Barbecue	3.341	2,288	28		8	29%	20	71%	0	0%
Barbecue Equipment & Supplies Barber Schools	14.350 6,824	1.215 1.733	59 11	1.093 2.126	34	58% 55%	25	42% 36%	0	9%
Barbers	18,476	1,035	66		38	58%	27	41%	1	2%
Barbers Equipment & Supplies	225	4,195	2	3,202	1	50%	1	50%	0	0%
Barge Lines	709	3,507	1	3,483	1	100%	0	0%	0	0%
Barn Equipment	1,313	3,049	2	3,202	2	100%	0	0%	0	0%
Barometers	17 1,623	4.934 2.836	0	3.953 2.432	0	0%	0	0%	0	09
Barrels & Drums Barrels & Drums - Equipment & Supplies	495	3,736	7	2,432	4	14% 57%	3	86% 43%	<u> </u>	09
Barrels & Drums - Used	189	4,290	0	3,953	0	0%	0	0%	0	0%
Barricades	1,418	2.972	1	3.483	0	0%	1	100%	0	0%
Bars & Taverns	15,752	1,147	58		23	40%	35	60%	0	0%
Bartending Instruction Bartending Service	4,122 5,580	2,136 1,893	16 18		6	38% 44%	10	63% 33%	0	0%
Barter & Trade Exchanges	7,363	1.679	27		22	81%	5	19%	0	0%
Baseball Batting Ranges	1,047	3,206	2	3,202	2	100%	0	0%	0	0%
Baseball Cards & Sports Memorabilia	15,557	1,157	117		33	28%	84	72%	0	0%
Baseball Clubs	7.603	1.653	31		13	42%	17	55%	1	39
Baseball Pitching Machines Basement - Contractors	174 21,595	4.327 942	47		35	0% 74%	12	0% 26%	0	09
Basement - Finishing	10,321	1,442	9	2,260		78%	2	20%	0	0%
Basement - Remodeling	22,751	911	21	1.697	13	62%	6	29%	2	10%
Basement Waterproofing	53,792	505	87	886	72	83%	12	14%	3	3%
Basketball Clubs Baskets - Retail	3,396 940	2,277	14	1,945 2,432	6	43%	8	57% 570/	0	09
Baskets - Retail Baskets - Wholesale & Manufacturers	940 388	3.287 3.878	/	3.202	3	43% 50%	4	57% 50%	0	09
Bat Removal	3,512	2,244	3	2,973	3	100%	0	0%	0	09
Batching Equipment	20	4,915	0	3,953	0	0%	0	0%	0	0%
Bath Liners	1.356	3.017	3	2.973	3	100%	0	0%	0	0%
Bathing Beaches	13,272	5,088 1,267	0 46	3,953 1,217	0 26	0%	0 20	0%	0	09
Bathroom Accessories Bathroom Remodeling	141,064	224	244		173	57% 71%	67	43% 27%	<u>U</u>	29
Bathroom Remodeling - Walk-In Tubs	24,745	855	119		80	67%	38	32%	1	1%
Baths	13,336	1,263	26	1,553	19	73%	3	12%	4	15%
Baths - Equipment & Supplies	6,595	1,763	23	1,629	16	70%	6	26%	1	. 49
Bathtub Refinishing	44,427 67,083	590 431	96 84		46 48	48%	45	47%	5	5 5%
Bathtubs & Sinks - Repair & Refinish Baton Twirling Instruction	101	4,523	84 0		48 0	57% 0%	33 0	39% 0%	<u>3</u>	09
Batteries - Dry Cell - Wholesale & Manufacturers	4,317	2,100	28		24	86%	4	14%	0	0%
Batteries - Storage-Retail	11.019	1.398	47		38	81%	9	19%	0	0%
Batteries - Storage-Wholesale & Manufacturers	1,929	2,699	4		3	75%	1 25	25%	0	0%
Battery Charging Equipment Battery Repairing & Rebuilding	7,126 2,632	1,696 2,474	112	771 2,550	77	69% 17%	35	31% 83%	<u>U</u>	09
Battery Supplies	33.649	708	135		89	66%	46	34%	0	09
Beads	4,550	2,062	29		12	41%	14	48%	3	10%
Bearings	3,252	2,315	5	2,667	3	60%	2	40%	0	0%
Beauty Consultant	13.333	1.264	183 22	554	155	85%	26	14%	2	19/
Beauty Pageants Beauty Salons	13.137 204,143	1.275 152	1,367	1.671 121	13 764	59% 56%	522	41% 38%	<u>U</u> 81	
Beauty Schools	35,670	675	129	684	82	64%	36	28%	11	9%
Beauty Supplies & Equipment	145,568	219	1.259	133	712	57%	532	42%	15	
Beauty Supplies & Equipment Repair	826	3,395	2	3,202	1	50%	1	50%	0	0%
Bed & Breakfast	22,887	909 2,844	88	877 2 973	57 0	65%	29	33%	2	29/
Bed Bug Inspection Service Bed Bug Removal	1.604 16.472	1.116	37	1.421	27	0% 84%		100% 13%	<u>U</u>	3%
Bed Wetting Aids	103	4,519	0		0	0%	0	0%	0	0%
Bedding	46,633	564	275		214		45	16%	16	
Beds - Electric & Adiustable	7.119	1,698	79	929	65	82%	2	3%	12	15%
Beds - Renting	158 38.074	4.377 649	533		0 510	0% 96%	0	0% 4%	0	09
Beds - Retail Beds - Wholesale & Manufacturers	4,193	2,123	333 R	2,348	7	88%	21 1	13%	<u>2</u>	09
Bedspreads - Retail	1.077	3.191	4	2,348	2	50%	2	50%	0	0%
Bedspreads - Wholesale & Manufacturers	372	3,904	0	3,953	0	0%	0	0%	0	0%
Bee Removal	3,407	2,275	4	2,821	2	50%	2	50%	0	0%
Beekeepers Reakeapers Supplies	2.671 1.807	2,466 2,752	4	2,821 2,550	4	100%	0	0% 67%	0	09
Beekeepers Supplies Beer & Ale - Retail	2,125	2,/52	<u>b</u>		6	33% 67%	4 3	33%	<u> </u>	0%
Beer & Ale - Wholesale	5,118	1,963	7		5	71%	2	29%	0	0%
Beer Coil Cleaning Equipment	28	4,868	0	3,953	0	0%	0	0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	490	3,743	0	3,953	0	0%	0	0%	0	0%
Beer Dispensing & Cooling Equipment	869 2.562	3,358 2,492	4	2,821 2,432	4	100% 43%	0	0% 43%	0	14%
Beer Home Brewing Equipment & Supplies Beer, Ale, Wine & Spirits Service	2,562 1,124	2,492 3,169			3	43% 54%	3	43% 46%	1	09
			13		, , , , , , , , , , , , , , , , , , ,	0%	0	0%	<u> </u>	09
Beetle Repellent	63	4,679	U	3,933	U					
Beetle Repellent Behavioral Education Services Bellows	5,904 146	1,848 4,404	12	2,065	8	67% 0%	4	33% 0%	0	09

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/4
Belting & Supplies	1,082	3,188	3	2,973	2	67%	1	33%	0	0%
Benches & Work Tables	717	3,501	3	2,973	2	67%	1	33%	ō	0%
Benches - Seating	603	3.615	3	2,973	3	100%	0	0%	0) 0%
Benefit Insurance Software	942	3,285	6	2,550	3	50%	2	33%	1	17%
Better Business Bureaus	3,428	2,273	109	785	39	36%	24	22%	46	42%
Beverage Dispensers	1.519	2,908	<u>4</u> 36	2,021	28	50%	2	50%	0	0%
Beverages Beverages - Wholesale & Distribution	13,043	1,279 1,693	30			78% 86%	1	19%	1	0 0%
Bibles	7,180 782	3,444		2,432 2,432	5	71%	2	14% 29%	0	0 0%
Bicycle - Dealers	37,972	650	168	574	106	63%	58	35%	4	1 2%
Bicycle Racks & Security Systems	519	3,716	5	2,667	3	60%	1	20%	i	20%
Bicycles - Renting	926	3,311	36		15	42%	21	58%	0	0%
Bicvcles - Repair	3.916	2.163	24		13	54%	9	38%	2	8%
Bicycles - Wholesale & Manufacturers	3,177	2,330	25		15	60%	9	36%	1	4%
Bid Report Service	976	3,259	251	2,432	7	100%	0	0%	0	0%
Bill Paving Service	50.861 10.230	526 1,447	251		249 19	99%	2	1%	0	0%
Billiard Equipment & Supplies Billiard Parlors	1,351	3.019		2,821	19	90% 75%	1	10% 25%	<u>U</u>	0 0%
Billiard Table Repair	501	3,730	2	3,202	0	0%	1	50%	1	50%
Billing Service	150.410	210	1.042	151	951	91%	90	9%	1	0%
Binders - Loose Leaf	94	4,555	0	3.953	0	0%	0	0%	0	0%
Bindings - Bias & Straight	26	4,877	0	3,953	0	0%	0	0%	0	0%
Bingo & Gaming Halls	2,455	2,527	6	2,550	3	50%	3	50%	0	0%
Binoculars	1,435	2,964	3	2.973	3	100%	0	0%	0	0%
Bins	1,498	2,918	4	2,021	2	50%	2	50%	0	0%
Bio - Chemicals	1,642	2,830	3	2,973	2	67%	1	33%	0	0%
Biofeedback Therapists	2.785	2.426	5	2.667	1	20%	4	80%	0	0%
Biological Products Biomedical Products - Research	1.724 7.679	2,788 1,648	4	2,821 2,550	3	75% 50%	1	25% 50%	0) 0%
Bird & Wildlife Supply Shops	4,243	2,111	<u>D</u>	2,350	3 4	50%	3	50%	<u>U</u>	0 0%
Bird Barriers, Repellents & Controls	1.684	2,804	1	3,483	1	100%	0	0%	0	0%
Bird Feeders & Houses	1,981	2,679	7	2,432	5	71%	1	14%	1	14%
Birth Centers	1,478	2,931	11		3	27%	8	73%	0	0%
Birth Control Information Centers	168	4,346	2	3,202	2	100%	0	0%	0	0%
Bistro	223	4.197	0	3.953	0	0%	0	0%	0) 0%
Black Light Equipment & Supplies	41	4,788	1	3,483	1	100%	0	0%	0	0%
Blacksmiths	1,527	2,904	1	3,483		0%	1	100%	0	0%
Blankets	2.427	2.534 2.634	22	1.671 3.953	19	86%	3	14%	0	0%
Blasting Contractors Blasting Equipment & Supplies	2.111 618	2,634 3,603	0		0	0% 0%	0	0% 0%	0	0%
Bleachers & Grandstands	374	3,899	0	3,953	0	0%	0	0%	0	0%
Blinds	41.096	621	156		121	78%	31	20%	4	1 3%
Blinds - Cleaning	996	3,238	4		1	25%	3	75%	Ó	0%
Blood Banks & Centers	2,473	2,520	8	2,348	6	75%	2	25%	0	0%
Blowers & Blower Systems	696	3,517	1	3,483	0	0%	1	100%	0	0%
Blowers - Outdoor	185	4.300	0		0	0%	0	0%	0) 0%
Blueprinting	1,835	2,742	1	3,483	1	100%	0	0%	0	0%
Blueprinting Equipment & Supplies	289	4,051	1	3,483	1 6	100%	0	0%	0	0%
Boarding - Horses	4.645 2.597	2,045 2,484	9	2,260 2,550		67% 17%	3	33% 83%	0	0%
Boarding Houses Boards Of Trade	2.597	4,818	<u> </u>	3,953	1	0%	3	0%	0	0 0%
Boat - Charter	14,632	1,198	43		19	44%	24	56%	0	0%
Boat - Excursion	1,978	2,681	10		6	60%	4	40%		0%
Boat Builders	29,210	777	71	993	53	75%	18	25%	0	0%
Boat Cleaning	1,541	2,896	5	2,667	1	20%	4	80%	0	0%
Boat Club	1,478	2,931	2	3.202	2	100%	0	0%	0	0%
Boat Covers, Tops & Upholsterv	9.315	1.514	35		27 175	77%	8 69	23%	<u>0</u>	0%
Boat Dealers	83,997 21.567	351 944	246 82		1/5	71% 39%	69 49	28% 60%	2	1%
Boat Equipment & Supplies Boat Launching	21,567	4.164	82 0		32 0	39%	49	0%	1	0 0%
Boat Launching Sites	242 324	3,978	<u>U</u>	3,333	0	0%	0	0%	<u> </u>	0%
Boat Lifts	3,474	2,257	4		4	100%	0	0%	n	0%
Boat Renting & Leasing	8,229	1,591	42		28	67%	14	33%	0	0%
Boat Repair	56.121	488	126	704	58	46%	64	51%	4	1 3%
Boat Storage	3,719	2,203	10	2/170	5	50%	5	50%	0	0%
Boat Transporting	2,767	2,434	5		3	60%	2	40%	0	0%
Boat Yards	826	3.395	4	2,821	4	100%	0	0%	0	25%
Boating Instruction	955 508	3.280	4	2.821	2	50%	1	25%		0%
Boating Instruction - Canoe & Kayak Body Caro Products	13.111	3,724 1.277	<u>3</u>	2,973 1,120	18	33% 32%	2	67% 59%	0	5 9%
Body Care Products Body Waxing Services	13,111 2,225	1,2// 2,589			18	32% 29%	33	59% 71%	5	0%
Boilers - New & Used	2,225 4,547	2,589	14 R	2,348	7	29% 88%	10	13%	<u>U</u>	0%
Boilers - Rental	600	3,619	0	3,953	0	0%	U	0%	0	0%
Boilers - Repair & Cleaning	5,800	1,863	4	2.821	3	75%	1	25%	0	0%
Boilers - Sales & Service	1.376	3.006	1	3,483	1	100%	0	0%	0	0%
Boilers - Supplies & Parts	840	3,381	1	3,483	1	100%	0	0%	0	0%
Bolts & Nuts	3,470	2,259	5	2,667	1	20%	4	80%	0	0%
Bonds - Surety & Fidelity	10,540	1.425		2,348	5	63%	3	38%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Book, Compact Disc, & DVD Clubs	13,635	1,244	124	712	91	73%	27	22%	6	5%
Bookbinders	2.810	2,419		2,432	4	57%	3	43%	0	0%
Bookbinders Equipment & Supplies Bookcases	318 138	3.991 4,431	2	3.202 3.953	0	0% 0%	2	100% 0%	0	09
Bookkeeping Service	89,243	4,431 332	101	3,953 824	52	51%	43	43%	<u> </u>	69
Books - New	79,596	368	473	285	290	61%	173	37%	10	2%
Books - Textbooks New & Used	72,522	398	432		345	80%	74	17%	13	3%
Books - Used & Rare	15,963	1,139	62		54	87%	7	11%	1	. 2%
Books - Wholesale	8.646	1,563	36		29 522	81%	7	19%	0	09/
Booths - Toll, Parking Boots	21.353 8.119	951 1.613	563 44		522 32	93% 73%	40 11	7% 25%	-	29
Bottle Caps & Seals	61	4,695			0	0%	0	0%	0	0%
Bottle Return Depot	2,463	2,523	Ö		0	0%	Ō	0%	Ō	0%
Bottlers Equipment & Supplies	2,014	2,673	3	2,973	1	33%	2	67%	0	0%
Bottles - Used	122	4,471	0	3,953	0	0%	0	0%	0	0%
Bottles - Wholesale & Manufacturers Bounce Houses	3.257 5.894	2,314 1,850			4	67%	2	33% 56%	0	10%
Boutique - Battling Cancer Related Products	982	3,251	7	3,202	2	34% 100%		0%		0%
Boutique Items - Wholesale & Manufacturers	2,198	2,603	87		54	62%	33	38%	0	0%
Boutiques	130.069	239	1.090	149	421	39%	616	57%	53	5%
Bowling	7,996	1.623	57		34	60%	23	40%	0	0%
Bowling Clothes & Accessories	939	3,291	12		4	33%	8	67%	0	0%
Bowling Instruction Bowling Lane Equipment & Supplies	32 377	4,837 3,893	0	3,953 3,483	0	0% 0%	0	0% 100%	0	09
Bowling Lane Refinish & Repair	22	3,893 4,902	1	3,483	0	0%	0	0%	0	09
Box Lunches	58	4,709	0	3,953	0	0%	0	0%	0	0%
Box Manufacturers Equipment & Supplies	1,285	3.065	0	3.953	0	0%	0	0%	0	0%
Box Openers	15	4,949	0	3,953	0	0%	0	0%	0	0%
Boxes - Corrugated & Fiber	4,703	2,031	1	3,483	0	0%	1	100%	0	09
Boxes - Metal Boxes - Paper	91 939	4,564	<u> </u>	3,953 2,973	0	0% 67%	0	0% 33%	<u> </u>	09
Boxes - Plastic & Transparent	343	3,291 3,946	<u></u>	3,483	1	100%	0	0%	0	09
Boxes - Specialty & Fancy	470	3,776	3	2,973	1	33%	2	67%	0	0%
Boxes - Used	49	4,748	0	3,953	0	0%	0	0%	0	0%
Boxes - Wire Bound		5.060	0	3,953	0	0%	0	0%	0	0%
Boxes - Wooden	542 6,741	3,677 1,747	<u>1</u> 70	3,483 998	1 40	100%	26	0% 37%	0	09
Boxing Gym Boy & Girl Organizations - Supplies	32	4.837	70	3.953	40	57% 0%	26	0%	<u>4</u>	09
Boys Clothing & Furnishings - Retail	11.782	1,352	64	1.052	25	39%	39	61%	0	09
Boys Clothing & Furnishings - Wholesale & Manufacturers	336	3,958	5	2,667	5	100%	0	0%	0	0%
Braids	4,652	2,043	40		18	45%	20	50%	2	5%
Braille Supplies Brake Fluids	326 11	3.971 4,988	2	3.202 3,953	2	100%	0	0% 0%	0	09
Brake Service	37,730	4,988 655	403		343	85%	60	15%	<u> </u>	09
Brake Service Equipment	1,342	3,026	11		343	36%	7	64%	0	09
Brake Shoe Bonding & Exchanging	13	4,973	0	3,953	0	0%	0	0%	0	0%
Brakes - Lining - Manufacturers & Distributors	128	4,457	0		0	0%	0	0%	0	0%
Brakes - Manufacturers & Distributors	1,183	3,133	6	2,550	3	50%	3	50%	0	0%
Brand Development Branding Equipment	10.018 86	1.464 4.577	24		16 0	67% 0%	8	33% 0%	0	09
Bras	3.723	2,202	7	2,432	5	71%	2	29%	0	09
Brass	185	4,300	3	2,973	0	0%	3	100%	0	0%
Brass Fabricators	52	4.734	0	3.953	0	0%	0	0%	0	0%
Brass Products	513	3,720	2	3,202	1	50%	1	50%	0	0%
Breakfast Nooks & Booths	47	4,761 5.046	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Breastfeeding Supplies & Information	2,790	2,423	17		16	94%	1	6%	<u> </u>	09
Brew Pub	819	3,400	7	2,432	6	86%	î	14%	0	0%
Brewers	3,086	2,347	7		7	100%	0	0%	0	0%
Brewers Equipment & Supplies	1.082	3.188	32		16	50%	16	50%	0	0%
Brick - Clav - Common & Face	4.669 11,428	2.037	<u>4</u> 38		3 12	75%	1 26	25%	0	09
Brick - Concrete, Pumice Brick - Fire	11,428 418	1,376 3,831		3,953	12	32% 0%	26 n	68% 0%	<u> </u>	09
Brick - Used	72	4,643		3,953		0%	0	0%		0%
Brick Preservatives	465	3,780	0	3,953	0	0%	0	0%	0	0%
Bridal & Millinery Supplies	683	3,536	12		4	33%	8	67%	0	0%
Bridal Gown Preservation	204	4.249	3	2.973	2	67%	1	33%	<u>0</u>	09 50%
Bridal Registries Bridal Shops	845 44,768	3.374 584	440	3.202 297	282	0% 64%	1 145	50% 33%	12	39
Bridal Supplies - Wholesale & Manufacturing	535	3,685	2	3,202	202	04%	143	100%	13	0%
Bridge Builders	2,207	2,599	1	3.483	1	100%	0	0%	0	0%
Bridge Clubs	282	4,066	0	3,953	0	0%	0	0%	0	0%
Bridge Instruction	4	5,075	0		0	0%	0	0%	0	0%
Bridge Operators	986	3.246	22	1.671	22	100%	0	0%	0	09
Broaching Bronze	10 990	4,999 3,243	0	3,333	0	0% 83%	0	0% 17%	0	09
Bronze Powders & Liquids	990	5,016	0	3,953	0	0%	0	0%	0	09

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Bronzing	869	3,358	2	3,202	0	0%	2	100%	0	0%
Broom Manufacturers Equipment & Supplies	140	4,424	0	3.953	0	0%	0	0%	0	0%
Brooms Brush Control	95 296	4.550 4.039	0	3.953 3.483	0	0% 0%	0	0% 100%	0	0%
Brush Hogging	40	4,795	1	3,483	0	0%	1	0%	<u> </u>	0 0%
Brush Manufacturers Equipment & Supplies	120	4,480	0	3,953	0	0%	0	0%	0	0%
Brushes	410	3,845	0		0	0%	0	0%	0	0%
Buckets - Digging & Hoisting	166	4,353	0	3,953	0	0%	0	0%	0	0%
Buckles	417 563	3.832 3.658	1	3.483 3.483	0	0%	1	100%	0	0%
Buffing & Polishing Equipment & Supplies Building & Development Permits	1,603	2.846	1	3,483	0	0%	0	100%	<u> </u>	0%
Building Cleaning - Exterior	7,065	1,703	5	2,667	4	80%	1	20%	0	0%
Building Construction Consultants	51,140	524	85		43	51%	40		2	2%
Building Contractors	587,194	46	652	220	367	56%	270	41%	15	2%
Building Envelope Restoration Building Inspection	1,836 33.809	2,739 703	0	3,953 1,183	33	0% 67%	14	0% 29%	0	0%
Building Inspection - Commercial	1,534	2.899	49	3,953	33	0%	14	0%		0%
Building Materials	195,540	161	2,848		2,784	98%	62		2	0%
Building Materials - Reclaimed & Recycled	1,349	3,022	4		2	50%	2	50%	0	0%
Building Restoration & Preservation	46.622	565	70		48	69%	22	31%	0	0%
Buildings - Concrete Buildings - Metal	8.932 76,456	1.540 380	5 129	2,667 684	93	20%	3	60%		20%
Buildings - Metal Buildings - Pole & Post Frame	76,456 44,345	380 591	129 55		40	72% 73%	33 15	26% 27%	<u>3</u>	0%
Buildings - Portable	39.276	641	88		74	84%	14			0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	164,976	185	75	969	64	85%	10	13%	1	1%
Bull Riding	135	4,437	0	3,953	0	0%	0	0%	0	0%
Bulldozers	1.348	3.023 3.545	2	3.202	2	100%	0	0%	0	0%
Bullet-Resistant Equipment Bulletin & Directory Boards	675 3.496	3.545 2.249	24	2.432 1.596	23	29% 96%	5	71% 4%	0) 0%
Bullion Coin Dealers	40,308	631	61		56	92%	3	5%	2	2 3%
Buovs - Marine	7	5,034	0	3,953	0	0%	Ō	0%	0	0%
Burglar Alarm Systems - Dealers, Monitoring & Service	469,907	56	5,378	26	5,204	97%	146	3%	28	3 1%
Burial Advisory Service	1,466	2,943	1	3,483 2,973	1	100%	0	0%	0	0 0%
Burial Vaults Burlap	1,351 15	3,019 4,949	3	2,973 3,953	0	0% 0%	3	100%	<u>U</u>	0%
Bus - Sales & Rental	1,046	3,209	13	2,005	6	46%	7	54%	0	0%
Bus Lines	28,172	789	1,201	141	1,124	94%	, 77	6%	0	0%
Bus Lines Ticket Agencies	1.649	2.824	16	1.852	10	63%	6	38%	0	0%
Buses - Bodies	243	4,158	1	3,483	0	0%	0	0%	1	100%
Buses - Charter & Rental Buses - Distributors & Manufacturers	46,743 370	561 3,907	157	599 3,483	79	50% 100%	65	41% 0%	13	8%
Buses - Parts & Supplies	258	4,123	1	3,483	1	100%	0	0%	0	0%
Buses - Repair & Service	607	3,612	0	3,953	Ō	0%	0	0%	0	0%
Buses - Used	696	3,517	0	3,953	0	0%	0	0%	0	0%
Bushings	73	4,637	0	3,953		0%	0	0%	0	0%
Business & Trade Organizations Business Brokers	35,381 40,343	681 629	148 44		110 22	74% 50%	37 19	25% 43%		1%
Business Consultants	319,626	87	437	300	270	62%	143	33%	24	
Business Credit Builder	15.597	1,155	19		14	74%	5	26%	0	0%
Business Forms & Systems	39.893	634	69	1.008	46	67%	23	33%	0) 0%
Business Opportunity Companies	178,341	173	204		139	68%	57	28%	8	3 4%
Business Plan Preparation	6,967	1,717	10		7	70%	3	30%	0	0%
Business Processing Optimization Business Promotions - General	10.658 31,733	1.417 737	597 87	237 886	586 54	98% 62%	10	2% 38%	1	0%
Business Services - General	218,864	140	882	179	476	54%	337	38%	69	
Butcherina	6.949	1.722	12	2.065	5	42%	6	50%	1	8%
Butchers Equipment & Supplies	819	3,400	1	3.483	1	100%	0	0%	0) 0%
Butter	136	4,436	0	3,953	0	0%	0	0%	0	0%
Buttons - Advertising Buttons - Clothing	1,899 115	2,714 4,492	3	2,973 3,953	3	100% 0%	0	0% 0%	<u> </u>	0%
Buttons - Clothing Buttons - Manufacturers Equipment & Supplies	391	3,872	1	3,483	1	100%	0	0%	<u> </u>	0%
Buying Clubs & Group Purchasing Service	87,507	339	467	290	443	95%	11	2%	13	3%
Cabanas - Beach & Pool	209	4,237	2	3,202	0	0%	2	100%	0	0%
Cabin, Cottage & Chalet - Rentals	32.076	735	241		176	73%	56	23%	9	4%
Cabinet Doors	3,857 11,590	2,175 1,365	33 39	1,409	26 22	79% 56%	7	21% 44%	0	0%
Cabinet Equipment & Supplies Cabinet Hardware	2,484	1,365 2,516	39	1,307 2,667	4	56% 80%	1/	20%	<u> </u>	0%
Cabinet Hardware Cabinet Maker	18.419	1.040	54	1.142	21	39%	30	20% 56%	3	6%
Cabinet Manufacturer	88,172	336	104	812	72	69%	32	31%	0	0%
Cabinet Organizers	1,390	2,996	2	3,202	2	100%	0	0%	0	0%
Cabinet Refacing	7.756	1.645	11		10	91%	1	9%	0) 0%
Cabinet Refinishers	14,368	1,213	14 310		185	29%	9 114	64%	1	1 7% 1 4%
Cabinets Cable & Wire Harness Assembly	150,199 570	211 3.650	310 n	380	185 n	60%	114 n	37% 0%	11	0%
Cable Networking	5.521	1.899	44		13	30%	31	70%		0%
Cable Splicing	1,112	3,176	2	3,202	2	100%	0	0%	0	0%
Cable TV, Internet & Telephone Installation Service	72,170	401	838		750	89%	81	10%	7	7 1%
Cabs - Tractor, Truck	769	3,456	3	2.973	2	67%	1	33%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Caissons - Structural		5,026		3,953	0	0%	0	0%	0	0%
Cake Decorating Equipment & Supplies	2.897	2.392	15		9	60%	6	40%	0	0%
Calculating Service	87	4.574	0	3,953	0	0%	0	0%	0	0%
Calculators, Adding Machines & Supplies	407 8,377	3,850 1,576	70	2,348 998	70	13% 100%	/	88% 0%	0	0%
Calendars California Advance Fee Residential Loan Modification/Mortgage					70		U		U	0 70
Loan Forbearance Services	9,759	1,476	52	1,159	7	13%	42	81%	3	6%
Call Centers	62,760	450	92		50	54%	36	39%	6	7%
Calligraphers	234	4.179	0	3,953	0	0%	0	0%	0	0%
Campers - Dealers Campers - Rent & Lease	21.231 1.593	954 2.852	72 15	991 1.902	58	81% 40%	14	19% 60%	0	0%
Campers - Rent & Lease Campers - Service & Repair	3.019	2,368	10		5	50%	4	40%	1	10%
Campers - Supplies & Parts	734	3,488	2	3,202	1	50%	1	50%	0	0%
Campers - Wholesale & Manufacturers	80,165	366	254	428	247	97%	6	2%	1	0%
Campgrounds & RV Parks	55,723	490	277	411	202 52	73%	72 115	26%	3	1%
Camping Equipment Penting	9.715 51	1,483 4,740	167	576 2.973	52	31% 0%	115	69% 100%	0	0%
Camping Equipment - Renting Camps	19,120	1,012	60		29	48%	30	50%	1	2%
Cams - Grinding & Cutting	29	4,857	0		0	0%	0	0%	0	0%
Candle Making Supplies	1.612	2.841	1	3.483	1	100%	0	0%	0	0%
Candles - Retail	20.970	960	131		118	90%	11	8%	2	2%
Candles - Wholesale & Manufacturers	52,880	509	126	704	123	98%	2	2%	1	1%
Candles - Wickless Candy & Confectionery - Retail	794 12,803	3,434 1,290	77	2,973 947	1 42	33% 55%	2 33	67% 43%	<u> </u>	0%
Candy & Confectionery - Retail Candy & Confectionery - Wholesale & Manufacturers	7,037	1,706	16		12	75%	33	25%	- 2	0 0%
Candy & Confectionery Wholesale & Handractarers Candy & Confectionery Brokers	7,037	3,505	13		0	0%	13	100%	0	0%
Candy & Confectionery Manufacturer Equip & Supplies	561	3,660	0	3.953	0	0%	0	0%	0	0%
Candy & Confectionery Manufacturers Supplies	440	3.810	0	3,953	0	0%	0	0%	0	0%
Canes	2,077	2,648	9	2,260	9	100%	0	0%	0	0%
Caning Cupplies	116	4,488 4,393	0	3,333	0	0%	0	100%	0	0 0%
Caning Supplies Canners	152 46	4,766	1	3.483 3,483	0	0% 0%	1	100% 100%	0	0%
Canners Equipment & Supplies	139	4,426	0	3,953	0	0%	Ô	0%	0	0%
Canoe Rental & Trips	789	3,439	8	2,348	6	75%	2	25%	0	0%
Cans	202	4.255	1	3.483	0	0%	1	100%	0) 0%
Cans Manufacturers Machinery	43	4,776	0	3,953	0	0%	0	0%	0	0%
Canvas - Wholesale & Manufacturers Canvas Goods	1,565 5.468	2,875 1,909		2,550 1,326	4 36	67% 95%	2	33% 5%	<u> </u>	0 0%
Capacitors	3,400	4.801	J6	3,953	0	0%	0	0%	0	0%
Caps & Gowns	2,239	2,584	6		3	50%	3	50%	0	0%
Caps - Wholesale & Manufacturers	50	4,744	1	3,483	1	100%	0	0%	0	0%
Car Buving Service	21.704	937	67		29	43%	37	55%	1	1%
Car Loading & Unloading Car Pool Information	556 79	3,664 4,606	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0 0%
Car Service	37,266	661	381	3,953	341	90%	38	10%	2	1%
Car Wash & Polish	96,658	311	1,545	111	890	58%	602	39%	53	3%
Car Wash & Polish Equipment & Supplies	3,718	2,204	17	1,812	12	71%	5	29%	0	0%
Carbide	60	4,697	0	3,953	0	0%	0	0%	0	0%
Carbide Metals & Products	216	4.219	0	3,953	0	0%	0	0%	0	0 0%
Carbon - Activated Carbon Monoxide Detecting	191 157	4,284 4,384	0	3.953 2.550	0	0% 67%	2	0% 33%	<u>U</u>	0%
Carbon Products	492	3,741	0	3,953	0	0%	0	0%	0	0%
Carbonic Gas	274	4,086	Ō	3.953	0	0%	Ö	0%	Ō	0%
Carburetors	3,487	2,252	7	2,432	6	86%	1	14%	0	0%
Card Access Control Systems	100	4,526	0	3,953	0	0%	0	0%	0	0%
Cardboard Cardio-phlebotomy Training & Certification	50 63	4,744 4,679	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0%
Career & Outplacement Counseling	33,012	719	34		18	53%	14		2	6%
Caregivers Resources	3,067	2,353	7		3	43%	3	43%	1	14%
Cargo & Freight Containers	15.410	1,161	41		20	49%	20	49%	1	2%
Cargo Stabilizing Devices	181	4.313	0	3.953	0	0%	0	0%	0	0%
Carnival Supplies	73	4,637	0	3,953	0	0%	0	0%	0	0%
Carnivals Carpenters	1,148 108.862	3,156 279	114	3,202 757	1 38	50% 33%	72	50% 63%	0	1 4%
Carpet & Rug Binding	582	3,640	114	3,483	1	100%	0	0%	0	0%
Carpet & Rug Binding Machines	238	4,169	1	3,483	1	100%	0	0%	0	0%
Carpet & Rug Cleaners	510.411	52	889	177	601	68%	264	30%	24	3%
Carpet & Rug Cleaning Equipment - Rental	1.447	2,956	13 13		12	92%	1	8%	0	0%
Carpet & Rug Cleaning Equipment& Supplies Carpet & Rug Dealers - New	6,975 370,741	1,715 73	13 1,602		1,469	46% 92%	7 124	54% 8%	0	0 0%
Carpet & Rug Dealers - New Carpet & Rug Dealers - Persian/Oriental Rugs	3/0,/41 4,482	2,077	1,602		1,469	92%	124	9%	9	0%
Carpet & Rug Dealers - Persian/Oriental Rugs Carpet & Rug Dealers - Used	10,724	1,414	45	1,232	33	73%	12	27%	0	0%
Carpet & Rug Distributors & Manufacturers	24,984	850	69	1,008	66	96%	2	3%	1	1%
Carpet & Rug Dvers	878	3.348	0	3.953	0	0%	0	0%	0	0%
Carpet & Rug Measuring	32	4.837	0	3,953	0	0%	0	0%	0	0%
Carpet & Rug Pads, Linings & Accessories	3,379	2,283	7	2,432	6	86%	1	14%	0	0%
Carpet & Rug Renting Carpet & Rug Repair	84 6.347	4,588 1,787	0	3,953 2,550	0	0% 67%	0	0% 33%	0	0%
Carper & Rud Kebair	6.34/	1./8/	. 6	2,550	4	67%	2	33%	0	/ U%c

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Carpet & Rug Weavers	861	3,363	1	3,483	1	100%	. 0	0%	Pursue	0%
Carpet Installation	5,659	1.885	19		6	32%	11	58%	2	11%
Carpet Lavers	19.025	1,014	25	1,569	12	48%	12	48%	1	4%
Carpet Layers Equipment & Supplies	836	3,387	2	3,202	1	50%	1	50%	0	0%
Carpet Workrooms	73	4,637	0	3,953	0	0%	0	0%	0	0%
Carports	47.874	553	304		249		54	18%	1	. 0%
Carriages - Horse	1,457	2,949	6		4	67%	2	33%	0	0%
Cash Registers & Supplies Casinos	3,233 20,547	2,318 975	11 205		152	64% 74%	52	36% 25%	0	0%
Casinos - Online	1,362	3,015	205	3,483	152	0%	52 0	25% 0%		100%
Caskets	7.936	1,627	11		8	73%	1	9%	2	18%
Casters & Glides	735	3,487	0		0	0%	0	0%	0	0%
Cat Breeders	6.237	1.802	24		8	33%	15	63%	i	4%
Catalog Designers & Compilers	416	3,834	3	2,973	0	0%	2	67%	1	33%
Catalog Showrooms	4,238	2,112	50	1,1/3	48		2	4%	0	0%
Caterer Equipment & Supplies	404	3.853		2,007	1	20%	3	60%	1	20%
Caterers	77.205	378	183		84		91	50%	8	3 4%
Caulking Contractors	5,792	1,864	1	3,483	1	100%	0	0%	0	0 0%
Caulking Materials & Equipment	247	4,146 5,127	0	3,953 3,953	0	0% 0%	0	0% 0%	<u>U</u>	0%
Cave Exploration Equipment & Supplies Caverns	99	5.127 4.535	0		0	0%	0	0%	0	0%
Caverns Ceiling Cleaning	978	4,535 3,256	2	3,953	1	50%	1	50%	<u> </u>	0%
Ceiling Materials	769	3,456	0	3,953	n	0%	0	0%	0	0%
Ceiling Removal	526	3,702	0	3,953	0	0%	0	0%	0	0%
Cell Phone & Tablet Equipment, Supplies & Repair	189,787	163	3,746	39	2,942	79%	756	20%	48	
Cellophane, Cell Materials & Products	1,187	3,130	21	1,697	7	33%	12	57%	2	10%
Cellular Telephone Service & Supplies	282.227	103	30.388	2	29.787	98%	550	2%	51	. 0%
Cellulite Treatment - Endermologie	456	3,794	7	2,432	6	86%	1	14%	0	0%
Cement - Retail	2,143	2,619	/	2,432	3	43%	4	57%	0	0%
Cement - Wholesale & Manufacturers	1,332	3,035	150	3,483	114	0%	41	100%	0	0% 1%
Cemeteries Cemetery Equipment & Supplies	19.202 2,270	1.010 2.577	156	604 1,629	114 16	73% 70%	41	26% 30%	1	0%
Centrifugal Machinery	80	4,598	23 0		10	0%	,	0%	0	0%
Ceramic Products - Decorative	1,446	2,958	3	2,973	1	33%	2	67%	0	0%
Ceramic Products - Industrial	300	4,031	0	3,953	0	0%	0	0%	0	0%
Ceramics - Equipment & Supplies	1,334	3,033	7	2,432	5	71%	2	29%	0	0%
Cereals	92	4,558	0	3,953	0	0%	0	0%	0	0%
Chain Letters	1.433	2.965	6	2,550	6	100%	0	0%	0	0%
Chain Link Fence Sales, Service & Contractors	4.849	2,001	12		4	33%	7	58%	1	8%
Chains	371	3,905	2	3,202	2	100%	0	0%	0	0%
Chairs - Orthopedic & Lift	3,868	2,173	14		10		4	29%	0	0%
Chairs - Rent Chairs - Wholesale & Manufacturers	3.732 4,395	2.198 2.090	17 23		<u>5</u>	29% 74%	10	59% 26%		0 0%
Chalkboards	4,393	4,488	23	3,953	1/	0%	0	0%	0	0%
Chambers Of Commerce	134,221	232	11		9	82%	1	9%	1	9%
Charcoal	995	3,239	0	3,953	Ó	0%	0	0%	0	0%
Charity - Advertising for Publications	728	3,492	4		1	25%	3	75%	0	0%
Charity - American Indian	1,072	3,196	1	3,483	1	100%	0	0%	0	0%
Charity - Animal Protection	17.407	1.080	48		38	79%	10	21%	0	0%
Charity - Arts & Culture	4.664	2.039			4	57%	3	43%	0) 0%
Charity - Blind & Visually Impaired	1,198	3,119	3	2,973	3	100%	0	0%	0	0%
Charity - Cancer	6,319	1,791	3	2,973	2	67%	1	33%	0	0 0%
Charity - Child Sponsorship Charity - Children & Youth	1.509 20.397	2,913 984	21		14	0% 67%	0	0% 33%	0	0%
Charity - Children & Fouth Charity - Civil Rights	977	3,257	1	3,483	14	100%	n	0%	<u> </u>	0%
Charity - Community Development & Civic Organizations	13.150	1,274	26		21	81%	5	19%	0	0%
Charity - Education & Literacy	7.137	1.695	15		13	87%	2	13%	0	0%
Charity - Elderly	3,576	2,230	4		3	75%	1	25%	0	0%
Charity - Environment	3,260	2,312	1	3,483	1	100%	0	0%	0	0%
Charity - Health	13.487	1.251	63	1.062	55	87%	8	13%	0	0%
Charity - Human Services (i.e. assistance to individuals & families)	42,495	606	66	,	46	70%	20	30%	0	0%
Charity - Law & Public Interest	6,977	1,714	4	2,821	4	100%	0	0%	0	0% 1%
Charity - Local	132.055	235 495	196		152		43	22%	1	0%
Charity - National Charity - Other Charitable Organizations	54,767 9,784	495 1,474	32 22	1,421 1,671	24 15	75% 68%	8	25% 27%	<u>U</u>	5%
Charity - Other Charitable Organizations Charity - Police & Firefighter Organizations	9,784 8,707	1,474	22	3,202	15	50%	1	50%	1	0%
Charity - Police & FileHoliter Ordanizations Charity - Relief & Development	1,238	3,093	0	3,202	,	0%	0	0%		0%
Charity - Religious	8,472	1,573	2	3,202	2	100%	0	0%	0	0%
Charity - Veterans & Military	17,565	1,075	3	2,973	0	0%	3	100%	0	0%
Charts	190	4,287	5	2,667	0	0%	5	100%	0) 0%
Chauffeur Service	2,247	2,582	1	3,483	1	100%	0	0%	0	0%
Check Cashing Protection Systems	6,383	1,782	78		78		0	0%	0	0%
Check Cashing Service	56.293	487	427	308	354		64	15%	9	2%
Check Protection & Signing Machines	1.004	3.228	0		0	0%	_0	0%	0	0%
Check Verification & Recovery Service	8,787	1,555	61		27 107		34	56%	0	0%
Checks - Printing	74,620 4 222	389 2.118	110 30		107	97% 50%	14	2% 47%	1	1%
Cheerleading Instruction	4,222	2.118	30	1.459	15	50%	14	4/%	1	. 5%

Industry Classification	Inquiries	Bank by Inquision		I						
<u> </u>		Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Cheese	1,836	2,739	2	3,202	0	0%	2	100%	0	0%
Cheese - Artisanal	165	4,359	1	3,483	1	100%	0	0%	0	0%
Chemical Cleaning - Industrial	6.640	1.758	6	2,550	4	67%	2	33%	0	0%
Chemical Milling	256	4,131	0	3,953	0	0%	0	0%	0	0%
Chemical Plant Equipment & Supplies	1,745	2,785	5	2,667	4	80%	1	20%	0	0%
Chemical Production	2.039	2.661	5	2,667	0	0%	5	100%	0	0%
Chemicals	18,503	1,033	40		27	68%	13	33%	0	0%
Chemicals - Reclaiming	190	4,287	0	3,953	0	0%	0	0%	0	0%
Chemists - Analytical & Consulting	876	3.352	1	3,483	0	0%	1	100%	0	0%
Chemists - Manufacturers	2,779	2,428	149		130	87%	19	13%	0	0%
Chess Instruction	380	3,887	0	3,953	0	0%	0	0%	0	0%
Chewing Gum	7,903	5,088	0	3,953	0	0%	0	0%	0	0% 18%
Child Care - In Home		1.631 2,666	11 4		8	73% 75%	+	9% 25%		0%
Child Care - Infant Child Care Centers	2,029 199,852	155	400	325	256	64%	135	34%	0	2%
Child Care Referral	6,247	1,801	400	2,821	230	50%	133	50%	9	0%
Child Parent Development Centers	1.713	2,793	7	2,667	2	60%	2	40%	0	0%
Child Support Enforcement	3,471	2,258	7	2,432	5	71%	2	29%	0	0%
Childproofing Services	297	4,035	1	3,483	1	100%	0	0%	0	0%
Children`s Play Programs Instruction	2,138	2,621	7	2,432	5	71%	2	29%	0	0%
Childrens & Family Entertainment	11.611	1,362	112	771	67	60%	43	38%	2	2%
Childrens & Infants Wear - Retail	58,055	472	407	318	338	83%	59	14%	10	2%
Childrens & Infants Wear - Wholesale & Manufacturing	1,198	3,119	3	2,973	3	100%	0	0%	0	0%
Chillers - Liquid	174	4,327	Ō	3.953	0	0%	0	0%	0	0%
Chimes & Bells	4,637	2,047	9	2,260	3	33%	6	67%	0	0%
Chimney Builders & Repair	80,252	365	110	782	61	55%	40	36%	9	8%
Chimney Cleaning	171,197	177	216	485	141	65%	64	30%	11	5%
Chimney Cleaning Equipment & Supplies	1.560	2.878	9	2,200	2	22%	5	56%	2	22%
Chimney Lining Materials	636	3,580	0	5,755	0	0%	0	0%	0	0%
Chimney Sweeper	14,244	1,221	19		11	58%	7	37%	1	5%
Chimnevs - Prefabricated	19	4.919	0	3.953	0	0%	0	0%	0	0%
China & Crystal - Repair	1,543	2,895	20		6	30%	14	70%	0	0%
China & Glassware - Renting	9	5,016	0	3,953	0	0%	0	0%	0	0%
China & Glassware - Retail	15,682	1,151	24		12	50%	11	46%	1	4%
China - Wholesale & Manufacturers	624	3.593	1	3.483	1	100%	0	0%	0	0%
China Decorators	1	5,127	0	3,953	0	0%	0	0%	0	0%
Chinese Food Products	543 311	3,676	9	2,260	5	56%	4	44%	0	0% 0%
Chiropractor Information Bureaus	168,284	4.006 181	325	2.821 366	239	50%	83	50% 26%	0	1%
Chiropractors D.C. Chiropractors Equipment & Supplies	2,984	2,375	325	2,348	239	74% 50%	83	50%	3	0%
Chlorinators Chlorinators	101	4,523	<u> </u>	3,953	9	0%	4 I	0%	0	0%
Chocolate & Cocoa	2.281	2,573	14		10	71%	2	21%	1	7%
Choirs	12	4,983	14	3,953	10	0%	0	0%	ń	0%
Choreographers	55	4,720	1	3,483	0	0%	Ö	0%	1	100%
Christian Science Practitioners	13	4,973	1	3,483	1	100%	Ö	0%	ñ	0%
Christian Science Reading Rooms	66	4.669	1	3,483	1	100%	0	0%	0	0%
Christmas Lights & Decorations	12,205	1,328	80	923	63	79%	14	18%	3	4%
Christmas Trees	15,300	1,165	112	771	64	57%	47	42%	1	1%
Chucks	7	5.034	0	3.953	0	0%	0	0%	0	0%
Church Furnishings	1.387	2,998	1	3.483	1	100%	0	0%	0	0%
Church Supplies	1,468	2,941	4		3	75%	1	25%	0	0%
Churches	17,164	1,086	39	1,307	19	49%	19	49%	1	3%
Chute Cleaning	10	4.999	0	3.953	0	0%	0	0%	0	0%
Cigar & Cigarette & Tobacco Dealers - Retail	25,354	839	182	557	102	56%	78	43%	2	1%
Cigar & Cigarette & Tobacco Dealers - Wholesale	3,512	2,244	7	2,432	3	43%	4	57%	0	0%
Cigar & Cigarette Lighters	6.393	1.780	32	1,421	14	44%	18	56%	0	0%
Cigar, Cigarette & Tobacco Manufacturers	1.498	2,918	8	2,348	6	75%		25%	0	0%
Cigars and Cigar Accessories	2,377	2,544	16		4	25%	12	75%	0	0%
Cinders	16	4,939	0	5,755	0	0%	0	0%	0	0%
Circuit Breakers	394	3.866	1	3.483	0	0%	1	100%	0	0% 0%
Circulation Auditors	60 1,663	4.697 2.812	11	3.202 2,126	10	0% 91%	2	100%	0	9%
Circus Companies Cistern Builders	1,663	2,812 4,388	11	2,126 3,953	10	91% 0%	0	0%	1	9% 0%
City & Town Planners	526	4,388 3,702	- U	3,953	0	0%	- U	100%	0	0%
Clamps	158	4,377		3,483	0	0%	n i	0%	0 0	0%
Clay	6	5,046	0		0	0%	n	0%	0	0%
Clav Products	308	4,014	2	3,202	1	50%	1	50%	0	0%
Clean Room Facilities	426	3,824	1	3,483	n	0%	1	100%	n	0%
Clean Rooms - Installation & Equipment	520	3,712	1	3,483	0	0%	1	100%	n	0%
Cleaners & Dyers Equipment & Supplies	795	3,430	2	3,202	0	0%	1	50%	1	50%
Cleaners & Dyers Supplies	19	4,919	1	3,483		0%	1	100%		0%
Cleaning Compounds	7,207	1,690	135	664	132	98%	3	2%	0	0%
Cleaning Services	240,271	121	624	230	379	61%	224	36%	21	3%
Cleaning Services - Commercial Office	40.839	625	13	2.005	8	62%	5	38%	0	0%
Cleaning Services - Estate	3.212	2,324	6	2,550	1	17%	4	67%	1	17%
		785	207	500	113	55%	74	36%	20	10%
Cleaning Supplies	28,669									
	28,669 5,640 1,404	1,889 2,988	16 14	1,852	7	44% 79%	9	56% 21%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/4
Cleaning Systems Press, Chemical	3,273	2,306	5	2,667	2	40%	2	40%	1	20%
Clerav	246	4.151	1	3.483	0	0%	0	0%	1	100%
Clinics	143,420	222	882	179	578	66%	292	33%	12	1%
Clinics - Cervical Vein	967	3,271	<u>3</u>	2,973	0	0%	2	67%	1	33%
Clinics - Dialysis Clinics - Pain Management	893 14.856	3,335 1,184	35	3,953 1,374	22	0% 63%	13	0% 37%	0	0%
Clinics - Pain Management Clinics - Sleep Centers	13,925	1,235	79		57	72%	22	28%	0	0%
Clipping Service	131	4,446	0	3,953	0	0%	0	0%	0	0%
Clocks - Components	140	4,424	Ō	3.953	0	0%	Ō	0%	ō	0%
Clocks - Dealers	6.129	1.811	23		14	61%	8	35%	1	4%
Clocks - Service & Repair	23,243	893	93		69	74%	24	26%	0	0%
Clocks - Wholesale & Manufacturers	311	4,006	0		0	0%	0	0%	0	0%
Closet Systems & Accessories	29.547	773	64		42	66%	22	34%	0	0%
Closures - Industrial - Protective Cloth Cutting	198 66	4,268 4,669	<u> </u>	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Cloth Cutting Machines	2	5.105	<u> </u>		0	0%	0	0%	0	0%
Clothes - Consignment & Resale	48,720	547	423	3.933	279	66%	96	23%	48	
Clothing - Retail	450,723	58	4,098		2,119	52%	1,890	46%	89	2%
Cloud Services	4	5,075	0		0	0%	0	0%	0	0%
Clubs	29.618	770	207		102	49%	104	50%	1	0%
Clutches	956	3,279	4		4	100%	0	0%	0	0%
Coaching - Business	36,752	664	88		61	69%	26	30%	1	1%
Coaching - Leadership	3,493 16,562	2,250 1,111	9 15	2,260 1,902	6	67%	3	33%	0	0%
Coaching - Life Coal & Coke - Retail	16,562 521	3,710	15	1.902 3,483	/ n	47% 0%	8	53% 100%	0	0%
Coal & Coke - Retail Coal & Coke - Wholesale	138	4,431		3,463	0	0%	U	0%	0	0%
Coal Brokers	529	3,695	1	3,483	1	100%	0	0%	0	0%
Coal Miners & Shippers	710	3,506	0	3.953	0	0%	0	0%	0	0%
Coal Washing	17	4,934	0	3,953	0	0%	0	0%	0	0%
Coat Fronts	5	5,060	0	3,333	0	0%	0	0%	0	0%
Coated Fabrics	77	4.616	0 13		0	0%	0	0%	0	0%
Coatings - Powder	6,428 26,528	1,776 811	13 38	2,005	21	69% 55%	4	31%	0	0%
Coatings - Protective Coatings - Vacuum Deposition	145	4,407	30 0	1,326 3,953	21	0%	13	39% 0%	<u>2</u>	0%
Coats - Wholesale & Manufacturers	880	3,345	3	2,973	1	33%	2	67%	0	0%
Coats Of Arms	29	4,857	3	2,973	3	100%	Ō	0%	0	0%
Cocktail Lounges	4,442	2,082	30	1,459	12	40%	18	60%	0	0%
Cocktail Mixes	28	4.868	3	2.973	0	0%	3	100%	0	0%
Coffee & Tea	30.707	753	121	725	75	62%	26	21%	20	17%
Coffee & Tea Shops	11,200	1,389 1,708	159 18		134	84%	20	13%	5	3%
Coffee Break Service & Supplies Coffee Brewing Devices	7,025 4,252	2,110	34		14 30	78% 88%	4	22% 12%	0	0%
Coffee Roasting & Handling Equipment	2,796	2,421	34	2,973	30	100%	0	0%	0	0%
Coil Winding	47	4,761	0	3,953	0	0%	0	0%	0	0%
Coils - Electric	327	3,970	1	3,483	1	100%	0	0%	0	0%
Coils - Fin	13	4,973	0	3.953	0	0%	0	0%	0	0%
Coils - Plate	3	5,088	0		0	0%	0	0%	0	0%
Coin & Bill Change Machines	234	4,179	2	3,202	1	50%	1	50%	0	0%
Coin & Bill Count.Sort.Wrap Machines	506	3.726	14		14 0	100%	0	0%	0	0%
Coin & Bill Count.Sort.Wrap Services Coin Cards	71 534	4.648 3.688	<u>U</u>	3,333	U	0% 100%	0	0% 0%	0	0%
Coin Dealers, Supplies	157,158	197	137		114	83%	21	15%	2	1%
Coin Wrappers	2	5,105	0		0	0%	0	0%	0	0%
Coins & Tokens - Manufacturers	1,731	2,787	5	2,667	3	60%	2	40%	0	0%
Coins, Stamps & Precious Metals Dealer	29,588	771	48	1,197	30	63%	17	35%	1	. 2%
Cold Storage Doors & Insulated Panels	233	4.181	3	2.973	0	0%	3	100%	0	0%
Cold Type Composition	20	4.915	Ŏ	3.953	Ŏ	0%	0	0%	Ŏ	0%
Collapsible Tubes	91 670	5,060	340	3,953	262	0%	76	0%	0	1%
Collectibles Collection Agencies	81,670 3,257,526	359	340 17,513	358	262 15.565	77% 89%	76 1.478	22% 8%	470	
Collection Agencies - Government Loans	4,704	2,030	17,313	2,667	13,363	80%	1,4/0	20%	4/0	0%
Collection Systems	99,150	298	404	320	314	78%	80	20%	10	2%
College Admission Counseling	30,826	752	64		61	95%	3	5%	0	0%
College Savings Plans	888	3.338	4	2.821	4	100%	0	0%	0	0%
Colocation Services	904	3,325	1	3,483	1	100%	0	0%	0	0%
Colon Hydrotherapy - Colonic Therapy	4,900	1,991	0	3,953	0	0%	0	0%	0	0%
Color Cards	40 193	4.795 4.277	0	3,953 3,953	0	0%	0	0%	0	0%
Color Consultants Color Separations - Offset , Photo Engraving	193 123	4.277	<u>U</u>	3,953	0	0% 0%	0	0% 0%	0	0%
Colors & Pigment	286	4,469	1		1	100%	0	0%	0	0%
Columbarium	39	4,801	0		0	0%	0	0%	0	0%
Columns	1,278	3,072	10	2,190	10	100%	0	0%	0	0%
Combs	4	5,075	0	3,953	0	0%	0	0%	- 0	0%
Combustion Controls	205	4,246	0	3.953	0	0%	0	0%	0	0%
Comic Books	5.809	1.862	35		13	37%	22	63%	0	0%
Commercial Blueprint Design	180	4,316	1	3,483	1	100%	0	0%	0	0%
Commercial Kitchen Rental Commercial Painting Contractor	929 18.045	3,305 1,053	<u>1</u>	3,483 1.697	1	100% 52%	0	0% 43%	0	5%
Commercial Painting Contractor	18.045	1.053		1.69/	11	52%	9	43%	1	<u> 5%</u> c

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	9/
Commercial Products Manufacturers	36,550	666	288	400	251	87%	35	12%	Pursue	2 1%
Commercial Products Wholesale & Distributor	33,561	710	437	300	414		20		3	3 1%
Commercial Roofing	59.645	463	69		37	54%	30		2	3%
Commercials - Radio & Television	775	3,452	0	3,933	0	0%	0		0	0%
Commissary Contractors	1,279 7,026	3,071 1,707	8	2,348 2,821	3	38%	5	63% 25%	0	0%
Commodity Brokers Commodity Trading Advisory Service	7,026 1,417	2,973	9		3	75% 22%	7	78%	0	0 0%
Communication Consultants	49,341	540	222		199	90%	18		5	5 2%
Compact Discs, Tapes & Records - Retail	18,868	1,021	45		22	49%	22	49%	1	1 2%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	1.723	2,789	47	1.205	16	34%	31		0	0%
Compactors - Waste - Household - Dealers	282	4,066	3	2,973	1	33%	1	33%	1	1 33%
Compactors - Waste - Industrial & Commercial	1,116	3,173		2,432	2	29%	5	71%	0	0%
Compactors - Waste - Service & Repair	357	3,928	3	2,973	3	100%	0	0%	0	0%
Compactors - Waste - Supplies & Parts	48	4,753	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0 0%
Compactors - Waste - Wholesale & Manufacturers Comparators	82	4,592 5.127	0		0	0%	0		0	0 0%
Compasses	10	4,999	0	3,953	0	0%	0	0%	0	0%
Compliance Consulting	22,645	915	95		53	56%	21	22%	21	
Composting Systems	325	3,976	3	2,973	2	67%	1	33%	0	0%
Compression Clothing/Garments	3.821	2,181	75		60	80%	14		1	1 1%
Compressors	4.663	2.040	6		2	33%	4	67%	0) 0%
Compressors - Rent	53	4,729	0		0	0%	0	0%	0	0%
Compressors - Repair	815	3,405	13	3,953	0	0%	0	0%	0	0 0%
Computer Assisted Design Services Computer Business Services	2,215 30,652	2,597 755	13 440		388	23% 88%	10 50		0	2 0%
Computer Consultant	58,512	469	177		98	55%	67		12	2 7%
Computer Constitution Computer Facilities Management Services	1,270	3,075	2	3,202	2	100%	07	0%	12 N	0%
Computer Printers Sales & Service	24,093	874	197	525	173	88%	24	12%	0	0%
Computer Software Publishers & Developers	226,653	134	3,468	48	2,991	86%	440	13%	37	
Computers - Forensics	1,145	3,161	2	3,202	2	100%	0	0%	0	0%
Computers - Bulletin Boards	285	4.058	0		0	0%	0	0%	0	0%
Computers - Cable & Installation	9,773	1,475	29		15	52%	14		0	0%
Computers - Cleaning Services Computers - Dealers	6,692 209,662	1,754 144	57 3,564		31 3.405	54% 96%	21 150	37% 4%	5	9%
Computers - Dealers Computers - Disaster Recovery	13 458	1.254	3,304		3,403	59%	130		1	1 3%
Computers - Furniture	2,441	2,529	5		20	40%	2	40%	i	1 20%
Computers - Graphics	3,121	2,341	16		8	50%	8	50%	0	0%
Computers - Multimedia	3.336	2,292	35		12	34%	22		1	1 3%
Computers - Network Security	32.114	733	86		39	45%	47		0) 0%
Computers - Networks	103,162	293	895		786	88%	101	11%	8	3 1%
Computers - Programming	4,344	2,097	24		7	29%	16		1	1 4%
Computers - Rent & Lease Computers - Rooms - Installation & Equipment	18.110 1,614	1,052 2,839	509	265 3,202	506	99% 50%	3	1% 50%	0	0 0%
Computers - Rooms - Installation & Equipment Computers - Security Equip & Systems	9,337	1,512	65		50	77%	12		3	3 5%
Computers - Service & Repair	321,299	86	1,336		754	56%	515		67	
Computers - Supplies & Parts	119,026	256	1,022	156	884	86%	131	13%	7	7 1%
Computers - Sys Designers & Consult	88,887	333	234		195	83%	37	16%	2	2 1%
Computers - Time Share	28	4,868	0	3,953	0	0%	0	0%	0	0%
Computers - Training	52.318	516	108		65	60%	28		15	3%
Computers - Used	19.238	1,008 842	62 896	1.069 173	45 871	73%	15 25		2	0 0%
Computers - Wholesale & Manufacturers Computers Hardware, Software & Services	25,164 504,728	842 55	896 3,642	1/3	8/1 3,045	97% 84%	25 546		51	
Concert Bureaus	1.069	3.197	3,642		3,045 29	97%	540 1	3%	21) 0%
Concert Halls	2,002	2,676	29		22	76%	7	24%	0	0 0%
Concert Performers	92	4,558	0	3,953	0	0%	0	0%	0	0%
Concert Promoters & Consultants	4,672	2.036	59	1.093	23	39%	36	61%	0	0%
Concessionaires	1.572	2.870	2	3.202	0	0%	2	100%	0) 0%
Concierge Services	9,865	1,472	17	1/012	8	47%	9		0	0%
Concrete - Custom	30,271	759	112		40		65		7	7 6%
Concrete - Prestressed Concrete - Ready Mixed	650 22,275	3.567 921	33	3,953 1,409	<u>0</u> 18	0% 55%	0 14	0% 42%	0	0 0%
Concrete - Ready Mixed Concrete - Restoration, Sealing & Cleaning	22,2/5 18,326	1,043	33 53		18 26	55% 49%	14 22	42% 42%	1	5 9%
Concrete - Restoration, Sealing & Cleaning Concrete - Stamped & Decorative	49,341	540	141		74		66		1	1 1%
Concrete Additives	218	4.215	0	3.953	0	0%	0	0%		0%
Concrete Aggregates	1,877	2,724	5	2,667	5	100%	0	0%	0	0%
Concrete Block & Product Molding Machine	600	3,619	2	3,202	- 0	0%	2	100%	0	0%
Concrete Blocks & Shapes	4,578	2.056	5	2.667	3	60%	2	40%	0	0%
Concrete Breaking Equipment	445	3.803	0	3.953	<u>0</u>	0%	0	0%	0	0%
Concrete Breaking, Cutting, Sawing	9,646	1,491	4	2,821	3	75%	1	25% 82%	0	0 0%
Concrete Construction Forms & Accessories Concrete Contractors	8,044 852,960	1,618	1,222	2,126 139	582	18% 48%	598		42	
Concrete Contractors Concrete Curing & Treating Materials	1,872	2,726	7.222	2,432	<u> </u>	29%	<u>598</u> 5	71%	42 0	0 0%
Concrete Mixers	1,002	3,229	3	2,973	.3	100%	0	0%	0	0%
Concrete Mixers - Renting	54	4,726	0	3.953	0	0%		0%	0	0%
Concrete Mixing Plant Equipment	214	4,224	2	3,202	0	0%	2	100%	0	0%
Concrete Patching Compounds	605	3,614	1	3,483	1	100%	0	0%	0	0%
Concrete Products	19,858	996	28		19		9	32%	0	0%
Concrete Pumping Service	5.910	1.846	2	3.202	0	0%	2	100%	0	09

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/4
Concrete Reinforcements	2,918	2,387	0	3,953	0	0%	0	0%	nuisue	0%
Concrete Removal	488	3,748	3	2 973	ī	33%	2	67%	Ō	0%
Concrete Repair/Leveling	17.927	1.059	34	1.393	19	56%	15	44%	0	0%
Concrete Vibrators	6	5,046	0	3,953	0	0%	0	0%	0	0%
Condiments & Sauces	1,784	2,764	7	2,432	3	43%	3	43%	1	1 14%
Condominiums	30.966	747	107		68		37	35%	2	2 2%
Conduit & Fittings	135 2,338	4,437 2,558	10		0	0% 60%	0	0% 40%	<u> </u>	0%
Conference Centers Connectors - Electric	3,387	2,338	10		2	33%	4	67%	0	0 0%
Consignment Service	17 513	1,076	158		70		77	49%	11	1 7%
Consignment Service - Automobile	1,160	3,147	12		7	58%	5	42%	0	0%
Consignment Service - Furniture	4,798	2,013	61	1,077	29	48%	28	46%	4	1 7%
Consignment Service - Online	14,477	1.207	49	1.183	38		9	18%	2	2 4%
Construction & Remodeling Services	2,533,698	6	3,694	41	1,793	49%	1,753	47%	148	
Construction Equipment Sales / Services	20,952	963 1 823	51	1,167	31	61%	19	37%	1	1 2% 3 33%
Construction Estimates Construction Management	6.001 65.192	1.823	104	2,200	68	11% 65%	22	56% 31%	<u>3</u>	4 4%
Construction Reports	1,776	2,769	4		2	50%	2	50%	0	0%
Construction Supplies	5,057	1,974	21		11		10	48%	0	0%
Consulates & Other Federal Government Representatives	258	4.123	0	3,953	0	0%	0	0%	Ō	0%
Consultant - Employee Benefit Plans	5.139	1.957	13		10	77%	3	23%	0	0%
Consultant - Planning	17,102	1,092	21		12	57%	6	29%	3	3 14%
Consultant - Public Sector Planning	732	3,490	1	3,483	0	0%	1	100%	0	0%
Consultant - Strategic Planning	4.643	2.046	14	1.945 2,348	5	36%	5	36%	4	1 29%
Consultants - Auto Repair Consultants - Automobile Purchase	677 18,167	3,543 1,047	66		52	88% 79%	1/	13% 21%	0	0%
Consultants - Automobile Purchase Consultants - Dental Management	3,433	2,267	12		9	75%	14	25%	<u> </u>	0 0%
Consultants - Medical	15.981	1,137	32		23	72%	8	25%	1	1 3%
Consultants - Pharmaceutical	1,941	2,690	2	3,202	2	100%	0	0%	0	0%
Consultants - Prison & Sentencing	1,202	3,116	7	2,732	6	86%	1	14%	0	0%
Consultants - Security	4.046	2,149	12		2	17%	10	83%	0) 0%
Consultants - Social Media	6,761	1,740	16		12	75%	3	19%	1	1 6%
Consultants - Telecommunication	9,705 1,197,434	1,485	28 6.142	1,502	18 5.848	64%	10 246	36% 4%	0	0%
Consumer Finance & Loan Companies Consumers Cooperative Organizations	1,197,434 8,180	1,600	12		5,848	95% 67%	246	33%	48	0%
Contact Lenses	70,617	410	236	450	200	85%	35	15%	1	1 0%
Containerized Freight Service	4,817	2,010	9	2,260	6	67%	3	33%	0	0%
Content Management Systems	366	3.916	3	2.973	1	33%	2	67%	0	0%
Contest Arranging & Judging	1.662	2.813	0	3,953	0	0%	0	0%	0	0%
Contract Manufacturing	18,373	1,042	79		53	67%	25	32%	1	1 1%
Contractor - Commercial	93,257	319	92		43		48		1	1 1%
Contractor - Crawl Space	8.161 13.470	1.604 1.252	13 33		10 17	77% 52%	3 14	23% 42%	0	2 6%
Contractor - Decorative & Specialty Concrete Contractor - Disabled Access	1,980	2,680	33		1/	0%	14	0%		0 0%
Contractor - Disabled Access Contractor - Flat Roof	5,113	1,965	9		4	44%	5	56%	0	0%
Contractor - Gas	2,408	2,538	4		3	75%	1	25%	0	0%
Contractor - General Green Builder	22,706	912	65		45		19	29%	1	1 2%
Contractor - Hauling	4,257	2,108	7	2,432	4	57%	3	43%	0	0%
Contractor - Home Performance	8.347	1.581	37		14	38%	21	57%	2	2 5%
Contractor - Industrial	6.808	1.735	. 4		2	50%	2	50%	0	0%
Contractor - Insulation Contractor - Interior Trim	204,929 5.350	150 1.924	192		142	74% 100%	45	23% 0%	5	3%
Contractor - Interior Trim Contractor - Low Voltage Systems	5,350 10,826	1,924 1,406	4	2,821 2,667	4	100% 80%	0	20%	0	0%
Contractor - Low Voltage Systems Contractor - Mechanical Insulation	3,562	2,237	5	2,667	4	80%	1	20%	0	0%
Contractor - Metal Roofing	19,873	995	39	1,307	23	59%	15	38%	1	1 3%
Contractor - Ornamental Iron	1,339	3.028	3	2.973	1	33%	1	33%	1	1 33%
Contractor - Remodel & Repair	180.444	171	489		215	44%	262	54%	12	2 2%
Contractor - Roofing Spray Foam Insulation	2,903	2,391	9	2,200	3	33%	6	67%	0	0%
Contractor - Sheetrock	1,135	3,162	1		0	0%	1	100%	0	0%
Contractor - Spray Foam Insulation	23.585 2.862	886 2,401	18		12	67% 38%	5	28%	1	0 0%
Contractor - Tile Roofing Contractor - Water Conditioning	5,008	1,981	13		3 8	62%	3	63% 23%	2	15%
Contractors - Acoustical Ceiling	2,859	2,404	13	3,953	n	02%		0%	<u>2</u>	0 0%
Contractors - Ceiling	9,983	1,467	4	2.821		75%	1	25%		0%
Contractors - Flooring	163,631	191	394	329	204	52%	177	45%	13	3%
Contractors - Framing	25,867	827	12	2,065	3	25%	8	67%	1	1 8%
Contractors - General	3.932.271	2	4.185	31	2.185	52%	1.861	44%	139	3%
Contractors - Gutters	41.755	614	88		57	65%	29	33%	2	2 2%
Contractors - Plant Maintenance Shutdown	107	4,510 1,759	0	3,953 2,550	0	0% 67%	0	0%	0	0 0%
Contractors - Retaining Wall Contractors - Sheet Metal	6,638 4,287	1,759 2.103	0	2,550 3.202	4	100%	2	33% 0%	0	0%
Contractors - Solar Energy	158,831	196	479	282	430	90%	46	10%	3	3 1%
Contractors Equipment & Supplies - Dealers & Services	14,510	1,205	30		19		10	33%	1	1 3%
Contractors Equipment & Supplies - Rent & Lease	11.538	1.368	24	1.596	16	67%	8	33%	0	0%
Controls, Control Sys & Regulators	9.884	1.471	9		9	100%	0	0%	0	0%
Convenience Stores	45,322	579	380		176		202	53%	2	2 1%
Convention Information	323	3,981	1	3,483	.0	0%	1	100%	0	0%
Convention Services & Facilities	7.597	1.654	36	1.354	27	75%	8	22%	1	. 3%

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	9/
Convents & Monasteries	8	5.026	0	3,953	0	0%	0	0%	Pursue 0	0 0%
Converters - Electric	846	3,370	4	2,821	3	75%	1	25%	Ō	0%
Conveyors & Conveying Equipment	3,429	2,271	0	3.953	0	0%	0	0%	0	0%
Cookies & Crackers	2,201	2,600	11		7	64%	4	36%	0	0%
Cooking Instruction	2,625	2,476	19		11	58%	8	42%	0	0%
Cooking Utensils	47.144	559	234		197	84%	36	15%	1	1 0%
Cooling Towers	805 45,217	3,422	0 172		0 155	0% 90%	17	0% 10%	<u> </u>	0 09
Copiers & Copier Supplies Copper	170	581 4,340	1/2 0	3,953	133	0%	1/	0%	0	0 0%
Copper Products	725	3,495	2	3,202	0	0%	2	100%	0	09
Coppersmiths	398	3,861	Ō	3,953	Ö	0%	Ō	0%	0	0%
Copy & Duplicating Service	22,927	904	45	1,232	28	62%	16	36%	1	1 2%
Copyright Service	2,279	2.574	7	2.432	3	43%	3	43%	1	14%
Copywriting	320	3,989	0	3,953	0	0%	0	0%	0	0%
Cord Blood Storage	1,461	2,945 4 831	1	3,483 3,953	1	100%	0	0%	0	0 0%
Cord Sets & Cords - Electric Cork & Cork Products	148	4.831	<u>U</u>	3,483	1	0% 100%	0	0% 0%	<u> </u>	09
Corn Products	209	4,400	1		1	0%	0	0%	0	0 0%
Cornices - Building	55	4,720	0		0	0%	0	0%	0	09
Corporate Awards	3,726	2,201	1	3,483	0	0%	1	100%	0	0%
Corporate Housing	5,853	1.857	9	2,260	4	44%	5	56%	0	0%
Corporate Travel	16,498	1,115	26		20	77%	6	23%	0	0%
Corporation Supplies	184	4,304	1	3,483	1	100%	0	0%	0	0%
Correspondence Schools	133.910	233	302		273	90%	28	9%		1 0%
Corrosion Control	700	3,510	120	3,953	0	0% 22%	0 93	0% 78%	0	0 09
Corsets & Girdles Cosmetic & Toiletry Preparations - Manufacturers	11,039 2,555	1,395 2,496	120	730 2,821	26	22% 50%	93	78% 50%	1	0 0%
Cosmetic & Tolletry Preparations - Manufacturers Cosmetic Sales	73,604	2,496 394	350	353	206	50% 59%	140	40%	<u>U</u>	1 19
Cosmetic Sales Cosmetic Sales by Internet	127,468	245	1,224	138	1,028	84%	188	15%	- 8	19
Cosmetic Sales by Mail	302	4,025	3	2,973	1	33%	2	67%	0	0%
Cosmetics & Perfumes - Retail	91.043	330	534	256	387	72%	141	26%	6	5 1%
Cosmetics - Wholesale & Manufacturers	21,447	948	226	469	150	66%	72	32%	4	1 2%
Costume Fabrics, Trim & Accessories	4,884	1,994	112	771	101	90%	11	10%	0	0%
Costumes - Masquerade & Theatrical	23,034	898 3.716	98	835	49	50%	47	48%	2	2 29
Cotton Cotton Ginning Equipment & Supplies	519 194	3./16 4,273	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0 0%
Cotton Gins	443	3,807	0	3,953	0	0%	0	0%	0	0 0%
Cotton Goods - Wholesale & Manufacturers	346	3,942	1	3,483	0	0%	1	100%	0	0%
Cotton Goods Brokers	51	4,740	0	3,953	0	0%	0	0%	0	0%
Cotton Picking Machinery	28	4,868	0	3,953	0	0%	0	0%	0	0%
Cottonseed Products	39	4,801	0	3,953	0	0%	0	0%	0	0%
Counterfeit Money Detection Devices	10	4,999	0	3.953	. 0	0%	0	0%	0	0%
Countertop - Fabrication	7,245	1,684	15		12 192	80%	3 71	20%	0	0 09
Countertops Countertops Countertops	152,976 1,385	204 3,001	267	415 2,973	192	72% 67%	/1	27% 33%	4	09
Countertops - Concrete Couplings	1,303	5,001	<u> </u>	3,953		0%	1	0%	0	09
Coupon Book Promotions	52,304	517	1,299	128	1,247	96%	52	4%	0	0%
Coupon Services	35,876	671	176	563	140	80%	33	19%	3	3 2%
Couriers	17.940	1.058	37	1.340	22	59%	15	41%	0	0%
Court Reporters	3.741	2.196	5	2,007	4	80%	1	20%	0	0%
Covers - Book, Catalog	374	3,899	0	3,953	0	0%	0	0%	0	0%
Covers - Protective	12,645	1,295	129	684	106	82%	23	18%	0	09
CPR Training & Certification	26.634	808 2,221	30 16	1.459	23	77% 44%	6	20% 50%		1 69
Craft Galleries & Dealers Craft Instruction	3,617 2,335	2,221	16	1,852 2,432	/	44% 57%	3	43%	1	0 09
Craft Supplies	24,196	869	134		96	72%	35	26%	3	3 2%
Crane Service	9,280	1,517	0	3,953	0	0%	0	0%	0	0%
Cranes	3,687	2,209		3,202	1	50%	1	50%	0	0%
Cranes - Accessories & Parts	129	4,455	0		0	0%	0	0%	0	0%
Crankshaft Grinding	194	4.273	0	3,953	0	0%	0	0%	0	0%
Crankshaft Manufacturers	50 134	4.744	0	3.953 3.953	Õ	0%	0	0%	0	09
Crawfish Farms Credit & Debt Counseling	510,314	4,441 53	331	3,953	211	0% 64%	0 95	0% 29%	25	
Credit & Debt Counseling Credit - Debt Consolidation Services	405,956	53 65	331 682	363 212	439	64%	95 218	32%	25	
Credit - Debt Consolidation Services Credit Card - Merchant Services	209,394	145	1,887	212 87	1,731	92%	138	7%	18	
Credit Card Processing Service	298,199	93	1,578	109	1,484	94%	80	5%	14	
Credit Cards & Plans	360,363	75	7.756	15	7.637	98%	87	1%	32	2 0%
Credit Cards & Plans - Equipment & Supplies	50.602	530	608	233	593	98%	14	2%	1	1 0%
Credit Cards - Protection Service	17,119	1,090	62	1,069	43	69%	11	18%	8	3 13%
Credit Repair Services - Advance Fee	127,818	244	318		136	43%	163		19	6%
Credit Repair Services - No Advance Fee	187.643 49,513	167 539	306	385 895	295 64	96% 74%	11 22	4%	0	0 09
Credit Repair Services – Monitored Credit Reporting Agencies	49,513 120,369	253	86 3,389	895 50	3,321	74% 98%	61	26% 2%	7	7 0%
	317,922	253 88	1,019	157	3,321 915	98%	81	8%	72	3 29
Credit Services										
Credit Services Credit Unions	317.922 234.320	126	2,180	78	2,041	94%	138	6%	1	1 0%
	234.320 60,153	126 460		78 976			138 4	6% 5%	1 2	2 3%
Credit Unions	234.320	126	2,180	78	2.041	94%	138 4 0	6%	1 2 0	

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	9/6
Creosote	,	5,088		3,953	0	0%	0	0%	Pursue	0%
Crime Scene/Trauma Clean Up	6,215	1,807	3	2,973	2	67%	1	33%	0	0%
Criminologists	4	5.075	0	3,953	0	0%	Ô	0%	0	0%
Crisis Intervention Service	888	3,338	1	3,483	0	0%	1	100%	0	0%
Crowdfunding	10,426	1,432	172	571	168	98%	4	2%	0	0%
Cruises	62.325	453	1.208	140	1.116	92%	91	8%	1	0%
Crushing & Pulverizing Equipment	811	3,411	0	3,333	0	0%	0	0%	0	0%
Crushing & Pulverizing Service	331	3,965	0	3,953	0	0%	0	0%	0	0%
Crutches Cryogenics	52 1.583	4.734 2.859	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0% 0%
Cryotherapy	1,303	4.949	<u>U</u>	3,953	0	0%	0	0%	0	0%
Crystals - Industrial	134	4,441	0	3,953	0	0%	0	0%	0	0%
Culverts	595	3,627	2	3,202	0	0%	2	100%	0	0%
Cupolas	79	4,606	0	3,953	0	0%	0	0%	0	0%
Currency Exchange	10,430	1,431	15	1,302	6	40%	8	53%	1	7%
Curtains - Wholesale & Manufacturers	431	3.820	1	3.483	0	0%	1	100%	0	0%
Cushions	1,389	2,997	2	3.202	1	50%	1	50%	0	0%
Custom Brokers	6,220	1,806	1	3,483	1	100%	0	0%	0	0% 0%
Custom Framing Custom Harvesting	5,181 309	1,951 4,011	9	2,260 3,953	0	67% 0%	3 0	33% 0%	0	0%
Custom Synthesis	14	4,965	<u>U</u>	3,953	0	0%	0	0%	0	0%
Custom Tile Painting	302	4,963	1	3,483	0	0%	1	100%	0	0%
Customs Consultant	1,335	3,032	4	2,821	1	25%	3	75%		0%
Cutlery	42.024	611	33	1,409	25	76%	8	24%	0	0%
Cutting & Slitting Service	195	4,272	0	3,953	0	0%	0	0%	0	0%
Cyber Security	68	4,658	0	3,953	0	0%	0	0%	0	0%
Cylinder Heads - Auto & Motorcycle	3.839	2,177	37	1,340	35	95%	2	5%	0	0%
Cylinders - Air & Hydraulic	2,700 390	2.455 3.876	4	2.821 3.483	4	100%	0	0%	0	0% 0%
Cylinders - Gas	390 26	3,876 4,877	1		0	0% 0%	1	100% 0%	0	0%
Cylinders - Hydrostatic Testing Cylinders - Rebuild & Repair	370	3,907	0	3,953 3,953	0	0%	0	0%	0	0%
Dairies	2,320	2,566	3	2,973	3	100%	0	0%	0	0%
Dairy Consultants	263	4,111	0	3,953	0	0%	0	0%	0	0%
Dairy Equipment & Supplies	1,326	3,044	2	3,202	1	50%	1	50%	0	0%
Dairy Equipment Repair	63	4,679	0	3.953	0	0%	0	0%	0	0%
Dairy Products - Wholesale	3,226	2,319	8	2,348	5	63%	3	38%	0	0%
Dance Apparel	3,209	2,326	18		10	56%	8	44%	0	0%
Dance Companies	11.033	1.397	79		36	46%	42	53%	1	1%
Dancing Instruction	18.455	1.037	63		47	75%	16	25%	0	0%
Dancing Supplies	1,582	2,861 3,727	/	2,432	3	43%	4	57%	0	0% 0%
Darts & Dart Boards Data Brokers	504 4,566	2.058	146	3,533	126	0% 86%	20	0%	0	0%
Data Communications Equipment & Systems	22,900	2,038 907	155	606	139	90%	15	14% 10%	1	1%
Data Processing Equipment	540	3,679	133	3,483	1	100%	10	0%	0	0%
Data Processing Equipment - Maintenance	476	3,765	1	3,483	0	0%	1	100%	0	0%
Data Processing Service	20,241	988	77		37	48%	26	34%	14	18%
Data Processing Supplies	672	3,548	1	3,483	0	0%	1	100%	0	0%
Data Recovery	16,753	1,106	75		52	69%	22	29%	1	1%
Data Systems - Consultants & Designers	16.557	1.112	36		26	72%	9	25%	1	3%
Dating Service	163,991	187	2,282	73	833	37%	1.437	63%	12	1%
Dating Service - Online	24,834 17.828	854 1,064	652	220 2,432	553	85%	91	14%	8	1% 0%
Day Care - Adults Day Spas	17,828 58,417	1,064 470	433		212	100% 49%	0 148	0% 34%	0	17%
Debris Box Service	58.417	4/0 4,658	433 n	303 3,953	212	49%	148 n	34% 0%	/3 n	0%
Debt Relief Education	2,825	2,414	15	1,902	7	47%	8	53%	n	0%
Debt Relief Services	330,005	83	582	243	435	75%	101	17%	46	8%
Debt Relief Services	187,946	165	601	236	341	57%	207	34%	53	9%
Debt Relief Services (Non-compliant with FTC Rule)	16,152	1,129	48		4	8%	18	38%	26	54%
Debt Repayment Plan	34,151	700	125		87	70%	31		7	6%
Debt Settlement - Canada	951	3.281	0	3.953	0	0%	_0	0%	0	0%
Decals Decals Depair	8.198 5,491	1.598 1.905	105	806 2,260	40	38%	57	54%	8	8% 0%
Deck - Repair Deck Builder	35,315	1,905	74		37	67% 50%	33	33% 45%	0	5%
Deck Cleaning & Sealing	13,113	1,276			36	50% 64%	33 20	36%	4 n	0%
Deck Cleaning and Waterproofing	12,168	1,332	12		11	92%	1	8%	0	0%
Decoration Contractors - Party, Convention	3,922	2,162	24		11	46%	13	54%		0%
Defense Contractors	1.590	2,854	3	2,973	2	67%	1	33%	0	0%
Degreasing Equipment & Supplies	25	4.883	0	3.953	0	0%	0	0%	0	0%
Dehumidifying Equipment	370	3,907	0	3,953	0	0%	0	0%	0	0%
Dehydrating Equipment	12	4,983	0	3,533	0	0%	0	0%	0	0%
Dehvdrating Service Delicatessens	68	4.658			0	0%	0	0%	9	0%
		2,178	30	1,459	17	57%	12	40%	1	3% 1%
	3,836		2.524							
Delivery Service	3,836 156,161	198	2,534		2,160	85%	348	14%	20	
Delivery Service Demagnetizers	156,161 7	198 5.034	2,534 0	3,953	2,160 0	0%	348 0 n	0%	0	0%
Delivery Service Demanetizers Demographic Research		198	2,534 0 0 34	3.953 3.953	2,160 0 0 18		348 0 0 15		0 0 1	0% 0% 3%
Delivery Service Demagnetizers	156,161 7 127	198 5.034 4.458	0	3.953 3.953 1,393 3,953	0	0% 0% 53% 0%	0	0% 0%	0 0 1 0	0% 0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Dental Equipment - Repair & Refinish	1,930	2,698	9	2,260	0	0%	9	100%	0	0%
Dental Hygienists	4,719	2,025	54	1.142	28	52%	26	48%	0	0%
Dental Laboratories	34.617	693	199		133	67%	66	33%	0	0%
Dental Service Plans	68,882	420	163		149	91%	13	8%	1	1%
Dental Staffing	62	4,687		3,202	0 53	0%	17	100%	0	0% 0%
Dentist - Dental Implants Dentist - Dental Surgery	25.627 17,046	833 1,095		998 871	53 74	76% 83%	1/	24% 17%	0	0%
Dentist - Orthodontist	29,867	767	130	682	99	76%	30	23%	1	1%
Dentist - Periodontist	4.849	2.001	16		15	94%	1	6%	0	0%
Dentist - Prosthodontist	1,549	2,889	9		5	56%	4	44%	0	0%
Dentist - Sedation	258	4,123	0	3,953	0	0%	0	0%	0	0%
Dentist Information Bureaus	1,839	2,737	157	599	39	25%	118	75%	0	0%
Dentistry - Children	15.413	1.160	79	929	62	78%	16	20%	1	1%
Dentistry - Cosmetic	16,731	1,107 43	56 3,256	1,120 54	44 2.511	79%	12 729	21%	0	0% 0%
Dentists Denturist	614,850 14,735	1.190	3,256	1,374	2,511	77% 83%	/29	22% 11%	16	6%
Deodorants Deodorants	223	4,197	<u> 35</u>	3.202	29	50%	4	50%	2	0%
Deodoratics Deodorizing & Disinfecting	1,085	3,187	1	3,483	1	100%	ń	0%	0	0%
Deodorizing Equipment	1,005	4,949	0	3,953	0	0%	0	0%	0	0%
Department Stores	133,547	234	9,282	12	9,198	99%	77	1%	7	0%
Deposit Protection	1	5.127	0	3.953	0	0%	0	0%	0	0%
Design & Build Contractor	21,358	950	32	1,421	11	34%	20	63%	1	3%
Designers - Apparel	12,260	1,325	161		73	45%	87	54%	1	1%
Designers - Industrial	4,592	2.053 4,988	12	2,065 3,953	4	33%	8	67%	0	0% 0%
Desk Pads & Accessories	10 112		13		0	0%	0	0%	0	8%
Desktop Publishing Destination Management	10,113 279	1,457 4,074	13	2,005 3,953	D n	46% 0%	n b	46% 0%	U T	0%
Detective Agencies	5,694	1,878	11		2	18%	9	82%	0	0%
Developmental Disability Services	8,565	1,566	5		2	40%	3	60%	Ö	0%
Diabetes Services & Supplies	18,559	1,030	63		49	78%	13	21%	1	2%
Dials	3	5.088	0	3.953	0	0%	0	0%	0	0%
Diamond Buyers	9,720	1,481	5	2,667	3	60%	2	40%	0	0%
Diamond Cutters	415	3,838	0	3,953	0	0%	0	0%	0	0%
Diamond Setters	75 30,395	4,624 758	0	3,953	0 17	0%	0	0%	0	0% 0%
Diamonds Diamonds - Industrial	30,395	4,588		1.629 3,483	1/	74% 0%	D	26% 100%	0	0%
Diaper Service	3,126	2,339	8	2,348	1	13%	7	88%	0	0%
Diaries	2	5,105	0	3,953	0	0%	Ó	0%	0	0%
Dictating Machines & Supplies	316	3.993	0	3.953	0	0%	0	0%	0	0%
Die Castings	1,346	3,025	0	3,953	0	0%	0	0%	0	0%
Die Cutting	637	3,579	0	3,333	0	0%	0	0%	0	0%
Die Cutting Equipment & Supplies	80	4.598	0		0	0%	0	0%	0	0%
Diecast Cars - Dealers	486 1,432	3,752 2,966	0	3,953 2,667	0	0% 60%	0	0% 20%	0	0% 20%
Dietitians Differentials - Automobile	778	3,449	<u>5</u>	2,667	3	71%	2	20%	1	0%
Digital Marketing	18.973	1.019	91		60	66%	20	32%	2	2%
Digital Media	21,860	935	195		134	69%	61	31%	0	0%
Dining Car Builders	9	5,016	2	3,202	0	0%	2	100%	0	0%
Dining Club Plans	1.896	2,715	36	1.354	33	92%	3	8%	0	0%
Dinner Theatres	1.158	3.150	8		6	75%	2	25%	0	0%
Disability Access Equipment	8,828	1,552	35		34	97%	1	3%	0	0%
Disability Remodeling	1,181	3,135	0 19	3,953	0 17	0%	0	0%	0	0% 0%
Disabled Person Assistance	20.667 27,431	971 800	19 123	1.763 715	1/ 54	89% 44%	2 58	11% 47%	0	9%
Disc Jockeys Discotheques	27,431	4,577	123 n	3,953	54 0	0%	58 n	0%	U 11	0%
Discount Stores	98.154	303	1,555	110	1,410	91%	136	9%	9	1%
Dishwashing Compounds	67	4,663	0	3.953	0	0%	0	0%		0%
Dishwashing Machines - Dealers	144	4,410	1	3,483	1	100%	0	0%	0	0%
Dishwashing Machines - Service & Repair	661	3,558	1	3,483	1	100%	0	0%	0	0%
Dishwashing Machines - Supplies & Parts	10	4,999	0	3.953	0	0%	0	0%	0	0%
Disinfectants & Germicides	209	4.237 1.231	0 27	3.953 1.533	0 15	0%	0	0%	0	0% 0%
Display Designers & Producers Display Fixtures & Materials	14,109 4,431	2,083	2/ A		15	56% 100%	12	44% 0%	0	0%
Display Installation Service	1,286	3,063	<u>4</u>	2,821	4	83%	1	17%	0	0%
Disposable Products	459	3,788	0		0	0%	Ô	0%	0	0%
Distillers	2,875	2,397	1		1	100%	0	0%		0%
Distributing Service - Circular, Sample	4.875	1.995	14	1,945	5	36%	9	64%	0	0%
Divers	626	3.590	2	3.202	2	100%	0	0%	0	0%
Divers Equipment & Supplies	3,314	2,301	17		8	47%	9	53%	0	0%
Diving & Marine Services	2,303	2,568	10		4	40%	. 6	60%	0	0% 0%
Diving Instruction	2,792	2,422	28 46		13	46%	15 11	54%	0	4%
Divorce Assistance DNA Testing	10,539 17,592	1,426 1,072	46 57	1,217 1,107	33 50	72% 88%	11	24% 11%	2	2%
Dock Builders	10,714	1,072	18	1,107	7	39%	٥	50%	7	11%
Dock Covers	31	4,846	0	3,953	n	0%	ñ	0%	0	0%
Docks	5,994	1,825	8	2,348	3	38%	3	38%		25%
Document Imaging & Scanning Service	16,781	1,105	30		26	87%	2	7%		7%
Dog Breeders	235,992	125	350	353	160	46%	165	47%	25	7%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Dog Daycare	10,353	1,437	40	1,296	25	63%	14	35%	Pursue 1	3%
Doll Clothing & Accessories	843	3,377	0	3,953	0	0%	0	0%	0	0%
Doll Houses & Accessories	613	3.605	2	3,202	2	100%	0	0%	0	0%
Doll Manufacturers Equipment & Supplies	16	4,939	0	3,953	0	0%	0	0%	0	0%
Dolls - Collectors	740	3,479	10		5	50%	5	50%	0	0%
Dolls - Repairing	1,002	3,229	2	3.202	1	50%	1	50%	0	0%
Dolls - Retail	3,217	2,321	13		8	62%	5	38%	0	0%
Dolls - Wholesale & Manufacturers Dome Structures	222 117	4,203 4,485		2,973 3,483	0	0% 100%	1	33% 0%		0 0%
Domestic Abuse Services	311	4.006	1	3,483	n	0%	1	100%	0	0%
Door & Gate Operating Devices	9,984	1,466	23		16	70%	7	30%	0	0%
Door Closers & Checks	373	3,902	0		0	0%	0	0%	0	0%
Door Closers & Checks - Repairing	167	4,350	2	3.202	2	100%	0	0%	0	0%
Door Frames	787	3,442	1	3,483	0	0%	1	100%	0	0%
Door Manufacturer - High Performance	2,418	2,535	8	2,348	5	63%	3	38%	0	0%
Door-to-Door Freezer Food Sales	2,504	2,511 1,163	<u>9</u>	2,200	/	78%	2	22%	0	0%
Door-to-Door Sales - Cleaning Supplies Door-to-Door Sales - Cosmetics	15.339 394	3,866	25	1,569 3,202	9	36% 100%	15	60% 0%	1	0 0%
Door-to-Door Sales - Cosmetics Door-to-Door Sales - Magazines	48,445	550	374		140	37%	221	59%	12	3 3%
Door-to-Door Sales - Madazines Door-to-Door Sales - Meat	41,699	615	141		74	52%	65	46%	13	1%
Door-to-Door Sales - Photography	520	3,712	141		0	0%	03	0%		0%
Doors	96,626	312	259		182	70%	69	27%	8	3 3%
Doors - Cellar/Basement/Bilco	1,097	3,180	5	2,667	5	100%	0	0%	0	0%
Doors - Commercial	3.073	2,350	- 6	2,550	6	100%	0	0%	0	0%
Doors - French	142	4,417	1	3,483	0	0%	1	100%	0	0%
Doors - Industrial	131	4,446	0	3,953	0	0%	0	0%	0	0%
Doors - Installation	13.914	1.236	36		21	58%	14	39%	1	3%
Doors - Patio	1.059 27.362	3.200 801			1 25	17% 56%	5	83% 44%	0	0%
Doors - Repair	27,362 995	3,239	45		25		20	20%	0	0 0%
Doors - Rolling	995	3,239 4,999		2,667 3,953	4	80%	1		0	0%
Doors - Vinvl Doughnut Machines & Supplies	10	5,088	<u>U</u>	3,953	0	0% 0%	0	0% 0%	0	0%
Doughnuts	2,091	2,643	9	2,260	2	22%	5	56%	2	22%
Dowels	34	4,828	Ő	3,953	0	0%	0	0%	0	0%
Drafting Equipment & Supplies	730	3,491	0	3,953	0	0%	0	0%	0	0%
Drafting Services	10,380	1,434	15		9	60%	6	40%	0	0%
Drainage Contractors	25,092	847	24		13	54%	10	42%	1	4%
Drama/Acting Instruction	2,398	2,542	5	2,667	3	60%	1	20%	1	20%
Draperies & Curtains - Retail & Custom	30.529	757	90		46	51%	40	44%	4	4%
Draperies - Wholesale & Manufacturers	303	4,023	1	3,483	1	100%	0	0%	0	0 0%
Drapery & Curtain Cleaners Drapery & Curtain Fabric - Wholesale & Manufacturers	1,347	3,024	5	2,667	4	80%	1	20%	0	0%
Drapery & Curtain Fabric - Wholesale & Manufacturers Drapery & Curtain Fabrics - Retail	301 1,803	4.028 2.754	<u> </u>	3,953 3,953	0	0% 0%	0	0% 0%	<u>U</u>	0 0%
Drapery & Curtain Fixtures	569	3,653	2	3,202	2	100%	0	0%	0	0%
Drapery Installation Service	2,087	2,644	4		1	25%	3	75%	0	0%
Drapery Trimmings	80	4,598	0	3,953	0	0%	0	0%	0	0%
Drawing Materials	1,856	2,730	7	2,432	6	86%	1	14%	0	0%
Dredging	740	3,479	0	3,953	0	0%	0	0%	0	0%
Dredging Machinery	7	5.034	0	3.953	0	0%	0	0%	0	0%
Dress Forms - Wholesale & Manufacturers	187	4,298	2	3.202	0	0%	2	100%	0	0%
Dress Trimmings Dresses - Wholesale & Manufacturers	489 1.810	3,745 2,751	25	2,973 1,569	3	100%	18	0% 72%	0	0%
Dresses - Wholesale & Manufacturers Dressmakers	1,810 4,838	2,751	25		3	12% 47%	18	72% 47%	4	1 5%
Dressmaking Schools	4.030	2.006 4.744	13	2,973	9	0%	3	100%	1	0%
Drill Presses	3	5,088	0	3,953	0	0%	0	0%	0	0%
Drilling & Boring Contractors	24,121	873	19		2	11%	2	11%	15	79%
Drillina & Borina Equipment & Supplies	1.791	2,760	1	3,483	1	100%	0	0%	0	0%
Drilling - Gas Well	1,463	2,944	1	3,483	1	100%	0	0%	0	0%
Drilling - Geothermal	572	3,646	1	3,483	1	100%	0	0%	0	0%
Drillina - Oil Well	3.270	2.308	1	3,483	0	0%	1	100%	0	0%
Drills	479	3.762		3,483	0	0%	1	100%	0	0%
Drive Shafts	1,780 11.837	2,766 1,349	<u>1</u>	3,483	0 42	0%	1 23	100%	0	0%
Drivers Education Driveway Installation, Paying & Repair	11,837 26,985	1,349 804	152		42	63% 24%	23 103	34% 68%	2	8%
Driveway Preparation	413	3,840	127	3,953	3/ 0	0%	103	0%	1 <u>Z</u>	0 0%
Driving Instruction	74,116	391	219		158	72%	53	24%	0 8	3 4%
Driving Proficiency Test Service	14,696	1,193	31	1,438	21	68%	10	32%	0	0%
Driving Training Equipment	1.118	3.172	1	3,483	0	0%	0	0%	1	100%
Drone Manufacturing	32	4,837	2	3,202	2	100%	0	0%	0	0%
Drone Retailer	6,837	1,732	194		180	93%	13	7%	1	1%
Drone Servicing & Maintenance	41	4.788	1	3,483	0	0%	1	100%	0) 0%
Drop Cloths	2	5,105	0	3,953	. 0	0%	0	0%	0	0%
Drug & Alcohol Screening & Testing	25,566	836	118		103	87%	15	13%	0	0%
Drug Abuse & Addiction - Info & Treatment	61,437	456 2.773	90		68	76%	21	23%	1	1%
Drug Brokers	1.773 16	2.7/3 4,939	1	3.483 3,953	0	0% 0%	1	100% 0%	0	0%
Drug Discovery Provider Drug Manufacturers	1,160	4,939 3,147	<u>U</u>	3,953	1	50%	0	0%	1	50%
Druggists - Wholesale	684	3,147	<u>2</u> 11		Δ	82%	2	18%		0%
Diddels Milorestic	004	3,333	11	2,120	9	62%		10%	U	370

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Dry Cleaners	113,113	265	1,777	95	892	50%	826	46%	59	3%
Dry Cleaners - Equipment - Wholesales	1.882	2,720	1	3.483	1	100%	0 16	0%	0	0%
Dry Cleaners - Mobile Dry Cleaners - Self Service	1.550 331	2.886 3.965	31 11	1,438 2,126	13	42% 73%	10	52% 27%	2	0%
Dry Erase Boards	316	3,993	0	3,953	0	0%	0	0%	0	0%
Drv Goods - Retail	1.023	3.218	8	2.348	3	38%	4	50%	1	13%
Dry Ice	636	3,580	0		0	0%	0	0%	0	0%
Dryer Vent Cleaning Dryers - Hand	13,866 696	1,238 3,517	13	2,005 3,953	2	15% 0%	6	46% 0%	5	38%
Drvers - Hand Drving Equipment - Industrial	113	4,500	0	3,953	0	0%	0	0%	<u> </u>	0%
Drying Service	175	4,326	0	3,953	0	0%	0	0%	0	0%
Drywall - Inspectors	842	3,379	0	3,953	0	0%	0	0%	0	0%
Drvwall Contractors	201.628	153	107		50	47%	56	52%	1	1%
Drywall Contractors Equipment & Supplies	3,027 1,769	2,366 2,778	6	2,550 3,202	4	67% 50%	2	33% 50%	0	0%
Drywall Taping and Texturing Drywall Toxic - Inspection	161	4,368	<u>2</u>		1	0%	1	0%	0	0%
Duct & Duct Fittings	2,765	2,435	5	2,667	1	20%	4	80%	0	0%
Duct Cleaning	88,046	338	116	751	63	54%	53	46%	0	0%
Dumbwaiters	105	4,514	0		0	0%	0	0%	0	0%
Dumpster Services	12.090	1.340	113	764 2.973	89	79%	21	19%	3	3%
Dune Buagies Duplicating Machines & Supplies	1.376 196	3.006 4,270	3	2.9/3 3.483	1	33% 0%	2	67% 100%	<u>0</u>	0%
Dust Collecting Systems	410	3,845	0	3,953	0	0%	0	0%	0	0%
Dust Control Materials	210	4,235	1	3,483	1	100%	0	0%	0	0%
Dusters & Dusting Cloths	_ 5	5,060	0	3,953	0	0%	0	0%	0	0%
Duty Free Shops DVD & CD Player Repair	283 445	4,061 3,803	5	2,667 3,202	4	80% 100%	1	20% 0%	0	0%
DVD & CD Plaver Rebair DVD sales & service	16.874	1.101	215	3.202 487	69	32%	141	66%	<u>U</u>	2%
Dyers	120	4,480	0	3,953	0	0%	0	0%	0	0%
Dyers - Industrial	13	4,973	0	3/333	0	0%	0	0%	0	0%
Dves & Dvestuff	203	4.251	16	1.852	2	13%	14	88%	0	0%
Dynamometers E-Books	82 4,164	4,592 2,128	90	3,953 862	80	0% 89%	10	0% 11%	0	0%
E-Cigarette Flavoring	3,869	2,120	21	1,697	9	43%	12	57%	0	0%
E-Cigarettes	39,656	638	346		225	65%	119	34%	2	1%
E-Learning	16,268	1,124	23		11	48%	12	52%	0	0%
E-Mail Marketing	11,653	1,359	65		21	32%	34	52%	10	15%
Ear & Body Piercing	4.457 377	2,078 3,893	16	1.852 3.483	14	88% 100%	2	13% 0%	0	0%
Earthworms Easels - Wholesale & Manufacturers	46	4,766	0	3,463	0	0%	0	0%	0	0%
Economic Development Organizations	1,707	2,797	4	2,821	3	75%	1	25%	0	0%
Economic Research & Analysis	4.783	2.018	3	2.973	2	67%	0	0%	1	33%
Editorial Services	3,892 187,001	2,167 168		2,348 327	345	38%	5 40	63%	0	0%
Educational Consultants Educational Materials - Home Schooling	5,149	1,956	398		22	87% 76%	7	10% 24%	13 0	0%
Educational Placerials Floric Schooling	16,111	1,132	77		57	74%	17	22%	3	4%
Egg Processing & Shipping Equipment & Supplies	119	4,483	0	3,953	0	0%	0	0%	0	0%
Eggs	1,106	3,178	1	3,483	0	0%	1	100%	0	0%
Elastic Goods	32 221	4.837	0	3.953	0	0%	0	0%	0	0%
Elastic Stockings Elderly/Senior Specialty Services	26,740	4.208 807	29	3.202 1.478	22	0% 76%	2	100% 17%	2	7%
Electric Bikes	3,744	2,195	24		11	46%	13	54%	0	0%
Electric Companies	295,542	95	4,771	27	4.591	96%	171	4%	9	0%
Electric Equipment & Supplies - Retail	35,151	686	146		65	45%	75	51%	6	4%
Electric Equipment & Supplies - Wholesale	12,261	1,324 2,050	29	1,478	12 11	41%	14	48%	3	10%
Electric Equipment - Manufacturers Electric Equipment - Service & Repair	4.614 33.760	2,050 706	234	2,005 455	112	85% 78%	46	15% 20%	<u> </u>	3%
Electric Equipment - Service & Rebail Electric Equipment - Used	477	3,764	1	3,483	102	100%	0	0%	0	0%
Electric Heating Elements	2,507	2,510	28	1,502	28	100%	0	0%	0	0%
Electric Heating Equipment - Wholesale & Manufacturers	1.918	2,704	12		6	50%	6	50%	0	0%
Electric Instruments Electric Motor Controls - Wholesale & Manufacturers	613 674	3.605 3.547	0	3.953 3.483	0	0% 0%	0	0% 100%	0	0%
Electric Motors - Dealers & Repairing	15,696	3,547 1,150	45		22	49%	71	47%	2	4%
Electric Motors - Dealers & Repairing Electric Motors - Manufacturers & Distributors	1.387	2,998	1	3,483	0	0%	1	100%	0	0%
Electric Motors - Supplies & Parts	6,727	1,750	9	2,260	- 8	89%	1	11%	0	0%
Electric Motors - Used	112	4,502	1	3,483	1	100%	0	0%	0	0%
Electric Power Line Construction	1.917 10.046	2.707 1.461	160	3.483 591	112	100% 70%	0 46	0% 29%	0	0%
Electric Scooters Electric Supplies - Manufacturers	2,078	2,647	160 R	2,348	7112	70% 88%	4b	13%	<u>2</u>	0%
Electric Switchboards	572	3,646	1		1	100%	0	0%	0	0%
Electric Vehicles	1.580	2,864	14	1.945	2	14%	12	86%	0	0%
Electric Vehicles - Home Charging Station	121	4,474	4	2,821	3	75%	1	25%	0	0%
Electrical Discharge Machines & Supplies	416 241	3,834 4 165	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Electrical Discharge Machining Electrical Power Systems (Residential & Commercial) - Backup			0		0		0		0	0%
Systems	4,280	2,105	11		8	73%	3	27%	0	0%
Electrical Power Systems Maintenance	3,959	2,157	8	2,348	5	63%	3	38%	0	0%
Electricians	1,368,787	20	860	182	610	71%	226	26%	24	3%

Industry Companies Search Principles Sea											
Exercises 1,000 60	sification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%		
Section 1967-15 197 19	ommercial	34.690	690	18	1.793	13	72%	5	28%	Pursue 0	0 0%
Secretary 1.5				253	429	163		87		3	3 1%
Section Sect		53		0	3.953	0	0%	0	0%	0	0%
Comment & Secretar Secretar 1, 160 120 130 1				6		4		1		1	17%
Section of Sections Section Se				3		1 125		2		0	0%
Section Content & Supples Windows & Mandaturum \$7,150										15	
Comment Comm	oment & Supplies - Dedlers									4	1 0%
Exercise Floridate Plant 1,000 1	uments										0 0%
General Power Supplies		6,533		39		17				0	0%
Electronic Persons 1.507 2.106 5 1.000 6 6 6 6 6 6 6 6 6	er Supplies	5,527	1,898	23	1,629		78%	3	13%	2	9%
Sections April A				7		2		5		0	0%
Electronic Reacher A Development				ن	2.667	5		0		0) 0%
Exercisist Paintine				57	1,107	7				10	
Electronic Equipment & Gaussian 1.156				31	1,438	13		1/		1	3%
Elevator Consultants				1	3,403	1		0		<u> </u>	0%
Fleeder Part	tants			2		0		2		0	0%
Secretary 1985 19				6		4		2		0	0%
Beautists				0		0		0		0) 0%
Final Serves Provider				45		28		17		0) 0%
Final Justice Company Company				1		0		1		0	0%
Embers 957 3,277 0 3,575 0 0 0 0 0 0 0 0 0	roviaer					16		3		2	10%
Embossing 9 5,016 0 3,953 0 0.95 0.95 0 0.95				0		0		0		0	0%
Embosaine Essensies		22/		<u>U</u>		0 n		0 0		<u>U</u>	0 0%
Embraderine - Lindform	ipment & Supplies	33		n		0		n			0%
Embrudering Machines		2,235	2,586	6	2,550	2		4		0	0%
Embroders Design Purchison			3,936	U		0	0%	0	0%	0	0%
Embracient Supplies				111		58		50		3	3%
Emeragency Disaster Personnel 1,090 1,393 28 1,502 22 799% 6 2.1 % 0	sian Punchina	488		3		1	33%	2	67%	0	0%
Emerancy Response Systems - Personal 1,677 2,818 10 2,190 5 50% 4 40% 1						11		3		0	0%
Emeranery Rooms	nanca Customa Parsanal					22		<u>6</u>		0	10%
Emergency Shelters						101		7			0%
Employee Assistance Processors				3		3		0		0	0%
Franciscone Benefit Plans				13		3		7		3	3 23%
Employment Contractors - Temporary Help	fit Plans	16.976			530	191		3		0	0%
Fingloyment Gourselina 7,511 1,662 3 2,973 2 67% 1 33% 0							58%		38%	7	7 4%
Embloyment Service - Administrative Assistant 595 3,627 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0				38		14		21		3	8%
Employment Service - Employee Leasing 20,317 987 43 1,277 40 935% 3 7% 0				3				1		0	1 4%
Employment Service - Employee Leasing 20,317 997 43 1,257 40 93% 3 7% 0 0 0 0 0 0 0 0 0	ervice - Administrative Assistant			09		0		34	0%		0%
Employment Service - Union Talent Signatory 124 4.466 2 3.202 0 0.9% 0.9%				43		40		3		0	0%
Employment Service - Virula Talent Signatory 124 4.466 2 3.202 0 0% 2 100% 0				1		1		0		0	0%
Employment Training 30,857 750 58 1,101 28 48% 28 48% 2	ervice - Union Talent Signatory	124	4,466	2	3.202	0	0%	2	100%	0) 0%
Enamellina Japannina & Lacquerina 11						3		3		0	0%
Encyclopedia & Book Sales by Internet				58		28		28		2	3%
Encyclopedia & Book Sales by Internet 687 3.529 10 2.190 3 30% 7 70% 0 0				0		0		0		0	0%
Encyclopedia & Book Sales by Mail				10	2 190	- 2		7	70%	<u>U</u>	0 0%
Encyclopedias	Book Sales by Mail					<u> </u>		/ n		0	0%
Endodortics				1	3,483	1		0	0%	0	0%
Energy Audits		5,076	1,968		1,569		84%	4	16%	0	0%
Energy Conservation Products - Wholesale & Manufacturers 1.773 2.773 6 2.550 4 67% 2 33% 0 0 1.296 3.206 0 1.296 3.206						29		7		8	18%
Energy Management & Conservation Consultant				308		220		74		14	1 5%
Energy Service Companies 225,383 135 1,130 147 1,064 94% 63 6% 3 1 1 1 1 1 1 1 1 1	vation Products - Wholesale & Manufacturers			6		4		2		0	0%
Engineering Consultants 23,121 896 29 1,478 19 665% 10 34% 0 Engineering Contractors - General 52,299 518 31 1,438 16 52% 15 48% 0 Engineering Equipment & Supplies 2,682 2,461 7 2,432 6 86% 1 14% 0 Engineering Reports 1,297 3,054 0 3,953 0 0% 0 0% 0 Engineers - Civil 22,959 902 9 2,260 4 44% 5 55% 0 Engineers - Electrical 7,446 1,670 13 2,005 4 31% 9 69% 0 Engineers - Environmental 1,236 3,094 0 3,953 0 0% 0 0% 0 Engineers - Hechanical 4,153 2,131 6 2,550 1 1,776 5 83% 0 Engineers - Professional 58,324 471 20 1,729 14 70% 6 30% 0 Engineers - Structural 20,548 974 8 2,348 7 88% 1 13% 0 Engineers - Electrical 1,430 2,970 2 3,202 1 50% 1 50% 0 Engineers - E								9		3	3 0%
Engineering Contractors - General 52,299 518 31 1,438 16 52% 15 48% 0 Engineering Equipment & Supplies 2,682 2,461 7 2,432 6 86% 1 14% 0 Engineering Reports 1,297 3,054 0 3,953 0 0% 0 0% 0 0% 0 Engineers - Civi 22,959 902 9 2,260 4 44% 5 55% 0 Engineers - Electrical 7,446 1,670 13 2,005 4 31% 9 69% 0 Engineers - Environmental 1,236 3,094 0 3,953 0 0% 0 0% 0 Engineers - Environmental 1,236 3,094 0 3,953 0 0% 0 0% 0 Engineers - Professional 5,4153 2,131 6 2,550 1 17% 5 83% 0 Engineers - Professional 5,8324 471 20 1,729 14 70% 6 30% 0 Engineers - Evironmental 20,548 974 8 2,348 7 88% 1 13% 0 Engines - Diesel 11,988 1,345 42 1,270 15 36% 27 64% 0 Engines - Fuel Injection Service & Parts 5,360 1,922 13 2,005 9 69% 4 31% 0 Engines - Gas 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Rebuild & Exchange 1,339 3,028 3 2,973 1 33% 5 50% 5 Engines - Rebuild & Exchange 10,5707 287 215 487 156 73% 54 25% 54 25% 5 Engines - Rebuild & Exchange 10,5707 287 215 487 156 73% 54 25% 54 25% 5 Engines - Rebuild & Exchange 10,5707 287 215 487 156 66% 21 30% 3										<u> </u>	0%
Engineering Equipment & Supplies 2,682 2,461 7 2,432 6 86% 1 14% 0 0 0 0 0 0 0 0 0		52,299			1,438		52%			0	0%
Engineering Reports 1,297 3,054 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0		2,682	2,461	7	2,432	6	86%	1	14%	0	0%
Engineers - Electrical 7,446 1,670 13 2,005 4 31% 9 69% 0 0	ports			0		0	0%	0	0%	0	0%
Engineers - Environmental 1,236 3,094 0 3,953 0 0 % 0 0 % 0 0 % 0 0 % 0 0						4		5		0	0%
Engineers - Mechanical 4,153 2,131 6 2,550 1 17% 5 83% 0 0 Engineers - Professional 58,324 471 20 1,729 14 70% 6 30% 0 0 0 0 0 0 0 0 0				13		4		9		0	0%
Engineers - Professional 58,324 471 20 1,729 14 70% 6 30% 0 Engineers - Structural 20,548 974 8 2,348 7 88% 1 13% 0 Engineers - Structural 20,548 974 8 2,348 7 88% 1 13% 0 Engines - Diesel 11,988 1,345 42 1,270 15 36% 27 64% 0 Engines - Fuel Conversion 1,430 2,970 2 3,202 1 50% 1 50% 1 50% 0 Engines - Fuel Injection Service & Parts 5,360 1,922 13 2,005 9 59% 4 31% 0 Engines - Gasoline 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Rebuild & Exchange 1,339 3,028 3 2,973 1 33% 2 67% 0 Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 30% 3				0		0		0		0	0%
Engineers - Structural 20,548 974 8 2,348 7 88% 1 13% 0 Engines - Diesel 11,988 1,345 42 1,270 15 36% 27 64% 0 Engines - Fuel Conversion 1,430 2,970 2 3,202 1 50% 1 50% 1 50% 0 Engines - Fuel Injection Service & Parts 5,360 1,922 13 2,005 9 69% 4 31% 0 Engines - Gas 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Gasoline 1,339 3,028 3 2,973 1 33% 2 67% 0 Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3		4.153				1		5		0	0%
Engines - Diese 11,988 1,345 42 1,270 15 36% 27 64% 0 Engines - Fuel Conversion 1,430 2,970 2 3,202 1 50% 1 50% 1 Engines - Fuel Infection Service & Parts 5,360 1,922 13 2,005 9 66% 4 31% 0 Engines - Gas 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Gasoline 1,339 3,028 3 2,973 1 33% 2 67% 0 Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3		20,324 20,548				7		1		<u> </u>	0 0%
Engines - Fuel Conversion 1,430 2,970 2 3,202 1 50% 1 50% 0 Engines - Fuel Injection Service & Parts 5,360 1,922 13 2,005 9 69% 4 31% 0 Engines - Gas 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Gasoline 1,339 3,028 3 2,973 1 33% 2 67% 0 Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3						15		27		0	0%
Engines - Fuel Injection Service & Parts 5,500 1,922 13 2,005 9 69% 4 31% 0 Engines - Gas 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Gasoline 1,339 3,028 3 2,973 1 33% 2 67% 0 Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3	Conversion	1,430	2,970	2	3,202	1		1		0	0%
Engines - Gas 4,718 2,026 10 2,190 5 50% 5 50% 0 Engines - Gasoline 1,339 3,028 3 2,973 1 33% 2 67% 0 Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3	Injection Service & Parts	5,360	1,922		2,005	9	69%	4	31%	0	0%
Engines - Rebuild & Exchange 105,707 287 215 487 156 73% 54 25% 5 Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3		4,718	2,026	10	2,190	5		5	50%	0	0%
Engines - Supplies, Equipment & Parts 33,163 717 70 998 46 66% 21 30% 3				3		1		2		0	0%
										5	5 2% 3 4%
				70		46		21		3	0 0%
Engravers - Metal 1.483 2.928 2 3.202 0 0 0% 2 100% 0				2		1		1			0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Engravers - Photo	- 60	4,697		3,953	. 0	0%	. 0	0%	Pursue	0 0%
Engravers - Plastic, Wood	1,208	3,114	1	3,483	0	0%	1	100%	0	0%
Engravers - Stationery	1.956	2,686	6	2,550	6	100%	0	0%	0	0%
Engravers – Glass	216	4,219	2	3,202	1	50%	1	50%	0	0%
Engraving Equipment & Supplies	824	3,397	1	3,483	0	0%	1	100%	0	0%
Entertainers Entertainers	17.580	1.073	89 39		38	43%	48 17	54%	3	3%
Entertainment Bureaus	9,513 32	1,503 4,837	39	1,307 3,483	22	56% 100%	1/	44% 0%	<u> </u>	0%
Entomologists Envelopes - Retail	444	3,805		3,463	1	0%	0	0%	0	0 0%
Envelopes - Wholesale & Manufacturers	1,256	3,082	0		0	0%	0	0%	0	0%
Environmental & Ecological Services	50,167	534	46		31	67%	13	28%	2	4%
Environmental Consulting & Contracting	17,686	1,067	17	1,812	8	47%	9	53%	0	0%
Environmental Testina & Consultina	12.971	1.284	19		17	89%	2	11%	0	0%
Environmental, Conservationist & Ecol Orq	3,290	2,303		2,432	3	43%	4	57%	0	0%
Equestrian Services	4,499 129	2,074 4.455	14	1,945 3,483	/	50%	5	36%		14%
Equine nutrition Equine Therapy	1,443	4.455 2.961		3,483	- 1	100% 100%	0	0% 0%	<u>U</u>	0%
Equipment Calibration	1,491	2,926	2	3,202	1	50%	1	50%	0	0%
Ergonomic Products & Services	2,841	2,410	13		7	54%	6	46%	0	0%
Erosion Control	5.261	1,939	2	3,202	2	100%	Ō	0%	Ō	0%
Escalators	24	4.893	0	3,953	0	0%	0	0%	0	0%
Escort Service - Personal	5,996	1,824	1	3,483	0	0%	0	0%	1	100%
Escrow Service	56,386	484	90		58	64%	29	32%	3	3%
Estate Liquidators	26.234	818 462			35 22	50%	33	47% 11%	2	3% 3 11%
Estate Planning & Management Estates - Appraisals, Sales & Auctions	59,831 50,571	462 531	28 174		87	79% 50%	3 77	11% 44%	10	6%
Estates - Appraisais, Sales & Auctions Estheticians	3,728	2,200	1/4		9	50% 82%	7/	18%	10	0 0%
Etched Products - Metal, Glass	1.007	3,225	7	2,432	0	0%	7	100%	0	0%
Etching Equipment & Supplies	15	4,949	0	3,953	0	0%	0	0%	0	0%
Etiquette School	1,073	3,193	1	3,483	1	100%	0	0%	0	0%
Evaporating Apparatus	192	4.280	2	3,202	2	100%	0	0%	0) 0%
Evaporative Coolers - Sales & Service	715	3,504	3	2,973	2	67%	1	33%	0	0%
Event Center	7,967 50,603	1,624 529	86 423	895 311	43 236	50%	40 161	47%	3	3 3%
Event Planners Event Planners - Corporate	4,758	2,021	423 26		236	56% 38%	101	38% 58%	20	4%
Eviction Service	7,004	1,710	21		12	57%	13	43%	1	0%
Excavating Contractors	375,381	70	127	700	64	50%	59	46%	4	3%
Excavating Equipment	2,666	2,468	9	2,260	7	78%	2	22%	Ö	0%
Excelsior	14	4.965	0	3.953	0	0%	0	0%	0	0%
Executive Search Consultants	13,386	1,258	11		5	45%	6	55%	0	0%
Executive Suites	1,467	2,942	5	2,667	4	80%	1	20%	0	0%
Exercise & Physical Fitness Programs Exercise Equipment & Machines - Sales	95.734 52,504	315 513	1.269 627	131 228	974 505	77% 81%	283 116	22% 19%	12	1%
Exercise Equipment & Machines - Sales Exercise Equipment & Machines - Service & Repair	4,145	2,133	20	1,729	14	70%	110	30%	0	0 0%
Exhibit Design & Construction	2,404	2,540	4		1	25%	2	50%	1	25%
Expanded Metals	38	4,808	0	3,953	0	0%	0	0%	0	0%
Expansion Joints	265	4,104	0		0	0%	0	0%	0	0%
Experimental Work	147	4,403	1	3,483	1	100%	0	0%	0	0%
Explosives	454	3.796	2	3.202	0	0%	2	100%	0	0%
Export Management	837	3.384	13	3.202	0	0%	2	100%	0	0%
Exporters Express & Transfer Service	8,136 1,254	1,609 3,083	13		3	23% 50%	9	69% 0%	1	8% 3 50%
Extended Warranty Contract Service Companies	217.150	3,003	1,628		1 555	96%	57	4%	16	1%
Exterior Designers	2,763	2,436	1.020		1,333	33%	10	67%		0%
Exterior Structures - Barn Construction	13,174	1,272	42		15	36%	27	64%	0	0%
Exterior Structures - Gazebos, Arbors, Pergolas	5.487	1.906	12	2.065	7	58%	5	42%	0	0%
Eve Banks	85	4.582	0	3.953	0	0%	0	0%	0	0%
Eyebrow Threading	1,772	2,775	14		11	79%	3	21%	0	0%
Eyeglass Suppliers	26,941	805	128		83	65%	45	35%	0	0 0%
Evelets Evesight Training	305 918	4.018 3.315		3.202 2.348	2	100% 38%	- 0	0% 63%	0	0%
Fabric Laminating & Bonding	184	4,304	<u>8</u>	3,953	<u> </u>	38% 0%		0%	<u> </u>	0%
Fabric Shops	16,384	1,119	104		88	85%	15	14%	1	1%
Fabrics - Wholesale & Manufacturers	4,264	2,107	12	2.065	8	67%	3	25%	i	8%
Facility Maintenance	19,723	1,000	57	1,107	24	42%	33	58%	0	0%
Facility Planning	277	4,078	0	3,953	0	0%	0	0%	0	0%
Factoring Service	38.152	648 2.756	56	1.120 3.953	40	71%	14	25%	2	0%
Factors Factory Locating Consultants	1.800 24	2.756 4.893	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0 0%
Fairgrounds	567	4,893 3,656	3	2,973	0	0%	2	67%	1	33%
Fallout Shelter Equipment & Supplies	183	4,309			0	0%		0%		0%
Fallout Shelters - Consultants	56	4,717	0	3,953	0	0%	0	0%	0	0%
Family Planning - Abortion Alternatives	56 399	3,860	2	3,202	2	100%	0	0%	0	0%
Family Planning - Abortion Services	1.684	2,804	2	3.202	0	0%	2	100%	0	0%
Family Services	8.788	1,554		2,348	6	75%	2	25%	0	0%
Fan Clubs	734	3,488	9		8	89%	1	11%	0	0%
Fans - Attic	760 4.032	3,463 2,150	<u>1</u>	3,483 1.852	0	0%	1	100%	0	0%
Fans - Household	4.032	2,150	16	1.852	9	56%	5	31%	2	13%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Fans - Industrial & Commercial	808	3,414	7	2,432	3	43%	4	57%	Pursue 0	0%
Fans - Repair	482	3.757	2	3,202	0	0%	2	100%	0	0%
Fare Registers & Meters	48	4.753	2	3,202	2	100%	0	0%	0) 0%
Farm Equipment	42,640	602	164 16		130	79%	34	21%	0	0%
Farm Equipment - Repair & Parts	6,838 1.829	1,731 2,745	16	1,852 3,953	12	75% 0%	4	25% 0%	<u> </u>	0%
Farm Management Farm Management Systems	281	4,071	0		0	0%	0	0%	0	0%
Farm Supplies	7,925	1,630	36		14		22	61%	0	0%
Farmers Market	3.181	2,329	17		7	41%	10	59%	Ō	0%
Farming Service	9.532	1.501	4		2	50%	2	50%	0	0%
Farms	24,739	856	53		25		28	53%	0	0%
Farms - Organic	2,266	2,579	<u>7</u>	2,432	2	29%	5	71%	0	0%
Farms - Urban	534 15,005	3,688 1,180	<u>0</u> 84		29	0% 35%	0 51	0% 61%	0	1 5%
Fashion Accessories Fashion Consultants	2 358	2,552	9	2,260	1	11%	8	89%		0%
Fashion Designers	2,358 5.311	1,930	53		29	55%	20	38%	4	1 8%
Fashion Show Producers	481	3,759	4	2,821	0	0%	2	50%	2	50%
Fasteners - Industrial & Construction	5,950	1,837	8	2,348	5	63%	3	38%	0	0%
Fasteners - Textile & Apparel	985	3,249	1	3,483	1	100%	0	0%	0	0%
Fax Equipment & Systems	815	3,405	3	2.973 1.533	0	0%	3	100%	0	0%
Fax Transmission Service	4.868 937	1,996 3,297	27	1.533 2.973	22	81% 0%	5	19% 100%	0	0%
Feather Goods Feathers	255	4,132	<u>3</u>	3,953	U 0	0%	3 0	0%	<u>U</u>	0 0%
Feed - Wholesale & Manufacturers	1,579	2,866	<u>U</u> 8	2,348	5	63%	3	38%	<u> </u>	0%
Feed Concentrates & Supplements	452	3,799	1	3,483	0	0%	1	100%	0	0%
Feed Dealers	9,697	1,487	- 8	2,348	6	75%	2	25%	0	0%
Feed Grinding	29	4.857	0	3.953	0	0%	0	0%	0	0%
Feed Mill Equipment & Supplies	395	3,864	0	3.953	0	0%	0	0%	0) 0%
Feeders - Industrial	337	3,955	1	3,483	1	100%	0	0%	0	0%
Feedlot Felt & Felt Products	259 42	4,121 4,780	<u> </u>	3,953 3,953	0	0% 0%	0	0% 0%	<u> </u>	0%
Fence - Sales, Service & Contractors	100,393	296	244		167	68%	70	29%	7	7 3%
Fence Contractors	608,525	45	1.151	145	761	66%	364	32%	26	
Fence Material	2,908	2,390	3	2,973	1	33%	2	67%	0	0%
Fence Posts & Fittings	4.832	2.007	7	2.432	1	14%	6	86%	0	0%
Fence Staining	5,431	1,914	9	2,260	8	89%	1	11%	0	0%
Fences - Rental	365	3,918	0	3,953	0	0%	0	0%	0	0%
Fences - Vinvl	5.255 2.116	1.941 2.632	9	2,260 2,260	4	44%	5	56%	0	0%
Fences - Wood Fencing Instruction	2,116	2,629	<u>9</u>	2,260	<u> </u>	56% 0%		33% 100%		0%
Ferries	438	3,814	1	3,483	0	0%	1	100%	0	0%
Fertility Specialists	6,760	1,742	19		15	79%	4	21%	Ō	0%
Fertilizer Plant Equipment	395	3,864	0	3,953	0	0%	0	0%	0	0%
Fertilizers	13,170	1,273	22	1,671	20		2	9%	0	0%
Fiber & Fiber Products	379	3,890	1	3,483	1	100%	0	0%	0	0%
Fiber Glass Fabricators	1.266	3.078 3,990	0	3.953	0	0%	0	0% 0%	0	0%
Fiber Glass Materials Fiber Glass Products	319 2,104	2,637	7	3,953 2,432	2	0% 29%	4	57%	1	14%
Fiber Optics	5.956	1,835	17		15	88%	2	12%	1	0%
Fiberglass - Bathtubs & Showers	1,176	3,139	9	2,260	5	56%	3	33%	1	11%
Fiberglass - Fabrication & Repair	5,372	1,921	8	2,348	3	38%	4	50%	1	13%
Filing Equipment, Systems & Supplies	4,305	2,102	127	700	127		0	0%	0	0%
Filling Machinery	55	4.720		3.483	0	0%	1	100%	0	0%
Film Scrap	80 5 665	4,598 1,882	91	3,202 859	62	50% 68%	1	50% 9%	0	0%
Filtering Materials & Supplies Filters - Air & Gas	5,665 4,717	2,027	91		02	89%	1	11%	2 <u>1</u>	0%
Filters - Liquid	740	3,479	8	2,348	6	75%	2	25%	0	0%
Filters Air & Gas Cleaning	2,093	2,641	0	3,953	0	0%	0	0%	0	0%
Financial Consultants - No License Required	62,686	452	50	1,173	29		19	38%	2	4%
Financial Planning Consultants	295.828	94	150	621	105		32	21%	13	9%
Financial Planning Kit	1.658	2,816	3	2,973	2	67%	1	33%	_0	0%
Financial Services	1,444,277 145,997	18 218	4,506 787	29 195	3,999 725	89% 92%	429 56	10% 7%	78	3 2%
Financing Financing Consultants	145,997 44,452	218 588	787 84		725 58		56 25	30%	<u> </u>	1%
Fingerprinting	5,373	1,920	22	1,671	28 9	41%	25 13	59%		0%
Fingerprinting - Live Scan	788	3,440	1	3,483	0	0%	1	100%	0	0%
Fingerprinting Equipment	172	4.334	0	3.953	0	0%	0	0%	0	0%
Fire & Flood Emergency Service	6,761	1.740	15		10	67%	5	33%	0) 0%
Fire & Smoke & Water Clean Up	7,944	1,626	23	1,629	19	83%	4	17%	0	0%
Fire & Smoke Alarm Systems	46,177	571	55	1/100	45	82%	10	18%	0	0%
Fire & Water Damage Restoration	467.132 11,228	57 1,388	747 24	205	629 15	84% 63%	99	13%	19	0 0%
Fire Damage Restoration Fire Department Equipment & Supplies	2,283	2,572	24	1,596 2,973	12	100%	9 n	38% 0%	<u>U</u>	0 0%
Fire Departments	632	3,585	9	2,973	7	78%	2	22%	<u> </u>	0%
Fire Doors & Shutters	13	4,973		3.953		0%		0%		0%
Fire Escapes	276	4,082	0	3,953	0	0%	0	0%	0	0%
Fire Exit Devices	43	4,776	1	3,483	1	100%	0	0%	0	0%
Fire Extinguishers	12.344	1.318	5	2,667	2	40%	3	60%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Fire Extinguishing Fluid	36	4,818	0	3,953	0	0%	0	0%	Pursue	0 0%
Fire Hose	85	4,582	0	3,953	0	0%	0	0%	0	0%
Fire Hydrants	416	3.834	0	3.953	0	0%	0	0%	0	0%
Fire Lookout Stations	29	4,857	0	3,953	0	0%	0	0%	0	0%
Fire Mitigation	402	3,856	3	2,973	3	100%	0	0%	0	0%
Fire Protection Consultants	9.305	1.515	8	2.348	7	88%	1	13%	0	0%
Fire Protection Contractor Fire Protection Equipment & Supplies	16,458 25,517	1,118 837	35 22		18 10	51% 45%	16 12	46% 55%	1	0%
Firearm Manufacturer	5,663	1,883	99		78	79%	21	21%	0	0 0%
Fireplace Equipment - Retail	21,954	932	93		73	78%	20	22%	0	0%
Fireplace Equipment - Wholesale & Manufacturers	3,408	2,274	14		11	79%	2	14%	1	7%
Fireplaces	64,017	446	193		134	69%	55	28%	4	1 2%
Fireproofing	1.126	3.166	0		0	0%	0	0%	0	0%
Fireproofing Materials	53	4,729	1	3,483	1	100%	0	0%	0	0%
Firewood	14,645 5.318	1,197 1,929	36 11	1,354 2,126	5	14%	29	81%		2 6% L 9%
First Aid Instruction	5.318 4.784	2.017	15		9	82% 53%	7	9% 47%		0%
First Aid Supplies	1,656	2,819	13		1	100%	0	0%	0	0%
Fish & Seafood - Retail	11,840	1,348	46		25	54%	21	46%	0	0%
Fish & Seafood - Wholesale	6,274	1,797	5	2,667	4	80%	1	20%	Ō	0%
Fish & Seafood Brokers	957	3.277	0	3.953	0	0%	0	0%	0) 0%
Fish By-Products	194	4,273	1	3,483	0	0%	1	100%	0	0%
Fish Hatcheries	1,593	2,852	4	2,821	3	75%	1	25%	0	0%
Fish Nets	72 678	4.643	0	3,953 3,483	0	0% 0%	0	0% 100%	0	0%
Fish Processors Fish Processors Equipment	6/8 27	3,542 4,875	1	3,483	0	0%	1	100%	0	0%
Fishermen - Commercial	171	4,337	0	3,953	0	0%	0	0%	0	0%
Fishermens Supplies	2,346	2,557	9	2,260	6	67%	1	11%	2	22%
Fishery Consultants	313	4,002	1	3,483	1	100%	0	0%	0	0%
Fishing Bait	3,621	2,220	3	2,973	1	33%	2	67%	0	0%
Fishing Charters	6.894	1.727	21	1,697	13	62%	8	38%	0) 0%
Fishing Licenses	10	4,999	0	3,953	0	0%	0	0%	0	0%
Fishing Piers	1,088 560	3,185 3,661	8	2,348 2,821	1	13% 25%	/	88% 75%	0	0 0%
Fishing Tackle - Repair & Parts Fishing Tackle - Wholesale & Manufacturers	2,364	2,549	4	2,821	1	25%	3	75%	<u>U</u>	0%
Fishing Tackle Dealers	10,562	1,421	43		26	60%	17	40%	0	0%
Fitness Centers	152,731	205	2,942	60	2,020	69%	882	30%	40	
Fix-It Shops	1.603	2.846	13	2,005	5	38%	7	54%	i	8%
Flag Poles	2,100	2,638	6	2,550	6	100%	0	0%	0	0%
Flags & Banners	23,864	878	34		25	74%	9	26%	0	0%
Flags & Banners - Manufacturers Supplies	797	3,428	11		5	45%	6	55%	0	0 0%
Flame proofing Materials	2 15	5.105 4.949	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Flanges Flashers - Electric	25	4,949	0	3,953	2	100%	0	0%	0	0 0%
Flatware - Table	739	3,483	<u> </u>	3,202	<u> </u>	0%	0	0%	0	0%
Flavoring Extracts	598	3,624	1	3,483	1	100%	0	0%	0	0%
Flavoring Extracts - Raw Materials	937	3,297	0		0	0%	0	0%	0	0%
Flea Markets	6,999	1,711	29	1,478	13	45%	14	48%	2	7%
Flight Instructor	457	3.792	1	3.483	0	0%	1	100%	0	0%
Flight School	7,413	1.676	21		11	52%	9	43%	1	5%
Floats - Mechanical Floats - Parade	80 64	4,598 4,676	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Flock Manufacturers & Processors	8	5,026	0		0	0%	0	0%	<u>U</u>	0%
Flood assistance	742	3,478	1	3,483	1	100%	0	0%	0	0%
Flood Control Equipment	870	3,357	0	3,953	0	0%	0	0%	0	0%
Floodlights & Search Lights	849	3,368	5	2,667	2	40%	3	60%	0	0%
Floor Coatings - Epoxy/Polyurethane	14.235	1,223	28		22	79%	6	21%	0	0%
Floor Coverings & Installation	83,427	354	212		134	63%	75	35%	3	3 1%
Floor Laying, Refinishing & Resurfacing	208,517	146	314		215	68%	95	30%	4	1 1%
Floor Machines Floor Machines - Rent	769 98	3,456 4,539	2	3.202 3.953	1	50% 0%	1	50% 0%	0	0%
Floor Machines - Rent Floor Machines - Repair	160	4,373	0	3,953	0	0%	0	0%	<u>U</u>	0%
Floor Materials - Retail	115.853	260	220	479	160	73%	56	25%	4	20/-
Floor Refinishing	4,096	2.142	16		7	44%	9	56%		0%
Floor Removal	1,642	2,830	1	3,483		100%	0	0%	0	0%
Floor Removal, Resurfacing and Refinishing	1,191	3,126	- 8	2,348	1	13%	7	88%	0	0%
Floor Resurfacing	780	3.447	6	2,550	2	33%	4	67%	0	0%
Floor Treatment Compounds	878	3.348	0 10	3.953	Õ	0%	0	0%	0	0%
Floor Waxing, Polishing & Cleaning	7,802 6,502	1,640 1,768	10		2	20%	7	70%	1	10%
Floors - Garage Floors - Hardwood	6,502 94,576	1,768 317	10 491	2/170	425	80% 87%	62	20% 13%	<u> </u>	1 1%
Floors - Hardwood Floors - Industrial	6,225	1,805	12	274 2,065	425	33%	7	58%	1	8%
Floors - Laminate	1,836	2,739	10		4	40%	6	60%	0	0%
Floors - Raised	4.109	2.138	9	2,260		78%	1	11%	1	11%
Floral Design Instruction	655	3.561	2	3,202	2	100%	0	0%	0	0%
Florist - Funeral Bouquets & Wreaths	1,193	3,123	13	2,005	6	46%	6	46%	1	8%
Florists - Brokers	213	4,226	4	2,821	2	50%	2	50%	0	0%
Florists - Retail	96.738	308	3.058	57	2,308	75%	732	24%	18	1%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Florists - Wholesale	3,551	2,240	23	1,629	5	22%	18	78%	0	0%
Florists Supplies	1.626	2.833	4	2.821	3	75%	1	25%	0	0%
Flotation Therapy	90	4.567	0	3,953	0	0%	0	0%	0	0%
Flour Processed	393 2,959	3,868 2,378	17	3,483 1,812	1	100%	0	0% 29%	0	0% L 6%
Flowers - Preserved Foam & Sponge Rubber	2,959	2,378	1/	3,202	11	65% 100%		0%	1	0%
Foil & Foil Products	60	4,697	0		0	0%	0	0%	0	0%
Folding Machines	8	5,026	0	3,953	0	0%	0	0%	0	0%
Food & Beverage Consultants	1.864	2,728	5	2,667	4	80%	1	20%	0	0%
Food & Beverage Services	20.154	989	128	693	76	59%	51	40%	1	1%
Food - Sales & Delivery	52,515	512	545		414	76%	126	23%	5	1%
Food Brokers	5,848	1,859	7	2,432	5	71%	2	29%	0	0%
Food Facilities Consultants Food Manufacturers, Wholesalers, Distributors	877 87,216	3.350 340	249	2.973 433	<u>3</u>	100%	76	0% 31%	0	3 3%
Food Plans	12,540	1,302	249	1,629	14	66% 61%	70 8	35%	1	4%
Food Processing Equipment & Supplies	5,115	1,964	12	2,065	7	58%	5	42%	0	0%
Food Products	33,577	709	132		85	64%	43	33%	4	1 3%
Food Products - Organic	5,445	1,912	14	1,945	7	50%	5	36%	2	14%
Food Products Manufacturing Equipment	2,787	2,425	13		9	69%	4	31%	0	0%
Food Products Reconditioning	122	4,471	0	3,953	0	0%	0	0%	0	0%
Food ServiceManagement	9.721	1.480	54	1,142 2,260	39	72%	14	26%		2%
Food Trucks Foods - Carry Out	246 34,977	4,151 688	446			67% 65%	3 156	33% 35%	0	0%
Foods - Carry Out Foods - Dehydrated & Freeze-Dried	4,208	2,121	9		289 7	22%	130	78%		0%
Foods - Gluten Free	74	4,631	0	3,953	0	0%	0	0%	0	0%
Foot Appliances	1,378	3,005	10		8	80%	1	10%	1	10%
Football Clubs	2.311	2,567	23	1,629	11	48%	11	48%	1	4%
Foreclosure Rescue	9.712	1.484	16		9	56%	7	44%	0	0%
Foreclosure Services	22,062	929	25		19	76%	6	24%	0	0%
Foreign Currency Exchange Broker	20,538	976	31		9	29%	18	58%	4	13%
Forensic Loan Audits Foresters - Consulting	11.097 3,896	1.392 2,166	15	1,902 2,973	3	20% 0%	12	80% 100%	0	0 0%
Forging Equipment	78	4,612	<u> </u>	3,953	0	0%	0	0%	0	0%
Forgings	689	3,528	0	3,953	0	0%	0	0%	0	0%
Forklift Repair & Maintenance	3,328	2,296	5	2,667	4	80%	1	20%	0	0%
Formal Wear	14,711	1,192	102	821	49	48%	33	32%	20	20%
Foster Child Care	2,093	2,641	0	3,953	0	0%	0	0%	0	0%
Foundation Contractors	276.332	104	377	337	314	83%	51	14%	12	3%
Foundation Inspection	1,912 104,978	2.710 288	<u>3</u> 181	2,973 559	144	33% 80%	2 34	67% 19%	0	0%
Foundation Repair & House Leveling Foundations - Education, Philanthropy, Research	20,847	288 965	32	1,421	27	84%	34 4	13%	<u>3</u>	3%
Foundries	5,357	1,923	3	2,973	- 27	0%	3	100%	1	0%
Foundry Equipment & Supplies	856	3,365	2	3,202	0	0%	2	100%	0	0%
Fountains - Drinking	98	4,539	0	3,953	0	0%	0	0%	0	0%
Fountains - Garden, Display	6,352	1,785	16		9	56%	7	44%	0	0%
Four Wheel Drive Vehicles - Repair & Service	1.317	3.048	3	2.973	1	33%	2	67%	0) 0%
Franchising	15,551	1,158	41		27	66%	14	34%	0	0%
Fraternal Organizations	5,625 622	1,890	6	2,550	5	83%	1	17%	0	0%
Fraternal Regalia & Supplies Fraternities & Sororities	95	3.596 4.550		3.202 3.483		50% 100%	1	50% 0%	<u>U</u>	0%
Freight Consolidating	1.711	2.794		2,667	4	80%	1	20%	0	0%
Freight Forwarding	102,325	294	347		255	73%	88	25%	4	1 1%
Freight Traffic Service	7,588	1.655	39		34		5	13%	Ö	0%
Frog Dealers	189	4,290	5	2,667	0	0%	0	0%	5	100%
Frozen Custard Machines	59	4,702	1	3,483	0	0%	1	100%	0	0%
Frozen Food Locker Plants	142	4.417	0	3,333	0	0%	0	0%	0	0%
Frozen Foods - Processors Frozen Foods - Retail	776 12,051	3.450 1,341	1 49	3.483 1,183	21	100% 43%	28	0% 57%	0	0%
Fruit & Vegetable Growers & Shippers	6,101	1,341	16		13	43% 81%	28 3	19%	<u>U</u>	0 0%
Fruits & Vegetable Growers & Shippers Fruits & Vegetables - Retail	9,590	1,496	36		28	78%	R R	22%		0%
Fruits & Vegetables - Wholesale	5.483	1,907	2	3.202	2	100%	0	0%	0	0%
Fruits - Dried	307	4,017	0	3,953	0	0%	0	0%	0	0%
Fruits - Glace	25	4,883	0	3,953	0	0%	0	0%	0	0%
Fuel - Biofuels	363	3.924	0	3.953	0	0%	0	0%	0	0%
Fuel - Diesel	3,716	2,205	6	2,550	3	50%	3	50%	0	0%
Fuel - Gasoline Fuel - Marine	3,097 37	2,344 4,813	67	1,023 3,953	34 0	51% 0%	32	48% 0%	1	1%
Fuel - Marine Fuel Economizers	2,825	4.813 2.414	1	3,953	1	100%	0	0%	0	0%
Fuel Injection Equipment	2,028	2,414	2	3,463	2	100%	0	0%	0	0%
Fuel Tax Service	15	4,949	1	3,483	1	100%	0	0%	0	0%
Fulfillment Services	46,426	568	1.386	120	1.126	81%	250	18%	10	1%
Fumigation Services	1,147	3,157	3	2,973	3	100%	0	0%	0	0%
Fund Raising Counselors & Orgs	54,768	494	95		85	89%	10	11%	0	0%
Fund Raising Games, Merchandise, Supplies	17.455	1.077	28	1.502	22	79%	5	18%		4%
Funeral Directors Funeral Directors Equipment & Supplies	57.808	474	117		<u>85</u>	73% 50%	31	26% 50%	1	1%
Funeral Directors Equipment & Supplies Funeral Escorts	846 283	3,370 4,061	2	3,202 3,953	1	50% 0%	1	50% 0%	0	0%
Funeral Homes	46.709	4,061 562	128	5,953	86		42	33%	<u>U</u>	0%
rancial nonics	40.709	362	128	093	86	0/%	42	33%	- 0	. 0

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Funeral Related Services	51,281	521	175	564	127	73%	46	26%	2	1%
Funnels	74	4.631	0	3.953	0	0%	0	0%	0	0%
Fur Business - Retail Fur Business - Wholesale & Manufacturers	6.467 2.989	1.771 2.374	16 4	1.852 2,821	8	50% 100%	7	44% 0%	1	69
Fur Cleaning & Dyeing - Retail	2,989 407	2,374 3,850	4 0	3,953	4 0	0%	0	0%	0	0%
Fur Cleaning & Dyeing - Rectili Fur Cleaning & Dyeing - Wholesale	36	4,818	0	3,953	0	0%	0	0%	0	0%
Fur Cuttings	45	4,771	0		0	0%	0	0%	0	0%
Fur Designers	433	3,819	1	3,483	1	100%	0	0%	0	0%
Fur Dressers & Dvers	13 57	4.973 4.713	0	3.953 3.953	0	0%	0	0%	0	09/
Fur Farms - Equipment & Supplies Fur Finishers & Liners	73	4.713	0	3,953	0	0% 0%	0	0% 0%	0	0%
Fur Novelties & Accessories	1.034	3,214	1	3,483	1	100%	0	0%	0	0%
Fur Skin Dealers & Brokers	611	3.610	0	3,333	0	0%	0	0%	0	0%
Fur Storage	1,209	3,112	14		1	7%	13	93%	0	0%
Furnace Cleaning Furnace Sales & Service	3,330 32,213	2,295 732	4 82	2,821 914	1 71	25% 87%	3 11	75% 13%	<u> </u>	0%
Furnaces - Industrial	2,960	2.376	3	2,973	1	33%	2	67%	0	0%
Furniture - Childrens	16,053	1,133	86		49	57%	35	41%	2	2%
Furniture - Outdoor	27,641	792	189	543	153	81%	32	17%	4	2%
Furniture - Retail	1.061.516	28	13.904	7	12,290	88%	1.507	11%	107	19/
Furniture - Rustic Furniture - Unfinished	20.330 6.638	986 1,759	137	656 1,729	89 13	65% 65%	48 5	35% 25%	<u>0</u>	10%
Furniture - Used	12,287	1,739	59		33	56%	22	37%	4	79/
Furniture - Wholesale	22,964	901	103	817	47	46%	54	52%	2	2%
Furniture Assembly Services	2,014	2,673	5	2,667	2	40%	3	60%	0	0%
Furniture Cleaning	3,548	2,241	19		17	89%	2	11%	0	0%
Furniture Cleaning Equipment & Supplies Furniture Designers & Custom Builders	545 37,403	3.675 659	152	2.821 615	<u>3</u>	75% 43%	1 78	25% 51%	0	09 59
Furniture Frames	267	4,100	0	3,953	0	0%	0	0%	0	0%
Furniture Manufacturers	127,880	243	280		243	87%	32	11%	5	2%
Furniture Manufacturers Equipment & Supplies	933	3.302	5	2.667	1	20%	4	80%	0	0%
Furniture Pads	229 81,008	4,192	1,283	3,953	0 1,220	0%	0 63	0%	0	09
Furniture Rent & Lease Furniture Repair & Refinish	56.631	362 481	1,283	129 721	1,220	95% 51%	57	5% 47%	<u>U</u>	29
Furniture Repair & Refinish Supplies	1,012	3,223	2	3,202	0	0%	2	100%	0	0%
Furniture Stripping	494	3,738	0	3,953	0	0%	0	0%	0	0%
Fuses - Electric	2	5,105	0	3,953	0	0%	0	0%	0	0%
Futon Sales	1.962 265	2.685	13	2.005 3.953	8	62%	5	38%	0	09/
Galvanizing Gambling Abuse & Addiction Info & Treatment	265 174	4.104 4.327	0		0	0% 0%	0	0% 0%	0	0%
Gambling Machine Supplies and Services	1,454	2,951	15		6	40%	9	60%	0	0%
Game - Birds, Venison	302	4.025	3	2.973	0	0%	2	67%	1	33%
Game Farms	1,157	3,152	231	3,483	1	100%	0	0%	<u>0</u>	0%
Games & Supplies Gaming Tables	41,568 498	617 3,732	231	461 2,821	137	59% 50%	84	36% 50%	10	49/
Garage Builders	60.024	461	212	493	169	80%	38	18%	5	2%
Garage Door Repair	66,785	432	257		162	63%	87	34%	8	3%
Garage Doors & Openers	312,584	90	534	256	406	76%	111	21%	17	3%
Garage Organizers	7.897	1.633		2,667	3	60%	2	40%	0	09 119
Garbage Disposal Equipment - Industrial & Commercial Garbage Disposal Equipment - Supplies & Parts	3,571 2,106	2.232 2.636	18 12	1.793 2,065	6 11	33% 92%	10	56% 8%	2	09
Garbage Disposals - Household	3,258	2,030	35		21	60%	14	40%	0	0%
Garden Centers	14,570	1,202	42	1.270	28	67%	12	29%	2	5%
Gardeners	9,362	1,509	23	1,629	6	26%	17	74%	0	0%
Gardening Hand Tools	1,397 527	2,993	12	2,065 2,973	8	67%	4	33%	0	0%
Garment Hangers Garment Racks	52/ 391	3.699 3.872	3	2.9/3 3.953	3	100%	0	0% 0%	0	09
Garment Restoration	220	3,872 4,211	2	3,953	2	100%	0	0%	0	0%
Garments - Printing & Lettering	7,658	1,650	26	1,553	16	62%	9	35%	1	4%
Gas - Industrial & Medical - Cylinder & Bulk	2.322	2,565	15	1,902	15	100%	0	0%	0	0%
Gas - Propane	72,275	400 779	318 247	370 436	292 236	92%	26 11	8%	<u> </u>	09
Gas - Propane - Equipment & Supplies Gas Boosters	29,139 14	7/9 4.965	24/	436 3,953	236	96% 0%	11	4% 0%	0	09
Gas Burners	810	3,413	1	3,483	0	0%	1	100%	0	0%
Gas Detectors	376	3,898	Ô	3,953	0	0%	Ō	0%	0	0%
Gas Lights	158	4,377	0	3,953	0	0%	0	0%	0	0%
Gas Plant Equipment	160 1,368	4.373 3.012	0	3.953 3.202	0	0% 50%	0	0%		09
Gas Power Equipment Gas Recycling Plants	1,368	3.012 4.877	2	3.202 3.953	1	50% 0%	1	50% 0%	<u>0</u>	09
Gaskets	1,383	3,003	1		1	100%	0	0%	0	0%
Gasoline - Wholesale	3.069	2,352	33	1,409	21	64%	12	36%	0	0%
Gasoline Additives - Manufacturers & Distributors	930	3,304	5	2,667	0	0%	5	100%	0	0%
Gasoline Plant Equipment	699 9.356	3,513 1,511	0	3,953 1,533	0	0%	0	0%	0	0%
Gates Gauges & Gages	9,356 1,984	1.511 2.678	2/		9	33% 80%	18	67% 20%	0	09
Gauges & Gages Gavels	1,984	2,678 5,034	5	2,667 3,953	4 0	80%	U T	20% 0%	<u>U</u>	0%
Gazebos	3,122	2,340	15	1,902	13	87%	2	13%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Gelatin	61	4,695	0	3,953	0	0%	0	0%	Pursue 0	0%
Genealogists	56.530	483	232	459	227	98%	5	2%	0	0%
Genealogy Services	14.447	1,210	106	802	102	96%	4	4%	0	0%
General Merchandise - Retail	245,281 14,715	118 1,191	2,041 64	82 1,052	1,479 32	72% 50%	524 29	26% 45%	38	3 2% 3 5%
General Merchandise - Wholesale Generators	8,249	1,191	26		32 15	58%	29 10	38%	<u>3</u>	4%
Generators - Maintenance	1,567	2,873	4		3	75%	1	25%	0	0%
Generators - Electric	24,268	867	65	1,044	63	97%	2	3%	0	0%
Generators - Steam	145	4.407	0	3.953	0	0%	0	0%	0	0%
Geochemists Geographers	4 25	5.075 4.883	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Geologists	784	3,443	0		0	0%	0	0%	0	0%
Geologists Supplies	4	5,075	0		0	0%	0	0%	0	0%
Geophysical Apparatus	42	4,780	0	3,953	0	0%	0	0%	0	0%
Geophysicists	814	3,408	0	3,953	0	0%	0	0%	0	0%
Geotechnical Engineering Geothermal Heating & Cooling	2,577 12,987	2,487 1,281	4 14	2,021	12	50% 86%	2	50% 14%	0	0%
Gift Baskets & Parcels	17,680	1,281	116		67	58%	47		2	2 2%
Gift Certificates/Cards	65,700	438	750		658	88%	42	6%	50	7%
Gift Shops	45,275	580	230	463	155	67%	70	30%	5	2%
Gift Wrapping Materials	1.831	2.744	3	2.973	0	0%	3	100%	0	0%
Gift Wrapping Service	87	4,574	0	3,953	0	0%	0	0% 640/	0	0%
Giftware - Wholesale & Manufacturers Gilders	5,202 14	1,948 4,965	14		5	36% 0%	9	64% 0%	0	0%
Girls Apparel	5,168	1,953	76		69	91%	7	9%	0	0%
Glass - Beveled, Carved, Ornamental	9,175	1,526	12	2,065	9	75%	3	25%	0	0%
Glass - Block	8.953	1.537	12	2.065	4	33%	- 8	67%	0	0%
Glass - Broken	1.776	2,769	2	3.202		0%	2	100%	.0	0%
Glass - Plate and Window Glass - Repair	148,435 18,305	215 1,044	242 113		156 37	64% 33%	68 65	28% 58%	18	
Glass - Repair Glass - Stained & Leaded	7,235	1,044	113		37	33% 47%	7	37%	11	16%
Glass - Tempered	523	3,707	3	2,973	2	67%	1	33%	0	0%
Glass Beads - Industrial	46	4,766	1	3,483	1	100%	0	0%	0	0%
Glass Blowers	1,458	2,948	5	2,667	1	20%	4	80%	0	0%
Glass Board - Up Service	1.887	2,718	9	2.260	7	78%	2	22%	0	0%
Glass Circles & Specialty Shapes Glass Coating & Tinting	189 16,645	4,290 1,109	<u>0</u> 28	3,953 1,502	20	0% 71%	0	0% 29%	0	0%
Glass Coating & Tinting Glass Coating & Tinting Machinery	74	4,631		3,483	20 0	0%	1	100%	0	0 0%
Glass Coating & Tinting Materials	355	3,930	0	3,953	0	0%	Ô	0%	0	0%
Glass Rods & Tubing	75	4,624	0	3,953	0	0%	0	0%	0	0%
Glass, Mirror & Screen Companies	9,324	1,513	38		21	55%	14		3	8%
Glassware - Wholesale & Manufacturers	7.192	1.691	25		14	56%	11	44%	0	0%
Glassware Decorators Glaziers	1,298 7,074	3,053 1,702	5	2,667 2,432	3	60% 43%	2	40% 57%	0	0%
Glaziers Supplies	7,074	4,771			0	0%	0	0%	0	0%
Global Positioning Systems	12,391	1,314	106		98	92%	8	8%	0	0%
Gloves & Mittens - Dress	815	3,405	2	3,202	2	100%	0	0%	0	0%
Gloves - Cleaning & Repairing	42	4,780	0	3,953	0	0%	0	0%	0	0%
Gloves - Work & Industrial	1.387	2.998	1 24	3.483	0 19	0%	1	100%	0	0%
Go-Karts Go-Karts Manufacturers	3.066 120	2.356 4.480	24		19	79% 0%	5	21% 0%	0	0%
Gold Buyers	33,223	716	27		20	74%	7	26%	0	0%
Gold Leaf	55	4,720	1	3,483	0	0%	í	100%	0	0%
Gold Stamping	11	4,988	0		0	0%	0	0%	0	0%
Gold, Silver & Platinum Dealers	187,751	166	352	352 3.953	192	55%	156	44%	4	1 1%
Golf Caddies Golf Carts	353 27,519	3.932 798	0 100		0 76	0% 76%	0 24	0% 24%	0	0%
Golf Course Architects	78	4,612	100		76	0%	24	0%	0	0 0%
Golf Course Construction	968	3,267	1	3,483	0	0%	1	100%	0	0%
Golf Course Equipment & Supplies	1.873	2,725	10	2.190	6	60%	4	40%	0	0%
Golf Courses - Miniature	974	3.262	<u>5</u>	2,667	3	60%	1	20%	1	20%
Golf Courses - Private	6,303	1,793 1,821	23 50		19 34	83% 68%	4	17% 32%	0	0%
Golf Courses - Public Golf Equipment & Supplies - Retail	6,022 32,674	1,821 726	50 131		34 94	68% 72%	16	32% 28%	0	0%
Golf Equipment & Supplies - Retail Golf Equipment & Supplies - Wholesale & Manufacturers	1,470	2,939	131		10	72%	3/	23%	0	0%
Golf Equipment - Repair	329	3,969	0	3,953	0	0%	0	0%	0	0%
Golf Instruction	2.429	2,533	13		7	54%	6	46%	0	0%
Golf Practice Ranges	449	3.800	4		2	50%	2	50%	Ō	0%
Golf Tours & Promoters Gourmet Corporate Gifts	483 326	3,756 3,971	1	3,483 2,973	0	0% 0%	1	100% 100%	0	0%
Gourmet Corporate Gifts Gourmet Shops	326 4,618	3,971 2.048	<u>3</u> 11		11	100%	3 n	100%	<u>U</u>	0%
Government - Auctions & Job Listing Services	7,565	1,658	44		9	20%	32	73%	3	3 7%
Government - City, Village & Township	6,287	1,795	28	1,502	21	75%	6	21%	1	4%
Government - County	8.846	1.549	16	1.852	13	81%	3	19%	0	0%
Government - State	18.445	1.038	363		279	77%	84		0	0%
Government - US.	17,568	1,074 1,445	189		151 129	80%	37	20%	1	1%
Government Contractors Government Grant Services	10,265 20,740	1,445	129 45	684 1,232	129	100% 44%	15	0% 33%	10	
IGOVERNINENE GLANT SELVICES	20,740	968	45	1,232	20	44%	131	33%	10	

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Government Offices	15,850	1,142	66	1,029	40	61%	21	32%	Fuisue 5	8%
Government Offices - Foreign-Reps	76	4,621	2	3,202	0	0%	1	50%	i	50%
Graffiti Removal	273	4.089	0	3.953	0	0%	0	0%	0	0%
Grain Brokers	316	3,993	0	3,953	0	0%	0	0%	0	0%
Grain Dealers	1,047	3,206 4 048	0	3,953	0	0%	0	0%	0	0% 0%
Grain Drying Grain Elevator Builders	290 827	4.048 3,394	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Grain Elevators	1,280	3,070	1	3,483	1	100%	0	0%	0	0%
Grain Elevators Grain Elevators - Equipment & Supplies	396	3,863	1	3,463	1	0%	0	0%	0	0%
Grain Exchanges	2	5,105	0	3,953	0	0%	0	0%	0	0%
Grain Inspection	44	4,775	0	3,953	0	0%	0	0%	0	0%
Grain Inspection Supplies	3	5,088	0	3,953	0	0%	0	0%	0	0%
Granite	106.370	283	221	477	139	63%	78	35%	4	2%
Grant - Scholarship - Financial Aid Finder Service	14,600	1,200	33	1,409		24%		21%	18	55%
Grant Writers	5,350 48,991	1,924 545	109	2,260 785	41	44%	5	56%	0	0% 12%
Graphic Designers	48,991 41	545 4,788	109	785 3,483	41	38%	55	50% 0%	13	0%
Grass Trimmers & Tillers Gratings	164	4,760		3,463	1	100%	0	0%	0	0%
Grease Pumping	740	3,479	0	3,953	0	0%	0	0%	0	0%
Grease Traps	2.636	2,473	2	3,202	1	50%	1	50%	0	0%
Greenhouse Builders	1,402	2.989		3,202	1	50%		0%	1	50%
Greenhouse Equipment & Supplies	3,238	2,317	5	2,667	4	80%	1	20%	Ô	0%
Greenhouses	6,333	1,788	10	2,190	7	70%	3	30%	0	0%
Greeting Card Manufacturers Supplies	166	4,353	0	3.953	0	0%	0	0%	0	0%
Greeting Cards - Retail	9,360	1,510	38		27	71%	10	26%	1	3%
Greeting Cards - Wholesale & Manufacturers	1,493	2,921	9	2,260	9	100%	0	0%	0	0%
Grill Cleaning	75	4.624	0	3.953	0	0%	0	0%	0	0% 0%
Grilles, Registers & Diffusers	300 564	4.031 3.657	2	3.202 3.483	2	100%	0	0% 100%	0	0%
Grinding - Precision & Production Grinding Machines	564 442	3,657	1	3,483	0	0%	1	100%	0	0%
Grinding Wacrines Grinding Wheel Dressers	75	4,624	0	3,953	0	0%	0	0%	0	0%
Grinding Wheels	73 59	4,702	0	3,953	0	0%	0	0%	0	0%
Grocers - Retail	88,755	334	789	194	592	75%	190	24%	7	1%
Grocers - Wholesale	12,464	1,305	18	1,793	10	56%	8	44%	0	0%
Grocery - Bulk Food Stores	23,949	877	79		50	63%	25	32%	4	5%
Grommets	16	4,939	0	3,953	0	0%	0	0%	0	0%
Ground Maintenance	2,887	2,394	2	3,202	2	100%	0	0%	0	0%
Group Homes	6.959	1.720	3	2.973	3	100%	0	0%	0	0%
Grout Resurfacing & Repair	8.055	1,616	28		18	64%	10	36%	0	0% 0%
Grouting Compounds	885 2,768	3,341 2,432	1	3,483 2,821	0	0% 25%	1	100% 75%	0	0%
Guard Dogs Guardian Services - Adult & Child	2,768 4,845	2,432	4	2,821	1	25% 50%	3	75% 50%	0	0%
Guards - Door & Window	2,054	2,654	7	2,432	3	100%		0%	0	0%
Guest Ranch	1,113	3,175	17		6	35%	11	65%	0	0%
Guide Service	5,017	1,978	8	2,348	4	50%	4	50%	0	0%
Guitars & Amplifiers	5,281	1,937	27		15	56%	12	44%	0	0%
Gumming Service	3	5,088	0	3,953	0	0%	0	0%	0	0%
Gun Dealers	109,611	274	749	202	619	83%	112	15%	18	2%
Gun Safes	1.251	3.085	9		9	100%	0	0%	0	0%
Gun Safety & Marksmanship Instruction	36.337	668	53		32 24	60%	20	38%	1	2%
Gun sights, Scopes & Mounts	18,873	1,020	109	785	24	22%	79	72%	. 6	6%
Guns & Gunsmiths	135,436	231	426 112	309	266 38	62%	148	35%	12	3% 0%
Guns - Air, BB and Pellet Gutter Cleaning	6,402 24,327	1.778 865			38 28	34% 74%	74	66% 24%	0	3%
Gutter Cleaning Gutter Leaf Guards	12,091	1,339	<u>38</u> 57	1,326	49	86%	9 7	4%	- 1	11%
Gutter Lear Guards Gutters & Downspouts	288,430	101	382	333	271	71%	95	25%	16	4%
Gymnasiums	23,632	885	615	232	380	62%	217	35%	18	3%
Gymnasiums - Equipment & Supplies	6,597	1,762	17	1,812	11	65%	3	18%	3	18%
Gymnastic Equipment & Supplies	2,030	2,665	10	2,190	3	30%	7	70%	0	0%
Gymnastic Instruction	14.963	1.183	62		44		14		4	6%
Gypsum & Gypsum Products	118	4,484	0	3.953	0	0%	0	0%	0	0%
Hail Repair	2,575	2,488		2,432	2	29%	5	71%	0	0%
Hair Curlers	282	4,066		2,432	5	71%	2	29%	0	0%
Hair Drvers	46 27	4.766	0	3.953	0	0%	0	0%	0	0% 0%
Hair Nets Hair Ornaments	1,577	4,875 2,867	41	3,953 1,279	40	0% 98%	0	0% 2%	0	0%
Hair Products and Equipment	73.864	2,867 393	357	351	216	98% 61%	124	35%	17	5%
Hair Removal - Laser & Electrolysis	31,492	739	263	418	58	22%	80	30%	125	48%
Hair Removing Equipment & Supplies	668	3,550	203	2,126	11	100%	0	0%	0	0%
Hair Replacement	43,590	596	150	621	118	79%	29	19%	3	2%
Hair Styling and Services	35,383	680	358	349	217	61%	135	38%	6	2%
Hair Weaving	23,718	881	90	862	36	40%	49	54%	5	6%
Halloween Supplies	345	3,943	4	2,821	1	25%	2	50%	1	25%
Halls & Auditoriums	4.357	2,095	16		5	31%	10	63%	1	6%
Hammocks/Hammock Stands & Chairs	79	4,606	5	2,667	2	40%	3	60%	0	0%
Hampers - Wholesale & Manufacturers	2	5,105	0	3,953	0	0%	0	0%	0	0%
Hand Painting & Decorating Handbags	4,681 22,904	2,034 905	20	1,729	13	65%	7	35%	0	0% 2%
				471	148	66%	72	32%		

				ı		l I	1	1	Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	9/
Handbags - Manufacturers Equipment & Supplies	739	3,483	3	2,973	1	33%	2	67%	0	0%
Handbags - Repairing	210 28	4.235	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0%
Handball Courts Handkerchiefs	28 4	4,868 5,075	<u>U</u>	3,953	0	0%	0	0%	<u>U</u>	0 0%
Handles - Wholesale & Manufacturers	157	4,384	2	3,202	0	0%	2	100%	0	0%
Handmade Art	559	3.662	4	2.821	1	25%	3	75%	0	0%
Handwriting Analysts	223	4,197	1	3,483	1	100%	0	0%	0	0%
Handwriting Experts	350 450,085	3,936	<u>5</u> 898	2,667 172	2 370	40% 41%	3 478	60% 53%	0 50	0%
Handyman Services Hang Gliding & Instruction	450.085	4.041	898	3,483	3/0	100%	4/8 0	0%	<u>50</u>	0%
Hardscapes	14,383	1,212	39		20	51%	16	41%	3	8%
Hardware - Builders	2,144	2,618	8		3	38%	5	63%	0	0%
Hardware - Marine	501	3,730	2	3.202	1	50%	1	50%	0	0%
Hardware - Retail Hardware - Wholesale & Manufacturers	54,432 12,609	497 1,296	223		171 27	77% 77%	50	22% 23%	2	1%
Hardware Consultants	1,223	3.103	55	1,374 2,550	5	83%	1	17%	0	0 0%
Hardwood Floor Contractors	128,320	241	186		118	63%	63	34%	5	3%
Hardwood Floor Maintenance	1,448	2,955	5	2,667	2	40%	3	60%	0	0%
Hatcheries - Poultry	2,668	2,467	3	2,973	3	100%	0	0%	0	0%
Hats - Clean & Renovate	171	4.337	0 117	3.953	35	0%	0 75	0%	0	0%
Hats - Retail Hats - Wholesale & Manufacturers	6.330 1,684	1.789 2.804	11/	746 2,973	35	30% 100%	/5 n	64% 0%	/ n	0 0%
Hauling & Clean Up Services	8,987	1,535	32		8	25%	23	72%	1	3%
Hawaiian Goods	800	3,425	2	3,202	2	100%	0	0%	0	0%
Hay	2,139	2,620	1	3,483	1	100%	0	0%	0	0%
Hay Rides Hazardous & Medical Waste Services	282 14.165	4,066 1,228	0 288	3,953 400	0 285	0% 99%	0	0% 1%	0	0%
Hazardous & Medical Waste Services Hazardous Material Control & Removal	14,165	1,228 2,851		3,483	285 n	0%		100%	<u> </u>	0%
Health & Diet Food Products - Wholesale & Manufacturing	49,176	542	213		134	63%	74	35%	5	2%
Health & Diet Products - Retail	410,382	64	2,930	61	2,037	70%	833	28%	60	
Health & Fitness Program Consultants	34,764	689	191	539	114	60%	72	38%	5	3%
Health & Medical - General Health & Medical Products	374,679 93,068	71 321	1,811 685	91 211	1,357 421	75% 61%	425 249	23% 36%	29	2%
Health & Wellness	153,454	202	505	267	404	80%	92	18%	13	2%
Health Care - Placement	5,558	1.895	7	2,432	5	71%	2	29%	0	0%
Health Care - Staffing	15,151	1,171	25		17	68%	6	24%	2	2 8%
Health Care Linen Service	178	4,320	1	3,483	0	0%	1	100%	0	0%
Health Care Management Health Care Referral	32.020 13.295	736 1,266	185 108	551 792	148 95	80% 88%	35 13	19% 12%		1%
Health Clubs	188,300	1,266	3,925	36	3,424		435	11%	66	
Health Maintenance Organizations	37,373	660	328		286		42	13%	0	0%
Health Recording Service	557	3.663	1	3,483	0	0%	1	100%	0) 0%
Health Resorts	5,071 14,191	1,970 1,226	45 87		27 85	60%	17	38% 2%	1	2%
Health Savings Administrators Hearing Aids & Assistive Devices	194,420	1,226	452		342	98% 76%	92	20%	18	3 4%
Hearing Aids Repairing Hearing Aids Parts & Repairing	409	3,848	8	2,348	6	75%	2	25%	0	0%
Heat Exchangers	998	3,236	0	3/300	0	0%	0	0%	0	0%
Heat Pumps	10,915	1,401	11		9	82%	2	18%	0	0%
Heat Recovery Equipment & Systems	153 112	4,391 4,502	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0 0%
Heat Sealing Heat Sealing Equipment & Supplies	28	4,502	0	3,333	0	0%	0	0%	<u> </u>	0 0%
Heat Supply Companies	1,447	2,956	12		2	17%	10	83%	0	0%
Heat Treating - Metal	1.285	3.065	1	3.483	1	100%	0	0%	0) 0%
Heat Treating - Metal - Equipment & Supplies	188	4,296	0	3,953	0	0%	0	0%	0	0%
Heaters - Automotive Heating & Air Conditioning	260 2,332,102	4,117	3,601	3,953 45	0 2.954	0% 82%	0 593	0% 16%	0 54	0%
Heating & Air Conditioning - Heating & Air Conditioning - Filters	10,493	1.427	3,001	1.763	2,954	82% 89%	593	11%	54	0%
Heating & Cooling Demolition	167	4,350	2	3,202	0	0%	0	0%	2	100%
Heating Contractors	326,772	84	376	339	281	75%	93	25%	2	1%
Heating Equipment	19.910	994	30		20	67%	9	30%	1	3%
Heating Equipment & Systems Cleaning & Repair Heavy Duty Equipment Repair	30.876 5.825	749 1,861	<u>58</u>		36	62% 40%	22	38% 60%	0	0%
Heavy Equipment Rubber Tracks	297	4,035	10	3,483	1	100%	n b	0%	<u> </u>	0 0%
Helicopters - Parts & Supplies	808	3,414	6	2,550	4	67%	2	33%	0	0%
Helicopters - Charter, Rent & Lease	1,240	3,091	6		2	33%	4	67%	0	0%
Hematology	3	5,088	0	3,953	0	0%	0	0%	0	0%
Hemp Products Herbs	315 30.932	3,998 748	<u>5</u> 76	2,667 959	3	60% 57%	21	20% 41%	1	20%
Hides	30.932	3,981			43	0%	31	0%	0	0%
High Risk Behavior/Practices	56,029	489	496	273	11	2%	351	71%	134	27%
Hinges	183	4.309	0	3.953	0	0%	0	0%	0) 0%
Historical Places	304	4,019	1	3,483	1	100%	0	0%	0	0%
Historical Structure Preservation Hobby & Model Construction Supplies - Retail	877 37.876	3,350 652	193	3,483 534	114	100% 59%	74	0% 38%	0	0%
	57.070		175				/-			
Hobby & Model Construction Supplies - Wholesale & Manufacturing	3,540	2,242	34	·	21		10	29%	3	9%
Hockey Clubs	1,650	2,822	13		6	46%	7	54%	0	0%
Hog Farms	403	3.854	0	3.953	0	0%	0	0%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/6
Hoists	1,160	3,147	0	3,953	0	0%	0	0%	0	0%
Holding Companies	17,080	1.093	79	929	70	89%	7	9%	2	3%
Holistic Practitioners	13.041	1.280	27	1.533	14 59	52%	13	48%	0	0%
Home Accessories	14,856 12,583	1,184 1,299	99 13	832 2,005			36	36%	4	4% 0%
Home Automation Home Builders	2,205,890	1,299	4,159	2,005	11 3,474	85% 84%	636	15% 15%	49	
Home Centers	12,462	1,306	4.133	1,232	34		11	24%	0	0%
Home Decor, Accessories & Gifts - Online Retailer	41,591	616	720	208	459	64%	253	35%	8	1%
Home Demonstrations	808	3.414	1	3,483	1	100%	0	0%	0	0%
Home Design & Planning	30.101 1.799	762 2.757	40 14		20 8	50% 57%	17	43% 43%	3	8% 0%
Home Economics Consultants Home Electronics	111.380	2,757	1,654		1,501	91%	122	7%	31	2%
Home Electronics - Designers	1.843	2,735	1,054	3,483	1,501	100%	0	0%	0	0%
Home Health Services	315,897	89	252	430	191	76%	60	24%	1	0%
Home Health Services - Skilled	12,035 1,391,848	1,343	3	2,973	2	67%	1	33%	0	0%
Home Improvements		19 822	3.820 37	38 1,340	2.886		867 12	23%	67	2% 5%
Home Improvements - Additions Home Inspection Service	26.010 372,951	822 72	473		23 345	62% 73%	12 119	32% 25%	2	2%
Home Owners Associations	16,046	1,134	100	829	72		28	28%	0	0%
Home Repair & Maintenance	39,560	639	213	490	76	36%	118	55%	19	9%
Home Sitting Services	4.710	2,028	5	2,667	1	20%	4	80%	0	0%
Home Staging	5,136	1,960	7	2,432	. 3	43%	4	57%	0	0%
Home Theater Home Warranty Plans	34,229 291,430	697 98	48 6,586	1,197	23 6,395	48% 97%	25 137	52% 2%	0	0% 1%
Home warranty Plans Homeopaths	291,430 18,993	1,018	6,586	2,126	6.395 g	73%	13/	2%	54 n	0%
Honey	2,728	2,450	2	3,202	2	100%	0	0%	0	0%
Honevcomb Materials	97	4,544	2	3.202	1	50%	1	50%	0	0%
Honing Machines & Equipment	115	4,492	0	3.953	0	0%	0	0%	0	0%
Hookah Bars	174	4,327	3	2,973	2	67%	1	33%	0	0%
Horse Breeders	5,543	1,896	19	2,973	15	67%	0	0%	1	33% 0%
Horse Dealers Horse Equipment & Supplies	7,487 4,861	1.664 1.999	20	1,763 1,729	15	79% 70%	6	21% 30%	0	0%
Horse race Handicapping	391	3,872	2	3,202	0	0%	2	100%	0	0%
Horse Riding/Horse Trail Rides	4,920	1,987	31	1,438	10	32%	20	65%	1	3%
Horse Shoeina	1.105	3.179	1	3,483	0	0%	1	100%	0	0%
Horse Training	5,649	1,886	9	2,260	5	56%	4	44%	0	0% 0%
Horse Transporting Horseshoe Equipment & Supplies	3,303 800	2,302 3,425	5	2,667 3,953	3	60% 0%	2	40% 0%	0	0%
Horticultural Consultants	1,716	2,791	9	2,260	1	11%	8	89%	0	0%
Hose & Tubing - Flexible Metal	262	4,115	0	3,953	0	0%	0	0%	0	0%
Hose & Tubing - Rubber & Plastic	807	3,417	0	3,953	0	0%	0	0%	0	0%
Hose Couplings & Fittings	959	3.275	1	3.483	0	0%	1	100%	0	0%
Hosiery - Retail Hosiery - Wholesale & Manufacturers	3,005 871	2,373 3,356	12 8	2,065 2,348	9	75% 25%	3	25% 75%	0	0% 0%
Hospices	18,500	1,034	12		2	75%	3	25%	0	0%
Hospital & Medical Equipment & Supplies	155,775	199	848		704		138	16%	6	1%
Hospital Consultants	5,864	1,855	65	1,044	35	54%	30	46%	0	0%
Hospitality	1,969	2,683	12		4	33%	8	67%	0	0%
Hospitalization, Medical & Surgical Plans	18.125	1.050 209	147 2,129	630 80	128 1,685	87%	18 440	12%	1	1% 0%
Hospitals Hostels	151,175 1,028	3,215	2,129	1,697	1,085	79% 81%	440	21% 19%	4 0	0%
Hotel Product Sales	1,530	2,901	42		23	55%	17	40%	2	5%
Hotels	179,568	172	6,925		4.690		2.165	31%	70	1%
Hotels - Reservations	54,048	501	1,173	144	1,098	94%	72	6%	3	0%
House & Building Movers	24,974 230.623	851 131	46 305	1,217	25 194	54%	18 102	39%	3	7% 3%
House Cleaning House Cleaning Equipment & Supplies	230,623 5,972	1.830	305 14		194	64% 64%	102	33% 36%	9	3% 0%
House Furnishings & Services	9,233	1,519	35		20	57%	12	34%	3	9%
Household Management	339	3,952	4	2,821	3	75%	1	25%	0	0%
Housewares - Retail	23.773	879	139	651	116		23	17%	0	0%
Housewares - Wholesale & Manufacturers	1,493	2.921	<u>5</u>	2.667	36 36	60%	2	40%	0	0% 0%
Housing Authorities Housing Consultants & Referral Service	3,884 5,743	2,168 1,870	49		36 11		13	27% 24%	0	24%
Hubcaps - Sales	1,367	3,013	3	2,973	11	100%	<u> </u>	0%	<u> </u>	0%
Human Factors - Research & Development	2,355	2,553	3	2,973	2	67%	1	33%	0	0%
Human Resources	28,993	783	45	1,232	27	60%	18	40%	0	0%
Human Services Organizations	6.292	1.794	12		6	50%	3	25%	3	25% 0%
Humane Societies Humidifying Apparatus	1.234 365	3.096 3.918	8	2.348 2.667	8	100% 80%	0	0% 20%	0	0%
Humidifying Apparatus Hunting & Fishing Services & Supplies	45,583	3,918 577	98		61		32	33%	0	5%
Hydraulic Equipment & Supplies	8,263	1,584	28		7	25%	21	75%	0	0%
Hydraulic Equipment Repair	5,850	1,858	4	2,821	2	50%	2	50%	0	0%
Hydrologists	205	4,246	1	3,483	1	100%	0	0%	0	0%
Hvdronic Heating	1.277	3.073	5	2,667	4	80%	1	20%	0	0%
Hydroponics - Equipment & Supplies	6.941	1.724	14 4		12	86%	2	14%	0	0% 0%
Hydroseeding Hydrometers	3,651 106	2,215 4,512	4	2,821 3,953	1	25% 0%	3 0	75% 0%	0	0%
Hyperbaric Treatment	125	4,312	1	3,953	1	100%	0	0%	0	0%
	1431	7,403		5,403		10070	U	J-701	U	

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/
Hypnotherapists - Hypnotists	22,275	921	64	1,052	54	84%	9	14%	1	29
Ice	3.756	2.193	13		10		3	23%	0	0%
Ice Cream & Frozen Desserts - Dealers	6.649	1,757	30	1,459	13	43%	15	50%	2	79
Ice Cream & Frozen Desserts - Mfg & Dist	1,948 183	2,687 4,309	5	2,667 3,483	4	80% 100%	1	20% 0%	0	09
Ice Cream Cone Manufacturers & Distributors Ice Cream Freezers	374	4,309 3,899	7	2,432	1	100%	6	86%	0	09
Ice Cream Manufacturers Equipment	524	3,705	2	3,202	0	0%	2	100%	0	09
Ice Cream Manufacturers Supplies	76	4,621	0	3,953	0	0%	0	0%	0	0%
Ice Cream Mixes	70	4,653	1	3,483	1	100%	0	0%	0	0%
Ice Crushers	11	4.988	0		0	0%	0	0%	0	0%
Ice Machine Repair	562	3,659	1	3,483	0	0%	1	100%	0	0%
Ice Making Equipment & Machines	2,431	2,532	/	2,432	2	29%	5	71%	0	09
Ice Melting Equipment & Supplies Ice Sculptures	314 133	3,999 4,443	1	3,483 3,953	1	100% 0%	0	0% 0%	0	09
Ice Substitutes	25	4,883	0	3,953	0	0%	0	0%	0	09
Identification Bureaus	218	4,215	5		2	40%	3	60%	0	0%
Identification Card Service	5.154	1.955	39		34	87%	4	10%	1	3%
Identification Equipment & Supplies	2,959	2,378	14		9	64%	5	36%	0	0%
Identity Theft Protection & Prevention Services	61,723	455	82		75		6	7%	1	. 1%
Ignition Interlock Devices	11.571	1,366	72		60		12	17%	0	19
Image & Graphics Printing Immigration & Naturalization Consultants	136.376 50.319	230 533	202 129	511 684	140 102	69% 79%	60	30% 18%	2	39
Immigration & Naturalization Consultants Import Representatives	1,431	2,969	129	2,821	102	25%	23	75%	4 0	09
Importers	18,432	1,039	47		16		31	66%	<u> </u>	09
Impregnating	655	3,561	2	3,202	2	100%	0	0%	0	0%
Imprinting	1,477	2,933	3	2,973	1	33%	2	67%	0	0%
In-floor Heating	208	4.241	1	3.483	1	100%	0	0%	0	0%
In-Home Autism Therapy	1.581	2.863	5	2,667	3	60%	2	40%	0	0%
In-Home Care	83,265	356	44		33	75%	11	25%	0	0%
Incense	1,224	3,102		2,550	233	50%	3	50%	0	09
Incentive Programs Incinerators	32.673 47	727 4,761	233 N	426 3,953	233 0	91% 0%	22 0	9% 0%	<u>U</u>	09
Incorporating Companies	72,764	397	111		93		16	14%	2	29
Indexing Service - Book, Periodical	22	4,902	0	3,953	0	0%	0	0%	0	0%
Indian Goods	2.196	2,604	6	2,550	4	67%	2	33%	0	0%
Indoor Sky Diving	138	4,431	2	3,202	1	50%	1	50%	0	0%
Induction Heating Equipment	174	4,327	1	3,483	0	0%	1	100%	0	0%
Industrial Consultants	2.674	2.463	1	3.483	0	0%	1	100%	0	09
Industrial Developments Industrial Equipment & Supplies	1.147 83,296	3,157 355	<u>0</u> 158	3.953 596	119	0% 75%	36	0% 23%	0	29
Industrial Equipment & Supplies Industrial Hygiene Consultants	1,331	3,037	130		119	0%	J0	0%	<u> </u>	0%
Industrial Manufacturers	18.813	1.022	25		16		9	36%	0	09
Industrial Painting	1,882	2,720	2	3,202	0	0%	2	100%	0	0%
Industrial Products Wholesalers & Distributors	33,402	713	158		152	96%	6	4%	0	0%
Infomercials	2,542	2,499	22		19		2	9%	1	. 5%
Information Bureaus	109,283	275	569		457		84	15%	28	5%
Information Processing & Retrieval Equipment & Systems	6,385	1,781	20	1,729	9	45%	200	35%	- 4	20%
Information Technology Services Infrared Equipment	204,504 880	151 3,345	834	188 3,483	523	63% 100%	289	35% 0%		39
Infrared Inspection	458	3,790	1	3,483	1	100%	0	0%	<u>U</u>	09
Ink Cartridge - Refill & Sales	20,492	980	134	666	70	52%	60	45%	4	3%
Inks - Manufacturers Materials	939	3,291	0	3,953	0	0%	0	0%	0	0%
Inks - Print & Lithograph	440	3.810	1	3.483	1	100%	0	0%	0	0%
Inks - Writing & Marking	493	3,739	7	2,432	7	100%	0	0%	0	0%
Insect Control Devices	1,604	2,844	2	3,202	1	50%	1	50%	0	0%
Insecticides	1.220	3.105 4.949	2	3.202 3.953	1	50%	1	50%	0	09
Inserts - Screw Thread Inspection Devices - Industrial	1,655	4,949 2,820	2	3,953	0	0% 50%	U	0% 50%	0	09
Instrument Cases	478	3,763	2	3,202	1	50%	1	50%	0	09
Insulation Contractors Equipment & Supplies	3.564	2,236	4		4	100%	0	0%	0	09
Insulation Materials	11.247	1.387	26	1.553	18	69%	7	27%	1	4%
Insulation Materials - Electric	222	4,203	0	3,953	0	0%	0	0%	0	0%
Insulation Removal	333	3,962	1	3,483	1	100%	0	0%	0	0%
Insurance - Accident & Health	70.118	416	238		69		11	5%	158	66%
Insurance - Auto	267,588 420	107 3,830	1,792	93 3,483	1,588	89% 100%	197	11% 0%	/	09
Insurance - Aviation Insurance - Bonding	2,917	3,830 2,388	1	3,483	1	100%	1	100%	0	09
Insurance - Crop	1,125	3.167	ņ	3,463	0	0%	Ų	0%		09
Insurance - Dental	7,644	1,651	70		65		5	7%	0	0%
Insurance - Disability	1,562	2,877	1		1	100%	0	0%	0	0%
Insurance - Employee Benefits	32,492	729	47		46	98%	1	2%	0	0%
	8,944	1,538	20	1,729	18	90%	2	10%	0	0%
Insurance - Fire & Flood Specialists								0%	0	0%
Insurance - Fire & Flood Specialists Insurance - Funeral	6,259	1,798	1	3,483	1	100%			0	
Insurance - Fire & Flood Specialists Insurance - Funeral Insurance - Health	6,259 243,244	120	1 1.848	89	1.589	86%	245	13%	14	1%
Insurance - Fire & Flood Specialists Insurance - Funeral Insurance - Health Insurance - Homeowners	6,259 243,244 79,198	120 369	1,848 1,25 7	89 709	1.589 109	86% 87%	245 14	13% 11%	14 2	19/
Insurance - Fire & Flood Specialists Insurance - Funeral Insurance - Health	6,259 243,244	120		89 709 2,432		86%		13%	14 2 0	1%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	,
Insurance - Marine	1,402	2,989	0	3,953	0	0%	0	0%	Pursue	0%
Insurance - Medical Liability	5,409	1,917	13	2,005	8	62%	5	38%	0	0%
Insurance - Medicare Advantage Plans	602	3.617	2	3.202	1	50%	1	50%	0	0%
Insurance - Medicare Services	11,358	1,381	7	2,432	5	71%	2	29%	0	0%
Insurance - Medicare Supplement	3,623	2,218	0	3,953	0	0%	0	0%	0	0%
Insurance - Property	71.497	404	190		184	97%	6	3%	0	0%
Insurance - Rental	8,992	1,533	18		13	72%		11%	3	17%
Insurance - Senior Products Insurance - Travel	12,182 30,983	1,330 745		2,550 398	287	83% 99%	1	17% 1%	<u>U</u>	0 0%
Insurance - Viatical	9,224	1,521	16		207	50%	7	44%	1	6%
Insurance - Vision	456	3,794	1	3.483	1	100%	Ó	0%	Ô	0%
Insurance - Workers Compensation	30,057	764	22	1,671	22	100%	0	0%	0	0%
Insurance Agency	233.827	127	424	310	333	79%	86		5	1%
Insurance Agents	36,019	670	138	654	119	86%	19	14%	0	0%
Insurance Claim Processing Services	70,263	415	314 9 939	374	282 9,473	90%	31	10%	1	0%
Insurance Companies	1.984.044	11 422	9,939	11	9,4/3	95%	418 18	4%	48	3 0%
Insurance Consultants Insurance Inspection & Audits	68.412 4.898	1,992	122	721 3,202	99	81% 50%	18	15% 50%	5	0 0%
Insurance Rating Bureaus	1,589	2,856	2	3,202		50%		50%	0	0 0%
Insurance Services	679,696	2,030	2,535	5,202	2,359	93%	151	6%	25	1%
Insurance Services Insurance Services - Commercial	16.459	1.117	41	1,279	30	73%	11	27%		0%
Insured Property Replacement Service	13,544	1,246	217	484	216	100%	1	0%	0	0%
Interactive Media	9,412	1,506	154	607	149	97%	5	3%	0	0%
Intercoms Systems & Services	1.828	2.747	4	2.821	3	75%	1	25%	0) 0%
Interior Decorators & Designers	64,856	445	125	709	66	53%	54	43%	5	4%
Interior Decorators & Designers - Workroom	1,790	2,761	6	2,550	2	33%	4	67%	0	0%
Interior Decorators & Designers Supplies	5.917	1.842 2.555	49		36	73%	13	27%	0	0%
Interior Designers - Architectural Interior Designers - Commercial	2.354 1.856	2,555 2,730	9	2,260 2,432	4	44% 29%	4	44% 71%	1	0 0%
Interior Designers - Commercial Interior Designers - Registered/Licensed	2,438	2,730	6			29% 50%	3	50%	0	0 0%
Interior Finishing	2,438	2,655	6	2,550	<u> </u>	0%	5	100%	0	0%
International Trade Consultants	4,235	2,115	6	2,550	1	17%	4	67%	1	17%
Internet - Web Hosting	169,913	178	1,490	114	1,304	88%	178	12%	8	3 1%
Internet Access Provider	51,157	523	920	164	740	80%	173	19%	7	7 1%
Internet Auction Service	106.010	285	336	359	305	91%	29	9%	2	1%
Internet Cafes	1,643	2,828	7	2,432	1	14%	5	71%	1	14%
Internet Gaming	95,519	316	1,365	122	1,192	87%	155	11%	18	
Internet Marketing Services	661.883	40 82	2,004	84	1.734	87%	233	12%	37	7 2%
Internet Selling Services Internet Services	330.438 856,228	82 31	4.766 6.523	28 20	4.589 5.830	96% 89%	160 637	3% 10%		
Internet Shopping	1,947,911	12	10,250	10	7,422	72%	2,316	23%	512	
Internet-Based Telephone Service	19,505	1.003	120	730	109	91%	2,310	8%	1	1%
Inventors	4,159	2,130	8	2,348	3	38%	3	38%	2	25%
Inventory Service	5,684	1,879	4	2,821	1	25%	3	75%	0	0%
Investigators	122,949	250	163	580	93	57%	60	37%	10	
Investigators - Trademark Infringement	131	4,446	1	3.483	0	0%	1	100%	0) 0%
Investment Advisory Service	130,234	238	157		69	44%	75	48%	13	8%
Investment Castings	215	4,223	1	3,483	0	0%	1	100%	0	0%
Investment Management	40.266	632 411	77 162	947 586	37 125	48%	34 36	44%	6	8%
Investment Securities Investment Seminars	70.521 17.842	1.063	43	1,257	29	77% 67%	30 13	22% 30%		2%
Invitations & Announcements	7,798	1,641	21		11	52%	9	43%	1	5%
iPod Sales & Service	163	4,364	2	3,202	1	50%	1	50%	0	0%
Iron	1,555	2,880	4		î	25%	3	75%	0	0%
Iron Work	26,459	812	69	1,008	34	49%	34	49%	1	1%
Ironing Boards	49	4,748	0	3,333	0	0%	0	0%	0	0%
Irrigation Consultants	11.316	1,382	12	2.065	10	83%	2	17%	0	0%
Irrigation Equipment	291	4,046	1 122	3,483	1	100%	0 23	0%	0	0%
Irrigation Systems & Equipment	70,268 13.242	414 1,270	123 11	715 2.126	98	80% 27%	23	19% 64%		9%
Irrigation Systems - Install/Design Irrigation Systems - Maintenance/Repair	7,229	1,270	23	1,629	15	65%	γ	35%		0%
Italian Food Products	1,092	3,183	23	3,202	13	50%	1	50%	0	0%
Ivory Goods	38	4,808	0	3,953	0	0%	0	0%	0	0%
Jacks	1,406	2,983	0	3.953	0	0%	0	0%	0	0%
Jacks - Repair	135	4,437	0	3,953	0	0%	0	0%	0	0%
Jade & Jade Goods	5	5,060	0	3,953	0	0%	0	0%	0	0%
Jail Equipment	132	4.445	1	3.483	0	0%	1	100%	0	0%
Jalousies Janitor Service	29 236,278	4.857 124	136	3,953 662	0 84	0% 62%	0 47	0% 35%	0	0%
Janitor Service Janitors Equipment & Supplies	236,278 12,482	1,304	136		84 17	62% 77%	4/	35% 23%	5	0 0%
Japanese Food Products	201	1,304 4,260	22	3,202	1/	100%		0%	<u> </u>	0%
Jeans	1,249	3,088	3	2,973	1	33%	2	67%	0	0%
Jet Ski/Personal Watercraft	5,217	1,945	42		25	60%	17	40%	0	0%
Jewelers - Retail	668,168	39	2.922	62	2,303	79%	585	20%	34	1 1%
Jewelers - Supplies	3.377	2,284	5	2,007	2	40%	3	60%	0	0%
Jewelers - Wholesale	18,159	1,048	23		14	61%	- 8	35%	1	4%
Jewelry Advisory Service	739	3,483	2	3,202	1	50%	1	50%	0	0%
Jewelry Buyers	22,938	903	22	1 671	12	55%	0	36%	2	9%

Angle Content Conten											
Description	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Control Cont	-					. 2	100%	n	0%	<u>Pursue</u> ∩	0 0%
Sept. 1.00				201		99				13	6%
Carlot Delication				10	2,190	2		8		0	0%
Table Company Compan	Jewelry Findings	4,314	2,101		1,945	8		6		0	0%
Sealty S				80		51		26		3	3 4%
Soors Profession Professi				0		0		0		0) 0%
Black Pubms		13,365						36		2	3%
100 A LINEAR - CONTROPORTION 1				14		10		4		<u>U</u>	0 0%
Str. Listed Str. Articles Principal Str.				<u>U</u>		0		0		<u> </u>	0%
10.00 1.00	Joh Listing & Advisory Services			174			71%	47	27%	3	3 2%
John Cartering			1,819	14		7		6		1	7%
June	Judament Recovery			5	2.667	1		4		0	0%
Since Description 1.100		1,285		3		3		0		0	0%
Demons Refered 1,172 3,170 8 2,346 1 1,370 7 880 0								46		2	4%
Sun Desert 3,668 2,711 38 2,200 6 67% 7 22% 1				4	2.821	3		1		0	0%
John Semonal 2,000	Jumping Balloon Kental			8		1		2	33%	<u>U</u>	11%
Separate Parament Local 1,550 2,516 7 4,472 3 77.56 7 20.57 1.57					2,200	78		21			0%
Genes Absoluted				7		5		2		0	0%
General Resignment A Souples 1,00 3,100 6 1,000 75% 1 225%		1,260		7	2,432	3		3	43%	1	14%
Services	Kennels Equipment & Supplies	1,087	3,186	4	2,821	3	75%	1	25%	0	0%
Sex Designation and Cultimes	Kerosene	124	4,466	0	3,953	- 0	0%	- 0	0%	0	0%
Section 1	Kev Control Systems				1,027	18		5		0	0%
Colorina September Colorin				61		6		55		0	0%
Section Content Cont				1				. 0		1	100%
Sichen & Bath - Design & Empodelin 250,2228 100 277 337 241 64% 123 335% 13 13 13 13 13 13 13 1				23		14		11		0	0%
Sixthen Appendix		266 290 290				7/11		172		13	3%
Sichen Accessories 22,277 776 151 618 668 45% 82 54% 72 72 72 72 72 72 73 73										1	2%
Sinchen Calphart Refigeron										2	1%
Sixthen Cabbrellin September Septemb	Kitchen Cabinet Refacing	13,342		14	1,945	13	93%	1	7%	0	0%
Scrient Remodellins \$2,008					757					2	2 2%
Girls Paper 92 4,558 0 3,953 0 0% 0 0% 0										3	11%
Scient						81		49		10) 7%) 0%
Softe Sharmening Devices 2,245 2,832 1 3,483 0 0% 1 100% 0				<u>U</u>		0		0		<u> </u>	0%
Solid Goods - Petral September Septe		202								0	0 0%
South Confession & Manufacturers 351 3,934 0 3,953 0 0.96 0.96				5	2 667	4		1		0	0%
Southernoof Service 3 5,088 0 3,952 0 0% 0 0% 0 0% 0 0% 0 0	Knit Goods - Wholesale & Manufacturers			Ő		Ó	0%	Ô	0%	0	0%
Solition Instruction 333 3.9c2 1 3.482 1 100% 0 0% 0 0% 0 0% 0 0% 0 0		3	5,088	0		0	0%	0	0%	0	0%
Kentton Machines				0		0	0%	0		0	0%
Knives - Machine	Knitting Instruction			1		1		0		0	0%
Knobs Achine Ac						0		0		0	0%
Knobs 6,211 1,808 17 1,812 17 1,00% 0 0.% 0 0.	Knives - Custom					/				0	0%
Kosher Food Products 278 4,075 1 3,483 1 100% 0 0 0 0 0 0 0 0 0						5		10		0	0 0%
Fabeling 3,769 2,191 6 2,550 5 83% 1 17% 0 1 1 1 1 1 1 1 1 1				1/		1		0		0	0%
Section Sect				6		5		1		0	0%
Labels - Fabric 239		855	3.367	3	2,973	0		3		0	0%
Labels - Paster 3.634 2.217 6 2.550 6 100% 0 0% 0 0% 0 0% 0 0% 0 0	Labels	1,574	2,868	- 6	2,550	2	33%	4	67%	0	0%
Labels - Plastic, Metal, Foll 938 3,296 0 3,953 0 0% 0 0% 0 0% 0 0 0				3		1		1		1	33%
Labor Contractors 3,467 2,260 5 2,667 2 40% 3 60% 0 Labor Droating 3,939 2,160 3 2,973 1 33% 2 57% 0 Labor Broating 3,939 2,160 3 2,973 1 33% 2 57% 0 Labor Relations Consultants 817 3,403 1 3,483 0 0 0% 1 100% 0 Laboratories - Medical 50,783 527 558 251 481 86% 57 10% 20 Laboratories - Research & Development 12,358 1,316 28 1,502 21 75% 7 25% 7 125% 0 Laboratories - Testin 119,646 755 111 764 60 53% 49 43% 4 Laboratories - Veterinary 902 3,329 4 2,821 2 50% 2 50% 0 Laboratories - Veterinary 902 3,329 4 2,821 2 50% 2 50% 0 Laboratory Equipment & Supplies 8,138 1,608 10 2,100 6 60% 4 40% 0 Laccuers - Manufacturers 28 4,868 1 3,483 1 100% 0 0% 0 Ladders - Rentina 18 4,927 0 3,953 0 0 0% 0 0% 0 Ladders - Rentina 18 4,927 0 3,953 0 0 0% 0 0% 0 Laiders - Rentina 18 4,927 0 3,953 0 0 0% 0 0% 0 Laminated Structural Products 368 3,911 0 3,953 0 0 0% 0 0% 0 Laminated Structural Products 368 3,911 0 3,953 0 0 0% 0 0% 0 Laminated Structural Products 3,067 2,353 2 3,202 2 100% 0 0% 0 Laminations - Plastic, Paper 1,251 3,085 1 3,483 1 100% 0 0% 0 Laminshade Frames & Supplies 44 4,788 0 3,953 0 0% 0 0% 0 Lamin Shade Frames & Supplies 44 4,770 0 3,953 0 0% 0 0% 0 Lamin Shade Frames & Supplies 4,492 0 3,953 0 0% 0 0% 0 Lamin Shades - Cleaning & Repairing 4,492 0 3,953 0 0% 0 0% 0 Lamin Shades - Wholesale & Manufacturers 4,495 0 0% 0 Lamin Shades - Wholesale & Manufacturers 4,495 0 0% 0 Lamin Shades - Wholesale & Manufacturers 1,155 4,955 0 0 Lamin Shades - Wholesale & Manufacturers 1,155 4,955 0	Labels - Paper			6	2,550	6		0	0%	0	0%
Labor Organizations 3,939 2,160 3 2,973 1 33% 2 67% 0 Labor Relations Consultants 817 3,403 1 3,483 0 0% 1 100% 0 Labor Brelations Consultants 817 3,403 1 3,483 0 0% 1 100% 0 Laboratories - Medical 50,783 527 558 251 481 86% 57 10% 20 Laboratories - Research & Development 1,238 1,316 28 1,502 21 75% 7 25% 0 Laboratories - Research & Development 1,248 1,316 28 1,502 21 75% 7 25% 0 Laboratories - Veterinary 902 3,329 4 2,821 2 50% 2 50% 0 Laboratories - Veterinary 902 3,329 4 2,821 2 50% 2 50% 0 Laces 902 4,857 0 3,953 0 0% 0 0% 0 Laces 903 4,857 0 3,953 0 0% 0 0% 0 Laces 928 4,868 1 3,483 1 100% 0 0% 0 Ladders - Rentina 818 4,927 0 3,953 0 0% 0 0% 0 Lades - Rentina 918 4,927 0 3,953 0 0% 0 0% 0 Lake & Pond Management 3,067 2,353 2 3,202 2 100% 0 0% 0 Laminating Equipment & Supplies 9,954 0 0,9% 0 Laminations - Motor & Transformer 41 4,788 0 3,953 0 0% 0 0% 0 Laminations - Motor & Transformer 41 4,788 0 3,953 0 0% 0 0% 0 Laminations - Motor & Transformer 41 4,788 0 3,953 0 0% 0 0% 0 Laminations - Motor & Transformer 41 4,788 0 3,953 0 0% 0 0% 0 Laminations - Motor & Transformer 41 4,788 0 3,953 0 0% 0 0% 0 Laminations - Motor & Transformer 41 4,788 0 3,953 0 0% 0 0% 0 Laminations - Motor & Transformer 41 4,788 0		938	3,296	<u> </u>		0		0		0	0 0%
Labor Posters 22,598 916 239 446 234 88% 5 2% 0 1 240 1 240 1 240 1 240 1 240 1 240 1 240 1 240 1 240 24		3,467		3				3		0	0 0%
Labor Relations Consultants 8.17 3.403 1 3.483 0 0.9% 1 100% 0 0 Laboratories - Medical 50.783 527 558 251 481 86% 57 10% 20 Laboratories - Research & Development 12.358 1.316 28 1.502 21 75% 7 25% 7 25% 0 Laboratories - Testina 119.646 255 113 764 60 53.3% 49 43.9% 44 Laboratories - Veterinary 902 3.329 4 2.821 2 50% 2 50% 0 Laboratories - Veterinary 902 3.329 4 2.821 2 50% 4 40% 0 Laboratories - Veterinary 902 3.329 4 2.821 2 50% 4 40% 0 Laces 9.29 4.857 0 3.953 0 0.9% 0 0.9% 0 Laces 92 4.857 0 3.953 0 0.9% 0 0.9% 0 Laces 92 4.868 1 3.483 1 1.00% 0 0.9% 0 Ladders - Rentino 18 4.927 0 3.953 0 0.9% 0 0.9% 0 Lake & Pond Management 9.3667 2.353 2 3.202 2 1.00% 0 0.9% 0 Laminating Edument & Supplies 9.146 3.299 1 3.483 1 1.00% 0 0.9% 0 Laminating Edument & Supplies 9.146 3.299 1 3.483 1 1.00% 0 0.9% 0 Laminations - Motor & Transformer 41 4.788 0 3.953 0 0.9% 0 0.9% 0 Laminations - Plastic, Paper 1.251 3.085 1 3.483 1 1.00% 0 0.9% 0 Lamin Shade Frames & Supplies 474 3.770 0 3.953 0 0.9% 0 0.9% 0 Lamin Shades - Cleanino & Repairing 3.49 3.495 1 3.483 1 1.00% 0 0.0% 0 Lamin Shades - Cleanino & Repairing 3.65 4.818 1 3.483 1 1.00% 0 0.0% 0 Lamin Shades - Wholesale & Manufacturers 115 4.492 0 3.953 0 0.9% 0 0.9% 0 Lamp Shades - Wholesale & Manufacturers 115 4.492 0 3.953 0 0.9% 0 0.9% 0 Lamp Shades - Wholesale & Manufacturers 115 4.492 0 3.953 0 0.9% 0 0.9% 0 0.0% 0 Lamp Shades - Wholesale & Manufacturers 115 4.492 0 3.953 0 0.9% 0 0.9% 0 0.0% 0 Lamp Shades - Wholesale & Manufacturers 115 4.492 0 3.				230		234		5			0%
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	Lamps & Lamp Shades - Retail Lamps - Health	4,056	2,145 3,611			7	35% 0%	13	0%	<u> </u>	0%

Industry Classification Inquiries Complaints Rank by Complaints Complain	Cmpls Unable To Pursue 0 1 1 0 0 0 3 3 0 0 4 4 2 89 0 13 0 0 2 2 0 0 0 0 2 2 0 0 2 2 0 0 2 0
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Lead Removal 100 4,526 0 3,953 0 0% 0 0%	0
Lead Renovator 43 4,776 0 3,953 0 0% 0 0%	Ó
<u>Lead Testing</u> 633 3.584 0 3.953 0 0% 0 0%	0
Leadership Development 10.755 1.412 7 2.432 4 57% 3 43%	0
Leak Detecting Instruments 2.69 2.521 3 2.973 3 100% 0 0% Leak Detection 4 7.474 1.674 17 1.812 12 71% 4 2.4%	0
	1
Leasing Service 60.843 459 243 441 200 82% 41 17% Leather 3.905 2,164 20 1,729 5 25% 14 70%	
1,164	0
Leather Clothing - Retail 2,768 1,665 41 1,279 31 76% 9 22%	1
Leather Clothing - Wholesale & Manufacturers 148 4.400 3 2.973 1 33% 0 0%	2
<u>Leather Findings</u> 1 5,127 0 3,953 0 0% 0 0%	0
<u>Leather Finishers</u> 200 4,263 1 3,483 0 0% 1 100%	0
Leather Finishes 10 4.999 0 3.953 0 0% 0 0% Leather Goods - Dealers 3.939 1.534 109 785 84 77% 25 23%	0
Leather Goods - Dealers 8.989 1.534 109 785 84 77% 25 23% Leather Goods - Repair 9.3.574 2.231 5 2.667 3 60% 2 40%	-1
Leather Goods - Wholesale & Manufacturers 3,5/4 2,231 3 2,007 3 90% 2 40% 3 43% 4 57% 3 43%	0
Leather Goods Manufacturers Supplies 917 3.317 3 2.973 3 100% 0 0%	0
Leather Restoration 2,738 2,448 9 2,260 7 78% 2 22%	0 0 0
Lecture & Seminar Bureaus 23,369 891 49 1,183 39 80% 8 16%	0 0 0 0
Legal Clinics 12.158 1.333 20 1.729 19 95 % 1 5 %	0 0 0 0 0 2
Legal Document Assistance 138.453 228 507 266 393 78% 109 21%	0 0 0 0 0 2
Legal Forms 88.657 335 207 500 1.77 86% 30 14% Legal Information Services 22.142 927 60 1.086 32 53% 13 22%	0 0 0 0 0 2 2
Legal Information Services 22,142 927 60 1,086 32 53% 13 22% Legal Printing 130 4,450 1 3,483 0 0% 1 100%	0 0 0 0 0 2 2 0 5

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Legal Services Plans	81,567	360	56	1,120	31	55%	25	45%	0	0%
Lenses	3.007	2.372	16		9	56%	6	38%	1	69
Letter Shop Service	348	3.941	1	3,483	1	100%	0	0%	0	0%
Lettering Machines	144	4,410	2	3,202	0	0%	2	100%	0	0%
Letters - Sign	1,522	2,906		3,202 3,483	1	50%	1	50%	0	0%
Libraries - Circulating & Rental	247	4.146 4.846		3,483	0	0% 0%	1	100% 0%	<u>U</u>	0%
Libraries - Institutional	26	4,877	0	3,953	0	0%	0	0%	0	0%
Libraries - Public	547	3,673	2	3,202	2	100%	0	0%	0	0%
Library Equipment & Supplies	300	4.031	0	3.953	0	0%	0	0%	0	0%
Library Research Service	3,105	2,343	8	2,348	7	88%	1	13%	0	0%
Lice Removal/Protection Services	7,312	1,681	10		9	90%	1	10%	0	0%
License Services	22.493	918	66		54	82%	12	18%	0	0%
Lie Detection Service	5,780	1,866	4		3	75%	1	25%	0	0%
Life Raft Inflation Equipment	223 98	4,197 4,539	0	3,953 2,821	0	0%	0	0%	0	25%
Lift Kits Lifts	9.811	1,473	12		- 1	25% 50%	- 2	50% 50%	1	0%
Lifts/Elevators - In Home	2,187	2,605	12	3,483		100%	<u> </u>	0%	0	0%
Lighting Consultants	7,544	1,659	11		9	73%	3	27%	0	0%
Lighting Equipment - Emergency	8,154	1,606	163		149	91%	14	9%	0	0%
Lighting Fixtures - Cleaning	54	4,726	0	3.953	0	0%	0	0%	0	0%
Lighting Fixtures - Repair & Maintenance	2,166	2,609	3	2,973	2	67%	1	33%	0	0%
Lighting Fixtures - Retail	71,186	407	262	419	189	72%	47		26	10%
Lighting Fixtures - Supplies & Parts	4,343	2.098	10	2.190	7	70%	2	20%	1	10%
Lighting Fixtures - Wholesale & Manufacturers	8,883	1,543	20	1,729	14	70%	6	30%	0	0%
Lighting Plants	36	4,818	0		0	0%	0	0%	0	0%
Lighting Systems & Equipment	14.457	1,208	73		42	58%	29	40%	2	3%
Lightning Protection Equipment	2,585	2,485	0		0	0%	0	0%	0	0%
Lights Bulbs & Tubes	15,144	1,172	56		35	63%	21	38%	0	0%
Lime	86 3,385	4,577 2,281	<u> </u>	3,953 2,667	0	0% 80%	0	0% 20%	0	0%
Limestone Limousine Service	162,578	192	505	2.667	245	49%	234	46%	26	5%
Linen Supply Service	7,382	1,678	17	1,812	10	59%	7	41%	<u>20</u>	0%
Linens - Retail	12,554	1,301	138		123	89%	13	9%	2	1%
Linens - Wholesale & Manufacturers	4,580	2,055	14		2	14%	11		1	7%
Lingerie	25,798	828	256	423	202	79%	53	21%	1	0%
Linings - Clothing	283	4,061	0	3,953	0	0%	0	0%	0	0%
Linings - Plastic, Membrane	2,603	2,480	2	3.202	2	100%	0	0%	0	0%
Linoleum - Wholesale & Manufacturers	6	5.046	0	3.953	0	0%	0	0%	0	0%
Linoleum Dealers	1,193	3,123	3	2,973	2	67%	1	33%	0	0%
Linoleum Layers Equipment & Supplies	15	4,949	0	3,953		0%	0 50	0%	0	0% 2%
Liquidators	21.907 472	933 3,774	93	852 2,550	41	44% 33%	50	54% 0%	2	67%
Liquor Brokers Liquor Stores	23,549	3,774 887	107		68	64%	27	35%	3	2%
Liquors - Wholesale	1,427	2,971	707	2,432	5	71%	3/	29%	<u>2</u>	0%
Literary Agents	2,772	2,430	1	3,483	0	0%	1	100%	0	0%
Lithographers	454	3,796	5		2	40%	3	60%	0	0%
Lithographic Negatives & Plates	11	4,988	0	3,953	0	0%	0	0%	0	0%
Litigation Support	3.999	2,153	5	2,667	3	60%	2	40%	0	0%
Livestock - Commission	18	4,927	0	3.953	0	0%	0	0%	0	0%
Livestock Auction Markets	2,175	2,607	6	2,550	4	67%	2	33%	0	0%
Livestock Breeders	3,880	2,170	3	2,973	2	67%	1	33%	0	0%
Livestock Buvers	615	3.604	Ō	3.953	0	0%	0	0%	<u> </u>	0%
Livestock Equipment & Supplies	2,960	2,376		3,483	1	100%	0	0%	0	0%
Livestock Feeding	1,190 14	3,128 4,965	2	3,202 3,953	0	0%	2	100%	0	0%
Livestock Grooming Livestock Hauling	14 649	4.965 3.570	0	3,953	0	0% 0%	0	0% 0%	0	0%
Livestock Order Buyers	62	3.570 4.687	<u>U</u>	3,953	0	0%	0 0	0%	<u> </u>	0%
Livestock Spraying	2	5,105	0	3,953	0	0%	0	0%	0	0%
Loading Dock Equipment	1.503	2,916	0	3,953	0	0%	0	0%	0	0%
Loan Acceleration	663	3,555	2	3,202	2	100%	0	0%	0	0%
Loan Modification	138,918	227	579	244	259	45%	272	47%	48	
Loan Modification - Auto	947	3,283	1	3,483	1	100%	0	0%	0	0%
Loan Originator	2.860	2,403	17	1.812	2	12%	15	88%	0	0%
Loan Servicing	160,397	194	1,048		987	94%	60	6%	1	0%
Loans S. Barret	1,464,083	17	3,066	56	2,477	81%	433	14%	156	5%
Loans - Farm & Ranch	1.096 205.199	3.182 149	308	3.483 382	258	100%	0 50	0%	0	0%
Loans - Small Business Lobbyists	205.199 4,210	2,120	308	382 3,483	258	84% 100%	50	16% 0%	0	0%
Lockers	1,040	3,211	1	2,821	1	75%	1	25%	0	0%
Locks & Locksmiths	198,090	157	930		341	37%	486	52%	103	11%
Locks - Wholesale & Manufacturers	4,081	2,144	930 56		541	11%	36	64%	103	
Locksmiths Equipment & Supplies	6,227	1,803	22	1,671	9	41%	11	50%	2	9%
Locomotives	311	4,006	0	3,953	0	0%	0	0%	0	0%
Log Cabins, Homes & Buildings	46,161	572	53	1.147	40	75%	13	25%	0	0%
Log Splitting Equipment	236	4,173	0	3,953	0	0%	0	0%	0	0%
Logging Companies	23,517	889	11		5	45%	6	55%	0	0%
Logaina Equipment & Supplies	1.618	2.838	3	2.973	0	0%	3	100%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Logistics	43,973	593	137	656	91	66%	43	31%	3	29
Lot Rental	167 11,306	4.350 1.383	3	2.973	1	33% 0%	0	0% 50%	2	679 509
Lotteries - Foreign Lotteries - Local	2,566	2,491	10	2.821 2.190	6	60%	4	40%		09
Lotteries - State	2,545	2,497	2	3,202	1	50%	0	0%	1	509
Lottery Buying Club	1,523	2,905	6	2,550	2	33%	3	50%	1	179
Louvers	308	4,014	0	3,333	0	0%	0	0%	0	09
Lubricants	2,133 523	2,624 3,707	5	2,667 3,953	5	100% 0%	0	0% 0%	0	09
Lubricating Devices & Systems Lubricating Service - Automotive	26,797	3.707 806	416		273	66%	140	34%	<u>U</u>	19
Luggage - Retail	14,340	1,216	96	839	76	79%	17	18%	3	39
Luggage - Wholesale & Manufacturers	1,073	3,193	7	2,432	7	100%	0	0%	0	09
Luggage Carriers	2.516	2,508	10		9	90%	1	10%	0	09
Luggage Covers	21 66	4,908	1	3,483 3,483	0	0% 0%	1	100%	0	09
Luqqaqe Manufacturers Equipment & Supplies Luqqaqe Repair	915	4,669 3.319			2	25%	- 1	100% 75%	0	09
Lumber - Drving	161	4,368	1	3,483	0	0%	1	100%	0	09
Lumber - Retail	39,669	637	79		44	56%	34	43%	1	. 19
Lumber - Used	255	4,132	2	3,202	0	0%	2	100%	0	09
Lumber - Wholesale	8.170	1.602	16		6	38%	10	63%	0	09
Lumber Carriers	1,010 360	3.224 3,926	0	3.953 3.953	0	0% 0%	0	0% 0%	0	09
Lumber Inspectors Lumber Mill Representatives	360 266	3,926 4,102	<u>U</u>	3,953	1	100%	0	0%	<u> </u>	09
Lumber Treating	416	3,834	0	3,953	0	0%	0	0%	0	09
Macaroni	99	4,535	0	3,953	0	0%	0	0%	0	09
Machine Shops	54,089	500	44		20	45%	24	55%	0	09
Machine Tools	16.233	1.126	36	1.354	24	67%	11	31%	1	39
Machine Tools - Repair & Rebuild Machinery & Equipment - Appraisal	5,138 321	1.958 3.987	24	1.596 3.483	19	79% 100%	5	21% 0%	0	09
Machinery - New	12,036	1,342	25		17	68%	U	32%	<u> </u>	09
Machinery - New Machinery - Specially Designed	3.795	2.185	4	-/	2	50%	2	50%	0	09
Machinery - Used	3,040	2,361	11	2,126	7	64%	4	36%	0	09
Machinery Cleaning	337	3,955	0	3,953	0	0%	0	0%	0	09
Machinery Movers & Erectors	2,659	2,470	2	3,202	1	50%	1	50%	0	09
Machinery Rebuild & Repair	6,560 108,980	1.764	12 1,132	2.065	930	58%	3 161	25%		179 49
Magazine Sales Magazine Sales by Mail	10,436	278 1,430	1,132	146 618	114	82% 75%	36	14% 24%	41	19
Magazine Sales by Telephone	13,302	1,265	126	704	113	90%	8	6%	5	49
Magazines - Back Number	29	4,857	0	3.953	0	0%	0	0%	0	09
Magazines - Dealers	14,617	1,199	200	518	90	45%	107	54%	3	29
Magazines - Distributors	21,637	941	200		78	39%	118	59%	4	29
Magazines - Subscription Agents Magicians	78.984 1,056	371 3,203	639	223 2,973	494	77% 67%	117	18% 33%	28	09
Magicians Supplies	526	3,702		2,373	2	25%	6	75%	0	09
Magnetic Inspection Equipment	7	5,034	0	3,953	0	0%	0	0%	0	09
Magnetic Inspection Service	16	4.939	0	3.953	0	0%	0	0%	0	09
Magnets & Magnetic Devices	1,842	2,736	8		7	88%	1	13%	0	09
Magnifying Glasses	364	3,920	0	3,953	0	0%	0	0%	0	09
Maids & Butlers Service Mail Box Rental & Receiving	18.645 7.674	1.027 1.649	49 76		24 44	49% 58%	24	49% 39%	1	29
Mail Box Rental & Receiving Mail Boxes - Manufacturers & Distributors	3,282	2,305	23	1,629	19	83%	4	17%	0	09
Mail Order & Catalog Shopping	368,255	74	3,479	47	3,019	87%	307	9%	153	49
Mailing Containers	579	3.643	1	3.483	1	100%	0	0%	0	09
Mailing Lists	47,739	555	228	468	75	33%	152	67%	1	. 09
Mailing Machines & Equipment	12,281 97,274	1,322	248 1.933	434 86	243 1.754	98%	2 175	1%	3	19
Mailing Services Mailing Services - Drop Shipper	97.274 12.458	304 1.307	1.933		1./54	91% 68%	1/5	9% 32%	<u>4</u>	09
Mailing Services - Drob Shibbel	5,502	1,904	18		11	61%	7	39%	0	09
Malt & Hops	10	4,999	0	3,953	0	0%	0	0%	0	09
Managed Print Service	743	3.477	0	3.953	0	0%	0	0%	0	09
Managed Service Provider	248	4.145	<u>1</u>	3.483	0 98	0%	1 54	100%	0	09
Management Consultants Management Training	71,405 10,239	406 1,446	154 32		98 26	64% 81%	54	35% 19%	2	09
Manhole Covers	10,239	4,564	<u>32</u>	3,953	26	81% 0%	n D	0%	<u>U</u>	09
Manicuring	1,239	3,092	3	2,973	0	0%	3	100%	0	09
Mannequins - Display Fixture	720	3,497	6	2,550	3	50%	3	50%	0	09
Manufactured Homes - Dealers	131.323	236	333	361	251	75%	75	23%	7	29
Manufactured Homes - Equipment & Parts Manufactured Homes - Parks	6,997 45,661	1.712 576	24 119		13 74	54% 62%	11 40	46% 34%	<u>0</u>	09
Manufactured Homes - Parks Manufactured Homes - Rent & Lease	7,235	1,686	23		13	52% 57%	40 10		5	09
Manufactured Homes - Repair & Service	29,687	769	55		36	65%	18	33%	1	29
Manufactured Homes - Transporting	22,904	905	35	1,374	16	46%	19	54%	0	09
Manufactured Homes Distributors & Manufacturers	112,088	269	287	403	16 231	80%	51	18%	5	29
Manufactured Homes Equipment & Supplies (Manufacturers)	6.357	1.784	12	2.065	12	100%	0	0%	0	09
Manufactured Offices & Commercial Units	570	3.650	1	3.483	2,309	100%	0 201	0%	0 17	09
Manufacturers & Producers	400,718	66	2,527	70		91%	201	8%	17	
Manufacturers Agents & Representatives	11,249	1,386	21	1,697	18	86%	21	14%	Λ	09

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Maps - Dealers	1,184	3,132	8	2,348	7	88%	1	13%	0	0%
Maps - Publishers & Distributors	2.352	2,556	20	1,729	14	70%	5	25%	1	5%
Marble & Granite Installation, Stonework Fabrication Marble & Terrazzo Cleaning & Service	92.105 4,487	325 2,076	223	472 2,973	123	55% 67%	99	44% 33%	1	0%
Marble - Cultured	9,602	1,494	7	2,432	- 2	43%	4	57%	0	0 0%
Marble - Natural	15.964	1,138	13		5	38%	8	62%	0	0%
Marijuana - Accessories	52	4,734	10		4	40%	6	60%	0	0%
Marijuana - Grower	21	4,908	2	3,202	1	50%	1	50%	0	0%
Marijuana - Medical Dispensary	1.746	2,784	13			54%	6	46%	0	0%
Marijuana - Processor	1,293	5.088 3.057	0 27		0 16	0%	0	0% 41%	0	0%
Marijuana - Products Marijuana - Retail	363	3,057	- 27		16	59% 80%	11	20%	0	0 0%
Marijuana Sales & Services	2.259	2,581	10		3	30%	7	70%	0	0%
Marinas	21,257	952	78	941	51	65%	24	31%	3	3 4%
Marine Contractors	25,637	832	36	1,354 3,953	24	67%	11	31%	1	3%
Marine Electric Service	700	3.510	0		0	0%	0	0%	0	0%
Marine Electronic Equipment & Supplies	8.563	1.567	25		23	92%	2 17	8%	0	0%
Marine Equipment & Supplies Marine Sales & Service	15,376 42,553	1,162 605	31 103		14 64	45% 62%	38	55% 37%		0%
Marine Surveyors	2,556	2,495	103	817 2,973	04	0%	30	100%		0%
Market Research & Analysis	231,591	130	485		421	87%	62	13%	2	0%
Market Survey Companies	80,296	364	314	374	179	57%	115	37%	20	6%
Marketing - Dental	1,294	3,056	70	998	41	59%	29	41%	0	0%
Marketing - Home Based Business	85.195	345	161		155	96%	5	3%	1	1%
Marketing Consultants	220,745	139	679	214	510	75%	141	21%	28	3 4%
Marketing Consultants - Mobile Marketing Programs & Services	1,402 670.752	2,989	3 899	2,973 171	721	67% 80%	1 163	33% 18%	0	0%
Marketing Programs & Services Marketing Software	23.378	890	899	1,077	/21 41	80% 67%	103	30%	72	3%
Marking & Coding Equipment	326	3,971	3	2,973	3	100%	0	0%	0	0%
Marriage Brokers	1,670	2,810	5	2,667	5	100%	0	0%	0	0%
Marriage, Family, Child, Individual Counselors	47.980	552	69	1.008	48	70%	16	23%	5	7%
Martial Arts	40,328	630	220	479	135	61%	78	35%		7 3%
Martial Arts Supplies & Equipment	3,608	2,223	8	2,348	5	63%	3	38%	0	0%
Masks Mason Contractors	619 324.814	3,600 85	397	3,202 328	181	100% 46%	200	0% 50%	16	5 4%
Mason Contractors Mason Contractors Equipment & Supplies	3,663	2,212	39/	2,432	101	71%	200	29%	10	0%
Masonry Panels - Prefabricated	4,232	2,116	5	2,667	0	0%	5	100%	0	0%
Massage Equipment & Supplies	9,704	1,486	24	1.596	11	46%	12	50%	ī	4%
Massage School	5.009	1.980	10		10	100%	0	0%	0	0%
Massage Therapeutic	20,062	990	203		125	62%	69	34%	9	4%
Massage Therapists	69,635	417 4.999	633		369	58%	229	36%	35	6%
Masts & Spars Matches	10	4,999 5,046	0	3,953 3,953	0	0% 0%	0	0% 0%	<u>U</u>	0 0%
Material Handling Equipment	8,134	1,610	10		8	80%	2	20%	0	0%
Maternity Clothes	2,200	2,601	19		4	21%	15	79%	0	0%
Mathematicians	67	4.663	0		0	0%	0	0%	0	0%
Mats & Matting	4,865	1,998	27		17	63%	10	37%	0	0%
Mattress Makers Supplies	4,411	2,086	19		15 1,749	79%	4	21%	0	0%
Mattresses Mattresses - Cleaning	215.677 73	142 4,637	1.964		1.749	89% 0%	205	10% 0%	10	0 1%
Mattresses - Cleaning Mattresses - Renovating	903	3,327	1	3,483	0	0%	1	100%	0	0%
Mausoleums	842	3,379	5	2,667	2	40%	3	60%	0	0%
Mayonnaise & Salad Dressings	49	4,748	0		0	0%	0	0%	0	0%
Meal Preparation Service	3,457	2,263	25		20	80%	5	20%	0	0%
Measurement & Metrology	588	3,634	3	2,973	1	33%	2	67%	0	0%
Measuring Tapes & Rules	11 21.569	4.988 943	405	3,333	0 45	0% 11%	0 288	0% 71%	0	0%
Meat - Bulk & Itinerant Meat - Processing	12,432	1,310	28		17	61%	288 8	29%	72	11%
Meat - Retail	56,347	485	149		89	60%	59	40%	1	1%
Meat - Smokehouses	460	3,785	1	3,483	0	0%	1	100%	0	0%
Meat - Wholesale	20.921	964	12		3	25%	7	58%	2	17%
Meat Brokers	6,287	1,795	14		9	64%	4	29%	1	7%
Meat Choppers & Grinders	680	3,539	1	3,483	1	100%	0	0%	0	0%
Meat Packers Meat Packers Equipment & Supplies	14.983 801	1.182 3,424	17	1.812 3,483	4	24% 100%	12	71% 0%	1	0%
Meat Patty Molding Machines	2011	5,105		3,483	U I	0%	0 0	0%	<u> </u>	0 0%
Mechanical Contractors	84.730	349	82	914	58	71%	22	27%	2	2 2%
Media Buving Service	653	3,564	9	2,260	4	44%	5	56%	0	0%
Media Consultant	20,741	967	86	895	61	71%	25	29%	0	0%
Mediation Services	11,945	1,347	37	1/0.10	27		6	16%	4	11%
Mediation Services - Divorce	1.330	3.038	3 94	2.973	1	33%	2	67%	0	0%
Medical - Dental Discount Plans Medical Alarms	56,672 52,744	479 511	94 375		67 368	71% 98%	25	27% 2%	2	1 0%
Medical Alarms Medical Alert Companies	8,353	1.580	3/5		26	65%	14	35%	<u>1</u>	0%
Medical Billing Services	59.079	466	370		265	72%	100	27%	5	1%
Medical Business Administration	19,011	1,017	45		37	82%	8	18%	0	0%
Medical Case Management	5,198	1,950	3	2,973	2	67%	1	33%	0	0%
Medical Coding	1,405	2.985	7	2,432	- 5	71%	2	29%		0%

			Sorted by Industry	,		,				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Medical Diagnostic Testing Facilities	9,391	1,507	62	1,069	41	66%	21	34%		0%
Medical Equipment & Supplies	228.991	133	1.238		941		286	23%	11	1%
Medical House Calls	661	3,558	2	3.202	1	50%	1	50%	0	0%
Medical Imaging Services	15,201 14,566	1,170 1,203	143 47	641 1,205	111 39	78% 83%	32	22% 15%	0	09
Medical Record Service Medical Service Organizations	35,352	682	133		39 84		49	37%	1	09
Medical Spa	8,052	1,617	43		23		18	42%	2	5%
Medical Staffing	13,664	1,242	17	1,812	15	88%	2	12%	0	0%
Medical Testing Companies	25.977	823	81	921	65	80%	15	19%	1	19
Medical Tourism Medical Transcription	3.401 11.359	2,276 1,380	3	2.973 2.432	3	100% 57%	0	0% 43%	0	09
Medicines - Patent & Proprietary	1,052	3,205	9		7	78%	2	22%	0	09
Medicines - Preventative Dogs & Cats	2,480	2,518	20		3	15%	16		1	5%
Meditation Instruction	1,495	2,920	4	2,821	2	50%	0	0%	2	50%
Meeting Management	837	3,384	2	3,202	2	100%	0	0%	0	0%
Mens Clothing & Furnishings - Retail Mens Clothing & Furnishings - Wholesale & Manufacturers	41.544 3.524	618 2.243	182 16		110	60% 31%	72 10	40% 63%	0	09 69
Mental Health Services	45.132	582	73		59	81%	14		1	09
Menu Service	145	4,407	1	3,483	0	0%	1	100%	0	0%
Merchandise Brokers	1.455	2,950	10	2,190	3	30%	7	70%	0	0%
Merchandising Service	9.719	1,482	30	1.459	12	40%	14	47%	4	13%
Messenger Service	5,245	1,942	3	2,973	3	100%	0	0%	0	09
Metal Cleaning Metal Cleaning Equipment	1,320 88	3,046 4,573	2	3,202 3,953	2	100% 0%	0	0% 0%	0	09
Metal Cleaning Machines	26	4,877	0	3,953	0	0%	0	0%	0	09
Metal Detecting Equipment	2,701	2,454	3	2,973	2	67%	1	33%	0	0%
Metal Fabricating Machinery	959	3.275	1	3.483	1	100%	0	0%	0	0%
Metal Fabricators	24.335	864	29		16	55%	13	45%	0	0%
Metal Finishers	6,916	1,726	12		5	42%	7	58%	0	09
Metal Finishers Equipment & Supplies	606 2,224	3,613 2,591		3,202 3,483	0	0% 100%	2	100%	<u> </u>	09
Metal Powder Fabricators Metal Rolling & Forming	1,134	3,163	1	3,483	1	100%	0	0% 0%	0	09
Metal Salvage Yards	12,097	1,338	14		6	43%	7	50%	1	. 79/
Metal Sawing & Cut-Off Service	149	4,399	0	3,953	0	0%	0	0%	0	0%
Metal Shapes - Extruded	1,215	3.108	0	3.953	0	0%	0	0%	0	0%
Metal Slitting & Shearing Metal Specialties	260 5,961	4,117 1,834		3,483 2,550	0	0% 67%	1	100%	0	09
Metal Specialties Metal Spinning	249	1,834 4,143	1	3,483	4	100%	2 0	33% 0%	<u> </u>	09
Metal Stamping	3,463	2,261	0	3,953	0	0%	0	0%	0	09
Metal Stamping Equipment	85	4,582	0	3,953	0	0%	0	0%	0	0%
Metallizing	143	4,414	0	3,953	0	0%	0	0%	0	0%
Metallizing Equipment	5	5.060	0		0	0%	0	0%	0	09
Metallurgists Metallurgists Equipment & Supplies	161 368	4,368 3,911	0	3,953 3,953	0	0% 0%	0	0% 0%	<u>U</u>	09
Metals - Base	230	4,189	9	2,260	0	0%	9	100%	0	09
Metals - Clad	974	3.262	Ō	3,953	0	0%	Ō	0%	Ō	0%
Metals - Corrugated	143	4,414	0	3,333	0	0%	0	0%	0	0%
Metals - Precious - Sheet, Wire, Tubing	1,918	2,704	1	3,483	1	100%	0	0%	0	0%
Metals - Precoated Metaphysical Supplies & Service	253 998	4.138 3.236		3,483 3,483	1	100% 100%	0	0% 0%	0	09
Metaphysicians Metaphysicians	212	3.23b 4.229		3,483	1	0%	0	0%	<u> </u>	09
Meteorological Consultants	78	4,612	0	3,953	0	0%	0	0%	0	0%
Meteorological Instruments	34	4.828	0	3.953	0	0%	0	0%	0	0%
Meters	1,443	2,961	6	2,550	2	33%	4	67%	0	0%
Meters - Repair	520 1.284	3,712 3,068	1	3,483 2,550	1	100%	0	0%	0	0%
Mexican Food Products Mexican Imports	1,284	3,068 4,391	n d	3,953		50% 0%	3 0	50% 0%	<u>U</u>	09
Mezzanines & Platforms	37	4,813	0		Ö	0%	0	0%	0	0%
Microfilm Service, Equipment & Supplies	367	3,915	0	3,953	0	0%	0	0%	0	0%
Micrometers	_ 2	5.105	0	3.953	0	0%	0	0%	0	0%
Microphones Microscopes	221 2,601	4,208 2,483		3.483 2,667	1	100% 100%	0	0% 0%	0	09
Microscopes Microwave Communications	623	2,483 3,594	<u>5</u>	3,953	<u> </u>	0%	n	0%	<u>U</u>	09
Microwave Ovens - Dealers	18	4,927		3,953	0	0%	0	0%		0%
Microwave Ovens - Service & Repair	265	4,104	1	3,483	0	0%	1	100%	0	0%
Microwave Ovens - Supplies & Parts	36	4,818	0	3,953	0	0%	0	0%	0	0%
Midwives Military Coods	1.735 17.438	2.786 1.078	<u>7</u>	2,432 1,569	4	57%	3	43% 32%	0	09/
Military Goods Milk Distributor	17.438	1,078 4,157		3,483	16 n	64% 0%	8	100%		0%
Millinery - Retail	170	4,340	3	2,973	1	33%	2	67%	0	0%
Millinery - Wholesale & Manufacturers	62	4,687	0	3.953	0	0%	0	0%	0	0%
Milling Cutters	31	4,846	1	3,483	0	0%	1	100%	0	0%
Milling Machines	554	3,665	<u>1</u>	3,483	0	0%	1	100%	0	0%
Millwork	17.410	1.079 2.451	17	1,012	11	65% 0%	6	35% 0%	0	09
Milluriahta										. 07
Millwrights Mineral Exploration	2.724 2.896		<u>U</u>		1		n		n	0%
Millwrights Mineral Exploration Minerals	2,724 2,896 3,012	2,451 2,393 2,371	1 3	3,953 3,483 2,973	1	100% 33%	0	0% 67%	0	09

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Mining Companies	5,644	1,888	1	3,483	0	0%	1	100%	Pursue 0	0%
Mining Consultants	575	3,644	0	3,953	0	0%	0	0%	0	0%
Mining Development	252	4.141	0	3.953	0	0%	0	0%	0) 0%
Mining Equipment & Supplies	3,924	2,161	9	2,260	4	44%	5	56%	0	0%
Mirrors	6,799 470	1,736 3,776	9	2,260 3,483	8	89% 0%	1	11%	0	0%
Mirrors - Manufacturers Supplies Mirrors - Resilver	288	3,776 4,054	1	3,483	0	0%		100% 100%	<u>U</u>	0 0%
Missile & Rocket Components - Manufacturers	19	4,919	1	3,463	0	0%	0	0%	0	0%
Missile & Rocket Manufacturers	55	4,720	0	3,953	0	0%	0	0%	0	0%
Missile & Rocket Research & Development	521	3.710	0	3.953	0	0%	0	0%	0	0%
Missing Person Services	213	4,226	0	3,953	0	0%	0	0%	0	0%
Missions	928	3,306	1	3,483	1	100%	0	0%	0	0%
Mistina Systems & Services	1.115	3.174	11	2,120	11	100%	0	0%	0	0%
Mixing & Agitation Machinery	232	4,186 433	578	3,953 245	432	0% 75%	138	0% 24%	0	0%
Mobile Apps Mobile Refrigeration	66,489 1,375	3.010	5/8	2,432	432	75% 86%	138	14%	8	0 0%
Mobile Telephone Equipment & Supplies	21,540	945	201	514	90	45%	105	52%	6	3%
Mobile Telephone Service	12,653	1,294	201		150	75%	42	21%	9	4%
Model Car Race Centers	386	3,880	2	3,202	2	100%	0	0%	0	0%
Model Makers	1.674	2,808	10	2,190	7	70%	3	30%	0	0%
Modeling & Acting - Training	10.347	1.439	15	1,902	14	93%	1	7%	0) 0%
Modeling & Simulation	369	3,910	3	2,973	1	33%	2	67%	0	0%
Modeling & Talent Agencies	221,859	137	146		96	66%	40	27%	10	7%
Modeling - Advance Fee	3.497 22,199	2.247 924		3.202	0 18	0% 69%	2	100%	<u> </u>	0%
Modeling Schools Modular Homes	22,199 45,682	924 575	66		18 42	64%	3 72	12% 35%	5	19%
Modular Homes Modular/Mobile Home - Foundation Services	45,682	2,089	23		14	61%	23 R	35%	<u>1</u>	4%
Mold & Mildew Inspection	4,582	2,054	10		6	60%	4	40%	ň	0%
Mold & Mildew Inspection/Removal/Remediation	70,458	412	63		49	78%	12	19%	2	3%
Mold & Mildew Remediation	14,290	1,220	21	1,697	16	76%	4	19%	1	5%
Mold Consulting & Testing	6.518	1.767	6	2.550	4	67%	2	33%	0) 0%
Moldings	3,063	2,358	3	2,973	2	67%	1	33%	0	0%
Molds	6,408 630	1,777 3,587	5	2,667 2,260	2	40%	3	60% 56%	0	0%
Money Order Systems Money Orders & Transfers	71,648	3,587 403	785	2,260	765	44% 97%	5	2%	<u> </u>	0%
Monogram & Initial Machines	146	4,404	703	3,202	703	100%	10	0%		0%
Monograms	11,287	1,385	230	463	40	17%	185	80%	5	2%
Monorail Systems	3	5,088	0	3,953	0	0%	0	0%	Ō	0%
Monuments	50.127	536	222	475	124	56%	88	40%	10	5%
Monuments - Cleaning & Restoration	103	4,519	1	3,483	0	0%	1	100%	0	0%
Moorage	10	4,999	0	3,953		0%	0	0%	0	0%
Moneds	2.763	2.436 4.846	16	1.852 3,953	13	81% 0%	3	19% 0%	0	0%
Mops - Wholesale & Manufacturers Mortgage Bankers	656,922	4,846	1,446	3,953	1,415	98%	27	2%	<u> </u>	1 0%
Mortgage Brokers	1,250,912	24	3,371	52	2,956	88%	377	11%	38	1%
Mortgage Lender	414,503	63	846	186	765	90%	75	9%		1%
Mosaics	299	4,034	0	3,953	0	0%	0	0%	0	0%
Mosquito Control	8,736	1,558	11	2,126	9	82%	2	18%	0	0%
Motel & Hotel Consultants	864	3.362	14		- 11	79%	3	21%	0	0%
Motel & Hotel Equipment & Supplies	699	3.513	3	2.973		100%	0	0%	0) 0%
Motel & Hotel Management	2,680	2,462	41		22	54%	19	46%	0	0%
Motels Motels - Reservation Service	41,018 925	622 3.312	1,510 14	113 1.945	800	53% 21%	696 11	46% 79%	14	1 1%
Mothoroofing	925 79	4,606	14 n	3,953	<u> </u>	0%	U 11	0%	<u> </u>	0%
Motion Picture Equipment & Supplies	277	4,078	0	3,953	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies - Repair	31	4,846	0	3.953	0	0%	0	0%	0	0%
Motion Picture Film Distributors & Exchange	1.475	2,935	7	2,432	7	100%	0	0%	0	0%
Motion Picture Film Editing	1,776	2,769	3	2,973	0	0%	3	100%	0	0%
Motion Picture Film Libraries	22	4,902	1	3,483	0	0%	1	100%	0	0%
Motion Picture Film Storage	21 15	4.908	0	3.953	0	0%	0	0%	0	0%
Motion Picture Laboratories Motion Picture Producers & Studios	2,619	4,949 2,477	0	3.953 2.550	0	0% 0%	0	0% 100%	0) 0%
Motion Picture Producers & Studios Motion Picture Projection Service	2,619	4,761	1	3,483	1	100%	D	0%	<u>U</u>	0 0%
Motion Picture Representatives	182	4,701	1	3,483	1	100%	n	0%		0%
Motion Picture Research Service	12	4,983	0	3,953	0	0%	0	0%	0	0%
Motion Picture Special Effects	142	4,417	0	3,953	0	0%	0	0%	0	0%
Motion Picture Technicians	8	5.026	0	3.953	0	0%	0	0%	0	0%
Motivational & Self Improvement Training	20.602	973	50		30	60%	19	38%	1	2%
Motor coach Companies	2,646	2,471	8		5	63%	2	25%	1	13%
Motor Home - Carpet & Upholstery Cleaning	35 14,547	4,827	0 52	3,333	0 45	0%	0	0%	0	0%
Motor Homes Motor Homes - Rent & Lease	14.547 3,497	1.204 2,247	52 15	1,159 1,902	45	87% 53%	5 7	12% 47%		0 0%
Motor Scooters - Dealers	26,538	810	234	455	117	50%	112	48%	5	2%
Motorcycle Riding Instruction	1,650	2,822	13		9	69%	4	31%	0	0%
Motorcycle Sales - Consignments	1.398	2,992	17	1.812	11	65%	3	18%	3	18%
Motorcycles - Customizing	8,912	1,542	28	1,502	9	32%	17	61%	2	7%
Motorcycles - Dealers	141,000	225	851	184	618	73%	226	27%	7	7 1%
Motorcycles - Renting & Leasing	6.059	1.818	40	1.296	34	85%		15%		0%

Section Company American Company Com		1			1		1			C	
Additional Section 1.00	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%		%
Section Company Comp	Motorcycles - Repairing & Service			102						3	2%
Section Sect	Motorcycles - Supplies & Parts			466		328		138		0	0%
165.75	Mountain Climbing Equipment	686		1	3.483	1	100%	0		0	0%
1.00 1.00				6 224		4 365		1 730		129	2%
Content Cont	Movers - International			39				8		2	5%
Search Assembler - Processor Search Conversion Search Conver	Movers - Office			5	2,667	5	100%	0		0	0%
Post	Moving & Storage Company		76					716		40	
South Experiment Record								22		1	2%
\$600 \$600				708	1 729			144	20% 45%	0	0%
Section 1,000 1,	Moving Sales							0		0	0%
10	Moving Services - Labor & Materials			375		224		143		8	2%
And Asserter Contractors A 6-08 511 1.1 1.1 1.2 1		2,024			2,821	1		3		0	0%
Suffers February 12,725		10,4/8		33				15		1	0%
1.0 1.0								82		1	0%
Series 1.171	Mulches									1	6%
1965 1965	Multi-Level Selling Companies	285,591		594	238	562	95%	22	4%	10	2%
Selfmonts 1,600 2,600 0 2,500 3 30% 3	Murals			0		0		0		0	0%
Faste & Personants Services 1,022 1,872 1,872 1,000 30 1,000 375 1,000 1,000 377 1,000 3,000					1.852	9		6		1	6% 0%
Section 1,000 1,				0		30		3		0	2%
1,000 1,00				4/		39		1			0%
Comment Comm	Music Arrangers & Composers	1,364	3,014	7	2,432	3	43%	4	57%	0	0%
1	Music Boxes	1,097		0	3,953	0		0	0%	0	0%
	Music Copvists	423		1		1		0		0	0%
1,555		12.287					93%	15	7%	0	
16.198						43		11		3	33%
1965 1966 2,000						13		9		0	0%
Musical Instruments	Music Shells	2,459	2,524	0		0		0	0%	Ö	0%
Majorial Instruments - Rental 464 3,782 5 2667 7 4996 9 6096 0 0 0 0 0 0 0 0 0	Music Writers Supplies	158		1				1		0	0%
Subside Instruments Separar Se				322		273		46		3	1%
Substal Instruments - Supplies & Accessories 14,273 1,219 129 684 113 88% 11 9% 5 4 4 4 4 4 4 5 1 2 1,272 1 5 75% 5 5 25% 0 0 4 4 4 4 4 4 4 4				5		2		3		0	0%
Musical Instruments 2,158 2,613 20 1,729 18 75% 5 25% 0 0 0 0 0 0 0 0 0						113		11		<u> </u>	4%
Hustrians	Musical Instruments - Wholesale & Manufacturers	2,158			1,729			5		0	0%
Section Person Property Section Sect	Musicians	3.811	2.184		1.629	8	35%		65%	0	0%
Section 176 4,324 0 3.953 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96	Mutual Funds			104				14		0	0%
Self-Salons				3		0		3		0	0% 0%
1981 1982 1982 1983 1984 1985						270		2/17		24	
Valles & Tacks 126				0		0		0		0	0%
Same Plates - Holders	Nails & Tacks	126		2		0		2		0	0%
Samy Service 20,645 972 50 1,175 38 76% 12 24% 0 0 0 0 0 0 0 0 0	Name Plates			0		0		0		0	0%
Satural Gas Commanies				0		0		0		0	0%
sakural Stone Restoration & Cleanine 3.555 2.235 5 2.667 3 60% 2 40% 0 0 vaturist Mudist Common Restoration & Parks 85 4,582 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0% 0 0 0% 0										0	
Naturist Nudist Camps, Resorts & Parks S				1,012		1,303		103		0	0%
vaturist Nulist Communities 24 4,893 0 3,953 0 0% 0 0% 0 0% Jaturopaths 6,960 1,719 6 2,550 5 8,3% 1 1,7% 0 0 Jautical Instruments 139 4,426 1 3,483 0 0% 1 100% 0 0 Javal Architects 117 4,485 0 3,553 0 0% 0 0 0% 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>0</td> <td>3,953</td> <td>0</td> <td></td> <td>0</td> <td>0%</td> <td>0</td> <td>0%</td>				0	3,953	0		0	0%	0	0%
Naufsclanstruments	Naturist Nudist Communities			0		0		0		0	0%
Naval Architects 117 4.485 0 3.953 0 0.96 0.96 0.9	Naturopaths			6		5		1		0	0%
Naval Stores 40 4.795 1 3.483 1 100% 0 0% 0 0% 0 0% 0 0% 0 0				1		0		1		0	
Navigation Consultants 377 3.893 0 3.953 0 0.9% 0.9%				1		1		0		0	0%
Neckwear - Retail 303 4,023 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0				0		0				0	0%
Needles 55 4.720 1 3.483 1 100% 0 0% 0 0% 0 0% 0 0% 0 0	Neckwear - Retail	303		U	3,953	0	0%	0	0%	0	0%
Needlework Supolles - Retail, Wholesale, Manufacturing 1,209 3,112 4 2,821 2 50% 2 50% 0 0 0 0 0 0 0 0 0	Neckwear - Wholesale & Manufacturers			0		0		0		0	0%
Netsork Cabling Installation 750 3,470 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0	Needles		4.720			1		0		0	0%
New Section 1,839 2,737 4 2,821 4 100% 0 0% 0 0% 0 0% 0 0% 0 0		1.209		4		2		2		0	0%
News Dealers 680 3.539 4 2.821 1 25% 3 75% 0 0 0			2.737	4		4		0		0	0%
News Service 5,956 1,835 88 8,77 79 90% 8 9% 1 1 Newspaper Distributors 7,474 1,667 436 302 431 99% 5 1% 0 0 Newspapers 640 3,575 2 3,202 2 100% 0 0% 0 0 0 Vewspapers 72,416 399 2,841 64 2,619 92% 218 8% 4 0 Unith Clubs 17,127 1,088 103 817 52 50% 49 48% 2 2* Unith Vision Equipment 2,71 4,093 0 3,953 0 0% 0 0% 0 0% 0 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>News Dealers</td> <td>680</td> <td>3.539</td> <td>4</td> <td></td> <td>i</td> <td>25%</td> <td>3</td> <td>75%</td> <td>0</td> <td>0%</td>	News Dealers	680	3.539	4		i	25%	3	75%	0	0%
Newspaper Distributors 7,474 1,667 436 302 431 99% 5 1% 0 0 Newspaper Feature Syndicates 640 3,575 2 3,202 2 100% 0 0% 0 0% Newspapers 72,416 399 2,841 64 2,619 92% 218 8% 4 0° Udith Using Equipment 1,127 1,088 103 817 52 50% 49 48% 2 2 Voise Control Consultants 1,005 3,227 3 2,973 3 100% 0 0% 0	News Publications - Trade, Association	26,050			426		90%	25		1	0%
Newspaper Feature Syndicates 6.40 3.575 2 3.202 2 100% 0 0% 0 0% 0 0% Newspaper Syndicates 72.416 399 2.841 6.4 2.619 92% 218 8% 4 0.519 Note Syndicates 72.416 399 2.841 6.4 2.619 92% 218 8% 4 0.519 Note Syndicates 72.416 3.99 2.841 6.4 2.619 92% 2.641 Note Syndicates 72.416 3.99 3.817 5.2 50% 4.9 4.8% 2.241 Note Syndicates 7.416 3.953 0 0.0% 0 0.0% 0 0.0% Note Syndicates 7.416 3.953 0 0.0% 0 0.0% 0 0.0% Note Syndicates 7.416 3.953 0 0.0% 0 0.0% 0 0.0% Note Syndicates 7.416 3.953 0 0.0% 0 0.0% 0 0.0% Note Syndicates 7.416 3.953 0 0.0% 0 0.0% 0 0.0% Note Syndicates 7.416 3.953 0 0.0% 0 0.0% 0 0.0% Note Stewhere Classified After Investigation 5.882 1.853 8 2.348 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 5.885 1.853 8 2.348 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 5.885 1.853 8 2.348 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note Stewhere Classified 7.488 7 8.8% 1 1.3% 0 0.0% Note S								8		1	1%
Newspapers			1.667	436	302	431		5		0	0%
Vight Clubs 17,127 1,088 103 817 52 50% 49 48% 2 2* Vight Vision Equipment 271 4,093 0 3,953 0 0 % 0 0 % 0 0 % Voise Control Consultants 1,005 3,227 3 2,973 3 100% 0 0 % 0 0 % Voin - Woven Fabrics 92 4,558 0 3,953 0 0 % 0 0 % 0 0 % Voin - Profit Organizations - General Membership 36,454 667 113 7,64 83 73% 29 2,66% 1 10 Void Elsewhere Classified 48 4,753 0 3,953 0 0 % 0 0 % Vot Elsewhere Classified After Investigation 5,882 1,853 8 2,348 7 88% 1 13% 0 0 % Void Elsewhere Classified 5,882 1,853 8 2,348 7 88% 1 13% 0 0 % Void Elsewhere Classified 7,88% 1 1,37% 0 0 % Void Elsewhe		72,416		2,841		2,619		218		4	0%
Violat Vision Equipment 271 4.093 0 3.953 0 0% 0 0% 0 0% 0 0% 0 0	Night Clubs				817					2	2%
Von - Woven Fabrics 92 4,558 0 3,953 0 0% 0 0 0% 0 0 0% 0 <td>Night Vision Equipment</td> <td>271</td> <td>4.093</td> <td>0</td> <td>3,953</td> <td></td> <td>0%</td> <td>0</td> <td>0%</td> <td>0</td> <td>0%</td>	Night Vision Equipment	271	4.093	0	3,953		0%	0	0%	0	0%
Non Profit Organizations - General Membership 36.454 667 113 764 83 73% 29 26% 1 1 Voodles 48 4.753 0 3.953 0 0% 0 0% 0 0% 0 0% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506 56% 36 40% 506	Noise Control Consultants			3		3		0		0	0%
Voodles 48 4,753 0 3,953 0 0% 0 0% 0 0% Vot Elsewhere Classified 68,359 423 900 170 358 40% 506 56% 36 45% Vot Elsewhere Classified After Investigation 5,882 1,853 8 2,348 7 88% 1 13% 0 0	Non - Woven Fabrics			U				0		0	0% 1%
Vot Elsewhere Classified 68,359 423 900 170 358 40% 506 56% 36 45 Vot Elsewhere Classified After Investigation 5,882 1,853 8 2,348 7 88% 1 13% 0 0	Noodles			117	764	83		29		1	0%
Not Elsewhere Classified After Investigation 5,882 1,853 8 2,348 7 88% 1 13% 0 0 0						358		506		36	4%
Notaries Public 13.465 1.253 20 1.729 16 80% 3 15% 1 5 ⁵	Not Elsewhere Classified After Investigation	5,882	1,853	8	2,348	7		1		0	0%
	Notaries Public	13.465		20		16		3		1	5%

	-			1		1				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0/
Notions - Retail	. 89	4,569		3,202	n	0%	. 2	100%	Pursue 0	0%
Notions - Wholesale & Manufacturers	274	4,086	1	3,483	1	100%	0	0%	0	0%
Novelties - Retail	19.387	1.006	114	757	60	53%	35	31%	19	17%
Novelties - Wholesale & Manufacturers	1,943	2,688	5	2,667	5	100%	0	0%	0	0%
Nozzles	151	4,396	0	3,953	0	0%	0	0%	0	0%
Nuclear Energy Consultants	339	3.952	0	3.953	0	0%	0	0%	0	0% 0%
Nuclear Reactor - Manufacturers	2,036	5,075 2,664	<u>U</u>	3,953 3,483	0	0% 100%	0	0% 0%	0	0%
Numismatics Nurseries - Plants, Trees	75,732	385	541		372	69%	164	30%	5	1%
Nursery Stock Dealers	10.823	1,407	67		20	30%	47	70%	0	0%
Nurserymen Equipment & Supplies	1,351	3,019	3	2,973	3	100%	0	0%	Ö	0%
Nurses	6,429	1,775	5	2,667	2	40%	3	60%	0	0%
Nurses Registries	3.773	2.190	2	3.202	1	50%	1	50%	0	0%
Nurses Schools	32,316	731	52		32	62%	20	38%	0	0%
Nurses-Practitioners Nursing Home Information & Referral	2,828	2,412 2,529	4	2,821 2,973	3	75%	1	25%	0	0%
Nursing Homes Nursing Homes	2.441 74.828	2,529 387	122		81	33% 66%	20	67% 31%	2	2%
Nursuries - Bonsai	431	3,820	7	3,202	1	50%		50%	0	0%
Nut Cracking & Shelling Machines	233	4,181	0		0	0%	Ô	0%	0	0%
Nutrition	17,944	1.057	28		13	46%	15	54%	Ō	0%
Nutritionists	12.456	1.308	5	2,667	4	80%	1	20%	0	0%
Nuts - Edible	5,414	1,916	16		14	88%	1	6%	1	6%
Nylon Fabrics	74	4,631	0	3,953	0	0%	0	0%	0	0% 0%
Obituary Notification Service	649 69	3.570	3	2.973	3	100%	0	0%	0	0%
Observatories Occupational Health - Nursing Services	5,699	4,656 1,877	<u>U</u>	3,953 2,550	0	0% 67%	0	0% 33%	0	0%
Occupational Health - Nursing Services Occupational Therapists	5,075	1,877	16		10	63%	<u>2</u> Δ	25%	2	13%
Oceanographers	5.075	5,046	0	3,953	0	03%	0	0%	0	0%
Oceanographic Equipment	104	4,516	0	3,953	0	0%	0	0%	0	0%
Odor Neutralizer	2,046	2,656	3	2,973	2	67%	1	33%	0	0%
Office & Desk Space Rental Service	11.592	1.364	35		25	71%	10	29%	0	0%
Office Buildings	3,586	2,227	<u>17</u> 39		11	65%	6	35%	0	0%
Office Equipment	4,982 56,649	1,985 480	39 107		29 70	74% 65%	10	26% 28%	0	0% 7%
Office Furniture & Equipment Office Furniture & Equipment - Installation	12,287	1,319	207	2,973	70	33%	30	67%	7	0%
Office Furniture & Equipment - Installation Office Furniture & Equipment - Rental & Leasing	11,527	1,371			15	88%	2	12%	0	0%
Office Furniture & Equipment - Repair & Refinishing	2,009	2,675	2	3,202	1	50%	1	50%	0	0%
Office Furniture & Equipment - Used	2,770	2,431	6	2,550	3	50%	2	33%	1	17%
Office Furniture & Equipment - Wholesale & Manufacturing	1.698	2,800	8	2.348	7	88%	1	13%	0	0%
Office Records - Destruction	888	3,338	0	3,953	0	0%	0	0%	0	0%
Office Records Stored	6,880	1,729	26		10	38%	15	58%	1	4% 0%
Office Supplies Office Supplies - Sale by Deceptive Telemarketing	113.012 64,977	267 444	955 571	161 246	885 347	93% 61%	66 173	7% 30%	<u>4</u>	9%
Office Supplies - Sale by Deceptive Telefinal Reting	8,225	1,594	20	1,478	18	62%	1/3	38%	21	0%
Offset Printing Repair	71	4,648	0	3,953	0	0%	0	0%	0	0%
Oil & Gas Exploration & Development	39,325	640	101		47	47%	50	50%	4	4%
Oil - Crude - Purchasing	1,414	2,975	1	3,483	0	0%	1	100%	0	0%
Oil Additives - Manufacturers & Distributors	1,229	3,100	1	3,483	0	0%	1	100%	0	0%
Oil Burners	6.111	1.812	6	2,550	5	83%	1	17%	0	0%
Oil Handling Equipment	593 15	3.630 4.949	0	3.953 3.953	0	0%	0	0%	0	0% 0%
Oil Hole Covers Oil Land Leases	7,444	4,949 1,671	0	3,953 2,550	0	0% 67%	0	0% 17%	0	17%
Oil Marketers	1,047	3,206	1	3,483	- 4 0	0%		100%	1	0%
Oil Mill Machinery	243	4,158	0	3,953	0	0%	Ô	0%	0	0%
Oil Operators	1.248	3,090	2	3,202	2	100%	0	0%	0	0%
Oil Producers	5,566	1.894	12	2.065	7	58%	2	17%	3	25%
Oil Properties	967	3.271	0	3.953	0	0%	0	0%	0	0%
Oil Property Management	1,432	2,966	11	2/120	5	45%	6	55%	0	0%
Oil Refiners	1,397	2,993	11		8	73%	3	27%	0	0%
Oil Refiners Equipment & Supplies Oil Reports	448 121	3.801 4.474	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0% 0%
Oil Royalties	4,326	2,099	<u>0</u>	3,953 2,973	<u>ປ</u>	67%	1	33%	0	0%
Oil Seeds	9,520	5,026	<u></u>	3,953	<u> </u>	0%	U T	0%	0	0%
Oil Tank Installation	519	3,716	1	3,483	1	100%	0	0%	0	0%
Oil Tank Removal	5,763	1,867	6	2,550	6	100%	0	0%	0	0%
Oil Well Cementing	534	3,688	0	3,953	0	0%	0	0%	0	0%
Oil Well Drilling Mud & Additives	253	4.138	0	3.953	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies	1.299	3.052	Ŏ	3.953	Ŏ	0%	0	0%	0	0%
Oil Well Equipment & Supplies - Rental Oil Well Fire Extinguishing	493	3,739 5,127	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Oil Well Fishing Tools	600	5,127 3,619	0		0	0%	0	0%	0	0%
Oil Well Logging & Perforating	265	4,104	<u> </u>	3,953	0	0%	n	0%	0	0%
Oil Well Services	4,690	2,033	0	3,953	0	0%	0	0%	0	0%
Oil Well Surveyors	169	4.343	0	3.953	0	0%	0	0%		0%
Oilcloth	3	5.088	0	3,953	0	0%	0	0%	0	0%
Oilfield Consultants	3,442	2,265	1	3,483	0	0%	1	100%	0	0%
Oilfield Equipment	3,685	2,210	1	3,483	0	0%	1	100%	0	0%
Oilfield Equipment & Supplies	8 762	1.556	1	3.483	0	0%	1	100%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Oilfield Hauling	5,069	1,972	0	3,953	0	0%	0	0%	0	0%
Oilfield Service	29.871	766	6	2,550	2	33%	2	33%	2	33%
Oilfield Supplies	1.908	2.713	0	3.953	0	0%	0	0%	0	0%
Oils - Animal & Fish Oils - Cutting	5	5,060 5,127	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Oils - Cutting Oils - Essential	54,032	5,127	60		59	98%	1	2%	0	0%
Oils - Fuel	149,179	214	438	299	403	92%	32	7%	3	1%
Oils - Fuel - Treatment Compounds	806	3,419	0	3,953	0	0%	0	0%	0	0%
Oils - Hvdrogenated	2	5.105	0	3.953	0	0%	0	0%	0	0%
Oils - Industrial Oils - Lubricating	472 3,341	3.774 2.288	12	3.202 2.065	0	0% 67%	2	100% 25%	0	0%
Oils - Petroleum	5,507	1,902	9		6	67%	3	33%		0 0%
Oils - ReRefined	19	4.919	0		0	0%	0	0%	0	0%
Oils - Road	42	4,780	0	3,953	0	0%	0	0%	0	0%
Oils - Vegetables	321	3,987	0	3,953	0	0%	0	0%	0	0%
Oils - Waste Olive Oil	3.116 1.195	2,342 3,121	6	2,550 3,953	5	83% 0%	1	17% 0%	0	0%
Olives	1,195	4,410	0		0	0%	0	0%	<u> </u>	0 0%
Online Dance Tutorials	52	4,734	0		0	0%	0	0%	0	0%
Online Drug & Prescription Services	67.318	429	113		100	88%	7	6%	6	5 5%
Online Drug & Prescription Services - Unapproved Foreign	1.202	3.116	3	2,973	1	33%	_2	67%	0	0%
Online Education	92,357 12,793	322 1,291	428 188	307 547	348 179	81% 95%	71	17% 5%	9	2%
Online Event Registration Online Investigative News	12,793	3,589	188 n	3,953	1/9	95%	9 n	0%	<u> </u>	0%
Online Payments	24,148	872	134	666	126	94%	7	5%	1	1%
Online Publications	15,444	1,159	117	746	78	67%	32	27%	7	6%
Online Retailer	1,294,050	23	13.664		8.216	60%	4,422	32%	1.026	8%
Online Shipping Broker Online Social Media/Networking	7.432 98.557	1.672 300	28 3.164	1.502 55	<u>5</u> 3,099	18% 98%	14 56	50% 2%	9	32%
Online Travel Agency	198,750	156	1,845		1,659	90%	147	8%	39	2%
Opera Companies	38	4.808	0	3.953	0	0%	0	0%	0	0%
Optical Equipment & Supplies	29,065	781	120	730	110	92%	9	8%	1	1%
Optical Goods - Retail	108,499	280	593	239	408	69%	178	30%		7 1%
Optical Goods - Service & Repair Optical Goods - Wholesale & Manufacturers	19,730 3,064	999 2.357	102 53	821 1.147	77 48	75% 91%	23	23% 9%	2	2 2%
Optical Imaging Equipment & Systems	1,872	2,726	53	2,667	48	40%	2	40%	<u>U</u>	20%
Opticians	43,064	598	592	240	510	86%	77	13%	5	1%
Optometric Information Bureaus	114	4.497	3	2.973	0	0%	3	100%	0	0%
Optometrists	79.766	367	517		408	79%	106	21%	3	3 1%
Orchard Equipment & Supplies Orchards	131 1,330	4,446 3.038	0	3,953 2,550	0	0% 83%	0	0% 17%	<u> </u>	0%
Orchestras & Bands	838	3,383	6		3	50%	3	50%	0	0%
Orchestras & Bands - Competitions	59	4,702	1	3,483	0	0%	1	100%	0	0%
Orchid Growers	585	3,637	0	3,933	0	0%	0	0%	0	0%
Ore	10	4,999	0	3,933	0	0%	0	0%	0	0%
Organ & Tissue Banks Organic Soil Fertilizer	3.015 1,503	2,369 2,916	1	3,483 2,667	1	100% 80%	0	0% 0%	0	20%
Organic/Green Products	5,672	1,881	13		9	69%	4	31%		0 0%
Organizing Services - Household & Business	6,748	1,746	15		13	87%	2	13%	0	0%
Organs	1.573	2.869	2	3.202	2	100%	0	0%	0) 0%
Organs - Tune & Repair	1,236	3,094	0		0	0%	0	0%	0	0%
Oriental Goods - Retail Oriental Goods - Wholesale & Manufacturers	782 135	3,444 4,437	4	2,821 2,973	0	0% 67%	4	100% 33%	0	0%
Ornamental Metal Work	14,839	1,187	19		14	74%	4	21%	1	5%
Orthopedic Appliances	9,292	1,516	27		22	81%	4	15%	Î	4%
Outboard Motors	4,495	2.075	9	2,260	7	78%	2	22%	0	0%
Outboard Motors - Repair	3.595	2.225	<u>5</u>	2.667	<u>3</u>	60%	2	40%	0	0%
Outdoor Kitchens Outfitters	10,476 2,642	1,429 2,472	31	1/100	12	39% 44%	19	61% 56%	0	0%
Outlets - Stores, Factory, Mills	10.171	1,454	77		52	68%	24	31%	1	1%
Outpatient Surgery Centers	2.334	2,560	14	1,945	10	71%	4	29%	Ô	0%
Outplacement Consultants	1,587	2,857	1	3,483	1	100%	0	0%	0	0%
Ovens - Bakers	139	4,426	3	2,973	2	67%	1	33%	0	0%
Ovens - Brick Pizza Ovens - Industrial	489 245	3.745 4,155	2	3.202 3,953	0	0% 0%	2	100%	0	0%
Oxygen	8,124	1,612	29		18	62%	11	38%	0	0 0%
Oxygen Producing Equipment	1.833	2,743	3	2,973	3	100%	0	0%	0	0%
Oxvaen Therapy Equipment	4.121	2.137	14		10	71%	2	14%	2	14%
Ozone Machines	1,795	2,758	1	3,483	1	100%	0	0%	0	0%
Package Design & Development Packaging Machinery	2,095 2,085	2,640 2,646	4	2,821 2,973	4	100% 67%	0	0% 0%	0	33%
Packaging Materials	14,584	1,201	20	1,729	14	70%	6	30%	0	0%
Packaging Service	12,442	1,309	68	1,019	44	65%	18	26%	6	9%
Packing & Crating Service	6.773	1.739	13	2,005	10	77%	3	23%	0	0%
Packing - Mechanical	192	4.280	.1	3,483	0	0%	1	100%	0	0%
Paging Equipment & Service	3,391 20,340	2,278 985	17 69		8 37	47% 54%	9	53%	0	0%
Pain Management Services Paint - Automotive	20,340 750	985 3,470	18		3/	33%	32 12	46% 67%	0	0%
raint - Automotive	/50	3.4/0	18	1./93	6	33%	12	0/%	- 0	. 0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Paint - Retail	19.718	1,001	41	1,279	19	46%	19	46%		3 7%
Paint - Wholesale & Manufacturers	5,745	1,869	29	1,478	8	28%	21	72%	Ō	0%
Paint Manufacturing Equipment & Materials	1.614	2.839	10	2.190	9	90%	1	10%	0	0%
Paint Manufacturing Materials	690	3,526	1	3,483	1	100%	0	0%	0	0%
Paint Removers - Manufacturers	101	4,523	0	3,953	0	0%	0	0%	0	0%
Paint Removing	2.134	2.623	3	2.973	1	33%	2	67%	0) 0%
Paintball - Games & Supplies	2,940	2,382	29		14	48%	15	52%	0	0%
Painters - Commercial or Residential	62,754	451	207		74	36%	125	60%	8	3 4%
Painters Equipment & Supplies	2.858	2,405	9	2.260	1 4	11%	8	89%	0	0 0%
Painting - Faux Finishing Painting Contractors	4.706 1.360.674	2.029 21	1.392	2,667 119	740	80% 53%	585	20% 42%	67	
Pallets & Skids	8,841	1,551	1,392	3,202	740	53%	383	50%	67	0 0%
Paneling	707	3,509			1	0%	1	0%	0	0%
Pants	707	5,016	<u>U</u>	3,953	0	0%	0	0%	<u> </u>	0 0%
Paper & Document Shredding	22,579	917	15		10	67%	5	33%	0	0%
Paper & Plastic Cups, Containers	2.021	2,670	49		29	59%	20	41%	0	0%
Paper - Adhesive - Pressure Sensitive	351	3,934		3,953	0	0%		0%	0	0%
Paper - Corrugated	223	4,197	0		Ö	0%	0	0%	0	0%
Paper Boxboard	263	4,111	0		0	0%	0	0%	0	0%
Paper Brokers & Mill Reps	96	4,548	0	3.953	0	0%	0	0%	0	0%
Paper Converters	336	3.958	i	3,483	0	0%	1	100%	0	0%
Paper Cutting & Drilling Machines	42	4,780	0	3,953	0	0%	0	0%	0	0%
Paper Distributors	2,857	2,406	2	3,202	2	100%	0	0%	0	0%
Paper Hangers - Wall covering	933	3.302	0	3.953	0	0%	0	0%	0	0%
Paper Hangers Equipment & Supplies	30	4,853	0	3,953	0	0%	0	0%	0	0%
Paper Manufacturers	2,523	2,504	0	3,953	0	0%	0	0%	0	0%
Paper Mill Machinery	72	4.643	0	3.953	0	0%	0	0%	0	0%
Paper Products	10.084	1,458		2.432	2	29%	5	71%	0	0%
Paper Shredding Machines	542	3,677	0	3,953	0	0%	0	0%	0	0%
Paper Towels	16	4,939	0	3,333	0	0%	0	0%	0	0%
Paper Tubes & Cores	89	4.569	0	3.953	0	0%	0	0%	0	0%
Parachute Jumping Instruction	696 487	3,517	<u>2</u> 14	3,202 1,945		100%	14	0%	0	0 0%
Parachutes	31,298	3,750 741	73		43	0% 59%	14	100% 40%	<u>U</u>	1 1%
Paralegals Paramedics	31,298 148	4,400	/3	3,483	43	0%	29	0%		1 100%
Parapsychologists	165	4,400		3,483	0	0%	<u>U</u>	100%		0 0%
Parasail Service & Supplies	263	4,111	3	2,973	3	100%	1	0%	0	0 0%
Parcel Post Assembly Service	1.079	3,190	4	2.821	1	25%	1	25%	2	50%
Pardon Services	15.233	1.167	132		43	33%	55	42%	34	1 26%
Parenting Classes	2,218	2,594	5	2,667	5	100%	0	0%	0	0%
Parking Area Maintenance & Marking	14,391	1,211	26		7	27%	14	54%	5	19%
Parking Attendant Service	10.770	1,410	196	526	108	55%	88	45%	0	0%
Parking Facilities	70,298	413	1,438	116	1,033	72%	363	25%	42	
Parking Meters	530	3,694	20	1,729	17	85%	3	15%	0	0%
Parking Stations & Garages - Construction	1,551	2,884	25		7	28%	18	72%	0	0%
Parking Stations & Garages - Equipment & Supplies	1.290	3.060	9	2,200	1	11%	7	78%	1	11%
Parks	1,714	2,792	12		10	83%	2	17%	0	0%
Parties - Children	2,277	2,575	16		7	44%	9	56%	0	0%
Partitions	1.485	2.927	1	3,483	1	100%	0	0%	0	0%
Party Facilities	5.862	1.856	52		24	46%	28	54%	0) 0%
Party Planning	14,088	1,232	69		28	41%	24	35%	17	7 25%
Party Plans - In-Home	13,694	1,240	8		5	63%	3	38%	0	0 0%
Party Supplies	46.410	569 1,031	321		179 48	56% 48%	134		8	3 2%
Party Supplies - Renting	18,543		99		48	48%	38	38%	13	
Passive Home Building	176 55.712	4,324	261	3,953	108	0%	152	0%	<u> </u>	0%
Passport & Visa Services Patent Agents	17.607	491 1.071	<u>261</u> 38		108	41% 84%	152	58% 13%		1 3%
Patent Agents Patent Searchers	3,752	2,194	38	2,432	32	84% 71%	5	13%	1	2 29%
Paternity Tests & Services	3,732	3,893			1	100%	0	0%	<u>Z</u>	0 0%
Patio & Deck Builders	83.606	3,093	120		64	53%	52	43%	- 0	1 3%
Patio Builder	4,848	2,003	13		04	62%	52	38%	- 4	0%
Patio Cover	7,865	1,635	11		8	73%	3	27%		0%
Patio Design	916	3,318	2	3,202	1	50%	1	50%	0	0%
Patio Equipment & Supplies	13,434	1,256	28		21	75%	7	25%	0	0%
Patio, Porch & Deck Enclosures	84,724	350	165		133	81%	26	16%	6	5 4%
Pattern Makers	829	3,392	3	2,973	1	33%	2	67%	0	0%
Pattern Makers Equipment & Supplies	14	4,965	0		0	0%	0	0%	0	0%
Pavement & Floor Marking Services	4.846	2.004	10		4	40%	6	60%	0	0%
Pavement & Floor Marking Supplies & Equipment	163	4,364	0	3,953	0	0%	0	0%	0	0%
Paving Contractors	668,376	38	1,177		654	56%	476	40%	47	
Paving Equipment	1.158	3.150	0	3.953	0	0%	0	0%	0	0%
Paving Materials	5,070	1,971	4	2,821	2	50%	2	50%	0	0%
Paving Stones	3,459	2,262	9	2,260	3	33%	6	67%	0	0%
Paving, Painting, Home Improvement - Itinerant Workers	9.232	1.520	28	1.502	2	7%	18	64%	8	3 29%
Pawnbrokers	52,222	519	278		182	65%	90	32%	6	5 2%
Pay Phone Booths - Equipment & Service	180	4,316	3	2,973	1	33%	2	67%	0	0%
Payday Loans	427,777	61	1,423	117	737	52%	319	22%	367	
Payment Processing Service	248.292	116	3.704	40	3,661	99%	39	1%	4	1 0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	9/0
Payroll Service	66,319	434	264	416	244	92%	19	7%	Pursue 1	1 0%
Peanut Products	247	4,146	0	3,953	0	0%	0	0%	0	0%
Pearls	935	3.300	0	3.953	0	0%	0	0%	0	0%
Pen Pal Lists	1,206	3,115	29	1,470	18	62%	11	38%	0	0%
Pennants	3	5,088	0	3,333	0	0%	0	0%	0	0%
Penny Auctions	13.518	1.249	79		74	94%	3	4%	2	3%
Pens & Pencils - Retail	1,648	2,825	8		5	63%	3	38%	0	0%
Pens & Pencils - Wholesale & Manufacturers Pension & Profit Sharing Plans	582 11.697	3,640 1,357	30	2,973 1,459	25	33% 83%		67% 17%	<u>U</u>	0 0%
Perforated Materials	11.097	4,973	3 <u>0</u>		23	0%	<u> </u>	0%	0	0%
Perforating Machines	4	5.075	0		0	0%	0	0%	0	0%
Perfume - Wholesale & Manufacturers	9,052	1,532	41	1,279	21	51%	20	49%	0	0%
Perfumes - Raw Materials & Supplies	278	4,075	1	3,483	0	0%	1	100%	Ō	0%
Perfuming - Fabric, Paper	5	5,060	0	3,953	0	0%	0	0%	0	0%
Perlite & Perlite Products	160	4,373	0	3,953	0	0%	0	0%	0	0%
Permanent Make Up	9.536	1.500	80		71	89%	9	11%	0	0%
Personal Chef	1.794	2,759	5	2,667	3	60%	1	20%	1	20%
Personal Organizer	764	3,462	2	3,202	2	100%	0	0%	0	0%
Personal Security Guard Service Personal ServiceBureaus	8,219 94	1,596 4,555	11	2,126 3,953	6	55% 0%	5	45% 0%	0	0%
Personal Services Personal Services	42,676	4,555 601	131		73	56%	54	41%	<u>U</u>	1 3%
Personal Trainers	19,156	1,011	107	796		52%	34 49	46%	2	2 2%
Personnel Consultants	9,218	1,523	9	2,260		67%	1	11%	2	2 22%
Pest Control Services	1,158,987	26	3,659	42	3,310	90%	328	9%	21	1 1%
Pest Control Supplies & Equipment	14,791	1,189	17	1,812	14	82%	1	6%	2	12%
Pet Boarding & Kennels	128,856	240	124	712	85	69%	38	31%	1	1 1%
Pet Boarding - Dogs	20,680	970	39	1.307	26	67%	13	33%	0	0%
Pet Cemeteries, Crematories & Supplies	12.501	1.303	11		9	82%	2	18%	0) 0%
Pet Clothing Designer	2,111	2,634	16		8	50%	8	50%	0	0%
Pet Day Care	6,734	1,748	17	-/	12	71%	5	29%	0	0%
Pet Exercising Service	4.054 7.530	2.146	30	2.973		67%	18	33%	0	0%
Pet Fencing & Containment Systems	35,227	1,661 685	21		11 19	37%	18	60% 5%		1 5%
Pet Finding Service Pet Foods - Wholesale & Manufacturers	26,616	809	55		37	90% 67%	16	29%	1	2 4%
Pet Grooming	101,303	295	256		141	55%	112	44%	3	3 1%
Pet Grooming - Mobile	7,776	1,644	230	2,260	7	78%	2	22%	0	0%
Pet Health Plans	15,002	1,181	132	674	130	98%	2	2%	0	0%
Pet Jewelerv	168	4,346	3	2,973	2	67%	1	33%	0	0%
Pet Kenneling Services	4.897	1.993	- 11		8	73%	3	27%	0	0%
Pet Services	44,219	592	85		52	61%	31	36%	2	2 2%
Pet Shops	105,865	286	463		332	72%	128	28%	3	3 1%
Pet Sitting Services	37.677	657	66			86%	9	14%		0%
Pet Supplies & Foods - Retail	97,268	305	605	234	467 22	77%	126 19	21%	12	2 2%
Pet Supplies & Foods - Wholesale	7,501 25,913	1,663 824	41 38		22	54% 58%	19 16	46% 42%	0	0%
Pet Training Pet Training - Dog	35,526	677	<u>38</u> 75		53	71%	22	29%	<u>U</u>) 0%
Pet Training - Electronic/ecollar	1,361	3,016				71% 75%	1	13%	1	1 13%
Pet Transporting	12,351	1,317	44		3	7%	33	75%	8	18%
Pet Waste Removal	2,692	2,457	5	2,667	1	20%	4	80%	0	0%
Petroleum	8.370	1,577	15	1,902	12	80%	3	20%	0	0%
Petroleum Products	8,857	1,548	24	1,596	12	50%	11	46%	1	1 4%
Pewter	75	4,624	0		0	0%	0	0%	0	0%
Pewterware	23	4.899	0		0	0%	0	0%	0) 0%
Pharmaceutical Machinery	190	4,287	0	3,953	0	0%	0	0%	0	0%
Pharmaceutical Products - Research	16,515	1,114	16		12	75%	4 25	25%	0	0 0%
Pharmaceutical Products - Wholesale & Manufacturing	22.099 1.537	928 2.897	106	802 3,202	68	64% 0%	35	33%	3	0%
Pharmaceutical Suppliers - Foreign Pharmacies	1,537 146,595	2,897 217	1,006		918	91%	72	100% 7%	16	5 2%
Pharmacies - Infusion Services	856	3,365	7,006	3,202	310	100%	/2 n	0%	10	0 0%
Pharmacies - Specialty	7.081	1,701	34		30	88%	4	12%		0 0%
Pharmacies - Specialty - Hemophillia	62	4,687	0	3.953	0	0%	0	0%	0	0%
Pharmacy - Compounding	21,224	955	69	1,008	48	70%	18	26%	3	3 4%
Phlebotomy Training & Certification	4,236	2,114	2	3,202	1	50%	1	50%	0	0%
Photo Booth Rentals	4.830	2.008	56	1,120	19	34%	33	59%	4	1 7%
Photo Copying	1,545	2,892	7	2,432	3	43%	3	43%	1	1 14%
Photo Electric Cells & Equipment	211	4,232	. 0	3,953	0	0%	0	0%	0	0%
Photo Finishing - Retail	10.079	1.459	239	446	175	73%	64	27%	0	0%
Photo Finishing - Wholesale Photo Imaging Service	602 11.596	3.617 1.363		3.202 725		100% 47%	0 61	0% 50%	0	3 2%
Photo Imaging Service Photo Retouching	768	1,363 3,459	121	3,483	5/	100%	91	0%	3	0%
Photogrammetric Equipment & Supplies	523	3,459 3,707	<u>1</u>	3,483	<u>1</u>	100%	0	0%	<u> </u>) 0%
Photographers	61,411	457	680	213	269	40%	387	57%	24	
Photographers - Aerial	7,402	1,677	23		7	30%	15	65%	1	1 4%
Photographers - Commercial	29.096	780	119	737	70	59%	44	37%	5	5 4%
Photographers - Pet	384	3.883	4		2	50%	2	50%	0	0%
Photographers - Portrait	67,625	425	562		335	60%	189	34%	38	3 7%
Photographers - School	1,268	3,076	18		17	94%	1	6%	0	0%
Photographers - Sports	759	3 464	21	1.697	5	24%	16	76%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	. %
Photographers - Wedding	22,292	920	200	518	74	37%	117	59%	9	5%
Photographic Color Prints & Trans.	2,235	2,586	13	2.005	7	54%	5	38%	1	. 8%
Photographic Darkroom Rental	110	4.507	0 484	3.953	0	0%	0 106	0%	0	3%
Photographic Equipment & Supplies - Retail Photographic Equipment & Supplies - Wholesale & Manufacturing	107,025 3,480	282 2,254	484	279 2,005	364 12	75% 92%	106	22% 8%	14	0%
Photographic Equipment - Repair Photographic Equipment - Repair	4,282	2,234	31		24	77%	7	23%	0	0%
Photographic Mounts	1,804	2,753	1	3,483	1	100%	Ó	0%	0	0%
Photographic Research Service	895	3,333	1	3,483	0	0%	1	100%	0	0%
Photographs - Stock	8.000	1.622	39	1.307	36	92%	3	8%	0	0%
Photography Sales	14.673	1.195	105	806 1.533	41	39%	60	57%	4	4%
Photography Sales by Mail Photography Sales on the Internet	1,221 3,028	3,104 2,364	27 111		10 25	37% 23%	17 86	63% 77%	<u> </u>	0%
Photography Schools	2,219	2,364	111		25	50%	5	77% 50%	<u> </u>	0%
Physical Therapists	47,293	557	137		100	73%	35	26%	2	1%
Physical Therapy Equipment	940	3,287	9	2,260	5	56%	2	22%	2	22%
Physician - Nephrology	498	3.732	2	3.202	2	100%	0	0%	0	0%
Physicians & Surgeons - Allergy	3,249	2,316	28		21	75%		25%	0	0%
Physicians & Surgeons - Anesthesiologists	12,265	1,323	87		49	56%	37 5	43%	1	1%
Physicians & Surgeons - Cardiology Services	5,976	1,828	25		20	80%		20%	- 0	070
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	91,221	327	282		216	77%	62	22%	4	1%
Physicians & Surgeons - Dermatology	27,598	793	388	330	134	35%	249	64%	5	1%
Physicians & Surgeons - Ear, Nose & Throat	4,183	2,124	51		45	88%	6	12%	0	0%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	2,535	2,502	10	2,190	4	40%	6	60%	0	0%
Physicians & Surgeons - Family Practice	23,714	882	207	500	156	75%	48 19	23%	3	1%
Physicians & Surgeons - Gastroenterology Physicians & Surgeons - Harmone Replacement Therapy	8,481 14,497	1,571 1,206	61	1,077 1,569	41	67% 72%	19	31% 20%	1	2%
Physicians & Surgeons - Hormone Replacement Therapy Physicians & Surgeons - Industrial Medicine	14.497	3,608	25	1.569 3.202	18	72% 50%	5	20% 50%		0%
Physicians & Surgeons - Industrial Medicine Physicians & Surgeons - Internal Medicine	13,249	1,269	79	929	55	70%	22	28%	2	3%
Physicians & Surgeons - Maxillofacial	3,338	2,291	18		15	83%	3	17%	0	0%
Physicians & Surgeons - Medical-M.D.	147.529	216	1,040	152	739	71%	283	27%	18	3 2%
Physicians & Surgeons - OB/GYN	16,202	1,127	96	839	63	66%	29	30%	4	4%
Physicians & Surgeons - Oncology	2,200	2,601	12 132		7	58%	5	42%	0	0%
Physicians & Surgeons - Ophthalmology Physicians & Surgeons - Orthopedic Surgery	30,614 35,779	756 673	132 149	674 625	112	85% 76%	20 35	15% 23%	<u>U</u>	1%
Physicians & Surgeons - Osteopathic-D.O.	10,970	1,399	18		113	67%		28%		6%
Physicians & Surgeons - Pediatrics	16,003	1,135	117		99	85%	18	15%	0	0%
Physicians & Surgeons - Pulmonary Diseases	2 409	2,537	13	2,005	10	77%	3	23%	0	0%
Physicians & Surgeons - Radiology	23.177	894	220		174	79%	46	21%	0	0%
Physicians & Surgeons - Sports Medicine	1,779	2,767			1	14%	6	86%	0	0%
Physicians & Surgeons - Urology	4,797	2,014 3.822	21	1,007	16	76%	5	24%	0	0%
Physicians & Surgeons - Vascular Physicians & Surgeons - Weight Reduction	430 33,318	3.822 714	41	2,973 1,279	30	100% 73%	11	0% 27%	<u>U</u>	0%
Physicians & Surgeons - Weight Reduction Physicians & Surgeons Equipment & Supplies	1,233	3,097	6	2,550	5	83%	1	17%	0	0%
Physicians & Surgeons Equipment - Repair & Refinish	527	3,699	1	3,483	1	100%	0	0%	0	0%
Physicians & Surgeons Information Bureaus	804	3.423	0	3.953	0	0%	0	0%	0	0%
Physicians - Specialists	58,887	467	264		182	69%	80	30%	2	1%
Physicians - Surgeons & Neurosurgeons	5,922	1,841	36	1,354	26	72%	9	25%	1	3%
Physicians Assistants Physicists	753 194	3.467 4.273	2	3.953 3.202	0	0% 0%	2	0% 100%	<u>U</u>	0%
Piano & Organ Moving	11,361	1,379	12	2,065	5	42%	7	58%	0	0%
Pianos	10,551	1,422	20		12	60%	7	35%	1	5%
Pianos - Parts	124	4,466	0		0	0%	0	0%	0	0%
Pianos - Restoration & Refinishing	795	3,430	0	3,953	0	0%	0	0%	0	0%
Pianos - Tuning & Repair	8,040 230	1,619	6	2,550	4	67%	2	33%	0	0%
Pickles & Pickle Products Picnic Equipment & Supplies	230 66	4.189 4.669	1	3.483 3.953	1	100%	0	0% 0%	0	0%
Picnic Grounds	48	4,753	0	3,953	0	0%	0	0%	0	0%
Picture Frames - Dealers	7,320	1,680	34		15	44%	19	56%	0	0%
Picture Frames - Manufacturers Supplies	2,762	2,439	7	2,432	1	14%	6	86%	0	0%
Picture Frames - Restore & Repair	403	3.854	1	3.483	0	0%	1	100%	0	0%
Picture Frames - Wholesale & Manufacturers	1,019	3,219	1	3,483	0	0%	1	100%	0	0%
Picture Framing Picture Hangers - Wholesale & Manufacturers	1,606 25	2,843 4,883	2	3,202 3,953	2	100%	0	0% 0%	0	0%
Picture Hanging Service	25 378	4,883 3,892	1	3,953 3,483	1	0% 100%	0	0%	<u>U</u>	0%
Picture Restoring	314	3,999	0	3,953	0	0%	0	0%	0	0%
Pictures	1.411	2,976	8	2,348	1	13%		88%	0	0%
Pies	532	3.693	0	3.953	0	0%	0	0%	0	0%
Pilates	1,654	2,821	8	2,348	5	63%	3	38%	0	0%
Pile Driving	1,461	2,945	1	3,483	1	100%	0	0%	0	0%
Pile Driving Equipment Piling	67 1,156	4,663 3,154	0	3.953 3,483	0	0% 100%	0	0% 0%	0	0%
Pillows	53,216	3,154 508	133	3,483 671	102	77%	71	23%	<u>U</u>	0%
Pillows - Renovating	15	4,949	133	3,953	0	0%	0	0%	0	0%
Pilot Car Service	937	3,297	0	3.953	0	0%	0	0%	0	0%
Pilots - Marine	102	4,522	1	3,483	1	100%	0	0%	0	0%
Pinata Sales	177	4,322	0	3,953	0	0%	0	0%	0	0%
Pinball Sales & Service	1.771	2,776	10	2,190	2	20%	8	80%	0	0%

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Pine Straw	999	3 233	· 1	3,483	. 0	0%	1	100%	Pursue	0 09
Pins - Common, Safety	985	3,249	0	3,953	0	0%	0	0%	0	09
Pins - Lapel	1.917	2,707	8	2,348	8	100%	0	0%	0	09
Pipe	3,381	2,282	2	3,202	2	100%	0	0%	0	09
Pipe & Boiler Covering Contractors	619	3,600	2	3,202	0	0%	2	100%	0	09
Pipe & Boiler Covering Materials	11	4.988	0	3.953	0	0%	0	0%	0	09
Pipe & Valve Fitters	2,288	2,569	0	3,333	0	0%	0	0%	0	09
Pipe & Valve Fitters - Gas Pipe - Used	553	3,666 5,034		3,202 3,953	2	100% 0%	0	0% 0%	<u>U</u>	09
Pipe Bending & Fabricating	1,333	3,034	0	3,953	0	0%	0	0%	<u> </u>	09
Pipe Cutting & Threading	267	4,100	0	3,953	0	0%	0	0%	0	09
Pipe Cutting & Threading Equipment	75	4,624	1	3,483	1	100%	0	0%	0	09
Pipe Fittings	1.169	3.141	0	3,333	0	0%	0	0%	0	09
Pipe Hangers	48	4,753	0	3,953	0	0%	0	0%	0	09
Pipe Inspection	1,668	2,811	2	3,202	2	100%	0	0%	0	09
Pipe Joint Compounds	4 500	5.075 2.801	0	3.953 3.953	0	0%	0	0%	0	09
Pipe Line Companies Pipe Line Contractors	1.693 15,022	2,801 1,179	15		11	0% 73%	0	0% 27%	0	09
Pipe Line Equipment	843	3,377	13	3,483	0	0%	1	100%	0	09
Pipe Line Equipment Pipe Line, Oil & Gas Wholesaler & Distributors	7,734	1,647	54		51	94%	3	6%	0	09
Pipe Lining & Coating	2,072	2,649	0	3,953	0	0%	0	0%	0	09
Pipe Locating Equipment	107	4,510	0	3,953	0	0%	0	0%	0	09
Pipe Reconditioning	168	4,346	0	3,953	0	0%	0	0%	0	09
Pipe Sealing - Industrial	189	4.290	0	3.953	0	0%	0	0%	0	09
Pipe Thawing	126	4,460	0	3,953	0	0%	0	0%	0	09
Pipe Thread Protector	9	5,016	. 0	3,953	0	0%	0	0%	0	09
Pipes & Smokers Articles	5.391	1.918	96		46	48%	50	52%	0	09
Piping Contractors Pistons	3,779 181	2.188 4.313	<u>6</u>	2.550 3.202	3	50% 50%	3	50% 50%	0	09
Pivots - Precision Instrument	62	4,313	<u>2</u>		1	0%	1	0%	0	0 09
Pizza	32.800	724	655	218	290	44%	350	53%	15	29
Planetariums	20	4,915	055	3,953	0	0%	0	0%	0	09
Plants - Interior Design & Maintenance	3,570	2,233	14		2	14%	12	86%	0	09
Plants - Retail	9,215	1,524	91	859	51	56%	28	31%	12	139
Plants - Wholesale	1.643	2,828	3	2.973	2	67%	1	33%	0	09
Plaques	2,361	2,551	2	3,202	1	50%	0	0%	1	509
Plasma Centers	5,090	1,967	22	1,671	10	45%	12	55%	0	09
Plaster	2.153	2.615	1	3.483 3.953	1	100%	0	0%	0	09
Plaster Craft Products & Supplies Plaster Products - Ornamental	252 100	4,141 4,526	0	3,953	0	0% 0%	0	0% 0%	0	09
Plasterers Equipment & Supplies	37	4,326	0	3,953	0	0%	0	0%	0	09
Plastering Contractors	35,755	674	39		18	46%	21	54%	0	09
Plastics - Extruders	819	3,400	0	3,953	0	0%	0	0%	0	09
Plastics - Fabricating, Finishing & Decor	2,402	2,541	0	3,953	0	0%	0	0%	0	09
Plastics - Fabrics, Film, Sheets - Prod.	1,287	3,062	4		2	50%	1	25%	1	259
Plastics - Foam	1.233	3.097	1	3.483	0	0%	1	100%	0	09
Plastics - High Pressure Laminates	212	4,229	0		0	0%	0	0%	0	09
Plastics - Machinery & Equipment	270	4,096	0	3,953	0	0%	0	0%	0	09
Plastics - Molders	7.041	1.705	22	3.202	2	100%	0	0%	0	09
Plastics - Products - Finished Wholesale & Manufacturers Plastics - Raw Materials, Powder, Liquid	14.663 1,409	1.196 2.978	22	1.671 3.953	14	64% 0%	/	32% 0%	1	09
Plastics - Raw Materials, Powder, Liquid Plastics - Reinforced	1,409	2,978 4,766	<u>U</u>	3,953	0	0%	n l	0%	<u>U</u>	09
Plastics - Research & Consulting	939	3,291	3	2,973	3	100%	n	0%		09
Plastics - Rods, Sheets - Sup Center	344	3,945	1	3,483	1	100%		0%	0	09
Plastics - Scrap	482	3,757	2	3,202	0	0%	2	100%	0	09
Plastics - Vacuum, Pressure, Thermoform	473	3.772	0	3,333	0	0%	0	0%	0	09
Plating	8.266	1.583	17		6	35%	10	59%	1	69
Plating Equipment & Supplies	461	3,784	2	3,202	0	0%	2	100%	0	09
Playground Equipment	14,692	1,194	53		35	66%	17	32%	1	29
Playgrounds Playing Cards	2,238 1,191	2.585 3.126	2	3.202 2.348	1	50% 63%	1	50% 38%	0	09
Playing Cards Pleating Machines	1,191	3,126 4,251	8	2.348 3.953	5	63% 0%	3	38% 0%	0	09
Plumbers	2,789,039	4,231	4,010	3,933	3,093	77%	860	21%	57	7 19
Plumbers - Commercial	14,352	1,214	19		6	32%	12	63%	1	59
Plumbing - Renovation & Repair	25,236	840	92	855	48	52%	41	45%	3	39
Plumbing Drains & Sewer Cleaning	163,648	189	358	349	270	75%	78	22%	10	39
Plumbing Fixtures, Parts, Supplies - Retail	46.680	563	137	656	117	85%	19	14%	1	19
Plumbing Fixtures, Parts, Supplies - Used	322	3.985	0	3.953	0	0%	0	0%	0) 09
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	12,924	1,286	46		31	67%	15	33%	0	09
Plumbing Plan Services	2,218	2,594		2,432	6	86%	1	14%	0	09
Plywood & Veneers	1.295 529	3.055	1	3.483 3,953	0	0% 0%	1	100%	0	09
Pneumatic Equipment Components Pneumatic Tube Equipment & Systems	529 126	3,695 4,460	0	3,953	0	0%	0	0% 0%	0	09
Podiatrists	18.123	1.051	90	3,953	68	76%	71	23%	1	19
Podiatrists Equipment & Supplies	156	4,387	90	3,483	0	0%	21 n	0%	1	1009
Podiatrists Reference Service	6	5,046	0	3,953	0	0%	0	0%	ņ	09
Point of Sale Systems Poison Control Centers	41,978	613 4.908	271	414 3.953	252	93%	18	7%	1	09

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Pole Fitness	216	4,219		2,973	1	33%		67%	Pursue	0%
Pole Line Contractors	169	4,343	<u> </u>	3,953	1	0%	0	0%	0	0%
Pole Line Equipment	12	4.983	0	3,953	0	0%	0	0%	0	0%
Poles	99	4,535	1	3,483	1	100%	0	0%	0	0%
Police & Fire Organizations	18,763	1,025	7	2,432	2	29%	5	71%	0	0%
Police Departments	719	3,498	0	3,953	0	0%	0	0%	0	0%
Police Equipment	8,407	1,575	70	998	20	29%	49	70%	1	1%
Polishes	243	4,158	1	3,483	1	100%	0	0%	0	0%
Political Organizations	2.145	2,617	12	2.065	4	33%	8	67%	0	0%
Polvethylene Materials & Products	681	3.538	1	3.483	1	100%	0	0%	0	0%
Polyurethane Products	1,152	3,155	2	3,202	2	100%	0	0%	0	0%
Ponzi Schemes	1,183	3,133	4	2,821	1	25%	3	75%	0	0%
Pool Tables Sales	1.755	2.781	5	2.667	3	60%	1	20%	1	20%
Pools - Therapy	337 15	3,955 4,949	6	2,550	2	33%	4	67%	0	0% 0%
Pop-up Stores	2.933	4,949 2,383	2	3,202	0	0%	2	100%	0	
Popcorn & Supplies			<u>4</u>	2.821	3	75%		25%	U	0% 0%
Popcorn Machines Porcelain Enamel Repair & Refinish	650 10,209	3.567 1.452	23		15	0% 65%	U	0% 35%	0	0%
Porcelain Enameling	10,209	4,753		1,629 3,483	15	100%	8	0%	0	0%
Porcelain Enameling Porcelain Products	269	4,753	1		1	0%	0	0%	0	0%
	625	4.098 3.592	0	3,953	0	0%	0	0%	0	0%
Porch Shades Port Authorities	72	3,592 4,643	<u> </u>	2,821	0	0%	- U	100%	0	0%
Portable Buildings - Moving	568	3,655	3	2,021	2	100%	- 4 0	0%	0	0%
Portfolios	806	3,633	<u>J</u>	3,483	1	100%	n	0%	0	0%
Post Cards - Manufacturers & Distributors	1,692	2,802	10	2,190	8	80%	2	20%	n	0%
Post Offices	2,159	2,611	24		13	54%	11	46%	n	0%
Post-Construction Clean Up	7,460	1,669	3	2,973	2	67%	1	33%	0	0%
Posters	3,824	2,180	10		9	90%	1	10%	0	0%
Potato Chips	291	4,046	2		0	0%	2	100%	0	0%
Potatoes - Processed	791	3,436	0	3,953	0	0%	0	0%	0	0%
Pottery	4,501	2,073	16		10	63%	5	31%	1	6%
Pottery Equipment & Supplies	260	4,117	3	2,973	3	100%	0	0%	0	0%
Poultry - Retail	537	3,682	0	3,953	0	0%	0	0%	0	0%
Poultry - Wholesale	495	3,736	1	3,483	1	100%	0	0%	0	0%
Poultry Brokers	222	4.203	1	3.483	1	100%	0	0%	0	0%
Poultry Equipment & Supplies	3,133	2,338	2	3,202	1	50%	1	50%	0	0%
Poultry Farms	4,450	2,081	6	2,550	5	83%	1	17%	0	0%
Poultry Services	747	3,472	1	3.483	0	0%	1	100%	0	0%
Powder Processing - Industrial	1.283	3.069	2	3.202	2	100%	0	0%	0	0%
Power Plant Consultants	979	3,254	2	3,202	2	100%	0	0%	0	0%
Power Plant Equipment	584	3,638	0	3,333	0	0%	0	0%	0	0% 0%
Power Plant Equipment - Repairing Power Take - Offs	289 16	4.051 4.939	0	3.953 3.953	0	0% 0%	0	0% 0%	0	0%
Power Transmission Equipment	2,660	4,939 2,469	<u> </u>	2,432	0	86%	0	14%	U	0%
	2,735	2,469		2,432	9	60%	1	20%	U 1	20%
Precious, Semi-Precious & Synthetic Premium Goods	694	3,522	15	1.902	15	100%	1	0%	1	0%
Prepaid Debit/Credit Cards	181,567	170	3,944		3,870	98%	66		Q Q	0%
Prescription Benefit Consultants	51,392	520	148		138	93%	10	7%	0	0%
Preserves, Jams & Jellies	504	3,727	1	3,483	1 1	100%	0	0%	0	0%
Presses - Power	45	4.771	1	3,483	n	0%	1	100%	0	0%
Presses - Power-Equipment	1,268	3,076	2	3,202	2	100%	Ô	0%	0	0%
Pressing Machines - Clothes	63	4,679	0	3,953	0	0%	0	0%	n	0%
Pressure Washers	5.604	1,891	17		10	59%		41%		0%
Pressure Washing	114,327	263	137	656	77	56%	48	35%	12	9%
Pressurization Equipment	63	4,679	0	3,953	0	0%	0	0%	0	0%
Pretzels	475	3.766	3	2.973	3	100%	0	0%	0	0%
Price Marking Equipment & Supplies	349	3.938	0	3.953	0	0%	0	0%	0	0%
Print Cutters	6	5,046	0	3,953	0	0%	0	0%	0	0%
Printed & Etched Circuits	726	3,494	1	3,483	0	0%	1	100%	0	0%
Printer & Printer Supplies- Manufacturer	4,600	2.051	20	1.729	13	65%	7	35%	0	0%
Printers	75,793	383	145	639	79	54%	46	32%	20	14%
Printers - Business Forms	8,244	1,588	22	1,671	18	82%	4	18%	0	0%
Printers - Cellophane, Foil	18	4,927	0	3,953	0	0%	0	0%	0	0%
Printers - Glass, Metal, Plastic	262	4.115	0	3.953	0	0%	0	0%		0% 0%
Printers - Letterpress Printers - Class Matal Plantic 3D Printing	528	3,697	42	2,667	39	40%	3	60%	0	0%
Printers – Glass, Metal, Plastic – 3D Printing	1,483	2,928 1.810			39	93%	3	7% 13%	0	19%
Printing Brokers Printing Equipment	6.163 5.290	1,810	16 11	1.852 2.126	- 11	69% 73%	2	13% 27%	3	0%
Printing Plates	5.290 174	4,327	11	3,953	8 0	0%	3 n	0%	0	0%
Printing Repair	100	4,527	0	3,953	0	0%	0	0%	0	0%
Printing Repail Printing Rollers	170	4,320	0	3,953	0	0%	n	0%	0	0%
Printing Supplies	7,861	1,636	36		24	67%	12	33%	0	0%
Printing Technician	309	4,011	6	2,550	27	33%	4	67%	n	0%
Private Health Services Plans	8,659	1,562	11	2.126	9	82%	2	18%	0	0%
Prize Promotions	42,695	600	49	1.183	37	76%	R R	16%	4	8%
Process Servers	21,441	949	78		22	28%	47	60%	9	12%
Product Development & Marketing	79,022	370	296		282	95%	11	4%	3	1%
Product Sales - General	77,279	377	362		220	61%	119		23	6%
				5 10						

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Product Sales via Telephone	9,144	1,529	29	1,478	17	59%	12	41%	Pursue	0%
Professional Employer Organization	3,713	2,206	1	3,483	0	0%	1	100%	0	0%
Professional Fundraiser	21,186	957	46	1.217	31	67%	12	26%	3	7%
Professional Organizations	32,885	721	89		82	92%	7	8%	0	0%
Professional Organizer	1,567	2,873	2	3,202	0	0%	2	100%	0	0%
Professional Services - General	125.215	248	188 4		145	77%	34	18%	9	5% 0%
Programmed Instruction	900 7,243	3,330 1,685	24		20	50% 83%		50% 17%	0	0%
Project Management Projection Apparatus	1,336	3,030	24	2,973	20	67%	1	33%	0	0%
Promotional Products	41.015	623	118		40	34%	47	40%	31	26%
Promotional Products - Non-Wearable	1,545	2,892	12		1	8%	11	92%	0	0%
Promotional Products - Wearable	17,863	1,062	144		107	74%	25		12	8%
Proofreading	1.513	2.911	1	3.483	1	100%	0	0%	0	0%
Propane Gas Plumbing	597	3,625	1	3,483	1	100%	0	0%	0	0%
Propellers	719 112.740	3,498 268	<u>2</u> 192	3,202 537	109	50%	78	50%	0	0% 3%
Property Maintenance Property Management	1,741,784	208 13	8,506	53/ 14	6.833	57% 80%	1.630	41% 19%	73	1%
Property Management - Industrial & Commercial	46,561	567	200		159	80%	38	19%	3	2%
Property Tax Lenders	6,502	1,768	16		15	94%	1	6%	0	0%
Prosthetic Devices	12,712	1,292	62		21	34%	41	66%	0	0%
Protein Purification	126	4,460	2	3,202	1	50%	1	50%	0	0%
Psychiatrists & Psychiatric Services	22,877	910	60		47	78%	12	20%	1	2%
Psychics Psychiatric Application 1997	31,052	743	76		37	49%	35	46%	4	5% 0%
Psychologist Information & Referral Services	6.933 24,516	1.725	37 37		37 23	100%	0	0%	0	0%
Psychologists Psychotherapist	24,516 5,716	861 1,873	3/ 13	1,340 2,005	23	62% 62%	14	38% 38%	0	0%
Puh	797	3,428	13		5	38%	Σ 2	62%	0	0%
Pub Food	243	4,158	13	3,483	1	100%	0	0%	0	0%
Public Opinion Analysts	3,815	2,183	3	2,973	3	100%	0	0%	0	0%
Public Relations Counselors	12,565	1,300	20	1,729	9	45%	11	55%	0	0%
Public Speaker	527	3.699	4	2.821	4	100%	0	0%	0	0%
Public Speaking Instruction	939	3,291	8	2,348	0	0%		100%	0	0% 0%
Public Utility Consultants	12,002 3,860	1,344 2,174	47 19		36 14	77% 74%	11	23% 26%	0	0%
Publicity Service Publishers - Book	196,281	2,174	911		542	74% 59%	359	39%	10	1%
Publishers - Directory & Guide	95,934	314	756	200	576	76%	129	17%	51	7%
Publishers - Internet Guides	4,787	2,015	17	1,812	15	88%	2	12%	0	0%
Publishers - Magazine	38.614	645	292	392	183	63%	103	35%	6	2%
Publishers - Periodical	149.777	212	910	169	833	92%	70	8%	7	1%
Publishers Representatives	2,768	2,432	8	2,348	3	38%	4	50%	1	13%
Publishing Consultants	22,172	925	54		31	57%	22	41%	1	2% 0%
Pullevs Pulp & Pulp Products	24 165	4.893 4.359	0	3.953 3,953	0	0% 0%	0	0% 0%	0	0%
Pumping Contractors	4,180	2,125	6	2,550	1	17%	5	83%	0	0%
Pumps - Dealers	8,492	1,569	8	2,348	7	88%	1	13%	0	0%
Pumps - Service & Repair	16,528	1,113	15		9	60%	5	33%	1	7%
Pumps - Supplies & Parts	1,336	3,030	5		2	40%	3	60%	0	0%
Pumps - Wholesale & Manufacturers	2,135	2,622	3	2,973	2	67%	1	33%	0	0%
Punch Presses	6	5.046	0	3.953	0	0%	0	0%	0	0%
Punches	33	4.831	0		0	0%	0	0%	0	0% 0%
Puppets & Marionettes Pyramid Companies	231 5,540	4,187 1,897	<u>0</u> 14	3,953 1,945	0	0% 14%	0	0% 79%	0	7%
Pyramid Companies Ouarries	5,540 1,771	1,897 2,776	14	1,945 3,483	2	14%	11	100%	1	0%
Ouartz	352	3,933	0	3,463	0	0%	0	0%	0	0%
Quickbooks Training & Support	5,446	1,911	8	2,348	8	100%	0	0%		0%
Ouiltina	1.895	2.717	4	2.821	2	50%	2	50%	0	0%
Ouilting - Instruction	63	4.679	0	3.953	0	0%	0	0%	0	0%
Quilting Materials & Supplies	2,225	2,589	5	2,667	4	80%	1	20%	0	0%
Quilts Pensysting	2,559	2,494	10	2,190 3,953	6	60%	3	30%	1	10%
Ouilts - Renovating Race Track Equipment & Supplies	36 380	4.818 3.887	0	3.953 2.821	0	0% 50%	0	0% 50%	0	0%
Race Tracks	4,507	2,070	46	1,217	12	26%	30	65%	4	9%
Rack Merchandise Service	304	4,019	0	3,953	0	0%	0	0%	0	0%
Racks	1.582	2,861	5	2,667	5	100%	0	0%	<u> </u>	0%
Racquetball Court Construction	33	4,831	0	3,953	0	0%	0	0%	0	0%
Racquetball Courts - Private	484	3,754	3	2,973	1	33%	2	67%	0	0%
Racquetball Courts - Public	18 42	4.927	0	3.953 3.953	0	0%	0	0%	0	0% 0%
Racquetball Equipment & Supplies Radar Equipment	42 880	4,780 3,345	0 15		0 14	0% 93%	0	0% 0%	0	7%
Radiant Heating	1,177	3,345	12		14	93%	0	0%	U T	0%
Radiator Covers & Enclosures	511	3,136	3	2,973	2	67%	1	33%	0	0%
Radiator Sales	1,829	2,745	3	2,973	1	33%	2	67%	0	0%
Radiators - Automotive	14,818	1,188	41	1,279	28	68%	13	32%	0	0%
Radio Communication Equipment & Systems	14.127	1.230	73	982	58	79%	14	19%	1	1%
Radio Direction Finders	_ 2	5.105	0	3,333	0	0%	0	0%	0	0%
Radio Program Producers	236	4,173		3,483	0	0%	1	100%	0	0%
Radio Program Surveys	8 384	5,026 3,883	0	3,953 3,202	0	0% 100%	0	0% 0%	0	0% 0%
Radio Station Equipment	384	3.883	2	3,202	2	100%	01	υ%	0	U%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9
Radio Station Reps	254	4,137		3,953	0	0%	0	0%	0	0 0
Radio Stations & Broadcast Companies	28.379	787	880		860	98%	16	2%	4	4 0°
Radioactive Materials	77 30	4,616		3.953	0	0%	0	0%	0	0 0
Radioactivity & Radiation Instruments, Supplies & Services	39 1,803	4,801 2,754	1 4	3,953 2,821	0	0% 50%	0	0% 50%	0	0 00
Radios - Citizen Band Radiotelephone Communication - Equipment & Systems	3,136	2,754	1 17	2,821		38%		62%	<u> </u>	0 0
Radiotelephone Communications - Common Carrier	539	3,681	. 5	2,667	3	60%	2	40%	0	0 0
Radon Mitigation	27,525	796	5 14	1,945	13	93%	1	7%	0	00
Radon Testing & Service	34.659	691	41		28	68%	9	22%	4	1 100
Raft Trips & Tours Railings	1.165 11.458	3.144 1,374	15	3.202 1.902	1	50% 73%	1	50% 20%	0	1 79
Railroad Car Leasing	214	4,224	1 13		11	0%	<u> </u>	0%		0 0
Railroad Cars - Manufacturers	380	3,887	Č		0	0%	0	0%	0	0 0
Railroad Contractors	2,825	2,414			0	0%	0	0%	0	00
Railroad Equipment & Supplies	1,530	2,901	L C	3,953	0	0%	0	0%	0	0 0
Railroad Ties - Dealers Railroad Ties - Wholesale & Manufacturers	265 80	4.104 4.598	1	3,483 3,953	1	100%	0	0% 0%	0	0 00
Railroads	2,783	2,427	7 83		63	76%	20		0	0 0
Railroads - Freight	752	3,468	3 0		0	0%	0		0	0 0
Railroads - Ticket Agencies	202	4.255	5	3.953	0	0%	0	0%	0	00
Rails & Accessories	220	4.211		3.202	2	100%	Ö	0%	0	0 00
Rainwater Harvesting Systems Rainwear	636	3,580) 1	3,483 3,483	0	0%	1	100%	0	0 00
Rainwear Ranches	100 6.350	4,526 1,786	1 22		1 0	100% 36%	14	64%	0	0 0
Range Hoods & Canopies	7,126	1,696	12		11	92%	1	8%	0	0 0
Ranges & Ovens - Dealers	265 255	4,104	1 0	3,953	0	0%	0	0%	0	0 0
Ranges & Ovens - Service & Repair	255	4.132	1	3.483	1	100%	0	0%	0	00
Ranges & Ovens - Supplies & Parts	32	4.837	1 2	3.202	2	100%	0	0%	0	0 00
Ranges & Ovens - Wholesale & Manufacturers Rattan, Reeds & Willows	357 9	3,928 5,016	3 6	2,550 3,953	5	83% 0%	1	17% 0%	0	0 00
Ravioli	58	4,709) (3,953	0	0%	<u> </u>	0%	0	0 0
Rayon Fabrics	5	5,060	ol c	3,953	0	0%	0	0%	0	0 0
Razors & Razor Blades	13,445	1,255	11	2,126	11	100%	0	0%	0	0 0
Reading Instruction	11,796	1,351	14		13	93%	1	7%	0	00
Real Estate	831.021	33	2.945		2,226	76%	698	24%	21	0 0
Real Estate - Commercial Real Estate - Industrial	20,713 845	969 3,374		1,159 2,973	32	62% 67%	20	38% 33%	0	0 0
Real Estate - Rent to Own	35.124	3,374	47		25	53%	22		0	0 0
Real Estate - Rentals by Individuals	56,603	482	299		169	57%	127	42%	3	3 1
Real Estate - Short Sale	3,071	2,351	3	2,973	1	33%	2	67%	0	00
Real Estate Agents	109,205	276			305	69%	128	29%	8	3 20
Real Estate Appraisers	86.458	343			88	73%	29 21	24%	4	4 3°
Real Estate Brokers Real Estate Consultants	35,417 93,301	678 318	3 79 3 153	929 613	56 106	71% 69%	45			2 19
Real Estate Developers	168,015	183			239	78%	63			5 20
Real Estate Investors	237,263	123	251		181	72%	66	26%	4	1 20
Real Estate Loan Modification	10,165	1,455	35	1,374	15	43%	17	49%	3	3 9
Real Estate Loans	73,180	396	73	982	56	77%	15		2	2 30
Real Estate Maintenance Protection Plan Real Estate Rental Service	116,494 178,031	259 174	3,398		3.398 513	100% 71%	0 192	0% 26%	0	0 00
Real Estate Rental Service Real Estate Schools	28,100	790			34	69%	192		1	1 29
Real Estate Services	154,873	201	637		512	80%	118		7	7 10
Recorded Information	3,264	2,309		1.812	16	94%	1	6%	0	00
Recording Instruments - Industrial & Scientific	314	3,999	1	3,483	1	100%	0	0%	0	0 0
Recording Service - Sound & Video	18,806	1,023	37		20	54%	16 0		1	0 0
Recording Studio Equipment Records - Phono - Manufacturers Equipment & Supplies	1.535 36	2,898 4,818	31 <u>1</u>	3.483 3.953	1	100%	<u>U</u>	0% 0%	<u>U</u>	0 0
Records Management	5,062	1,973	28		20	71%	8	29%	0	0 0
Recreation Centers	9,952	1,468	60		42	70%	18		0	0 0
Recreation Program Consultants	1.273	3.074	1	3.483	0	0%	1	100%	0	00
Recreational Vehicles - Carpet & Upholstery Cleaning	246 243,809	4.151	<u> </u>	3.953	0	0%	136	0%	0	0 0
Recreational Vehicles - Dealers Recreational Vehicles - Equipment, Parts, Supplies	243,809 41,000	119 624	1,264		1,120 184	89% 84%	136 33		8	1 0
Recreational Vehicles - Equipment, Parts, Supplies Recreational Vehicles - Rent & Lease	20,786	966	88		184 54	61%	33			0 0
Recreational Vehicles - Repair & Service	42,608	603	150		96	64%	53		1	1 1
Recreational Vehicles - Storage	2,851	2,408	11	2,126	7	64%	4	36%	0	00
Recreational Vehicles - Transportation	4.522	2,066	15		5	33%	10		0	0 0
Recruiting - Armed Forces	42 2,688	4.780 2.459	0 6		0	0%	<u>0</u>	0%	0	0 00
Recruiting - Technical Recruitment Services	2,688 22,892	2,459 908	8 60		36	67% 60%	21	33% 35%	0	3 5
Rectifiers - Electric	22,892	4.857	7 0	3,953	30 N	0%	- 21		<u>3</u>	0 0
Recycling - Computers & Other Electronics	33,748	707	518	262	200	39%	173	33%	145	289
Recycling - Metal	6,310	1,792	2 7	2,432	6	86%	1	14%	0	00
Recyclina Centers	27.522	797			46	65%	21	30%	4	4 6°
Recycling Services	26.298	816			42	51%	37		3	3 49
Reels	216	4,219	1 1	3,483	1	100%	0		0	0 0
Referral - Auto Repair	1,210	3,111	4	2,821	4	25%	2	75%	Δ.	

			Sorted by Industry	,						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Referral - Debt Relief Services	24,575	859	20	1,729	20	100%	0	0%	0	09
Referral - Doctor	11.761	1.354	90	862	58	64%	32	36%	0	09
Referral - Storage Facility Reflectors	599	3.623 5,046	3	2,973 3,953	2	67% 0%	1	33% 0%	0	09
Reflexologists	1,073	3,193	<u> </u>	2,667	0	0%	5	100%	<u> </u>	09
Refractories	745	3,473	1	3,483	0	0%	1	100%	0	09
Refreshment Stands	59	4,702	14		0	0%	8	57%	6	5 439
Refrigeration Equipment - Commercial - Sales & Service	37,048	662	87		41	47%	45	52%	1	1 19
Refrigeration Equipment - Supplies & Parts	4.850 2.788	2,000	14		5	36%	9	64%	0	09
Refrigerators & Freezers - Dealers Refrigerators & Freezers - Rent & Lease	2./88 199	2,424 4,266		2,550 3,953	4 0	67% 0%	2	33% 0%	<u>U</u>	09
Refrigerators & Freezers - Service & Repair	12,177	1,331	63		28	44%	34	54%	1	1 29
Refrigerators & Freezers - Supplies & Parts	196	4,270	0	3.953	0	0%	0	0%	0	09
Refrigerators & Freezers - Wholesale & Manufacturers	1,570	2,871	2	3,202	1	50%	1	50%	0	09
Rehabilitation Products - Pediatric	1,006	3,226	110	3,202	2	100%	0	0%	0	09
Rehabilitation Services Reiki Therapy	46.286 513	570 3.720	110	782 3.953	/2	65% 0%	38	35% 0%	0	09
Relays	197	4,269	0		0	0%	0	0%	0	09
Religious Goods	10,543	1,424	64		41	64%	23	36%	0	09
Religious Organizations	9,595	1.495	23	1.629	14	61%	7	30%	2	99
Reloader Schemes	2.517	2,507	6	2,550	0	0%	5	83%	1	1 179
Relocation Service	168,517	180	432	304	322	75%	101	23%	9	29
Remodeling Services Remodeling Services - Foreclosed Property	301,737 1,747	92 2,783	746	206 2,821	314	42% 25%	406	54% 25%	26	5 39 2 509
Rendering Companies	960	3,274	- 4	3,953	0	0%	0	0%	- 2	0 09
Renewable Energy	5,950	1,837	12		6	50%	5	42%	1	1 89
Renovation Inspection	977	3.257	9	2,260	2	22%	7	78%	0	09
Rent to Own	6.110	1.813	. 19		15	79%	4	21%	0	09
Rental Service Stores & Yards	17,785	1,066	139	651	94	68%	44		1	1 19
Rental Vacancy Listing Service	47,525	556 372	630	226 442	558 151	89%	69 84		3	3 09 7 39
Repossession Service Reptiles	78.417 7,827	1,639	242	1,340	22	62% 59%	15	35% 41%		09
Reserve Study	230	4,189	1	3,483	0	0%	1	100%	0	09
Resident Buyers	2,485	2,515	3	2,973	3	100%	0	0%	0	09
Resilient & Vinvl Flooring	3.732	2.198	17	1.812	16	94%	1	6%	0	09
Resins	439	3,812	0	3,953	0	0%	0	0%	0	09
Resorts Respirators	113,681 754	264 3,466	1,251	135 2,973	997	80% 67%	246	20% 33%	8	0 09
Rest Homes	1,342	3,026	2	3,202	2	100%	0	33% 0%	0	09
Rest Homes - Info & Placement Bureaus	184	4,304	0	3,953	Ō	0%	0	0%	0	09
Restaurant Equipment & Supplies	52,419	514	153		105	69%	36	24%	12	2 89
Restaurant Equipment - Repair & Service	13.692	1.241	21	1.697	11	52%	10	48%	0	09
Restaurant Management Restaurant Work Wear & Supplies	8,863 48	1,547 4,753	94	847 3,953	69 0	73% 0%	25	27% 0%	0	09
Restaurants	391,260	4,753	4,414	3,933	2,382	54%	1,943	44%	08	
Restaurants - Breakfast	1,407	2,982	16		5	31%	11	69%	0	09
Resume Service	69,059	418	499	269	456	91%	41		2	2 09
Retail Stores	55,356	492	968	160	580	60%	351	36%	37	7 49
Retirement & Life Care Communities & Homes	42.163 96.907	609 307	70 87	998	58 66	83%	12 20	17%	0	09
Retirement Planning Service Retreat Facilities	2,763	2,436	8/ 7	886 2.432	3	76% 43%	20 4	23% 57%		09
Reverse Mortgage	42,738	599	80		74	93%	4	5%	2	39
Ribbon Printing	123	4,469	0		0	0%	0	0%	0	09
Ribbons	905	3,324	31		31	100%	0	0%	0	09
Rice	270	4,096	0	3,953 2,432	0	0%	0	0%	0	09 719
Riding Academies Riding Apparel & Equipment	1.251 1.432	3.085 2.966		2,432	1	14% 80%	1	14% 20%	<u>5</u>	09
Rifle & Pistol Ranges	3,212	2,324	11	2,126	9	82%	2	18%	0	09
Riggers	1,323	3,045	0	3,953	0	0%	0	0%	0	09
Riagers Equipment & Supplies	1.546	2.891	1	3.483	0	0%	1	100%	0	09
Right of Way Acquisition Service	552	3.667	0	3.953	0	0%	0	0%	0	09
Rings - Retaining	10 77	4,999 4,616	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09
Ringtones Risk Management	5,382	1,919	9		0	67%	2	22%	1	119
Rivets	67	4,663	0	3,953	0	0%	0	0%	0	09
Road Building Contractors	24,424	862	21	1,697	13	62%	7	33%	1	1 59
Road Building Equipment	158	4.377	0	3.953	0	0%	0	0%	0	09
Road Oiling & Dust Control	474 36,787	3.770	0 408	3,953 317	0 364	0%	0 41	0%	0	09
Road Service - Automotive Robots	36,/8/ 1,446	663 2,958	408 15		364 14	89% 93%	41	10% 7%	3	09
Rock Shops	2,180	2,958	4	1/302	7	93% 50%	7	7% 50%	<u>U</u>	09
Rockfall Mitigation	22	4,902	0	3,953		0%	0	0%	0	09
Rodeos	22 535	3,685	2	3,202	1	50%	1	50%	0	09
	213	4.226		3.953	0	0%	0	0%		09
Rods - Threaded							<u> </u>			
Rollers	58	4,709	0	3.953	0	0%	0	0%	0	09
			0 0 0 22	3.953 3,953	0 0 17		0		0	09 09

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Roof Decks	4,007	2,152	4	2,821	2	50%	2	50%	0	0%
Roof Structures	4.507	2.070	12	2.065	6	50%	1.805	33%	283	17% 4%
Roofing Contractors Roofing Equipment & Supplies	5.192.981 7,416	1,675	6.440 17	1,812	4.352 11	68% 65%	1.805	28% 35%	283 0	0%
Roofing Materials	24,287	866	43	1,257	34	79%	8	19%	1	2%
Roofing Service Consultants	33.478	711	32	1.421	21	66%	10	31%	1	3%
Rooming Houses	1,709	2,796	2		1	50%	1	50%	0	0%
Roommate Referral Service Rone	15,044 447	1,177 3,802	119	737 2,973	105	88% 33%	4	3% 67%	10	89 09
Rope Splicina	447	5.105	<u>3</u>	3,483		0%	1	100%	0	0%
Rotogravure Printers	51	4,740	0	3,953	0	0%	0	0%	0	0%
Routing Service - Air, Highway & Marine	272	4,091	2	3,202	0	0%	2	100%	0	0%
Rubber - Crude	22	4.902	0	3,333	0	0%	0	0%	0	0%
Rubber - Synthetic	548	3,672 4,171	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0% 0%
Rubber Bands Rubber Clothing & Footwear	237 590	3,632	7	2,432	2	29%	4	57%	1	14%
Rubber Products	5.898	1,849	31	1,438	16	52%	15	48%	Ô	0%
Rubber Stamps	4,527	2,064	20	1,729	6	30%	11	55%	3	15%
Rubber Stamps - Manufacturers Equipment & Supplies	309	4,011	1	3,483	0	0%	1	100%	0	0%
Rubber Working Machinery	77	4.616	2 258	3.953	0	0%	0	0%	0	0% 3%
Rubbish & Garbage Removal Rubbish & Garbage Removal Contractors Equipment	206.268 2,922	148 2,385	2,258	2,260	1.697 7	75% 78%	500 2	22% 22%	61	0%
Rulers & Yardsticks	12	4,983	0	3,953	0	0%	0	0%	0	0%
Rust Preventatives & Removers	946	3,284	0	3.953	0	0%	0	0%	0	0%
Rustproofing & Undercoating - Auto	2,581	2,486	5	2,667	3	60%	2	40%	0	0%
Rustproofing - Industrial	235	4,175	<u>2</u>	3,202	<u>0</u>	0%	1	50%	1	50% 0%
Saddlerv & Harness Safe & Vault Movers	7.755 1.227	1,646 3,101	26	1.553 3.953	16	62% 0%	10	38% 0%	0	09
Safe & vault movers Safe Deposit Box Rental	1,065	3,101	1	3,483	0	0%	1	100%	0	0%
Safes & Vaults	14,168	1,227	22		10	45%	7	32%	5	23%
Safes & Vaults - Opening & Repairing	330	3.967	0	3.953	0	0%	0	0%	0	0%
Safety & Rescue Equipment Sales & Services	6,664	1,756	9	2,260	5	56%	3	33%	1	119
Safety Cans Safety Consultants	17 51,049	4,934 525	<u>U</u> 88	3,953 877	<u>U</u>	0% 85%	12	0% 14%	0	19
Safety Equipment & Clothing	17.165	1.085	62		43	69%	19	31%	1	0%
Sailmakers	1,645	2,827	5	2,667	3	60%	2	40%	Ö	0%
Salads	257	4,128	0	3,953	0	0%	0	0%	0	0%
Sales & Order Books	7.098	1.700	15 292		<u>5</u> 228	33%	8 59	53%	2	13%
Sales Lead Generation Sales Organizations	91.540 12,189	326 1,329	292 23		228	78% 39%	59 13	20% 57%	5	29/ 49/
Sales Presentations	999	3,233	4		1	25%	3	75%	0	0%
Sales Promotion Service	15.598	1,154	58		36	62%	5	9%	17	29%
Sales Training	12,853	1,288	15		10	67%	5	33%	0	0%
Salt	1,329 3,884	3,040	0 124	3,953	<u>0</u> 16	0%	0 108	0%	0	09 09
Saltwater Pools - Equipment & Supplies Salvage - Marine	3,884 961	2,168 3,273	124	712 2,973	16	13% 67%	108	87% 33%	0	0%
Sample Cards & Books	53	4,729	0	3,953	0	0%	0	0%	0	0%
Sample Cases	115	4,492	i	3,483	0	0%	1	100%	0	0%
Sanctuaries - Wild Life	313	4.002	0	3.953	0	0%	0	0%	0	0%
Sand & Gravel	31.397	740	19		12	63%	7	37%	0	09 09
Sand & Gravel Handling Equipment Sandblasting	574 13,110	3,645 1,278	0	3,953 2,667	0	0% 80%	0	0% 20%	0	09
Sandblasting Equipment & Supplies	1,699	2,799			<u> </u>	0%	Ų	0%	0	0%
Sandwiches	2,868	2,398	42	1,270	18	43%	23	55%	1	2%
Sanitariums	2	5,105	0	3,953	0	0%	0	0%	0	0%
Sanitary Napkins	40 8.234	4.795 1.590	0 403	3.953	0 395	0%	0	0%	0	0% 0%
Sanitation Consultants Sash Operating Devices	8,234 157	1,590 4,384	403	322 3,953	395	98% 0%	8 ^	2% 0%	0	0%
Satellite Communication - Common Carrier	11,523	1,372	469	288	401	86%	66	14%	2	0%
Satellite Equipment & Supplies	67.223	430	201	514	146	73%	48	24%	7	3%
Sauna Equipment & Supplies	11.738	1.355	30	1,459	28	93%	2	7%	0	0%
Sausage Casings	79	4,606 2,903	0	3,953 3,483	0	0%	0	0% 0%	0	0% 0%
Sausages Savings & Loan Association - Reps	1,528 52	2,903 4,734	1	3,483 3,953	1	100% 0%	0	0% 0%	0	09
Savings & Loan Associations Savings & Loan Associations	15,778	1,144	56	1,120	39	70%	16	29%	1	29
Sawdust & Shavings	408	3,849	0	3,953	0	0%	0	0%	0	0%
Sawmill Equipment & Supplies	520	3.712	1	3,483	1	100%	0	0%	0	0%
Sawmills	7.791 6,480	1.642 1.770	1 23	3.483 1,629	0 16	0% 70%	1	100% 30%	0	0% 0%
Saws Saws - Sharpen & Repair	6,480 709	1,7/0 3,507	23		16	70% 50%	/	30% 0%	0	50%
Scaffolding & Aerial Lifts	4.820	2,009	<u>2</u> 7	2,432	<u></u>	71%	2	29%		0%
Scales	6,690	1,755	15	1,902	3	20%	12	80%	0	0%
Scales - Repair	392	3,870	0	3,953	0	0%	0	0%	0	0%
Scalp Care	927	3.308	3	2,973	1	33%	2	67%	0	0%
Scenery Studio Scholarships & Financial Aid	104 65,290	4.516 440	0 310	3.953 380	0 296	0% 95%	0 12	0% 4%	0	09 19
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Scholastic Prep Courses, Books & Materials	17,284	1,082	150	621	76	51%	57	38%	17	119

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/.
School Information	8,491	1,570	25	1,569	17	68%		32%	Pursue 0	0%
School Lunch Ordering & Management	636	3,580	0	3,953	0	0%	0	0%	0	0%
School Supplies	10.396	1,433	32	1.421	31	97%	1	3%	0	0%
Schools - Academic - Elementary & Secondary	22,057	930	46		35	76%	11	24%	0	0%
Schools - Academic - College Preparatory	5,054	1,976	16		11	69%	5	31%	0	0% 1%
Schools - Academic - Colleges & Universities	220.811	138 913	1.250 76	136	1.085 52	87%	150	12%	15	1%
Schools - Academic - Pre & Kindergarten Schools - Academic - Special Education	22,702 25,161	843	84		62	68% 74%	23 17		1	6%
Schools - Business & Vocational	295,477	96	545	253	416	76%	92	17%	37	7%
Schools - Dental Assistant	3,655	2,214	9	2,260	8	89%	1	11%	0	0%
Schools - General Interest	44,444	589	118	742	58	49%	40	34%	20	17%
Schools - Holistic	3,173	2,331	4	2,821	3	75%	1	25%	0	0%
Schools - Home Study	25.887	826	44		24	55%	10	23%	10	23%
Schools - Online Trading & Investment	4,783	2,018	17		4	24%	13	76%	0	0%
Schools - Private	32,809	723	37		27	73%	6	16%	4	11%
Schools - Surgical 1st Assistant	201 393	4.260 3.868	0	3,953 3,953	0	0%	0	0%	0	0%
Schools – Insurance Adiuster Training Scientific Apparatus & Instruments	393	3,868 2,328	21		19	0% 90%	2	0% 10%	0	0%
Scientists	1,376	3,006	21	3,202	19	100%	2	0%	0	0%
Scientists - Pharmaceutical	53	4,729	<u> </u>		<u> </u>	0%	, s	0%	0	0%
Scooters - Medical	8,249	1,586	30	5,233	24	80%	6	20%	n	0%
Scooters - Repair	1,405	2,985	9		6	67%	2	22%	1	11%
Scoreboards	1,405	2,985	1	3,483	1	100%	0	0%	0	0%
Scrap Metals	16.849	1.102	23	1,629	12	52%	10	43%	1	4%
Scrap Rubber	473	3,772	0	5,755	0	0%	0	0%	0	0%
Scrapbooking	3,876	2,171	19		8	42%	11	58%	0	0%
Screen Enclosures	44.733	585	74		52	70%	19	26%	3	4%
Screen Manufacturers Equipment & Supplies	1.473 45.733	2.936 574		3.202 540	73	100%	0 111	0%	<u> </u>	3%
Screen Printing Screen Printing - Equipment & Supplies	45,/33 1.932	5/4 2,697	190	540 3,483	/3	38% 100%	111	58% 0%	6	0%
Screen Repair Screen Repair	20.043	2,697 992	44		21	48%	21	48%	2	5%
Screening & Sifting Equipment	20.043	4,093		3,483	1	100%	21	0%	2	0%
Screening - Background & Employment	83,532	353	189	543	155	82%	33	17%	1	1%
Screening - Tenant	21,656	940	134	666	129	96%	5	4%	0	0%
Screens - Decorative	1.450	2,954	6	2,550	3	50%	3	50%	0	0%
Screens - Door & Window	40,366	628	73	982	55	75%	17	23%	1	1%
Screens - Security Door	1,446	2,958	1	3,483	1	100%	0	0%	0	0%
Screens - Windows	2.066	2,650	4	2.821	2	50%	2	50%	0	0%
Screw Machine Products	940	3.287	<u> </u>	3,953	0	0%	0	0%	0	0%
Screw Machines & Equipment	65 231	4,674 4,187	0	3,953 3,953	0	0% 0%	<u> </u>	0% 0%	0	0%
Screws Sculptors	790	3,437	<u>U</u>	2,667	0	0%	0	100%	0	0%
Sculptors Equipment & Supplies	22	4,902		3,483	1	100%	7	0%	0	0%
Seal Coating	53,641	506	109		54	50%	54	50%	1	1%
Sealing - Pavement	10,592	1,419	36	1,354	20	56%	13	36%	3	8%
Seals - Notary & Corporation	15,591	1,156	28	1,502	24	86%	4	14%	0	0%
Seals - O-Ring	311	4,006	2	3,202	0	0%	2	100%	0	0%
Seals - Oil, Grease	459	3,788	0	3,333	0	0%	0	0%	0	0%
Seals - Security	366	3.916	0		0	0%	0	0%	0	0%
Search Engine Marketing	8,285	1,582	77		39	51%	37	48%	1	1%
Search Engine Optimization Services	35,316 163,960	683	69 583		37 515	54%	28 61	41%	4	6%
Searchers of Records Seat Belts	163,960	188 2.981	583	242 2,550	515	88% 67%	61	10% 33%	/	0%
Seating Companies	1.408 897	2,981 3,332	<u> </u>	2,550 3,953	0	0%	2	33% 0%	0	0%
Second Hand Stores	5,112	1,966	37		23	62%	13	35%	1	3%
Secret Shopper	56.919	478	42		11	26%	20	48%	11	26%
Security Cameras	15.817	1.143	66		34	52%	30	45%	2	3%
Security Control Equipment & System Monitors	415,481	62	2,423	71	2,179	90%	209	9%	35	1%
Security Guard & Patrol Service	109,776	272	76		42	55%	29	38%	5	7%
Security Systems Consultants	67.834	424	317		264	83%	46		7	2%
Seed Cleaning Equipment	316	3.993	0	3,953	0	0%	0	0%	0	0%
Seeding	915	3,319	2	3,202	1	50%		50%	0	7%
Seeds & Bulbs - Retail	11,372 2,063	1,378 2,652	<u>27</u>	1,533 2,550	12	44%	13	48% 17%	2	0%
Seeds & Bulbs - Wholesale Seismic Retrofit	2,063	2,652 3,857	<u>6</u>		5	83% 0%	1	17% 0%	0	0%
Seismograph Equipment & Supplies	17	4,934	0		0	0%	<u> </u>	0%	0	0%
Seismograph Service	33	4,934	<u>U</u>	3,953	0	0%	0	0%	0	0%
Self Defense	5,993	1,826	25	1,569	13	52%	12	48%	n	0%
Self Defense Devices	7,235	1,686	39	1,307	12	31%	26	67%	1	3%
SemiConductor Devices	2,457	2,526	18	1,793	17	94%	1	6%	0	0%
Seminar Marketing	3.067	2.353	9		6	67%	3	33%	0	0%
Seminars & Training - Wealth Building & Real Estate Results not	43,381	597	39	1,307	29	74%	10	26%	0	1
Substantiated				,		-	10		0	0%
Seminars & Training – Wealth Building & Real Estate	9,744 23,111	1.477	41	1.279 1.697	33	80%	8	20%	0	0%
		897	21	1 607	18	86%	. 3	14%	0	0%
Senior Care Information and Resources							'		=	000
	23.111 15,124 26,213	1,175 819	7 29	2,432	4 20	57% 69%	3	43% 31%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Senior Move Manager	1,857	2,729	5	2,667	4	80%	1	20%	0	0%
Seniors Movina & Delivery Services	1.258	3.081	2	3.202	1	50%	1	50%	0	0%
Separators	25 98,449	4.883	0	3.953	0 108	0%	0 50	0%	0	0% 1%
Septic Tanks & Systems Cleaning Septic Tanks & Systems Contractors & Dealers	130,849	302 237	160 178	591 560	108	68% 72%	50 47	31% 26%	2	1%
Septic Tanks & Systems Wholesale & Manufacturers	2,119	2,631		2.667	3	60%	2	40%	0	0%
Septic Tanks - Treatment Supplies	9,171	1,527	48	1,197	43	90%	4	8%	1	2%
Service Animals - Dogs	10,024	1,463	20		9	45%	8	40%	3	15%
Service Animals - Training	1.252	3.084	6			67%	2	33%	17	0%
Service Stations - Gasoline & Oil Services - General	81.276 109.963	361 271	760 521	198 260	420 257	55% 49%	323 249	43% 48%	1/	2% 3%
ServiceStation Equipment	1,815	2,749	521	2,667	237	40%	3	60%	0	0%
ServiceStation Supplies	219	4.214	0	3,953	0	0%	Ō	0%	Ō	0%
Sewage Disposal Systems	3,960	2,156	43		36		7	16%	0	0%
Sewage Treatment Equipment	524	3,705	2	3,202	0	0%	2	100%	0	0% 0%
Sewer Cleaner Vacuum Service Sewer Cleaning Equipment & Supplies	116 1.307	4.488 3.050		3.483 3.483	0	0% 0%		100% 100%	0	0%
Sewer Contractors	34,101	701	56		37	66%	19	34%	0	0%
Sewer Inspection	2,159	2,611	3	2,973	2	67%	1	33%	0	0%
Sewer Pipe	389	3.877	1	3,483	1	100%	0	0%	0	0%
Sewing Contractors	4.399	2,088	11	2.126 2.973	7	64%	4	36%	Ŏ	0% 0%
Sewing Instruction Sewing Machines - Dealers	979 19,012	3,254 1,016	<u>3</u> 49		1 33	33% 67%	2	67% 27%	0	6%
Sewing Machines - Dealers Sewing Machines - Industrial & Commercial	19,012	3,419	1	3,483	33	0%	1.3	100%	<u> </u>	0%
Sewing Machines - Service & Repair	6,259	1,798	17	1,812	12	71%	4	24%	1	6%
Sewing Machines - Supplies & Parts	2,757	2,441	46	1,217	13	28%	33	72%	0	0%
Sewing Machines - Wholesale & Manufacturers	837	3.384	- 11	2,120	10	91%	1	9%	0	0% 0%
Shade Sails Shafting	185	4,300 5,034	1	3.483 3.953	1	100% 0%	0	0% 0%	0	0%
Sharpening Service	5,461	1,910	12		9	67%	4	33%	0	0%
Shavers - Electric	1.194	3,122	5	2,667	4	80%	1	20%	0	0%
Shavers - Electric Repair	540	3,679	0	3,953	0	0%	0	0%	0	0%
Shears & Scissors	2,015	2,672	12		9	75%	3	25%	0	0%
Sheepskin Specialties Sheet Metal Equipment & Supplies	727 4.138	3,493 2,134	0 4	3,953 2,821	0	0% 50%	0	0% 25%	0	0% 25%
Sheet Metal Work	4.138 23,173	2,134 895	22		16	73%	1	25%		0%
Shells - Marine	276	4,082	2	3,202	2	100%	0	0%	0	0%
Shelving	5.124	1,962	13	2,005	5	38%	8	62%	Ō	0%
Shielding - Magnetic, Electrostatic	166	4.353	0	3.953	0	0%	0	0%	0	0%
Shims	17	4,934	0	3,953 2,550	0	0%	0	0% 17%	0	0% 0%
Shingles Ship Brokers	1,329 572	3,040 3,646	2	3,202		83% 50%	1	50%	0	0%
Ship Builders & Repair	995	3,239	0	3,953	0	0%	0	0%	0	0%
Ship Chandlers	93	4,557	0	3,953	0	0%	0	0%	0	0%
Ship Cleaning	1	5,127	0		0	0%	0	0%	0	0%
Ship Registers	1	5.127	0	3.953	0	0%	0	0%	0	0%
Ship Wreckers Shipping Masters	30 21,693	4,853 938	0 129		60	0% 47%	67	0% 52%	- 0	0% 2%
Shipping Room Supplies	5,162	1,954	12		8	67%	4	33%	0	0%
Shirts - Custom Made	26,420	814	497	272	261		231	46%	5	1%
Shirts - Wholesale & Manufacturers	2,458	2,525	7	2,432	6	86%	1	14%	0	0%
Shock Absorbers	322	3,985	2	3,202	2	100%	0	0%	0	0% 0%
Shoe Dvers Shoe Findings & Supplies	24 981	4.893 3.253	1	3,953 3,483	0	0% 0%	0	0% 100%	0	0%
Shoe Laces	70	4,653	0	3,463	0	0%	0	0%	0	0%
Shoe Machinery	72	4.643	0	3.953	0	0%	0	0%	0	0%
Shoe Manufacturers Supplies	626	3,590	4	2.821	4	100%	0	0%	0	0%
Shoe Repair	16,142	1,131	161		72		75	47%	14	9% 0%
Shoe Shining Shoe Trees	460 154	3,785 4,390	3	2,973 3,953	0	0% 0%	3	100%	0	0%
Shoes - Custom Made	6.817	1.734	53	1,147	10	19%	42	79%	1	2%
Shoes - Orthopedic	24,021	876	71	993	51	72%	18	25%		3%
Shoes - Retail	173,825	175	1,665	99	1,206	72%	409	25%	50	3%
Shoes - Wholesale & Manufacturers	10.761	1.411	139	651	129		9	6%	1	1%
Shoplifting Prevention Devices Shoppers News Publications	168 5,979	4,346 1,827	3 11	2,973 2,126	10	67% 91%	1	33% 9%	0	0% 0%
Shopping Carts & Baskets	283	4.061	11		10	0%	U	0%	0	0%
Shopping Centers & Malls	7.840	1.638	27	1.533	15	56%	10	37%	2	7%
Shopping Service - Personal	12,230	1,327	116		40	34%	75	65%	1	1%
Shopping Service - Protective, Comparative	37,795	654	56		53	95%	3	5%	0	0%
Shoring Shoring Contractors	492	3.741	0		Ō	0%	0	0%	Ŏ	0%
Shoring Contractors Shortening	882	3,344 5,105	2	3,202 3,953	1	50% 0%	1	50% 0%	0	0% 0%
Shot Peening	80	4,598	<u> </u>	3,953	0	0%	0	0%	0	0%
Shovels - Power	16	4,939	0	3.953	0	0%	0	0%		0%
Show Cases	342	3,948	2	3,202	0	0%	2	100%	0	0%
Shower Curtains - Wholesale & Manufacturers	81	4,595	0	3,953	0	0%	0	0%	0	0%
Shower Doors & Enclosures	27,588	795	59	1.093	38	64%	16	27%	5	8%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Shower Pan Replacement	360	3,926	0	3,953	0	0%	0	0%	Pursue	0%
Shredding Services	4.097	2,141	3	2,973	3	100%	0	0%	0	0%
Shuffleboards	59	4,702	0	3.953	0	0%	0	0%	0	0%
Shutters	74,717	388	116	751	69	59%	44	38%	3	3%
Shuttle Bus	11,537	1,369	63		27	43%	34	54%	2	2 3%
Siding Cleaning	779	3.448	3	2.973	3	100%		0%	0) 0%
Siding Contractors	331,326	81	498		390	78%	94	19%	14	3%
Siding Materials Sightseeing Tours	8,131 28,244	1,611 788	164	2,260 578	81	78% 49%	2 83	22% 51%	<u>U</u>	0 0%
Signals	164	4,362	104		01	0%	0.0	0%	<u> </u>	0%
Signs	92.229	323	244		121	50%	119	49%	4	1 2%
Signs - Digital	3,213	2,323	14	1,945	4	29%	10	71%	0	0%
Signs - Equipment & Supplies	2,758	2,440	5	2.667	3	60%	2	40%	0	0%
Signs - Erectors & Hangers	869	3,358	1	3,483	0	0%	1	100%	0	0%
Signs - Exit Signs	330	3,967	0	3,953	0	0%	0	0%	0	0%
Signs - Maintenance & Repair	1.179 2.811	3.137 2.418	<u>3</u> 28	2.973		33%	2	67%	0	0%
Signs - Neon Signs - Photoluminescent	2,811	2,418 4,676	28	1.502 3,483		21% 0%	22	79% 100%	0	0 0%
Silage Covering	111	4,505			<u> </u>	0%	1	0%	0	0 0%
Silicones	223	4,197	3	2,973	0	0%	3	100%	0	0%
Silks - Wholesale & Manufacturers	237	4,171	2	3,202	0	0%	2	100%	0	0%
Silversmiths & Goldsmiths	1,057	3,202	4	2,821	2	50%	2	50%	0	0%
Silverware	1,940	2,691	0	3,953	0	0%	0	0%	0	0%
Silverware Clean, Repair & Replate	385	3.881	2	3.202	2	100%	0	0%	0) 0%
Singing Telegrams	276	4,082	1	3,483	0	0%	0	0%	1	100%
Sink Manufacturers	876	3,352		2,432	4	57%	3	43%	0	0%
Sirens & Horns	241	4.165	212	2,550 493	3	50%	3	50%	0	0%
Sitting Services Skate Sharpening	20.060 189	4,290	212	3,202	212	100% 0%	0	0% 100%	0	0%
Skateboard Parks & Rinks	873	3,355	<u>2</u> 8		5	63%	3	38%	0	0 0%
Skateboards & Equipment	9,222	1.522	94		30	32%	62	66%	2	2%
Skating Equipment & Supplies	1,545	2,892	7	2,432	4	57%	3	43%	0	0%
Skating Instruction	287	4,055	3	2,973	2	67%	1	33%	0	0%
Skating Rinks	3,833	2,179	19		13	68%	6	32%	0	0%
Skating Rinks - Installation, Equipment & Supplies	130	4,450	0	3.953	0	0%	0	0%	0) 0%
Ski Centers & Resorts	1,769	2,778	46		36	78%	10	22%	0	0%
Ski Equipment - Repair Ski Equipment - Retail	364 5,590	3,920 1,892	<u>3</u> 24	2,973 1,596	15	67% 63%	1	33% 38%	<u> </u>	0 0%
Ski Equipment - Wholesale & Manufacturers	200	4,263		3,483	13	100%	0	38% 0%	<u> </u>	0%
Ski Equipment Rental	691	3,524	3	2,973	i	33%	2	67%	0	0%
Ski Instruction	188	4,296	2	3,202	2	100%	0	0%	0	0%
Ski Lift Equipment	25	4.883	0	3.953	0	0%	0	0%	0	0%
Ski Tours	263	4,111	1	3,483	0	0%	1	100%	0	0%
Skin Care	263,124	110	3,859	37	2,625	68%	1,151	30%	83	
Skip Tracing	6,259	1,798	13 21		10	77%	3	23%	0	0%
Sky Diving	2,285 11,782	2,570 1,352	21 11		10	33% 91%	12	57% 9%	2	10%
Skylights Skylights - Distributors	580	3,642	11	2,126 2,973	10	100%	1	0%	0	0 0%
Slate	397	3,862	1	3,483	1	100%	0	0%	0	0%
Sleep Disorders - Sleep Apnea	5,970	1,831	28	1,502	9	32%	19	68%	0	0%
Sleep Disorders - Snoring	4,681	2,034	24	1,596	19	79%	5	21%	0	0%
Slicing Machines	13	4,973	0		0	0%	0	0%	0	0%
Slides & Film Strips	249	4.143	0		0	0%	0	0%	0	0%
Slings	139	4,426	0	3,953	0	0%	0	0%	0	0%
Slip Covers	1,329	3,040 4.123	8	2,348 3,483	3	38%	5	63%	0	0%
Slippers - Wholesale & Manufacturers Small Engine Repair	258 36,586	4.123 665	114		65	100% 57%	48	0% 42%	1	1%
Smart Phone Software Support	894	3,334	13		5	38%		46%	2	15%
Smelters & Refiners - Base Metals	364	3,920	2	3,202	1	50%	0	0%	1	50%
Smelters & Refiners - Precious Metals	4.916	1,989	3	2.973	2	67%	1	33%	0	0%
Smelters & Refiners Equipment & Supplies	368	3.911	0	3.953	0	0%	0	0%	0	0%
Smoke Abatement Equipment	103	4,519	0	3,953	0	0%	0	0%	0	0%
Smoke Detectors & Alarms	2,707	2,453	6	2,550	6	100%	0	0%	0	0%
Smoke Odor Counteracting Service	185	4,300	0	3.953	0	100%	0	0%	0	0%
Smoke Stacks Smokers Information & Treatment	85 5,917	4,582 1,842	<u>1</u> 29	3,483 1,478	24	100% 83%	0	0% 17%	0	0%
Snow Making Machines	5,917	1,842 4,973	29 0		<u>24</u> 0	83% 0%	5 0	0%	<u>U</u>	0 0%
Snow Melting Systems	206	4,245	0	3,953	0	0%	0	0%		0%
Snow Removal Equipment	2,039	2,661	7	2,432	7	100%	0	0%	0	0%
Snow Removal Service	48,484	549	147		70		59	40%	18	12%
Snow Removal Service - Commercial	3.659	2.213	9	2,260	7	78%	2	22%	0	0%
Snow Removal Service - Roof	412	3,841	0	3,953	0	0%	0	0%	0	0%
Snowmobile Tours	29	4,857	1	3,483	1	100%	0	0%	0	0%
Snowmobiles	7.188	1,692	78		67	86%	11	14%	0	0%
Soap Dispensers	98	4.539		3.483	0	0%		100%	0) 0%
Soaps & Detergents	5,137 3,995	1,959	15		10 13	67%	5	33%	0	0%
Soccer Clubs Social Security Services	3,995 48,381	2,154 551	30 41		13 38	43% 93%	1/	57% 7%	0	0%
	48.381	551	41	1.2/9	38	93%	31	/%	0	/I U%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Social Service Organizations	13,584	1,245	18	1,793	12	67%	6	33%	0	0%
Social Workers	4.913	1.990	12		8	67%	2	17%	2	17%
Sod & Sodding Service	24,974	851	62	1.069	40	65%	21	34%	1	2%
Soda Fountain Equipment Soda Fountain Equipment - Repairing	868 108	3,361 4,509	3	2,973 3,953	0	0% 0%	3	100% 0%	0	0%
Soda Fountain Equipment - Repairing Soda Fountain Shops	200	4,509	0	3,953	0	0%	0	0%	<u> </u>	0%
Soda Fountain Supplies	207	4,243	4		2	50%	2	50%	0	0%
Soffit & Fascia	1,586	2,858	0	3,953	0	0%	0	0%	0	0%
Soil Conditioners	663	3,555	2	3,202	2	100%	0	0%	0	0%
Soil Conservation Service Soil Solidification	594 412	3.629 3.841	0	3.953 3.483	0	0% 0%	0	0% 100%	0	0%
Soil Testing	1,473	2,936	3	2,973	3	100%		0%	0	0 0%
Solar Energy Equipment & Systems Dealers	152,727	206	491		400	81%	80	16%	11	2%
Solar Energy Equipment & Systems Manufacturing & Distribution	15,731	1,148	41	1,279	35	85%	6	15%	0	0%
Solar Energy Equipment & Systems Supplies & Parts	8,592	1,565	16	1,852	6	38%	10	63%	0	0%
Solar Energy Products - Retail	35.395 17.972	679 1.056	80 51		58 30	73% 59%	21	26% 41%	1	1%
Solar Energy Products Service & Repair Solar Energy Research & Development	17.972 4.508	2,069	51	1.167 2.973	30	100%	21	41% 0%	<u>U</u>	0 0%
Solar Energy Nescarch & Development Solar Energy System Design & Installation	165,505	184	516		466	90%	36	7%	14	
Solar Panel Cleaning	1.036	3.213	0	3.953	0	0%	0	0%	0	0%
Solder	5	5.060	0	3.953	0	0%	0	0%	0) 0%
Soldering Equipment	116	4,488	0	3,953	. 0	0%	0	0%	0	0%
Soliciting Organizations	18,509 191	1,032	23	1,629 3,953	11 0	48%	8	35%	4	17%
Solvents Solvents - Reclaiming	191	4.284 5,060	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Sorting Equipment	622	3,596	0	3,953	0	0%	0	0%	0	0 0%
Sound Control Structures & Equipment	379	3.890	1	3.483	1	100%	0	0%	0	0%
Sound Effect Records	2.537	2,500	3	2.973	1	33%	2	67%	0	0%
Sound Level Testing - Industrial	60	4,697	0	3,953	0	0%	0	0%	0	0%
Sound Systems & Equipment	19,821	997	101		71	70%	30	30%	0	0%
Soundproofing Souvenir Milk Caps	619 316	3.600 3.993	5	2,667 2,973	2	100% 100%	0	0% 0%	<u>U</u>	0 0%
Souvenir Filik Caps Souvenirs - Retail	3,033	2,363	37		30	81%	7	19%	0	0%
Souvenirs - Wholesale & Manufacturers	400	3,859	0	3,953	0	0%	0	0%	0	0%
Sov Bean Products	364	3.920	1	3.483	1	100%	0	0%	0) 0%
Spark Plugs	23	4,899	0	3,953	0	0%	0	0%	0	0%
Spas & Hot Tubs - Dealers	96,608 23,540	313 888	313 48	378 1,197	252 41	81%	54	17%	7	7 2% 2 4%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing Spas & Hot Tubs - Service & Repair	30.098	763	48 77	947	36	85% 47%	37	10% 48%		1 5%
Spas & Hot Tubs - Service & Rebail Spas & Hot Tubs - Supplies & Parts	12,123	1,334	47		31	66%	12	26%	4	1 9%
Speakers - Rebuild & Repair	2,122	2,630	5		3	60%	2	40%	0	0%
Speakers - Wholesale & Manufacturers	986	3.246	17		- 11	65%	6	35%	0) 0%
Speech & Language Pathologists	6,776	1,738	14		11	79%	3	21%	0	0%
Speech Aid Devices Speed Reducers	121 76	4,474 4,621	2	3,202 3,953	2	100% 0%	0	0% 0%	<u> </u>	0%
Speedometers Speedometers	4.813	2,011	5	2,667	1	20%	3	60%	1	20%
Sperm Banks	3,214	2,322	3	2,973	3	100%	0	0%	0	0%
Spices	5,962	1,832	32	1,421	6	19%	25	78%	1	3%
Spill Control Equipment & Materials	227	4.193	1	3.483	1	100%	0	0%	0	0%
Spill Control Service	16	4.939 4.505	0	3.953 3.483	0	0%	0	0%	0	0%
Spinologists Spiritualists	111 3.190	4,505 2,327	19		10	0% 53%	1 7	100% 37%	<u> </u>	2 11%
Spools	429	3,823	5	2,667	3	60%	2	40%	- 2	0%
Sport Fishing	876	3,352	3	2,973	3	100%	0	0%	0	0%
Sporting Goods - Repair	2,919	2,386	13	2,005	6	46%	6	46%	1	8%
Sporting Goods - Retail	195.939	159	1.331	127	1.128	85%	190	14%	13	3 1%
Sporting Goods - Wholesale & Manufacturers Sports & Recreation	15.132 19,518	1,173 1,002	84 290	906 397	61 136	73% 47%	23 148	27% 51%	0	0%
Sports & Recreation Sports Bar	7,926	1,002	38		156	39%	23	61%	n b	0 0%
Sports Hospitality	989	3.245	2	3,202	2	100%	0	0%	0	0%
Sports Memorabilia	10.134	1.456	56	1.120	21	38%	25	45%	10	18%
Sports Promoters & Managers	10,219	1,450	38		25	66%	11	29%	2	2 5%
Sportswear - Retail	57,605	475	892		512	57%	351	39%	29	3%
Sportswear - Wholesale & Manufacturers Spray On Siding	6.381 498	1.783 3,732	43	1.257 3,483	38	88% 100%	5	12% 0%	0	0%
Spraying Equipment	1,200	3,732	4	2,821	1	25%	3	75%	0	0 0%
Spraying Equipment - Renting	487	3.750	6	2,550	1	17%	5	83%	0	0%
Springs - Automotive - Sales & Service	4.167	2,127	12		7	58%	5	42%	0) 0%
Springs - Coil, Flat - Distributors & Manufacturing	1,147	3,157	0	3,953	0	0%	0	0%	0	0%
Sprinkler Supervisory Service	4,137	2,135	4	2,021	2	50%	1	25%	1	25%
Sprinklers - Automatic - Fire Sprockets	18.202	1.045 5,075	10 0	2,190 3,953	8	80% 0%	2	20% 0%	0	0 0%
Square Dance Apparel	69	4,656	0	3,953	0	0%	0	0%	0	0 0%
Squash Courts - Private	95	4,550	. 0	3.953	Ů	0%	0	0%	0	0%
Stabilizers	113	4,500	0	3.953	0	0%	0	0%	0	0%
Stables	8,627	1,564	15		9	60%	6	40%	0	0%
Stadiums, Arenas & Athletic Fields	4,162 19.501	2,129 1 004	65 25	1,044 1,569	43	66%	22 10	34%	0	0%
Staffing - Technical	19.501	1.004	25	1,569	14	56%	101	40%	1	. 4%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Stair Builders	11,117	1,391	16	1,852	8	50%	7	44%		6%
Stair Lifts	16.146	1.130	24		21	88%	3	13%	0	0%
Stair Treads	650	3.567	0	3.953	0	0%	0	0%	0	0%
Stakes	14	4,965	0	3,953	0	0%	0	0%	0	0%
Stamp Machines	42	4,780 5,016	0	3,953 3,483	0	0%	0	0% 0%	0	0%
Stamp Pads Stamps - Collecting Supplies	130	4,450	-	3,483	- 1	100% 100%	0	0%	<u> </u>	0 0%
Stamps - Collectors	11,038	1,396	16		12	75%	4	25%	0	0%
Staples, Staplers & Tackers	73	4,637	0	3,953	0	0%	0	0%	0	0%
Starters - Engine	642	3,574	1	3,483	1	100%	0	0%	0	0%
State Fairs	324	3,978	3	2,973	3	100%	0	0%	0	0%
Static Controls	84	4,588	0	3,953	0	0%	0	0%	0	0%
Stationers - Retail	2,746	2,444	14		8	57%	6	43%	0	0%
Stationery - Wholesale & Manufacturers	1,551	2,884	17		5	29% 0%	12	71% 100%	0	0%
Statistical Service Statuary	990 725	3,243 3,495	2	3,202 3,953	0	0%	2	0%	0	0 0%
Steam Bath Equipment & Supplies	1.710	2,795	6	2,550	1	17%	5	83%	<u> </u>	0%
Steam Cleaning - Automotive	99	4,535	0		0	0%	0	0%	0	0%
Steam Cleaning - Industrial	2,066	2,650	8		7	88%	1	13%	0	0%
Steam Cleaning Equipment	3.028	2,364	40		17	43%	23	58%	0) 0%
Steam Specialties	205	4.246	1	3,483	1	100%	0	0%	0) 0%
Steam Traps	71	4,648	0	3,953	0	0%	0	0%	0	0%
Steamship Agencies	277	4,078	1	3,483	1	100%	0	0%	0	0%
Steamship Companies Steel & Brass Stamps	687	3.529 5,026	5	2,667 2,667	5	100% 40%	0	0% 60%	0	0%
Steel - Used	105	4,514		3,953		0%	3 0	0%	<u>U</u>	0 0%
Steel Detailers - Structural	4,370	2,093	2	3,202	1	50%	1	50%	0	0%
Steel Distributors & Warehouses	10.044	1,462	4	2,821	4	100%		0%	0	0%
Steel Erectors	17,123	1,089	9	2,260	6	67%	3	33%	0	0%
Steel Fabricators	40,379	627	31		17	55%	13	42%	1	3%
Steel Mills	1.471	2,938	2	3.202	1	50%	1	50%	0	0%
Steel Processing	3,785	2,187	0	3,953	0	0%	0	0%	0	0 0%
Steel Processing & Fabricating Equipment Steeple Jacks	846 341	3,370 3,949	0	3,953 3,953	0	0% 0%	0	0% 0%	<u> </u>	0%
Steeples & Spires	38	4,808	0	3,953	0	0%	0	0%	0	0%
Steering Systems & Equipment	904	3,325	2	3,202	2	100%	0	0%	0	0%
Stem cell nutrition	1,212	3,110	1	3,483	0	0%	1	100%	0	0%
Stencil Cutting Machines	19	4.919	0	3.953	0	0%	0	0%	0	0%
Stencils & Stencil Supplies	193	4.277	1	3.483	1	100%	0	0%	0	0%
Stenographers - Public	603	3,615	0	3,953	0	0%	0	0%	0	0%
Stenographic Machines & Supplies	95 90	4,550	0	3,953	0	0%	0	0%	0	0 0%
Sterilizing Apparatus Sterilizing Service	90 104	4,567 4,516	0	3.953 3,953	0	0% 0%	0	0% 0%	0	0 0%
Stevedoring Contractors	137	4,316	0	3,953	0	0%	0	0%	0	0 0%
Stock & Bond Brokers	20,445	981	77		58	75%	17	22%	2	3%
Stock & Bond Transfer Agents	16,002	1,136	33		29	88%	4	12%	0	0%
Stock Certificates	2,797	2,420	23		1	4%	17	74%	5	22%
Stock Exchanges	1,477	2,933	9	2,260	6	67%	3	33%	0	0%
Stock Ouotation Boards & Systems	1.492	2,925	5	2.667	4	80%	1	20%	0	0%
Stock Yards	235	4.175	0		0	0%	0	0%	0	0%
Stone - Cast Stone - Crushed	2,688 1.787	2,459 2,763	2	3,202 2,667	0	0% 100%	2	100%	0	0%
Stone - Crusned Stone - Natural	25.059	2,763	40		32	80%	0	20%	<u> </u>	0%
Stone Cutters	2,374	2,545	10	2,190	32	40%	6	60%	0	0%
Stone Setting	14,237	1,222	34	1,393	12	35%	22	65%	0	0%
Stone Setting - Interlocking Pavers	33,986	702	64	1.052	33	52%	27	42%	4	1 6%
Stone Slinger	15	4.949	0	3.953	0	0%	0	0%	0) 0%
Stools	184	4,304	1	3,483	0	0%	1	100%	0	0%
Storage - Data	6,890	1,728	235		85	36%	149	63%	1	0%
Storage - Liquid & Bulk	1,590 104,067	2,854 290	1.778	2.550 94	1,552	33% 87%	4 220	67%	0	0 0%
Storage Units - Household & Commercial Storage Units - Portable	104.067 5,707	290 1,874	1.//8		1.552	87% 63%	220	12% 36%	6	2%
Store Fixtures	3,319	2,299	50	2,667	33	60%	20	40%		0%
Store Fixtures - Used	49	4,748	1	3,483	1	100%		0%		0%
Store Fronts	2,373	2,546	- 6	2,550	4	67%	2	33%	0	0%
Storm Shelters	22,492	919	24	1,596	17	71%	7	29%	0	0%
Storm Windows & Doors	32,916	720	105		90	86%	11	10%	4	4%
Storm Windows & Doors - Repair	5.702	1.875	17		5	29%		41%	5	29%
Stoves - Wood, Coal	26,210	820 5.105	76 0		52 0	68% 0%	22	29% 0%	2	3%
Strainers - Wholesale & Manufacturers Strapping & Strapping Equipment	203	5,105 4,251	0	3,333	0	0%	0	0%		0%
Stradding & Stradding Edulament Street Cleaning	829	4,251 3,392	U 0	3,953	0	0%	0 0	0%	<u>U</u>	0 0%
Street Cleaning Equipment	161	4,368	1	3,483	1	100%	0	0%		0%
Street Lighting Standards & Equipment	318	3.991	0	3,953	. 0	0%	0	0%	0	0%
Stress Relief Equipment & Supplies - Industrial	130	4,450	0	3,953	0	0%	0	0%	0	0%
Strippers - Mechanical	10	4,999	0	3,953	0	0%	0	0%	0	0%
Structural Imaging	41	4,788	0	3,953	0	0%	0	0%	0	0%
Structural Integration	1.855	2,733	1	3.483	1	100%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Structural Support - Underground	475	3,766	n	3,953	0	0%	0	0%		0%
Stucco & Exterior Coating Contractors	63.043	448	66		40	61%	24	36%	2	3%
Stucco Manufacturers & Distributors	621	3.599	0	3.953	0	0%	0	0%	0	0%
Student Exchange Programs	10,913	1,402	3	2,973	2	67%	1	33%	0	0%
Student Housing	8,169	1,603	66		46	70%	20	30%	0	0%
Studio Rental	1.292	3.059	10			30%	6	60%	1	10%
Stump Grinding	1,927	2,701	3	2,973	0	0%	3	100%	0	0%
Stump Removal & Grinding	9,156	1,528	19		5	26%	14	74%	0	0%
Sugar Brokers & Wholesalers	16	4.939	0	3.953 3.953	0	0%	0	0%	0	0% 0%
Suaar Refiners Suicide Prevention Service	65	4.674 5.034	0	3,953	0	0% 0%	0	0% 0%	0	0%
Suicide Prevention Service Suits - Custom Made	3,430	2,268	22		10	45%	11	50%	<u>U</u>	5%
Sump Pump Contractors	813	3,409			10	0%	11	0%	1	0%
Sundials	013	5,105	0	3,953	0	0%	0	0%	0	0%
Sundries Stores	1,169	3,141	10	2,190	5	50%	5	50%	0	0%
Sunglasses	27,597	794	312		207	66%	86	28%	19	6%
Sunroom & Solarium Design & Construction	29,739	768	88		49	56%	30	34%	9	10%
Support Groups	2,917	2,388	7	2,432	4	57%	3	43%	Ő	0%
Surface Plates	40	4,795	0	3,953	0	0%	0	0%	0	0%
Surfboards	1.993	2,677	8	2,348	5	63%	3	38%	0	0%
Surfing Instruction	465	3.780	2	3,202	1	50%	1	50%	0	0%
Surgical Appliances & Supplies	4,266	2,106	43		33	77%	10	23%	0	0%
Surgical Centers	8,354	1,579	32	1,421	19	59%	13	41%	0	0%
Surgical Instruments	2.880	2,395	5	2.667	3	60%	1	20%	1	20%
Surplus & Salvage Merchandise	21,882	934	57	1,107	33	58%	21	37%	3	5%
Surrogacy	4,201	2,122	3	2,973	3	100%	0	0%	0	0%
Surveillance Equipment, Sales & Service	8.226	1.592	52	1,135	39	75%	12	23%	1	2%
Surveying Instruments	1.130	3.164	1	3,483	1	100%	0	0%	<u> </u>	0%
Surveyors - Aerial	204	4,249	1	3,483	1	100%	0	0%	0	0%
Surveyors - Cargo	56	4,717	0	3,333	0	0%	0	0%	0	0% 3%
Surveyors - Land	109.613	273	90 123		55	61%	32	36%	3	2%
Survival Products & Supplies	15,131	1,174 5,142	123	715 3,483	84	68%	36	29%		0%
Swaqing Swan Shans	3,556	2,238	63	1,062	62	100%	0	0% 0%	<u>U</u>	2%
Swap Shops Sweaters	3,330	2,238 4,776	0.3	3,953	62	98% 0%	0	0%	1	0%
Sweaters - Trimming Service	15	4,776	0	3,953	0	0%	0	0%	<u>U</u>	0%
Sweepers - Power	675	3,545	0	3,953	0	0%	0	0%	0	0%
Sweeping Compounds	1	5,127	Ů	3,953	0	0%	0	0%	0	0%
Sweeping Service - Power	2,153	2,615	0	3,953	0	0%	0	0%	0	0%
Sweepstakes	80,813	363	168		118	70%	34	20%	16	10%
Swim Spas	660	3,560	1	3,483	0	0%	1	100%	0	0%
Swimming Instruction	6.751	1,745	46		31	67%	14	30%	1	2%
Swimming Pool Contractors, Dealers, Design	822,422	34	1,595	105	1,231	77%	331	21%	33	2%
Swimming Pool Cover Sales & Service	5,127	1,961	14		10	71%	4	29%	0	0%
Swimming Pool Enclosures	15,094	1,176	35		25	71%	10	29%	0	0%
Swimming Pool Equipment & Supplies	91.213	328	402	324	280	70%	118	29%	4	1%
Swimming Pool Kits	355	3,930	2	3,202	1	50%	1	50%	0	0%
Swimming Pool Manufacturers & Distributors	14,451	1,209	236	450	231	98%	5	2%	0	0%
Swimming Pool Service & Repair	249.140	115	498	270	305	61%	182	37%	11	2%
Swimming Pools & Hot Tubs	18.775	1.024	89	871	71	80%	17	19%	1	1%
Swimming Pools - Leak Detection & Repair	3,339	2,290	8	2,348	3	38%		63%	0	0%
Swimming Pools - Maintenance	26,456	813	87		36	41%	46		5	6% 0%
Swimming Pools - Private	11.703	1,356 2,684	51		27	53%	24	47% 67%	0	11%
Swimming Pools - Public	1,964		9	2,260	2	22%	6		1	
Swimming Pools - Removal	817 5.212	3,403 1,947	0	3,953 2 973	0	0%	0	0%	0	0% 0%
Swimming Pools- Above Ground	12,981	1,947	106		61	100% 58%	42	0% 40%	0	3%
Swimwear & Accessories Switches - Electric	12,981 475	1,282 3,766	106		91	58% 0%	42	40% 0%	<u>3</u>	0%
Swords	3,623	2,218	17		4	24%	13	76%	0	0%
Synagogues	3,623	4,949	1/	3,483	1	100%	12	0%	0	0%
Syrups	392	3,870	1	3,463	n	0%	0	0%	0	0%
Systems & Software Testing	2,046	2,656	9	2,260	4	44%	5	56%	n	0%
T-Shirts	155,758	200	1,273	130	893	70%	336	26%	44	3%
Table Pads	3,587	2,226	10		5	50%	4	40%	1	10%
Table Suppliers	29	4,857	0	3,953	0	0%	0	0%	0	0%
Table Tennis Equipment	377	3,893	1	3,483	1	100%	0	0%	0	0%
Table Tennis Facilities	32	4,837	0	3.953	. 0	0%	0	0%	0	0%
Table Tops	665	3.552	1	3.483	1	100%	0	0%	0	0%
Tables - Folding	613	3,605	3	2,973	1	33%	2	67%	0	0%
Tags	1,924	2,702	9		6	67%	2	22%	1	11%
Tailoring Instruction	18	4.927	0	3.953	0	0%	0	0%	0	0%
Tailors	11,652	1,360	68		42	62%	26	38%	0	0%
Tailors Supplies	218	4,215	0	3,953	0	0%	0	0%	0	0%
Talent Listing Service	73,254	395	82	914	79	96%	1	1%	2	2%
Talent Representation	2.087	2.644	4		0	0%	3	75%	1	25%
Tank Cleaning	1,603	2,846	0	3,953	0	0%	0	0%	0	0%
Tank Heads	968	3,267	0	3,953	0	0%	0	0%	0	0%
Tank Lining & Coating	583	3.639	1	3,483	0	0%	1	100%	0	0%

Industry Classification	Inquiries	Dank by Travisi	Complete-t-	Rank by Complaints	Cmpls Settled	9/0	Cmpls Not Settled	%	Cmpls Unable To	
-		Rank by Inquiries	Complaints		Cmpis Settied	,0	Cmpis Not Settled		Pursue	9/
Tank Testing & Inspection Tanks - Concrete	2,498 373	2,513	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09 09
Tanks - Concrete Tanks - Fiber Glass, Plastic	1,570	2,871	2	3,933	2	100%	0	0%	0	0%
Tanks - Metal	1,662	2,813	0		Ō	0%	0	0%	Ö	0%
Tanks - Repair	1,553	2,882	3	2,973	1	33%	2	67%	0	0%
Tanks - Used	30	4.853 5,127	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0% 0%
Tanks - Wooden Tanners	467	3,127	<u>U</u>	2,973	0	0%	2	67%	1	33%
Tanners Equipment & Supplies	341	3,949	0	3,953	0	0%	0	0%	0	0%
Tanning Salons	33.310	715	590	241	343	58%	195	33%	52	9%
Tanning Salons Equipment & Supplies	5,051	1,977	13	2,005	5	38%	8	62%	0	0%
Tape Applying & Dispensing Machines	5 117	5,060 4,485	0	3,953 2,821	0	0% 25%	0	0% 75%	0	0% 0%
Tape Recorders Tape Recorders - Sound - Service & Repair	39	4,485	<u>4</u>	3,953	1	0%		0%	0	0%
Tape Recorders - Sound - Supplies & Parts	19	4,919	0		0	0%	0	0%	0	0%
Tapes	224	4.196	1	3.483	1	100%	0	0%	0	0%
Tapes - Adhesive-Dispensers	280	4.073	1	3,483	1	100%	0	0%	0	0%
Tapes - Industrial	289 62	4,051 4,687	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09
Tapes - Sound - Dealers Tapes - Sound - Wholesale & Manufacturers	97	4,687	<u> </u>	3,953	0	0%	0	0%	0	09
Tapestries	325	3,976	0	3.953	0	0%	0	0%	0	0%
Tariff Bureaus	2	5,105	0	3,953	0	0%	0	0%	0	0%
Tarps	2,697	2,456		2,432	6 97	86%	1	14%	0	0% 1%
Tattoos Tattoos - Removed	46.102 3,688	573 2,208	202 66		97 12	48% 18%	102 39	50% 59%	3	23%
Tax Reporting Service	12,384	1,315	38	1,326	19	50%	17	45%	2	5%
Tax Return Preparation	549,339	49	1.588	108	1.076	68%	460	29%	52	3%
Tax Return Preparation - OTR Truck Drivers	552	3.667	1	3.483	1	100%	0	0%	0	0%
Tax Software	5,931 272,301	1,840 105	36 627		29 543	81% 87%	7 79	19% 13%	0	09/ 19/
Taxes - Consultants & Representatives Taxes - Enrolled Agent	2/2,301 6,463	1,772	527	228 2,432	543	87% 86%		13%	5	09
Taxes - Negotiators	15,213	1,169	15	1,902	10	67%	5	33%	0	0%
Taxes - Property Tax Consultants	30,855	751	24	1,596	21	88%	3	13%	0	0%
Taxicabs	65,164	442	291		135	46%	141	48%	15	5%
Taxidermists	21.252 193	953 4,277	73 0	982 3,953	40	55% 0%	30	41% 0%	3	49/ 09/
Taxidermists Equipment & Supplies Tea - Manufacturer & Importer	986	3,246	7		2	29%	5	71%	0	09
Teachers Agencies	8.922	1.541	5	2,667	4	80%	1	20%	0	0%
Tear Gas	7	5.034	0	3.953	0	0%	0	0%	0	0%
Technical Manual Preparation	4,993	1,983	14		3	21%	10	71%	1	7% 0%
Technology - Litigation Support Teeth Whitening Services	3,273 22,657	2,306 914	24 175	1,596	143	17% 82%	20 30	83% 17%	0	19
Telecommunication Design	2,855	2,407	2	3,202	143	0%	2	100%	0	0%
Telecommunication Equipment & Systems Dealers	20,503	979	232	459	203	88%	27	12%	2	1%
Telecommunication Equipment & Systems Service & Repair	20,977	959	61		44	72%	16	26%	1	2%
Telecommunications Equipment - Disability	25.593 1,855	834 2,733	286	405 2,432	271	95%	15	5% 71%	0	0% 0%
Teleconference Service Telegrams - Novelty	1,855	4,443		3,483		29% 0%		100%	0	09
Telegraph Service	745	3,473	1	3,483	1	100%	0	0%	0	0%
Telemarketing Services	93.147	320	211	496	98	46%	81	38%	32	15%
Telemeter Equipment	31	4,846	0	3,953	0	0%	0	0%	0	0%
Telephone & Television Cable Contractors	16,342	1,121	82		57	70%	23	28%	2	29/ 09/
Telephone 900 Number Resellers Telephone Answering Equipment & Systems	253 6,226	4.138 1,804	13	3.202 2,005	10	50% 77%	1	50% 15%	0	89
Telephone Communications	612,605	44	32,533	2,303	32,280	99%	231	1%	22	0%
Telephone Equipment & Systems Dealers	48,989	546	656	216	520	79%	135	21%	1	0%
Telephone Equipment & Systems Service & Repair	16.258	1.125	83	911	39	47%	42	51%	2	2%
Telephone Equipment & Systems Supplies & Parts Telephone Equipment & Systems Wholesale & Manufacturing	1,580 1,493	2,864 2,921	<u>4</u>	2,821	2	50% 73%	2	50% 27%	0	0% 0%
Telephone Equipment & Systems Wholesale & Manufacturing Telephone Pre-Paid Card Sales & Distribution	1,493 34,430	2,921 696	1.544	2,126 112	1,465	73% 95%	3 75	27% 5%	<u>0</u>	0%
Telephone Service - Long Distance	47,274	558	248	434	173	70%	73 72	29%	3	1%
Telephone Solicitation Companies	4,172	2,126	8	2,348	0	0%	2	25%	6	75%
Telescopes	3,083	2,348	21	1,697	8	38%	13	62%	0	0%
Teletypewriters & Systems Teletypewriters Message Service	11 86	4,988 4,577	1	3.483 3,953	1	100% 0%	0	0% 0%	0	0% 0%
Teletypewriters Message Service Teletypewriters Supplies	1	4,5/7 5,127	<u>U</u>	3,953	0	0%	0	0%	0	09
Television & Radio - Dealers	25.754	830	160	591	87	54%	66	41%	7	4%
Television & Radio - Rent & Lease	114	4.497	3	2.973	1	33%	2	67%	0	0%
Television & Radio - Service & Repair	44,905	583	280	407	155	55%	109	39%	16	6%
Television & Radio Broadcast Schools	3,845	2,176 1.546	1 31	3,483	1 21	100%	0 10	0% 32%	0	09/ 09/
Television & Radio Parts - Retail Television & Radio Parts - Wholesale & Manufacturers	8.870 9.605	1,493	143	1.438 641	138	68% 97%	3	2%	2	19
Television - Cable, CATV & Satellite	264,009	109	29,642	3	29,233	99%	393	1%	16	0%
Television Home Shopping	40.220	633	802	193	795	99%	7	1%	0	0%
Television Program Distributors	4.255	2.109	31	1,438	24	77%	5	16%	2	69/ 09/
	4,104	2,140	/	2,432	2	29%	5	71%	0	
Television Program Producers Television Station Equipment	3,442	2,265	10	2,190	7	70%	2	30%	0	0%

Application		1		T	1		1				
Television Submits & Processor Contention	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
International Research Marterials	Television Stations & Broadcast Companies	24,548	860	133		92	69%	41	31%	0	0%
Second 1998	Television Svs & Equipment - Closed Circuit			6		2		3		1	17%
Total Control Control Control 1,000 1 1,000 1 1,000 1 1,000 1 1,000 1 1,000 1 1,000 1 1,000		293		3	2.973	3	100%	0		0	0%
Feat Note 1		301		0		0		0		0	0%
State	Tennis Court Englesures			2		1		1		0	0%
Sent Court Free				3		2		1		0	0%
Semis County 1.00				2		2		0		0	0%
Family Services (1975) 1, 50		209		1	3.483	0		1		0	0%
1015		1.887				11	92%	1	8%	0	0%
Table Standard 500 100 100 100 100 100 100 10						3		3		0	0%
Section Sect						6		4		0	0%
Terride Control 11.072	Terminals Diver & Marine			21				11	32-70	0	0%
Tear Common 17				23	1 629			4		0	0 0%
Ferror				0	3 953			0		0	0%
Transpect Continent & Squarters 2-6 4-77 0 3-55 0 6th 0 6th 0 0 0 1 1 1 1 1 1 1		437		0		0		0		0	0%
Technological Control of the Control	Terrazzo Equipment & Supplies		4,877	U		0		0	0%	0	0%
Total proposes	Test Publishers					106		6		4	3%
Select Comparation	Testing Apparatus			13		5		6		2	15%
Section Company 76 4,656 0 3,553 0 956 0 958 0				2	3,202	0		2		0	0%
Table (Passer) 10	Toytilo Engravore			0		0		0		0	0%
Testing High Suppliers 997 1,675 3 2,072 3 1,009% 0 0 0 0 0 0 0 0 0	Teytile Fihers			7		0		2		<u>U</u>	0%
Teacher Printing Engineers A. Stopless	Textile Mill Supplies			3			100%	0		0	0%
Treater Stape Fax Projugges 2,777 2,518 77 1,513 10 67% 6 30% 1 4 4 4 4 7 6 6 7 6 6 7 6 6 7 6 6	Textile Printing Equipment & Supplies			3		2	67%	1		0	0%
Treatment 1,125	Theater Stage Play Houses	2,477	2.519		1.533		67%	8		1	4%
The antique of the company of the	Theaters	10.828		213		137		75		1	0%
Theories & Suntaines	Theatrical & Stage Lighting Equipment			3		1		2		0	0%
Theorem Theo				7		3		4		0	0%
Theories Managers & Producers 72 3.45 1 3.46 1 100% 0 0 0 0 0 0 0 0 0		1.002		2	3,202	2		0	0%	0	0 0%
Theresential and Educational spoules 0.44 3.772 1 3.481 1 100% 0 0 % 0 0 % 0 0 % 0 0				1		1		0		0	0%
Thereap Rose				i		1		0		0	0%
Thermographs 143	Therapy Dogs			Ō		0		0		0	0%
Thermograph Fourment & Suroles	Thermal Remediation			0		0		0		0	0%
Thermonraphers 142 4.417 0 3.053 0 0.9% 0	Thermocouples		4,414	0	3,953	0		0		0	0%
Thermography - Infrared		13		1	3.483	1		0		0	0%
Thermonetes	Thermographers			0		0	0%	0	0%	0	
Thermostates				/				5		0	0 0%
Thread				3		2		1		0	0%
Thread Refulling, Cutting & Grinding 91 4,564 0 3,953 0 0% 0 0% 0 0% 0 0 0	Thread			Ő	3,953	0	0%	Ô		0	0%
Thirt Shoos	Thread Rolling, Cutting & Grinding		4,564	0	3,953	0	0%	0	0%	0	0%
Ticket Bosker 77,947 376 208 499 177 85% 26 13% 5 5 2 6 13% 5 5 2 6 13% 5 5 2 6 13% 5 5 2 6 13% 5 5 2 6 13% 5 7 0 0% 5 0 0% 5 0 0% 6 0 0% 6 0 0 0 0	Threat & Fraud Assessment			U				0	0%	0	0%
Ticket Issuers when the control of t									38%		7 6%
Ticket Seles - Events				208	499			26		5	2%
Tickets & Coupons - Printers & Suppliers 4,596 1,098 1,098 1,098 3,1421 1,15 4,796 1,15 4,796 1,15 4,796 1,15 4,796 1,16 4,16 1,16 1	Ticket Issuing Machines			2.275				224		0	
Tile 8 Grout Cleanina										4	0%
Tile Marble						15	47%			2	6%
Tile - Ceramic - Contractors & Dealers 140,231 226 195 528 89 46% 103 53% 3 2 2 2 2 2 2 2 2 2	Tile & Marble									3	8%
Tile - Ceramic - Manufacturers & Distributors 1.2584 1.2594 1.2595 1.2584 1.2595 1.2584 1.2595 1.2584 1.2595 1.2584 1.2595 1.25855 1.25855 1.25855 1.25855 1.25855 1.25855 1.25855 1.25855 1.2	Tile - Ceramic - Contractors & Dealers	140.293	226	195	528		46%		53%	3	3 2%
Tile - Non-Ceramic - Manufacturers & Distributors 1,826 2,748 5 2,667 4 80% 1 20% 0 0 0 Tile Restoration 3,325 2,297 12 2,065 5 42% 7 5,88% 0 0 Tile Sales 7,898 1,632 16 1,852 10 63% 6 38% 0 0 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 4,624 2 3,202 1 50% 1 Till Dillor 75 75% 1 50%	Tile - Ceramic - Manufacturers & Distributors				2,126		55%	4	36%	1	9%
Tile Selson 3.325 2.297 12 2.065 5 42% 7 58% 0 0 0 Tillic Sales 7,898 1.632 16 1.852 10 63% 6 38% 0 0 0 Tilling 755 4.624 2 3.202 1 50% 1 50% 1 50% 0 0 Timber & Timberland Companies 13.541 1.247 11 2.166 8 73% 3 27% 0 0 0 Timber Framina 666 3.533 0 3.953 0 0% 0 0% 0 0% 0 0 Time Cards & Racks 235 4.175 4 2.211 2 50% 2 50% 0 0 0 Time Locks 323 3.981 0 3.953 0 0% 0 0% 0 0 0 Time Locks 323 3.981 0 3.953 0 0% 0 0% 0 0 0 Time Locks 692 3.523 0 3.953 0 0% 0 0% 0 0 0 Time Starmes 692 3.523 0 3.953 0 0% 0 0% 0 0 0 Timeshare Advocates 116,790 2.58 103 817 93 90% 6 6 6% 4 4 4 2 Timeshare Companies 163,645 190 911 167 712 78% 181 20% 18 2 Timeshare Deed and/or Title Transfer 152,444 207 199 522 150 75% 37 19% 12 Timina Devices 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0% 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0 0% 0 0 Time Name 100 4,526 0 3,953 0 0 0% 0 0 Tim								10		0	0%
Tile Sales					2,007	4		1		0	0%
Tilling 75 4,624 2 3,202 1 50% 1 50% 0 0 0 0 0 1 1 50% 0 0 0 0 0 1 1 50% 0 0 0 0 0 0 1 1 1 50% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Tile Restoration					5		- /	58%	0	0%
Timber & Timber and Companies 13,541 1,247 11 2,126 8 73% 3 27% 0 0 0 0 0 0 0 0 0						10		1		0	0 0%
Timber Framina 686 3.533 0 3.953 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0	Timber & Timberland Companies		1 247			8		3		0	0%
Time Locks 323 3,981 0 3,953 0 0%6 0 0		686			3,953	0		0		0	0%
Time Recorders 692 3.523 0 3.953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 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>Time Cards & Racks</td> <td>235</td> <td>4,175</td> <td>4</td> <td>2,821</td> <td>2</td> <td>50%</td> <td>2</td> <td>50%</td> <td>0</td> <td>0%</td>	Time Cards & Racks	235	4,175	4	2,821	2	50%	2	50%	0	0%
Time Starpos 74 4.631 0 3.953 0 0% 0 0% 0 0% 0 0 0	Time Locks			0		0		0		0	0%
Timeshare Advocates 116,790 258 103 817 93 90% 6 6% 4 4 4 Timeshare Advocates 163,645 190 911 167 712 78% 181 20% 18 2 Timeshare Deed and/or Title Transfer 152,444 207 199 522 150 75% 37 19% 12 6 Timeshare Resale and Rental Marketing 253,106 113 912 166 385 42% 422 46% 105 12 Timing Devices 100 4,526 0 3,953 0 0% 0 0% 0 0 0% 0 0% 0 <td></td> <td></td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td></td> <td>0</td> <td>0%</td>				0		0		0		0	0%
Timeshare Companies 163.645 190 911 167 712 78% 181 20% 18 2 2 1 2 2 2 2 2 2 2						0		0		0	0%
Timeshare Deed and/or Title Transfer 152,444 207 199 522 150 75% 37 19% 12 6 Timeshare Resale and Rental Marketing 253,106 113 912 166 385 42% 422 46% 105 12 Timing Devices 100 4,526 0 3,953 0 0% 0 0% 0 0 Tim Variance 1 5,127 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0% 0 0% 0 0 0% 0								101		4	3 2%
Timeshare Resale and Rental Marketing 253,106 113 912 166 385 4.2% 4.22 46% 105 12 Imining Devices 100 4.526 0 3.953 0 0% 0 0% 0 <t< td=""><td></td><td>153,045</td><td></td><td></td><td></td><td>150</td><td></td><td></td><td></td><td>18</td><td>6%</td></t<>		153,045				150				18	6%
Timing Devices 100 4,526 0 3,953 0 0% 0 0% 0 0 Tin \$ \$ 5,060 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0	Timeshare Resale and Rental Marketing	253.106								105	
Tin	Timing Devices							0		0	0%
Tin ware 1 5,127 0 3,953 0 0% 0 0% 0	Tin	5	5,060	0	3,953	0	0%	0	0%	0	0%
Tiny Houses 203 4.251 2 3.202 2 100% 0 0% 0 0 Tire Additives & Sealants 283 4.061 0 3.953 0 0% 0 0% 0	Tin ware	1	5,127	0	3,953	0	0%	0	0%	0	0%
Tire Additives & Sealants 283 4.061 0 3.933 0 0% 0 0% 0 0 Tire Changing Equipment 528 3.697 4 2,821 4 100% 0 0% 0			4,734	0	3,953	0		0		0	0%
Tire Changing Equipment 528 3,697 4 2,821 4 100% 0 0% 0 0 Tire Dealers 229,564 132 1,659 100 1,175 71% 469 28% 15 1	Tiny Houses			2		2		0		0	0%
Tire Dealers 229,564 132 1,659 100 1,175 71% 469 28% 15 1				0		0		0		0	0%
110 Definition 9 Manufactures 123 T4 1 300 230 462 296 21 40 4 0		220 528			2,021	1 175		460		10	1%
	Tire Dealers Tire Distributors & Manufacturers	13,254	1.268	1,659	463	1,1/5	71% 98%	469	1%	15	0%

	-			1			-			
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Tire Repair	4,659	2,041	79	929	40	51%	39	49%	Pursue 0	0%
Tire Retread & Repair	11.500	1.373	90	862	51	57%	39	43%	Ō	0%
Tire Retread & Repair - Equipment & Supplies	1.015	3,221	8	2.348	5	63%	3	38%	0	0%
Tire Storage	233	4,181	0	3,333	0	0%	0	0%	0	0%
Tires - Commercial Sales & Service	10,330	1,440	95		46		49	52%	0	0% 0%
Titanium Title Companies & Agents	68 195,912	4.658 160	384	3.953 332	299	0% 78%		0% 20%	0	2%
Title Companies & Agents Title Loans	37,547	658	175	564	128	78%	78 46	26%	/	1%
Titling Service - Television & Motion Pictures	10	4.919	1/3	3.483	120	0%	1	100%	0	0%
Tobacco Buvers	54	4,726	1	3,483	0	0%	i	100%	0	0%
Tobacco Growers	62	4,687	0	3,953	0	0%	0	0%	0	0%
Tobacco Growers Equipment & Supplies	63	4,679	2	3,202	1	50%	1	50%	0	0%
Tobacco Leaf - Wholesale	297	4.035	1	3.483	1	100%	0	0%	0	0%
Tobacco Machinery	21	4,908 3,735	0	3,953	0	0%	0	0%	0	0% 50%
Tobacco Warehouses Toilet Seats	496 623	3,/35 3,594		3,202 2,126	1	50% 82%	0	0% 18%	1	0%
Toilets - Composting	312	3,594 4,004	11	3,202	9	0%	2	100%	0	0%
Toilets - Composting Toilets - Portable	11,080	1.394	27		13	48%	14	52%	0	0%
Toner Cartridges	17,870	1,061	88		46	52%	39	44%	3	3%
Tool & Die Makers	6.966	1,718	5	2,667	3	60%	1	20%	1	20%
Tool & Die Makers Equipment & Supplies	847	3,369	0	3.953	0	0%	0	0%	0	0%
Tool & Utility Sheds	37,859	653	107		81	76%	15	14%	11	10%
Tool Designers	1,213	3,109	3	2,973	2	67%	1	33%	0	0%
Tool Grinding - Industrial	458	3.790 2,596		3.202	0 19	100%	2	100%	0	0% 0%
Tool Holders	2,216 454	2,596 3,796	19		19	100% 0%	0	0% 0%	0	0%
Tool Salvage Companies Tools - Cutting	5.014	1,979	14		7	50%	7	50%	0	0%
Tools - Electric	11.826	1,350	50		27	54%	22	44%	1	2%
Tools - Hand	16,802	1,103	97		82	85%	15	15%	Ô	0%
Tools - Hydraulic	297	4,035	0	3,953	0	0%	0	0%	0	0%
Tools - Pneumatic	1.288	3.061	2	3.202	1	50%	1	50%	0	0%
Tools - Power Actuated	3,353	2,286	26		13	50%	12	46%	1	4%
Tools - Rent	8,846	1,549	23		17	74%	5	22%	1	4%
Topsoil	8,812 56	1,553 4,717	11 0		6	55%	5	45%	0	0% 0%
Tortilla & Tamale Making Equipment Touch Screen Equipment	371	3,905	U	3.953 3,483	0	0% 0%	U	0% 100%	0	0%
Tourist Information	8,009	1,621	15		10	67%	4	27%	1	7%
Tourists Attractions	7,934	1,628	76		54	71%	18	24%	4	5%
Tourists Homes	1.217	3.106	1	3.483	1	100%	0	0%	0	0%
Tournaments	736	3,486	12		5	42%	6	50%	1	8%
Tournaments - Golf	221	4,208	0	3,333	0	0%	0	0%	0	0%
Tours - Operators & Promoters	143.502	221	399		340	85%	55	14%	4	1%
Tours - Wholesale Towel Supply Service	1,129 1,439	3,165 2,963	4	2,821 2,667	2	50% 40%	2	50% 60%	0	0% 0%
Towels - Cloths-Wholesale & Manufacturers	1,439	2,963	<u> </u>		- 2	70%	3	30%	0	0%
Towels - Ciotis-Wholesale & Handlacturers Towels - Industrial	1,009	4,999	10	3,953	, n	0%	0	0%	0	0%
Towers	10,369	1,435	34		19	56%	15	44%	0	0%
Towing - Automotive	546,688	50	2,764		1,453	53%	1,258	46%	53	2%
Towing - Heavy Equipment	2.574	2,489	6	2.550	3	50%	3	50%	0	0%
Towing - Marine	1.260	3.079	3	2.973	1	33%	2	67%	0	0%
Toy Manufacturers Supplies	857	3,364 439	<u>5</u> 819	2,667	723	40%	3 86	60%	0	0% 1%
Toys - Retail	65,484	1,099		190	105	88%	86 21	11%	10	2%
Tovs - Wholesale & Manufacturers Tractor Dealers	16.931 21,220	956	128 74	693 976	58	82% 78%	14	16% 19%	2	3%
Tractor Distributors & Manufacturers	4,652	2,043	4	2,821	.3	75%	1	25%	0	0%
Tractor Equipment & Parts	12.105	1.336	50	1.173	31	62%	19	38%	0	0%
Tractor Mowing	503	3.729	0	3.953	0	0%	0	0%	0	0%
Tractor Rent & Lease	788	3,440	3	2,973	2	67%	1	33%	0	0%
Tractor Repair & Service	5,753	1,868	8	2,348	6	75%	2	25%	0	0%
Tractor Work	717	3.501	1	3.483	1	100%	0	0%	0	0% 1%
Trade Shows, Expositions & Fairs Trademark Agents & Consultants	14.076 9,646	1,233 1,491	92	855 1,902	52 10	57% 67%	39	42% 33%	1	1% 0%
Trading Stamps	1,508	2,915	10		າ 10	20%	0	80%	0	0%
Traffic & Parking Consultants	13.762	1,239	206		146	71%	56	27%	4	2%
Traffic Control & Flagging Service	3,430	2,268	1	3,483	1	100%	0	0%		0%
Traffic Engineers & Planning Service	1,583	2,859	25	1,569	23	92%	2	8%	0	0%
Traffic School	25.096	846	38		37	97%	1	3%	0	0%
Traffic Signs, Signals & Equipment	4.570	2,057	4		2	50%	2	50%	0	0%
Trailer Hitches	8,681	1,561 612	11 89		4 57	36%	7 30	64%	0	0% 2%
Trailer Sales Trailer Storage	41,985 1,382	612 3.004	89 10		5/	64% 80%	30	34% 20%	2	2% 0%
Trailers - Automotive Utility	1,382	1,005	10 46		30	80% 65%	16	35%	0	0%
Trailers - Boat	6,204	1,809	15	1,902	5	33%	10	67%	0	0%
Trailers - Camping & Travel	18,141	1,049	59	1.093	44	75%	14	24%	1	2%
Trailers - Equipment & Parts	11,417	1,377	14	1.945	9	64%	4	29%	î	7%
Trailers - Horse	4,559	2,060	7	2,432	5	71%	2	29%	0	0%
Trailers - Rent & Lease	10,653	1,418	22		14	64%	8	36%	0	0%
Trailers - Repair & Service	15.032	1.178	27	1.533	17	63%	10	37%	0	0%

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Trailers - Transporting	5,236	1,943	24	1,596	3	13%	19	79%	Pursue	8%
Trailers - Truck	7,609	1.652	10	2.190	7	70%	3	30%	Ō	0%
Training - Video Instruction Tapes	6.731	1.749	25	1.569	14 332	56%	11	44%	0	0%
Training Programs	349,453	77 1,944	432 27	304	332	77%	93	22%	7	29
Transpolines	5,219 9,459	1,944			14	52% 67%	13	48% 33%	0	09
Transcription Service Transfers - Dry	9,439	4,669	0		0	0%	0	0%	0	09
Transformers	833	3,388	0	3,953	0	0%	0	0%	0	09
Transit Lines	1.625	2,834	14	1,945	12	86%	2	14%	0	0%
Transitional Housing	2,953	2,380	20		12	60%	8	40%	0	0%
Translators & Interpreters	46,564	566	39		18		21	54%	0	0%
Translators Equipment	57	4,713	0	3,953	0	0%	0	0%	0	09
Transmissions - Automobile	335.004 3,147	80 2,336	1.341 20	124 1,729	902 14		401	30% 30%	38	09
Transmissions - Truck, Tractor Transportation Consultants	24 035	875	61	1,077	23	38%	38	62%	0	09
Transportation Services	24,035 231.872	128	1.589	107	851	54%	709	45%	29	
Trap & Skeet Ranges	64	4,676	0	3,953	0	0%	0	0%	0	0%
Trapping Equipment & Supplies	484	3,754	0	3,953	0	0%	0	0%	0	0%
Travel & Moving Services	12,807	1,289	33	1,409	13		19	58%	1	. 3%
Travel & Tourism Development and Education	5.893	1.851	6	2,550	3	50%	. 3	50%	0	09
Travel Agencies & Bureaus	859,389	30 1,932	6.080 26	25 1,553	5.538	91%	493 19	8%	49	15%
Travel Agent Mills Travel Clubs	5,304 293,338	1,932 97	1,407	1,553	1,101	12% 78%	259	73% 18%	47	
Travel Escorts	293,338 3.014	2,370	1,407	3,483	1,101	78% 0%	239	100%	47 0	09
Travelers Checks	255	4,132	ñ	3,953	0	0%	Ü	0%	0	09
Treatment Centers & Rest Homes - Information & Placement	2,840	2,411	7	2,432	4	57%	3	43%		0%
Tree Climbina Instruction	7	5.034	0	3.953	0	0%	0	0%	0	0%
Tree Service	1.122.295	27	1.757	96	791	45%	859	49%	107	6%
Tree Service - Pruning	12,965	1,285	23	1,629	4	17%	17	74%	2	9%
Tree Service - Transplant	1,173	3,140	2	3,202	0	0%	2	100%	0	09
Tree Service Equipment & Supplies Trenching Contractors	1.759 1,879	2,780 2,723	0	3.953 2.550	0	0% 83%	1	0% 17%	0	09
Tricks & Jokes	622	3,596	0	3,953	0	0%	0	0%	0	09
Trike Conversions, Sales & Service	1,054	3,204	1	3,483	1	100%	0	0%	0	09
Trophies	12,254	1,326	29	1,478	22	76%	7	24%	0	0%
Tropical Fish	8,240	1,589	49		24		25	51%	0	0%
Truck accessories	16,293	1,122	52	1,159	36	69%	16	31%	0	0%
Truck Bedliner	3.023	2.367	5	2,667 2,550	3	60%	2	40%	0	09
Truck Bedliner - Sprav On Truck Bodies	4,960 2,099	1.986 2.639	6	2,550 2,821	5	83% 50%	1	17% 50%	0	09
Truck Caps & Shells	5,908	1,847	14		10	71%	4	29%	0	09
Truck Dealers	67,550	427	237		165		70	30%	2	19
Truck Driver Leasing	1,624	2,835	5	2,667	2	40%	3	60%	0	0%
Truck Driver Training	18,397	1,041	31		22	71%	9	29%	0	0%
Truck Equipment & Parts	26,319	815	64		47		16	25%	1	. 2%
Truck Manufacturers & Distributors	4.149	2.132		2,432	3	43%	4	57%	0	0%
Truck Painting & Lettering	800 1,778	3,425	1	3,483	1	100%	0	0% 33%	0	33%
Truck Permits Truck Refrigeration Equipment	1,778	2,768 3,099	<u>J</u>	2,973 2,667	1	33% 100%	1	0%	1	0%
Truck Rent & Lease	17.022	1,096	1,035	154	1.007	97%	28	3%	0	09
Truck Repair & Service	84,813	347	194	530	118	61%	74	38%	2	1%
Truck Service & Repair - Mobile	3,567	2,234	6	2,550	5	83%	1	17%	0	0%
Truck Stops	3.093	2,345	4		2	50%	2	50%	0	0%
Truck Terminals	100	4,526	0	3,953	0	0%	0	0%	0	0%
Truck Washing & Cleaning	2,465	2,522	2	3,202	1	50%	1	50%	0	09
Truck Washing & Cleaning - Equipment & Supplies	1,565 107,859	2.875 281	123	3.483 715	62	100% 50%	58	0% 47%	0	29
Trucking Trucking - Dump	11,458	1,374	123		5	83%	38 1	17%	<u>3</u>	0%
Trucking - Bang Trucking - Heavy Hauling	49,028	544	43		30		12	28%	1	. 29
Trucking - Light Hauling	14.134	1,229	6	2.550	4	67%	2	33%	0	0%
Trucking - Liquid Or Dry Bulk	2,367	2,548	0	3.953	0	0%	0	0%	0	0%
Trucking - Motor Freight	24,183	870	52		26		26	50%	0	0%
Trucking - Water Hauling	4,387	2,092	1	3,483	0	0%	1	100%	0	09 19
Trucking Transportation Brokers Trucks - Forklifts	68.605 2,865	421 2,399	81	921 2,432	65		15	19% 29%	1	29%
Trucks - Forkiits Trucks - Industrial	5,883	1,852	21	1,697	16	43% 76%		29%	2	09
Trusses - Construction	4,561	2,059	4	2,821	3 10	75%	1	25%	0	09
Trusses - Medical & Surgical	241	4,165	1	3.483	0	0%	1	100%	0	0%
Trust Companies	34,201	698	66	1,029	59	89%	7	11%	0	0%
Tube Bending & Fabricating	572	3,646	0	3,333	0	0 70	0	0%	0	0%
Tube Cleaning & Expanding Equipment	32	4.837	0	3,953	0	0%	0	0%	0	0%
	121	4,474	1	3,483	1	100% 0%	0	0%	0	09
Tube Fittings								0%	0	u 0%
Tubing - Metal	444	3,805	0	3,953			11			
Tubing - Metal Tuck Pointing	444 12.098	1.337	0 21 0	1,697	10	48%	11	52%	0	0%
Tubing - Metal Tuck Pointing Tunneling Contractors	444 12.098 273	1.337 4.089	21	1.697 3.953		48% 0%	11 0	52% 0%	0	
Tubing - Metal Tuck Pointing	444 12.098	1.337	21 0	1,697		48%	11 0 0	52%	0 0 0	09

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Turntables	301	4,028	0	3,953	0	0%	0	0%	0	0%
Tutorina	65.733	437	152	615	105	69%	41	27%	6	5 4%
Tuxedo Sales & Rentals	928	3,306	6	2,550	3	50%	3	50%	0	0%
Twines & Cordage Two-Way Radio Sales & Service	77 1,646	4,616 2,826	0	3,953 3,202	0	0% 50%	0	0% 50%	0	0%
Typesetting	382	3,886	2	3,202	1	0%	1	0%	<u>U</u>	0%
Typewriters	406	3,852	8	2,348	8	100%	0	0%	0	0%
Typewriters - Supplies & Attachments	158	4,377	2	3,202	2	100%	0	0%	0	0%
Typographers	973	3.264	1	3.483	0	0%	1	100%	0	0%
U-Catch Fishing Ultrasonic Equipment & Supplies	180 282	4.316 4.066	0	3,953 3,202	0	0% 100%	0	0% 0%	0	0%
Ultrasound - Medical	3,503	2,246	4		4	100%	0	0%	0	0 0%
Ultrasound - Nonmedical	2.132	2,625	8		6	75%	2	25%	0	0%
Ultraviolet Ray Lamps & Apparatus	189	4,290	2	3,202	2	100%	0	0%	0	0%
Umbrellas	1,718	2,790	23	1,629	19	83%	4	17%	0	0%
Umbrellas - Repairing	120,431	5.034 252	0 64	3,333	0 56	0% 88%	- 0	0% 11%	0	0%
Unclaimed Funds Retrieval Services Underground Sprinkler Lawn Sprinkler Parts	1,915	2,709	9		<u> </u>	78%	2	22%		0%
Underwear - Wholesale & Manufacturers	1,493	2,921	24		20	83%	4	17%	0	0%
Unemployment Representation	141	4.421	0	3.953	0	0%	0	0%	0	0%
Uniform Supply Service	5.934	1.839	30		19	63%	11 50	37%	0	0%
Uniforms Uniforms Assessaries	36,059 2,606	669 2,479	203 18	509 1,793	140	69% 50%	59	29% 50%	4	2%
Uniforms - Accessories Uniforms - Medical	2,606 6.876	2,479 1,730	18	1,793	77	50% 47%	9 86	50%	<u> </u>	0%
Universal Joints	1	5,127	0	3,953	0	0%	0	0%	0	0%
Upholsterers	66,233	435	160	591	84	53%	70	44%	6	5 4%
Upholsterers Supplies	2.037	2,663	. 4	2,821	. 4	100%	0	0%	0	0%
Upholstery & Carpet Cleaning Upholstery and Rug Cleaning	50.774 2.819	528 2,417	119	737 3,202	43	36% 50%	68	57% 50%	8	7%
Upholstery and Rug Cleaning Upholstery Fabrics - Retail	9,556	1,498	35		12	34%	20	57%	3	3 9%
Upholstery Fabrics - Retail Upholstery Fabrics - Wholesale & Manufacturers	1,553	2,882	2	3.202	0	0%	20	100%		0%
Urban Farmer	29	4,857	0	3,953	0	0%	0	0%	0	0%
Urgent Care Centers	17,296	1,081	242		155	64%	85	35%	2	2 1%
Utilities Underground - Installation	3,775 8,365	2,189 1,578	3	2,973 2,667	1	33%	2	67%	0	0%
Utilities Underground - Locating Utility Contractors	52,378	1,5/8 515	480	2,667	463	100% 96%	17	0% 4%	<u>U</u>	0 0%
Utility Submetering & Billing	21,019	958	113	764	107	95%	6	5%	0	0%
Utility Tax Refunds for Manufacturers & Business	68	4.658	1	3.483	1	100%	0	0%	0	0%
Vacation Certificates & Vouchers	142.079	223	938	162	581	62%	276	29%	81	
Vacation Rentals	213,882 153,359	143 203	990 2,097	159 81	713 2,003	72% 96%	253 89	26% 4%	24	2%
Vacation Time Share Vacuum Cleaners - Household - Dealers	145,316	203	2,097	315	2,003	67%	120	29%	17	7 4%
Vacuum Cleaners - Industrial & Commercial	665	3,552	1	3,483	1	100%	0	0%	0	0%
Vacuum Cleaners - Service & Repair	32,598	728	67		43	64%	23	34%	1	1%
Vacuum Cleaners - Supplies & Parts	8,939	1,539	31		29	94%	2	6%	0	0%
Vacuum Cleaners - Wholesale & Manufacturers	6.723 612	1.751	73 0		66 0	90%	7	10% 0%	0	0%
Vacuum Cleaning - Industrial Vacuum Cleaning Systems	17,987	3,608 1,055	39		33	0% 85%	6	15%	0	0 0%
Vacuum Equipment & Systems	9,130	1,531	26	1.553	21	81%	5	19%	0	0%
Valet Service	10,694	1.416	56	1,120	31	55%	25	45%	0) 0%
Valves	3,264	2,309	1	3,483	0	0%	1	100%	0	0%
Valves - Repairing	349 8,226	3,938 1,592	0 37	3,953	22	0% 59%	0	0% 27%	0	0%
Van Conversions & Accessories Vanity Publishers	8,226 8,409	1,592	3/ 57		22	59% 47%	10 29	2/% 51%	<u>5</u>	2%
Vaporizers	11,685	1,358	85	902	43	51%	42	49%	0	0%
Variable Speed Drives	81	4,595	2	3.202	2	100%	0	0%	0	0%
Variety Store Merchandise - Wholesale	426	3.824	10		.5	50%	_5	50%	0	0%
Variety Stores	7,573	1,656	100		41	41%	56 8	56% 67%	3	3 3%
Vehicle Graphics Vehicle Sales - Manufacturing Companies	4,785 3.985	2,016 2,155	12 25	2,065 1,569	18	33% 72%	7	67% 28%	<u> </u>	0%
Vehicle Transport Services	38.396	646	122	721	71	58%	49	40%	2	2%
Vending Machines	37,684	656	76	959	44	58%	30	39%	2	3%
Vending Machines - Supplies & Parts	10,956	1,400	19		6	32%	12	63%	1	5%
Venetian Blinds - Dealers	19.018	1.015 4,927	113	764 3,953	96	85% 0%	16	14% 0%	1	1%
Venetian Blinds - Repair Venetian Blinds - Repair & Cleaning	18 4,088	4,927 2,143	<u> </u>	2,667	. U	60%	2	40%	<u> </u>	0%
Venetian Blinds - Repair & Cleaning Venetian Blinds - Supplies & Parts	588	3,634	0	3.953	0	0%	0	0%		0%
Venetian Blinds - Wholesale & Manufacturers	3.079	2,349	4	2,821	4	100%	0	0%	0	0%
Ventilating Contractors	3,787	2,186	2	3,202	2	100%	0	0%	0	0%
Ventilating Equipment	4,391	2,091	0	3,333	0	0%	0	0%	0	10%
Ventilating Systems - Cleaning Vermiculite	4.453 74	2,079 4,631	10	2,190 3,953	6	60% 0%	3	30% 0%	1	0 0%
Vertical Blinds	10,833	1,404	25	1,569	13	52%	12	48%	0	0 0%
Vessels - Pressure	155	4,388	0	3,953	0	0%	0	0%	. 0	0%
Veterans & Military Organizations	14.022	1.234	24		19	79%	4	17%	1	4%
Veterinarians	162,537	193	469		376	80%	93	20%	0	0%
Veterinarians Equipment & Supplies	3,733 412	2,197 3.841	10	2,190 2,821	6	60%	2	20%	2	2 20%
Veterinarians Information & Referral	412	3.841	4	2.821	2	50%	2	50%	0	<u>, U%</u>

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Veterinary Emergency	2,626	2,475	19	1,763	15	79%	4	21%	0	09
Veterinary Internal Medicine	368	3.911	4	2.821	3	75%	1	25%	0	09
Veterinary Physical Therapy & Rehabilitation	243 1,519	4.158	1	3,483	0	0%	1	100%	0	09
Veterinary Surgery Vials	1,519	2,908 4,679	<u>3</u>	2,973 3,483	2	67% 100%	1	33% 0%	<u>U</u>	09
Vibration Control	278	4,075	0	3,953	0	0%	0	0%	0	09
Vibration Measurement	245	4,155	0	3,953	0	0%	0	0%	0	09
Vibrators - Industrial	24	4,893	0	3,953	0	0%	0	0%	0	09
Video Editing	8.723	1.559	24		6 12	25%	15	63%	3	139
Video Equipment - Sales & Rentals Video Equipment - Service & Repair	5.295 3.040	1,933 2,361	16 5	1.852 2.667	12	75% 40%	3	25% 60%	<u>U</u>	09
Video Equipment - Supplies & Parts	793	3,435	6	2,550	1	17%	5	83%	0	09
Video Equipment - Wholesale & Manufacturers	811	3,411	Ō	3.953	0	0%	Ō	0%	0	09
Video Games - Dealers	38,331	647	857	183	573	67%	262	31%	22	39
Video Games - Rent & Lease	8,080	1,615	157 50	599 1.093	150 19	96%	39	3%	3	29
Video Games - Service & Repair Video Games - Supplies & Parts	10.227 14.339	1,448 1,217	128	693	79	32% 62%	39 49	66% 38%		09
Video Games - Supplies & Parts Video Games - Wholesale & Manufacturers	16,635	1,110	828	189	791	96%	37	4%	0	09
Video Gaming Establishments	1,286	3,063	18		10	56%	8	44%	0	09
Video Production Services	40,506	626	123	715	68	55%	50	41%	5	5 49
Video Tape Duplication Service	3,390 6,942	2,279 1,723		2,550 725	1 23	17%	5 76	83%	0	09
Video Tapes & Discs - Dealers Video Tapes & Discs - Wholesale & Manufacturers	6,942 490	1,/23 3,743	121	725 2,821	23	19% 50%	76	63% 50%	22	0 09
Video Tapes & Discs - Wholesale & Handracturers Video Tapes & Discs Sales & Rentals	16,654	1,108	127	700	80	63%	39	31%	8	69
Videoconferencing Services	3,450	2,264	11	2,126	10	91%	1	9%	0	09
Videographers	5,278	1,938	56		20	36%	31	55%	5	99
Videographers - Wedding Videotape, CD, & DVD Duplication & Transfer Services	1.938 15.769	2.692 1.146	31 66		10	32% 83%	19	61% 17%	2	69
Vinyl Decking	15,769	1,146 3,018	<u> </u>	3,202	255	100%	11	1/%	<u>U</u>	09
Vinyl Repair	2,749	2,443	8		3	38%	5	63%	0	09
Violins	972	3,265	1	3.483	0	0%	1	100%	0	09
Virtual Currency	682	3,537	5	2,667	1	20%	4	80%	0	09
Virtual Tours	460 100	3,785 4,526	9	2,260 3,953	4	44% 0%	5	56% 0%	0	09
Visual Control Systems Visual Impairment Products & Services	166	4,326	2	3,953	2	100%	0	0%	<u> </u>	09
Vitamins & Food Supplements	434,984	60	1,699	97	1,181	70%	466	27%	52	39
Voice Mail Services	513	3,720	4	2,821	2	50%	2	50%	0	09
VOIP (Voice Over Internet Protocol) Sales & Service	13.650	1,243	256	423	241	94%	15	6%	0	09
Volleyball Club Voting Equipment	700 201	3.510 4.260	<u>6</u>	2.550 3.953	1	17% 0%	4	67% 0%	1	179
Wait Staff	67	4,663	1	3,483	1	100%	0	0%	0	09
Walkway Design	550	3.671	1	3.483	0	0%	1	100%	0	09
Wall & Ceiling Texturing	639	3,577	1	3,483	0	0%	1	100%	0	09
Wall Bed Manufacturer	139	4,426	0	3,953	0	0%	0	0%	0	09
Wall Bed Sales Wall Cleaning	410 304	3,845 4,019	1	3,483 3,953	0	0% 0%	1	100%	<u>U</u>	09
Wall Coatings	2,021	2,670	0		0	0%	0	0%	0	09
Wallboard & Plasterboard	466	3,779	0	3,953	0	0%	0	0%	0	09
Wallpaper Hangers	1.937	2.694	1	3.483	0	0%	1	100%	0	09
Wallpaper Removing	975	3,261 3,461	1	3.483 3.953	0	0%	1	100%	0	09
Wallpapers & Wall coverings - Wholesale & Manufacturing Wallpapers & Wallcoverings - Retail	766 5,840	1,860	36		19	0% 53%	17	0% 47%	<u>U</u>	09
Warehouses - Cold Storage	3,331	2,294	2	3.202	1	50%	1	50%	0	09
Warehouses - Merchandise	10,191	1,453	83	911	59	71%	24	29%	0	09
Warehousing Services	8,563	1,567	14		12	86%	2	14%	0	09
Washing Machines & Dwore Coin Metered	295	4.041 2.480	13 51	2,003	<u>5</u> 25	38%	8	62%	0	09
Washing Machines & Dryers - Coin Metered Washing Machines & Dryers - Dealers	2.603 1,332	2,480 3,035	51 17		25 11	49% 65%	23	45% 35%	3	09
Washing Machines & Dryers - Bealers Washing Machines & Dryers - Rent & Lease	104,465	289	94		85	90%	9	10%	0	09
Washing Machines & Drvers - Service & Repair	3.429	2,271	43	1.257	13	30%	28	65%	2	59
Washing Machines & Dryers - Supplies & Parts	218	4.215	3	2,973	2	67%	1	33%	0	09
Washing Machines & Dryers - Wholesale & Manufacturers Washing Machines - Industrial	4 80	5,075 4,598	1	3,483 3,483	1	100% 0%	0	0% 0%	0	1009
Washing Machines - Industrial Waste - Cotton, Wool	80 34	4,598 4,828	1	3,483	0	0%	0	0%	<u>1</u>	09
Waste Containers	11,559	1,367	147		109	74%	38	26%	0	09
Waste Paper	82	4,592	0	3,953	0	0%	0	0%	0	09
Waste Reduction, Disposal, Recycle Equipment	19.307	1,007	154	607	110	71%	40	26%	4	39
Waste Reduction, Recycle Service - Industrial Watch Bands	18.460 3,286	1.036 2.304	102 34	821 1,393	63 32	62% 94%	38	37% 6%	1	19
Watch Bands Watches - Dealers	3,286 168,910	2,304 179	34 481		32 367	76%	97		<u>0</u> 17	
Watches - Dealers Watches - Service & Repair	31,724	738	134		89	66%	44	33%	1	19
Watches - Wholesale & Manufacturers	14,853	1,186	61	1,077	40	66%	21	34%	Ô	09
Watchmakers Equipment & Supplies	141	4,421	0	3,953	0	0%	0	0%	0	09
Watchmens Clocks & Systems	940	3.287	2	3.202	2	100%	0	0% 0%	0	09
Weber C. Communication										
Water & Sewer Line Protection Water - Bottled & Bulk	89,686 8 085	331 1 614	226 35		226	100%	12		0	
Water & Sewer Line Protection Water - Bottled & Bulk Water Analysis	89,686 8,085 6,953	331 1,614 1,721	226 35 4	469 1,374 2,821	226 22 3	100% 63% 75%	13 1	37% 25%	0	0 09

Company Comp		T.	1		1		1		T T	County House's =	
Water Comment - Californ	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Agent classes				818		653		163		2	0%
March 1985						4		1		0	0%
Name Content Section	Water Coolers Water Coolers - Bettle loss			114		61	54%	52		1	1%
Color Company Color				14	1,945	3		11		0	0%
State 1975				3		1		0		2	67%
Gale Control Section 7-5-25 1-65 1-7-25										2	2%
Gaze Landers						448		97		5	1% 15%
Solder Institute						21				<u>2</u>	0%
Marte Hauter		56,332				596		24	4%	1	0%
Visco Institute Visco	Water Heaters - Parts & Supplies			1		1	100%	0		0	0%
State Land Direction	Water Heaters - Repairing							4		0	0%
Mart Parling Engineers 1,746 2,447 4 1,57 3 775% 1 225% 0 1 1 1 1 1 1 1 1 1				163		157		b		0	0%
Market Manufacture 1-248 2-708 5 2-668 3 4008 3 4008 0 6				4		3		1		0	0%
Water Sales Engineers 1,216 3,107 1, 200 0 0 0 0 0 0 0 0 0	Water Mitigation	1.918	2,704	5	2.667	2	40%	3	60%	0	0%
Water State 1.00				0		0		0		0	0%
Water Verball Continuement Securities 13 12 13 14 15 15 15 15 15 15 15				2	3,202	0		2		0	0%
Mart State 1.500				230		194		29		7	3%
Water State			1,594			34			51%	2	3%
Water West Defined & Service	Water Taxi Service	910	3,322	5	2,667	4	80%	1	20%	0	0%
Water Work Source Source								19		4	3%
Mater Water American See 3.777 1 3.465 1 100m 0 0 m 0 0 m 0 0 0 0				101		65		36		0	0%
Mater Works - Droves Soles & Service 9.679 1.488 11 2.000 8 6296 5 3886 0 0 0 0 0 0 0 0 0				5		1		1		<u>U</u>	0%
Water Works Contractors		9,679	1.488		2,005			5		n	0%
Water Process 1,577 2,672 3 2,277 3 100% 0 29% 0 0 0 0 0 0 0 0 0	Water Works Contractors	6,441	1,774		2,126	6	55%	5	45%	0	0%
Waterberks - Senice & Repair 5				0	5,755	0		0		0	0%
Wasterbeis - Service & Repair S 5,060 O 3,053 O 0.096 O 1.096 O Company O		1,557		3	2,973	3		0	0%	0	0%
Waterbeads		2,327		0		0		0		0	0%
Waterbrechtes - Wholesale & Manufacturers 199 4 - 266 0 3.953 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0 0.95 0.9		70		1		0		1		0	0%
Waterprofile Materials	Waterbeds - Wholesale & Manufacturers			0		0		0	0%	0	0%
Washer Forcest Service	Waterproofing Contractors					271		45		9	3%
Weather forecast Service		7,305		10		5		4		1	10%
Weether Instruments		745		5		3		2		0	0%
Weather Varies 285				4		1	25%	3	75%	0	0%
Weatherstation 2,364 2,549 4 2,821 2 59% 2 59% 0 0 0 <				1		0		1		0	0%
Wearing Supplies & Equipment 173 4,333 0 3,953 0 0% 0 0% 0 Web Conferencin 909 3,223 3 2,973 2 67% 1 33% 0 Web Design 1,23 1,54 1,51 23 1,593 30 30 33% 0 40% 18 23 1,51 1,51 19 32 67% 1 33% 0 1 20 18 40% 18 2 40% 18 2 1,51 18 2 1,51 18 32 1,51 18 32 18 33% 6 6 67% 0 18 34 33% 6 6 67% 0 0 44 48 33 1307 17 449% 22 56% 0 0 49 40 35% 0 40 35% 0 40 35% 0 40 35% 0				4		1		3	75%	0	0%
Week Control Equipment 172 4,334 0 3,055 0 0% 0 0% 0 0 0 0 0				4		2		2		0	0%
Web Design				0		0		0		0	0%
Webling 2,484 2,516 34 1,393 20 59% 14 41% 0 C Webling Cakes 177 4,322 9 2,260 3 33% 6 67% 0 C Webling Changes & Ceremonies 9,461 1,504 39 1,207 17 44% 22 5,56% 0 C Webling Changes & Ceremonies 9,461 1,504 39 1,207 17 44% 22 5,56% 0 C Webling Officiant 1,205 1,009 115 7,26 71 5,2% 40 33% 4 3 3 3 3 3 3 3 3 3				3		2		1		0	0%
Wedding Cakes										18	2%
Wedding Chapels & Ceremonies				34		20		14		0	0%
Wedding Consultants 19,205 1,009 115 756 71 62% 40 35% 4 Wedding Supplies & Services 20,960 961 121 725 76 63% 36 30% 9 Weed Control Equipment & Supplies 463 3,783 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0<				30		17		22		<u> </u>	0%
Weed Control Equipment & Supplies 20,960 961 121 725 76 63% 36 30% 9 7 Weed Control Equipment & Supplies 463 3,783 0 3,953 0 0% 0 0 0% 0 0 0% 0 0 0% 0<		19,205							35%	4	3%
Weed Control Equipment & Supplies 463 3,783 0 3,953 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0				7				3		0	0%
Weed Control Service 11,933 1,346 33 1,409 24 73%6 8 24%6 1 Welsibers 181 4,313 0 3,953 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0				121				36		9	7%
Weight Control Services 181 4,313 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0				0				0		0	0% 3%
Welcome ServiceFor Newcomers 183,054 169 749 202 556 80% 127 17% 26 2 2 2 3,000 2 2 1,00% 0 0 0 0 0 0 0 0 0								8 N			0%
Welclang ServiceFor Newcomers 2,042 2,659 2 3,202 2 100% 0 0% 0 0% 0 0% 0 0% 0 0	Weight Control Services	183.054	169	749	202	596	80%	127	17%	26	3%
Welding Equipment & Supplies 9,733 1,479 19 1,763 12 63% 7 37% 0 0 0 0 0 0 0 0 0	Welcome ServiceFor Newcomers	2,042		2	3,202	2	100%	0		0	0%
Welding Equipment - Rent								30		0	0%
Welding Equipment - Repair 2,603 2,480 3 2,973 1 33% 2 67% 0 0 0 0 0 0 0 0 0				19		12		7		0	0%
Welding Inspectors 334 3,960 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0		2,603		3	2,973	1		2		0	0%
Wellopint & Dewatering Systems 339 3.952 0 3.953 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0	Welding Inspectors	334	3,960	0	3,953	0	0%	0	0%	0	0%
Wheel Align, Frame & Axie Service Equipment & Supplies 927 3.308 5 2,667 4 80% 1 20% 0 0 Wheel Alignment, Frame & Axie Service - Auto 10.774 1.409 21 1.697 10 48% 11 52% 0 0 Wheel Chair Lifts & Rams 16.292 1.123 43 1.257 30 70% 13 30% 0 0 Wheel Chair S 10.895 1.403 85 902 66 78% 18 21% 1	Wellpoint & Dewatering Systems	339		0		0		0		0	0%
Wheel Alignment, Frame & Axis Service - Auto 10.774 1.409 21 1.697 10 48% 11 52% 0 0 0 Wheel Chairs 16.292 1.123 43 1.257 30 70% 13 30% 0 0 Wheel Chairs 10.895 1.403 85 902 66 78% 18 21% 1 1 Wheelshair & Disability Transportation 21.991 931 32 1.421 24 75% 6 19% 2 6 Wheels 30.970 746 86 895 46 53% 39 45% 1 1 Whicesales Equipment & Supplies 999 3.233 4 2.821 1 25% 3 75% 0				47		38		9		0	0%
Wheel Chair Lifts & Ramps 16,292 1,123 43 1,257 30 70% 13 30% 0 C Wheel Chairs 10,895 1,403 85 902 66 78% 18 21% 1 2 Wheelchair & Disability Transportation 21,991 931 32 1,421 24 75% 6 19% 2 6 Wheelchairs 30,970 746 86 895 46 53% 39 45% 1 1 Whirlpool Bath Equipment & Supplies 999 3,233 4 2,821 1 25% 3 75% 0 0 Wholesalers & Distributors 160,389 195 666 210 579 84% 102 15% 5 5 1 Wicker Products 640 3,575 6 2,550 6 100% 0 0 0 0 0 Wins & Harringers 78,231 374 421 313				5		10		11		0	0%
Wheel Chairs 10.895 1.403 85 902 66 78% 18 21% 1 1 2 6 19% 2 6 19% 2 6 19% 2 6 19% 2 6 19% 2 6 19% 2 6 19% 2 6 19% 2 6 19% 2 6 19% 3 9 45% 1 1 2 6 8 8 8 8 8 8 8 8 8 8 8 8 9 3 3 3 3 4 2,221 1 2.5% 3 75% 0 0 Wholesalers & Distributors 160,389 195 686 210 579 84% 102 15% 5 3 Wicks Products 640 3.575 6 2.550 6 100% 0 0 0 0 0 0 0		16.292								0	0%
Wheels 30,970 746 86 895 46 53% 39 45% 1 1 Whirlpool Bath Equipment & Supplies 999 3,233 4 2,821 1 25% 3 75% 0 0 Wholesalers & Distributors 160,389 195 686 210 579 84% 102 15% 5 3 Wick Products 640 3,575 6 2,550 6 100% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0	Wheel Chairs	10,895	1,403	85	902	66	78%	10	21%	1	1%
Whirtpool Bath Equipment & Supplies 999 3,233 4 2,821 1 25% 3 75% 0 0 Wholesalers & Distributors 160,389 195 686 210 579 84% 102 15% 5 1 Wicker Products 640 3,575 6 2,550 6 100% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 12 3 3 2,973 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0										2	6%
Wholesalers & Distributors 160,389 195 686 210 579 84% 102 15% 5 5 1 Wicker Products 640 3.575 6 2.550 6 100% 0 0% 0 0 Wins & Halmieces 78.231 374 421 313 214 51% 195 46% 12 3 Winches 115 4.492 0 3,953 0 0% 0 0% 0 <	Wheels	30.970	746	86		46		39		1	1%
Wicker Products 640 3.575 6 2.550 6 100% 0 0% 0 0 Wiss & Hairpieces 78.231 374 421 313 214 5196 195 46% 12 3 Winches 115 4.492 0 3.953 0 0% 0 0% 0 0 Wind Energy Systems 3,170 2,333 3 2,973 0 0% 3 100% 0	Wholesalers & Distributors			4		1 570		102		0	0% 1%
Wind Energy Systems 78.231 374 421 313 214 51% 195 46% 12 3 Winches 115 4.492 0 3,953 0 0% 0 0% 0 0% 0 0% 0 0% 0				680	2 550	5/9		102 0		<u> </u>	0%
Wind Energy Systems 3,170 2,333 3 2,973 0 0% 3 100 % 0 C		78,231	374	421	313	214	51%	195	46%	12	3%
				0				0		0	0%
	Wind Energy Systems Winding Machinery	3,170 10	2,333 4.999	3	2,973 3,953	0	0% 0%	3	100%	0	0%

				1		1				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Windmills	481	3,759	0	3,953	0	0%	0	0%	0	09
Window Cleaning	124.373	249	154		73	47%	79	51%	2	19
Window Cleaning Equipment & Supplies Window Coverings	411 25.173	3.844 841	0 41	3.953 1,279	0 37	0% 90%	0	0% 10%	0	09
Window Coverings Window Security Laminates	202	4,255		3,953		0%	0	0%	0	09
Window Security Edminates Window Shades	25,477	838	128		107	84%	20	16%	1	19
Window Shades - Cleaning & Repair	1,384	3,002	1	3,483	1	100%	0	0%	0	09
Window Shades - Equipment & Supplies	4,987	1,984	14		11	79%	3	21%	0	09
Window Shades - Repair	127 4.763	4.458 2.020	0 15	3.953 1.902	0	0%	0	0%	0	09
Window Tinting & Coating - Commercial Window Tinting & Coating - Residential	5,680	1.880	15		2	47% 50%	8 2	53% 50%	0	09
Windows	507,262	54	1,252	134	948	76%	213	17%	91	79
Windows & Doors - Installation & Service	173.338	176	374		304		61		9	29
Windows - Egress	1,409	2,978	2	3,202	1	50%	1	50%	0	09
Windows - Installation & Service Windows - Repairing	640,985 20,439	42 982	1,187	142 1.354	992	84% 64%	156	13% 31%	39	39
Windows - Repairing Windows - Vinvl	7,282	1.683	20			75%	7	10%		159
Windows - Wells & Covers	4,431	2,083	0		0	0%	0	0%	Ö	09
Windows - Wood	790	3,437	0		0	0%	0	0%	0	09
Windshield Wipers	179	4.319	7	2.432	1	14%	6	86%	0	09
Wine Bar	547 776	3.673		2.667 3.953		100%	0	0%	Ŏ	09
Wine Brokers Wine Cellars	7/6 771	3,450 3,455	0	3,953 2,667	0	0% 60%	0	0% 40%	0	09
Wine Storage Equipment	1.911	2,711	<u> </u>		<u>3</u>	82%		9%	1	99
Winemaking Equipment & Supplies	1,619	2,837	2	3,202	1	50%	1	50%		09
Wineries	10,283	1,444	43	1,257	26	60%	15	35%	2	5%
Wines - Retail	31.108	742	154		127	82%	27	18%	0	09
Wines - Wholesale	1.513	2,911 3,881	11		6	55%	5	45%	0	09
Wiping Cloths Wire & Cable - Electric	385 5,912	3,881 1,844	0		0	0% 56%	0	0% 44%	0	09
Wire & Cable - Electric Wire & Cable - Non-Electric	2,224	2,591	4	2,200	<u> </u>	0%	3	75%	1	259
Wire Cloth	41	4,788	Ö	3,953	0	0%	0	0%	Ö	09
Wire Harnesses - Electrical	950	3,282	2	3,202	2	100%	0	0%	0	09
Wire Products	2,276	2,576	6	2,550	6	100%	0	0%	0	09
Wire Rope	391	3.872	0	3.953	0	0%	0	0%	0	09
Wire Stitching Machines & Supplies Wire Straighten & Cut	39 11	4,801 4,988	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09
Wire Strippers	6	5.046	0	3,953	0	0%	0	0%	0	09
Wire Wrapping Service & Equipment	81	4,595	1	3.483	1	100%	0	0%	0	09
Womens Apparel - Retail	96,696	310	1,036	153	530	51%	496	48%	10	
Womens Apparel - Wholesale & Manufacturers	7,146 2,323	1,694	23		18	78%	4	17%	1	49
Wood Carving Wood Finishing	2,323 6,017	2,564 1,822	16 16		6	38% 31%	11	56% 69%	1	69 09
Wood Prinsing Wood Preservatives	535	3,685	16		<u> </u>	0%	11	0%	0	09
Wood Preserving	2,411	2,536	4		1	25%	2	50%	1	25%
Wood Products - Sawdust & Shavings	1,249	3.088	5		2	40%	3	60%	0	0%
Wood Technologists	421	3,828	0		0	0%	0	0%	0	09
Wood Turning	211	4,232	0		0	0%	0 78	0%	0 15	09
Woodworking Woodworking Equipment & Supplies	51,217 4,866	522 1,997	143 16		50 9	35% 56%	78	55% 44%	12	
Woodworking Tools - Retail	918	3,315	2		1	50%	1	50%	0	09
Wool	260	4,117	2	3,202	0	0%	1	50%	1	50%
Woolen Goods - Wholesale & Manufacturers	171	4,337	2	3.202	1	50%	1	50%	0	09
Word Process System, Consultant, Designer	87	4,574	0		0	0%	0	0%	0	09
Word Processing Service Work Clothes - Retail	669 4,366	3,549 2,094	<u>2</u> 11	3,202	0	0%		100%	1	09 99
Work Clothes - Retail Work Clothes - Wholesale & Manufacturers	343	2,094 3,946	3	2.126 2.973	1	82% 33%	2	9% 67%	0	09
Work-At-Home Companies	255,936	112	345		78	23%	220	64%	47	
Writer	1,812	2,750	10	2,190	1	10%	8	80%	1	109
Writer - Freelance	6,620	1.761	11		7	64%	4	36%	0	09
Writers - Business	3,092 1,700	2,346	10		4	40%	5	50%	1	109
X-Ray Apparatus & Supplies X-Ray Duplicating Services	1,700	2,798 4,550	2	3,202	1	50% 0%	1	50% 0%	0	09
X-Ray Labs - Industrial	1,509	2,913	10		5	50%	5	50%	0	09
X-Ray Labs - Medical & Dental	8,753	1,557	58	1,101	45	78%	13	22%	0	09
X-Ray Protection	552	3,667	0	3,953	0	0%	0	0%	0	09
Yacht Brokers	10,551 8,173	1.422	15 10		11	73%	4	27%	0	09 109
Yacht Charter Broker Yarn - Retail	8,1/3 2,536	1.601 2.501	10		<u>5</u>	50% 46%	4	40% 54%	1	109
Yarn - Wholesale & Manufacturers	2,536	2,501 3,619	4		4	100%	0	0%	0	
Yellow Page Advertising	27,453	799	478		211	44%	251	53%	16	39
Yoga Instruction	10,817	1,408	77	947	44	57%	24	31%	9	129
Yoga Supplies	1,919	2,703	8		4	50%	2	25%	2	25%
Yoqurt Youth Organizations & Centers	1,165	3.144	8	2,348	6	75%	2	25%	0	09
	10,218	1.451	28	1,502	21	75%	7	25%	0	09
	2	E 000	0	2.052	0	00/	0	00/	Λ.	0.0
Zinc Oxide Zippers	3 259	5,088 4,121	0	3,333	0	0% 0%	0	0% 0%	0	09 09

US and Canada BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Zoological Gardens	388	3,878	1	3,483	1	100%	0	0%	0	0%
Zoos	2,509	2,509	11	2,126	11	100%	0	0%	0	0%