

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Total	162,632,180		860,493	station of complaints	683,306	79%	161,226		Pursue 15,961	2%
Telephone Communications	612 605	44	32 533	1	32 280	99%		1%		2%
Cellular Telephone Service & Supplies	282,227	103	30,388	2	29,787	98%	550		51	0%
Television - Cable, CATV & Satellite	264,009	109	29,642	3	29,233	99%	393	1%	16	0%
Auto Dealers - New Cars	2,069,753	9	26,095	4	22.635	87%	3,365	13%	95	0%
Collection Agencies	3,257,526 3,139,785	3	17,513 16,364	5	<u>15,565</u> 11,927	89%	1,478 4,203	<u>8%</u> 26%	470	3%
Auto Dealers - Used Cars Furniture - Retail	1.061.516	4	13,904	5	12,290	73% 88%	4,203	26%	234	1%
Online Retailer	1,294,050	23		8	8.216	60%	4,422		1.026	8%
Banks	559,235	47	11,577	9	11,221	97%	333	3%	23	0%
Internet Shopping	1,947,911	12		10	7,422	72%	2,316		512	5%
Insurance Companies	1.984.044 133.547	234		11	<u>9.473</u> 9.198	95% 99%	418	<u>4%</u> 1%	48	0% 0%
Department Stores Auto Repair & Service	2,023,331	10		12	5,702	66%	2,817		144	2%
Property Management	1,741,784	13		14		80%	1.630	19%	43	1%
Credit Cards & Plans	360,363	75	7,756	15	7,637	98%	87	1%	32	0%
Auto Renting & Leasing	207,640	147	7,303	16	6,126	84%	1,158	16%	19	0%
Hotels	179,568 553,252	<u>172</u> 48		17	4,690	<u>68%</u> 65%	2,165	31% 34%	70	1% 1%
Apartments Home Warranty Plans	291,430	48		18		97%	2.293		54	1%
Internet Services	856,228	30	6,523	20	5,830	89%	637		56	1%
Roofing Contractors	5,192,981	1	6,440	21	4,352	68%	1,805	28%	283	4%
Airlines	85,565	344		22	4.865	76%	1.522		24	0%
Movers Consumer Finance & Loan Companies	1,561,765 1,197,434	<u>15</u> 25		23	4,365	70% 95%	1,730 246	28% 4%	129 48	2% 1%
Consumer Finance & Loan Companies Travel Agencies & Bureaus	1,197,434 859,389	25		24	5,848	95%	493		48	1%
Burglar Alarm Systems - Dealers, Monitoring & Service	469.907	56		26	5.204	97%	146		28	1%
Electric Companies	295,542	95	4,771	27	4,591	96%	171	4%	9	0%
Internet Selling Services	330,438	82		28	4,589	96%	160	3%	17	0%
Financial Services	1,444,277	18	4.506	29	3.999	89%	429		78	2% 2%
Restaurants Contractors - General	391,260 3,932,271	20	4,414	30	2,382	<u>54%</u> 52%	1,943		139	3%
Home Builders	2,205,890	8	4,159	32	3,474	84%	636		49	1%
Clothing - Retail	450,723	58	4.098	33	2,119	52%	1,890	46%	89	2%
Plumbers	2,789,039	5	4,010	34	3,093	77%	860		57	1%
Prepaid Debit/Credit Cards Health Clubs	181,567 188,300	170 164	3,944	35	<u>3,870</u> 3,424	98% 87%	<u>66</u> 435		<u> </u>	0% 2%
Skin Care	263,124	164	3.925	30	2,625	<u>87%</u> 68%	435		83	2%
Home Improvements	1,391,848	110	3,820	38	2,886	76%	867		67	2%
Cell Phone & Tablet Equipment, Supplies & Repair	189,787	163	3,746	39	2,942	79%	756	20%	48	1%
Payment Processing Service	248.292	116		40	3.661	99%	39		4	0%
Construction & Remodeling Services	2,533,698 1,158,987	26	3,694 3,659	41	1,793 3,310	49% 90%	1,753		148 21	4%
Pest Control Services Computers Hardware, Software & Services	504,728	55	3,642	42	3,045	84%	<u>328</u> 546	15%	51	1%
Electronic Equipment & Supplies - Dealers	224,493	136		44	3.243	89%	318	9%	66	2%
Heating & Air Conditioning	2,332,102	7	3,601	45	2,954	82%	593		54	1%
Computers - Dealers	209,662	144		46	3,405	96%	150		9	0%
Mail Order & Catalog Shopping	368.255 226.653	74		47	3.019	87%	<u> </u>	9% 13%	153	4%
Computer Software Publishers & Developers Real Estate Maintenance Protection Plan	116,494	259	3,468	48	3,398	86% 100%	440	0%	<u> </u>	0%
Credit Reporting Agencies	120,369	253	3,389	50	3,321	98%	61	2%	7	0%
Appliances - Maior - Dealers	347,410	78		51	3.035	90%	303		36	1%
Mortgage Brokers	1,250,912	24		52	2,956	88%	377		38	1%
Electronic Equipment & Supplies - Wholesale & Manufacturers Dentists	57,128 614.850	477		53	3,252	<u>98%</u> 77%	53		4	0%
Online Social Media/Networking	98.557	300	3.164	55	3,099	98%	56	2%	0 10	0%
Loans	1,464,083	17	3,066	56	2,477	81%	433	14%	156	5%
Florists - Retail	96,738	308	3,058	57	2,308	75%	732	24%	18	1%
Auto Parts & Supplies - New	545,588	51		58	2.219	74%	758		20	1% 1%
Real Estate Fitness Centers	831.021 152,731	<u>33</u> 205	2.945	59 60	2,226	76% 69%	698 882		21	1%
Health & Diet Products - Retail	410,382	64		61	2,020	70%	833		40	2%
Jewelers - Retail	668,168	39	2.922	62	2,303	79%	585	20%	34	1%
Building Materials	195,540	161	2,848	63	2,784	98%	62	2%	2	0%
Newspapers	72,416	399				92%	218		4	0%
Towing - Automotive Air Conditioning Contractors & Systems	546.688 1.310.305	<u>50</u> 22	2,764	65	1.453	53% 85%	1.258 387	46% 14%	53	2% 1%
Lawn Maintenance	766,321	35		67	2,152	81%	471		46	2%
Insurance Services	679,696	36	2,535	68	2,359	93%	151	6%	25	1%
Delivery Service	156.161	198		69	2,160	85%	348		26	1%
Manufacturers & Producers	400,718	66	2,527	70	2,309 2,179	91% 90%	201		17	1%
Security Control Equipment & System Monitors Ticket Sales - Events	415,481 312,245	<u>62</u> 91	2,423	/1	2,1/9 2,137	90%	209		35	1%
Dating Service	163,991	187	2.3/3	72	2,13/	37%	1,437		4	1%
Auto Body Repair & Painting	1,008,466	29	2,280	74	1,504	66%	741	33%	35	2%
Rubbish & Garbage Removal	206,268	148		75	1,697	75%	500		61	3%
Landscape Contractors	1,478,894	16	2,243	76	1.132	50%	1.022	46%	89	4%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue
Auto Manufacturers & Distributors	86,559	342	2,207	77	2,045	93%	151	7%	<u>1</u> 1
Credit Unions	234,320	126	2,180	78	2,041	94%	138	6%	1
Moving & Storage Company	353.450	76	2,161	79	1.405	65%	716	33%	40
Hospitals Vacation Time Share	151,175 153,359	209 203	2,129	80 81	1,685	79% 96%	440		4
General Merchandise - Retail	245,281	203	2,097	81	2,003	72%	524		38
Attorneys & Lawyers	1,707,959	14	2,016	83	1,395	69%	576	29%	45
Internet Marketing Services	661,883	40	2,004	84	1,734	87%	233	12%	37
Mattresses	215.677	142	1.964			89%	205		10
Mailing Services Credit Card - Merchant Services	97.274 209,394	304 145	1.933 1,887	86 87	<u>1.754</u> 1.731	91% 92%	175		18
Appliances - Major - Service & Repair	379,099	69	1,883	88	1,009	54%	822		52
Insurance - Health	243,244	120	1.848	89	1,589	86%	245	13%	14
Online Travel Agency	198,750	156	1,845	90	1,659	90%	147	8%	39
Health & Medical - General	374,679	71	1,811	91	1,357	75%	425		29
Advertising - Directory & Guide Insurance - Auto	98.997 267.588	299 107	1.802	92	1.509 1.588	<u>84%</u> 89%	2/5	15% 11%	7
Storage Units - Household & Commercial	104,067	290	1,778	94	1,552	87%	220	12%	6
Dry Cleaners	113,113	265	1,777	95	892	50%	826	46%	59
Tree Service	1,122,295	27	1.757	96	791	45%	859	49%	107
Vitamins & Food Supplements	434.984	60	1,699	97	1.181	70%	466		52
Banking Services Shoes - Retail	33,796 173,825	705 175	1,693	98 99	1,627	96% 72%	63 409		3
Tire Dealers	229,564	175	1,655	99 100	1,206	72%	409		15
Home Electronics	111,380	270	1,654	101	1,501	91%	122	7%	31
Extended Warranty Contract Service Companies	217,150	141	1,628	102	1,555	96%	57		16
Natural Gas Companies	84.746	348	1.612	103	1.505	93%	105		2
Carpet & Rug Dealers - New Swimming Real Contractors, Dealers, Design	370.741 822,422	73	1,602	104 105	1.469	92% 77%	124	<u>8%</u> 21%	9
Swimming Pool Contractors, Dealers, Design Appliances - Major - Wholesale & Manufacturers	30,704	754	1,595	105	1,231	98%	331	21%	در ۲
Transportation Services	231.872	128	1,589	100	851	54%	709		29
Tax Return Preparation	549,339	49	1,588	108	1,076	68%	460	29%	52
Credit Card Processing Service	298,199	93	1,578	109	1,484	94%	80		14
Discount Stores	98,154	303	1,555	110	1,410	91%	136		9
Car Wash & Polish Telephone Pre-Paid Card Sales & Distribution	96.658 34,430	311 696	1.545	111 112	890 1,465	58% 95%	602 75	<u>39%</u> 5%	53
Motels	41,018	622	1,544	112	800	53%	696	46%	14
Internet - Web Hostina	169,913	178	1.490	114	1,304	88%	178	12%	8
Mortgage Bankers	656.922	41	1,446	115	1.415	98%	27		4
Parking Facilities	70,298	413	1,438	116	1,033	72% 52%	363 319		42
Payday Loans Travel Clubs	427,777	61	1,423	117	737	<u>52%</u> 78%	259	22% 18%	367
Painting Contractors	1,360,674	21	1.392	110	740	53%	585		67
Fulfillment Services	46,426	568	1,386	120	1,126	81%	250		10
Beauty Salons	204,143	152	1,367	121	764	56%	522		81
Internet Gaming	95.519	316 329	1.365	122	1.192	87%	155	11%	18
Electronic Equipment & Suppliers - Service & Repair Transmissions - Automobile	91,108 335,004	80	1,353	123 124	1,136	<u>84%</u> 67%	202	15% 30%	15
Computers - Service & Repair	321,299	86	1,336	124	754	56%	515	39%	67
Auto Warranty Processing Service	268,524	106	1.335	126	1.218	91%	98	7%	19
Sporting Goods - Retail	195,939	159	1,331	127	1,128	85%	190		13
Coupon Book Promotions	52,304	517	1,299	128	1,247	96%	52		0
Furniture Rent & Lease T-Shirts	81.008 155.758	362	1.283	129	1.220	95% 70%	63 336	5% 26%	0 44
Exercise & Physical Fitness Programs	95,734	315	1,269	130	974	77%	283		12
Recreational Vehicles - Dealers	243,809	119	1,264	132	1.120	89%	136	11%	8
Beauty Supplies & Equipment	145,568	219	1.259	133	712	57%	532	42%	15
Windows	507,262 113,681	54	1,252	134 135	<u>948</u> 997	76%	213		91
Resorts Schools - Academic - Colleges & Universities	220,811	264 138	1,251	135	1,085	<u>80%</u> 87%	246	<u>20%</u> 12%	15
Medical Equipment & Supplies	220.811 228.991	138	1,230	130	941	76%	286		11
Cosmetic Sales by Internet	127,468	245	1,224	138	1,028	84%	188	15%	8
Concrete Contractors	852,960	32	1,222	139	582	48%	598	49%	42
Cruises	62,325	453	1.208	140	1.116	92%	91 77	8%	1
Bus Lines Windows - Installation & Service	28,172 640,985	789	1,201	141 142	1,124 992	94% 84%	156		39
Paving Contractors	668,376	38	1,177		654	56%	476		47
Hotels - Reservations	54,048	501	1.173	144	1.098	94%	72	6%	3
Fence Contractors	608,525	45	1,151	145	761	66%	364	32%	26
Magazine Sales	108,980	278	1,132	146	930	82%	161	14%	41
Energy Service Companies	225,383	135 247	1,130 1,102	147 148	<u>1.064</u> 974	94% 88%	63 119		3
Appliances - Major - Parts & Supplies Boutiques	126,738 130,069	247	1,102	148	421	39%	616		52
Loan Servicing	160,397	194	1,048	150	987	94%	60	6%	1
Billing Service	150,410	210	1.042	151	951	91%	90	9%	1
Physicians & Surgeons - Medical-M.D.	147,529	216	1,040	152	739	71%	283	27%	18
									10
Womens Apparel - Retail Truck Rent & Lease	96,696	310	1,036	153	530	51% 97%	496	48% 3%	10



Data Section         Data Print         Data	· · · · · · · · · · · · · · · · · · ·		[		<del>ر ر</del>	r			1	Comple Harble -	——
Decision         11.02         0.03         1.03         0.04	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpis Unable To Pursue	%
Carde Accom         11/26         16				1,000	100					1	09
Jamas         10100         101         100         101         100		119.026	256							7	19
Carata method         11163         140         150         150         170										23	29 29
Special boom         Special boom<							91%			16	29
One barrier         11.012										37	49
Inter A Longing         110         120         130	Office Supplies				161		93%			4	0%
Spinger Aroska         -1.12         -2.2         -3.2         -1.4         -2.44         -1.2         -1.45         -2.4           Spinger Aroska         -1.10											9%
Obser Constant: Strolet Adv         144         142         120<										103	119 19
Tanabas and harral function         P35.10         111         0.0         16         38         476         0.0         466         10           Database Age         116.20         0.1         100										7	19
Database         Image										105	129
Subsets         10 </td <td>Publishers - Book</td> <td>196.281</td> <td>158</td> <td>911</td> <td>. 167</td> <td>542</td> <td>59%</td> <td>359</td> <td>39%</td> <td></td> <td>19</td>	Publishers - Book	196.281	158	911	. 167	542	59%	359	39%		19
Ind Expander         31.250         422         982         1.0         1.40         400         1.00										18	29
Shedering Associate         (17)         (12)         (12)         (12)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13)         (12)         (13) </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>/</td> <td>19</td>										/	19
Indexessment         460,00         30         472         170         476         478         470         478         470         478         470         478         470         478         470         478         470         478         470         478         470										30	29
Concore - Wheeler & Municipues         21.14         62         63         72         67         975         72         756<										50	69
Sochesen:         Del 2000         Dial         Dial <thdial< th="">         Dial         Dial</thdial<>		25,164		896	173	871	97%		3%	0	0%
Car control         Logical Allocation         Col         Bit         Col         Col<         <		103.162				786	88%	101		8	19
Carpet And Cheer         513 (1)         51         680         177         601         695         260         195         261           Carpet And Cheer         133 (2)		57,605					57%			29	39 29
Seterat - Controlar         78 411         772         888         173         60         785         173         228         60           Control         1.4.0.0         222         228         459         221         338         12           Calo Science         1.3.77         7         880         18         660         395         16         338         12           Calo Science         1.3.77         7         880         18         660         395         16         30         22         338         12           Salo Science         1.3.77         7         880         13         660         395         16         30         22         338         12         30         22         338         12         30         22         338         12         30         22         338         12         30         22         338         12         30										22	39
Nucleus Services - General         1218.464         140         682         170									22%	0	0%
Fack Status & Rouckel Consume         20.72         88         61         86         995         16         770         64           Constant         19.01         64         802         161         610         795         220         795         72           Matericals A Medical Structure         10.00         221         831         164         610         795         220         795         72           Matericals A Medical Structure         10.00         221         831         164         618         795         220         795         72           Calls IV, Internet & Telephone Institution Service         72.10         461         838         127         720         895         81         195         72           Calls IV, Internet & Telephone Institution Service         20.548         429         838         120         220         856         81         195         20         106 <td>Business Services - General</td> <td>218,864</td> <td>140</td> <td>882</td> <td>179</td> <td>476</td> <td>54%</td> <td>337</td> <td>38%</td> <td>69</td> <td>8%</td>	Business Services - General	218,864	140	882	179	476	54%	337	38%	69	8%
Eachrogan         1382.72         20         860         142         616         779         226         269         26           Mode Sample : Deleting         133.70         62         631         631         631         793         26         795         27         795         27         795         27         795         27         795         27         795         27         795         27         795         27         795         27 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>12</td><td>19</td></td<>										12	19
Value Garana - Paskers         38.31         647         857         163         572         675         263         31%         27           Motoricals - Delemant & Louism Service         414.003         425         854         186         625         975         72         976         72           Mational Manufactures         414.003         453         848         186         755         975         1         976         72           Mational Manufactures         140.00         100         638         100         721         865         31         166         72         976         100         72         976         100         72         976         100         72         976         100         72         976         100         72         976         100         72         976         100         72         976         100         100         72         976         100         74										4	09 39
Mater. Control.         141.00         225         635         136         0.18         736         226         278         7           Control Additionant Surving         135.277         126         848         138         0.26         935         131         165         0.6         0.6           Colls IV, latered A Telephone Installation Service         224.50         151         0.88         182         0.23         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         2.3         0.95         0.3         0.3         0.1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>24</td> <td>39</td>										24	39
Inscalar Abelical Southers         135         152         162         484         185         704         895         138         105         6           Obstant London         Abstant London										7	19
Cable IV, Idenset A Telephone Installation Service         22.170         401         88         127         700         89%         81         10%         7           Const IV, Idenset A Telephone Service         40.454         439         819         120         635%         20         355         20           Tays Media         40.454         439         819         120         635         89%         16         11%         10           Tays Media         40.451         110         10         100         202         645%         12         95%         2         10%         2           Mate Constance         40.451         10         10         10         10         20         20         645%         12         95%         10         14%         0         10         10         10         10         10         20         20         645%         10         24%         10		155.775			185	704	83%	138	16%	6	19
Information Technology Services         204 506         151         824         188         573         623         289         289         22           View Concenter View Companies / Manufacturem         16.65         110         524         16         110         524         16         454         0         0         45         0         0         45         0         0         45         0         0         45         0         0         45         0										6	19
Vales Games - Wholesale & Roundarturen         116         28         182         721         955         32         958         12         958         12         958         12         958         12         958         12         958         12         958         12         958         12         12         958         12         12         958         12         12         958         12         12         958         12         12         958         12         13         958         12         13         958         12         13         958         12         13         958         13										7	19
Toys - Retail         66, 48         432         619         100         723         88%         66         11%         10           Anto. Struct. Contract. Control Contrel Control Control Contrel Control Control Contren		204,504								22	3% 0%
Water Companies - Utility         55,553         645         818         101         653         80%         163         20%         20           Idensitan forms honomo         0.202         6.31         6.01         102         522         6.45%         220         278         6.01           Idensitan forms honomo         0.202         6.31         6.00         104         202         978         102         178         0.01         146         100		65 484								10	19
Auto. Service Contract Companies       149, 551       211       612       122       523       64%       220       27%       66         Edencisis Information       40, 220       633       503       130       235       92%       20       1%       0         Enarcina       145, 597       218       787       135       755       166       755       92%       38       20%       30       20%       10       20%       10       20%       10       20%       10       20%       10       20%       10       20%       10       20%       10       20%       10       10       20%       10       10       20%       10       10       20%       10       10       20%       10       1	Water Companies - Utility									2	0%
Gracers. Pstall         188,753         344         789         194         592         78%         190         24%         7           Chanck Outer Manader         145,697         218         787         105         225         29%         56         7%         66         76         100           Control Manader         31,641         400         70         102         735         29%         53         29%         38         30%         10           Service Station - Gasoline & Oline         81,275         319         77         59%         32         43%         10           Veb Design         25,343         14         756         200         578         29%         12         43%         11           Veb Design         25,443         507         749         202         610         83%         12         13%         18           Gan Deside         130,64         160         749         202         596         80%         12         13%         18         18         18         18         18         18         18         18         18         18         18         18         18         18         18         18         1	Auto Service Contract Companies							220		69	8%
Financion         145.092         218         782         195         723         92%         56         7%         6           Auto Realt - Maintenance         35.044         66         773         197         352         49%         388         50%         10           Auto Realt - Maintenance         35.044         666         773         197         352         49%         388         50%         10           Publishers - Directorx & Guide         95.33         314         756         200         576         76%         128         47%         51           Grif Certificate/Cardis         65.00         438         750         201         658         88%         42         666         50           Gain Dealer         100.611         224         740         201         651         88%         43         112         15%         18           Weight Cardis         103.51         560         740         202         651         84%         99         1336         18           Branciolanis Sectorian         467.132         77         747         205         6.52         84%         99         1336         26         26           Fre & M								7		0	0%
Mane Orders & Transfers         71.648         403         785         196         765         97%         18         2%         2           Ador, Readri - Matterance         35.644         676         773         192         375         49%         388         50%         10           Service Sations - Gasoline & Oll         21.657         31.2         773         107         50%         322         433%         17           Web Desion         21.657         12.9         775         0.9%         322         433%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         435%         12         135%         12         135%         12         145%         12         446%         12         12         146%         12         12         146%         12         12         146%         12         14         145%         12         146%         12         146%         12         14										/	19
Auto Rapit - Maintenance         33.644         676         773         197         375         49%         388         50%         10           Veb Design         231.657         120         757         199         377         50%         362         48%         15           Veb Design         63.04         144         756         200         576         76%         124         17%         50%         362         48%         15           Quiphars: Directory A Guide         10.041         24         749         202         66         93%         12         15%         56           Gui Desity         10.041         24         749         202         66         93%         12         15%         24           Wei Drichtoris         183.054         169         749         202         56         80%         127         17%         26         24         46%         24         24         246         206         314         42%         465         24%         26         26%         26         26%         26         26%         26         26%         26         26%         26         26%         26         26%         26         26%										2	09
Web Design         231.657         123         757         193         377         59%         362         48%         18           Dalishers         05.5701         438         756         201         556         88%         41         657         51           Grll Certificates/Cards         10.011         274         756         201         658         88%         41         656         18           Grll Certificates/Cards         10.011         274         748         201         658         88%         41         656         18         85%         41         656         18         18         110         110         18         101         18         18         18         18         18         18         18         19         177         20         747         205         629         84%         91         1356         20         18         18         18         205         120         120         126         120         126         120         126         120         120         126         120         126         120         126         120         120         126         120         126         120         126         120						375	49%			10	19
Bublishes - Directory & Guide         95 3/4         31/4         756         200         576         769         1.29         1796         511           Gru CretificateSCards         65,700         438         750         201         658         89%         42         66%         500           Gun Dealers         109,611         274         749         202         613         83%         112         15%         168           Mall Salons         51,633         507         748         202         632         83%         102         46%         20         178         108         109         10										11	29
Gift Certificates/Cards       657.00       438       750       201       658       88%       42       6%       50         Nail Salons       53.453       507       749       202       619       83%       112       15%       18         Nail Salons       53.453       507       749       202       378       50%       347       45%       26         Rem celling Services       183.054       160       749       202       586       80%       92       13%       60%       127       17%       26         Gift Certificates/Certi	Web Design										29 79
Gun Dealers         109.611         274         749         202         619         83%         112         15%         18           Mail Salors         53.453         507         749         202         578         50%         127         46%         24           Weich Control Services         183.054         169         749         202         578         80%         127         17%         26         26         80%         127         17%         26         26         80%         197         747         205         620         80%         197         13%         197         747         205         620         80%         100         202         258         80%         102         25%         26%         20         13%         107         200         113         47%         002         200         13%         102         15%         55         14         100         200         200         564         80%         144         20%         00         14         20%         205         15%         15         15         163         200         15%         55         15         163         264         15%         15         164         25	Gift Certificates/Cards				200	5/6	76%				79
Nail Salons       53,453       507       749       202       378       50%       347       46%       24         Weicht Corrol Services       183,054       160       749       202       556       60%       127       17%       26         Fire & Water Damage Restoration       467,132       57       747       205       629       84%       99       13%       19         Remdelina Services       101,237       92       746       206       514       42%       405       54%       22         Read Estate Rental Services       178,031       114       727       207       513       71%       206       234       206       23       206										18	29
Fire & Water Damage Restoration       467,132       57       747       205       629       84%       99       13%       19         Reandeling Services       301,737       92       746       206       314       42%       406       54%       26         Real Estate Rental Service       178,031       174       727       207       513       71%       192       26%       22         Moving Brokers       88,140       337       708       209       564       80%       144       20%       0         Health & Medical Products       93,068       321       685       210       572       84%       102       15%       5         Health & Medical Products       93,068       321       685       211       421       64%       249       36%       15         Credit - Dett Consolidation Services       61,411       457       680       213       269       40%       38       197       24         Auto Services       11,750       220       651       214       510       75%       141       219       44       24       24       24       24       24       24       24       24       24       24       25 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>24</td> <td>39</td>										24	39
nemodelino Services         301,737         92         746         206         314         42%         406         54%         26           Home Decor, Accessories & Gifts - Online Retailer         11,511         124         727         207         513         71%         192         26%         22           Home Decor, Accessories & Gifts - Online Retailer         41,531         616         720         208         459         64%         253         35%         8           Moving Brokers         08,140         337         708         209         564         80%         102         15%         5           Home Decor, Accessories & Distributors         160,389         195         686         210         572         84%         1002         15%         5           Photoraphers         405,956         65         682         212         439         64%         218         32%         25           Photoraphers         61,411         457         680         213         269         40%         387         57%         24           Marketina Consultats         220,745         139         679         214         510         75%         141         21%         28         73% </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>26</td> <td>3%</td>										26	3%
Real Estate Rental Service         178.031         174         727         207         513         77%         192         26%         22           Home Decor, Accessories & Gifts - Online Retailer         41,591         616         720         208         459         64%         253         35%         8           Moving Brokers         88,140         337         708         209         554         80%         144         20%         0           Moving Brokers         93.068         321         665         210         579         84%         102         15%         5           Credit - Debt Consolidation Services         405.956         655         662         212         439         64%         218         32%         25           Photographers         6.1.411         457         660         213         269         40%         387         57%         24           Anus Services         117.570         257         659         215         442         73%         164         25%         387         57%         24         34         340         24         453         345         34         34         34         34         34         34         34										19	39
Home Decor, Accessories & Gifts - Online Retailer         41,591         6.6         720         208         459         64%         253         35%         8           Woind Brokers         88,140         337         708         209         564         80%         144         20%         0           Wholesalers & Distributors         160,389         195         686         210         579         84%         102         15%         5           Credit - Debt Consolidation Services         405,576         65         682         212         439         64%         218         32%         25           Photographers         61,411         457         680         213         269         44%         387         57%         24           Marketina Consultants         220,745         139         679         214         510         75%         141         21%         28           Antus Services         117,570         257         659         216         520         75%         13         21%         41         21%         41         21%         41         51         53         53         53         53%         51         14         20%         44%         35										26	39 39
Moving Brokers         188,140         337         708         209         564         80%         144         20%         0           Wholesalers         160,389         195         686         210         579         84%         102         15%         5           Health & Medical Products         433,068         321         685         211         421         61,4%         228         32%         251           Photoraphers         61,411         457         680         213         269         40%         387         57%         24           Markeina Consultants         220,745         139         672         214         510         75%         141         21%         28         27%         680         213         269         40%         387         57%         24           Auto Services         112,570         257         656         216         550         85%         92         14%         55         18         24%         536         536         15         16         530         536         15         16         530         73%         143         54         655         218         24%         536         536         15							64%			22	19
Health & Medical Products       93,068       321       685       211       421       61%       249       36%       15         Credt - Debt Consolidation Services       405,956       65       682       212       439       64%       218       32%       25         Photographers       61,411       457       680       213       269       40%       387       57%       24         Auto Services       220,745       139       672       214       510       75%       141       21%       387       57%       28         Auto Services       117,570       257       659       216       482       73%       164       25%       38       39       64       25%       38       59       92       14%       51       31       21%       21%       435       21%       10       10       15%       12%       10       15       15%       15       21%       15       21%       15       21%       15       21%       15       16       15       15%       15       21%       15       15%       15       15%       15       21%       15       15%       15       15%       15       21%       15% <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0</td> <td>0%</td>										0	0%
Credit - Debt Consolidation Services       405,556       652       212       439       64%       218       32%       228         Photographers       61,411       457       680       213       269       40%       387       57%       24         Marketina Consultants       220,745       139       679       214       510       75%       141       21%       28         Auto Services       317,750       257       653       216       482       73%       164       25%       13         Anusement Parks & Places       32,769       635       656       216       559       85%       92       14%       16         Pizz       32,800       724       655       218       290       44%       350       53%       15         Advertising Specialties       109,045       277       654       219       463       71%       175       27%       16         Building Contractors       104,045       277       654       219       463       71%       175       27%       16         Dating Service - Online       24,834       854       652       220       357       85%       91       14%       8										5	19
Photographers       61,11       457       680       213       269       40%       387       57%       24         Marketing Consultants       220,745       139       679       214       510       75%       141       21%       28         Auto Services       117,570       257       659       215       482       73%       164       25%       13         Amusement Parks & Places       39,769       635       656       216       559       85%       92       14%       5         Telephone Equipment & Systems Dealers       48,959       546       655       218       200       47%       350       53%       13       13%       14%       5         Pizza       32,000       724       655       218       200       44%       350       53%       15         Building Contractors       587,194       46       652       220       367       56%       270       41%       15         Dating Service - Online       24,834       854       652       220       553       85%       91       14%       16       96       9       14%       16       96       17       15       23%       94 <t< td=""><td></td><td></td><td></td><td></td><td>211</td><td>421</td><td>61%</td><td>249</td><td>36%</td><td>15</td><td>29 49</td></t<>					211	421	61%	249	36%	15	29 49
Marketing Consultants       220,745       139       679       214       510       75%       141       21%       28         Auto Services       117,570       257       659       215       482       73%       164       25%       13         Anusement Parks & Places       39,769       655       656       216       559       85%       92       14%       51         Telephone Equipment & Systems Dealers       48,899       546       656       216       520       79%       135       21%       1         Pizza       32,800       724       655       218       290       44%       350       53%       15         Advertising Specialties       109,045       277       654       219       463       71%       17%       27%       16         Building Contractors       587,194       46       652       220       367       56%       270       41%       16         Dation Service - Online       24,834       854       652       220       553       85%       91       14%       98       94       326       98       98       94       94       97%       117       18%       98       98       92										25	49
Auto Services       117.570       257       659       215       422       73%       164       25%       13         Amusement Parks & Pices       39.769       635       656       216       559       85%       92       14%       5         Clephone Equipment & Systems Dealers       48.989       546       656       216       520       79%       135       21%       1         Pizza       32.800       724       655       218       200       44%       350       53%       15         Building Contractors       109.045       277       654       219       463       71%       175       27%       16         Dating Service - Online       24.834       854       652       220       357       56%       215       33%       9         Mato Renair - Windshield, Glass Shops       164.197       166       650       222       426       66%       215       33%       9         Mato Renair - Windshield, Glass Shops       164.197       166       650       222       426       66%       215       33%       9         Mata Real State Survice - Online       78.984       371       633       224       512       80%										24	49
Amusement Parks & Places       39,79       635       656       216       559       85%       92       14%       5         Telephone Raysems Dealers       48,989       546       655       216       520       79%       135       21%       1         Pizza       32,800       724       655       218       200       44%       350       53%       15         Advertising Specialties       109,045       277       654       219       463       71%       175       27%       16         Building Contractors       587,194       46       652       220       367       56%       270       41%       16         Dation Service - Online       24,814       854       652       220       553       85%       91       14%       8         Atto Renair - Windshield, Glass Shops       164,197       186       650       222       426       66%       215       33%       9       9         Mace Service - Online       78,984       371       639       223       494       77%       117       18%       8         Real Estate Services       154,873       201       637       224       512       80%       218	Auto Services	117.570	257	659	215	482	73%	164	25%	13	29
Pizza       32.800       724       655       218       200       44%       350       53%       15         Advertiin Specialties       109.045       277       654       219       463       71%       175       27%       16         Building Contractors       587,194       46       652       220       367       56%       270       41%       15         Dating Service - Online       24.84       854       652       220       553       85%       91       14%       8         Atto Renair       Vindshield. Glass Shops       164.197       186       650       222       426       66%       215       33%       9       9         Maazaines - Subscription Agents       78,984       371       639       223       494       77%       117       18%       28         Real Estate Services       154,873       201       637       224       512       80%       118       19%       7         Massace Therapists       69,635       417       633       225       369       58%       229       36%       35         Auto Transporters & Drive-Away Companies       347,346       79       629       227       377	Amusement Parks & Places					559	85%	92	14%	5	19
Adventising Specialities       109,045       277       654       219       463 <b>71%</b> 175 <b>27%</b> 16         Building Contractors       587,194       46       652       220       367 <b>56%</b> 270 <b>41%</b> 15         Dating Service - Online       24,834       854       652       220       553 <b>85%</b> 91 <b>14%</b> 84         Auto Renair - Windshield, Glass Shops       164,197       166       650       222       426 <b>66%</b> 215 <b>33%</b> 98         Madzaines - Subscription Agents       78,984       371       639       223       494 <b>77%</b> 117 <b>18%</b> 28         Real Estate Services       154,873       201       637       224       512 <b>80%</b> 118 <b>19%</b> 75         Massace Therapists       69,635       417       633       225       369       58%       229       36%       35         Rental Vacancy Listing Service       69,635       417       633       226       558       89%       69 <b>11%</b> 33         Auto Transporters & Drive-Away Companies       347,346       79       629       227 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>0%</td>										1	0%
Building Contractors         587.194         46         652         220         367         56%         270         41%         15           Dating Service - Online         24.834         854         652         220         553         85%         91         14%         8           Auto Renair - Windshield, Glass Shops         164.197         186         650         222         426         66%         215         33%         9           Magazines - Subscription Agents         78,984         371         639         223         494         77%         117         18%         28           Real Estate Services         154,873         201         637         224         512         80%         118         19%         78           Massage Therapists         69,635         417         633         225         369         58%         229         36%         35           Auto Transporters & Drive-Away Companies         47,525         556         630         226         558         89%         69         11%         33           Auto Transporters & Drive-Away Companies         52,504         513         627         228         505         81%         116         19%         6							44%		53%	15	29
Dating Service - Online         24.84         854         652         220         553         85%         91         14%         8           Auto Readir Windshield, Glass Shoos         164.197         186         650         222         426         66%         215         33%         9           Madazines - Subscription Agents         78.94         371         639         223         494         77%         117         18%         28           Real Estate Services         154.873         201         637         224         512         80%         118         19%         7           Massace Therapists         69.655         417         633         225         360         58%         229         36%         35           Rental Vacancy Listing Service         47.525         556         630         226         558         89%         69         11%         3           Auto Transporters & Drive-Away Companies         347.346         79         629         227         377         60%         249         40%         3           Exercise Equipment & Machines - Sales         52.54         513         627         228         543         87%         79         13%         65										15	29
Magazines - Subscription Agents       78,984       371       639       223       494       77%       117       18%       28         Real Estate Services       154,873       201       637       224       512       80%       118       19%       7         Massae Therapits       69,635       417       633       225       369       58%       229       36%       35         Rental Vacaro Listing Service       47,525       556       630       226       558       89%       69       119       33         Auto Transporters & Drive-Away Companies       347,346       79       629       227       377       60%       249       40%       3         Exercise Equipment & Machines - Sales       52,504       513       627       228       505       81%       116       19%       6         Taxes - Consultants & Representatives       272,301       105       627       228       543       87%       79       13%       5         Cleaning Services       240,271       121       624       230       379       61%       224       36%       21         Water Heaters - Dealers       56,332       466       621       231       596	Dating Service - Online	24.834	854	652	220	553	85%	91	14%	8	19
Real Estate Services         154.873         201         637         224         512         80%         118         19%         7           Massage Therapists         69.635         417         633         225         369         58%         229         36%         35           Retal Vacancy Listing Service         47.525         556         630         226         558         89%         69         11%         3           Auto Transporters & Drive-Away Companies         347.346         79         629         227         377         60%         249         40%         3           Exercise Fouriement & Machines - Sales         52.504         513         627         228         555         81%         116         19%         6           Taxes - Consultants & Representatives         272.301         105         627         228         543         87%         79         13%         5           Cleaning Services         240.271         121         624         230         379         61%         224         36%         21           Water Heaters - Dealers         56.332         486         621         231         596         96%         24         4%         1 <td>Auto Repair - Windshield, Glass Shops</td> <td>164.197</td> <td>186</td> <td></td> <td>222</td> <td>426</td> <td>66%</td> <td>215</td> <td>33%</td> <td>9</td> <td>19</td>	Auto Repair - Windshield, Glass Shops	164.197	186		222	426	66%	215	33%	9	19
Massae Therapists         69,635         417         633         225         369         589         229         36%         35           Rental Vacory Listing Service         47,525         556         630         226         558         89%         69         11%         33           Auto Transporters & Drive-Away Companies         347,346         79         629         227         377         60%         249         40%         3           Exercise Equipment & Machines - Sales         52,504         513         627         228         505         81%         116         19%         6           Taxes - Consultants & Representatives         272,301         105         627         228         543         87%         79         13%         5           Cleaning Services         242,071         121         624         230         379         61%         224         36%         21           Water Heaters - Dealers         56,332         486         621         231         596         96%         24         4%         1		78,984								28	49 19
Rental Vacancy Listing Service         47,255         556         630         226         558         89%         69         11%         3           Auto Transporters & Drive-Away Companies         347,346         79         629         227         377         60%         249         40%         3           Exercise Equipment & Machines - Sales         52,504         513         627         228         505         81%         116         19%         6           Taxes - Consultants & Representatives         272,031         105         627         228         543         87%         79         13%         5           Cleaning Services         220,027         121         624         230         379         61%         224         36%         21           Water Heaters - Dealers         56,332         486         621         231         596         96%         24         4%         1			201							7	19
Auto Transporters & Drive-Away Companies         347,346         79         629         227         377         60%         249         40%         3           Katric Faustrate Equipment & Machines - Sales         52,504         51         627         228         505         81%         116         19%         6           Taxes - Consultants & Representatives         277,301         105         627         228         543         87%         79         13%         5           Cleaning Services         240,271         121         624         230         379         61%         224         36%         21           Water Heaters - Dealers         56,332         486         621         231         596         96%         24         4%         1										<u>55</u> ۲	09
Exercise Equipment & Machines - Sales         52,504         513         627         228         505         81%         116         19%         6           Taxes - Consultants & Representatives         272.301         105         627         228         543         87%         79         13%         5           Cleaning Services         240.271         121         624         230         379         61%         224         36%         21           Water Heaters - Dealers         56,332         486         621         231         596         96%         24         4%         1										3	09
Cleaning Services         240_271         121         624         230         379         61%         224         36%         21           Water Heaters - Dealers         56,332         466         621         231         596         96%         24         4%         1	Exercise Equipment & Machines - Sales	52,504		627	228	505	81%	116	19%	6	19
Cleaning Services         240_271         121         624         230         379         61%         224         36%         21           Water Heaters         Dealers         50,332         466         621         231         596         96%         24         4%         1						543	87%		13%	5	19
						379				21	39
	Water Heaters - Dealers Gymnasiums	23.632	486	621		596 380	96% 62%	24	4%	1	09



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	l %	Cmpls Unable To Pursue
Credit Cards & Plans - Equipment & Supplies	50,602	530	608	233	593	98%	14		1
Insurance - Life	266.072	108	605	234	558	92%	46		1 12
Pet Supplies & Foods - Retail	97.268 187,946	<u>305</u> 165	605 601	234	467	<u>77%</u> 57%	126	21% 34%	12 53
Debt Relief Services Business Processing Optimization	10,658	1,417	597		586	98%	207		1
Multi-Level Selling Companies	285.591	102	594	238	562	95%	22	4%	10
Optical Goods - Retail	108,499	280	593		408	69%	178		7
Opticians	43,064	598 715	592	240	510	86%	77		5 52
Tanning Salons Searchers of Records	33.310 163.960	188	590 583		343	58% 88%	61		52
Debt Relief Services	330,005	83	582		435	75%	101		46
Loan Modification	138,918	227	579			45%	272		48
Mobile Apps	66,489	433	578	245	432	75%	138	24%	8 51
Office Supplies - Sale by Deceptive Telemarketing Information Bureaus	64,977 109,283	444 275	571		<u>347</u> 457	<u>61%</u> 80%	173		28
Booths - Toll, Parking	21,353	951	563		522	93%	40		1
Photographers - Portrait	67.625	425	562	249	335	60%	189	34%	38
Appliances - Small - Service & Repair	113,062	266	560	250	249	44%	268		43
Laboratories - Medical	50,783 239,168	527	558	251	481	86%	57		20
Water Filtration & Purification Equipment Food - Sales & Delivery	52,515	512	550		448	81% 76%	126		5
Schools - Business & Vocational	295,477	96	545		414	76%	92		37
Nurseries - Plants, Trees	75,732	385	541	255	372	69%	164	30%	5
Cosmetics & Perfumes - Retail	91.043	330	534	256 256	387	72%	141	26%	6 17
Garage Doors & Openers Beds - Retail	<u>312,584</u> 38,074	90 649	534 533	256	406	76% 96%	111 21		2
Auctioneers	128,230	242	533	258	361	96% 69%	147		14
Services - General	109,963	271	521	260	257	49%	249	48%	15
Audio-Visual Equipment - Dealers	77,972	375	519		346	67%	165		8
Recycling - Computers & Other Electronics	33,748	707	518	262	200	39%	173		145 2 3
Optometrists Solar Energy System Design & Installation	79,766	367 184	517	263	408	79% 90%	106		3
Computers - Rent & Lease	18,110	1,052	509		506	99%	3	1%	0
Legal Document Assistance	138,453	228	507		393	78%	109		5
Health & Wellness	153,454	202	505	267	404	80%	92		9 26
Limousine Service	162,578 69,059	192 418	505	267 269	245 456	49% 91%	234		26
Resume Service Siding Contractors	331,326	410	495		390	78%	94		14
Swimming Pool Service & Repair	249,140	115	498	270	305	61%	182	37%	11
Shirts - Custom Made	26,420	814	497		261	53%	231		5
High Risk Behavior/Practices	56,029 94,576	489	496 491	273	<u>11</u> 425	2% 87%	351	71%	134 2
Floors - Hardwood Solar Energy Equipment & Systems Dealers	<u>94,576</u> 152,727	206	491		425	87%	80		11
Contractor - Remodel & Repair	180,444	171	489		215	44%	262		12
Auto Warranty Service	97,209	306	485		456	94%	27		2
Market Research & Analysis	231,591	130	485	277 279	421	87%	62		2 14
Photographic Equipment & Supplies - Retail Watches - Dealers	107,025 168,910	282	484 481	279	364 367	75% 76%	106 97	22%	14
Utility Contractors	52,378	515		280	463	96%	17		0
Contractors - Solar Energy	158.831	196	479	282	430	90%	46		3
Yellow Page Advertising	27,453	799	478		211	44%	251		16
Advertising - Mobile Books - New	9,580 79,596	1,497 368	475		461 290	97%	12 173		2
Home Inspection Service	372,951	72	473		345	61% 73%	1/3	25%	9
Auto Warranty Plans	99,652	297	472		286	61%	117		69 1
Satellite Communication - Common Carrier	11,523	1.372	469		401	86%	66		2
Veterinarians	162,537 87,507	193 339	469 467		<u>376</u> 443	80%	93 11		0 13
Buying Clubs & Group Purchasing Service Motorcycles - Supplies & Parts	71,019	408	467		328	<u>95%</u> 70%	11		0
Pet Shops	105.865	286	463		332	70%	130		3
Hearing Aids & Assistive Devices	194,420	162	452		342	76%	92		18
Animal Hospitals	58,821	468	449		387	86%	60		2
Foods - Carry Out Real Estate Agents	34,977	688	446		289	65% 69%	156		1
Bridal Shops	44,768	584	441		282	64%	145		13
Computer Business Services	30,652	755	440	297	388	88%	50	11%	2
Oils - Fuel	149,179	214	438		403	92%	32		3
Business Consultants Commercial Products Wholesale & Distributor	319.626 33,561	87 710	437 437	300 300	270	<u>62%</u> 95%	143 20	<u>33%</u> 5%	24 3
Newspaper Distributors	7,474	1,667	437	300	414	95%	20	1%	3
Dav Spas	58,417	470	433	303	212	49%	148		73 1
Books - Textbooks New & Used	72,522	398	432		345	80%	74		13
Relocation Service	168,517	180	432	304	322	75%	101		9
Training Programs Online Education	349,453 92,357	77	432	304 307	332 348	77% 81%	93 71	22% 17%	7
Check Cashing Service	56,293	487	428		348	81%	64		9
Guns & Gunsmiths	135,436	231	426		266	62%	148		12
Insurance Agency	233,827	127	424	310	333	79%	86	20%	5



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0/-
Clothes - Consignment & Resale	48,720	547	423	311	279	66%	96		Pursue 48	11%
Event Planners	50,603	529	423	311	236	56%	161		26	
Wigs & Hairpieces	78,231	374	421	313	214	51%	195	46%	12	6% 3%
Lubricating Service - Automotive	26,797	806	416		273	66%	140	34%	3	1%
Vacuum Cleaners - Household - Dealers	145,316	220	413		276	67%	120		17	4% 4%
Apartment Finding & Rental Service Road Service - Automotive	73,914 36,787	392 663	410	316 317	247	<u>60%</u> 89%	146	36% 10%	17	1%
Childrens & Infants Wear - Retail	58,055	472	407		338	83%	41	10%	10	2%
Meat - Bulk & Itinerant	21,569	943	405		45	11%	288		72	18%
Auto Parts & Supplies - Used & Rebuilt	82.271	357	404		228	56%	170		6	1%
Collection Systems	99,150	298	404		314	78%	80		10	2%
Brake Service	37,730	655	403		343	85%	60		0	0%
Sanitation Consultants	8.234 91,213	1.590	403	322 324	395 280	98%	118	2% 29%	0	0%
Swimming Pool Equipment & Supplies Child Care Centers	199,852	328 155	402		280	<u>70%</u> 64%	118		4	2%
Tours - Operators & Promoters	143,502	221	399		340	85%	55		4	1%
Educational Consultants	187.001	168	398		345	87%	40		13	3%
Mason Contractors	324,814	85	397		181	46%	200		16	4%
Contractors - Flooring	163,631	191	394		204	52%	177		13	3%
Auto Services - Oil & Lube	17,658	1,070	388		345	89%	42		1	0%
Physicians & Surgeons - Dermatology Title Companies & Agents	27,598 195,912	793 160	<u>388</u> 384		134 299	<u>35%</u> 78%	249		5	1% 2%
Gutters & Downspouts	288,430	160	384	332	299 271	78%	95		16	4%
Car Service	37,266	661	381	334	341	90%	38	10%	2	1%
Advertising Agencies & Counselors	152,050	208	380	335	260	68%	114	30%	6	2%
Convenience Stores	45,322	579	380	335	176	46%	202	53%	2	1%
Foundation Contractors	276,332	104	377		314	83%	51	14%	12	3%
Kitchen & Bath - Desian & Remodelina	290.828	100 84	377		241 281	64%	123 93		13	3% 1%
Heating Contractors Medical Alarms	326,772 52,744	511	375		368	<u>75%</u> 98%	93	25%	1	0%
Moving Services - Labor & Materials	81,773	358	375			60%	143		1	2%
Door-to-Door Sales - Magazines	48,445	550	374		140	37%	221		13	3%
Windows & Doors - Installation & Service	173,338	176	374	342	304	81%	61	16%	9	2%
Medical Billing Services	59,079	466	370			72%	100		5	1%
Government - State	18,445	1.038	363		279	77%	84		0	0% 42%
Advance Fee Loan Brokers	115,685 77,279	261 377	362 362		33	<u>9%</u> 61%	178		151	42%
Product Sales - General Auto Detailing	87,066	341	361		177	49%	119		23	3%
Hair Styling and Services	35,383	680	358			61%	135		6	2%
Plumbing Drains & Sewer Cleaning	163,648	189	358	349	270	75%	78	22%	10	3%
Hair Products and Equipment	73,864	393	357		216	61%	124		17	5% 1%
Gold, Silver & Platinum Dealers	187.751	166	352		192	55%	156		4	
Cosmetic Sales Dog Breeders	73,604 235,992	394 125	350		206 160	59% 46%	140 165		4	1% 7%
Freight Forwarding	102,325	294	347		255	73%	88		23	1%
E-Cigarettes	39.656	638	346	355	225	65%	119	34%	2	1%
Work-At-Home Companies	39.656 255,936	112	346 345	357	78	23%	119 220	64%	47	14%
Collectibles	81,670	359	340		262	77%	76		2	1%
Appliances - Used	52.864	510	336		163	49%	163		10	3%
Internet Auction Service	106.010	285 236	336		305 251	91%	29		2	1% 2%
Manufactured Homes - Dealers Advertising - Direct Mail	131,323 75,628	386	332	361 362	264	<u>75%</u> 80%	62		7	
Associations	84,898	346	331		276	83%	46		9	2% 3%
Credit & Debt Counseling	510,314	53	331	363	211	64%	95	29%	25	8%
Health Maintenance Organizations	37,373	660	328		286	87%	42		0	0%
Chiropractors D.C.	168.284	181	325			74%	83		3	1%
Waterproofing Contractors Musical Instruments - Dealers	200.337 54.547	154 496	325	366 368	271	<u>83%</u> 85%	45		9	3% 1%
Party Supplies	54,547 46,410	496 569	322		273 179	<u>85%</u> 56%	46		د	2%
Credit Repair Services - Advance Fee	127.818	244	318		136	43%	163	42% 51%	0	6%
Gas - Propane	72,275	400	318		292	92%	26	8%	0	0%
Security Systems Consultants	67,834	424	317	372	264	83%	46	15%	7	2%
Ambulance Service	39,207	642	315		233	74%	79		3	1%
Floor Laving, Refinishing & Resurfacing	208,517 70,263	146 415	<u>314</u> 314		215	68%	95	30% 10%	4	1%
Insurance Claim Processing Services Lawn & Garden Equipment & Supplies	70,263 75,750	415 384	314		282	<u>90%</u> 73%	31		1	1%
Market Survey Companies	80.296	364	314			57%	80		4 20	6%
Spas & Hot Tubs - Dealers	96,608	313	313		252	81%	54		7	2%
Sunglasses	27,597	794	312	379	207	66%	86	28%	19	6%
Cabinets	150,199	211	310		185	60%	114		11	4%
Scholarships & Financial Aid	65.290	440	310		296	95%	12		2	1% 5%
Energy Conservation Products & Services	106,349	284	<u>308</u> 308		220	71%	74 50		14	<u> </u>
Loans - Small Business Real Estate Developers	205,199 168.015	149 183	308	382 382	258 239	<u>84%</u> 78%	63		0	
Credit Repair Services - No Advance Fee	187,643	167	306		239	96%	11		0	2% 0%
House Cleaning	230,623	131	305	386	194	64%	102	33%	9	3%
Carports	47,874	553	304	387	249	82%	54	18%	1	0%
Correspondence Schools	133.910	233	302	388	273	90%	28	9%	1	0%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Real Estate - Rentals by Individuals	56,603	482	299	389	169	57%	127	42%	3	19
Product Development & Marketing	79.022	370	296	390	282	95%	11	4%	3	19
Bakers - Retail Publishers - Magazine	39.045 38,614	643 645	293 292	391 392	178 183	61% 63%	<u>110</u> 103	38% 35%	5	2% 2%
Sales Lead Generation	91,540	326	292	392	228	78%	59	20%	5	2%
Air Duct Cleaning	103,209	292	291	394	150	52%	119	41%	22	8%
Asphalt	121,508	251	291	394	117	40%	154		20	7%
Taxicabs Sports & Recreation	65,164 19,518	442	291 290	394 397	135 136	46% 47%	<u>141</u> 148	48% 51%	15	5% 2%
Auto Accessories	47.830	554	290	397	138	47%	140	52%	11	49
Insurance - Travel	30,983	745	289	398	287	99%	2	1%	0	0%
Association Management	68,937	419	288	400	260	90%	28	10%	0	0%
Commercial Products Manufacturers Hazardous & Medical Waste Services	36.550 14,165	666 1,228	288	400 400	251 285	<u>87%</u> 99%	35	<u>12%</u> 1%	2	1%
Landscape Maintenance	137,432	229	288	400	126	<u>99%</u> 44%	152	53%	9	3%
Manufactured Homes Distributors & Manufacturers	112.088	269	287	403	231	80%	51	18%	5	2%
Telecommunications Equipment - Disability	25.593	834	286	405	271	95%	15	5%	0	0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	91,221	327	282		216	77%	62		4	1%
Attornevs & Lawvers - Bankruptcv	92,173	324	280	407	80	29%	121	43%	79	28%
Furniture Manufacturers Television & Radio - Service & Repair	127.880 44.905	243	280 280	407 407	243 155	<u>87%</u> 55%	<u>32</u> 109	11% 39%	5	2% 6%
Pawnbrokers	52,222	583		407	155	<u>55%</u> 65%	90		10	2%
Camporounds & RV Parks	55,723	490	277	411	202	73%	72	26%	3	1%
Bedding	46,633	564	275	412	214	78%	45	16%	16	6%
Air conditioning & Heating Contractors - Commercial	168,200 41,978	182	273	413	208 252	76%	62	23% 7%	3	1%
Point of Sale Systems Countertops	41.978	613 204	2/1	414	252 192	93% 72%	18		1	1%
Payroll Service	66,319	434	264		244	92%	19	7%	1	0%
Physicians - Specialists	58,887	467	264	416	182	69%	80	30%	2	19
Hair Removal - Laser & Electrolysis	31,492	739	263	418	58	22%	80		125	48%
Lighting Fixtures - Retail Passport & Visa Services	71,186 55,712	407 491	262	419 420	189 108	72% 41%	47	18% 58%	26	10%
Doors	96,626	312	259	420	108	70%	69		8	3%
Garage Door Repair	66,785	432	257	422	162	63%	87	34%	8	3%
Lingerie	25,798	828	256	423	202	79%	53	21%	1	0%
Pet Grooming	101,303 13.650	295	256	423	141	55%	112	44%	3	1%
VOIP (Voice Over Internet Protocol) Sales & Service Incentive Programs	13.650 32.673	1.243	256	423	241 233	94% 91%	15	6% 9%	0	0%
News Publications - Trade, Association	26,050	821	255	426	233	91%	22	10%	1	0%
Campers - Wholesale & Manufacturers	80,165	366	254	428	247	97%	6	2%	1	0%
Electricians - Residential	245.832	117	253	429	163 191	64%	87	34%	3	1%
Home Health Services Bill Paying Service	315,897 50,861	89 526	252	430 431	191 249	76% 99%	<u>60</u>	24% 1%	1	0%
Real Estate Investors	237,263	123	251	431	181	72%	66		4	2%
Food Manufacturers, Wholesalers, Distributors	87,216	340	249	433	165	66%	76	31%	. 8	3%
Mailing Machines & Equipment	12,281	1,322	248		243	98%	2	1%	3	1% 1%
Telephone Service - Long Distance Gas - Propane - Equipment & Supplies	47,274 29,139	558 779	248	434 436	173 236	70% 96%	72	29% 4%	3	1%
Gas - Propane - Eduloment & Subplies Boat Dealers	29.139 83.997	351	247	436	236	96% 71%	69	4% 28%	0 2	1%
Bathroom Remodeling	141,064	224	244	438	173	71%	67	27%	4	2%
Fence - Sales, Service & Contractors	100,393	296	244		167	68%	70	29%	7	3% 2%
Signs Leasing Service	92.229 60.843	323	244	438 441	121 200	<u>50%</u> 82%	119 41		4	2%
Glass - Plate and Window	60,843 148,435	459	243	441 442	200	<u>82%</u> 64%	41		18	7%
Repossession Service	78,417	372	242		150	62%	84		7	3%
Urgent Care Centers	17,296	1,081	242	442	155	64%	85	35%	2	1%
Cabin, Cottage & Chalet - Rentals	32,076	735	241	445	176	73%	56	23%	9	4% 0%
Labor Posters Photo Finishing - Retail	22,598 10.079	916	239	446	234 175	98% 73%	<u> </u>	2% 27%	0	0%
Insurance - Accident & Health	70.118	416	239	448	69	29%	11		158	66%
Truck Dealers	67,550	427	237	449	165	70%	70	30%	2	1%
Auto Parts & Supplies - Used Contact Lenses	27,182 70,617	802 410	236	450 450	141 200	60% 85%	93	<u>39%</u> 15%	2	1%
Swimming Pool Manufacturers & Distributors	14.451	410	236	450	200	<u>85%</u> 98%	<u>35</u> 5	15%	1	0%
Advertising - Internet	98,510	301	235	453	133	57%	89	38%	13	6%
Storage - Data	6.890	1,728	235	453	85	36%	149	63%	1	0%
Computers - Svs Designers & Consult Cooking Utensils	88.887 47,144	333 559	234	455 455	195 197	<u>83%</u> 84%	37	<u>16%</u> 15%	2	1%
Electric Equipment - Service & Repair	33,760	706	234	455	182	78%	46	20%	6	3%
Motor Scooters - Dealers	26,538	810	234	455	117	50%	112	48%	5	2%
Genealogists	56,530	483	232	459	227	98%	<u>5</u> 27	2%	0	0% 1%
Telecommunication Equipment & Systems Dealers Games & Supplies	20,503	979 617	232	459 461	203 137	<u>88%</u> 59%	27	12% 36%	2	19
Lawn & Tree Care	41.568	535	231	461 461	137	53%	102	36% 44%	7	47
Appliances - Small - Wholesale & Manufacturers	20,955	962	230	463	217	94%	13	6%	0	0%
Gift Shops	45,275	580	230	463	155	67%	70		5	2%
Monograms	11.287	1,385	230	463	40	17%	185	80%	5	29



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue
Tire Distributors & Manufacturers	13,254	1,268	230	463	226	98%	3	1%	1
Water Softening & Conditioning Equipment Service & Supplies	119,721	254	230	463	194	84%	29 152	13%	7
Mailing Lists Cosmetics - Wholesale & Manufacturers	47.739 21.447	<u>555</u> 948	228	468 469	/5 150	<u>33%</u> 66%	152	67% 32%	1
Water & Sewer Line Protection	89,686	331	226	469	226	100%	/2	32%	4
Handbags	22.904	905	224	471	148	66%	72	32%	4
Hardware - Retail	54,432	497	223	472	171	77%	50	22%	2
Marble & Granite Installation, Stonework Fabrication	92,105	325	223	472	123	55%	99 15		1
Music Distribution Service Communication Consultants	12.287 49.341	540	223	472	208 199	93% 90%	15	7% 8%	5
Monuments	50,127	536	222	475	199	56%	88		10
Attorneys & Lawyers - Collections Law	76,388	381	221	477	187	85%	31	14%	3
Granite	106,370	283	221	477	139	63%	78	35%	4
Floor Materials - Retail	<u>115,853</u> 40,328	260 630	220	479	160 135	73% 61%	56 78	25% 35%	4
Martial Arts Physicians & Surgeons - Radiology	40,328	894	220	479	135	79%	46	21%	/
Driving Instruction	74.116	394	220	473	174	73%	53	21%	8
Recreational Vehicles - Equipment, Parts, Supplies	41,000	624	218	483	184	84%	33	15%	1
Insured Property Replacement Service	13,544	1,246	217		216	100%	1	0%	0
Auto Service - Window Tinting	60.912	458	216	485	130	60%	78	36%	8
Chimnev Cleaning DVD sales & service	171.197 16,874	1//	216	485 487	141 69	<u>65%</u> 32%	<u>64</u> 141		11
Engines - Rebuild & Exchange	105,707	287	215	487	156	73%	54		5
Administrative Services	28,411	786	214	489	83	39%	5	2%	126
Health & Diet Food Products - Wholesale & Manufacturing	49,176	542	213	490	134	63%	74		5
Home Repair & Maintenance	39,560 10,828	639 1.405	213	490 490	76 137	36% 64%	<u>118</u> 75	55% 35%	19
Theaters Floor Coverings & Installation	83,427	1,405	213	490 493	137	64% 63%	75	35%	2
Garage Builders	60,024	461	212	493	154	80%	38	18%	5
Sitting Services	20,060	991	212	493	212	100%	0	0%	0
Telemarketing Services	93.147	320	211	496	98	46%	81	38%	32
Baby Accessories & Services Appliances - Small - Dealers	17,181 42,378	1,084 607	210	497 498	<u>112</u> 122	<u>53%</u> 58%	96 78	46% 37%	2
Ticket Broker	77,947	376	205	498	177	85%	26		5
Cleaning Supplies	28,669	785	207	500	113	55%	74	36%	20
Clubs	29,618	770	207	500	102	49%	104	50%	1
Legal Forms	88,657	335	207	500	177	86%	<u> </u>	14%	0
Mufflers & Exhaust Systems Painters - Commercial or Residential	32.732 62.754	451	207	500 500	124 74	60% 36%	125	40% 60%	
Physicians & Surgeons - Family Practice	23,714	882	207	500	156	75%	48	23%	3
Traffic & Parking Consultants	13,762	1,239	206	506	146	71%	56	27%	4
Casinos	20.547	975	205	507	152	74%	52	25%	1
Business Opportunity Companies	178,341	173 990	204	508 509	139 125	68%	57	28% 34%	8
Massage Therapeutic Uniforms	20,062 36,059	669	203	509	125	62% 69%	59		9
Auto Repair - Mobile	49,160	543	203	511	140	51%	96	48%	3
Image & Graphics Printing	136,376	230	202	511	140	69%	60	30%	2
Tattoos	46,102	573	202	511	97	48%	102	50%	3
Jewelry Designers	53.974	503	201	514	99 90	49%	89	44%	13
Mobile Telephone Equipment & Supplies Mobile Telephone Service	21.540 12,653	945	201	514 514	150	45% 75%	<u>105</u> 42	52% 21%	9
Satellite Equipment & Supplies	67,223	430	201	514	130	73%	48		7
Magazines - Dealers	14.617	1.199	200	518	90	45%	107	54%	3
Magazines - Distributors	21,637	941	200	518	78 74	39%	118	59%	4
Photographers - Wedding Property Management - Industrial & Commercial	22,292 46,561	920 567	200	518 518	74 159	<u>37%</u> 80%	<u>117</u> 38	59% 19%	9
Dental Laboratories	34,617	693	199	518	133	<u>80%</u> 67%	38	33%	0
Timeshare Deed and/or Title Transfer	152,444	207	199	522	150	75%	37	19%	12
Auto Customizing	49,760	537	198	524	74	37%	114	58%	10
Computer Printers Sales & Service	24.093	874	197	525	173	88%	24	12%	0
Charity - Local Parking Attendant Service	132.055 10.770	235	196 196	526 526	152 108	78% 55%	43	22% 45%	1
Digital Media	21,860	935	196	528	108	<u>69%</u>	61	43%	0
Tile - Ceramic - Contractors & Dealers	140.293	226	195	528	89	46%	103	53%	3
Drone Retailer	6,837	1,732	194		180	93%	13	7%	1
Employee Benefit Plans	16,976	1,097	194		191	98%	<u> </u>	2%	0
Employment Agencies Truck Repair & Service	256.921 84.813	111 347	194		113 118	<u>58%</u> 61%	74		2
Automobile Dealers - Imported Cars	17,795	1,065	194	534	118	65%	64		3
Fireplaces	64,017	446	193	534	134	69%	55	28%	4
Hobby & Model Construction Supplies - Retail	37.876	652	193	534	114	59%	74	38%	5
Contractor - Insulation	204,929 112,740	150	<u>192</u> 192	537 537	142 109	74% 57%	45	23% 41%	5
Property Maintenance Health & Fitness Program Consultants	34,764	268	192	537	109	<u>57%</u> 60%	/8 72	41%	5
Auto Parts & Supplies - Wholesale & Manufacturers	54,110	499	191	539	114	60%	72	38%	1
Insurance - Property	71,497	404	190	540	184	97%	6	3%	Ō
Screen Printing	45,733	574	190	540	73	38%	111	58%	6
Awnings & Canopies	70,931	409	189	543	124	66%	59	31%	6



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	I %	<b>Cmpls Not Settled</b>	l %	Cmpls Unable To Pursue	9
Furniture - Outdoor	27,641	792	189	543	153		32	17%	4	29
Government - US.	17,568	1.074	189	543	151	80%	37		1	19
Screening - Background & Employment	83.532 12,793	353 1,291	189 188	543 547	155	82% 95%	33	17% 5%	1	09
Online Event Registration Professional Services - General	125,215	248	188	547	145		34		9	59
Accountants	127,364	246	180		143		69		1	19
Hardwood Floor Contractors	128,320	241	186		118	3 <b>63%</b>	63	34%	5	39
Auto Auctions	49,701	538	185	551	111	60%	74		0	09
Health Care Management	32.020 29.167	736	185 184	551	148		35		2	19
Auto Dealers - Online Auto Listing Service	65,084	443	184	554	110	60% 5 85%	26		1	19
Beauty Consultant	13,333	1,264	183	554	155		26		2	19
Caterers	77.205	378	183	554	84		91	50%	8	49
Cigar & Cigarette & Tobacco Dealers - Retail	25,354	839	182	557 557	102		78 72		2	19
Mens Clothing & Furnishings - Retail Foundation Repair & House Leveling	41,544 104,978	618 288	182 181	557	110 144		34		0	20
Landscape Designers	104.978	200	181	560	88				13	29 79
Septic Tanks & Systems Contractors & Dealers	130,849	237	178	560	129	72%	47		2	19
Computer Consultant	58,512	469	177	562	98	3 <b>55%</b>	67		12	79 29
Coupon Services	35.876	671	176	563	140		33	· · · · · · · · · · · · · · · · · · ·	3	29
Balloons - Manned Funeral Related Services	12.918 51,281	<u>1.287</u> 521	<u>175</u> 175	564 564	95		76 46		4	19
Teeth Whitening Services	22,657	914	175	564	143		30		2	19
Title Loans	37,547	658	175	564	128	3 73%	46	26%	1	19
Estates - Appraisals, Sales & Auctions	50,571	531	174	568	87	50%	77	44%	10	69
Job Listing & Advisory Services	291,364	99	174	568	124		47		3	29
Air Conditioning Repair Copiers & Copier Supplies	71.474 45.217	405	<u> </u>	570 571	92	53% 90%	<u> </u>	40%	11	69 09
Crowdfunding	10,426	1,432	172	571	168		4	2%	0	09
Antennas	13,380	1,260	170	573	166	98%	4	2%	0	09
Bicvcle - Dealers	37.972	650	168	574	106		58		4	29
Sweepstakes Camping Equipment	80,813 9,715	363 1,483	168 167	574 576	118	2 70% 2 31%	34		16	109
Patio, Porch & Deck Enclosures	84,724	350	167	577	133		26		6	49
Farm Equipment	42,640	602	165		130		34	21%	0	09
Sightseeing Tours	28,244	788	164	578	81	49%	83	51%	0	09
Athletic Organizations	55,088	493	163	580	139		21		3	29
Dental Service Plans Investigators	68.882 122.949	420 250	163 163	580 580	149	91% 57%	13	8%) 37%	1	19
Lighting Equipment - Emergency	8.154	1,606	163	580	149		14		10	09
Uniforms - Medical	6,876	1,730	163	580	77	47%	86		0	09
Water Heaters - Wholesale & Manufacturers	6.103	1.814	163	580	157		6		0	09
Auto Wrecking	29,330 70,521	775 411	162	586 586	72		90 36		0	09
Investment Securities Designers - Apparel	12,260	1,325	162 161	588	73		87		1	19
Marketing - Home Based Business	85,195	345	161	588	155		5	3%	1	19
Shoe Repair	16,142	1,131	161	588	72	45%	75		14	99
Electric Scooters	10,046	1,461	160		112		46		2	19
Septic Tanks & Systems Cleaning	98.449 25.754	<u>302</u> 830	160 160	591 591	108	68% 54%	<u>50</u> 66		2	19 49
Television & Radio - Dealers Upholsterers	66,233	435	160		84		70		6	49
Coffee & Tea Shops	11,200	1,389	100	595	134		20		5	
Consignment Service	17.513	1,076	158	596	70	) <b>44%</b>	77	49%	11	39 79
Industrial Equipment & Supplies	83,296	355	158	596	119		36		3	29
Industrial Products Wholesalers & Distributors Airport Transportation	33,402 16,875	713	158 157	596 599	152 117		<u> </u>	4% 25%	0	09
Buses - Charter & Rental	46.743	1,100	157	599	79	50%	40		17	89
Dentist Information Bureaus	1,839	2,737	157	599	39	25%	118		0	09
Investment Advisory Service	130,234	238	157	599	69	44%	75	48%	13	89
Video Games - Rent & Lease	8.080	1.615	157	599	150	96%	4	3%	3	29
Blinds	41.096	621	156	604 604	121 114		31 41		4	39
Cemeteries Data Communications Equipment & Systems	19,202 22,900	1,010	<u>156</u> 155	604	114		41		1	19
Auto Driving School	25.893	825	154	607	99	64%	44	29%	11	19 79
Interactive Media	9,412	1,506	154	607	149	97%	5	3%	0	09
Management Consultants	71,405	406	154	607	98		54		2	19
Waste Reduction, Disposal, Recycle Equipment	19,307	1,007	154	607 607	110		40		4	39
Window Cleaning Wines - Retail	124.373 31,108	249	<u>154</u> 154	607	127	3 47% 7 82%	27		0	09
Real Estate Consultants	93,301	318	153	613	106		45	29%	2	19
Restaurant Equipment & Supplies	52,419	514	153	613	105	6 <b>9%</b>	36	24%	12	89
Driveway Installation, Paving & Repair	26,985	804	152	615	37	24%	103		12	89
Furniture Designers & Custom Builders	37,403 65,733	<u>659</u> 437	152	615 615	66 105	69%	78		8	59 49
Tutoring Adult Entertainment	65./33 57.215	43/	152	615	70		41		6 E	39
Kitchen Accessories	29,277	776	151	618	68		81		2	19
Magazine Sales by Mail	10,436	1,430	151	618	114	75%	36	24%	1	19
Financial Planning Consultants	295.828	94	150	621	105	5 <b>70%</b>	32	21%	13	99



Industry Classification Hair Replacement Recreational Vehicles - Repair & Service Scholastic Prep Courses, Books & Materials Chemists - Manufacturers Meat - Retail Physicians & Surgeons - Orthopedic Surgery Business & Trade Organizations Prescription Benefit Consultants Prescription Medical & Surgical Plans Snow Removal Service Waste Containers	Inquiries 43,590 42,608 17,284 2,779 56,347 35,779 35,381 51,392	Rank by Inquiries 596 603 1.082 2,428 485	150 150 150 150	Rank by Complaints 621 621	Cmpls Settled 118 96	% 79% 64%	Cmpls Not Settled	19%	Cmpls Unable To Pursue 3	<b>%</b> 2%
Recreational Vehicles - Renair & Service           Scholastic Preo Courses. Books & Materials           Chemists - Manufacturers           Meat - Retail           Physicians & Surgeons - Orthopedic Surgery           Business & Trade Organizations           Prescription Benefit Consultants           Hospitalization. Medical & Surgical Plans           Snow Removal Service           Waste Containers	42.608 17.284 2,779 56,347 35,779 35,381	603 1.082 2,428	150 150	621					3	
Recreational Vehicles - Renair & Service           Scholastic Preo Courses. Books & Materials           Chemists - Manufacturers           Meat - Retail           Physicians & Surgeons - Orthopedic Surgery           Business & Trade Organizations           Prescription Benefit Consultants           Hospitalization. Medical & Surgical Plans           Snow Removal Service           Waste Containers	17.284 2,779 56,347 35.779 35,381	1.082 2,428	150	621	96	64%				2%
Chemists - Manufacturers Meat - Retail Physicians & Surgeons - Orthopedic Surgery Business & Trade Organizations Prescription Benefit Consultants Hospitalization. Medical & Surgical Plans Snow Removal Service Waste Containers	2,779 56,347 35,779 35,381	2,428					53	35%	1	19 119
Meat - Retail Physicians & Surgeons - Orthonedic Surgery Business & Trade Organizations Prescription Benefit Consultants Hospitalization, Medical & Surgical Plans Snow Removal Service Waste Containers	56,347 35,779 35,381			621	76	51%	57	38%	17	
Physicians & Surgeons - Orthopedic Surgery           Business & Trade Organizations           Prescription Benefit Consultants           Hospitalization, Medical & Surgical Plans           Snow Removal Service           Waste Containers	35.779 35,381		149		130	87%	19	13%	0	0%
Business & Trade Organizations Prescription Benefit Consultants Hospitalization, Medical & Surgical Plans Snow Removal Service Waste Containers	35,381	485	149		<u>89</u> 113	60% 76%	<u>59</u> 35	40% 23%	1	1%
Prescription Benefit Consultants Hospitalization. Medical & Surgical Plans Snow Removal Service Waste Containers		681	149		113	76%	37	25%	1	1%
Hospitalization. Medical & Surgical Plans Snow Removal Service Waste Containers		520	148	628	138	93%	10		Ō	0%
Snow Removal Service Waste Containers	18,125	1.050	147	630	128	87%	18	12%	1	1%
Waste Containers	48,484	549	147		70	48%	59		18	12%
	11,559	1,367	147		109	74%	38		0	0%
Art Galleries, Dealers & Consultants Auto Perform, Race & Sport Equipment	32,884 39,761	722	146 146	633 633	<u>102</u> 81	70% 55%	<u>40</u> 64		4	3% 1%
Data Brokers	4,566	2,058	146	633	126	86%	20	14%	1	0%
Electric Equipment & Supplies - Retail	35,151	686	146	633	65	45%	75	51%	6	4%
Lawn & Garden Sprinkler Systems	96.707	309	146	633	86	59%	57	39%	3	2%
Modeling & Talent Agencies	221.859	137	146		96	66%	40		10	7%
Printers	75,793	383	145		79	54%	46		20	14%
Promotional Products - Wearable Bail Bonds	17,863 43,918	1,062	144		107	74% 55%	25	17%	12	8% 1%
Ball Bonds Medical Imaging Services	43,918	1,170	143	641	/8 111	55% 78%	32	44% 22%	2	0%
Television & Radio Parts - Wholesale & Manufacturers	9,605	1,493	143	641	138	97%	32	22%	2	1%
Water Treatment Equipment, Service & Supplies	74,484	390	143	641	120	84%	19	13%	4	3%
Woodworking	51,217	522	143	641	50	35%	78	55%	15	10%
Laser Cosmetic Services	24,605	858	142	646	60	42%	58		24	17%
Concrete - Stamped & Decorative	49,341	540	141	647	74 74	52%	66		1	
Door-to-Door Sales - Meat Auto Lube & Oil - Mobile	41.699 9.936	615 1,469	<u> </u>		/4	52% 61%	<u>65</u> 54	46% 39%	2	1% 1%
Kitchen Remodeling	62,308	454	140		81	58%	49		10	7%
Housewares - Retail	23,773	879	139	651	116	83%	23	17%	0	0%
Rental Service Stores & Yards	17.785	1.066	139	651	94	68%	44	32%	1	1%
Shoes - Wholesale & Manufacturers	10,761	1,411	139	651	129	93%	9	6%	1	1%
Insurance Agents	36,019	670	138	654	119	86%	19		0	0%
Linens - Retail Coin Dealers, Supplies	12,554 157,158	1,301 197	<u>138</u> 137	654 656	<u>123</u> 114	89% 83%	13	9% 15%	2	1%
Furniture - Rustic	20,330	986	137	656	89	65%	48	35%	2	0%
Logistics	43,973	593	137	656	91	66%	43	31%	3	2%
Physical Therapists	47,293	557	137	656	100	73%	35	26%	2	1%
Plumbing Fixtures, Parts, Supplies - Retail	46,680	563	137	656	117	85%	19	14%	1	1%
Pressure Washing	114,327	263	137	656	77	56%	48		12	9% 4%
Air Purifying & Cleaning Systems & Equipment Janitor Service	65,760 236,278	436 124	130	662 662	102	75% 62%	28	21% 35%	0	4%
Battery Supplies	33,649	708	135	664	89	66%	46		0	0%
Cleaning Compounds	7,207	1,690	135	664	132	98%	3	2%	0	0%
Craft Supplies	24,196	869	134		96	72%	35	26%	3	2%
Ink Cartridge - Refill & Sales	20,492	980	134		70	52%	60		4	3%
Online Payments	24,148 21,656	872	134		126 129	94% 96%	/	5% 4%	1	1%
Screening - Tenant Watches - Service & Repair	31,724	940 738	134	666	129	96% 66%	5 44	33%	1	1%
Medical Service Organizations	35.352	682	134	671	84	63%	44 49		0	0%
Pillows	53,216	508	133	671	102	77%	31	23%	0	0%
Television Stations & Broadcast Companies	24,548	860	133	671	92	69%	41		0	0%
Food Products	33.577	709	132	674	85	64%	43	33%	4	3%
Motorcycles - Repairing & Service Pardon Services	32,333 15.233	730	132	674 674	66	50% 33%	<u>63</u> 55	48% 42%	3	2% 26%
Pardon Services Pet Health Plans	15,233	1,167	132	674	43	33% 98%	25	42% 2%	34 0	0%
Physicians & Surgeons - Ophthalmology	30,614	756	132	674	130	85%	20	15%	0	0%
Candles - Retail	20,970	960	131	679	118	90%	11	8%	2	2%
Golf Equipment & Supplies - Retail	32,674	726	131	679	94	72%	37		0	0%
Personal Services	42.676	601	131	679	73	56%	54		4	3% 1%
Dentist - Orthodontist	29.867 7,896	767	<u>130</u> 130	682 682	<u>99</u> 67	76%	<u>30</u> 56	23% 43%	1	1%
Laundries Animals - Nuisance Control - Trapping	25,580	1,634	130	682	105	52% 81%	21	43%	/ 2	2%
Auto Radios & Stereos - Sales & Repair	23,349	892	129	684	91	71%	37	29%	1	1%
Beauty Schools	35,670	675	129	684	82	64%	36	28%	11	9%
Buildings - Metal	76,456	380	129	684	93	72%	33		3	2%
Covers - Protective	12.645	1,295	129		106	82%	23	18%	0	0%
Government Contractors	10.265	1.445	129	684	129 102	100%	23	<u>0%</u> 18%	0	0% 3%
Immigration & Naturalization Consultants Musical Instruments - Supplies & Accessories	50,319 14,293	533 1,219	129	684 684	102	79% 88%	23	18%	4 5	3%
Shipping Masters	21,693	938	129	684	60	47%	67	52%	2	2%
All-Terrain Vehicles - ATVs	41,157	620	128	693	86	67%	40	31%	2	2%
Eyeqlass Suppliers	26,941	805	128	693	83	65%	45	35%	0	0%
Food & Beverage Services	20,154	989	128	693	76	59%	51	40%	1	19
Funeral Homes	46,709	562 1.099	128	693	86	67%	42		0	0%
Toys - Wholesale & Manufacturers Video Games - Supplies & Parts	16,931 14,339	1,099	128 128	693 693	105	82% 62%	21	16% 38%	2	2%
Window Shades	25.477	1,217	128	693	107		49	38%	1	1%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue
Accountants - Certified Public	252,034	114	127	700	88	69%	36	20 /0	3
Excavating Contractors	375.381 4.305	70 2,102	127	700	64 127	50% 100%	59	46% 0%	4
Filing Equipment, Systems & Supplies Video Tapes & Discs Sales & Rentals	16,654	1,108	127	700	80	63%	39	31%	8
Auto Alarms & Security Systems	26,235	817	126	704	79	63%	46	37%	1
Auto Service - Sound Systems Sales & Service	20.407	983	126		<u>95</u> 58	75%	31		0
Boat Repair Candles - Wholesale & Manufacturers	56,121 52,880	488 509	126		123	46% 98%	64	51% 2%	4
Magazine Sales by Telephone	13.302	1.265	126	704	113	90%	8	6%	5
Debt Repayment Plan	34,151	700	125		87	70%	31		7
Insurance - Homeowners Interior Decorators & Designers	79,198 64,856	369 445	125		109 66	<u>87%</u> 53%	14 54		2
Book, Compact Disc, & DVD Clubs	13.635	1.244	124		91	73%	27	22%	6
Pet Boarding & Kennels	128,856	240	124	712	85	69%	38	31%	1
Saltwater Pools - Equipment & Supplies	3,884 27,431	2,168	124	712	16	13% 44%	108 58		0
Irrigation Systems & Equipment	70,268	414	123		24	44%	23		2
Survival Products & Supplies	15,131	1,174	123	715	84	68%	36	29%	3
Trucking	107,859	281	123		62	50%	58		3
Video Production Services Water Damage Restoration	40.506 67.391	626 428	123		68	55% 80%	<u>50</u> 23		5
Furniture Repair & Refinish	56,631	420	122		62	51%	57		3
Insurance Consultants	68,412	422	122		99	81%	18		5
Nursing Homes Vehicle Transport Services	74.828 38,396	387 646	122		81	66% 58%	<u>38</u> 49	31% 40%	3
Coffee & Tea	30,707	753	122		71	62%	26		20
Photo Imaging Service	11.596	1,363	121	725	57	47%	61	50%	3
Real Estate Appraisers	86,458	343	121		88	73%	29		4
Video Tapes & Discs - Dealers Wedding Supplies & Services	6,942 20,960	<u>1,723</u> 961	121		23	19% 63%	76		22
Accounting Services	67,575	426	120	730	81	68%	35	29%	4
Auto Dealers - Antique & Classic	62,932	449	120		67	56%	50		3
Corsets & Girdles Electronic Instruments	11,039 4,617	1,395 2,049	120		26	<u>22%</u> 61%	93 47		1
Internet-Based Telephone Service	19,505	1,003	120		109	91%	47		1
Optical Equipment & Supplies	29,065	781	120	730	110	92%	9	8%	1
Patio & Deck Builders	83,606 24,745	352	120	730	64 80	53% 67%	52	43% 32%	4
Bathroom Remodeling - Walk-In Tubs Manufactured Homes - Parks	45.661	576	119			62%	<u>38</u> 40		5
Photographers - Commercial	29,096	780	119	737	70	59%	44	37%	5
Roommate Referral Service	15,044 50 774	1,177	119		105	88%	4	3%	10
Upholstery & Carpet Cleaning Auto & Truck Brokers	50.774	528	119	73/	43	36% 72%	<u>68</u> 29	57% 25%	4
Drug & Alcohol Screening & Testing	25,566	836	118		103	87%	15		0
Promotional Products	41,015	623	118		40	34%	47		31
Schools - General Interest Baseball Cards & Sports Memorabilia	44.444 15.557	589 1,157	118		58	49% 28%	40		20
Funeral Directors	57,808	474	117		85	73%	31		1
Hats - Retail	6,330	1.789	117	746	35	30%	75	64%	7
Online Publications	15,444	1.159	117		78	67%	32		7
Physicians & Surgeons - Pediatrics Duct Cleaning	16,003 88,046	1,135 338	117		99	<u>85%</u> 54%	18		0
Gift Baskets & Parcels	17,680	1,069	116	751	67	58%	47	41%	2
Shopping Service - Personal	12,230	1,327	116		40	34%	75		1
Shutters Test Publishers	74,717 17.129	388	116		69 106	59% 91%	44		3
Wedding Consultants	19,205	1.009	110		71	62%	40		4
Advertising - Periodical	6,982	1,713	114	757	101	89%	13	11%	0
Auto Parts & Supplies - Custom Wheels/Rims	29,970 108,862	765	114		76	67% 33%	35		3
Carpenters Kitchen Cabinets & Equipment - Household	76.254	2/9	114		38	33%	31		2
Novelties - Retail	19,387	1,006	114		60	53%	35	31%	19
Small Engine Repair	36,586	665	114		65	57%	48		1
Water Coolers	6.755 12.090	1.744	114		61 89	54% 79%	52 21		1
Dumpster Services Glass - Repair	18,305	1,044	113		37	33%	65		11
Laboratories - Testing	119,646	255	113	764	60	53%	49	43%	4
Non Profit Organizations - General Membership	36.454 67,318	667 429	113		<u>83</u> 100	73%	29	26% 6%	1
Online Drug & Prescription Services Utility Submetering & Billing	67,318 21,019	429	113		100	<u>88%</u> 95%	/	<u>6%</u> 5%	6
Venetian Blinds - Dealers	19.018	1,015	113	764	96	85%	16	14%	1
Animal Breeders	38,658	644	112		42	38%	64		6
Battery Charging Equipment Childrens & Family Entertainment	7,126	1,696 1,362	112		77	69% 60%	<u>35</u> 43	31% 38%	0
Childrens & Family Entertainment Christmas Trees	15.300	1,165	112		64	57%	43		1
Concrete - Custom	30,271	759	112	771	40	36%	65	58%	7
Costume Fabrics, Trim & Accessories	4,884	1,994	112		101	90%	11		0
Guns - Air, BB and Pellet	6,402	1,778	112	771	38	34%	74	66%	0



			Sorted by Complaints			-				-
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Embroidery	30,102	761	111	778	58	52%	50	45%	3	3 3%
Incorporating Companies	72,764	397	111	778	93	84%	16	14%	2	2 2%
Laundries - Self Service	5.721	1,872	111	778	51	46%	56	50%	4	4%
Photography Sales on the Internet	3,028	2,364	111	778	25 107	23% 97%	86		0	0%
Checks - Printing Chimney Builders & Repair	74,620 80,252	389	110 110	782 782	107	97% 55%	40	2% 36%	1	8%
Rehabilitation Services	46,286	570	110		72	55% 65%	38		9	0%
Better Business Bureaus	3,428	2,273	109		39	36%	24		46	
Dental Equipment & Supplies	71,798	402	109	785	95	87%	13	12%	1	1%
Graphic Designers	48.991	545	109	785	41	38%	55		13	3 12%
Gun sights, Scopes & Mounts	18,873	1,020	109	785	24	22%	79		6	5 6%
Leather Goods - Dealers	8,989	1,534	109		84	77%	25		0	0 0%
Seal Coating Thrift Shops	53.641 15,717	506 1,149	109	785 785	54	50% 56%	54 41	50% 38%		7 6%
Computers - Training	52,318	516	105	785	65	60%	28		15	5 14%
Emergency Rooms	4,225	2,117	100	792	101	94%	7	6%	0	) 0%
Health Care Referral	13,295	1,266	108	792	95	88%	13	12%	0	) 0%
Lawn Mowers	33,471	712	108	792	80	74%	25	23%	3	3%
Condominiums	30,966	747	107	796	68	64%	37		2	2 2%
Drywall Contractors	201.628	153	107	796	50	47%	56		1	2%
Liquor Stores Office Furniture & Equipment	23.549 56,649	<u>887</u> 480	107 107	796 796	68 70	64% 65%	37		2	<u>2%</u> 77%
Personal Trainers	19,156	1,011	107	796	56	52%	49		/ /	2 2%
Tool & Utility Sheds	37,859	653	107	796	81	76%	15		11	10%
Genealogy Services	14,447	1,210	106	802	102	96%	4	4%	0	0%
Global Positioning Systems	12,391	1,314	106		98	92%	8	8%	0	) 0%
Pharmaceutical Products - Wholesale & Manufacturing	22,099	928	106	802	68	64%	35	33%	3	3 3%
Swimwear & Accessories	12,981	1.282	106	802	61	58%	42		3	3 3%
Ammunition	23,008 42.055	<u>900</u> 610	105	806 806	40	38% 63%	65 36	62% 34%	0	0%
Antiques - Dealers Auto Repair & Service - Equipment & Supplies	42,055	1,237	105	806	80	76%	36 25	24%	3	3 3% ) 0%
Decals	8,198	1,598	105	806	40	38%	57		8	8%
Photography Sales	14,673	1,195	105	806	41	39%	60		4	4%
Storm Windows & Doors	32,916	720	105	806	90	86%	11		4	4%
Cabinet Manufacturer	88.172	336	104	812	72	69%	32	31%	0	) 0%
Construction Management	65,192	441	104	812	68	65%	32		4	4%
Fabric Shops	16,384	1,119	104	812	88	85%	15	14%	1	1% 0 0%
Lawn Mowers - Sharpen & Repair Mutual Funds	<u>34.482</u> 8.145	695 1,607	104	812 812	61 90	59% 87%	43	41% 13%	0	) 0%
Furniture - Wholesale	22,964	901	104	812	90	46%	14 54	52%	2	2 2%
Marine Sales & Service	42,553	605	103	817	64	62%	38		1	1%
Night Clubs	17.127	1.088	103	817	52	50%	49	48%	2	2 2%
Timeshare Advocates	116,790	258	103	817	93	90%	6	6%	4	4%
Formal Wear	14,711	1,192	102	821	49	48%	33		20	
Optical Goods - Service & Repair	19,730	999	102		77	75%	23	23%	2	2 2% 1%
Waste Reduction, Recycle Service - Industrial Alterations - Clothing	18.460 24,915	<u>1.036</u> 853	102	821 824	<u>63</u>	62% 57%	38 43		1	0 0%
Bookkeeping Service	89,243	332	101	824	52	51%	43		0	5 6%
Oil & Gas Exploration & Development	39,325	640	101	824	47	47%	50	43 % 50%	4	4%
Sound Systems & Equipment	19,821	997	101	824	71	70%	30		0	) 0%
Water Well Drilling & Service	114,946	262	101	824	65	64%	36	36%	0	) 0%
Golf Carts	27,519	798	100	829	76	76%	24		0	) 0%
Home Owners Associations	16.046	1.134	100		72	72%	28		0	) 0%
Variety Stores	7,573	1,656 1,883	100	829 832	41	41% 79%	56 21		3	3 3%
Firearm Manufacturer Home Accessories	5,663 14.856	1,883	99			79% 60%	21		0	1 4%
Party Supplies - Renting	18,543	1,184	99	832	48	48%	38	38%	13	3 13%
Costumes - Masquerade & Theatrical	23,034	898	98		49	50%	47		2	2 2%
Hunting & Fishing Services & Supplies	45,583	577	98		61	62%	32	33%	5	5 5%
Airlines - Ticket Agencies	15.777	1,145	97		75	77%	19		3	3 3%
Tools - Hand	16.802	1.103	97		82	85%	15		0	) 0%
Bathtub Refinishing Landscape & Yard Clean-Up	44,427	590	96		46	48%	45		5	5 5% 4 4%
Landscape & Yard Clean-Up Luggage - Retail	12,119	1,335	96		29	30% 79%	63 17	66% 18%	4	3 3%
Physicians & Surgeons - OB/GYN	16,202	1,127	96		63	66%	29		4	4%
Pipes & Smokers Articles	5,391	1,918	96	839	46	48%	50	52%	0	) 0%
Compliance Consulting	22.645	915	95	844	53	56%	21	22%	21	22%
Fund Raising Counselors & Orgs	54,768	494	95		85	89%	10	11%	0	0%
Tires - Commercial Sales & Service	10,330	1,440	95		46	48%	49		0	0%
Landscape Architects	53,906	504	94		51	54%	41		2	2 2% 2 2%
Medical - Dental Discount Plans Restaurant Management	56.672 8,863	479	94		<u>67</u> 69	71% 73%	25	27% 27%	2	0%
Skateboards & Equipment	9,222	1,54/	94		30	32%	62		2	2 2%
Washing Machines & Drvers - Rent & Lease	104,465	289	94		85	90%	9	10%	0	0%
Clocks - Service & Repair	23,243	893	93		69	74%	24		0	) 0%
Fireplace Equipment - Retail	21,954	932	93	852	73	78%	20	22%	0	) 0%
Liquidators	21,907	933	93		41	44%	50		2	2 2%
Call Centers	62,760	450	92	855	50	54%	36	39%	6	5 7%



·			Sorted by Complaints	1						1
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	
Contractor - Commercial	93,257	319	92	855	43	47%	48	52%	1	1
Plumbing - Renovation & Repair	25,236	840	92		48	52%	41	45%	3	3
Trade Shows, Expositions & Fairs	14.076	1,233	92		52	57%	39	42%	1	1
Digital Marketing Filtering Materials & Supplies	18,973 5,665	1,019 1,882	91		60 62	66% 68%	29	<u>32%</u> 9%	2	23
Plants - Retail	9,215	1,882	91		51	56%	8 28	31%	12	13
Draperies & Curtains - Retail & Custom	30,529	757	90		46	51%	40	44%	4	4
Drug Abuse & Addiction - Info & Treatment	61,437	456	90	862	68	76%	21	23%	1	1
E-Books	4.164	2,128	90		80	89%	10	11%	0	0
Escrow Service Hair Weaving	56.386 23.718	484 881	<u>90</u> 90		58	64% 40%	29 49	32% 54%	3	6
Podiatrists	18,123	1,051	90		68	76%	21	23%	1	1
Referral - Doctor	11,761	1,354	90		58	64%	32	36%	0	0
Surveyors - Land	109,613	273	90		55	61%	32	36%	3	3
Tire Retread & Repair	11,500	1,373	90		51	57%	39	43%	0	0
Dentist - Dental Surgery Employment Service	17.046 58.038	1.095 473	89		/4	83% 57%	15	17% 38%	0	4
Entertainers	17,580	1,073	89		38	43%	48	54%	4	3
Professional Organizations	32,885	721	89		82	92%	7	8%	0	0
Swimming Pools & Hot Tubs	18.775	1.024	89		71	80%	17	19%	1	1
Trailer Sales	41.985	612	89		57	64%	30	34%	2	2
Bed & Breakfast Buildings - Portable	22,887 39,276	909 641	88		57	65% 84%	29 14	<u>33%</u> 16%	2	2
Coaching - Business	39,276	664	88		61	<u>84%</u> 69%	26	30%	1	1
Contractors - Gutters	41,755	614	88	877	57	65%	20	33%	2	2
News Service	5,956	1,835	88	877	79	90%	8	9%	1	1
Recreational Vehicles - Rent & Lease	20.786	966	88		54	61%	34	39%	0	0
Safety Consultants Sunroom & Solarium Design & Construction	51.049 29,739	525 768	88		75 49	85% 56%	12	14% 34%	1	10
Toner Cartridges	17,870	1,061	88		49	52%	30	44%	3	3
Answering Services	27,840	791	87	886	78	90%	8	9%	1	1
Basement Waterproofing	53,792	505	87		72	83%	12	14%	3	3
Boutique Items - Wholesale & Manufacturers	2,198	2,603	87		54	62%	33	38%	0	0
Business Promotions - General	31,733 14,191	737	87		54	62% 98%	33	38%	0	0
Health Savings Administrators Physicians & Surgeons - Anesthesiologists	12,265	1,323	87		49	56%	37	2% 43%	1	1
Refrigeration Equipment - Commercial - Sales & Service	37,048	662	87	886	41	47%	45	52%	1	1
Retirement Planning Service	96.907	307	87		66	76%	20	23%	1	1
Swimming Pools - Maintenance	26,456	813	87		36	41%	46	53%	5	6' 5'
Appliances - Major - Rent & Lease Computers - Network Security	<u>18,641</u> 32,114	1,028 733	86		58	67% 45%	24	<u>28%</u> 55%	4	0
Credit Repair Services – Monitored	49.513	539	86		64	74%	22	26%	0	0
Event Center	7,967	1,624	86		43	50%	40	47%	3	3
Furniture - Childrens	16,053	1,133	86		49	57%	35	41%	2	2
Media Consultant Wheels	20,741 30,970	967 746	86		61	71%	25	<u>29%</u> 45%	0	0
Building Construction Consultants	<u>30.970</u> 51,140	524	85	902	46	53% 51%	<u>39</u> 40	45%	2	2
Pet Services	44,219	592	85		52	61%	31	36%	2	2
Vaporizers	11.685	1.358	85	902	43	51%	42	49%	0	0
Wheel Chairs	10.895	1,403	85		66	78%	18	21%	1	1
Bathtubs & Sinks - Repair & Refinish	67,083	431	84		48	57% 35%	33	<u>39%</u> 61%	3	4
Fashion Accessories Financing Consultants	15,005 44,452	1,180 588	84		29	35% 69%	51	61% 30%	4	5
Schools - Academic - Special Education	25,161	843	84		62	74%	17	20%	5	6
Sporting Goods - Wholesale & Manufacturers	15,132	1,173	84	906	61	73%	23	27%	0	0
Railroads	2,783	2.427	83		63	76%	20	24%	0	0
Telephone Equipment & Systems Service & Repair Warehouses - Merchandise	16.258 10,191	1,125 1,453	83	911 911	39	47% 71%	42	51% 29%	2	2
Boat Equipment & Supplies	21,567	944	83		32	39%	<u></u> 49	<u> </u>	1	1
Furnace Sales & Service	32,213	732	82		71	87%	11	13%	0	0
Identity Theft Protection & Prevention Services	61,723	455	82		75	91%	6	7%	1	1
Mechanical Contractors	84,730	349	82		58	71%	22	27%	2	2
Recycling Services Talent Listing Service	26,298	816	82		42	51% 96%	37	45% 1%	3	4
Telephone & Television Cable Contractors	16,342	1,121	82		57	70%	23	28%	2	2
Medical Testing Companies	25,977	823	81		65	80%	15	19%	1	1
Trucking Transportation Brokers	68,605	421	81		65	80%	15	19%	1	1
Auto Registration	34.629	692	<u>80</u> 80		72	90% 70%	4	5%	4	5
Christmas Lights & Decorations Jewelry Manufacturers	12,205 44,464	1,328 587	80		<u>63</u> 51	79% 64%	14	18% 33%	3	4
Permanent Make Up	9,536	1,500	80		71	64% 89%	20	33% 11%	3 0	0
Reverse Mortgage	42,738	599	80	923	74	93%	4	5%	2	3
Solar Energy Products - Retail	35,395	679	80	923	58	73%	21	26%	1	1
	7.119	1.698	79		65	82%	2	3%	12	15
Beds - Electric & Adiustable										
Clinics - Sleep Centers	13.925	1.235	79		57	72%	22	28%	0	
		1.235 1,042 1.397	79 79 79	929	57 53 36	72% 67% 46%	22 25 42	28% 32% 53%	0 1 1	1



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Industry Classification	Inquiries	<b>Rank by Inquiries</b>	Complaints Ra	nk by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Grocery - Bulk Food Stores	23,949	877	79	929	50	63%	25	32%	4	59
Holding Companies	17,080	1.093	79	929	70	89%	7	9%	2	3%
Lumber - Retail	39.669	637	79	929	44	56%	34	43%	1	1%
Penny Auctions	13,518 13,249	1,249 1,269	79 79	929 929	74	94% 70%	3	<u>4%</u> 28%	2	3%
Physicians & Surgeons - Internal Medicine Real Estate Brokers	35,249	1,269 678	79	929	55	70% 71%	22	28%	2	3%
Tire Repair	4,659	2,041	79	929	40	51%	39	49%	2	0%
Adult Novelties	22,167	926	78	941	33	42%	45	58%	0	0%
Banquet Facilities	19,782	998	78	941	30	38%	47	60%	1	1%
Check Cashing Protection Systems	6.383	1.782	78	941	78	100%	0	0%	0	0%
Marinas	21,257	952	78	941	51	65%	24	31%	3	4%
Process Servers	21,441	949	78	941 941	22 67	28%	47	60%	y	12% 0%
Snowmobiles Adult & Continuing Education	7.188 42,323	1,692 608	78 77	941	49	<u>86%</u> 64%	23	14% 30%	0	6%
Appraisers	37,924	651	77	947	53	69%	23	30%	1	1%
Auto Salvage Yards	29,050	782	77	947	45	58%	32	42%	0	0%
Candy & Confectionery - Retail	12.803	1,290	77	947	42	55%	33	43%	2	3%
Data Processing Service	20,241	988	77	947	37	48%	26	34%	14	18%
Educational Research	16,111	1,132	77	947	57	74%	17	22%	3	4%
Investment Management	40.266 10.171	632 1,454	77	947 947	37	48%	34	<u>44%</u> 31%	6	8% 1%
Outlets - Stores, Factory, Mills Search Engine Marketing	8,285	1,454	77	947	52	<u>68%</u> 51%	24	<u>31%</u> 48%	1	1%
Spas & Hot Tubs - Service & Repair	30,098	763	77	947	36	47%	37	48%	1	5%
Stock & Bond Brokers	20,445	981	77	947	58	75%	17	22%	2	3%
Yoga Instruction	10,817	1,408	77	947	44	57%	24	31%	9	12%
Automation Systems & Equipment	9,365	1,508	76	959	70	92%	6	8%	0	0%
Girls Apparel	5,168	1,953	76	959	69	91%	7	9%	0	0%
Herbs	30,932	748	76	959	43	57%	31	41%	2	3%
Mail Box Rental & Receiving	7,674 31,052	1,649 743	76 76	959 959	44	<u>58%</u> 49%	30	<u>39%</u> 46%	2	
Psychics Schools - Academic - Pre & Kindergarten	22,702	/43 913	76	959	3/	49% 68%	23	46%	4	5% 1%
Security Guard & Patrol Service	109,776	272	76	959	42	55%	29	38%	5	7%
Stoves - Wood, Coal	26,210	820	76	959	52	68%	22	29%	2	3%
Tourists Attractions	7,934	1,628	76	959	54	71%	18	24%	4	5%
Vending Machines	37,684	656	76	959	44	58%	30	39%	2	3%
Appliances - Installation	17,218	1,083	75	969	35	47%	32	43%	8	11%
Appliances - Small - Supplies & Parts	23,730 164,976	880	75	969 969	61 64	81%	13	17%	1	1%
Buildings - Pre - Cut. Prefab & Modular - Dealers Compression Clothing/Garments	3.821	185 2.181	75	969	60	85% 80%	10	<u>13%</u> 19%	1	1%
Data Recovery	16,753	1,106	75	969	52	69%	22	29%	1	1%
Landscaping Equipment & Supplies	25,795	829	75	969	38	51%	35	47%	2	3%
Pet Training - Dog	35,526	677	75	969	53	71%	22	29%	0	0%
Auto Repairing - Foreign	29,538	774	74	976	54	73%	20	27%	0	0%
Cremation Services	60,153	460	74	976	68	92%	4	5%	2	3%
Deck Builder	35,315	684	74	976	37	50%	33	45%	4	5%
Energy Management & Conservation Consultant	48.684 44,733	548 585	74	976 976	62 52	84% 70%	9	12%	3	4%
Screen Enclosures Tractor Dealers	21,220	956	74	976	58	70% 78%	19	<u>26%</u> 19%	3	3%
Lighting Systems & Equipment	14,457	1,208	73	982	42	58%	29	40%	2	3%
Mental Health Services	45,132	582	73	982	59	81%	14	19%	0	0%
Paralegals	31,298	741	73	982	43	59%	29	40%	1	1%
Radio Communication Equipment & Systems	14,127	1,230	73	982	58	79%	14	19%	1	1%
Real Estate Loans	73,180	396	73	982	56	77%	15	21%	2	3%
Screens - Door & Window	40,366	628	73	982	55	75%	17	23%	1	1%
Taxidermists Vacuum Cleaners - Wholesale & Manufacturers	21,252 6,723	953 1,751	73	982 982	40 66	55% 90%	30	41% 10%	3 0	4%
Water Supply Systems	8,225	1,594	73	982	34	47%	37	51%	2	3%
Campers - Dealers	21,231	954	72	991	58	81%	14	19%	0	0%
Ignition Interlock Devices	11,571	1,366	72	991	60	83%	12	17%	0	0%
Auto - Fleet Maintenance	2.405	2,539	71	993	70	99%	1	1%	0	0%
Auto Body Shop Equipment & Sup	17.080	1.093	71	993	44	62%	26	37%	1	1%
Boat Builders	29,210	777	71	993	53	75%	18	25%	0	0%
Recycling Centers Shoes - Orthopedic	27,522 24,021	797 876	71	993	46	65% 72%	21	<u> </u>	4	3%
Boxing Gym	6,741	1,747	70	993	40	57%	26	37%	2	6%
Building Restoration & Preservation	46,622	565	70	998	40	69%	20	31%	4	0%
Calendars	8,377	1,576	70	998	70	100%	0	0%	0	0%
Dentist - Dental Implants	25.627	833	70	998	53	76%	17	24%	0	0%
Engines - Supplies, Equipment & Parts	33,163	717	70	998	46	66%	21	30%	3	4%
Estate Liquidators	26,234	818	70	998	35	50%	33	47%	2	3%
Insurance - Dental	7.644	1.651	70 70	998 998	65 41	93%	<u>5</u> 29	7%	0	0% 0%
Marketing - Dental Police Equipment	1,294 8,407	3,056 1,575	70	998 998	41 20	59% 29%	29	41% 70%	1	1%
Retirement & Life Care Communities & Homes	42,163	1,575	70	998	20	29% 83%	49	17%	1	0%
Auto Repair & Service - Diesel	23,024	899	69	1,008	36	52%	32	46%	1	1%
Business Forms & Systems	39,893	634	69	1,008	46	67%	23	33%	0	0%
Carpet & Rug Distributors & Manufacturers	24,984	850	69	1,008	66	96%	2	3%	1	1%
Commercial Roofing	59,645	463	69	1,008	37	54%	30	43%	2	3%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Iron Work	26,459	812	69	1,008	34	49%	34	49%	1	1%
Laundry Equipment	6,792	1.737	69		44	64%	22	32%	3	4% 7%
Marriage, Family, Child, Individual Counselors	47,980	<u>552</u> 985	69 69	1.008	48	70%	<u>16</u> 32	23%	5	
Pain Management Services Party Planning	20,340 14,088	985	69	1,008 1,008	37	54% 41%	<u>32</u> 24	46% 35%	17	25%
Pharmacy - Compounding	21,224	955	69		48	70%	18		3	4%
Search Engine Optimization Services	35,316	683	69	1,008	37	54%	28	41%	4	6%
Ammunition & Reload Equipment & Supplies	10,070	1,460	68		27	40%	41		0	0%
Baby Accessories - Wholesale & Manufacturers	3.603	2,224	68	1.019	28	41%	16	24%	24	35% 9%
Packaging Service Tailors	12,442	1,309	68		44	65% 62%	26	26% 38%	6	99
Car Buying Service	21,704	937	67		29	43%	37		1	1%
Drivers Education	11.837	1.349	67	1.023	42	63%	23	34%	2	3%
Fuel - Gasoline	3,097	2,344	67		34	51%	32		1	1%
Jewelry Repair Nursery Stock Dealers	13,365 10.823	1,261 1,407	67	1,023	29	43% 30%	36 47	54% 70%	2	3% 0%
Vacuum Cleaners - Service & Repair	32,598	728	67	1,023	20	<u>30%</u> 64%	4/	34%	1	19
Accordions	326	3.971	66		43	2%	23	3%	63	95%
Auto Seat Covers, Tops & Upholstery	35,809	672	66		45	68%	17		4	6%
Barbers	18,476	1.035	66	1.029	38	58%	27	41%	1	2%
Charity - Human Services (i.e. assistance to individuals & families)	42,495	606	66	1,029	46	70%	20	30%	0	0%
Consultants - Automobile Purchase	18,167	1,047	66		52	79%	14		0	0%
Government Offices	15,850	1,047	66		52 40	79% 61%	21		5	8%
License Services	22,493	918	66	1,029	54	82%	12	18%	0	0%
Modular Homes	45,682	575	66		42	64%	23	35%	1	29
Pet Sitting Services	37,677	657	66		57	86%	9	14%	0	0%
Security Cameras Stucco & Exterior Coating Contractors	15.817 63.043	1.143	66 66		34 40	<u>52%</u> 61%	<u>30</u> 24		2	3%
Student Housing	8,169	1,603	66		40	70%	24		2	0%
Tattoos - Removed	3.688	2,208	66		12	18%	39		15	23%
Trust Companies	34,201	698	66	1,029	59	89%	7	11%	0	0%
Videotape, CD, & DVD Duplication & Transfer Services	15,769	1,146	66		55	83%	11	17%	0	0%
Animal Shelters	20,528 4,505	977	65	1,044	45	<u>69%</u>	18		2	3%
Auto Dealers - Buving Co-Op Computers - Security Equip & Systems	4,505 9,337	2,072	65	1,044	34 50	52% 77%	30	46% 18%	3	2% 5%
Contractor - General Green Builder	22,706	912	65	1,044	45	69%	19	29%		29
E-Mail Marketing	11.653	1,359	65	1,044	21	32%	34	52%	10	15%
Generators - Electric	24.268	867	65	1.044	63	97%	2	3%	0	0%
Hospital Consultants	5,864	1,855	65		35	54%	30	46%	0	0%
Stadiums, Arenas & Athletic Fields Air Conditioning Supplies & Parts	4,162 19.046	2,129	65	1,044	43	<u>66%</u> 52%	22		0	0%
Boys Clothing & Furnishings - Retail	19.048	1.352	64		25	32%	39		2	0%
Closet Systems & Accessories	29,547	773	64		42	66%	22		0	0%
College Admission Counseling	30,826	752	64		61	95%	3	5%	0	0%
General Merchandise - Wholesale	14.715	1.191	64		32	50%	29		3	5%
Hypnotherapists - Hypnotists	22,275 10,543	921	64 64		54 41	<u>84%</u> 64%	9	14%	1	2% 0%
Religious Goods Stone Setting - Interlocking Pavers	33,986	1,424	64	1,052	41	52%	23	<u>36%</u> 42%	0	6%
Truck Equipment & Parts	26,319	815	64		47	73%	16			2%
Unclaimed Funds Retrieval Services	120,431	252	64		56	88%	7	11%	1	2%
Charity - Health	13,487	1,251	63		55	87%	8	13%	0	0%
Dancing Instruction	18.455	1.037	63	1.062	47	75%	<u>16</u>	25%	0	0% 2%
Diabetes Services & Supplies Mold & Mildew Inspection/Removal/Remediation	18,559 70,458	<u>1,030</u> 412	63		49 49	78% 78%	13	21% 19%	1	29
Refrigerators & Freezers - Service & Repair	12,177	1.331	63	1,062	28	78% 44%	34	10 /0	2	29
Shuttle Bus	11,537	1,369	63	1.062	27	43%	34		2	3%
Swap Shops	3,556	2,238	63	1,062	62	98%	0	0%	1	29
Books - Used & Rare	15,963	1,139	62	1,069	54	87%	7	11%	1	2%
Computers - Used	19,238	1.008	62	1.069	45 43	73%	15	24%	2	3% 13%
Credit Cards - Protection Service Gymnastic Instruction	17,119 14,963	1,183	62	1.069 1,069	43	<u>69%</u> 71%	11		8	6%
Medical Diagnostic Testing Facilities	9,391	1,105	62	1,009	44	66%	21		4	0%
Prosthetic Devices	12,712	1.292	62	1.069	21	34%	41	66%	0	0%
Safety Equipment & Clothing	17,165	1,085	62		43	69%	19	31%	0	0%
Sod & Sodding Service	24,974	851	62		40	65%	21		1	2% 3%
Bullion Coin Dealers Check Verification & Recovery Service	40.308 8.787	631	61	1.077	<u>56</u> 27	<u>92%</u> 44%	34	<u>5%</u> 56%	2	<u>39</u> 09
Consignment Service - Furniture	4,798	2,013	61		27	44%	28	46%	4	7%
Key Duplication and Cutting	2,325	2,563	61	1,077	6	10%	55	90%	0	0%
Marketing Software	23,378	890	61	1.077	41	67%	18	30%	2	3%
Physicians & Surgeons - Gastroenterology	8,481	1,571	61	1,077	41	67%	19	31%	1	2%
Telecommunication Equipment & Systems Service & Repair	20,977	<u>959</u> 875	61 61	1,077	44	72%	<u>16</u> 38	26%	1	2%
Transportation Consultants Watches - Wholesale & Manufacturers	24.035	8/5	61	1.077 1.077	23 40	<u>38%</u> 66%	38	<u>62%</u> 34%	0	0%
Attorneys Referral Service	30,198	760	60		40	82%	11	18%	0	09
Camps	19,120	1,012	60		29	48%	30	50%	1	2%
Legal Information Services	22,142	927	60	1,086	32	53%	13	22%	15	25%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	0/-
Oils - Essential	54,032	502	. 60	1,086	. 59	98%	. 1	2%	Pursue 0	0%
Psychiatrists & Psychiatric Services	22,877	910	60		47	78%	12		1	2%
Recreation Centers	9,952	1,468	60		42	70%	18		0	2% 0%
Recruitment Services	22,892	908	60		36	60%	21	35%	3	5%
Animal Rescue Relocation	21,535	946	59		40	68%	19		0	0% 2%
Auto Service - Specialty Parts	14.320	1.218	59		43	73% 58%	15	25% 42%	1	2%
Barbecue Equipment & Supplies Concert Promoters & Consultants	14,350 4,672	2,036	59	1,093	34	39%			0	0%
Furniture - Used	12,287	2,030	59		23	56%	30		4	7%
Shower Doors & Enclosures	27,588	795	59		38	64%	16		5	8%
Trailers - Camping & Travel	18,141	1,049	59		44		14		1	2%
Video Games - Service & Repair	10,227	1,448	59	1,093	19	32%	39		1	2%
Animal & Wildlife Removal	18.169	1.046	58	1.101	25	43%	30	52%	3	5%
Bars & Taverns	15,752	1,147	58		23	40%	35		0	0%
Employment Training	30,857	750	58		28	48%	28	48%	2	3% 0%
Heating Equipment & Systems Cleaning & Repair	30.876 15.598	749	58		36	62%	22	38% 9%	17	29%
Sales Promotion Service X-Ray Labs - Medical & Dental	8,753	1.154	58		45	62% 78%	13	22%	1/	0%
Attorneys & Lawyers - Tax	34,546	694	57		55	96%	13	2%	1	2%
Bowling	7,996	1,623	57		34	60%	23		0	0%
Computers - Cleaning Services	6,692	1,754	57	1,107	31	54%	21	37%	5	9%
DNA Testing	17,592	1,072	57		50	88%	6		1	2%
Electronics - Educational Kits	7,856	1,637	57	1,107	7	12%	40		10	18%
Facility Maintenance	19.723	1.000	57 57		24	42%	33	58%	0	0%
Gutter Leaf Guards Kitchen & Bath Design	12,091 22,220	1,339	57	1,107 1,107	49	<u>86%</u> 65%	19	4%	6	2%
Land Companies	31,034	923	57		37	51%	25		2	5%
Mailing Services - Drop Shipper	12,458	1,307	57		39	68%	18		0	0%
Music Instruction - Instrumental	18,595	1,029	57		43	75%	11		3	5%
Surplus & Salvage Merchandise	21,882	934	57	1,107	33	58%	21	37%	3	5%
Vanity Publishers	8.409	1,574	57		27	47%	29		1	2%
Body Care Products	13,111	1,277	56		18	32%	33		5	9%
Deck Cleaning & Sealing	13,113	1,276	56		36	64%	20		0	0%
Dentistry - Cosmetic Factoring Service	16,731 38.152	1,107	56		44	79% 71%	12	21% 25%	0	4%
Legal Services Plans	81,567	360	56	1,120	40	55%	14 25	45%	2	0%
Lights Bulbs & Tubes	15,144	1,172	56	1,120	35	63%	21	38%	0	0%
Locks - Wholesale & Manufacturers	4.081	2,144	56		6	11%	36		14	25%
Photo Booth Rentals	4,830	2,008	56		19	34%	33		4	7%
Savings & Loan Associations	15,778	1,144	56		39	70%	16		1	2%
Sewer Contractors	34,101	701	56		37	66%	19		0	0% 0%
Shopping Service - Protective, Comparative Sports Memorabilia	37.795 10.134	<u>654</u> 1,456	56		21	95% 38%	25	5% 45%	10	18%
Storage Units - Portable	5,707	1,450	56		35	63%	20		10	2%
Valet Service	10,694	1,416	56		31	55%	25		Ō	0%
Videographers	5,278	1,938	56	1,120	20	36%	31	55%	5	9%
Auto Inspection Stations	13,402	1,257			33	60%	19		3	5%
Buildings - Pole & Post Frame	44,345	591	55		40	73%	15		0	0%
Fire & Smoke Alarm Systems	46.177	571	55		45	82%	10		0	0%
Juices Manufactured Homes - Ropair & Service	2.617 29,687	2.478	55		7	13%	46		2	4% 2%
Manufactured Homes - Repair & Service Pet Foods - Wholesale & Manufacturers	29,687 26,616	809	55		30	65% 67%	18		1	4%
Welding	59,556	465	55	1,135	25	45%	30		2	0%
Cabinet Maker	18,419	1,040	54		21	39%	30		3	6%
Dental Hygienists	4,719	2,025	54	1,142	28	52%	26		0	0%
Food ServiceManagement	9.721	1,480	54		39	72%	14		1	2%
Pipe Line, Oil & Gas Wholesaler & Distributors	7.734	1.647	54		51	94%	3	6%	0	0% 2%
Publishing Consultants	22,172 7,465	925 1,668	54		31	57% 92%	22		1	2%
Access Control Systems Architects	63,559	1,668 447	53		49	92% 53%	4	8% 47%	0	0%
Concrete - Restoration, Sealing & Cleaning	18.326	1.043	53	1,17/	28	53% 49%	23		5	9%
Farms	24,739	856	53		26	49%	22		0	0%
Fashion Designers	5,311	1,930	53		29	55%	20		4	8%
Gun Safetv & Marksmanship Instruction	36.337	668	53	1.147	32	60%	20	38%	1	2%
Lasers	12,422	1,311	53		30	57%	20		3	6%
Log Cabins, Homes & Buildings	46,161	572	53		40	75%	13		0	0%
MRI (Magnetic Resonance Imaging)	10.478	1.428	53		37	70%	15		1	2% 0%
Optical Goods - Wholesale & Manufacturers Playground Equipment	3.064 14,692	2.357	53		48	91% 66%	17	9% 32%	1	2%
Shoes - Custom Made	6,817	1,194	53		35	19%	42		1	2%
California Advance Fee Residential Loan Modification/Mortgage					- 10				-	
Loan Forbearance Services	9,759	1,476	52		7	13%	42		3	6%
Motor Homes	14,547	1,204	52		45	87%	6	12%	1	2%
Nurses Schools	32,316	731	52		32	62%	20	38%	0	0%
Party Facilities	5.862	1.856	52		24	46%	28		0	0%
Real Estate - Commercial Surveillance Equipment, Sales & Service	20,713 8,226	969 1,592	52		32	62% 75%	20		0	2%
Surveillance Equipment, Sales & Service Truck accessories	8,226 16,293	1,592			39	75%	12		1	2%
HUCK accessories	16,293	1,122	52	1,159	36	69%	16	31%	0	0%



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Industry Classification	Inquiries	<b>Rank by Inquiries</b>	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	q
Trucking - Motor Freight	24,183	870	52	1,159	26	50%	26	50%	0	00
Attornevs & Lawvers - Insurance Law	11.191	1,390	51		49		1	2%	1	2º 2º
Construction Equipment Sales / Services	20.952	963	51	1.167	31	61%	19	37%	1	20
Physicians & Surgeons - Ear, Nose & Throat Solar Energy Products Service & Repair	4,183 17,972	2,124	51		45	88% 59%	21	<u>12%</u> 41%	0	0
Swimming Pools - Private	11,703	1,356	51		27	53%	24		0	0
Washing Machines & Dryers - Coin Metered	2,603	2,480	51	1,167	25	49%	23	45%	3	60
Airport Parking Reservations	10,574	1,420	50		30	60%	19		1	20
Alternative Medicine	14.222 33.154	1.224 718	50		27	54%	21		2	4º 4º
Auto Restoration Catalog Showrooms	4,238	2,112	50		48	34% 96%	31	<u>62%</u> 4%	2	00
Financial Consultants - No License Required	62,686	452	50		29	58%	19		2	40
Golf Courses - Public	6.022	1,821	50	1,173	34	68%	16	32%	0	00
Motivational & Self Improvement Training	20,602	973	50		30	60%	19		1	20
Nanny Service Tools - Electric	20,645 11,826	972 1,350	50		38	76% 54%	12	24% 44%	0	0º 2º
Tractor Equipment & Parts	11.826	1.330	50		2/	54% 62%	19		1	- 2
Air Cargo & Package Express Service	7,476	1,666	49		21	43%	23	47%	5	100
Building Inspection	33,809	703	49		33	67%	14		2	49
Consignment Service - Online	14.477	1.207	49		38	78%	9	10%0	2	49
Frozen Foods - Retail Housing Authorities	12.051 3,884	1,341 2,168	49		21	43% 73%	28	<u>57%</u> 27%	0	00
Interior Decorators & Designers Supplies	5,917	1,842	49		36		13		0	0
Junk Removal	25,009	849	49	1,183	28	57%	21	43%	0	00
Lecture & Seminar Bureaus	23,369	891	49	1,183	39	80%	8	16%	2	49
Maids & Butlers Service	18,645	1,027	49		24	49%	24		1	20
Paper & Plastic Cups, Containers Prize Promotions	2.021 42.695	2,670 600	49		29	59% 76%	20	41% 16%	0	00 80
Real Estate Schools	42,695	500 790	49		3/	/6% 69%	8		4	20
Sewing Machines - Dealers	19,012	1,016	49		33	67%	13		3	60
Tropical Fish	8.240	1,589	49		24	49%	25	51%	0	00
Advertising - Newspaper	9,515	1,502	48		22	46%	20 23		6	130
Auto Machine Shops Charity - Animal Protection	16,785 17,407	1,104 1,080	48		25	52% 79%	23	48% 21%	0	0
Coins.Stamps & Precious Metals Dealer	29,588	771	48		30	63%	10	35%	1	20
Debt Relief Services (Non-compliant with FTC Rule)	16,152	1,129	48	1,197	4	8%	18	38%	26	549
Home Theater	34,229	697	48		23	48%	25		0	00
Septic Tanks - Treatment Supplies	9.171 23.540	1.527	48		43	90%	4	8%	1	2º 4º
Spas & Hot Tubs - Rental - Wholesale, Manufacturing Aquariums - Dealers	23.540 9,661	888 1,489	48		41	85% 47%	25	<u>10%</u> 53%	2	0
Basement - Contractors	21,595	942	47		35	74%	12	26%	0	00
Batteries - Storage-Betail	11.019	1.398	47	1.205	38	81%	9	19%	0	00
Compact Discs, Tapes, Records - Wholesale & Manufacturing	1,723	2,789	47		16	34%	31	66%	0	00
Importers Insurance - Employee Benefits	18,432 32,492	1,039 729	47		16 46	34% 98%	31	<u>66%</u> 2%	0	00
Medical Record Service	14,566	1.203	47		40	83%	7	15%	1	20
Music & Messaging Services	5,738	1,871	47	1,205	39	83%	7	15%	1	20
Public Utility Consultants	12,002	1,344	47		36	77%	11	23%	0	00
Real Estate - Rent to Own	35.124	687	47		25	53%	22	47%	0	0°
Spas & Hot Tubs - Supplies & Parts Western Apparel	12.123 11,621	1,334 1,361	47		31	66% 81%	12	<u>26%</u> 19%	4	0
Assisted Living & Adult Family Homes	16,361	1,120	47		31	67%	15	33%	0	00
Auto Electric Service	15,327	1,164	46	1.217	27	59%	18	39%	1	20
Bathroom Accessories	13,272	1,267	46		26	57%	20	43%	0	00
Divorce Assistance	10,539	1,426	46		33	72%	11	24%	2	4º 4º
Environmental & Ecological Services Fish & Seafood - Retail	50.167 11.840	534 1.348	46		31	67% 54%	13	28% 46%	2	00
House & Building Movers	24,974	851	46		25	54%	18	39%	3	79
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	12,924	1,286	46	1,217	31	67%	15	33%	0	00
Professional Fundraiser	21.186	957	46		31	67%	12	26%	3	79
Race Tracks	4.507	<u>2.070</u> 930	46		12	26%	30		4	9º 0º
Schools - Academic - Elementary & Secondary Sewing Machines - Supplies & Parts	22,057	2,441	46		35	76% 28%	11	24% 72%	0	0
Sewing Machines - Supplies & Parts	1,769	2,778	46	1.217	36	78%	10	22%	0	00
Swimming Instruction	6,751	1,745	46	1,217	31	67%	14	30%	1	29
Trailers - Automotive Utility	19,500	1,005	46		30	65%	16		0	00
Auto - Fleet Service	4.353	2.096	45		35	78%	10		0	00
Carpet & Rug Dealers - Used Compact Discs, Tapes & Records - Retail	10.724 18,868	1,414 1,021	45		33	73% 49%	<u>12</u> 22	<u>27%</u> 49%	1	29
Copy & Duplicating Service	22,927	904	45		22	62%	16		1	20
Doors - Repair	27,362	801	45	1.232	25	56%	20	44%	Ō	00
Electric Motors - Dealers & Repairing	15,696	1,150	45		22	49%	21	., .,	2	40
Elevators - Sales & Service	24,166	871	45		28	62%	17	38%	0	220
Government Grant Services Health Resorts	20.740 5.071	968 1,970	45		20	44% 60%	15	<u>33%</u> 38%	10	220
Home Centers	12,462	1.306	45		34	76%	1/	24%	1	0
Human Resources	28,993	783	45		27	60%	18		0	00
Medical Business Administration	19,011	1,017	45	1,232	37	82%	8	18%	0	00



Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	%
Advertising - Telephone	5,476	1,908	. 44		. 15	34%	29	66%	Pursue 0	0%
Attornevs & Lawvers - Family	45,435	578	44	1.244	33	75%	11	25%	0	0%
Boots	8.119	1.613	44	1.244	32	73%	11	25%	1	2%
Business Brokers Cable Networking	40,343 5,521	629 1.899	44		22	<u>50%</u> 30%	19	43% 70%	3	7%
Energy Audits	24,232	1,899	44		13	30% 66%	31	16%	8	18%
Government - Auctions & Job Listing Services	7,565	1,658	44		9	20%	32	73%	3	7%
In-Home Care	83,265	356	44	1,244	33	75%	11	25%	0	0%
Machine Shops	54.089	500	44		20	45%	24	55%	0	2%
Moving Assistance - Packing, Unpacking, Organizing Pet Transporting	8.477 12.351	1.572	44		21	48% 7%	22	50% 75%	1	18%
Schools - Home Study	25,887	826	44		24	55%	10		10	23%
Screen Repair	20,043	992	44		21	48%	21	48%	2	5%
Boat - Charter	14,632	1,198	43	1,257	19	44%	24	56%	0	0%
Employment Service - Employee Leasing	20,317	987	43		40	93%	3	7%	0	0%
Fishing Tackle Dealers Investment Seminars	10.562 17.842	1.421	43		26	60% 67%	1/	40% 30%	0	2%
Medical Spa	8,052	1,617	43		29	53%	13	42%	2	5%
Roofing Materials	24,287	866	43		34	79%	8	19%	1	2% 0%
Sewage Disposal Systems	3.960	2,156	43	1.257	36	84%	7	16%	0	0%
Sportswear - Wholesale & Manufacturers	6.381 4.266	1.783	43		38	88%	5	12%	0	0%
Surgical Appliances & Supplies Trucking - Heavy Hauling	4,266 49,028	2,106 544	43		33	77% 70%	10	23% 28%	0	2%
Washing Machines & Drvers - Service & Repair	3,429	2,271	43		13	30%	28	65%		5%
Wheel Chair Lifts & Ramps	16,292	1,123	43	1,257	30	70%	13	30%	0	0%
Wineries	10,283	1,444	43		26	60%	15		2	5%
Boat Renting & Leasing	8.229 11.988	1.591	42		28	67% 36%	14	33%	0	0%
Engines - Diesel Exterior Structures - Barn Construction	11,988	1.345 1,272	42		15	36% 36%	2/	64% 64%	0	0%
Garden Centers	14,570	1,202	42		28	67%	12	29%	2	5% 5%
Hotel Product Sales	1,530	2,901	42	1.270	23	55%	17	40%	2	
Jet Ski/Personal Watercraft	5,217	1,945	42		25	60%	17	40%	0	0%
Printers – Glass, Metal, Plastic – 3D Printing	1,483	2,928 2,398	42		39 18	93% 43%	23	7% 55%	0	0% 2%
Sandwiches Secret Shopper	2,868 56,919	478	42		10	<u>43%</u> 26%	23	48%	11	26%
Bounce Houses	5,894	1,850	41		14	34%	23	56%	4	10%
Cargo & Freight Containers	15,410	1,161	41		20	49%	20		1	2%
Franchising	15,551	1.158	41		27	66%	14	34%	0	0%
Hair Ornaments Insurance Services - Commercial	1.577 16,459	2.867	41		40	<u>98%</u> 73%	11	2% 27%	0	0%
Leather Clothing - Retail	7,483	1,665	41		31	75%	9	22%	1	29
Motel & Hotel Management	2.680	2,462	41	1.279	22	54%	19	46%	Ō	2%
Paint - Retail	19,718	1,001	41		19	46%	19	46%	3	7%
Perfume - Wholesale & Manufacturers	9,052	1,532	41		21	51%	20	49%	0	0%
Pet Supplies & Foods - Wholesale Physicians & Surgeons - Weight Reduction	7,501 33,318	1,663	41		22	54% 73%	<u>19</u>	46% 27%	0	0%
Radiators - Automotive	14,818	1,188	41		28	68%	13	32%	0	0%
Radon Testing & Service	34,659	691	41	1,279	28	68%	9	22%	4	10%
Seminars & Training – Wealth Building & Real Estate	9,744	1.477	41		33	80%	8	20%	0	0%
Social Security Services	48.381	551	41		38	93%	3	<u>7%</u> 15%	0	0%
Solar Energy Equipment & Systems Manufacturing & Distribution Window Coverings	15,731 25,173	1,148 841	41		35	85% 90%	6 4	15%	0	
Assisted Living Centers & Adult Family Homes	54,349	498	40	1.296	27	68%	11	28%	2	0%
Braids	4,652	2,043	40	1,296	18	45%	20	50%	2	. 5%
Chemicals	18,503	1,033	40		27	68%	13	33%	0	0%
Dog Davcare	10.353	1.437	40		25	63%	14		1	3% 8%
Home Design & Planning Medical Alert Companies	30.101 8.353	762	40	1,296	20	50% 65%	1/	43% 35%	3	0%
Motorcycles - Renting & Leasing	6,059	1,818	40		34	85%	6	15%	0	0%
Senior Housina/Livina	8.880	1,544	40	1.296	27	68%	13	33%	0	0%
Steam Cleaning Equipment	3.028	2.364	40		17	43%	23	58%	0	0%
Stone - Natural Tile & Marble	25,059 15,862	848 1,141	40		32	80% 50%	<u> </u>	<u>20%</u> 43%	0	0%
Auto Smog Inspection	4.106	2,139	40		20	50% 77%	<u>ا/</u>	43% 23%	3	0%
Cabinet Equipment & Supplies	11,590	1,365	39	1,307	22	56%	17	44%	0	0%
Churches	17,164	1,086	39		19	49%	19		1	3%
Contractor - Metal Roofing	19.873	995	39		23	59%	15	38%	1	3% 0%
Electronic Mail Service Entertainment Bureaus	6.533 9,513	1.765 1,503	39		17	44% 56%	22	56% 44%	0	0%
Freight Traffic Service	7,588	1,655	39		34	87%	5	13%	0	0%
Hardscapes	14.383	1,035	39		20	51%	16	41%	3	8%
Identification Card Service	5,154	1,955	39		34	87%	4	10%	1	39
Movers - International	11,528	1,370	39		29	74%	8	21%	2	5%
Office Eauipment Pet Boarding - Dogs	4.982 20.680	1.985 970	39		29	74%	10	26%	0	0%
Pet Boarding - Dogs Photographs - Stock	20.680 8,000	1,622	39		26	67% 92%	۲ ۲	<u>33%</u> 8%	0	0%
Plastering Contractors	35,755	674	39		18	46%	21	54%	0	0%
Self Defense Devices	7,235	1,686	39		12	31%	26	67%	1	3%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9 8 %
Seminars & Training - Wealth Building & Real Estate Results not Substantiated	43,381	597	39	1,307	29	74%	10	26%	0	0%
Translators & Interpreters	46.564	566	39	1.307	18	46%	21	54%	0	) 0%
Vacuum Cleaning Systems	17,987	1,055	39	1,307	33	85%	6	15%	0	) 0%
Wedding Chapels & Ceremonies	9,461	1,504	39 38	1,307	17	44%	22		0	0 0%
Auto Paintless Dent Repair Brick - Concrete, Pumice	33.808 11,428	704 1.376	38	1,326	29 12	76% 32%	26	24% 68%	0	0 0%
Canvas Goods	5,468	1,909	38	1,326	36	95%	20	5%	0	0%
Coatings - Protective	26,528	811	38	1.326	21	55%	15	39%	2	2 5% 3 8%
Employment Contractors - Temporary Help	44,648	586	38	1,326	14	37%	21		3	89
Glass, Mirror & Screen Companies Greeting Cards - Retail	9,324 9,360	1,513 1,510	38 38	1,326 1,326	21	55% 71%	14 10		3	3 8% 1 3%
Greeting Cards - Retail	24,327	865	38	1,326	27	71%	10	26%	1	1 39
Patent Agents	17,607	1,071	38	1,326	32	84%	5	13%	1	1 3%
Pet Training	25,913	824	38	1,326	22	58%	16	42%	0	0%
Sports Bar	7.926	1,629	38	1.326	15	39%	23	61%	0	0 0%
Sports Promoters & Managers Tax Reporting Service	10.219 12.384	1.450 1.315	38 38	1,326 1,326	25	66% 50%	11	<u>29%</u> 45%	2	2 5% 2 5%
Traffic School	25,096	846	38	1,326	37	97%	1/	45%	2	0%
Animal Health Products	23,639	884	37	1,340	25	68%	12	32%	0	0%
Contractor - Home Performance	8.347	1.581	37	1,340	14	38%	21	57%	2	2 5%
Couriers	17,940	1,058	37	1,340	22	59%	15	41%	0	0%
Cylinder Heads - Auto & Motorcycle Home Improvements - Additions	3,839 26.010	2,177 822	37 37	1,340 1,340	35	95% 62%	12	<u>5%</u> 32%	0	0 0%
Mediation Services	11,945	1,347	37	1,340	23	73%	6	32% 16%	4	4 11%
Psychologist Information & Referral Services	6,933	1,725	37	1,340	37	100%	0	0%	0	0%
Psychologists	24,516	861	37	1.340	23	62%	14	38%	0	0%
Recording Service - Sound & Video	18.806	1.023	37	1,340	20 22	54%	16	43%	1	1 3% 0 0%
Reptiles Schools - Private	7,827 32,809	1,639 723	37 37	1,340 1,340	22	<u>59%</u> 73%	15	41% 16%		4 119
Second Hand Stores	5,112	1,966	37	1,340	23	62%	13	35%	1	1 3%
Souvenirs - Retail	3,033	2,363	37	1,340	30	81%	7	19%	0	0%
Van Conversions & Accessories	8,226	1,592	37	1,340	22	59%	10	27%	5	5 14%
Alternators & Generators - Auto Repair	6,969	1,716	36	1,354	17	47%	19	53%	0	0%
Auto Air Conditioning Beverages	9.142	1.530 1,279	36 36	1,354	28	44% 78%	19	53% 19%	1	1 3%
Bicycles - Renting	926	3,311	36	1,354	15	42%	21	58%	Ô	0%
Books - Wholesale	8,646	1,563	36	1.354	29	81%	7	19%	0	) 0%
Convention Services & Facilities	7,597	1.654	36	1.354	27	75%	8	22%	1	1 3%
Data Systems - Consultants & Designers Dining Club Plans	16,557 1,896	1,112 2,715	36 36	1,354	26	72% 92%	9	25% 8%	1	1 3% ) 0%
Doors - Installation	13,914	1,236	36	1,354	21	<u>92%</u> 58%	14	39%	1	1 3%
Farm Supplies	7,925	1,630	36	1,354	14	39%	22	61%	Ô	0%
Firewood	14,645	1,197	36	1,354	5	14%	29	81%	2	2 6%
Fruits & Vegetables - Retail	9,590	1,496	36	1,354	28	78%	8	22%	0	0%
Machine Tools Marine Contractors	16.233 25,637	1.126 832	36 36	1,354 1,354	24	<u>67%</u> 67%	<u> </u>	31% 31%	1	39
Physicians - Surgeons & Neurosurgeons	5,922	1,841	36	1,354	24	72%	9	25%	1	1 3% 1 3%
Printing Supplies	7.861	1.636	36	1.354	24	67%	12	33%	Ō	) 0%
Sealing - Pavement	10,592	1.419	36	1.354	20	56%	13	36%	3	3 8%
Tax Software	5,931	1,840	36 36	1,354	29 19	<u>81%</u> 53%	7	<u>19%</u> 47%	0	0%
Wallpapers & Wallcoverings - Retail Windows - Repairing	5,840 20,439	1,860 982	36	1,354	19	53% 64%	1/			2 6%
Art Supplies	12,677	1,293	35	1,374	19	54%	16		0	0%
Attorney Advertising	13,201	1,271	35	1,374	25	71%	9	26%	1	1 3%
Auto Dealers - Custom Design & Replica	6.712	1.753	35	1,374	18	51%	17	49%	0	0%
Boat Covers, Tops & Upholsterv Clinics - Pain Management	9.315 14,856	1.514 1,184	35 35	1,374 1,374	27	<u>77%</u> 63%	13	23% 37%	0	) 0% ) 0%
Comic Books	5,809	1,184	35	1,374	13	37%	22		0	0 0%
Computers - Multimedia	3.336	2,292	35	1.374	12	34%	22	63%	1	1 3%
Denturist	14.735	1.190	35	1.374	29	83%	4	11%	2	2 6%
Disability Access Equipment	8,828	1,552	35	1,374	34	97%	1	3%	0	0%
Fire Protection Contractor Garbage Disposals - Household	<u>16,458</u> 3,258	1,118 2,313	35	1,374 1,374	18	<u>51%</u> 60%	16	46% 40%	1	1 3% ) 0%
Hardware - Wholesale & Manufacturers	3.258	1,296	35	1,374	21	77%	14	23%	0	0 0%
House Furnishings & Services	9,233	1,519	35	1,374	20	57%	12		3	3 9%
Manufactured Homes - Transporting	22,904	905	35	1.374	16	46%	19	54%	0	0%
Office & Desk Space Rental Service	11.592	1.364	35 35	1,374	25	71%	10	29%	0	) 0% 3 9%
Real Estate Loan Modification Swimming Pool Enclosures	10,165 15,094	1,455 1,176	35	1,374 1,374	15	<u>43%</u> 71%	17		3	99
Upholstery Fabrics - Retail	9,556	1,178	35	1,374	12	34%	20	57%	3	0%
Water - Bottled & Bulk	8,085	1,614	35	1,374	22	63%	13	37%	0	0% 0
Adjusters	28,889	784	34	1,393	26	76%	7	21%	1	1 39
Auto Appraisers	14.196	1.225	34	1.393	22	65%	11	32%	1	1 39 2 69
Career & Outplacement Counseling Coffee Brewing Devices	33.012 4.252	719 2.110	34 34	1.393 1.393	18	53% 88%	14	41% 12%	2	0 09
Computers - Disaster Recovery	4,252	1,254	34	1,393	30 20	<u>88%</u> 59%	4	38%	1	1 3%
Concrete Repair/Leveling	17,927	1.059	34	1,393	19	56%	15	44%	0	0%



I			Sorted by Complaints						<u> </u>	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpis Unable To Pursue	%
Demolition Contractors	50,538 23,864	532 878	34	1,393	18	53%	15	44%	1	1 3% 0 0%
Flags & Banners			24		23	74%	2	26%	0	0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	3,540	2,242	34		21	62%	10		3	<sup>3</sup> 9%
Landscape Lighting	10,365	1,436	34		14	41%	20		0	0%
Pharmacies - Specialty Picture Frames - Dealers	7,081 7,320	1.701 1.680	34		30	<u>88%</u> 44%	4	12% 56%	0	0%
Stone Setting	14,237	1,000	34		12	35%	22	65%	0	0%
Towers	10,369	1,435	34	1.393	19	56%	15		0	0%
Watch Bands	3.286	2.304	34		32	94%	2	6%	0	) 0%
Webbing	2,484 15,228	2,516	34		20	59%	14		0	0%
Air Ambulance Service Attornevs & Lawvers - Bankruptcy & Taxes	32,077	1,168 734	33	1,409	28	<u>85%</u> 67%	5 10	15% 30%	1	1 3%
Attorneys & Lawyers - Civil	8,875	1,545	33		19	58%	14		Ó	0%
Cabinet Doors	3,857	2,175	33	1,409	26	79%	7	21%	0	0%
Concrete - Ready Mixed	22,275	921	33	1.409	18	55%	14		1	1 3% 2 6%
Contractor - Decorative & Specialty Concrete Cutlery	13.470 42.024	1.252 611	33	1.409	17	52% 76%	14	42% 24%	2	0%
Gasoline - Wholesale	3,069	2,352	33		23	64%	0 12	36%	0	0%
Grant - Scholarship - Financial Aid Finder Service	14,600	1,200	33	1,409	8	24%	7	21%	18	
Stock & Bond Transfer Agents	16.002	1,136	33	1.409	29	88%	4	12%	0	) 0%
Travel & Moving Services	12,807	1,289	33		13	39%	19		1	1 3%
Weed Control Service Aromatherapy & Essential Oils	11,983 9,212	1,346 1,525	33		24	73% 66%	8	24% 31%	1	1 3% 1 3%
Bed Bug Removal	9,212	1,525	32	1,421	21	84%	10	13%	1	1 3%
Brewers Equipment & Supplies	1,082	3,188	32	1,421	16	50%	16	50%	0	) 0%
Carpet & Rug Dealers - Persian/Oriental Rugs	4,482	2.077	32	1.421	29	91%	3	9%	0	0%0
Charity - National	54,767	495	32	1.421	24	75%	8	25%	0	) 0% ) 0%
Cigar & Cigarette Lighters Consultants - Medical	6,393 15,981	1,780 1,137	32	1,421 1,421	23	44% 72%	18	<u>56%</u> 25%	1	1 3%
Design & Build Contractor	21,358	950	32		11	34%	20	63%	1	1 3%
Foundations - Education, Philanthropy, Research	20,847	965	32	1,421	27	84%	4	13%	1	1 3%
Hauling & Clean Up Services	8,987	1,535	32		8	25%	23		1	1 3%
Management Training Roofing Service Consultants	10,239 33,478	1,446 711	32		26	<u>81%</u> 66%	6 10	19% 31%	0	0%
School Supplies	33,478 10,396	1,433	32		31	97%	10	31%	1	0%
Spices	5,962	1,832	32	1,421	6	19%	25	78%	1	1 3%
Surgical Centers	8.354	1.579	32	1.421	19	59%	13	41%	0	) 0%
Tile & Grout Cleaning	16.969	1.098	32	1.421	15	47%	15	47%	2	2 6% 2 6%
Wheelchair & Disability Transportation Archery Equipment & Supplies	21,991 12,399	931 1,313	32	1,421 1,438	24	75% 68%	6 10	<u>19%</u> 32%	2	0 0%
Attorneys & Lawyers - Immigration & Naturalization	24,615	857	31	1,438	17	55%	13	42%	1	1 3%
Baby Carriages & Strollers	2,708	2,452	31	1,438	21	68%	10	32%	Ō	) 0%
Baseball Clubs	7,603	1,653	31		13	42%	17		1	1 3%
Driving Proficiency Test Service	14,696	1,193	31		21	68%	10	32%	0	0%
Drv Cleaners - Mobile Electronics Research & Development	1,550 4,665	2,886 2,038	31	1,438	13	42% 42%	16 17		2	1 3%
Engineering Contractors - General	52,299	518	31		16	52%	15		0	0%
Foreign Currency Exchange Broker	20,538	976	31	1,438	9	29%	18	58%	4	4 13%
Horse Riding/Horse Trail Rides	4.920	1,987	31		10	32%	20		1	1 3%
Marine Equipment & Supplies Outdoor Kitchens	15,376 10,476	1,162	31		14	45% 39%	17	55% 61%	0	0%
Photographic Equipment - Repair	4,282	2,104	31		24	<u> </u>	19	23%	0	0%
Ribbons	905	3,324	31	1,438	31	100%	0	0%	0	0%
Rubber Products	5,898	1,849	31		16	52%	15	48%	0	0%
Steel Fabricators	40.379	627	31		17	55%	13	42%	1	1 <u>3%</u> ) 0%
Television & Radio Parts - Retail Television Program Distributors	8.870 4.255	1.546 2.109	31	1,438	21	<u>68%</u> 77%	10	32% 16%	0	0%
Truck Driver Training	18,397	1,041	31		24	71%	9	29%	0	0%
Vacuum Cleaners - Supplies & Parts	8,939	1.539	31	1,438	29	94%	2	6%	0	) 0%
Videographers - Wedding	1.938	2,692	31		10	32%	19		2	2 6%
Adjusters - Public	21,831	936	30		23	77%	6	20%	1	1 3% 0 0%
Advertising - Shoppers Guides Bank Equipment & Supplies	4,517	2,067	<u>30</u> 30	1,459 1,459	22	73% 97%	8	27% 3%	0	0%
Cheerleading Instruction	4,222	2,295	30		15	50%	14	47%	1	1 3%
Cocktail Lounges	4,442	2,082	30	1,459	12	40%	18	60%	0	0%
Concert Bureaus	1.069	3,197	30		29	97%	1	3%	0	0%
Contractors Equipment & Supplies - Dealers & Services CPR Training & Certification	14.510 26,634	1.205 808	<u>30</u> 30	1,459 1,459	<u>19</u> 23	63% 77%	10	33% 20%	1	1 3% 1 3%
Delicatessens	3,836	2,178	30		23	57%	6 12	40%	1	1 3%
Document Imaging & Scanning Service	16,781	1,105	30	1,459	26	87%	2	7%	2	7%
Heating Equipment	19,910	994	30	1,459	20	67%	9	30%	1	1 3%
Ice Cream & Frozen Desserts - Dealers	6,649	1,757	30	1,459	13	43%	15	50%	2	2 7%
Merchandising Service	9.719 11.697	1.482	30	1.459	12	40%	14	47% 17%	4	4 <u>13%</u> 0 0%
Pension & Profit Sharing Plans Pet Fencing & Containment Systems	11,697 7,530	1,35/ 1,661	30	1,459	25	83% 37%	5 18		1	) 0% 1 3%
Sauna Equipment & Supplies	11,738	1,355	30		28	93%	18	7%	1	0 0%
Scooters - Medical	8 249	1 586	30	1 459	24	80%	6	20%	0	0%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Soccer Clubs	3,995	2,154	30	1,459	13	43%	17	57%	0	0%
Uniform Supply Service	5.934	1,839	30	1.459	19	63%	11	37%	0	0% 0%
Administrators - Class Action Settlement	13.532	<u>1.248</u> 947	29	1.478	28 20	97%	1	3%	0	39
Aluminum Fabricators Artificial Turf	21,516 20,515	947	29	1,478 1,478	20	69% 66%	8	28% 34%	1	09
Attorneys & Lawyers - Personal Injury & Property Damage	76,475	379	29		24	83%	5	17%	0	0%
Audio-Visual Equipment - Service & Repair	6,523	1,766	29	1,478	19	66%	10		0	0%
Automated Teller Machines	8,026	1,620	29		11	38%	18		0	0%
Beads Computers - Cable & Installation	4.550	2,062	29	1.478 1.478	12	41% 52%	14	48% 48%	3	10% 0%
Concert Halls	2,002	2,676	29		22	52% 76%	14	24%	0	09
Educational Materials - Home Schooling	5,149	1,956	29	1,478	22	76%	7	24%	0	0%
Elderlv/Senior Specialty Services	26,740	807	29	1.478	22	76%	5	17%	2	7%
Electric Equipment & Supplies - Wholesale	12,261 23,121	1,324	29		12	41%	14		3	10%
Engineering Consultants Flea Markets	23,121	896 1.711	29	1,478 1,478	19	66% 45%	10	34% 48%	0	79
Metal Fabricators	24.335	864	29	1.478	15	45% 55%	13	48%	2	09
Office Supplies - Sale by Telemarketing	8,225	1,594	29	1,478	18	62%	11	38%	0	0%
Oxygen	8,124	1,612	29		18	62%	11		0	0%
Paint - Wholesale & Manufacturers	5,745	1.869	29		8	28%	21	//0	0	0%
Paintball - Games & Supplies Pen Pal Lists	2.940 1,206	2.382	29	1.478 1,478	14	48% 62%	15	52% 38%	0	09
Product Sales via Telephone	9,144	1,529	29	1/1/0	18	<u>62%</u> 59%	11	00 /0	0	09
Senior Home Care	26.213	819	29	1,478	20	69%	9	31%	0	0%
Smokers Information & Treatment	5,917	1,842	29	1,478	24	83%	5	17%	0	0%
Trophies	12,254	1,326	29		22	76%	7	24%	0	0%
Air Conditioning Equipment - Room Units Auto Service - Rust proofing Shops	5.286 9.542	<u>1.935</u> 1.499	28	1.502 1.502	21 18	<u>75%</u> 64%	6 10	21% 36%	1	49 09
Barbecue	9.542 3.341	2,288	28		18	29%	20		0	09
Batteries - Dry Cell - Wholesale & Manufacturers	4,317	2,100	28	1,502	24	86%	4	14%	0	0%
Concrete Products	19.858	996	28		19	68%	9	32%	0	0%
Consultants - Telecommunication	9,705 2,792	1,485	28	1,502	18	64%	<u>10</u> 15	36%	0	09
Diving Instruction Electric Heating Elements	2,792	2,422	28		28	46% 100%	15	54% 0%	0	09
Emergency Disaster Preparedness Equipment & Supplies	11.089	1,393	28	1,502	20	79%	6	21%	0	0%
Estate Planning & Management	59,831	462	28	1,502	22	79%	3	11%	3	119
Floor Coatings - Epoxy/Polyurethane	14,235	1,223	28	1,502	22	79%	6	21%	0	0%
Fund Raising Games, Merchandise, Supplies	17.455	1.077	28	1.502	22 20	79%	5	18%	1	49 09
Glass Coating & Tinting Government - City, Village & Township	16.645 6,287	1.109	28	1,502 1,502	20	71% 75%	8	29% 21%	1	49
Grout Resurfacing & Repair	8,055	1,616	28		18	64%	10	36%	0	0%
Hvdraulic Equipment & Supplies	8,263	1,584	28	1,502	7	25%	21	75%	0	0%
Knives - Custom	4,918	1,988	28		7	25%	21	75%	0	0%
Laboratories - Research & Development	12,358 3,263	1,316 2,311	28		21	75% 86%	/	25% 14%	0	0%
Language Training Aids Meat - Processing	12.432	1.310	20	1,502	24	61%	4	29%	3	119
Motorcycles - Customizing	8,912	1,542	28	1,502	9	32%	17		2	79
Nutrition	17,944	1,057	28	1,502	13	46%	15	54%	0	0%
Online Shipping Broker	7,432	1,672	28	1,502	5	18%	14	50%	9	329
Patio Equipment & Supplies Paving, Painting, Home Improvement - Itinerant Workers	13.434 9.232	1.256	28		21	75% 7%	18	25% 64%	0	299
Paving, Painting, Home Improvement - Itinerant workers Physicians & Surgeons - Allergy	3,249	2,316	28	1,502	21	7%	18	25%	8	299
Records Management	5.062	1.973	28	1,502	20	71%		29%	0	0%
Seals - Notary & Corporation	15,591	1,156	28		24	86%	4	14%	0	0%
Signs - Neon	2,811	2,418	28		6	21%	22	79%	0	0%
Sleep Disorders - Sleep Apnea Youth Organizations & Centers	5.970 10,218	1.831 1.451	28	1.502 1.502	9 21	32% 75%	19 7	68% 25%	0	0%
Auto Diagnostic Service	9,918	1,451	20		17	63%	10	37%	0	0%
Barter & Trade Exchanges	7,363	1,679	27	1,533	22	81%	5	19%	0	0%
Display Designers & Producers	14.109	1,231	27	1.533	15	56%	12	44%	0	0%
Fax Transmission Service	4.868	1.996	27		22	81%	5	19%	0	0%
Gates Gold Buyers	9,356 33,223	1,511 716	2/		9	<u>33%</u> 74%	18	67% 26%	0	0%
Guitars & Amplifiers	5.281	1.937	27	1,533	15	56%	12	44%	0	0%
Holistic Practitioners	13,041	1,280	27	1,533	14	52%	13	48%	0	0%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	8,217	1,597	27	1,000	11	41%	13		3	119
Language Schools	10.351	1.438	27		16	59% 50%		22%	5	199 09
Marijuana - Products Mats & Matting	1,293 4,865	3,057	27	1.533 1,533	16	<u>59%</u> 63%	11		0	09
Orthopedic Appliances	9,292	1,516	27	1,533	22	81%	4	15%	1	49
Photography Sales by Mail	1,221	3,104	27	1.533	10	37%	17	63%	Ô	0%
Seeds & Bulbs - Retail	11,372	1,378	27		12	44%	13	48%	2	79
Shopping Centers & Malls	7,840	1,638	27	1,533	15	56%	10		2	79
Theater Stage Play Houses Toilets - Portable	2.477 11.080	2.519	27		18	67% 48%	8	<u>30%</u> 52%	1	49
Trailers - Repair & Service	11.080	1.394	27	1,533	13	48% 63%	14	37%	0	09
Trampolines	5,219	1,944	27		14	52%	13	48%	0	0%
Alcoholism Info & Treatment Centers	17.116	1,091	26	1.553	20	77%	6	23%	0	0%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	,,	Pursue	9/
Artist - Makeup Baths	5,285 13,336	1,936 1,263	26	1,553	12	46% 73%	14	54% 12%	0	0%
Charity - Community Development & Civic Organizations	13.150	1.203	26	1.553	21	73% 81%	5	12%	4	09
Corporate Travel	16,498	1,115	26	1,553	20	77%	6	23%	Ō	09
Event Planners - Corporate	4,758	2,021	26	1,553	10	38%	15	58%	1	49
Garments - Printing & Lettering Generators	7.658 8,249	1.650 1,586	26	1.553 1,553	16	62% 58%	10	35% 38%	1	49
Insulation Materials	11,247	1,387	20	1,553	13	69%	7	27%	1	49
Modelina Schools	22,199	924	26	1.553	18	69%	3	12%	5	199
Office Records Stored	6.880	1.729	26	1.553	10	38%	15	58%	1	49 199
Parking Area Maintenance & Marking Saddlery & Harness	14,391 7,755	1,211 1,646	26	1,553 1,553	/	27% 62%	14	54% 38%	5	199
Tools - Power Actuated	3,353	2,286	20	1,553	13	50%	10	46%	1	49
Travel Agent Mills	5,304	1,932	26	1,553	3	12%	19	73%	4	15%
Vacuum Equipment & Systems	9,130	1,531	26		21	81%	5	19%	0	0%
Amusement Devices Bicvcles - Wholesale & Manufacturers	3.344 3.177	2,287	25	1.569 1.569	24	96% 60%	1	4% 36%	0	49
Carpet Layers	19,025	1,014	25		13	48%	12	48%	1	49
Door-to-Door Sales - Cleaning Supplies	15,339	1,163	25	1,569	9	36%	15	60%	1	49
Dresses - Wholesale & Manufacturers	1.810	2,751	25	1.569	3	12%	18	72%	4	16%
Endodontics Foreclosure Services	5.076 22,062	1.968 929	25	1.569 1.569	21	84% 76%	4	16% 24%	0	09
Glassware - Wholesale & Manufacturers	7,192	1,691	25		19	56%	11	44%	0	09
Health Care - Staffing	15.151	1,171	25	1,569	17	68%	6	24%	2	89
Industrial Manufacturers	18,813	1,022	25	1,569	16	64%	9	36%	0	0%
Kickboxing Laser Eve Surgery	2,027	2,668	25	1,569	14	56% 76%		44% 20%	0	0%
Machinery - New	17.885	1,342	25	1,569	19	68%	2	32%	0	09
Marine Electronic Equipment & Supplies	8,563	1,567	25	1,569	23	92%	2	8%	0	09
Meal Preparation Service	3,457	2,263	25	1,569	20	80%	5	20%	0	0%
Military Goods Parking Stations & Garages - Construction	17.438 1.551	1.078	25	1.569	16	64% 28%	8	<u>32%</u> 72%	1	49
Physicians & Surgeons - Cardiology Services	5,976	1,828	25	1,569	20	80%	5	20%	0	09
Physicians & Surgeons - Hormone Replacement Therapy	14,497	1,206	25	1,569	18	72%	5	20%	2	89
School Information	8.491	1.570	25	1.569	17	68%	8	32%	0	09
Self Defense Staffing - Technical	5,993 19,501	1,826 1,004	25		13	<u>52%</u> 56%	12	48% 40%	0	09
Tickets & Coupons - Printers & Suppliers	4,596	2,052	25	1,569	14	56%	10	40%	0	09
Traffic Engineers & Planning Service	1,583	2,859	25		23	92%	2	8%	Ō	09
Training - Video Instruction Tapes	6,731	1,749	25		14	56%	11	44%	0	09
Vehicle Sales - Manufacturing Companies Vertical Blinds	3,985 10,833	2,155	25		18	72% 52%	12	28% 48%	0	09
Antiques - Repair & Restore	7,425	1,673	24		9	38%	12	54%	2	89
Art Metal Work	5,645	1,887	24		5	21%	19	79%	0	0%
Attorneys & Lawyers - Criminal	42,563	604	24		15	63%	6	25%	3	139
Bicycles - Repair Brand Development	3,916 10,018	2.163	24		13	54% 67%	9	38% 33%	2	09
Bulletin & Directory Boards	3,496	2,249	24		23	96%	1	4%	0	09
Cat Breeders	6,237	1,802	24	1,596	8	33%	15	63%	1	49
China & Glassware - Retail	15.682	1.151	24	1.596	12	50%	11	46%	1	49
Computers - Programming Contractors Equipment & Supplies - Rent & Lease	4,344 11,538	2,097	24		16	29% 67%	16	67% 33%	1	49
Decoration Contractors - Party, Convention	3.922	2,162	24	1,596	10	46%	13	54%	0	09
Drainage Contractors	25,092	847	24	1,596	13	54%	10	42%	1	49
Electric Bikes	3,744	2,195	24	1,596	11	46%	13	54%	0	09
Fire Damage Restoration Go-Karts	11.228	1.388 2.356	24		15	<u>63%</u> 79%	9	38% 21%	0	09
Machine Tools - Repair & Rebuild	5,138	1,958	24	1,596	19	79%	5	21%	0	09
Manufactured Homes - Equipment & Parts	6,997	1,712	24		13	54%	11	46%	0	09
Massage Equipment & Supplies	9.704	1.486	24	1.596 1.596	11	46%	12	50%	1	49 49
Petroleum Products Post Offices	8.857 2,159	1.548 2,611	24		12	50% 54%	11	46% 46%	1	49
Project Management	7,243	1,685	24	1,596	20	83%	4	17%	0	09
Ski Equipment - Retail	5,590	1,892	24	1.596	15	63%	9	38%	0	09
Sleep Disorders - Snoring Stair Lifts	4,681 16,146	2,034	24		19	79% 88%	5	21% 13%	0	09
Stair Lifts Storm Shelters	16,146	1,130	24		21	88% 71%	3	13%	U 0	09
Taxes - Property Tax Consultants	30.855	751	24	1,596	21	88%	3	13%	0	09
Technology - Litigation Support	3,273	2,306	24		4	17%	20	83%	0	09
Tile - Non-Ceramic - Contractors & Dealers Trailers - Transporting	12,584	1,298	24	1,596 1,596	14	58% 13%	10	42% 79%	0	0%
Urallers - Transporting Underwear - Wholesale & Manufacturers	5,236	2,921	24		3 20	13% 83%	19	17%		09
Veterans & Military Organizations	14,022	1,234	24	1,596	19	79%	4	17%	1	49
Video Editina	8.723	1,559	24	1.596	6	25%	15	63%	3	139
Water Heaters - Repairing	5.339 10.729	1.926 1.413	24	1.596 1.629	20	83%	4	17% 48%	0	0%
Aircraft Charter, Rental & Lease Annuities	10,729	1,413	23	1,629	9 20	<u>39%</u> 87%	11	48% 4%	3	139
Army & Navy Goods	4,428	2.085	23	1,629	16	70%	7	30%	2	09



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Audio-Visual Consultants	15,869	1,140	23	1,629	19	83%	3	13%	1	4%
Audio-Visual Equipment - Wholesale & Manufacturers	2,269	2,578	23	1.629	11	48%	12	52%	0	0%
Auto Repair - Tune-Up	1.882 1,687	2.720	23	1.629	15	65%	8	35%	0	0% 0%
Baby Car Seats, Carriages & Strollers Bankruptcy Assistance & Services	10.323	2,803	23	1,629 1,629	10	78% 43%	3	22% 13%	10	43%
Baths - Equipment & Supplies	6.595	1,763	23	1,629	16	70%	6	26%	10	4%
Cemetery Equipment & Supplies	2,270	2,577	23	1,629	16	70%	7	30%	0	0%
Chairs - Wholesale & Manufacturers	4,395	2,090	23	1,629	17	74%	6	26%	0	0%
Clocks - Dealers Diamonds	6.129 30.395	1.811 758	23	1.629	14	61% 74%	8	35% 26%	1	4%
Door & Gate Operating Devices	9,984	1,466	23	1,629	16	74%	7	30%	0	0%
E-Learning	16,268	1,124	23		11	48%	12	52%	0	0%
Electronic Power Supplies	5.527	1,898	23	1.629	18	78%	3	13%	2	9%
Fire & Smoke & Water Clean Up	7,944 3,551	1,626	23	1,629	19	83%	4	17%	0	0%
Florists - Wholesale Food Plans	3,551	2,240	23	1,629	5 14	22% 61%	18	78% 35%	1	4%
Football Clubs	2,311	2,567	23	1.629	14	48%	11	48%	1	4%
Gardeners	9,362	1,509	23	1,629	6	26%	17	74%	0	0%
Golf Courses - Private	6,303	1,793	23		19	83%	4	17%	0	0%
Irrigation Systems - Maintenance/Repair	7.229	1.689	23		15	65%	8	35%	0	0% 4%
Jewelers - Wholesale Key Control Systems	18,159 2,212	1.048 2.598	23	1.629 1,629	14	61% 78%	8	35% 22%	1	4%
Mail Boxes - Manufacturers & Distributors	3,282	2,395	23		10	83%	4	17%	0	0%
Manufactured Homes - Rent & Lease	7,235	1,686	23	1.629	13	57%	10	43%	0	0%
Modular/Mobile Home - Foundation Services	4,397	2,089	23		14	61%		35%	1	4%
Musicians Photographers - Aerial	3,811 7,402	2,184	23	1,629	8	35% 30%	15	65% 65%	0	0% 4%
Protodrabhers - Aeriai Porcelain Enamel Repair & Refinish	10.209	1.677	23	1,629	15	<u> </u>	15	35%	1	0%
Religious Organizations	9,595	1,495	23	1,629	15	61%	7	30%	2	9%
Sales Organizations	12,189	1,329	23	1,629	9	39%	13	57%	1	4%
Saws	6.480	1.770	23		16	70%	7	30%	0	0%
Scrap Metals Soliciting Organizations	16,849 18,509	1,102	23	1,629 1,629	12	<u>52%</u> 48%	10	43% 35%	1	4%
Stock Certificates	2,797	2,420	23		1	48%	17		5	22%
Termite Control	18,673	1,026	23	1.629	19	83%	4	17%	0	0%
Tools - Rent	8,846	1,549	23	1,629	17	74%	5	22%	1	4%
Tree Service - Pruning Umbrellas	12,965 1,718	1,285	23	1,629	4	17% 83%	17	74% 17%	2	9% 0%
Womens Apparel - Wholesale & Manufacturers	7,146	2.790	23		19	83% 78%	4	17%	1	4%
Adoption Services	27,118	803	22	1,671	15	68%	6	27%	1	5%
Attorneys & Lawyers - Real Estate	34,189	699	22	1,671	16	73%	6	27%	0	0%
Autograph Dealers	4.807	2.012	22		11	50%	9	41%	2	9%
Beauty Pageants Blankets	<u>13,137</u> 2,427	1,275	22	1,671 1,671	13	59% 86%	9	41% 14%	0	0%
Bridge Operators	2,427 986	3,246	22	1/0/1	22	100%		0%	0	0%
Charity - Other Charitable Organizations	9.784	1,474	22	1,671	15	68%	6	27%	1	5%
Fertilizers	13,170	1,273	22	1,671	20	91%	2	9%	0	0%
Fingerprinting	5,373 25.517	1,920 837	22	1,671	9	41%	13	59%	0	0%
Fire Protection Equipment & Supplies Infomercials	25,517	2,499	22	1.671 1.671	10	45% 86%	12	55% 9%	1	0% 5%
Insurance - Workers Compensation	30,057	764	22	1,671	22	100%	0	0%	0	0%
Janitors Equipment & Supplies	12,482	1,304	22	1,671	17	77%	5	23%	0	0%
Jewelry Buvers	22,938	903	22		12	55%	8	36%	2	9%
Locksmiths Equipment & Supplies	6,227	1,803	22	1,671	9	41%	11	50% 41%	2	9% 0%
Music Publishers Plasma Centers	16,194 5.090	1,128	22	1,671 1,671	13	59% 45%	12	41%	0	0%
Plastics - Products - Finished Wholesale & Manufacturers	14.663	1.196	22	1,671	14	43% 64%	7	32%	1	5%
Printers - Business Forms	8,244	1,588	22	1,671	18	82%	4	18%	0	0%
Ranches	6,350	1,786	22	1,671	8	36%	14	64%	0	0%
Roof Cleaning & Stain Removal Safes & Vaults	23.703 14.168	883	22	1.671 1.671	17	77% 45%	5	23% 32%	0	0% 23%
Sheet Metal Work	23,173	895	22	1,671	10	73%	6	27%	0	0%
Suits - Custom Made	3,430	2,268	22	1,671	10	45%	11	50%	1	5%
Trailers - Rent & Lease	10.653	1.418	22	1.671	14	64%	8	36%	0	0%
Water Heater - Tankless	2,355	2,553	22	1,671	21	95%	1	5%	0	0% 5%
Aircraft Parts & Supplies Auto Parts & Supplies - Rebuilt	9,737 5.881	1,478	21	1,697 1,697	10	48% 29%	10	48% 71%	1	5%
Basement - Remodeling	22.751	911	21	1.697	13	62%	6	29%	2	10%
Billiard Equipment & Supplies	10,230	1,447	21	1,697	19	90%	2	10%	Ō	0%
Cellophane, Cell Materials & Products	1,187	3,130	21		7	33%	12	57%	2	10%
Charity - Children & Youth	20.397 18,045	984 1.053	21		14	67%	7	33%	0	0% 5%
Commercial Painting Contractor Construction Supplies	18,045	1,053	21	1,697 1,697	11	<u>52%</u> 52%	9	43% 48%	1	5%
Consultant - Planning	17,102	1,974	21		11	57%	6	48%		14%
E-Cigarette Flavoring	3,869	2,172	21	1,697	9	43%	12	57%	0	0%
Email Service Provider	5,308	1,931	21		16	76%	3	14%	2	10%
Eviction Service	7,004	1,710	21	1,697	12	57%	9	43%	0	0%
Fishing Charters	6,894	1,727	21	1,697	13	62%	8	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
Flight School	7,413	1,676	21	1,697	11	52%	g	43%	1	59
Hostels	1.028	3.215	21	1.697	17	81%	4	19%	0	0°
Housing Consultants & Referral Service Invitations & Announcements	5.743 7,798	1.870 1,641	21	1.697 1,697	11	<u>52%</u> 52%		24% 43%	5	59
Manufacturers Agents & Representatives	11,249	1,386	21	1,697	11	86%		14%	0	09
Mold & Mildew Remediation	14.290	1,220	21	1,697	16	76%	4	19%	1	59
Pet Finding Service	35,227	685	21	1,697	19	90%	1	5%	1	50
Photographers - Sports	759	3,464 2,014	21	1,697	5	24%	16		0	00
Physicians & Surgeons - Urology Restaurant Equipment - Repair & Service	4.797	2.014	21	1,697	11	76% 52%	10	i 24% 48%	0	09
Road Building Contractors	24,424	862	21	1,697	11		7	33%	1	59
Scientific Apparatus & Instruments	3,182	2,328	21	1,697	19	90%	2	10%	0	09
Senior Care Information and Resources	23.111	897	21	1.697	18	86%	3	14%	0	00
Sky Diving	2,285 3,083	2,570 2,348	21	1,697 1,697	7	<u>33%</u> 38%	12		2	100
Telescopes Tents - Rental	5,503	2,348	21	1,697	10	<u>38%</u> 48%	13		0	09
Trucks - Industrial	5,883	1,852	21	1,697	16	76%		24%	0	09
Tuck Pointing	12,098	1,337	21	1,697	10	48%	11		0	00
Wheel Alignment, Frame & Axle Service - Auto	10,774	1,409	21	1,697	10	48%	11		0	00
Amplifiers Appointment Setting Service	3.048 4.555	2.360	20	1.729	13	65% 95%	7	35% 5%	0	04
Art Instruction & Schools	5,443	1,913	20	1,729	19	35%	11	55%	2	109
Artificial Limbs	1,026	3,217	20	1,729	19	95%	1	5%	0	00
Attornevs & Lawvers - Business Law/Corporation/Partnership	25.137	844	20 20	1,729	14	70%	6	30%	0	00
Auto Manufacturers & Distributors - Specialty Body	1,935	2,695	20	1,729	19	95%	14	5%	0	00
China & Crystal - Repair Engineers - Professional	1,543 58,324	2,895 471	20	1,729	14	<u>30%</u> 70%	14	70% 30%	0	00
Exercise Equipment & Machines - Service & Repair	4,145	2,133	20	1,729	14	70%	6	30%	. U	09
Furniture - Unfinished	6,638	1,759	20	1,729	13	65%		25%	2	100
Hand Painting & Decorating	4,681	2,034	20	1,729	13	65%	7	35%	0	00
Horse Equipment & Supplies Information Processing & Retrieval Equipment & Systems	4.861 6.385	1,999 1,781	20	1.729	14	70% 45%	6	30%	0	209
Insurance - Fire & Flood Specialists	8,944	1,781	20	1,729	18	45%	/	10%	4	20-
Lamps & Lamp Shades - Retail	4,056	2,145	20	1,729	7	35%	13		0	00
Leather	3.905	2,164	20 20	1,729	5	25%	14	70%	1	59
Legal Clinics	12,158	1,333		1,729	19	95%	1	5%	0	00
Lighting Fixtures - Wholesale & Manufacturers Maps - Publishers & Distributors	8,883 2,352	1,543 2,556	<u>20</u> 20	1,729	14	70% 70%	6	<u>30%</u> 25%	0	09 59
Medicines - Preventative Dogs & Cats	2,332	2.518	20	1.729	14	15%	16	80%	1	59
Moving Equipment Rental	4,524	2,065	20	1,729	11	55%		45%	Ô	00
Musical Instruments - Wholesale & Manufacturers	2,158	2,613	20	1,729	15	75%	сл.	25%	0	09 59
Notaries Public	13.465 14.584	1.253	20	1.729 1.729	16	80% 70%		15%	1	50
Packaging Materials Parking Meters	14,584	1,201 3,694	20	1,729	14	70%		<u>30%</u> 15%		09
Pianos	10,551	1,422	20	1,729	17		7	35%	1	59
Printer & Printer Supplies- Manufacturer	4.600	2,051	20	1,729	13	65%	7	35%	Ō	00
Public Relations Counselors	12,565	1,300	20	1,729	9	45%	11	. 55%	0	00
Referral - Debt Relief Services	24,575 4,527	859 2.064	20	1,729	20	<u>100%</u> 30%		0%	0	0°
Rubber Stamps Service Animals - Dogs	4,527	2,064	20	1,729	<u>b</u>	<u>30%</u> 45%	11	40%	3	159
Transitional Housing	2,953	2,380	20	1,729	12	60%		40%	0	00
Transmissions - Truck, Tractor	3,147	2,336	20	1,729	14	70%	6	30%	0	09
Windows - Vinvl	7.282	1.683	20	1.729	15	75%	2	10%	3	159
Advertising - Outdoor Attorneys & Lawyers - Divorce	8,258 29,569	1,585 772	19 19	1,763 1,763	13	68% 53%	6	32% 47%	0	00
Attorneys & Lawyers - Divorce Business Credit Builder	29,569	1.155	19		10			26%	0	04
Carpet Installation	5.659	1.885	19	1,763	6	32%	11	58%	2	110
Chimney Sweeper	14,244	1,221	19	1,763	11	58%	7	37%	1	59
Cooking Instruction	2,625	2,476	19	1,763	11		8	42%	0	00
Disabled Person Assistance Dressmakers	20.667 4.838	971 2,006	19 19	1.763 1.763	17	89% 47%	2	<u>11%</u> 47%	0	59
Dressmakers Drilling & Boring Contractors	4,838 24,121	2.006	19	1,763	2	47%	7	11%	15	799
Environmental Testing & Consulting	12,971	1,284	19	1,763	17	89%	2	11%	0	00
Fertility Specialists	6,760	1,742	19	1,763	15	79%	4	21%	0	00
Furniture Cleaning	3,548 7,235	2,241	19 19	1,763 1,763	17	89%	2	11%	0	00 160
Glass - Stained & Leaded Heating & Air Conditioning - Filters	7,235	1,686	19		9	47% 89%	- /	2 <u>37%</u> 11%	3	160
Horse Dealers	7,487	1.664	19	1.763	15	79%	4	21%	0	00
Maternity Clothes	2,200	2,601	19	1,763	4	21%	15	79%	Ő	09
Mattress Makers Supplies	4,411	2,086	19	1,763	15	79%	4	21%	0	09
Ornamental Metal Work	14.839 14.352	1.187 1.214	19 19	1.763	14	74%		21%	1	59
Plumbers - Commercial Publicity Service	14,352 3,860	1,214 2,174	19	1,763 1,763	14	32% 74%	12	63% 26%	1	09
Rent to Own	6,110	1,813	19	1,763	14	74%	4	20%	0	00
Sand & Gravel	31.397	740	19	1.763	13	63%	7	37%	0	09
Scrapbooking	3,876	2,171	19	1,763	8	42%	11	58%	0	00
Skating Rinks	3,833	2,179	19	1,763	13		6	32%	0	09
Spiritualists	3.190	2,327	19	1.763	10	53%	7	37%	2	11



Johney Manuelli, Jaspiel Markelli, Sarker J. (2009) 2003         Compared Sarker, Sark			1							<u> </u>	
Introbe         -1.10         -2.30         -3         -1.00	dustry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Under Anderse Aussein         1055         100	ump Removal & Grinding			19	1,763	5		14		0	0%
Observa         Observa <t< td=""><td></td><td>2.216</td><td></td><td></td><td>1.763</td><td>19</td><td></td><td>0</td><td></td><td>0</td><td>0%</td></t<>		2.216			1.763	19		0		0	0%
Schule Ausscher A. Souber         9.1/3         1.0/3         1.0/3         1.0         1.1         633         1.0			1,400		1.763	6		12		1	5%
Standbill Social         Standbill Social <thstandbill social<="" th=""> <thstandbill social<="" t<="" td=""><td></td><td></td><td></td><td></td><td></td><td>15</td><td></td><td>4</td><td></td><td>0</td><td>0%</td></thstandbill></thstandbill>						15		4		0	0%
Code: Serie: A baseline.         1,02         1								6		4	22%
Same Associal         1.00	ffee Break Service & Supplies	7,025	1,708	18	1,793		78%	4	22%	Ó	) 0%
Date Builder								5		1	. 6%
Derivative         14.60						10		8		0	0%
Subset Encode Langeners - Instructive - A - 2.22         18        73         6         .785         10         .496           Land Instructive - A - 2.22         18        73        73         .40						13		9		2	0%
International         1.4.64         1.9.1						6		10		2	11%
Jane Institution Service         110         2.00         131         1.00         1.00         100<		12.464	1.305	18	1.793		56%	8	44%	0	) 0%
Number Scores-International         5.00         1.60         1.80         1.73         1.1         0.75         1.95         1.95           Decisional Structure         1.30         2.00         1.00         1.00         1.00         0.00 <td></td> <td></td> <td>1,533</td> <td></td> <td>1,793</td> <td>13</td> <td></td> <td>2</td> <td></td> <td>3</td> <td>17%</td>			1,533		1,793	13		2		3	17%
Spint. Advances         Job						/		11		0	0%
Discontery - School         1								12		0	0%
Provision - Neutropical         3.38         2.29         18         1.73         15         375         176           Scalar A. Surgeon - Neutropical Second - Structure A second - Structure						17	94%	12		0	0%
Descistants         Descistants         Descistant         Desci				18		15		3		0	0%
Social Scrutz         13 588         14 58         14 58         175         17         075         6         33%           Arr Conductors, Maxametric Scrutz         2.58         2.05         18         1.55		10.970	1,399					5		1	6%
UnformsAccessore         2.668         2.679         18         1.793         9         974         9         974           Aussigning Exploring         1.044         1.044         1.042         1.044         4.044         4.044           Aussigning Exploring         2.057         1.704         1.012         1.012         1.014         4.044           Aussigning Exploring         2.057         1.704         1.012         1.012         1.014         4.044           Aussigning Exploring         1.014         1.012         1.012         1.014								1		0	0%
Vide: Gamine Fabilitations - Laboration         1.280         1.280         1.281         1.290         1.280						12		6		0	0%
AL Configure System - Centring       5.199       1.690       1       1.612       1.745       4       24%         ALC Configure Control       2.031       1.620       1       1.612		2,606				10		9		<u> </u>	0%
Aparata:         7.67         1.76         1         1.81         9         33%         8         47%           Apprendix Seconder         5.70         1.87         1.81         9         33%         8         47%           Cer Wash Sconder         3.70         2.70         1.81         9         33%         8         47%           Cer Wash Sconder         3.71         2.83         1.81	Conditioning Systems - Cleaning	5,199	1,949	17	1,812	10	71%	4		1	6%
Auto. Electro. Functionent         5.701         1.976         1.672         1.612         1	praisal - Jewelry	7,057	1,704	17	1,812	9	53%	8	47%	0	) 0%
Car Wash Public Routinent & Suncises         3.718         2.226         17         1.812         12         719         5         29%           Charts Lear         3.222         2.188         17         1.812         3         29%         10         39%           Charts Learnent & Suncies         3.314         2.301         17         1.812         8         47%         6         35%           Control Evantantia         1.365         1.677         17         1.812         8         47%         6         35%           Control Evantantia         1.365         1.677         1.812         1         47%         6         35%           Control Evantantia         1.366         1.357         17         1.812         1         45%         5         29%           Control Evantantia         1.131         3.175         17         1.812         1         45%         1         45%           Control Evantantia         1.132         1.72         1.812         1         2         10.67%         1         45%         1         45%           Control Evantantia         1.132         1.72         1.812         1         1.56%         2         10.5%	to Electric Equipment	5.701	1.876	17	1.812	9	53%	8	47%	0	0%
Chain - Service .         3.72         2.18         17         1.812         S         29%         10         99%           Concerner Service .         3.85         4.42         17         1.812         8         47%         9         3.35%           Environmental Consulting A Contracting         17.666         1.067         17         1.812         7         45%         9         35%           Environmental Consulting A Contracting         3.363         2.32%         17         1.812         1         45%         0         35%           Class Stand         3.363         2.32%         17         1.812         1         35%         1         35%           Contracting Structure .         5.306         1.333         177         17         1.812         1         35%         1         35%           Contracting Structure .         5.306         2.433         17         1.812         1         1         35%         1         35%           Contracting Structure .         2.306         2.433         17         1.812         1         35%         1         35%           Contracting Structure .         2.306         2.433         17         1.812         1		2.790		17				1	6%	0	) 0%
Concernes         9.665         1.472         17         1.812         8         47%         9         33%           Convert fourment & Sundar         3.116         2.201         17         1.812         6         47%         0         3.33%           Carment Market         3.116         2.201         17         1.812         1         2.40%         0         3.33%           Farment Market         3.335         17         1.812         1         3.55%         2.93%           Farment Market         3.55%         1.72%         1.72         1.812         1         65%         3         2.93%           Farment Market         3.55%         1.72%         1.72         1.812         1         65%         3         2.93%           Farment Market         6.211         1.888         1.72         1.812         1         1.005%         0         0.94%           Koobs         6.211         1.888         1.621         1.7         1.812         1         1.005%         0         0.94%           Lab Stephen         1.262         1.74         1.812         1         1.05%         0         1.94%           Lab Stephen         1.262         1.						12		5		0	0%
Deers Equation 1.5 Supplies         3.314         2.301         17         1.612         8         47%         9         53%           Lamma Market         3.138         2.352         1.7         1.612         8         47%         9         53%           Lamma Market         3.138         2.352         1.7         1.612         1.612         1.635         1.7         4.612         1.635         1.7         4.635         1.7         4.635         1.7         4.635         1.7         4.632         1.7         4.612         1.655         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.556         1.1         6.566         1.1         6.566         1.1         6.566         1.1         6.566         1.1         6.566         1.1         6.566         1.1         6.566         1.1         6.566						2		10		2	0%
Inversental Consulting Contracting         17.686         1.067         17         1.812         8         47%         9         53%           Envers Market         3.181         2.328         1         4.812         1         1.93	vers Equipment & Supplies			17		8		9	53%	0	0%
Fiber-Oxica         5.550         1.835          1.812         1.812         1.825          1.226           Const. Rearry         1.052         1.78         1.7         1.812         1.812         1.855	vironmental Consulting & Contracting	17,686	1,067	17	1,812	8	47%	9	53%	0	) 0%
Flowers         2.959         2.278         12         1.812         11         65%         5         29%           Gamed Auguns         6.502         1.26         1.2         1.812         1.1         6.55%         3         1.85%           Gamed Auguns         6.502         1.26         1.2         1.812         1.1         6.55%         3         1.85%           Gamed Auguns         6.532         1.674         1.7         1.812         1.0         6.55%         3         1.85%           Lines Supply Service         7.382         1.674         1.7         1.812         1.0         5.5%         1.2         4.86%           Lines Supply Service         2.85%         2.403         1.2         1.812         1.1         6.5%         6         3.5%           Med Packers         11.401         1.079         1.7         1.812         1.1         6.5%         6         3.5%           Mikrori         1.358         2.927         1.7         1.812         1.1         6.5%         6         3.5%           Diffee Buildines         5.6%         1.327         1.27         1.812         1.8         6.35%         1.0         5%           Di						7		10		0	) 0%
Guest Banh         1.113         3.175         17         1.812         6         35%         11         65%           Kronastum - Euroment & Sunders         6.211         1.062         1.072         1.812         11         65%         3         1.85%           Krobs         6.211         1.061         1.2         1.812         12         1.00%         0         0.0%           Krobs         7.2         1.612         1.812         12         1.00%         0         0.0%           Lian Orinator         2.860         2.403         1.7         1.812         4         2.4%         12         2.1%           Medical Suffing         13.664         1.42         17         1.812         15         8.8%         2         1.2%           Minoch         13.664         1.42         17         1.812         11         6.5%         6         3.5%           Office Eurointray Eurointation         13.664         1.24         17         1.812         11         6.5%         6         3.5%           Office Eurointray Euroint Sundare Retal Lessing         13.58         2.222         12         1.812         15         8.8%         2         12.5%         12.5%	er Optics					15		2		0	0%
Grammaselismans-Enuloment & Sunoles         6.597         1762         17         1812         11         65%         3         183%           Lak Detection         6.211         1.640         12         1.612         12         100%         0         0.9%           Lak Detection         2.242         1.641         12         1.612         12         1.9%         0         2.445           Lan Originator         2.266         2.403         12         1.612         2         1.7%         1.682         1.2         1.812         1.2         1.812         1.2         1.812         1.2         1.812         1.2         1.812         1.2         1.812         1.2         1.812         1.2         1.812         1.812         1.812         1.8         1.845         1.812         1.812         1.812         1.812         1.8         1.856         2.2         1.257         1.757         1.812         1.8         1.856         2.2         1.257         1.757         1.812         1.8         1.856         2.2         1.256         1.852         1.8         1.75         1.852         1.8         1.7         1.812         1.8         1.856         2.256         1.853         1.2         <				1/	1,812	11		5		1	6% 0%
Koobs         6,211         1,808         17         1,812         17         100%         0         0%           Labe Abeterion         7,242         1,674         12         1,812         12         271%         4         24%           Laber Supply Service         7,282         1,678         12         1,812         16         59%         7         41%           Weat Packers         1,403         1,422         17         1,812         4         44%         2         73%           Medical Staffing         1,364         1,422         17         1,812         11         65%         6         35%           Milkorit         1,248         2,922         17         1,812         11         65%         1         14%           Motorcide Sales Actigonent - Bental Leaging         1,252         1,271         1         1,812         11         65%         2         12%           Pacing Consider Architex & Equipment - Bental Leaging         1,272         1,71         1,812         12         84         7%         9         53%           Pact Control Supplies Archites Actigonent - Bental Leaging         1,274         1,812         16         94%         1         65% <td>masiums - Equipment &amp; Supplies</td> <td></td> <td></td> <td></td> <td></td> <td>11</td> <td></td> <td>11</td> <td>05 /0</td> <td>3</td> <td>18%</td>	masiums - Equipment & Supplies					11		11	05 /0	3	18%
Lask Detection       7,424       1,678       17       1.812       12       21%       4       24%         Lenn Suppiv Service       7,823       1.678       17       1.812       2       12%       18       14%         Lenn Suppiv Service       7.860       2.460       2.433       17       1.812       2       12%       18       12       12%       18%       14%       14%       16%						17		0		0	0%
Lan Ordinator       2.860       2.43       17       1.812       2       12%       15       88%         Medra Staffino       13.664       1.22       17       1.612       15       88%       2       12%         Medra Staffino       13.664       1.242       17       1.612       15       88%       2       12%         Medra Staffino       13.86       2.92       17       1.612       11       65%       6       35%         Milhork       1.388       2.92       17       1.612       11       65%       3       16%         Milhork       1.388       2.92       17       1.612       16       65%       3       15%         Pation Exclored       3.391       2.278       17       1.612       8       47%       9       53%         Pat Control Supplies & Explored       6.734       1.748       17       1.612       12       74%       5       29%         Pation       8.266       1.583       17       1.612       10       55%       2       14%         Databases - Internet Guides       4.767       2.015       17       1.612       16       35%       2       14%	ak Detection	7,424	1,674	17	1,812		71%	4	24%	1	. 6%
Meat Packers         144.983         1.182         1.7         1.812         4         24%         1.2         7.1%           Millwork         17.410         1.075         1.7         1.612         15         88%         2         12%           Millwork         1.7410         1.075         1.7         1.612         11         65%         6         35%           Multwork         1.388         2.092         1.7         1.612         11         65%         6         35%           Office Lumbure Exampent - Entral & Leasing         3.1527         2.271         1         1.612         1.65%         8.8%         2         9.2%           Designe Exampent & Service         3.391         2.272         1         1.612         1.6         8.84%         9         9         5.3%           Pest Control Sundles & Evaluation         1.478         1.7         1.812         14         82%         1         8.6%         2         9.2%           Pest Control Sundles & Evaluation         6.734         1.748         17         1.812         16         82%         1         8.6%           Pest Control Sundles & Evaluation         6.734         1.748         17         1.812 <td< td=""><td></td><td></td><td></td><td></td><td>1,812</td><td>10</td><td></td><td>7</td><td></td><td>0</td><td>0%</td></td<>					1,812	10		7		0	0%
Medical Staffing         13.664         1.242         17         1.812         15         88%         2         1.2%           Millwork         1.7410         1.079         17         1.812         11         65%         6         33%           Motorycke Sales - Consignments         1.398         2.992         17         1.812         11         65%         3         18%           Office Buildment - Rental & Leasing         1.1527         1.371         17         1.812         15         88%         2         17%           Office Suidment - Rental & Leasing         1.1527         1.371         17         1.812         16         84%         2         1.2%           Dation Continuent & Service         3.271         1.748         17         1.812         16         84%         2         1.2%           Pathon         6.734         1.748         17         1.812         16         35%         10         59%           Pathon         8.266         1.583         17         1.812         16         35%         10         59%           Pathon         3.264         2.015         17         1.812         16         94%         1         6%         5%<						2				0	0%
Millwork         17.410         1.079         17         1.812         11         65%         6         35%           Office Subic         3.586         2.227         17         1.812         11         65%         6         35%           Office Furniture & Equipment - Rental & Leasina         11.527         1.371         17         1.812         18         65%         6         35%           Pasina Equipment - Rental & Leasina         11.527         1.371         17         1.812         8         47%         0         53%           Pasina Equipment - Rental & Leasina         1.4791         1.188         17         1.812         8         47%         0         53%           Pasina Equipment - Rental & Leasina         6.266         1.531         1         1.812         1         82%         1         9%           Pasina Equipment - Scored Antonace         4.767         2.015         17         1.812         15         88%         2         12%           Publishers - Internet Guides         4.787         2.015         17         1.812         16         94%         1         6%           Resident A Mun Floorina         3.264         2.309         17         1.812         16 <td></td> <td></td> <td></td> <td></td> <td></td> <td>4</td> <td></td> <td>12</td> <td></td> <td>1</td> <td>0%</td>						4		12		1	0%
Motorcycle Sales - Consignments         1.388         2.992         17         1.812         11         65%         3         18%           Office Buildings         3.586         2.227         17         1.812         11         65%         6         35%           Office Fundure & Eculoment - Rental & Leasing         11.527         1.371         17         1.812         18         87%         9         53%           Pet Control Supplies & Eculoment & Service         3.391         2.278         17         1.812         14         87%         9         53%           Pet Day Care         6.744         1.748         17         1.812         12         17%         5         29%           Pation         8.266         1.553         17         1.812         10         35%         1         49%           Publichers - Internet Guides         4.784         2.010         17         1.812         16         89%         2         10%           Publichers - Internet Guides         4.784         2.010         17         1.812         16         89%         1         6           Schools - Online Trading & Internet Guides         4.784         2.018         12         1.812         16						11		6		0	0%
Office Fundmer & Retulations       3.586       2.227       17       1,812       11       65%       6       35%         Pacing Equipment & Retulations       3.391       2.278       17       1,812       18       47%       9       53%         Pet Control Socialise & Rauinment       14.791       1,189       17       1,812       18       47%       9       53%         Pet Cort Oxigonies & Rauinment       6.734       1,748       17       1,812       12       71%       5       29%         Pet Dav Care       6.734       1,748       17       1,812       16       35%       10       59%         Pressure Washers       5.664       1.681       17       1,812       16       94%       1       6%         Recorded Information       3.264       2.09       17       1,812       16       94%       1       6%         Resident & Wind Hooring       3.732       2.148       17       1,812       16       94%       1       6%         Schools - Onlines and Amulacturers       98       2.018       17       1,812       16       94%       1       6%         Schools - Onlines & Banuias       7.416       1.675       17		1,398			1,812	11		3		3	18%
Pathonerul & Service         3.31         2.278         17         1.812         8         47%         9         53%           Pet Darty Care         6.734         1.748         17         1.812         12         71%         5         29%           Pet Darty Care         6.734         1.748         17         1.812         12         71%         5         29%           Pet Darty Care         6.734         1.748         17         1.812         10         59%         7         41%           Publishers - Internet Guides         4.787         2.015         17         1.812         10         59%         7         41%           Recorded Information         3.264         2.309         17         1.812         16         94%         1         6%           Roofino Fauinment & Supplies         7.416         1.675         17         1.812         11         65%         6         35%           Schools - Onlinear Tading A Investment         4.733         2.018         17         1.812         11         65%         6         35%           Schools - Onlinear A Repair         6.259         1.798         17         1.812         11         65%         6	ice Buildings	3,586			1,812			6	35%	0	) 0%
pest Control Supplies & Equipment.       14.791       1.189       12       1.812       14       82%       1       65%         Pet Day Care       6.734       1.748       17       1.812       12       27%       5       29%         Plating       8.266       1.583       17       1.812       6       35%       10       59%         Publishers - Internet Guides       4.787       2.015       17       1.812       15       88%       2       12%         Resourced Information       3.722       2.198       17       1.812       16       94%       1       65%         Schoolis - Online Trading & Investment       4.783       2.018       17       1.812       14       24%       13       76%         Sewind Machines - Service & Repair       6.259       1.798       17       1.812       11       65%       6       35%         Stationer - Wholesale & Manufacturers       986       3.246       17       1.812       11       65%       6       35%         Stationer - Wholesale & Manufacturers       1.551       2.844       17       1.812       11       65%       6       35%         Stationer - Wholesale & Manufacturers       1.551						15		2		0	0%
Pet Day Care       6,734       1,748       17       1,812       12       71%       5       29%         Platina       8,266       1,583       17       1,812       6       35%       10       59%         Pressure Washers       5,604       1,801       17       1,812       10       59%       7       41%         Publishers - Internet Guides       4,787       2,015       17       1,812       16       94%       1       6%         Recorded Information       3,264       2,309       17       1,812       16       94%       1       6%         Baciliant & Vind Elocrina       3,724       2,198       17       1,812       11       65%       6       35%         Schools - Online Tadrina & Investment       4,723       2,018       17       1,812       11       65%       6       35%         Schools - Online Tadrina & Manufacturers       986       3,246       17       1,812       11       65%       6       35%         Statanery - Wholesale & Manufacturers       5,702       1,875       17       1,812       5       29%       7       41%         Swords       Doors - Repair       5,702       1,875       17<						8		9		0	0 0%
Plating       8,266       1,583       17       1,812       6       33%       10       59%         Pressure Washers       5,604       1.801       17       1.812       10       59%       7       41%         Publishers - Internet Guides       4,787       2,015       17       1.812       15       88%       2       12%         Recorded Information       3,722       2,108       17       1.812       16       94%       1       6%         Resilient & Vinv Floorina       3,732       2,108       17       1.812       16       94%       1       6%         Schools - Online Trading & Investment       4,783       2,018       17       1.812       11       65%       6       35%         Schools - Online Trading & Investment       4,783       2,018       17       1.812       12       27.1%       4       24%       6       35%       6       35%       5       55%       6       35%       5       55%       6       35%       6       35%       6       35%       6       35%       6       35%       6       35%       6       35%       6       35%       6       35%       6       35%       6	Control Supplies & Edulpment							1	5%	2	0 0%
Pressure Washers       5.604       1.891       17       1.812       10       59%       7       41%         Publishers - Internet Guides       4.787       2.015       17       1.812       16       94%       1       6%         Recorded Information       3.724       2.309       17       1.812       16       94%       1       6%         Resilient & Vind Eloorina       3.732       2.198       17       1.812       11       65%       6       35%         Schools - Online Tradina & Surostment       4.743       2.018       17       1.812       11       65%       6       35%         Schools - Online Tradina & Investment       4.723       2.018       17       1.812       12       71%       4       24%       13       76%         Sceakers - Wholesale & Manufacturers       986       3.246       17       1.812       1       65%       6       35%         Stationery - Wholesale & Manufacturers       5.751       2.844       17       1.812       1       65%       1       14%         Swords       Mundows & Dors - Repair       5.702       1.675       17       1.812       1       65%       6       35%         Sw	ting					6		10		1	
Publishers - Internet Guides       4,787       2,015       17       1,812       15       88%       2       12%         Recorded Information       3,264       2,309       17       1,812       16       94%       1       6%         Resident & Supplies       7,416       1,675       17       1,812       16       94%       1       6%         Schools - Online Trading & Investment       4,783       2,018       17       1,812       1       65%       6       35%         Schools - Online Trading & Investment       4,783       2,018       17       1,812       1       65%       6       35%         Schools - Online Trading & Investment       6,259       1,798       17       1,812       1       65%       6       35%         Sceward Inverse       986       3,246       17       1,812       5       29%       12       71%         Stationery - Wholesale & Manufacturers       5,702       1,875       17       1,812       5       29%       7       41%         Swords       3,623       2,218       17       1,812       4       24%       13       76%         Alverbine & Repair       5,326       1,927       16	essure Washers	5,604	1.891	17	1,812		59%	7	41%	0	. 6% ) 0%
Resilient & Vinvi Floorina       3.722       2.198       17       1.812       16       94%       1       6%         Roofing Fourbanch & Subolles       7.416       1.675       17       1.812       11       65%       6       35%         Schools - Online Tradina & Investment       4.783       2.018       17       1.812       4       24%       13       76%         Sewing Machines - Service & Repair       6.259       1.798       17       1.812       11       65%       6       35%         Scakers - Wholesale & Manufacturers       986       3.246       17       1.812       11       65%       6       35%         Stationer - Wholesale & Manufacturers       1.551       2.844       17       1.812       5       29%       7       41%         Swords       3.623       2.218       17       1.812       11       65%       6       35%         Advertsing - Realier       5.262       1.322       3.035       17       1.812       11       65%       6       35%         Stationers & Devers - Dealers       1.322       3.035       17       1.812       11       65%       6       35%         Advertising - Radio       5.226						10		2		0	) 0%
Roofine Equipment & Supolies       7.46       1.675       17       1.812       11       65%       6       35%         Schools - Online Tradina & Investment       4.783       2.018       17       1.812       4       24%       13       76%         Sewing Machines - Service & Repair       6.259       1.798       17       1.812       12       71%       4       24%         Speakers - Wholesale & Manufacturers       986       3.246       17       1.812       11       65%       6       35%         Stationery - Wholesale & Manufacturers       9.51       2.884       17       1.812       5       29%       7       41%         Storm Windows & Doors - Repair       5.702       1.875       17       1.812       4       24%       13       76%         Swords       3.623       2.218       17       1.812       4       24%       13       76%         Washing Achines & Drvers - Dealers       1.322       3.035       17       1.812       11       65%       6       35%         Advertising - Radio       5.226       1.927       16       1.852       15       94%       1       6%         Aler Fragrances       2.741       2.445<						10		1		0	0%
Schools - Online Trading & Investment       4,73       2,018       17       1,812       4       24%       13       76%         Sewing Machines - Service & Repair       6,259       1,798       17       1,812       12       71%       4       24%         Speakers - Wholesale & Manufacturers       986       3.246       17       1,812       11       65%       6       35%         Stationery - Wholesale & Manufacturers       1,551       2,864       17       1,812       5       29%       7       41%         Storm Windows & Doors - Repair       5,702       1,875       17       1,812       5       29%       7       41%         Swords       3,623       2,218       17       1,812       11       65%       6       35%         Advertsing - Radio       1,332       3,035       17       1,812       11       65%       6       35%         Advertsing - Radio       5,326       1,927       16       1,852       15       94%       1       6%         Audio-Visual Evalument - Supplies & Parts       4,433       2,079       16       1,852       12       75%       4       25%         Audio-Visual Evalument - Supplies & Parts       4,453		3./32						1		0	0%
Sewine & Repair         6,29         1,798         17         1,812         12         71%         4         24%           Speakers - Wholesale & Manufacturers         986         3,246         17         1,812         11         55%         6         35%           Stationery - Wholesale & Manufacturers         1,551         2,884         17         1,812         5         29%         12         71%           Storm Windows & Doors - Repair         5,702         1,875         17         1,812         5         29%         7         41%           Swords         3,623         2,218         17         1,812         4         24%         13         76%           Washina Machines & Drvers - Dealers         1,322         3,035         17         1,812         11         65%         6         35%           Washina Machines & Brvers - Dealers         1,322         3,035         17         1,812         11         65%         6         35%           Advertising - Radio         5,226         1,927         16         1,852         15         94%         1         6%           Air Fragrances         2,741         2,445         16         1,852         12         75%		4 783				4		13		0	0%
Speakers - Wholesale & Manufacturers         986         3.246         17         1.812         11         65%         6         35%           Stationery - Wholesale & Manufacturers         1.551         2.884         17         1.812         5         29%         12         7%           Storm Windows & Doors - Repair         5.702         1.875         17         1.812         5         29%         7         41%           Swords         3.623         2.218         17         1.812         4         24%         13         76%           Advertsing - Radio         1.332         3.035         17         1.812         11         65%         6         35%           Advertsing - Radio         5.326         1.927         16         1.852         15         94%         1         6%           Ashestos Removal Service         2.741         2.445         16         1.852         12         275%         4         25%           Audio-Visual Evalument - Supplies & Parts         4.453         2.079         16         1.852         7         44%         9         56%           Bartending Instruction         4.122         2.136         16         1.852         16         83%					1,812	12		4		1	6%
Storn Windows & Doors - Repair         5,02         1,875         17         1,812         5         29%         7         41%           Swords         3,623         2,218         17         1,812         4         24%         13         76%           Washina Machines & Drvers - Dealers         1,332         3,035         17         1,812         11         65%         6         35%           Advertising - Radio         5,226         1,927         16         1,852         15         94%         1         6%           Ats Fragrances         2,741         2,445         16         1,852         9         56%         7         44%           Audio-Visual Equipment - Supplies & Parts         4,453         2,079         16         1,852         7         44%         9         56%           Audio-Visual Equipment - Supplies & Parts         4,453         2,079         16         1,852         7         44%         9         56%           Audio-Visual Equipment - Supplies & Parts         4,453         2,079         16         1,852         14         88%         2         13%           Bartending Instruction         4,122         2,136         16         1,852         6 <t< td=""><td></td><td>986</td><td></td><td>17</td><td>1,812</td><td>11</td><td></td><td>6</td><td></td><td>0</td><td>) 0%</td></t<>		986		17	1,812	11		6		0	) 0%
Swords         3,62         2,218         17         1,812         4         24%         13         76%           Washing Machines & Drvers - Dealers         1,332         3,035         17         1,812         11         65%         6         35%           Advertsing - Radio         5,326         1,927         16         1,852         15         94%         1         6%           Ashestos Removal Service         2,741         2,445         16         1,852         12         275%         4         25%           Ashestos Removal Service         47,10         560         16         1,852         9         56%         7         44%           Audio-Visual Equipment - Supplies & Parts         4453         2,079         16         1,852         7         44%         9         56%           Bartending Instruction         4,122         2,136         16         1,852         14         88%         2         13%           Candy & Confectionery - Wholesale & Manufacturers         1,649         2,824         16         1,852         10         63%         38%           Candy & Confectionery - Wholesale & Manufacturers         7,377         2,544         16         1,852         12         <			2,884			5		12		0	) 0%
Washing Machines & Dryers - Dealers       1.32       3.035       17       1.812       11       65%       6       35%         Advertising - Radio       5.326       1.927       16       1.852       15       9%       1       6%         At Fragrances       2.741       2.445       16       1.852       12       75%       4       25%         Ashestos Removal Service       47.10       560       16       1.852       9       56%       7       44%         Audio-Visual Equipment - Supplies & Parts       4.453       2.079       16       1.852       7       44%       9       56%         Audio-Visual Equipment - Supplies & Parts       4.453       2.079       16       1.852       7       44%       9       56%         Audio-Visual Equipment - Supplies & Parts       4.453       2.079       16       1.852       7       44%       9       56%         Bartending Instruction       4.122       2.136       16       1.852       6       38%       10       63%         Bus Lines Ticket Acencies       1.649       2.824       16       1.852       10       63%       6       38%         Candy & Confectionery - Wholesale Manufacturers <td< td=""><td></td><td></td><td>1,875</td><td></td><td></td><td>5</td><td></td><td>7</td><td></td><td>5</td><td>29%</td></td<>			1,875			5		7		5	29%
Advertising - Radio         5.26         1.927         16         1,852         15         94%         1         6%           Air Fragrances         2,741         2,445         16         1,852         12         75%         4         25%           Asbestos Removal Service         47.10         560         16         1,852         9         56%         7         44%           Audio-Visual Evaluences         4453         2.079         16         1,852         7         44%         9         56%           Audio-Visual Evaluences         15,599         1,153         16         1,852         14         88%         2         13%           Bartendina Instruction         4,122         2,136         16         1,852         6         38%         10         6.3%           Candy & Confectionery - Wholesale & Manufacturers         1,649         2,824         16         1,852         10         6.3%         38%         2         36%           Caras and Cigar Accessories         7,037         1,706         16         1,852         12         75%         4         25%           Clears and Cigar Accessories         2,377         2,544         16         1,852         4		3,623				4		13		0	0%
Air Fargances       2,741       2,445       16       1,852       12       75%       4       25%         Asbestos Removal Service       47,110       560       16       1,852       9       56%       7       44%         Audio-Visual Equipment - Supplies & Parts       4,453       2,079       16       1,852       7       44%       9       56%         Audio-Visual Equipment - Supplies & Parts       4,453       2,079       16       1,852       7       44%       9       56%         Audio-Visual Equipment - Supplies & Parts       15,59       1,153       16       1,852       14       88%       2       13%         Bartending Instruction       4,122       2,136       16       1,852       16       88%       2       13%         Bus Lines Ticket Acencies       1.649       2.824       16       1.852       10       63%       6       38%         Candy & Confectionery · Wholesale & Manufacturers       7,037       1,706       16       1,852       12       75%       4       25%         Claars and Claar Accessories       2,377       2,544       16       1,852       4       25%       12       75%         Cleanino Supplies by Internet						11		1		0	0%
Asbestos Removal Service         47.10         560         16         1.852         9         56%         7         44%           Audio-Visual Evulment - Supplies & Parts         4.453         2.079         16         1.852         7         44%         9         56%           Audio-Visual Evulment - Supplies & Parts         15.599         1.153         16         1.852         7         44%         9         56%           Audio-Visual Evulment - Supplies & Parts         4,122         2,136         16         1.852         6         38%         10         63%           Bartending Instruction         4,122         2,136         16         1.852         10         63%         38%           Candy & Confectionery - Wholesale & Manufacturers         1.649         2.824         16         1.852         10         63%         6         38%           Cardy & Confectionery - Wholesale & Manufacturers         7.037         1.706         16         1.852         12         75%         4         25%           Clays and Clay Accessories         2.377         2.544         16         1.852         4         25%         12         75%           Cleaning Supplies by Internet         5.640         1.889         16						13		4		0	0%
Audio-Visual Equipment - Supplies & Parts         4.43         2.079         16         1.852         7         44%         9         56%           Audio-Visual Equipment - Supplies & Parts         15,599         1,153         16         1,852         14         88%         2         13%           Bartending Instruction         4,122         2,136         16         1,852         6         38%         10         63%           Bus Lines Ticket Agencies         1.649         2.824         16         1.852         10         63%         6         38%           Cardy & Confectionery - Wholesale & Manufacturers         7,037         1,706         16         1.852         12         275%         4         25%           Cigars and Cigar Accessories         2,377         2,544         16         1.852         4         25%         12         75%           Clearing Supplies by Internet         5.640         1.889         16         1.852         7         44%         9         56%           Computers - Graphics         3.121         2.341         16         1.852         8         50%         8         50%	bestos Removal Service	47,110	560	16	1.852	9	56%	7	44%	Ő	) 0%
Bartending Instruction         4,122         2,136         16         1,852         6         38%         10         63%           Bus Lines Ticket Avencies         1,649         2,824         16         1,852         10         633%         6         38%         0           Cardy & Confectionery - Wholesale & Manufacturers         7,037         1,706         16         1,852         12         275%         4         25%           Claars and Claar Accessories         2,377         2,544         16         1,852         4         25%         12         75%           Clearing Supplies Functioner         5,640         1.889         16         1,852         7         44%         9         56%           Computers - Graphics         3,121         2,341         16         1,852         8         50%         8         50%	dio-Visual Equipment - Supplies & Parts					7		9		0	) 0%
Bus Lines Ticket Agencies         1.69         2.824         16         1.852         10         6.3%         6         38%           Candy & Confectionery - Wholesale & Manufacturers         7.037         1.706         16         1.852         12         75%         4         25%           Claars and Claar Accessories         2.377         2.544         16         1.852         4         25%         12         75%           Cleaning Supplies by Internet         5.640         1.889         16         1.852         7         44%         9         56%           Computers - Graphics         3.121         2.341         16         1.852         8         50%         8         50%					1,852	14		2		0	0%
Candy & Confectionery - Wholesale & Manufacturers         7,037         1,706         16         1,852         12 <b>75%</b> 4 <b>25%</b> Cigars and Cigar Accessories         2,377         2,544         16         1,852         4 <b>25%</b> 12 <b>75%</b> Cleaning Supplies by Internet         5,640         1.889         16         1.852         7 <b>44%</b> 9 <b>56%</b> Computers - Graphics         3,121         2,341         16         1.852         8 <b>50%</b> 8 <b>50%</b>						6		10		0	0%0
Clearing Supplies by Internet         2,377         2,544         16         1,852         4         25%         12         75%           Clearing Supplies by Internet         5,640         1.889         16         1.852         7         44%         9         56%           Computers - Graphics         3,121         2,341         16         1.852         8         50%         8         50%						10		6		0	0%
Cleaning Supplies by Internet         5.640         1.889         16         1.852         7         44%         9         56%           Computers - Graphics         3.121         2.341         16         1.852         8         50%         8         50%						4		12		0	0%
Computers - Graphics 3.121 2.341 16 1.852 8 50% 8 50%		5.640	1.889	16	1.852	7		9		0	) 0%
	mputers - Graphics	3.121	2,341	16	1,852	8	50%	8	50%	0	) 0%
Consultants - Social Media         6.761         1.740         16         1.852         12         75%         3         19%						12		3		1	. 6%
Craft Galleries & Dealers         3.61         2.221         16         1.852         7         44%         8         50%           Dentist - Periodontist         4.849         2.001         16         1.852         15         94%         1         6%						7		8		1	. 6% 0 0%



			Sorted by Complaints						
Industry Classification	Inquiries	Rank by Inquiries	Complaints Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Dyes & Dyestuff	203	4,251	16 1,85	2 2	13%	14	88%	0	09
Ear & Body Piercing	4,457	2.078	16 1.85	14	88%	2	13%	0	09
Fans - Household Farm Equipment - Repair & Parts	4.032 6,838	2.150 1.731	16 1.85 16 1,85	9	56% 75%	5	<u>31%</u> 25%	2	139
Floor Refinishing	4,096	2,142	16 1,85	2 7	44%	9	56%	0	) 09
Foreclosure Rescue	9,712	1,484	16 1.85	2 9	56%	7	44%	0	09
Fountains - Garden, Display	6,352	1,785	16 1,85	9	56%	7	44%	0	09
Fruit & Vegetable Growers & Shippers Fur Business - Retail	6,101 6,467	1,815 1,771	<u>16 1,85</u> 16 1.85	2 13	<u>81%</u> 50%	3	<u>19%</u> 44%	0	09
Government - County	8,846	1,549	16 1.85	13	81%	3	44%	1	09
Halls & Auditoriums	4,357	2,095	16 1,85	2 5	31%	10	63%	1	. 69
Insurance - Viatical	9,224	1,521	16 1,85		50%	7	44%	1	. 69
Lenses	3.007 8,170	2.372	16 1.85 16 1,85	9	56% 38%	<u> </u>	<u>38%</u> 63%	1	69 0 09
Lumber - Wholesale Mens Clothing & Furnishings - Wholesale & Manufacturers	3,524	1,602 2,243	16 1,85 16 1,85	2 0	38%	10	63%	1	. 69
Mopeds	2,763	2,436	16 1.85	13	81%	3	19%	Ō	) 09
Mulches	10.220	1,449	16 1.85	2 11	69%	4	25%	1	69
Museums	1,942	2,689	16 1,85	9 9	56%	6	38%	1	. 69 69
Nuts - Edible Occupational Therapists	5,414 5.075	1,916 1,969	<u>16 1,85</u> 16 1.85	2 14	88% 63%	1	<u>6%</u> 25%	1	139
Parties - Children	2.277	2,575	16 1.85	2 7	63% 44%	9	23% 56%	0	09
Pet Clothing Designer	2,111	2,634	16 1,85	2 8	50%	8	50%	Ő	) 09
Pharmaceutical Products - Research	16,515	1,114	16 1,85		75%	4	25%	0	09
Pottery Brinting Brokorg	4.501	2,073	16 1.85 16 1,85	2 10	63% 69%	5	31% 13%	1	69 199
Printing Brokers Property Tax Lenders	6,163 6,502	1,810 1,768	16 1,85 16 1,85	2 11	69% 94%	1	<u>13%</u> 6%	3 0	0 09
Restaurants - Breakfast	1,407	2.982	16 1.85	2 5	31%	11	69%	0	) 09
Schools - Academic - College Preparatory	5,054	1,976	16 1.85	2 11	69%	5	31%	0	) 09
Solar Energy Equipment & Systems Supplies & Parts	8,592	1,565	16 1,85	6	38%	10	63%	0	0 09
Stair Builders	11,117 11.038	1,391 1,396	16 1,85 16 1.85	8	50% 75%	7	44% 25%	1	. 69 0 09
Stamps - Collectors Tile Sales	7,898	1,632	16 1,85	2 12	63%	4	38%	0	0 09
Video Equipment - Sales & Rentals	5,295	1,933	16 1,85	2 12	75%	4	25%	Ő	) 09
Wood Carving	2,323	2,564	16 1,85		38%	9	56%	1	. 69
Wood Finishing	6,017	1.822	16 1.85	2 5	31%	11		0	09
Woodworking Equipment & Supplies Arborist	4,866	1,997 1,312	16 1,85 15 1,90	9	56% 60%	/	44% 33%	1	09
Audio-Visual Production Services	10.317	1,443	15 1,90	9	27%	6	40%	5	339
Auto Repair - Suspension	781	3,446	15 1.90	6	40%	9	60%	Ō	09
Cake Decorating Equipment & Supplies	2,897	2,392	15 1,90	9	60%	6	40%	0	09
Campers - Rent & Lease	1,593 7,137	2,852 1,695	15 1,90 15 1.90	6	40% 87%	9	<u>60%</u> 13%	0	09
Charity - Education & Literacy Coaching - Life	16,562	1,095	15 1,90	7	47%		53%	0	0 09
Countertop - Fabrication	7,245	1,684	15 1,90	2 12	80%	3	20%	0	09
Currency Exchange	10,430	1,431	15 1,902		40%	8	53%	1	. 79
Debt Relief Education	2.825	2.414	15 1.90	7	47%	8	53%	0	09
Drafting Services Exterior Designers	10,380 2,763	1,434 2,436	15 1,90 15 1,90	9	<u>60%</u> 33%	6 10	40% 67%	0	09
Fire & Flood Emergency Service	6,761	1,740	15 1,90	10	67%	10	33%	0	09
First Aid Instruction	4,784	2,017	15 1.90	8	53%	7	47%	Ō	) 09
Forensic Loan Audits	11,097	1,392	15 1,90	3	20%	12	80%	0	09
Gambling Machine Supplies and Services	1,454	2,951 2,565	15 1,90 15 1.90	6	40%	9	60%	0	09
Gas - Industrial & Medical - Cvlinder & Bulk Gazebos	2.322	2,565	15 1.90	15	<u>100%</u> 87%		<u>0%</u> 13%	0	0 09
Knives - Machine	1,410	2,977	15 1,90	2 5	33%	10	67%	0	09
Modeling & Acting - Training	10.347	1.439	15 1.90	14	93%	1	7%	0	) 09
Motor Homes - Rent & Lease	3.497	2.247	15 1.90	8	53%	7	47%	0	09
Musical Instruments - Repair Organizing Services - Household & Business	5,429 6,748	1,915 1,746	15 1,90 15 1,90	8	53% 87%	/	47% 13%	0	0 09
Paper & Document Shredding	22,579	917	15 1,90	2 10	67%	5	33%	0	) 09
Petroleum	8.370	1,577	15 1.90	12	80%	3	20%	0	) 09
Pipe Line Contractors	15,022	1,179	15 1,903		73%	4	27%	0	09
Premium Goods	694	3,522	15 1,90	15	100%	0	0%	0	09
Pumps - Service & Repair Radar Equipment	16.528 880	1.113 3.345	15 1.90 15 1,90	9	60% 93%	<u>5</u>	<u>33%</u> 0%	1	79
Railings	11,458	1,374	15 1,90	2 11	73%	3	20%	1	. 79
Recreational Vehicles - Transportation	4,522	2,066	15 1.90		33%	10	67%	0	) 09
Robots	1.446	2.958	15 1.90	14	93%	1	7%	0	09
Sales & Order Books Sales Training	7,098	1,700 1,288	15 1,90 15 1,90	5	<u>33%</u> 67%	8	<u>53%</u> 33%	2	139
Sales	6,690	1,288	15 1,90.	- <u>10</u>	20%	17	<u>33%</u> 80%	0	0 09
Soaps & Detergents	5,137	1,959	15 1,903	2 10	67%	5	33%	0	) 09
Stables	8,627	1,564	15 1,903	9	60%	6	40%	0	) 09
Taxes - Negotiators	15.213	1.169	15 1.90 15 1.90	10	67%	5	33%	0	09
Tourist Information Trademark Agents & Consultants	8.009 9,646	1.621 1.491	15 1.90 15 1.90	2 10	67% 67%	4	27% 33%	1	09
Trailers - Boat	6,204	1,809	15 1,90		33%	10	67%	0	) 09
		2.020	15 1.90		47%	10	53%		09



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	<b>Cmpls Settled</b>	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	0//
Yacht Brokers	10,551	1,422	15	1,902	11	73%	4	27%	Pursue 0	0%
Acupuncturists	13,381	1,259	14	1,945	9	64%	5	36%	0	) 0%
Aluminum Products	8.161	1,604	14	1.945	9	64%	5	36%	0	) 0%
Architectural & Construction Specs	5,911	1,845	14	1,945	4	29%	10	71%	0	0%
Auto Floor Coverings	2,741	2,445	14	1,945	14	<u>100%</u> 21%	0	<u>0%</u> 79%	0	0 0%
Auto Manufacturers Equipment & Supplies Auto Race Cars	5,662	1,884	14	1,945	3	36%	11	50%	0	14%
Basketball Clubs	3,396	2,277	14		6	43%	8	57%	0	) 0%
Body Waxing Services	2,225	2,589	14	1.945	4	29%	10	71%	0	0%
Cabinet Refinishers	14.368	1.213	14	1.945	4	29%	9	64%	1	7%
Chairs - Orthopedic & Lift	3,868	2,173	14	1,945	10	71%	4	29%	0	0%
Chocolate & Cocoa Cleaning Supplies by Mail	2,281 1.404	2,573	14	1,945 1,945	10	71% 79%	3	21% 21%	1	. 7%
Coin & Bill Count,Sort,Wrap Machines	506	3,726	14	1,945	14	100%		0%	0	0%
Consultant - Strategic Planning	4,643	2,046	14		5	36%	5	36%	4	29%
Distributing Service - Circular, Sample	4.875	1,995	14	1.945	5	36%	9	64%	0	) 0%
Electric Vehicles	1.580	2,864	14	1.945	2	14%	12	86%	0	) 0%
Embroidery Supplies	4,011	2,151	14	1,945	11	79%	3	21%	0	0%
Equestrian Services	4,499	2,074	14	1,945 1,945	/	50% 79%	5	<u>36%</u> 21%	2	2 14% 0%
Evebrow Threading Fireplace Equipment - Wholesale & Manufacturers	3,408	2.775	14	1,945	11	79% 79%	<u>3</u>	<u></u> 14%	1	7%
Food Products - Organic	5,445	1,912	14	1,945	7	50%	5	36%	2	14%
Fur Storage	1,209	3,112	14	1,945	1	7%	13	93%	0	0%
Geothermal Heating & Cooling	12.987	1.281	14		12	86%	2	14%	0	) 0%
Giftware - Wholesale & Manufacturers	5,202	1,948	14		5	36%	9	64%	0	0%
Home Economics Consultants	1,799 5.972	2,757	14	1,945 1,945	8	57% 64%	6	43%	0	0%
House Cleaning Equipment & Supplies Hydroponics - Equipment & Supplies	6.941	1.830	14	1.945	12	64% 86%	2	36% 14%	0	0%
Identification Equipment & Supplies	2,959	2,378	14		9	64%	5	36%	0	) 0%
Jewelry Findings	4,314	2,101	14	1,945	8	57%	6	43%	0	0%
Jewels - Imitation	2.262	2,580	14	1.945	10	71%	4	29%	0	0%
Job Listing & Advisory Services - Advanced Fee	6,056	1,819	14	1,945	7	50%	6	43%	1	. 7%
Kitchen Cabinet Refacing Lasik Eye Surgery	13,342 4,211	1,262	14		13	93% 79%	1	<u>7%</u> 21%	0	0%
Linens - Wholesale & Manufacturers	4,211	2,119	14	1,945	2	14%	11	79%	1	7%
Meat Brokers	6,287	1,795	14		9	64%	4	29%	1	7%
Metal Salvage Yards	12,097	1,338	14	1,945	6	43%	7	50%	1	. 7%
Miniatures - Collectors	3.582	2,229	14	1.945	9	64%	4	29%	1	. 7%
Motel & Hotel Consultants	864	3.362	14	1.945	11	79%	3	21%	0	0%
Motels - Reservation Service Outpatient Surgery Centers	925 2,334	3,312 2,560	14	1,945 1,945	3	21% 71%	11	79% 29%	0	0%
Oxygen Therapy Equipment	4,121	2,380	14	1,945	10	71%	4	14%	2	14%
Parachutes	487	3,750	14	1,945	0	0%	14	100%	0	0%
Plants - Interior Design & Maintenance	3,570	2,233	14	1,945	2	14%	12	86%	0	) 0%
Pyramid Companies	5,540	1,897	14		2	14%	11	79%	1	. 7%
Radon Mitigation	27.525	796	14	1.945 1.945	13	93%	1	7%	0	) 0%
Reading Instruction Refreshment Stands	11,796	4,702	14		13	93% 0%	1	<u>7%</u> 57%	0	43%
Refrigeration Equipment - Supplies & Parts	4,850	2,000	14	1,945	5	36%	9	64%	0	0%
Signs - Digital	3,213	2,323	14	1,945	4	29%	10	71%	0	) 0%
Speech & Language Pathologists	6,776	1,738	14	1,945	11	79%	3	21%	0	) 0%
Stationers - Retail	2,746	2,444	14		8	57%	6	43%	0	0%
Swimming Pool Cover Sales & Service Technical Manual Preparation	5.127 4,993	1.961 1.983	14	1.945 1.945	10	71% 21%	4	<u>29%</u> 71%	0	0%
Tools - Cutting	4,993	1,983	14		3	50%	10	50%	1	0%
Trailers - Equipment & Parts	11.417	1,377	14	1,945	9	64%	4	29%	1	. 7%
Transit Lines	1,625 5,908	2.834	14	1,945	12	86%	2	14%	0	) 0%
Truck Caps & Shells	5,908	1,847	14	1,945	10	71%	4	29%	0	0%
Warehousing Services	8,563	1,567	14	1,945	12	86%	2	14%	0	0%
Water Coolers - Equipment & Supplies Window Shades - Equipment & Supplies	2.863	2.400	14	1.945 1.945	3	21% 79%	11	<u>79%</u> 21%	0	0%
Attorneys & Lawyers - Traffic Law	9,255	1,518	14	2,005	4	31%	<u>د</u> ۵	69%	0	0%
Attorneys & Lawyers - Litigation	18,038	1,054	13		6	46%	7	54%	0	) 0%
Auto Air Conditioning Equipment	3.586	2,227	13	2,005	4	31%	8	62%	1	. 8%
Auto Dealers - Hybrid Vehicles	915	3,319	13	2,005	11	85%	2	15%	0	0%
Auto Paint - Mobile	3,323	2,298	13	2,005	6	46%	7	54%	0	0%
Beer, Ale, Wine & Spirits Service Bus - Sales & Rental	1.124	3.169	13	2.005	/	54% 46%	<u>6</u> 7	46% 54%	0	0%
Candy & Confectionery Brokers	712	3,505	13		0	48%	13	100%	0	0%
Carpet & Rug Cleaning Equipment - Rental	1,447	2,956	13	2,005	12	92%	1	8%	0	0%
Carpet & Rug Cleaning Equipment& Supplies	6,975	1.715	13	2.005	6	46%	7	54%	0	0%
Cleaning Services - Commercial Office	40,839	625	13	2,005	8	62%	5	38%	0	0%
Coatings - Powder	6,428 2,215	1,776	13	2,005	9	69%	4	31%	0	0%
Computer Assisted Design Services Consultant - Employee Benefit Plans	2,215	2,597	13	2,005	3	23% 77%	10	<u>77%</u> 23%	0	0 0%
Contractor - Crawl Space	8,161	1,604	13	2,005	10	77%	3	23%	0	09
Contractor - Water Conditioning	5,008	1,981	13		8	62%	3	23%	2	15%
Desktop Publishing	10,113	1,457	13	2,005	6	46%	6	46%	1	. 8%



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	
Dolls - Retail	3,217	2,321	13	2,005	8	62%	5	38%	0	0 0
Drver Vent Cleaning	13.866	1,238	13	2,005	2	15%	6	46%	5	389
Electric Equipment - Manufacturers Employee Assistance Programs	4.614	2,050 3,152	13	2,005	11	85% 23%	2	15% 54%	0	0 00
Engineers - Electrical	7,446	1,670	13	2,005	4	31%	9	69%	0	0 0
Engines - Fuel Injection Service & Parts	5,360	1,922	13	2,005	9	69%	4	31%	0	0 0
Ergonomic Products & Services	2,841	2,410	13	2,005	7	54%	6	46%	0	0 00
Exporters	8,136	1,609	13	2,005	3	23%	9	69%	1	1 80
Fix-It Shops Florist - Funeral Bouquets & Wreaths	1.603 1.193	2.846 3.123	13	2,005	5	38% 46%	/	54%	1	1 8º
Food Products Manufacturing Equipment	2,787	2,425	13	2,005	9	40% 69%	4	46% 31%	0	0 0
Futon Sales	1,962	2,685	13	2,005	8	62%	5	38%	0	0 00
Golf Equipment & Supplies - Wholesale & Manufacturers	1.470	2.939	13	2.005	10	77%	3	23%	0	0 00
Golf Instruction	2,429	2,533	13	2,005	7	54%	6	46%	0	0 00
Hockey Clubs Home Automation	1,650	2,822	13	2,005	11	46% 85%	/ 2	54% 15%	0	
Ice	3,756	2,193	13	2,005	10	77%	3	23%	0	) 04
Insurance - Medical Liability	5,409	1,917	13	2,005	8	62%	5	38%	Ō	0 00
Laundry Consultants	2,953	2,380	13	2,005	4	31%	8	62%	1	1 80
Lawn & Garden Pond Dealers & Supplies	5.217 15.964	1.945 1.138	13	2,005	7	54%	5	38%	1	1 89
Marble - Natural Marijuana - Medical Dispensary	15.964	2,784	13	2,005	5	38% 54%	8	62% 46%	0	
Motorcycle Riding Instruction	1,650	2,822	13	2,005	9	69%	4	31%	0	0 0
Organic/Green Products	5,672	1.881	13	2,005	9	69%	4	31%	0	) 09
Packing & Crating Service	6,773	1,739	13	2,005	10	77%	3	23%	0	0 00
Patio Builder Photographic Color Prints & Trans.	4,848	2,003	13	2,005		62% 54%	5	38% 38%	0	) 0º 1 8º
Photographic Equipment & Supplies - Wholesale & Manufacturing	3,480	2,254	13	2,003	12	92%	1	<u>38%</u> 8%	1	0
Physicians & Surgeons - Pulmonary Diseases	2,409	2,537	13	2,005	10	77%	3	23%	0	0 00
Psychotherapist	5,716	1,873	13	2,005	8	62%	5	38%	0	0 00
Pub	797	3.428 2.337	13	2,005	5	38%	8	62%	0	0 0
Radiotelephone Communication - Equipment & Systems Shelving	5,136	2,337	13	2,005	5	38% 38%	8	62% 62%	0	
Skip Tracing	6,259	1,798	13	2,005	10	77%	3	23%	0	0 0
Smart Phone Software Support	894	3,334	13	2,005	5	38%	6	46%	2	2 159
Sporting Goods - Repair	2,919	2,386	13	2,005	6	46%	6	46%	1	1 80
Tanning Salons Equipment & Supplies	5,051	1,977 1,804	13	2,005	5	38% 77%	8	<u>62%</u> 15%	0	0°0
Telephone Answering Equipment & Systems Testing Apparatus	1,972	2,682	13	2.005	10	38%	2	46%	2	150
Washers	295	4,041	13	2,005	5	38%	8	62%	0	0 00
Water Gardens Fountains & Ponds	7,542	1,660	13	2,005	8	62%	3	23%	2	2 159
Water Wells - Pumps Sales & Service Yarn - Retail	9.679 2.536	1.488 2.501	13	2,005	8	62%	5	<u>38%</u> 54%	0	0 00
Agricultural Services	12,978	1,283	13	2,005	6	46%	5	42%	1	1 89
Airports	2,114	2,633	12		6	50%	6	50%	0	0 0
Appraisal - Management	6,322	1,790	12	2.065	7	58%	5	42%	0	) 00
Aquariums - Public	664	3,554	12	2,065	8	67%	4	33%	0	0 0
Art Restoration & Conservation Auto Bumpers, Guards & Grilles	2,285	2,570 1,743	12	2,065	6	50% 83%	6	50% 17%	0	0 00
Auto Burnbers, Guards & Grilles	5,056	1,975	12	2,065	10	50%		50%	0	0 0
Bags - Plastic	2,751	2,442	12	2,065	3	25%	9	75%	0	0 00
Behavioral Education Services	5,904	1,848	12	2,065	8	67%	4	33%	0	0 00
Bowling Clothes & Accessories	939 683	3.291 3.536	12	2,065	4	33%	8	67%	0	0 0
Bridal & Millinery Supplies Butchering	6,949	3,536	12	2,065	4	<u>33%</u> 42%	8	67% 50%	1	1 89
Chain Link Fence Sales, Service & Contractors	4,849	2,001	12	2,065	4	33%	7	58%	1	1 89
Consignment Service - Automobile	1,160	3,147	12	2,065	7	58%	5	42%	0	) 04
Consultants - Dental Management	3,433	2,267	12	2,065	9	75%	3	25%	0	0 00
Consultants - Security Consumers Cooperative Organizations	4,046	2,149	12	2,065	2	17% 67%	10	83% 33%	0	
Contractors - Framing	25.867	827	12	2,065	8 F	25%	4	<u>33%</u> 67%	1	1 89
Deck Cleaning and Waterproofing	12,168	1,332	12	2,065	11	92%	1	8%	0	0 00
Designers - Industrial	4,592	2,053	12	2,065	4	33%	8	67%	0	0 00
Electric Heating Equipment - Wholesale & Manufacturers	1.918 5,487	2.704 1.906	12	2.065	6	50%	6	50%	0	0 0
Exterior Structures - Gazebos, Arbors, Pergolas Fabrics - Wholesale & Manufacturers	5,487	2,107	12	2,065	/ 	58% 67%	5	42% 25%	1	1 89
Floors - Industrial	6.225	1,805	12	2,005	4	33%		58%	1	1 89
Food Processina Eauipment & Supplies	5.115	1,964	12	2.065	7	58%	5	42%	Ū.	) 04
Garbage Disposal Equipment - Supplies & Parts	2,106	2,636	12	2,065	11	92%	1	8%	0	0 0
Gardening Hand Tools	1,397	2,993	12		8	67%	4	33%	0	0 00
Glass - Beveled, Carved, Ornamental Glass - Block	9.175 8.953	1.526 1.537	12	2,065	9	75% 33%	3	25% 67%	0	
GIG33 DIOCK	1,447	2,956	12	2,065	2	17%	10	83%	0	0 0
Heat Supply Companies					-		10		0	
	3,005	2,373	12	2,065	9	75%	3	25%	0	) 04
Heat Supply Companies Hosiery - Retail Hospices	3.005 18.500	2.373 1.034	12 12	2,065	9	75%	3	25%	0	0 0
Hosiery - Retail	3.005	2.373	12 12 12 12	2,065 2,065	99		3		0	0 0° 0 0° 0 0°



			Sorted by Complaints	<u> </u>						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Landscape Contractors - Commercial	15,670	1,152	12	2,065	10	83%	2	17%	0	0 09
Lawn & Garden Equipment & Supplies - Rental	2,528	2,503	12		5	42%	7	58%	0	0 09
Lifts Machinery Rebuild & Repair	9.811 6,560	1,473	12	2,065	6	50% 58%	6	<u>50%</u> 25%	0	2 179
Machinery Rebuild & Repair Manufactured Homes Equipment & Supplies (Manufacturers)	6,357	1,784			12	100%	3	0%	2	0 09
Meat - Wholesale	20,921	964	12	2,065	3	25%	7	58%	2	2 179
Metal Finishers	6,916	1,726	12		5	42%	7	58%	0	0 09
Oil Producers	5,566	1,894	12		7	58%	2	17%	3	3 259
Oils - Lubricating	3.341	2,288	12		8	67%	3	25%	1	1 89 ) 09
Parks Physicians & Surgeons - Oncology	1.714 2.200	2.792	12	2.065	10	<u>83%</u> 58%		17% 42%	0	0 09
Piano & Organ Moving	11,361	1,379	12		5	42%	7	58%	Ŭ	0 09
Political Organizations	2,145	2,617	12		4	33%	8	67%	C	) 09
Promotional Products - Non-Wearable	1,545	2,892	12		1	8%	11	92%	0	0 09
Range Hoods & Canopies Renewable Energy	7,126	1,696	12		11	92% 50%	1	<u>8%</u> 42%	1	1 89
Roof Structures	4.507	2.070	12		6	50%	4	33%	2	179
Sharpening Service	5,461	1,910	12		8	67%	4	33%	0	0 09
Shears & Scissors	2,015	2,672	12		9	75%	3	25%	0	0 09
Shipping Room Supplies	5,162	1,954	12		8	67%	4	33%	0	0 0 0
Social Workers Springs - Automotive - Sales & Service	4.913 4,167	<u>1,990</u> 2,127	12		8	67% 58%	2	17% 42%	2	0 09
Tennis Equipment & Supplies	4,107	2,718	12		11	92%	1	8%	0	0 09
Tile Restoration	3.325	2,297	12	2,065	5	42%	7	58%	ů ů	0 09
Tournaments	736	3,486	12	2,065	5	42%	6	50%	1	1 89
Vehicle Graphics	4,785	2,016	12		4	33%	8	67%	0	09
Animal Online Drug & Prescription Services Art Organizations & Information	3.769 903	2,191 3,327	11		1	<u>64%</u> 9%	10	27%	1	0 09
Auto Parts - Antique	2,373	2,546	11		8	73%	3	27%	0	0 09
Auto Radios & Stereos - Wholesale & Manufacturers	1,480	2,930	11	2,126	9	82%	2	18%	0	) 09
Auto Repair - Steering & Suspension	927	3,308	11	2,126	9	82%	2	18%	0	0 00
Bags - Burlap, Canvas & Cotton Barber Schools	1,531 6,824	2,900	11 11	2,126	4	36% 55%	7	64% 36%	0	09
Birth Centers	1,478	2,931	11		5	27%	4	73%	1	0 09
Brake Service Equipment	1,342	3.026	11		4	36%	7	64%	C C	0 09
Cabinet Refacing	7,756	1,645	11	2,126	10	91%	1	9%	0	0 09
Cash Registers & Supplies	3,233	2,318	11		7	64%	4	36%	0	0 09
Caskets Chambers Of Commerce	7.936 134.221	<u>1.627</u> 232	11		8	73% 82%	1	<u>9%</u> 9%	2	2 189 1 99
Child Care - In Home	7,903	1,631	11		9	73%	1	9%		2 189
Circus Companies	1,663	2,812	11	2,126	10	91%	0	0%	1	1 99
Concrete Construction Forms & Accessories	8.044	1,618	11	2,126	2	18%	9	82%	0	0 00
Cookies & Crackers	2,201	2,600	11 11	2,126	7	64%	4	36%	0	0 09
Detective Agencies Druggists - Wholesale	5,694 684	3,535	11		2	<u>18%</u> 82%	9	<u>82%</u> 18%	0	0 09
Dry Cleaners - Self Service	331	3,965	11		8	73%	3	27%	C C	0 09
Electrical Power Systems (Residential & Commercial) - Backup	4,280	2,105	11	2,126	0	73%	2	27%	0	
Systems					0		J	-	U	0 09
Estheticians Executive Search Consultants	3.728 13.386	2.200	11		9	82% 45%	2	18% 55%	0	0 09
Fireworks	5,318	1,929	11		9	45% 82%	1	9%	1	1 99
Flags & Banners - Manufacturers Supplies	797	3,428	11	2,126	5	45%	6	55%	l 0	0 09
Gourmet Shops	4.618	2,048	11	2,126	11	100%	0	0%	0	) 09
Hair Removing Equipment & Supplies	668	3,550	11	2,126	11	100%	0	0%	0	0 09
Heat Pumps Homeopaths	10,915 18,993	1,401	<u> </u>		9	82% 73%	2	<u>18%</u> 27%	0	0 09
Irrigation Systems - Install/Design	13.242	1.270	11		3	27%	7	64%	1	1 99
Lighting Consultants	7,544	1,659	11	2,126	8	73%	3	27%	Č	0 09
Logging Companies	23,517	889	11		5	45%	6	55%	0	0 0
Machinery - Used	3.040 1.115	2,361 3,174	11		7	64%	4	36%	0	0 09
Misting Systems & Services Mosquito Control	8,736	3,1/4 1,558	11		11	<u>100%</u> 82%	0	<u>0%</u> 18%	0	
Mud Jacking Contractors	25,694	831	11		8	73%	3	27%	C C	0 0
Oil Property Management	1,432	2,966	11	2,126	5	45%	6	55%	ŭ	0 09
Oil Refiners	1,397	2,993	11		8	73%	3	27%	0	0 09
Patio Cover	7,865	1,635	11		8	73%	3	27%	0	0 09
Personal Security Guard Service Pet Cemeteries, Crematories & Supplies	8.219 12.501	1.596	11		b a	55% 82%	5	45% 18%	0	0 09
Pet Kenneling Services	4,897	1,993	11	2,126	8	73%	3	27%	0	0 09
Printing Equipment	5,290	1,934	11	2,126	8	73%	3	27%	C	) 09
Private Health Services Plans	8.659	1.562	11		9	82%	2	18%	0	0 09
Razors & Razor Blades	13,445	1,255	11		11	100%	0	0%	0	0 09
Recreational Vehicles - Storage Rifle & Pistol Ranges	2,851 3.212	2,408	11		/	64% 82%	4	<u>36%</u> 18%	0	
Sewing Contractors	4.399	2.324	11		9	<u>82%</u> 64%	4	36%	0	0 0
Sewing Machines - Wholesale & Manufacturers	837	3,384	11	2,126	10	91%	1	9%	0	) 04
Shoppers News Publications	5,979	1,827	11	2,126	10	91%	1	9%		0 09
Skylights	11,782	1,352	11	2,126	10	91%	1	9%	0	0 09



Industry Classification	Inquiries	Rank by Inquiries	Complainte	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
-	1 493		complaints		cinpia Settleu	-	-	,,,	Pursue	
Telephone Equipment & Systems Wholesale & Manufacturing Tile - Ceramic - Manufacturers & Distributors	1,493 6.074	2,921 1.817	11	2,126	8	73% 55%	3	27% 36%	1	0 0
Timber & Timberland Companies	13,541	1,817	11	2,120	8	73%	3	27%	0	D Ő
Toilet Seats	623	3,594	11	2,126	9	82%	2	18%	Č	0 0
Topsoil	8,812	1,553	11	2,126	6	55%	5	45%	0	0 0
Trailer Hitches	8.681	1.561	11	2,126	4	36%	7	64%	0	0 0
Videoconferencing Services Water Works Contractors	3,450 6,441	2,264	11	2,126	10	<u>91%</u> 55%	1	<u>9%</u> 45%	l l	0 0
Wine Storage Equipment	1,911	2.711	11		9	82%		9%	1	1 9
Wines - Wholesale	1.513	2.911	11	2,126	6	55%	5	45%	C	0 0
Work Clothes - Retail	4,366	2,094	11	2,126	9	82%	1	9%	1	1 9
Writer - Freelance Zoos	6,620 2,509	1,761	11		/	64%	4	36%	0	0 0
Accumulators	1,452	2,509 2,953	10	2,126	4	<u>100%</u> 40%	6	<u>0%</u> 60%		0 0
Agricultural Waste Management	830	3,390	10		3	30%	7	70%	0	0 0
Air Ouality Service	10,001	1,465	10	2,190	5	50%	5	50%	0	0 0
Alternators & Generators - Retail	2,862	2,401	10	2,190	5	50%	5	50%	0	D 0
Armories Art - Painted Oil Portraits	923 1,417	3,313 2,973	10	2,190	3	<u>30%</u> 30%	/	<u>70%</u> 60%	(	0 0
Art - Painted Oil Portraits Attorneys & Lawyers - Social Security & Disability	1,417	2,973	10	2,190 2,190	3 10	100%	6	0%		0 0
Auto Repair - Vintage	2,689	2.458	10	2,190	5	50%		50%		0 0
Awards - Production & Engraving	6,722	1,752	10	2,190	7	70%	3	30%	0	0 0
Baby Foods	475	3,766	10		8	80%	2	20%	0	0 0 n 0
Boat - Excursion Boat Storage	1,978 3,719	2.681	10	2,190 2,190	6	60% 50%	4	40% 50%		D U D 0
Business Plan Preparation	6,967	2,203	10		5	50% 70%	2	30%	( (	0 0
Campers - Service & Repair	3.019	2,368	10	2,190	5	50%	4	40%	i i	1 10
Columns	1.278	3.072	10	2,190	10	100%	0	0%		D 0
Conference Centers	2,338	2,558	10	2,190	6	60% 40%	4	40%	0	0 0
Diving & Marine Services Dolls - Collectors	2,303 740	2,568 3,479	10	2,190 2,190	4	40% 50%	6	<u>60%</u> 50%	(	0 0
Emergency Response Systems - Personal	1,657	2,818	10	2,190	5	50%	4	40%	1	1 10
Encyclopedia & Book Sales by Internet	687	3,529	10		3	30%	7	70%	C	0 0
Engines - Gas	4,718	2,026	10		5	50%	5	50%	0	0 0
Floor Waxing, Polishing & Cleaning	7.802	1.640	10	2,190	2	20%	7	70%	1	1 10
Floors - Garage Floors - Laminate	6,502 1,836	1,768 2,739	10		8	<u>80%</u> 40%		<u>20%</u> 60%	l l	0 0
Foot Appliances	1,378	3,005	10	2,190	8	80%	1	10%	1	1 10
Golf Course Equipment & Supplies	1.873	2,725	10	2.190	6	60%	4	40%	(	0 0
Greenhouses	6,333	1,788	10		7	70%	3	30%	0	0 0
Gymnastic Equipment & Supplies Heavy Duty Equipment Repair	2,030 5,825	2,665 1,861	10	2,190 2,190	3	<u>30%</u> 40%	/	70% 60%	(	0 0
Jewelry Engravers	5.825	3,521	10	2,190	2	20%	8	80%		0 0
Laboratory Equipment & Supplies	8,138	1,608	10		6	60%	4	40%	C	0 0
Lead	1,672	2,809	10		3	30%	7	70%	0	0 0
Lice Removal/Protection Services	7.312	1,681	10	2.190	9	90%	1	10%	0	0 0
Lighting Fixtures - Supplies & Parts Lotteries - Local	4,343 2,566	2,098 2,491	<u>10</u> 10		/	70% 60%	2	<u>20%</u> 40%		1 10 D 0
Luggage Carriers	2,500	2,491	10	2,190	9	90%	1	10%	(	0 0
Marijuana - Accessories	52	4,734	10	2,190	4	40%	6	60%	0	0 0
Marijuana Sales & Services	2,259	2,581	10	2,190	3	30%	7	70%	0	0 0
Massage School	5,009	1,980	10	2,190	10	100%	0	0%	0	0 0
Material Handling Equipment Merchandise Brokers	8.134 1,455	1.610 2,950	10	2,190 2,190	8 r	80% 30%		<u>20%</u> 70%		0 0
Model Makers	1,674	2,808	10		7	70%	3	30%		0 0
Mold & Mildew Inspection	4,582	2,054	10	2.190	6	60%	4	40%	C	0 0
Paint Manufacturing Equipment & Materials	1.614	2.839	10	2,190	9	90%	1	10%	<u> </u>	D 0
Pavement & Floor Marking Services Photography Schools	4,846 2,219	2,004 2,593	<u>10</u> 10		4	40% 50%	6	<u>60%</u> 50%	0	0 0
Photography Schools Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	2,219	2,593	10	2,190	5	50% 40%	с А	50% 60%	r l	0 0
Pinball Sales & Service	1.771	2.776	10	2,190	2	20%		80%		D 0
Post Cards - Manufacturers & Distributors	1,692	2,802	10	2,190	8	80%	2	20%	0	0 0
Posters	3,824	2,180	10	2,190	9	90%	1	10%	0	0 0 1 10
Ouilts Sprinklers - Automatic - Fire	2,559 18,202	2,494	10	2,190	6	60% 80%	3	<u>30%</u> 20%	1	1 10 D 0
Stone Cutters	2,374	2,545	10		0 4	40%	6	60%	ſ	0 0
Studio Rental	1,292	3,059	10	2,190	3	30%	6	60%	i	1 10
Sundries Stores	1.169	3.141	10	2,190	5	50%	5	50%		D 0
Table Pads	3,587	2,226	10		5	50%	4	40%	1	1 10
Television Station Equipment Tents	3,442 3,487	2,265	10	2,190	7	70% 60%	3	<u>30%</u> 40%	(	0 0
Tents Towels - Cloths-Wholesale & Manufacturers	3.487	2.252	10	2,190	6 7	<u>60%</u> 70%	4	40%		0 0
Trading Stamps	1,508	2,915	10	2,190	2	20%		80%		0 0
Trailer Storage	1.382	3.004	10	2,190	8	80%	2	20%	0	0 0
Trailers - Truck	7,609	1,652	10	2,190	7	70%	3	30%		0 0
Variety Store Merchandise - Wholesale	426	3,824	10	2,190	5	50%	5	50%	0	0 0
Ventilating Systems - Cleaning	4,453 3,733	2,079	10		6	60% 60%	3	<u>30%</u> 20%	1	1 10



			Sorted by Complaints							-
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Waterproofing Materials	7,305	1,682	10	2,190	5	50%	4	40%	1	10%
Writer Writers - Business	1,812 3,092	2.750	<u>10</u> 10		1	10%	8	80%	1	. 10%
X-Ray Labs - Industrial	1,5092	2.346 2,913	10		4	40% 50%	5	50% 50%	1	0%
Yacht Charter Broker	8,173	1,601	10		5	50%	4	40%	1	10%
Adhesives & Glues	2.519	2,505	9	2,260	9	100%	0	0%	0	0%
Aluminum	5,962	1,832	9	2,260	5	56%	4	44%	0	0%
Animal Registration & Identification Artists - Fine Art	17,684 5,783	1,068	9	2,260	6	67% 89%	3	33% 11%	0	0%
Artists - Fine Art Artists Agents	3.609	2,222	9	2.260	8	89% 67%	3	33%	0	0%
Attorneys & Lawyers - Legal Malpractice	2,489	2,514	9	2,260	2	22%	7	78%	0	0%
Balloons - Novelty & Toy	3,816	2,182	9	2,260	9	100%	0	0%	0	0%
Basement - Finishing	10.321	1.442	9	2.260		78%	2	22%	0	) 0%
Beer & Ale - Retail Boarding - Horses	2,125 4,645	2,627 2,045	9	2,260 2,260	6	67% 67%	3	33% 33%	0	0%
Canes	2,077	2,648	9	2,260	9	100%	3	0%	0	0%
Chimes & Bells	4.637	2,047	9	2,260	3	33%	6	67%	0	) 0%
Chimney Cleaning Equipment & Supplies	1,560	2,878	9	2,260	2	22%	5	56%	2	22%
Chinese Food Products	543	3,676	9	2,260	5	56%	4	44%	0	0%
Coaching - Leadership	3.493 1.417	2.250	9	2.260	6	67%	3	33%	0	0%
Commodity Trading Advisory Service Construction Estimates	6,001	1,823	9	2,260	1	22% 11%	5	78% 56%	<u>ل</u>	3 33%
Containerized Freight Service	4,817	2,010	9	2,260	6	67%	3	33%	0	) 0%
Contractor - Flat Roof	5.113	1,965	9	2,260	4	44%	5	56%	0	) 0%
Contractor - Roofing Spray Foam Insulation	2,903 9,884	2,391	9	2,260	3	33%	6	67%	0	0 0%
Controls, Control Sys & Regulators Corporate Housing	9,884 5.853	1,471	9	2,260	9	<u>100%</u> 44%	0	0% 56%	0	0%
Cremation Urns	5,175	1,952	9	2,260	9	100%	0	0%	0	) 0%
Custom Framing	5,181	1,951	9	2,260	6	67%	3	33%	Ō	0%
Deck - Repair	5,491	1,905	9	2,260	6	67%	3	33%	0	0%
Dental Equipment - Repair & Refinish	1.930 1,549	2.698 2.889	9	2.260 2,260	0	0%	9	100%	0	0%
Dentist - Prosthodontist Door-to-Door Freezer Food Sales	2,504	2,889	9	2,260	5	56% 78%	4	44% 22%	0	0%
Doughnuts	2,004	2,643	9	2,260	2	22%	5	56%	2	22%
Electric Motors - Supplies & Parts	6.727	1.750	9	2.260	8	89%	1	11%	0	) 0%
Engineers - Civil	22,959	902	9	2,260	4	44%	5	56%	0	0%
Excavating Equipment Fan Clubs	2,666 734	2,468	9	2,260	/	78% 89%	2	22% 11%	0	0%
Fashion Consultants	2,358	2,552	9	2,260	1	11%	8	89%	0	0%
Fence Staining	5,431	1,914	9	2,260	8	89%	1	11%	0	0%
Fences - Vinyl	5,255	1,941	9	2,260	4	44%	5	56%	0	0%
Fences - Wood	2.116 1.176	2.632	9	2,260	5	56% 56%	3	33%	1	11%
Fiberglass - Bathtubs & Showers Filters - Air & Gas	4,717	2,027	9	2,260	5	89%	1	33% 11%	1	) 0%
Fire Departments	632	3,585	9	2,260	7	78%	2	22%	0	0%
Fishermens Supplies	2,346	2,557	9	2,260	6	67%	1	11%	2	22%
Floors - Raised	4,109	2,138	9	2,260	7	78%	1	11%	1	11%
Food Trucks Foods - Dehvdrated & Freeze-Dried	246 4.208	4,151	9	2,260	6	67% 22%	3	33% 78%	0	) 0% ) 0%
Glass Board - Up Service	4.208	2.718	9	2.260	7	78%	2	22%	0	) 0%
Grant Writers	5,350	1,924	9	2,260	4	44%	5	56%	0	0%
Greeting Cards - Wholesale & Manufacturers	1,493	2,921	9	2,260	9	100%	0	0%	0	0%
Gun Safes	1.251 5.649	3.085	9	2.260 2.260	9	100%	0	0%	0	0%0
Horse Training Horticultural Consultants	5,649 1,716	1,886 2,791	9	2,260	5	56% 11%	4	44% 89%	0	0%0
Interior Designers - Architectural	2,354	2,791	9	2,260	4	44%	8	89% 44%	1	11%
Junk Dealers	3.668	2,211	9	2,260	6	67%	2	22%	1	11%
Laser Therapy	5,976	1,828	9	2,260	6	67%	3	33%	0	) 0%
Leather Restoration	2,738	2,448	9	2,260	7	78%	2	22%	0	0%
Media Buving Service Medicines - Patent & Proprietary	653 1.052	3.564	9	2.260	4	44% 78%	5	56% 22%	0	) 0% ) 0%
Medicines - Patent & Probletary Metals - Base	230	4,189	9	2,260	0	/8% 0%	9	100%	0	0%
Mining Equipment & Supplies	3,924	2,161	9	2,260	4	44%	5	56%	0	0%
Mirrors	6.799	1.736	9	2,260	8	89%	1	11%	0	0%
Money Order Systems	630	3,587	9	2,260	4	44%	5	56%	0	0%
Oils - Petroleum Outboard Motors	5,507 4,495	1,902	9	2,260	- 6	67% 78%	3	33% 22%	0	0%
Outfitters	2.642	2.073	9	2.260	4	44%		56%	0	) 0%
Painters Equipment & Supplies	2,858	2,405	9	2,260	1	11%	8	89%	0	0%
Parking Stations & Garages - Equipment & Supplies	1,290	3,060	9	2,260	1	11%	7	78%	1	11%
Paving Stones	3,459	2,262	9	2,260	3	33%	6	67% 11%	0	0%
Personnel Consultants Pet Grooming - Mobile	9,218	1,523	9	2,260	5	67% 78%	1	11% 22%		0%
Physical Therapy Equipment	940	3.287	9	2,200	5	56%	2	22%	2	22%
Renovation Inspection	977	3.257	9	2,260	2	22%	7	78%	0	) 0%
Risk Management	5,382	1,919	9	2,260	6	67%	2	22%	1	11%
Rubbish & Garbage Removal Contractors Equipment	2,922	2,385	9	2,260	7	78%	2	22%	0	0%
Safety & Rescue Equipment Sales & Services	6,664	1.756	9	2,260	5	56%	3	33%	1	<u>, 1</u>



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Schools - Dental Assistant	3,655	2,214	9	2,260	8	89%	1	11%	0	0%
Scooters - Repair	1,405	2,985	9	2,260	6	67%	2	22%	1	119
Seminar Marketing	3.067	2.353	9	2.260	6	67%	3	33%	0	0%
Siding Materials Snow Removal Service - Commercial	8,131 3,659	<u>1,611</u> 2,213	9	2,260 2,260	7	78% 78%	2	22% 22%	0	0%
Steel Erectors	17,123	1.089	9	2,200	6	67%	3	33%	0	0%
Stock Exchanges	1,477	2,933	9	2,260	6	67%	3	33%	0	0%
Swimming Pools - Public	1,964	2,684	9	2,260	2	22%	6	67%	1	119
Systems & Software Testing	2.046	2.656	9	2.260	4	44% 67%	5	56%	0	0%
Taos Underground Sprinkler Lawn Sprinkler Parts	1,924	2,702	9	2,260	6	67% 78%	2	22% 22%	1	0%
Virtual Tours	460	3,785	9	2,260	4	44%	5	56%	0	0%
Water Coolers - Bottle less	333	3,962	9	2,260	3	33%	6	67%	0	0%
Wedding Cakes	177	4,322	9	2,260	3	33%	6	67%	0	0%
Wire & Cable - Electric Advertising - Transit & Transportation	5,912 3.052	1,844	9	2,260 2,348	5	56% 13%	4	44%	0	0%
Armatures - Service & Sales	751	3.469	8	2,348	1	13%		<u>88%</u> 75%	1	13%
Armored Car Service	12,599	1,297	8	2,348	1	13%	5	63%	2	25%
Attorneys & Lawyers - Employment & Workers Compensation	5,260	1,940	8	2,348	4	50%	4	50%	0	0%
Attornevs & Lawvers - Estate Planning	25,106	845	8	2.348	3	38%	3	38%	2	25%
Attornevs & Lawvers - Mediation & Arbitration Attorneys & Lawyers - Wills, Trust & Probate	3,479 11,301	2.255	8	2.348 2.348	4	<u>50%</u> 75%	0	<u>0%</u> 13%	4	50% 13%
Attorneys & Lawyers - Wills, Trust & Probate Attorneys & Lawyers - Workers Compensation	6.050	1,384	8	2,348	6 8	100%	1	0%	1	0%
Auditory Training Equipment	968	3.267	8	2,348	6	75%	2	25%	Ő	0%
Auto - Emissions Testing	1,038	3,212	8	2,348	5	63%	3	38%	0	0%
Bakers - Wholesale	4,698	2,032	8	2,348	6	75%	2	25%	0	0%
Beds - Wholesale & Manufacturers Bird & Wildlife Supply Shops	4.193	2.123	8	2.348	/	<u>88%</u> 50%	1	13% 50%	0	0%
Blood Banks & Centers	2,473	2,520	8	2,348	4	50% 75%	2	25%	0	0%
Boilers - New & Used	4,547	2,063	8	2,348	7	88%	1	13%	0	0%
Bonds - Surety & Fidelity	10.540	1,425	8	2,348	5	63%	3	38%	0	0%
Calculators, Adding Machines & Supplies	407 789	3,850	8	2,348	1	<u>13%</u> 75%	7	<u>88%</u> 25%	0	0% 0%
Canoe Rental & Trips Chiropractors Equipment & Supplies	2,984	2,375	8	2,348	6	50%	4	50%	0	0%
Cigar, Cigarette & Tobacco Manufacturers	1,498	2,918	8	2,348	6	75%	2	25%	0	0%
Coin Cards	534	3,688	8	2,348	8	100%	0	0%	0	0%
Commissary Contractors	1,279	3,071	8	2,348	3	38%	5	63%	0	0% 0%
Consultants - Auto Repair Contractor - Tile Roofing	677 2.862	3.543 2.401	8	2,348 2,348	7	88% 38%	1	<u>13%</u> 63%	0	0%
Dairy Products - Wholesale	3,226	2,319	8	2,348	5	<u>38%</u> 63%	3	38%	0	0%
Diaper Service	3,126	2,339	8	2,348	1	13%	7	88%	0	0%
Dinner Theatres	1.158	3.150	8	2,348	6	75%	2	25%	0	0%
Docks	5,994 2,418	1,825	8	2,348 2,348	3	<u>38%</u> 63%	3	38% 38%	2	25% 0%
Door Manufacturer - High Performance Dry Goods - Retail	2,418	2,535 3,218	8 8	2,348	5	63% 38%	3	38%	1	13%
Editorial Services	3,892	2,167	8	2,348	3	38%	5	63%	0	0%
Electric Supplies - Manufacturers	2,078	2,647	8	2,348	7	88%	1	13%	0	0%
Electrical Power Systems Maintenance	3,959	2,157	8	2,348	5	63%	3	38%	0	0%
Engineers - Structural Evesight Training	20.548 918	974	8	2,348 2,348	7	<u>88%</u> 38%	1	<u>13%</u> 63%	0	0% 0%
Evesight Training Family Services	8,788	1,554	8 8	2,348	3	<u>38%</u> 75%	2	25%	0	0%
Fasteners - Industrial & Construction	5,950	1,837	8	2,348	5	63%	3	38%	0	0%
Feed - Wholesale & Manufacturers	1,579	2.866	8	2,348	5	63%	3	38%	0	0%
Feed Dealers	9,697	1,487	8	2,348	6	75%	2	25%	0	0%
Fiberglass - Fabrication & Repair Filters - Liquid	<u>5,372</u> 740	1,921 3,479	8	2,348	3	<u>38%</u> 75%	4	<u>50%</u> 25%	1	13% 0%
Fire Protection Consultants	9,305	1.515	8	2,348	7	88%		13%	0	0%
Fishing Piers	1,088	3,185	8	2,348	1	13%	7	88%	0	0%
Floor Removal, Resurfacing and Refinishing	1,191	3,126	8	2,348	1	13%	7	88%	0	0%
Guide Service	5.017	1.978 2.618	8	2,348 2,348	4	50% 38%	4	50% 63%	0	0% 0%
Hardware - Builders Hearing Aids Parts & Repairing	2.144 409	2,618 3,848	8 8	2,348	3	<u>38%</u> 75%	2	25%	0	0%
Hosiery - Wholesale & Manufacturers	871	3,356	8	2,348	2	25%	6	75%	0	0%
Humane Societies	1.234	3.096	8	2,348	8	100%	0	0%	0	0%
Inventors	4,159	2,130	8	2,348	3	38%	3	38%	2	25%
Jumping Balloon Rental Library Research Service	1,122 3,105	3,170 2,343	8	2,348 2,348	1	13% 88%	7	<u>88%</u> 13%	0	0%
Library Research Service	3.105 915	3.319	8	2,348	2	88% 25%	6	75%	. U	0%
Magicians Supplies	526	3,702	8	2,348	2	25%	6	75%	0	0%
Magnets & Magnetic Devices	1,842	2,736	8	2,348	7	88%	1	13%	0	0%
Maps - Dealers	1,184	3.132	8	2.348	7	88%	1	13%	0	0%
Martial Arts Supplies & Equipment Motor coach Companies	3,608 2,646	2,223	8	2,348 2,348	5	<u>63%</u> 63%	3	<u>38%</u> 25%	0	0%
Not Elsewhere Classified After Investigation	5,882	1,853	8 R	2,348	7	88%	1	13%	1 1	0%
Office Furniture & Equipment - Wholesale & Manufacturing	1,698	2,800	8	2,348	7	88%	1	13%	0	0%
Party Plans - In-Home	13,694	1,240	8	2,348	5	63%	3	38%	0	0%
Pens & Pencils - Retail	1,648	2,825	8	2,348	5	63%	3	38%	0	0%
Pet Training - Electronic/ecollar	1.361	3,016	8	2,348	6	75%	1	13%	1	139



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Pictures	1,411	2,976	8	2,348	1	13%	7	88%	0	09
Pilates	1,654	2,821	8	2.348	5	63%	3	38%	0	09
Pins - Lapel Playing Cards	1.917 1,191	2.707 3,126	8	2,348 2,348	8	100% 63%	0	<u>0%</u> 38%	0	09 09
Public Speaking Instruction	939	3,291	8	2,348	0	0%	8	100%	0	09
Publishers Representatives	2,768	2,432	8	2,348	3	38%	4	50%	1	139
Pumps - Dealers	8,492	1,569	8	2,348	7	88%	1	13%	0	09
Quickbooks Training & Support	5,446 873	1,911 3,355	8	2,348	8	100%	0	0%	0	09 09
Skateboard Parks & Rinks Slip Covers	1.329	3,040	8	2.348	3	63% 38%	3	<u>38%</u> 63%	0	0 09
Steam Cleaning - Industrial	2,066	2,650	8	2,348	7	88%	1	13%	0	09
Surfboards	1,993	2,677	8	2,348	5	63%	3	38%	0	0%
Swimming Pools - Leak Detection & Repair	3.339	2.290	8	2.348	3	38%	5	63%	0	09
Telephone Solicitation Companies Tire Retread & Repair - Equipment & Supplies	4,172 1,015	2,126	8	2,348 2,348	0	<u>0%</u> 63%	2	25% 38%	6	09
Tractor Repair & Service	5,753	1,868	8	2,348	6	75%	2	25%	0	) 09
Typewriters	406	3.852	8	2,348	8	100%	0	0%	0	) 09
Ultrasound - Nonmedical	2,132	2,625	8	2,348	6	75%	2	25%	0	09
Vinyl Repair Yoga Supplies	2,749 1,919	2,443	8	2,348	3	<u>38%</u> 50%	5	<u>63%</u> 25%	0	0 09
Yogurt	1,165	3.144	8	2,348	6	50% 75%	2	25%	0	09
Abstracters	2,174	2,608	7	2,432	4	57%	3	43%	0	) 09
Ad Word Sponsorship	257	4,128	7	2,432	0	0%	7	100%	0	09
Animation Mechanics - Display, Sign Antiques - Reproductions	1,376 1,789	3.006	7	2,432 2,432	6	86% 86%	1	<u>14%</u> 14%	0	) 09 ) 09
Apartment Sharing Service	767	3,460	7	2,432	5	86% 71%	2	29%	0	0 0 0 0
Arbitration Services	3.222	2,320	7	2,432	5	71%	0	0%	2	29%
Artists - Commercial	1.774	2,772	7	2,432	2	29%	5	71%	0	) 09
Astrologers	6,082	1,816	7	2,432	4	57% 14%	3	43%	0	09
Attorneys & Lawyers - Home Owners Associations Auto Repair & Service - Airbaos	1,928 1,318	2,700	/	2,432	1	14% 43%	6	<u>86%</u> 57%	0	09 09
Bag Making Machinery	1.518	4,502	7	2,432	3	43%	4	57%	0	09
Ballroom Dance Instruction	968	3,267	7	2,432	6	86%	1	14%	0	) 09
Bar Coding Service	7,791	1,642	7	2,432	6	86%	1	14%	0	0 09
Barrels & Drums Barrels & Drums - Equipment & Supplies	1.623 495	2.836	7	2,432 2,432	1	14% 57%	6	86% 43%	0	09 09
Baskets - Retail	940	3,287	7	2,432	4	43%	4	43% 57%	0	0 09
Beer & Ale - Wholesale	5,118	1,963	7	2,432	5	71%	2	29%	Ő	) 09
Beer Home Brewing Equipment & Supplies	2,562	2,492	7	2,432	3	43%	3	43%	1	149
Beverages - Wholesale & Distribution Bibles	7, <u>180</u> 782	1,693 3,444	7	2,432 2,432	6	<u>86%</u> 71%	1	<u>14%</u> 29%	0	09
Bid Report Service	976	3,259	7	2,432	7	100%	2	0%	0	0 09
Bird Feeders & Houses	1,981	2,679	7	2,432	5	71%	1	14%	1	149
Bookbinders	2,810	2,419	7	2,432	4	57%	3	43%	0	09 09
Bras	3,723	2,202	7	2,432	5	71%	2	29%	0	0%
Brewers	819 3,086	3.400 2,347	7	2,432 2,432	6 7	86% 100%	1	<u>14%</u> 0%	0	0 09
Bullet-Resistant Equipment	675	3,545	7	2,432	2	29%	5	71%	0	09
Carburetors	3.487	2,252	7	2,432	6	86%	1	14%	0	0 09
Caregivers Resources	3.067	2.353	7	2.432	3	43%	3	43%	1	149
Carpet & Rug Pads, Linings & Accessories Cellulite Treatment - Endermologie	3,379 456	2,283	7	2,432	6	86% 86%	1	<u>14%</u> 14%	0	09
Cement - Retail	2.143	2,619	7	2,432	3	43%	4	57%	0	) 09
Ceramics - Equipment & Supplies	1,334	3,033	7	2,432	5	71%	2	29%	Ő	0 09
Charity - Arts & Culture	4,664	2,039	7	2,432	4	57%	3	43%	0	0 09
Child Support Enforcement Children`s Play Programs Instruction	3.471 2.138	2.258	7	2,432	5	71% 71%	2	29%	0	09
Cigar & Cigarette & Tobacco Dealers - Wholesale	3,512	2,244	7	2,432	3	43%	4	<u>29%</u> 57%	0	0 09
Compactors - Waste - Industrial & Commercial	1,116	3,173	7	2,432	2	29%	5	71%	0	) 09
Concrete Curing & Treating Materials	1.872	2,726	7	2,432	2	29%	5	71%	0	09
Condiments & Sauces	1,784	2.764	7	2,432	3	43% 86%	3	43% 14%	1	149
Consultants - Prison & Sentencing Contractor - Hauling	1,202 4,257	2,108	7	2,432	6 4	86% 57%	<u>ן</u> ר	43%	0	09 09
Copyright Service	2.279	2,574	7	2.432	3	43%	3	43%	1	149
Craft Instruction	2,335	2,559	7	2,432	4	57%	3	43%	0	0 09
Dancing Supplies	1,582	2,861	7	2,432	3	43%	4	57%	0	0%
Dav Care - Adults Differentials - Automobile	17.828 778	1.064	/	2,432	/	100% 71%	<u> </u>	0% 29%	0	09
Drawing Materials	1,856	2,730	7	2,432	6	86%	1	14%	0	0 09
Electronic Product Waste Management & E Waste Services	976	3,259	7	2,432	2	29%	5	71%	0	) 09
Engineering Equipment & Supplies	2,682	2,461	7	2,432	6	86%	1	14%	0	09
Environmental, Conservationist & Ecol Org	3,290 1,007	2,303 3,225	7	2,432 2,432	3	43% 0%	4	57% 100%	0	09
Etched Products - Metal, Glass Fans - Industrial & Commercial	1,007 808	3,225	7	2,432	0 २	43%	/ /	100%	0	09 09
Farms - Organic	2.266	2.579	7	2.432	2	29%	5	71%	0	) 09
Fence Posts & Fittings	4,832	2,007	7	2,432	1	14%	6	86%	Ō	0% 09
Fiber Glass Products	2,104	2,637	7	2,432	2	29%	4	57%	1	149
Food Brokers	5.848	1,859	7	2.432	5	71%	2	29%	0	0%



			orted by Complaints						
Industry Classification	Inquiries	Rank by Inquiries	Complaints Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	0//
Glaziers	7,074	1,702	7 2,432	3	43%	4	57%	Puisde 0	09
Guards - Door & Window	2.054	2.654	7 2.432	7	100%	0	0%	0	0%
Hail Repair	2,575 282	2.488	7 2.432	2	29%	5	71% 29%	0	0% 0%
Hair Curlers Health Care - Placement	282	4,066	7 2,432 7 2,432	5	71% 71%	2	29% 29%	0	0%
Home Staging	5,136	1,095	7 2,432	3	43%	4	57%	0	0%
Ice Cream Freezers	374	3,899	7 2,432	1	14%	6	86%	0	0%
Ice Making Equipment & Machines	2,431	2,532	7 2,432	2	29%	5	71%	0	0%
Inks - Writing & Marking	493 4,511	3.739 2.068	7 2.432	7	<u>100%</u> 71%	0	0% 29%	0	0%
Insurance - Liability Insurance - Medicare Services	4,511 11,358	2,068	7 2.432	5	71%	2	29%	0	0%
Interior Designers - Commercial	1,856	2,730	7 2,432	2	29%	5	71%	0	0%
Internet Cafes	1,643	2,828	7 2,432	1	14%	5	71%	1	14%
Karaoke Machines & Tapes	1,658	2,816	7 2,432	5	71%	2	29%	0	0%
Karts - Motorized Land Clearing & Leveling	1,260 24,400	3,079 863	7 2,432	3	43% 43%	3	43% 57%	1	14% 0%
Leadership Development	10.755	1.412	7 2,432	4	43% 57%	4	43%	0	0%
Leather Cleaning	1,548	2,890	7 2,432	7	100%	0	0%	0	0%
Leather Goods - Wholesale & Manufacturers	3,898	2,165	7 2,432	4	57%	3	43%	0	0%
Liquors - Wholesale	1,427	2,971	7 2,432	5	71%	2	29%	0	0%
Luggage - Wholesale & Manufacturers Marble - Cultured	1.073 9.602	3.193 1.494	7 2.432	7	<u>100%</u> 43%	0	0% 57%	0	0%
Marble - Cultured Mason Contractors Equipment & Supplies	3,663	2,212	7 2,432	5	43%	4	29%	0	0%
Medical Coding	1,405	2,985	7 2,432	5	71%	2	29%	0	0%
Medical Transcription	11,359	1,380	7 2,432	4	57%	3	43%	0	0%
Midwives	1,735 1,375	2,786	7 2,432	4	57%	3	43%	0	0%
Mobile Refrigeration Motion Picture Film Distributors & Exchange	1.375	3.010	7 2.432	6	86% 100%	1	14%	0	0% 0%
Music Arrangers & Composers	1,364	3,014	7 2,432	3	43%	4	57%	0	0%
Paper Products	10,084	1,458	7 2,432	2	29%	5	71%	0	0%
Patent Searchers	3.752	2.194	7 2.432	5	71%	0	0%	2	29%
Photo Copying Physicians & Surgeons - Sports Medicine	1,545 1,779	2,892	7 2,432	3	43% 14%	3	43% 86%	1	14%
Picture Frames - Manufacturers Supplies	2,762	2,439	7 2,432	1	14%	6	86%	0	0%
Plumbing Plan Services	2,702	2,594	7 2,432	6	86%	1	14%	0	0%
Police & Fire Organizations	18,763	1,025	7 2,432	2	29%	5	71%	0	0%
Power Transmission Equipment	2,660	2,469	7 2,432	6	86%	1	14%	0	0%
Recvclino - Metal Retreat Facilities	6.310 2.763	1.792 2.436	7 2.432 7 2.432	6	86% 43%	1	14% 57%	0	0% 0%
Riding Academies	1,251	3,085	7 2,432		43% 14%	4	14%	5	71%
Rubber Clothing & Footwear	590	3,632	7 2,432	2	29%	4	57%	1	14%
Scaffolding & Aerial Lifts	4.820	2.009	7 2.432	5	71%	2	29%	0	0%
Senior Citizens Service Organization	15,124	1,175	7 2,432	4	57%	3	43%	0	0%
Shirts - Wholesale & Manufacturers Sink Manufacturers	2,458 876	2,525 3,352	7 <u>2,432</u> 7 2,432	6	<u>86%</u> 57%	1	14% 43%	0	0%
Skating Equipment & Supplies	1,545	2,892	7 2,432	4	57%	3	43%	0	0%
Snow Removal Equipment	2,039	2,661	7 2,432	7	100%	Ō	0%	0	0%
Support Groups	2,917	2,388	7 2,432	4	57%	3	43%	0	0%
Tarps	2,697	2.456 1.772	7 2,432	6	86%	1	14%	0	0% 0%
Taxes - Enrolled Agent Tea - Manufacturer & Importer	6,463 986	3,246	7 <u>2.432</u> 7 2,432	5	86% 29%	5	14% 71%	0	0%
Teleconference Service	1,855	2,733	7 2,432	2	29%	5	71%	0	0%
Television Program Producers	4.104	2,140	7 2,432	2	29%	5	71%	0	0%
Theatrical Agencies	3,949	2,158	7 2,432	3	43%	4	57%	0	0%
Thermography - Infrared	424 4,559	3,826 2,060	7 2,432 7 2,432	2	29% 71%	5	71% 29%	0	0%
Trailers - Horse Treatment Centers & Rest Homes - Information & Placement	4.559 2.840	2,060	7 2.432	4	71% 57%	2	29% 43%	0	0%
Truck Manufacturers & Distributors	4,149	2,411 2,132	7 2,432	3	43%	4	43% 57%	0	0%
Trucks - Forklifts	2,865	2,399	7 2,432	3	43%	2	29%	2	29%
Wedding Officiant	13,493	1.250	7 2,432	4	57%	3	43%	0	0%
Windshield Wipers	179 3,706	4.319 2,207	7 <u>2.432</u> 6 2,550		14% 67%	6	86% 17%	0	0% 17%
Advertising - Television Air Courier Service	1,327	3,043	6 2,550	4	67% 33%	4	67%	1	0%
Appraisers - Antiques	4.237	2,113	6 2,550	1	17%	5	83%	0	0%
Aguariums - Wholesale & Manufacturers	1,406	2,983	6 2,550	6	100%	0	0%	0	0%
Automobile Reconditioned Detailing	1,077	3,191	6 2,550	4	67%	2	33%	0	0%
Bagels Battery Repairing & Rebuilding	833 2,632	3.388 2.474	6 2,550	2	<u>33%</u> 17%	4	67% 83%	0	0% 0%
Beekeepers Supplies	2,632	2.474	6 2.550 6 2,550	2	33%	4	67%	0	0%
Benefit Insurance Software	942	3,285	6 2,550	3	50%	2	33%	1	17%
Bingo & Gaming Halls	2,455	2,527	6 2,550	3	50%	3	50%	0	0%
Biomedical Products - Research	7,679	1,648	6 2,550	3	50%	3	50%	0	0%
Boarding Houses Bottles - Wholesale & Manufacturers	2,597 3,257	2,484 2,314	6 2,550 6 2,550	1	17% 67%	5	83% 33%	0	0%
Brakes - Manufacturers & Distributors	3.257	3.133	6 2,550	4	50%	2 3	33% 50%	0	0%
Bronze	990	3,243	6 2,550	5	83%	1	17%	0	0%
Canvas - Wholesale & Manufacturers	1,565	2,875	6 2,550	4	67%	2	33%	0	0%
Caps & Gowns	2,239	2,584	6 2,550	3	50%	3	50%	0	0%



Industry Classification Carbon Monoxide Detecting Carbot & Rug Repair Carriages - Horse	Inquiries 157	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	. –
Carpet & Rug Repair Carriages - Horse	157						chipis Not Settled	%	Pursue	%
Carriages - Horse		4,384	6	2,550	4	67%	2	33%	0	0%
	6.347	1.787	6	2,550	4	67%	2	33%	0	0%
Chain Letters	1.457 1,433	2.949 2.965	6	2,550 2,550	4	67% 100%	2	<u>33%</u> 0%	0	09
Chemical Cleaning - Industrial	6,640	1,758	6	2,550	4	67%	2	33%	0	09
Cleaning Services - Estate	3,212	2,324	6	2,550	1	17%	4	67%	1	179
Compressors	4,663	2,040	6	2,550	2	33%	4	67%	0	0%
Connectors - Electric	3,387	2,280	6	2,550	2	33%	4	67%	0	0%
Contractors - Retaining Wall Display Installation Service	6.638 1.286	3,063	6	2,550	4	67% 83%	1	<u>33%</u> 17%	0	09
Doors - Commercial	3,073	2,350	6	2,550	6	100%	Ō	0%	0	09
Doors - Patio	1,059	3,200	6	2,550	1	17%	5	83%	0	0%
Drywall Contractors Equipment & Supplies	3.027	2,366	6	2,550	4	67%	2	33%	0	0% 17%
Electrolysis Elevator Installation	7,015 2,774	1,709 2,429	6	2,550	4	67% 67%	1	17% 33%	1	09
Embroideries - Uniform	2,235	2,586	6	2,550	2	33%	4	67%	0	09
Employment Service - Virtual Assistant	4,748	2,022	6	2,550	3	50%	3	50%	0	0%
Energy Conservation Products - Wholesale & Manufacturers	1,773	2,773	6	2,550	4	67%	2	33%	0	0%
Engineers - Mechanical	4,153	2,131 2,686	6	2,550	1	17%	5	<u>83%</u> 0%	0	0%
Engravers - Stationerv Express & Transfer Service	1.956	2,686	6	2,550	<del>ا</del>	100% 50%	0	0%	U 7	50%
Flag Poles	2,100	2,638	6	2,550	6	100%	0	0%	0	0%
Floor Resurfacing	780	3,447	6	2,550	2	33%	4	67%	0	0%
Fraternal Organizations	5.625 3.716	1,890	6	2,550	5	83%	1	17%	0	0% 0%
Fuel - Diesel Guardian Services - Adult & Child	3,/16 4,845	2,205	6	2,550 2,550	3	50% 50%	3	<u>50%</u> 50%	0	0%
Hardware Consultants	4,845	2,005	6	2,550	5	50% 83%	3	17%	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	2,550	2	33%	4	67%	0	0%
Incense	1,224	3,102	6	2,550	3	50%	3	50%	0	0%
Indian Goods Insurance - Senior Products	2.196 12,182	2,604 1,330	6	2.550 2,550	4	67% 83%	2	<u>33%</u> 17%	0	09
Interior Decorators & Designers - Workroom	1,790	2,761	6	2,550	2	33%	4	67%	0	09
Interior Designers - Registered/Licensed	2,438	2,531	6	2,550	3	50%	3	50%	0	0%
Interior Finishina	2.051	2.655	6	2.550	0	0%	6	100%	0	0%
International Trade Consultants	4,235	2,115	6	2,550	1	17%	4	67%	1	179 09
Labeling Labels	3,769	2,191 2,868	6	2,550	2	83% 33%	4	<u>17%</u> 67%	0	09
Labels - Paper	3.634	2,000	6	2,550	6	100%	4 0	0%	0	0%
Liquor Brokers	472	3,774	6	2,550	2	33%	0	0%	4	67%
Livestock Auction Markets	2,175	2,607	6	2,550	4	67%	2	33%	0	09 179
Lottery Buving Club Manneguins - Display Fixture	1.523 720	2.905	6	2,550	2	33% 50%	3	50% 50%	1	09
Metal Specialties	5,961	1,834	6	2,550	4	67%	2	33%	0	09
Meters	1,443	2,961	6	2,550	2	33%	4	67%	0	0%
Mexican Food Products	1.284	3.068	6	2.550	3	50%	3	50%	0	0%
Mold Consulting & Testing	6,518	1,767	6	2,550 2,550	4	67%	2	33%	0	09
Motion Picture Producers & Studios Mushrooms	2,619	2,477	6	2,550	0	<u>0%</u> 50%	5	<u>100%</u> 50%	0	09
Music Instruction - Vocal	1,555	2,880	6	2,550	3	50%	1	17%	2	339
Naturopaths	6,960	1,719	6	2,550	5	83%	1	17%	0	0%
Occupational Health - Nursing Services	5,699	1,877	6	2,550	4	67%	2	33%	0	0%
Office Furniture & Equipment - Used Oil Burners	<u>2.770</u> 6.111	2.431 1.812	6	2,550	3	50% 83%	2	<u>33%</u> 17%	1	17% 0%
Oil Burners Oil Land Leases	7,444	1,812	6	2,550	5	67%	1	17%	1	179
Oil Tank Removal	5,763	1,867	6	2,550	6	100%	Ō	0%	0	0%
Oilfield Service	29.871	766	6	2,550	2	33%	2	33%	2	339
Oils - Waste	3,116	2,342	6	2,550	5	83%	1	17%	0	09
Orchards Orchestras & Bands	1,330 838	3,038 3,383	6	2,550	5	83% 50%	1	<u>17%</u> 50%	0	0%
Physicians & Surgeons Equipment & Supplies	1.233	3,383	6	2.550	5	50% 83%	3	17%	0	0%
Pianos - Tuning & Repair	8,040	1,619	6	2,550	4	67%	2	33%	Ŭ Ŭ	0%
Piping Contractors	3,779	2,188	6	2,550	3	50%	3	50%	0	0%
Pools - Therapy Poultry Farms	337 4,450	3.955 2.081	6	2,550	2	33% 83%	4	67% 17%	0	0% 0%
Poultry Farms Printing Technician	4,450	4,011	6	2,550	5	33%	1	67%	0	0%
Pumping Contractors	4,180	2,125	6	2,550	1	17%	5	83%	0	0%
Ranges & Ovens - Wholesale & Manufacturers	357	3.928	6	2,550	5	83%	1	17%	0	0%
Recruiting - Technical	2,688	2,459	6	2,550	4	67%	2	33%	0	0%
Refrigerators & Freezers - Dealers Reloader Schemes	2,788 2,517	2,424 2,507	6	2,550 2,550	4	67% 0%	2	33% 83%	0	0% 17%
Screens - Decorative	1,450	2,507	6	2,550	0 ٦	0% 50%	2 2	50%	1	09
Seat Belts	1,408	2,954	6	2,550	4	67%	2	33%	0	09
Seeds & Bulbs - Wholesale	2,063	2,652	6	2,550	5	83%	1	17%	0	09
Service Animals - Training	1,252	3.084	6	2,550	4	67%	2	33%	0	0%
Shingles	1,329 241	3,040 4,165	6	2,550 2,550	5	83% 50%	1	<u>17%</u> 50%	0	09
Sirens & Horns		4.165	b	2,550	5	50%	د ک	50%	0	1 0%



Industry Classification	The second of	Dank by Transis'	6l-! :	Bank by Commission	Comple Cast i		Comple N=+ C=++	%	Cmpls Unable To	,
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	,,	Pursue	9
Spraying Equipment - Renting	487	3,750	6	2,550	1	17%	5	83%	0	09 09
Steam Bath Equipment & Supplies Storage - Liquid & Bulk	1.710 1.590	2.795	6	2,550	2	17% 33%	5	83% 67%	0	0 09
Storade - Elduid & Bulk	2,373	2,546	6	2,550	4	67%	2	33%	0	0 09
Television Sys & Equipment - Closed Circuit	757	3,465	6	2,550	2	33%	3	50%	1	1 179
Tennis Instruction	992	3.242	6	2,550	3	50%	3	50%	0	) 09
Towing - Heavy Equipment	2,574	2,489	6	2,550	3	50%	3	50%	0	0 09
Transcription Service	9,459	1,505	6	2,550	4	67%	2	33%	0	0 09
Travel & Tourism Development and Education	5.893 1.879	1.851	6	2,550	3	50%	3	50%	0	09 09
Trenching Contractors Truck Bedliner - Spray On	4,960	2./23	6	2,550	5	<u>83%</u> 83%		17% 17%	0	0 09
Truck Service & Repair - Mobile	3,567	2,234	6	2,550	5	83%	1	17%	0	0 09
Trucking - Dump	11,458	1,374	6	2,550	5	83%	1	17%	Ő	09
Trucking - Light Hauling	14,134	1,229	6	2,550	4	67%	2	33%	0	09
Turbochargers	1,938	2,692	6	2,550	3	50%	3	50%	0	0 09
Tuxedo Sales & Rentals	928	3,306	6	2,550	3	50%	3	50%	0	09 09
Video Equipment - Supplies & Parts	793 3,390	3.435	6	2,550 2,550	1	17% 17%	5	83%	0	0 09
Video Tape Duplication Service Volleyball Club	700	2,279 3,510	6	2,550	1	17%	3	<u>83%</u> 67%	1	1 179
Waterbeds - Dealers	2,327	2,562	6	2,550	4	67%	2	33%	0	09
Wicker Products	640	3.575	6	2,550	6	100%	0	0%	0	) 09
Wire Products	2,276	2,576	6	2,550	6	100%	0	0%	0	0 09
Accident Reconstruction Service	2,334	2,560	5	2,667	1	20%	4	80%	0	0 09
Advertising - Indoor	2.046	2,656	5	2,667	2	40%	1	20%	2	2 409
Advertising - Vinyl Phone Book Covers	207	4,243	5	2,667	3	<u>60%</u>	2	40%	0	09 09
Air Compressors Aircraft Instruments	2,041	2,660	5	2,667	5	<u>100%</u> 60%	0	<u>0%</u> 40%	0	0 09
Aircraft Instruments Airlines - Training Schools	2.826	2.413		2,667	1	20%	4	40% 80%	0	0 09
Artificial Flowers, Plants & Trees	1,630	2,832	5	2,667	2	40%	3	60%	0	0 09
Asset Evaluators	2,846	2,409	5	2,667	3	60%	2	40%	0	09
Auto Headlight Restoration	1.059	3,200	5	2.667	1	20%	4	80%	0	09
Bamboo & Bamboo Products	1,188	3,129	5	2,667	5	100%	0	0%	0	0 09
Bearings	3,252	2,315	5	2,667	3	60%	2	40%	0	0 09
Bicycle Racks & Security Systems	519 2.785	3,716	5	2,667	3	60%	1	20%	1	1 209 ) 09
Biofeedback Therapists Boat Cleaning	2.785	2,426	5	2,667	1	20% 20%	4	<u>80%</u> 80%	0	0 09
Boat Transporting	2,767	2,030	5	2,667	3	60%	2	40%	0	0 09
Bolts & Nuts	3,470	2,259	5	2,667	1	20%	4	80%	0	09
Boys Clothing & Furnishings - Wholesale & Manufacturers	336	3.958	5	2,667	5	100%	0	0%	0	) 09
Building Cleaning - Exterior	7,065	1,703	5	2,667	4	80%	1	20%	0	0 09
Buildings - Concrete	8,932	1,540	5	2,667	1	20%	3	60%	1	1 209
Cabinet Hardware Caterer Equipment & Supplies	2.484 404	2.516	5	2,667	4	80% 20%	1	20% 60%	0	1 209
Charts	190	4,287	5	2,667	1	0%	5	100%	1	0 09
Chemical Plant Equipment & Supplies	1,745	2,785	5	2,667	4	80%	1	20%	0	0 09
Chemical Production	2.039	2,661	5	2,667	0	0%	5	100%	Ő	) 09
Child Parent Development Centers	1,713	2,793	5	2,667	3	60%	2	40%	0	0 09
Cleaning Systems Press, Chemical	3,273	2,306	5	2,667	2	40%	2	40%	1	1 20%
Coins & Tokens - Manufacturers	1.731	2,787	5	2,667	3	60%	2	40%	0	09 09
Collection Agencies - Government Loans Computers - Furniture	4.704 2,441	2.030		2,667	4	80% 40%		20% 40%	0	1 209
Concrete Aggregates	1,877	2,329	5	2,667	<u>۲</u>	100%	2 	40%	1	0 09
Concrete Blocks & Shapes	4,578	2,056	5	2,667	3	60%	2	40%	0	) 09
Contractor - Low Voltage Systems	10,826	1,406	5	2,667	4	80%	1	20%	0	09
Contractor - Mechanical Insulation	3,562	2,237	5	2,667	4	80%	1	20%	0	0 09
Court Reporters	3.741	2,196	5	2,667	4	80%	1	20%	0	09
Developmental Disability Services	8.565 9.720	1.566	5	2,667	2	40%	3	60%	0	09 09
Diamond Buyers Dietitians	9,720	1,481 2,966	5	2,667 2,667	3	<u>60%</u> 60%	2	40% 20%	0	1 209
Dietitians Doors - Cellar/Basement/Bilco	1,432	2,966	5	2,667	3	100%	1	20%	1	0 09
Doors - Cellar/Basement/Bilco	995	3,239	5	2,667	4	80%	1	20%	0	0 09
Drama/Acting Instruction	2,398	2,542	5	2,667	3	60%	1	20%	1	1 20%
Drapery & Curtain Cleaners	1,347	3,024	5	2,667	4	80%	1	20%	0	0 09
Duct & Duct Fittings	2,765	2,435	5	2,667	1	20%	4	80%	0	0 09
Duty Free Shops	283	4,061	5	2,667	4	80%	1	20%	0	09 09
Electronic Testing Equipment Executive Suites	3,637 1,467	2,216	5	2,667	5	<u>100%</u> 80%	0	<u>0%</u> 20%	0	0 09
Fencing Instruction	2,124	2.942	2	2,667	4	80% 0%		100%	U	0 09
Fire Extinguishers	12,344	1,318	5	2,667	2	40%	3	60%	0	0 09
Fish & Seafood - Wholesale	6,274	1,797	5	2,667	4	80%	1	20%	0	) 09
Floodlights & Search Lights	849	3,368	5	2,667	2	40%	3	60%	Ő	09
Food & Beverage Consultants	1,864	2,728	5	2,667	4	80%	1	20%	0	0 09
Forklift Repair & Maintenance	3,328	2,296	5	2,667	4	80%	1	20%	0	09
Freight Consolidating	1.711	2.794	5	2,667	4	80%	1	20%	0	09
Froa Dealers Furniture Assembly Services	189 2,014	4.290 2.673	5	2.667	0	<u>0%</u> 40%	0	0% 60%	5	0 09
Furniture Assembly Services Furniture Manufacturers Equipment & Supplies	2,014	3,302	5	2,667	2	20%	3	80%	0	0 09



	-	-		1					Cmpls Unable To	. —
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	e 9
Gasoline Additives - Manufacturers & Distributors	930	3,304	5	2,667	0	0%	5	100%	0	0 09
Gauges & Gages	1,984	2.678	5	2,667	4	80%	1	20%	0	0 09
Glass Blowers	1.458	2,948	5	2.667	1	20%	4	80%	0	
Glassware Decorators Golf Courses - Miniature	1,298	3,053	5	2,667	3	<u>60%</u> 60%	2	40% 20%	1	1 209
Greenhouse Equipment & Supplies	3,238	2.317	5	2,667	3	80%	1	20%	1	0 0
Hammocks/Hammock Stands & Chairs	79	4,606	5	2,667	2	40%	3	60%	0	0 09
Handwriting Experts	350	3,936	5	2,667	2	40%	3	60%	C	0 09
Hardwood Floor Maintenance	1.448	2,955	5	2,667	2	40%	3	60%	0	0 09
Hemp Products	315	3.998	5	2.667	3	60%	1	20%	1	1 209
Home Sitting Services	4,710	2,028	5	2,667	1	20%	4	80%	0	0 09
Horse Transporting	3,303	2,302	5	2,667	3	60%	2	40%	0	0 09
Housewares - Wholesale & Manufacturers	<u>1.493</u> 365	2.921 3,918	5	2,667 2,667	3	60% 80%	2	40% 20%	0	0 09
Humidifying Apparatus Hydronic Heating	1,277	3,073	5	2,667	4	80%	1	20%	0	0 0
Ice Cream & Frozen Desserts - Mfg & Dist	1,948	2,687	5	2,667	4	80%	1	20%	0	0 09
Identification Bureaus	218	4,215	5	2,667	2	40%	3	60%	0	0 09
In-Home Autism Therapy	1,581	2,863	5	2,667	3	60%	2	40%	0	0 09
Jewelers - Supplies	3,377	2,284	5	2,667	2	40%	3	60%	0	0 00
Judament Recovery	7,946	1.625	5	2,667	1	20%	4	80%	0	0 09
Knit Goods - Retail Labor Contractors	883 3.467	3.342	5	2.667 2.667	4	<u>80%</u> 40%	1	20% 60%	0	
Labor Contractors Leather Goods - Repair	3,467	2,260	5	2,667	2	40% 60%	3	40%	0	0 09
Limestone	3,374	2,231	5	2,667	4	80%	1	20%	0	0 0
Lithographers	454	3,796	5	2,667	2	40%	3	60%	0	0 09
Litigation Support	3,999	2,153	5	2,667	3	60%	2	40%	0	0 09
Lubricants	2,133	2.624	5	2,667	5	100%	0	0%	0	0 00
Mapping Services	2,229	2,588	5	2.667	4	80%	1	20%	0	0 09
Marijuana - Retail	363	3,924	5	2,667	4	80%	1	20%	0	0 00
Marriage Brokers Masonry Panels - Prefabricated	1,670 4,232	2,810	5	2,667	5	<u>100%</u> 0%	0	100%	0	0 09
Mausoleums	4,232	3,379	5	2,667	2	40%	3	60%	0	0 09
Microscopes	2,601	2,483	5	2,667	5	100%	0	0%	ů O	0 09
Molds	6,408	1,777	5	2,667	2	40%	3	60%	C	0 09
Movers - Office	3,945	2,159	5	2,667	5	100%	0	0%	0	0 09
Musical Instruments - Rental	464	3,782	5	2,667	2	40%	3	60%	0	0 09
Natural Stone Restoration & Cleaning	3,565	2,235	5	2,667	3	60%	2	40%	0	0 00
Novelties - Wholesale & Manufacturers	1.943 6.429	2.688	5	2,667 2,667	5	<u>100%</u> 40%	0	<u>0%</u> 60%	0	0 09
Nurses Nutritionists	<u>6.429</u> 12,456	1,775	5	2,667	2	40% 80%	1	20%	0	0 09
Optical Imaging Equipment & Systems	1,872	2,726	5	2,667	2	40%	2	40%	1	1 209
Organic Soil Fertilizer	1,503	2,916	5	2,667	4	80%	0		1	1 209
Outboard Motors - Repair	3,595	2,225	5	2,667	3	60%	2	40%	0	0 09
Painting - Faux Finishing	4,706	2,029	5	2,667	4	80%	1	20%	0	0 09
Parenting Classes	2,218	2,594	5	2,667	5	100%	0	0%	0	0 09
Personal Chef	1.794	2.759	5	2,667	3	60%	1	20%	1	1 200
Pet Waste Removal	2,692	2,457	5	2,667	1	20%	4	80%	0	0 09
Pool Tables Sales Precious, Semi-Precious & Synthetic	1,755	2,781	5	2,667	3	<u>60%</u> 60%	1	<u>20%</u> 20%	1	1 209
Printers - Letterpress	528	3,697	5	2,667	2	40%	3	60%	1	09
Pumps - Supplies & Parts	1,336	3,030	5	2,667	2	40%	3	60%	0	0 09
Quilting Materials & Supplies	2,225	2,589	5	2,667	4	80%	1	20%	0	0 09
Racks	1,582	2.861	5	2,667	5	100%	0	0%	0	0 09
Radiotelephone Communications - Common Carrier	539	3,681	5	2,667	3	60%	2	40%	C	0 09
Reflexologists	1,073	3,193	5	2,667	0	0%	5	100%	0	0 09
Riding Apparel & Equipment Rustproofing & Undercoating - Auto	1.432 2.581	2.966	5	2.667 2.667	4	80% 60%	1	20% 40%	0	0 09
Sailmakers	1,645	2,486	5	2,667	3	60%	2	40%	0	0
Sandblasting	13,110	1,278	5	2,667	4	80%	1	20%	0	0 09
School Furniture & Equipment	6.458	1,773	5	2,667	5	100%	0	0%	Ŭ Ŭ	0 09
Sculptors	790	3.437	5	2.667	0	0%	5	100%	0	0 09
Senior Move Manager	1,857	2,729	5	2,667	4	80%	1	20%	0	0 00
Septic Tanks & Systems Wholesale & Manufacturers	2,119	2,631	5	2,667	3	60%	2	40%	0	0 09
ServiceStation Equipment	1.815 1.194	2.749	5	2,667 2,667	2	40%	3	<u>60%</u> 20%	0	
Shavers - Electric Signs - Equipment & Supplies	2,758	3,122	5	2,667	4	80% 60%	1	20%		0 09
Soundproofing	2,738	3,600	5	2,667	5	100%		40%	0	0 09
Speakers - Rebuild & Repair	2,122	2,630	5	2,667	3	60%	2	40%	0	0 09
Speedometers	4,813	2,011	5	2,667	1	20%	3	60%	1	1 209
Spools	429	3,823	5	2,667	3	60%	2	40%	0	0 09
Steamship Companies	687	3.529	5	2.667	5	100%	0	0%	0	0 09
Steel & Brass Stamps	8	5,026	5	2,667	2	40%	3	60%	0	0 0
Stock Quotation Boards & Systems	1,492	2,925	5	2,667	4	80%	1	20%	0	0 00
Stone - Crushed	1.787 3.319	2.763	5	2,667	5	<u>100%</u> 60%	0	<u>0%</u> 40%	0	0 00
Store Fixtures Surgical Instruments	2,880	2,299	5	2,667	3	60% 60%	1	40% 20%	1	1 209
Teachers Agencies	8,922	1,541	5	2,667	2 4	80%	1	20%	1	0 0
Tile - Non-Ceramic - Manufacturers & Distributors	1,826	2,748	5	2,667	4	80%	1	20%	0	0 0



			Sorted by Complaints		r	г т		1	Counts Unable Te	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Tool & Die Makers	6,966	1,718	5	2,667	3	60%	1	20%	1	20%
Towel Supply Service	1.439	2,963	5	2.667	2	40%	3	60%	0	09
Tov Manufacturers Supplies Truck Bedliner	857 3,023	3,364 2,367	5	2,667	2	40% 60%	3	60% 40%	0	09 09
Truck Driver Leasing	1,624	2,835	5	2,667	2	40%	3	60%	0	09
Truck Refrigeration Equipment	1,230	3,099	5	2.667	5	100%	Õ	0%	0	0 09
Utilities Underground - Locating	8,365	1,578	5	2,667	5	100%	0	0%	0	0 09
Venetian Blinds - Repair & Cleaning	4,088	2,143	5	2,667	3	60%	2	40%	0	0 09
Video Equipment - Service & Repair Virtual Currency	3.040 682	2,361	5	2.667	2	40% 20%	3	60% 80%	0	09
Water Conservation	2,062	2,653	5	2,667	4	80%	1	20%	0	09
Water Mitigation	1,918	2,704	5	2,667	2	40%	3	60%	0	) 09
Water Taxi Service	910	3,322	5	2.667	4	80%	1	20%	0	0 09
Water Well Drilling Equipment & Supplies Wax	<u>5,319</u> 570	1,928 3,650	5	2,667	4	80% 80%	1	20% 20%	0	09 09
Wax Weather Forecast Service	745	3,650	5	2,667	4	80% 60%	2	40%	0	0 09
Wheel Align, Frame & Axle Service Equipment & Supplies	927	3,308	5	2,667	4	80%	1	20%	0	) 0%
Wine Bar	547	3,673	5	2,667	5	100%	0	0%	0	0% 09
Wine Cellars	771	3,455	5	2,667	3	60%	2	40%	0	0 09
Wood Products - Sawdust & Shavings Aircraft Dealers	1,249 3,554	3.088	5	2.667 2.821	2	40% 100%	3	60% 0%	0	0 09
Aircraft Dealers Animal Brokers & Dealers - Zoo, Circus	3.554	2.239	4	2,821	4	100%	<u> </u>	0%	0	09
Animal Insemination - Artificial	9,651	1,490	4	2,821	4	100%	0	0%	0	0 09
Asbestos Consultina & Testina	8,193	1,599	4	2,821	3	75%	1	25%	0	) 0%
Assembly & Fabricating Service	4,409	2,087	4	2,821	2	50%	2	50%	0	09
Attorneys & Lawyers - Consumer Fraud Attorneys Service Bureaus	7,102	1,699	4	2,821	3	75% 50%	1	25% 50%	0	09
Audio-Visual Equipment - Rent & Lease	4.745	2.024	4	2.821	3	50% 75%	1	25%	0	) 0%
Auto Metal & Equipment - Distribution & Manufacturing	2,573	2,490	4	2,821	2	50%	1	25%	1	25%
Auto Upholstery Cleaning	1,595	2,850	4	2,821	2	50%	1	25%	1	25%
Backflow Prevention Devices & Services Bakers Supplies	2.673 1,461	2,465	4	2.821 2.821	4	100%	0	0% 0%	0	09
Ballrooms	1,461	2,945	4	2,821	4	<u>100%</u> 75%	1	25%	0	0 0 0 0
Batteries - Storage-Wholesale & Manufacturers	1,929	2,699	4	2,821	3	75%	1	25%	0	09
Bedspreads - Retail	1.077	3.191	4	2,821	2	50%	2	50%	0	) 09
Bee Removal	3,407	2,275	4	2,821	2	50%	2	50%	0	0 09
Beekeepers Beer Dispensing & Cooling Equipment	2,671 869	2,466 3,358	4	2,821 2,821	4	100% 100%	0	0% 0%	0	09
Beer Dispensing & Cooling Edulpment Beverage Dispensers	1,519	2.908	4	2.821	4	50%	2	50%	0	) 0%
Billiard Parlors	1,351	3,019	4	2,821	3	75%	1	25%	0	09
Bins	1,498	2,918	4	2,821	2	50%	2	50%	0	09
Biological Products	1.724	2.788	4	2.821	3	75%	1	25%	0	09
Blinds - Cleaning Boat Lifts	996 3,474	2,238	4	2,821	1	25% 100%	3	75% 0%	0	09 09
Boat Yards	826	3,395	4	2,821	4	100%	0	0%	0	09
Boating Instruction	955	3.280	4	2,821	2	50%	1	25%	1	25%
Boilers - Repair & Cleaning	5,800	1,863	4	2,821	3	75%	1	25%	0	0 09
Brick - Clay - Common & Face	4,669	2,037	4	2,821	3	75%	1	25%	0	09
Building Materials - Reclaimed & Recycled Charity - Advertising for Publications	1.349 728	3.022 3.492	4	2.821 2.821	2	50% 25%	2	50% 75%	0	) 0%
Charity - Elderly	3,576	2,230	4	2,821	3	75%	1	25%	0	09
Charity - Law & Public Interest	6,977	1,714	4	2,821	4	100%	0	0%	0	) 09
Child Care - Infant	2.029	2.666	4	2,821	3	75%	1	25%	0	0 09
Child Care Referral	6,247 311	1,801 4,006	4	2,821 2,821	2	50% 50%	2	50% 50%	0	09
Chiropractor Information Bureaus Church Supplies	311 1,468	4,006 2,941	4	2,821	2	50% 75%	1	50% 25%	0	09 09
Clutches	956	3.279	4	2,821	4	100%	0	0%	0	) 09
College Savings Plans	888	3,338	4	2,821	4	100%	0	0%	0	0% 0%
Commodity Brokers	7,026	1,707	4	2,821	3	75%	1	25%	0	0 09
Concrete Breaking, Cutting, Sawing Construction Reports	9.646 1.776	1.491 2.769	4	2,821 2,821	3	75% 50%	1	25% 50%	0	09
Contractor - Gas	2,408	2,769	4	2,821	3	50% 75%	1	25%	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Contractor - Industrial	6,808	1,735	4	2,821	2	50%	2	50%	0	) 09
Contractor - Interior Trim	5,350	1.924	4	2,821	4	100%	0	0%	0	) 09
Contractors - Ceiling	9,983	1,467	4	2,821	3	75%	1	25%	0	0 09
Converters - Electric Cosmetic & Toiletry Preparations - Manufacturers	846 2.555	3,370 2,496	4	2,821 2,821	3	75% 50%	1	25% 50%	0	09
Cosmetic & Tolletry Preparations - Manufacturers	2,555	2.496	4	2.821	2	50%	2	50%	0	) 09
Customs Consultant	1,335	3,032	4	2,821	1	25%	3	75%	0	0 09
Cylinders - Air & Hydraulic	2,700	2,455	4	2,821	4	100%	0	0%	0	) 09
Display Fixtures & Materials	4.431	2.083	4	2.821	4	100%	0	0%	0	) 09 ) 09
Drapery Installation Service Economic Development Organizations	2,087 1,707	2,644	4	2,821	1	25% 75%	3	75% 25%	0	09 09
Electric Vehicles - Home Charging Station	1,707	4.474	4	2,821	3	75%	1	25%	0	0 09
Exhibit Design & Construction	2,404	2.540	4	2,821	1	25%	2	50%	1	25%
Farming Service	9,532	1,501	4	2,821	2	50%	2	50%	Ô	0 09
Fashion Show Producers	481	3,759	4	2,821	0	0%	2	50%	2	2 50%
Fish Hatcheries	1.593	2,852	4	2,821	3	75%	1	25%	0	) 00



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Fishing Tackle - Repair & Parts	560	3,661	4	2,821	1	25%	3	75%	0	09
Fishing Tackle - Wholesale & Manufacturers	2,364	2,549	4	2,821	1	25%	3	75%	0	0%
Florists - Brokers Florists Supplies	213	4.226 2,833	4	2,821 2,821	2	50% 75%	2	<u>50%</u> 25%	0	09
Florists Supplies Fur Business - Wholesale & Manufacturers	2,989	2,833	4	2,821	3	100%	1	25%	0	0%
Furnace Cleaning	3,330	2,295	4	2,821	1	25%	3	75%	0	0%
Furniture Cleaning Equipment & Supplies	545	3,675	4	2,821	3	75%	1	25%	0	0%
Gaming Tables	498	3,732	4	2,821	2	50%	2	50%	0	0%
Generators - Maintenance Geotechnical Engineering	1.567 2.577	2.873	4	2.821 2.821	3	75%	1	25%	0	09
Golf Practice Ranges	449	2,487	4	2,821	2	50% 50%	2	50% 50%	0	09
Guard Dogs	2,768	2,432	4	2,821	1	25%	3	75%	0	0%
Halloween Supplies	345	3,943	4	2,821	1	25%	2	50%	1	25%
Handmade Art	559	3,662	4	2,821	1	25%	3	75%	0	09
Household Management Hydraulic Equipment Repair	339 5.850	3,952	4	2,821	3	75% 50%	1	25% 50%	0	0%
Hydroseeding	3,651	2,215	4	2,821	1	25%	3	75%	0	09
Import Representatives	1,431	2,969	4	2,821	1	25%	3	75%	Ő	0%
Insulation Contractors Equipment & Supplies	3,564	2,236	4	2,821	4	100%	0	0%	0	0%
Intercoms Systems & Services	1.828	2.747	4	2.821	3	75%	1	25%	0	0% 0%
Inventory Service	5.684 1.555	1.879 2.880	4	2.821 2.821	1	25% 25%	3	75% 75%	0	0%
Juke Boxes	1,186	3,131	4	2,821	3	75%	1	25%	0	0%
Kennels Equipment & Supplies	1.087	3.186	4	2.821	3	75%	î	25%	0	0%
Laboratories - Veterinary	902	3,329	4	2,821	2	50%	2	50%	0	0%
Lamps - Supplies & Parts	1,680 5,780	2,807	4	2,821 2,821	2	50%	1	25%	1	25% 0%
Lie Detection Service Lift Kits	5.780	1,866 4,539	4	2.821	3	75% 25%	1	25% 50%	0	25%
Lift Kits Lockers	1,040	4,539	4	2,821	3	<u>25%</u> 75%	1	25%	0	0%
Lotteries - Foreign	11,306	1,383	4	2,821	0	0%	2	50%	2	50% 0%
Machinery - Specially Designed	3.795	2,185	4	2,821	2	50%	2	50%	0	
Meditation Instruction	1,495	2,920	4	2,821	2	50%	0	0%	2	50%
Moving Supplies Needlework Supplies - Retail, Wholesale, Manufacturing	2,024	2,669 3,112	4	2,821 2,821	1	<u>25%</u> 50%	3	75% 50%	0	0%
Network Cabling Installation	1,209	2,737	4	2,821	4	100%	0	0%	0	0%
News Dealers	680	3,539	4	2,821	1	25%	3	75%	Ő	0%
Nurses-Practitioners	2,828	2,412	4	2,821	3	75%	1	25%	0	0%
Oriental Goods - Retail	782	3.444	4	2.821	0	0%	4	100%	0	09
Package Design & Development Parcel Post Assembly Service	2.095	2.640 3.190	4	2.821 2,821	4	<u>100%</u> 25%	0	<u>0%</u> 25%	2	50%
Paving Materials	5,070	1,971	4	2,821	2	50%	2	50%	0	0%
Photographers - Pet	384	3.883	4	2.821	2	50%	2	50%	0	0%
Plastics - Fabrics, Film, Sheets - Prod.	1,287	3,062	4	2,821	2	50%	1	25%	1	25%
Ponzi Schemes	1,183	3,133	4	2,821	1	<u>25%</u> 75%	3	75%	0	09
Popcorn & Supplies Port Authorities	2,933	2,383	4	2,821 2,821	3	0%	1	25% 100%	0	0%
Programmed Instruction	900	3,330	4	2,821	2	50%	2	50%	0	0%
Public Speaker	527	3,699	4	2,821	4	100%	0	0%	0	0%
Ouiltina	1,895	2,717	4	2.821	2	50%	2	50%	0	0%
Race Track Equipment & Supplies Radios - Citizen Band	380 1,803	3.887 2,754	4	2,821 2,821	2	50% 50%	2	50% 50%	0	0%
Referral - Auto Repair	1,805	3,111	4	2,821	1	25%	3	75%	0	0%
Remodelina Services - Foreclosed Property	1.747	2,783	4	2,821	1	25%	1	25%	2	50%
Rock Shops	2,180	2,606	4	2,821	2	50%	2	50%	0	0%
Roof Decks	4,007	2,152	4	2,821	2	50%	2	50%	0	0%
Sales Presentations Schools - Holistic	999 3.173	2,331	4	2.821 2.821	1	25% 75%	3	75% 25%	0	0%
Screens - Windows	2,066	2,650	4	2,821	2	50%	2	50%	0	0%
Sheet Metal Equipment & Supplies	4,138	2,134	4	2,821	2	50%	1	25%	1	25%
Shoe Manufacturers Supplies	626	3,590	4	2.821	4	100%	0	0%	0	0%
Silversmiths & Goldsmiths	1.057 207	3.202 4,243	4	2.821	2	50% 50%	2	50% 50%	0	09
Soda Fountain Supplies Spraying Equipment	1,200	4,243	4	2,821 2,821	2	<u>50%</u> 25%		50% 75%	0	0%
Spraying Equipment Sprinkler Supervisory Service	4.137	2.135	4	2,821	2	25% 50%	1	25%	1	25%
Steel Distributors & Warehouses	10,044	1,462	4	2,821	4	100%	Ō	0%	Ô	0%
Talent Representation	2,087	2,644	4	2,821	0	0%	3	75%	1	25%
Tabe Recorders	117 1.580	4.485	4	2,821	1	25%	3	75%	0	09 09
Telephone Equipment & Systems Supplies & Parts Time Cards & Racks	1.580	2.864	4	2.821 2.821	2	50% 50%	2	50% 50%	0	0%
Tire Changing Equipment	528	3,697	4	2,821	4	100%	0	0%	0	0%
Tours - Wholesale	1,129	3,165	4	2,821	2	50%	2	50%	0	0%
Tractor Distributors & Manufacturers	4,652	2,043	4	2,821	3	75%	1	25%	0	0%
Traffic Signs, Signals & Equipment	4,570	2,057	4	2,821	2	50%	2	50%	0	0%
	2.099	2,639	4	2.821	2	50%	2	50%	0	0%
		D 24E	4							
Truck Bodies Truck Stops Trusses - Construction	3.093	2.345	4	2.821 2.821	2	<u>50%</u> 75%	1	<u>50%</u> 25%	0	
		2,345 2,059 2,246	4	2,821 2,821 2,821	3	50% 75% 100%	1	50% 25% 0%	0	0%



			Sorted by Complaints					1		
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Venetian Blinds - Wholesale & Manufacturers	3,079	2,349	4	2,821	4	100%	0	0%	0	09
Veterinarians Information & Referral	412	3.841	4	2.821	2	50%	2	50%	0	09 09
Veterinary Internal Medicine Video Tapes & Discs - Wholesale & Manufacturers	368 490	3.911 3,743	4	2.821 2,821	3	75% 50%	1	25% 50%	0	09
Voice Mail Services	513	3,720	4	2,821	2	50%	2	50%	0	09
Water Analysis	6,953	1,721	4	2,821	3	75%	1	25%	0	09
Water Leak Detection	4,047	2,148	4	2,821	2	50%	2	50%	0	09
Water Main Contractors	2,740	2,447	4	2,821	3	75%	1	25%	0	09
Weather Instruments Weather Vanes	2.166 285	2.609	4	2.821	1	25% 25%	3	75% 75%	0	09
Weatherization	2,364	2,549	4	2,821	2	50%	2	50%	0	09
Whirlpool Bath Equipment & Supplies	999	3,233	4	2,821	1	25%	3	75%	0	09
Window Tinting & Coating - Residential	5.680	1.880	4	2,821	2	50%	2	50%	0	09
Wire & Cable - Non-Electric Wood Preserving	2,224 2,411	2,591	4	2,821 2,821	0	<u>0%</u> 25%	3	75% 50%	1	25% 25%
Yarn - Wholesale & Manufacturers	600	3.619	4	2,821	4	100%	0	0%	0	09
Accounting & Bookkeeping Machines	3,370	2,285	3	2,973	2	67%	1	33%	0	09
Aids Research & Clinics	3,488	2,251	3	2,973	2	67%	1	33%	0	09
Air Duct Repair	795	3,430	3	2,973	0	0%	3	100%	0	09
Aircraft Ground Support & Service Equipment	667 7,570	3.551	3	2,973	2	67% 67%	1	33%	0	09
Aircraft Servicing & Maintenance Aircraft Storage	212	4,229	3	2,973	2	67%	1	<u>33%</u> 33%	0	09
Amusement Park Equipment	1,521	2,907	3	2,973	2	67%	1	33%	0	09
Artificial Flowers & Plants - Manufacturer Supplies	824	3.397	3	2,973	3	100%	0	0%	0	09
Attorneys & Lawyers - Elder Law	8,961	1,536	3	2,973	2	67%	1	33%	0	09
Attorneys & Lawyers - Intellectual Property Attorneys & Lawyers - Landlord/Tenant	1,550	2,886	3	2,973	2	67% 67%	1	<u>33%</u> 33%	0	09
Auction Supplies	334	3,960	3	2,973	2	67%	1	33%	0	0%
Axles	891	3,336	3	2,973	1	33%	2	67%	0	0%
Backflow Testing	4,654	2,042	3	2,973	1	33%	2	67%	0	09
Bat Removal	3.512 1,356	2.244	3	2.973 2,973	3	100%	0	<u>0%</u> 0%	0	09
Bath Liners Bed Bug Inspection Service	1,356	3,017	3	2,973	3	100% 0%	<u> </u>	100%	0	09
Belting & Supplies	1,004	3,188	3	2,973	2	67%	1	33%	0	09
Benches & Work Tables	717	3.501	3	2,973	2	67%	1	33%	0	0%
Benches - Seating	603	3,615	3	2,973	3	100%	0	0%	0	09
Binoculars Bio - Chemicals	1,435 1.642	2,964	3	2,973	3	<u>100%</u> 67%	0	0%	0	0%
Boating Instruction - Canoe & Kavak	508	3,724	3	2,973	1	33%	2	67%	0	09
Bottlers Equipment & Supplies	2,014	2,673	3	2,973	1	33%	2	67%	0	0%
Boxes - Paper	939	3,291	3	2,973	2	67%	1	33%	0	09
Boxes - Specialty & Fancy	470 185	3,776	3	2,973	1	33% 0%	2	<u>67%</u> 100%	0	09
Brass Bridal Gown Preservation	204	4,300	3	2,973	0	67%	3	33%	0	09
Burial Vaults	1,351	3,019	3	2,973	0	0%	3	100%	0	09
Buttons - Advertisina	1.899	2,714	3	2,973	3	100%	0	0%	0	0%
Cabs - Tractor, Truck	769	3,456	3	2,973	2	67%	1	33%	0	09
Camping Equipment - Renting	51 794	4,740	3	2,973	0	0% 33%	3	<u>100%</u> 67%	0	0%
Candles - Wickless Catalog Designers & Compilers	416	3.834	3	2.973	1	<u>33%</u> 0%	2	67%	1	339
Ceramic Products - Decorative	1,446	2,958	3	2,973	1	33%	2	67%	0	09
Charity - Blind & Visually Impaired	1,198	3,119	3	2,973	3	100%	0	0%	0	09
Charity - Cancer	6.319 17,565	1.791	3	2,973	2	67%	1	33%	0	09
Charity - Veterans & Military Childrens & Infants Wear - Wholesale & Manufacturing	17,565	1,075 3,119	3	2,973	0	0% 100%	3	<u>100%</u> 0%	0	09
Clinics - Cervical Vein	967	3,119	3	2,973	0	0%	2	67%	1	339
Coats - Wholesale & Manufacturers	880	3.345	3	2,973	1	33%	2	67%	Ū.	09
Coats Of Arms	29	4,857	3	2,973	3	100%	0	0%	0	09
Cocktail Mixes Coffee Roasting & Handling Equipment	28 2.796	4,868	3	2,973	0	0%	3	<u>100%</u> 0%	0	09
Coffee Roasting & Handling Equipment Cold Storage Doors & Insulated Panels	2./96	2,421 4,181	3	2,9/3 2,973	3	<u>100%</u> 0%	د د	0% 100%	0	09
Compactors - Waste - Household - Dealers	233	4,066	3	2,973	1	33%	1	33%	1	339
Compactors - Waste - Service & Repair	357	3,928	3	2,973	3	100%	0	0%	0	09
Composting Systems	325	3.976	3	2,973	2	67%	1	33%	0	09
Concrete Mixers Concrete Removal	1,002 488	3,229 3,748	3	2,973 2,973	3	<u>100%</u> 33%	0	<u>0%</u> 67%	0	09
Content Management Systems	488 366	3,748	2	2,973	1	33%	2	67%	0	09
Contractor - Ornamental Iron	1.339	3.028	3	2.973	1	33%	1	33%	1	339
Cosmetic Sales by Mail	302	4,025	3	2,973	1	33%	2	67%	0	09
Countertops - Concrete	1,385	3,001	3	2,973	2	67%	1	33%	0	09
Crime Scene/Trauma Clean Up Dairies	6.215 2,320	1.807 2,566	3	2,973	2	67% 100%	1	<u>33%</u> 0%	0	09
Dairies Defense Contractors	1,590	2,854	2	2,973	3	67%	1	33%	0	09
Dolls - Wholesale & Manufacturers	222	4.203	3	2,973	0	0%	1	33%	2	679
Dress Trimminas	489	3,745	3	2.973	3	100%	0	0%	0	09
Dressmaking Schools	50	4,744	3	2,973	0	0%	3	100%	0	09
Dune Buggies	1,376	3,006	3	2,973	1	33%	2	67%	0	09
Economic Research & Analysis	4,783	2.018	3	2,973	2	67%	0	0%	1 1	- 33



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Bootson Absolut         AB	Industry Classification			Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled			%
immune Advance         1         1         0        <	Electrolysis Equipment & Supplies			3		1		2		0	0%
Biologo Constant         F 51         1 65         5 70         750         1 350         6           Biologo Constant         1 4         1 40				3		1		2		0	0%
Subor.		7 511	2./82	3	2,9/3	3	67%	1		0	0%
backware				3		1		2		0	0%
Data Name         A. 100         A. 200         A. 200         B. 200 <thb. 200<="" th=""> <thb. 200<="" th=""> <thb. 200<<="" td=""><td>Evaporative Coolers - Sales &amp; Service</td><td>715</td><td>3,504</td><td>3</td><td>2,973</td><td>2</td><td>67%</td><td>1</td><td>33%</td><td>0</td><td>0%</td></thb.></thb.></thb.>	Evaporative Coolers - Sales & Service	715	3,504	3	2,973	2	67%	1	33%	0	0%
Same Gene         -0.00	Fairgrounds	567		3		0		2		1	33%
Back Absolution         Deck         Deck <thdeck< th="">         Deck         Deck</thdeck<>		815		3		0		3		0	0%
Instact Amount1.634				3		1		2		0	0%
membrand	Financial Planning Kit			3		2	67%	1	33%	0	0%
Dybols         Abox         <	Fire Department Equipment & Supplies			3		3		0		0	0%
Sand FactorDescriptionDescripti				3		3	100%	0	0%	0	0%
Constant         136         16         270         670         780         1890         1		3,621	2,220	3	2,9/3	1		2		0	0%
Condexion         101         201         201         201         302         101         302         303         303         305         3				3	2,973	0		3		0	0%
For Wheeler, Rayar & Asyar         1.11         1.04         3.07         1         3.39         J. C         6.79         1.01           Control ling, Yellson         1.04         1.04         1.07         1.03         0         0.07         1.03         0         0.07	Foundation Inspection			3	2,973	1		2		0	0%
Discrete Network         1.142         3.197         3         2.297         1.005         0         000         000           Discrete Network         2.09         2.09         2.09         2.09         0         1.005         0         000         0         0           Stander Hasses         1.01         3.00	Foundries			3		0		3		0	0%
Guesser Subscription         2 200 </td <td></td> <td>1,317</td> <td></td> <td>3</td> <td></td> <td>1</td> <td></td> <td>2</td> <td></td> <td>0</td> <td>0%</td>		1,317		3		1		2		0	0%
Gene. Back, Version         -		1,14/		3		3		0		0	0%
Server Interver         1.00         0.00	Game - Birds, Venison			3		0	0%	2	67%	1	33%
Class - Transcrete         Constructions         Constructions <thconstructions< th="">         Constructions         Cons</thconstructions<>	Garment Hangers	527	3,699	3	2,973	3	100%	0	0%	0	0%
Source Converse	Gift Wrapping Materials			3		0		3		0	0%
Group Houses         6.639         1.720         3         1.00%         0         0%         0           Hass. Molecular Manufacturers         1.64         2.64         2.021         3         1.00%         0         0%         0           Hass. Molecular Manufacturers         1.64         2.64         2.021         3         1.00%         0         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%         0%		523		3	2,973	2		1		0	0%
Inclusor. MonOptimer & Standier         726         726         726         727         728         726         726         726         727         727         728 <th728< th="">         728         <th728< th=""> <th728< td=""><td></td><td><u>326</u> 6 959</td><td></td><td><u>ن</u></td><td></td><td>U 2</td><td></td><td>3 0</td><td></td><td>0</td><td>0%</td></th728<></th728<></th728<>		<u>326</u> 6 959		<u>ن</u>		U 2		3 0		0	0%
indebarg2.6662.60732.97331.09%00.9%00.9%000	Handbags - Manufacturers Equipment & Supplies			3		1	33%	2		0	0%
inder Bandragen Selection         12.03         1.24         2.2         2.727         2.727         2.727         2.727         3.736         3.736         3.736         3.736         3.736         3.736         3.736         3.736         3.736         3.736         3.737	Hatcheries - Poultry		2,467	3		3	100%	0		0	0%
inclus Bars         174         4.22         3         2.27         2         67%         3         37%         0           inclas Braders         5.53         1.86         3         2.07         2         67%         0         0.45         3           inclas Inclas         2.53         2.53         2.27         2         67%         0         0.33         0         0           inclas Inclas         1.242         2.33         2.277         2         3.35         2         67%         0         0.43         0 <t< td=""><td>Hats - Wholesale &amp; Manufacturers</td><td></td><td>2,804</td><td>3</td><td></td><td>3</td><td>100%</td><td>0</td><td></td><td>0</td><td>0%</td></t<>	Hats - Wholesale & Manufacturers		2,804	3		3	100%	0		0	0%
Increases         5.54         1.66         3         2.073         2         0.795         0         0.95         1         3           Indextan: & Davalant			1.343	3	2,9/3	2		1		0	0%
ubuncas Astern         1.607         3.01         3         2.273         3         1.00%         0         0%         0           ubuncas Astern         Actionan Maternanch Actionanch Actionactionanch Actionanch Actionanch Actionanch Actionanch Actionanch	Horse Breeders			3		2		0		1	33%
Imprintion         1477         2,333         3         2,273         1         33%         2         7%         0           base         1,240         3,68         3         2,273         1         33%         2         67%         0           base         1,240         3,665         3         2,073         1         0,075         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0         0,056         0         0,05	Hubcaps - Sales			3		3		0		0	0%
bans         1.249         3.088         3         2.073         1         3398         2.2         67%         0           CRE         1.025         3.027         3         1.00%         0         9%         0           CRE         1.025         3.207         3         1.00%         1         3398         1         33	Human Factors - Research & Development	2,355		3	2,973	2		1		0	0%
blace Arrandom         1.285         3.065         3         2.278         3         1.00%         0         0.9%         0        0.9%         0 <t< td=""><td></td><td></td><td>2,933</td><td>3</td><td>2,973</td><td>1</td><td></td><td>2</td><td></td><td>0</td><td>0%</td></t<>			2,933	3	2,973	1		2		0	0%
Xée         -         202         4.255         3         2.273         2         67%         1         33%         0         1           Label: Fabric         2.33         4.160         3         2.973         0         0         0%         3         0.095         1         3           Label: Fabric         2.33         4.160         3         2.973         0         0         0%         3         0.095         1         3           Label: Fabric         3.341         3.301         3         2.973         1         33%         2         67%         0         1         1         3         1         1         3         1         0         0         0%         3         0.095         0         67%         0         1         1         3         1         0         <		1,249		3	2,9/3	1	100%	2		0	0%
Jabelin Spupment         655         3.367         3         2.073         0         0%         3         100%         0         1           Labor Christians         2.03         4.16         3         2.073         1         33%         1	Kites			3		2		1		0	0%
Labor Constructions       3.9.39       2.160       3       2.973       1       33%       2       67%       0         Landes Vinolesda & Manufacturers       0.34       3.301       3       2.973       0       0%       3       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0       0.00%       0	Labeling Equipment			3		0	0%	3		0	0%
Ladders         3.10         3         2.72         0         0%         3         1.00%         0           Lands         Molecular         0.31         3.201         3<2.973				3		1		1		1	33%
jamps-Wholesde & Manufacturers         934         3.301         3         2.973         3         33%         2         67%         0           Lathers         2.47         4.146         3         2.973         3         100%         0         0%         0           Lathers         2.47         4.146         3         2.973         3         100%         0         0%         0           Lathers         2.47         4.146         3         2.973         3         100%         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0         0%         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <td></td> <td></td> <td>2.160</td> <td>3</td> <td></td> <td>1</td> <td>33%</td> <td>2</td> <td>67%</td> <td>0</td> <td>0%</td>			2.160	3		1	33%	2	67%	0	0%
Landfile Santary         1.015         3.21         3.273         3         100%         0         0%         0           Landry Supples         569         3.653         3.273         1         33%         2         67%         0           Landry Supples         516         3.719         3         2.031         1         33%         2         67%         0           Landry Supples         516         3.719         3         2.031         3         100%         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         0%6         0         0         0%6         0				3		1		2	67%	0	0%
Lathes       247       4.16       3       2.073       3       100%       0       0%       0         Landr Supples       556       3.53       2.073       1       33%       0       0%       0       0%       0         Landr Supples       2.643       3.207       3       100%       0       0% <td< td=""><td></td><td></td><td></td><td>3</td><td></td><td>3</td><td></td><td>0</td><td></td><td>0</td><td>0%</td></td<>				3		3		0		0	0%
Lawn Tardor Dealers         516         3.719         3         2.273         3         100%         0         0%         0           Leak Detecting Instruments         2.469         2.51         3         2.073         3         100%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0 <t< td=""><td>Lathes</td><td>247</td><td>4.146</td><td>3</td><td>2,973</td><td>3</td><td>100%</td><td>0</td><td></td><td>0</td><td>0%</td></t<>	Lathes	247	4.146	3	2,973	3	100%	0		0	0%
Leak Detection Instruments         2.469         2.521         3         2.973         3         100%         0         0%         0           Leather Coldina         Manufacturers Supplies         0.917         3.317         3         2.973         3         1.00%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0%	Laundry Supplies			3		1		2		0	0%
Leather Gothino - Wholesale & Manufacturers Supples       148       4.400       3       2.973       1       133%       0       0%       2       6         Leather Goth Manufacturers Supples       9.17       3.17       3       2.973       2       67%       1       33%       0       0         Linetun Celers       1.193       3.122       3       2.973       2       67%       1       33%       0       0         Linestock Breeders       3.880       2.170       3       2.973       2       67%       1       33%       0       0         Logains Equipment & Supples       1.618       2.638       3       2.973       0       0%       3       100%       0		516	3,719	3		3	100%	0		0	0%
Leather Goods Manufacturers Supplies         917         3,317         3         2,973         3         100%         0         0%         0           Linde Manufacturers - Regair & Mainteance         2,166         2,609         3         2,973         2         67%         1         33%         0           Linde mu Dealers         1,193         3,123         3         2,973         2         67%         1         33%         0           Logain Equipment & Supplies         1.618         2,838         3         2,973         0         9%         3         100%         0           Manufactures         1.626         3,203         3         2,973         0         9%         1         33%         0           Manufactures         1.056         3,203         3         2,973         0         9%         3         100%         0           Manufactures         1.056         3,203         3         2,973         0         9%         3         100%         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <t< td=""><td></td><td></td><td></td><td>3</td><td></td><td>د 1</td><td></td><td>0</td><td></td><td>2</td><td>67%</td></t<>				3		د 1		0		2	67%
Uabiting Fixtures - Repair & Maintenance         2.166         2.609         3         2.973         2         67%6         1         33%6         0           Lundeum Dealers         1.13         3.123         3         2.973         2         67%6         1         33%6         0           Lundeum Dealers         3.880         2.170         3         2.973         2         67%6         1         33%6         0           Logaine Equiverent & Supplies         1.618         2.881         3         2.973         1         33%6         0         0%6         3         100%6         0           Macicans         1.056         3.203         3         2.973         0         0%6         3         100%6         0           Marice & Terrazo Cleaning & Service         4.457         2.076         3         2.973         0         0%6         3         100%6         0           Markeina Consultants - Mobile         1.022         2.989         3         2.973         0         0%6         3         1.00%6         0         0           Markeina Consultants - Mobile         1.022         2.988         3.62973         1         33%6         0         0         0	Leather Goods Manufacturers Supplies	917	3,317	3		3	100%	Ő	0%	0	0%
Uvestock Breeders         3.880         2.170         3         2.973         2         67%         1         33%         0         0           Lod Bental         1.62         4.350         3         2.973         1         33%         0         0%         2         6           Macicans         1.06         3.203         3         2.973         2         67%         1         33%         0         0           Manicans         1.028         3.203         3         2.973         0         0%         3         100%         0           Marine Scruce         4.47         2.076         3         2.973         0         0%         3         100%         0           Marine Survevors         2.555         2.495         3         2.973         0         0%         3         100%         0         0           Marketin Consultants - Mubile         1.402         2.989         3         2.973         3         100%         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <t< td=""><td>Lighting Fixtures - Repair &amp; Maintenance</td><td>2,166</td><td>2,609</td><td>3</td><td>2,973</td><td>2</td><td>67%</td><td>1</td><td>33%</td><td>0</td><td>0%</td></t<>	Lighting Fixtures - Repair & Maintenance	2,166	2,609	3	2,973	2	67%	1	33%	0	0%
Logaine Edujoment & Supplies       1.618       2.638       3       2.973       0       0%       3       100%       0         La Rental       1.056       3.203       3       2.973       2       67%       1       33%       0       0%       2       6         Manicuring       1.233       3.092       3       2.973       0       0%       3       100%       0       0         Marke Strenzzo Cleaning & Service       4.487       2.076       3       2.073       2       67%       1       33%       0       0         Marke Strenzzo Cleaning & Service       4.482       2.076       3       2.073       2       67%       1       33%       0       0         Marke Strenzzo Cleaning & Service       4.482       2.495       3       2.073       2       67%       1       33%       0       0         Marking Consultants - Mobile       1.402       2.893       3       2.073       3       100%       0		1.193		3	2,973	2	67%	1	33%	0	0% 0%
Lot Rental       167       4.350       3       2.973       1       33%       0       0%       2       67%       1       33%       0         Manicaing       1.233       3.092       3       2.973       0       0%       3       100%       0         Marble & Terrazzo Cleaning & Service       4.487       2.076       3       2.973       2       67%       1       33%       0       0         Marbe & Terrazzo Cleaning & Service       2.556       2.455       3       2.973       0       0%6       3       100%       0       0         Marke Strokers       2.556       2.455       3       2.073       0       0%6       3       100%       0				3		2		1		0	0%
Malcuring       1.056       3.203       3       2.973       0       0%       1       33%       0         Manicuring       1.239       3.092       3       2.973       0       0%       3       100%       0         Marine Surveyors       2.556       2.495       3       2.973       0       0%       3       100%       0         Marine Surveyors       2.556       2.495       3       2.973       0       0%       3       100%       0       0         Marine Surveyors       3.203       2.973       3       100%       0       0%       0	Lot Rental			3		1		. 0		2	67%
Manicuring       1,23       3,092       3       2,973       0       0%       3       100%       0         Marble & Terrazzo Cleanina & Service       4,487       2,076       3       2,973       0       0%       3       100%       0         Marble & Terrazzo Cleanina & Service       2,556       2,495       3       2,973       0       0%       3       100%       0         Marktina Codina Equipment       326       3,971       3       2,973       3       100%       0       0%       0         Meaktina Codina Equipment       326       3,971       3       2,973       3       100%       0       0%       0         Meaktina Scolane Equipment       326       3,971       3       2,973       1       33%       0       0         Mediation Services - Divorce       1,330       3,038       2,973       1       33%       0       0         Medical Tourism       3,401       2,276       3       2,973       3       100%       0       0%       0         Medical Tourism       2,701       2,454       3       2,973       3       100%       0       0%       0         Mealobetectina Equipment<	Magicians	1.056	3,203	3	2,973	2	67%	1	33%	0	0%
Martine Surveyors       2,55       2,495       3       2,973       0       0%       3       100%       0         Marketine Consultants - Mobile       14.02       2,989       3       2,973       3       100%       0       0%       0         Marketine Consultants - Mobile       326       3,971       3       2,973       3       100%       0       0%       0         Measumement & Mobile       588       3,634       3       2,973       1       33%       2       67%       0         Mediation Services - Divorce       1.330       3,038       3       2,973       1       33%       2       67%       0         Medical Tourism       3,401       2,276       3       2,973       3       100%       0       0       0%       0         Medical Tourism       3,401       2,276       3       2,973       3       100%       0       0       0%       0       0       0%       0       0       0%       0       0       0%       0       0       0       0%       0       0       0       0       0       0       0       0       0       0       0       0       0	Manicuring			3	2,973	0		3		0	0%
Marketina Consultans - Mobile       1.402       2.989       3       2.973       2       67%       1       33%       0         Marking & Colument       326       3.971       3       2.973       3       100%       0       0%       0         Measurement & Metrology       588       3.634       3       2.973       1       33%       2       67%       0         Medical Case Management       5.198       1.950       3       2.973       1       33%       0       0       0%       0         Medical Case Management       5.198       1.950       3       2.973       3       100%       0       0%       0         Medical Case Management       3.401       2.276       3       2.973       3       100%       0       0%       0         Messenet Service       5.245       1.942       3       2.973       3       100%       0       0%       0       <		4,487		3		2		1	33%	0	0%
Marking & Coding Equipment       326       3.971       3       2.973       3       100%       0       0%       0         Measurement & Metrology       588       3.634       2.973       1       33%       2       67%       0         Medical Case Management       5.198       1.950       3       2.973       2       67%       1       33%       0       0         Medical Tourism       3.401       2.276       3       2.973       3       100%       0       0%       0         Metical Tourism       3.401       2.276       3       2.973       3       100%       0       0%       0         Metical Tourism       2.701       2.454       3       2.973       3       100%       0       0%       0         Metal Detecting Equipment       2.701       2.454       3       2.973       1       33%       0				2		2		3		. U	0%
Measurement & Metrology       558       3,634       3       2,973       1       33%       2       67%       0         Mediation Services - Divorce       1,330       3,038       2,973       2       67%       1       33%       0       0         Mediation Services - Divorce       5,198       1,950       3       2,973       2       67%       1       33%       0       0         Medical Case Management       5,198       1,950       3       2,973       3       100%       0       0%       0         Medical Tourism       3,401       2,276       3       2,973       3       100%       0       0%       0         Metal Detectina Eauioment       5,701       2,454       3       2,973       1       33%       2       67%       0	Marking & Coding Equipment			3		3		0		0	0%
Medical Case Management       5,19       1,950       3       2,973       2       67%       1       33%       0         Medical Tourism       3,401       2,276       3       2,973       3       100%       0       0%       0         Medical Tourism       5,245       1,942       3       2,973       3       100%       0       0%       0         Metal Detecting Equipment       2,701       2,454       3       2,972       3       100%       0       0%       0         Millnery - Netali       70       4,340       3       2,973       1       33%       2       67%       0         Millnery - Netali       3,012       2,371       3       2,973       1       33%       2       67%       0         Minerals       3,012       2,371       3       2,973       1       33%       2       67%       0         Modeling & Simulation       3,63       2,913       3       2,973       1       33%       2       67%       0         Modelings       3,063       2,358       3       2,973       3       100%       0       0       0%       0         Motel & Hotel Equ	Measurement & Metrology	588	3,634	3	2,973	1	33%	2	67%	0	0%
Medical Tourism       3,401       2,276       3       2,973       3       100%       0       0%       0         Messener Service       5,245       1,942       2,973       3       100%       0       0%       0         Metal Detectina Equipment       2,701       2,454       3       2,973       1       33%       2       67%       0         Millnery - Netail       170       4,340       3       2,973       1       33%       2       67%       0         Millnery - Netail       3,012       2,371       3       2,973       1       33%       2       67%       0         Modelina & Simulation       3,063       2,958       3       2,973       1       33%       2       67%       0         Modelina & Supplies       6.69       3,513       3       2,973       3       100%       0       0       0%       0         Motion Picture Film Editina       1.776       2,769       3       2,973       3       100%       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0	Mediation Services - Divorce	1.330		3		1	33%	2	67%	0	0% 0%
Messenger Service         52.5         1.942         3         2.973         3         100%         0         0%         0           Metal Detecting Faultome Fau				3		2		1		0	0%
Metal Detecting Equipment       2.701       2.454       3       2.973       2       67%       1       33%       0         Millinery - Retail       10       4.340       2.973       1       33%       2       67%       0         Millinery - Retail       3.012       2.371       3       2.973       1       33%       2       67%       0         Modeling & Simulation       3.063       2.973       1       33%       2       67%       0         Modeling & Simulation       3.063       2.558       3       2.973       1       33%       0       0         Modeling & Supplies       6.69       3.513       3       2.973       3       100%       0       0         Motion Picture Film Edition       1.776       2.769       3       2.973       0       0%       0       0         Motion Picture Film Edition       1.776       2.769       3       2.973       0       0%       0 <td>Messenger Service</td> <td></td> <td></td> <td>3</td> <td></td> <td>2</td> <td></td> <td>0</td> <td></td> <td>0</td> <td>0%</td>	Messenger Service			3		2		0		0	0%
Millinery - Retail         170         4,340         3         2,973         1         33%         2         67%         0           Minerals         3,012         2,371         3         2,973         1         33%         2         67%         0           Modelina & Simulation         3,012         2,371         3         2,973         1         33%         2         67%         0           Modelina & Simulation         3,063         2,258         3         2,973         1         33%         2         67%         0           Modelina & Simulation         3,063         2,258         3         2,973         3         100%         0	Metal Detecting Equipment	2,701	2,454	3	2,973	2	67%	1	33%	0	0%
Modeling & Simulation         369         3,910         3         2,973         1         33%         2         67%         0           Modeling & Simulation         3,063         2,358         3         2,973         2         67%         1         33%         0         0           Modeling & Simulation         699         3,513         3         2,973         3         100%         0         0%         0           Motion Picture Film Editing         1,776         2,769         3         2,973         0         0%         3         100%         0           Mountain/Rock Climbian Instruction         632         3,855         3         2,973         3         100%         0         0%         0           Music: Sheet         2,442         2,528         3         2,973         2         67%         1         33%         0           Movoruncinal Therapy         679         3,541         3         2,973         0         0%         3         100%         0	Millinery - Retail	170		3	2,973	1		2	67%	0	0%
Moldings         3,063         2,358         3         2,973         2         67%         1         33%         0           Motel & Hotel Equipment & Supplies         699         3,513         3         2,973         3         100%         0         0%         0           Motion Picture Film Editina         1.776         2,769         3         2,973         0         0%         3         100%         0           Moution Picture Film Editina         632         3,585         3         2,973         3         100%         0	Minerals		2,371	3		1		2		0	0% 0%
Motel & Hotel Equipment & Supplies         669         3.513         3         2.973         3         100%         0         9%         0           Motion Picture Film Editing         1.776         2.769         3         2.973         0         0%         0         0         0         0%         0 <t< td=""><td></td><td></td><td></td><td>3</td><td></td><td>1</td><td></td><td>2</td><td></td><td>0</td><td>0%</td></t<>				3		1		2		0	0%
Motion Picture Film Editina         1.776         2.769         3         2.973         0         0%         3         100%         0           Mountain/Rock Climbing Instruction         632         3.585         3         2.973         3         100%         0         0%         0           Music - Sheet         2,442         2,528         3         2,973         2         67%         1         33%         0           Moduncianl Therapy         679         3,541         3         2,973         0         0%         3         100%         0	Motel & Hotel Equipment & Supplies			3		3		0		0	0%
Music - Sheet         2,442         2,528         3         2,973         2         67%         1         33%         0           Myofunctional Therapy         679         3,541         3         2,973         0         0%         3         100%         0	Motion Picture Film Editina	1.776	2,769	3	2,973	0		3		0	0%
Myofunctional Therapy         679         3,541         3         2,973         0         0%         3         100%         0	Mountain/Rock Climbing Instruction	632		3		3	100%	0	0%	0	0%
				3		2		1		0	0%
	Myofunctional Therapy Noise Control Consultants	<u>679</u> 1,005	3,541	3	2,973	0	0% 100%	3	<u>100%</u> 0%	0	0%



Industry Classification Nurseryment Equipment & Supplies Nursing Home Information & Referral Obituary Notification Service Odor Neutralizer Office Furniture & Equipment - Installation Oil Royalities Online Drug & Prescription Services - Unapproved Foreign Optometric Information Bureaus Optimetric Information Bureaus Optimetric Information Bureaus Ovens - Bakers Ovens - Bakers Ovens - Bakers Packaging Machinery Packaging Machinery Packaging Machinery	Inquiries 1,351 2,441 6,49 2,046 12,287 4,326 1,202 1,104 135	Rank by Inquiries 3,019 2,529 3,570 2,656 1,319 2,099	Complaints         Rank by Complaints           3         2,973           3         2,973           3         2,973           3         2,973           3         2,973	Cmpls Settled	% 100% 33% 100%	Cmpls Not Settled 0 2	% 0% 67%	Cmpls Unable To Pursue 0	<b>%</b>
Nursina Home Information & Referral         Obtrazy. Notification Service           Odor Neutralizer         Odor Neutralizer           Odifice Furniture & Equipment - Installation         Oill Rovalties           Oil Rovalties         Optimezer Neutralizer           Online Drug & Prescription Services - Unapproved Foreign         Optometric Information Bureaus           Ortental Goods - Wholesale & Manufacturers         Ortens - Bakers           Oxyens - Packeris         Ozakohnery	2,441 649 2,046 12,287 4,326 1,202 1,202 114 135	2,529 3,570 2,656 1,319	3 2.973 3 2.973	3	33%	0		0	0%
Obituarv Notification Service         Odor Neutralizer           Odfre Vertralizer         Office Furniture & Equipment - Installation           Oil Rovalties         Online Drug & Prescription Services - Unapproved Foreign           Optimetric Information Bureaus         Oriental Goods - Wholesale & Manufacturers           Ovens - Bakers         Oxygen Producing Equipment           Packading Machinery         Packading Machinery	649 2,046 12,287 4,326 1,202 114 135	3.570 2,656 1,319	3 2.973	1		2	67%	0	
Odor Neutralizer         Office Furniture & Equipment - Installation           Oil Rovalties         Online Drug & Prescription Services - Unapproved Foreign           Optometric Information Bureaus         Otometric Information Bureaus           Oriental Goods - Wholesale & Manufacturers         Ovens - Bakers           Oxvens - Packarign @Machinery         Ozdachinery	2,046 12,287 4,326 1,202 114 135	2,656 1,319		3		0		0	0%
Office Furniture & Equipment - Installation         Office Furniture & Equipment - Installation           Oil Rovalties         O           Optime Drug & Prescription Services - Unapproved Foreign         O           Optimetric Information Bureaus         O           Oriental Goods - Wholesale & Manufacturers         O           Ovens - Bakers         O           Oxygen Producing Equipment         Packading Machinery	12,287 4,326 1,202 114 135	1,319		2	67%	0	0% 33%	0	0%
Online Drug & Prescription Services - Unapproved Foreign         Optometric Information Bureaus           Optiental Goods - Wholesale & Manufacturers         Ovens - Bakers           Oxyagen Producing Equipment         Packading Machinery	1,202 114 135	2.099	3 2,973	1	33%	2	67%	0	0%
Optometric Information Bureaus Oriental Goods - Wholesale & Manufacturers Ovens - Bakers Oxyden Producing Equipment Packacing Machinery E	114 135		3 2.973	2	67%	1	33%	0	0%
Oriental Goods - Wholesale & Manufacturers         Ovens - Bakers           Oxyqen Producing Equipment         Packaging Machinery	135	3,116	3 2,973	1	33%	2	67%	0	0% 0%
Ovens - Bakers Oxyaen Producing Equipment Producing Achinery Oxyaen Producing Machinery		4,497 4,437	<u> </u>	0	0% 67%	3	<u>100%</u> 33%	0	0%
Oxygen Producing Equipment Packaging Machinery	139	4,437	3 2.973	2	67%	1	33%	0	0%
	1,833	2,743	3 2,973	3	100%	0	0%	Ō	0%
	2,085	2,646	3 2,973	2	67%	0	0%	1	33%
Paint Removing	2,134 263	2.623 4,111	<u> </u>	1	33% 100%	2	67% 0%	0	0%
Parasail Service & Supplies Pattern Makers	829	3,392	3 2,973	3	33%	2	67%	0	0%
Pay Phone Booths - Equipment & Service	180	4,316	3 2.973	1	33%	2	67%	0	0%
Pens & Pencils - Wholesale & Manufacturers	582	3.640	3 2.973	1	33%	2	67%	0	0%
Pet Exercising Service	4,054	2,146	3 2,973	2	67%	1	33%	0	0%
Pet Jewelery	168 430	4,346	3 2,973	2	67%	1	33%	0	0%
Physicians & Surgeons - Vascular Plants - Wholesale	430 1,643	2,822	3 2.973	3	100% 67%	1	0% 33%	0	0%
Plastics - Research & Consulting	939	3,291	3 2,973	3	100%	0	0%	0	0%
Pole Fitness	216	4,219	3 2,973	1	33%	2	67%	0	0%
Portable Buildings - Moving	568	3.655	3 2.973	3	100%	0	0%	0	0% 0%
Post-Construction Clean Up Pottery Equipment & Supplies	7,460 260	1,669 4,117	<u>3 2,973</u> 3 2,973	2	<u>67%</u> 100%	1	<u>33%</u> 0%	0	0%
Pottery Equipment & Supplies Pretzels	475	4,117 3,766	3 2,973	3	100%	0	0%	0	0%
Projection Apparatus	1.336	3.030	3 2.973	2	67%	1	33%	Ő	0%
Public Opinion Analysts	3,815	2,183	3 2,973	3	100%	0	0%	0	0%
Pumps - Wholesale & Manufacturers	2,135	2,622	3 2,973	2	67%	1	33%	0	0%
Radiator Covers & Enclosures	484 511	3.754 3.723	3 2.973	2	33% 67%	2	67% 33%	0	0%
Radiator Sales	1,829	2,745	3 2,973	1	33%	2	67%	0	0%
Real Estate - Industrial	845	3,374	3 2,973	2	67%	1	33%	0	0%
Real Estate - Short Sale	3.071	2.351	3 2.973	1	33%	2	67%	0	0%
Referral - Storage Facility	599 2,485	3,623 2,515	<u>3 2,973</u> 3 2,973	2	67%	1	33%	0	0%
Resident Buyers Respirators	2,485	3,466	3 2,973	3	<u>100%</u> 67%	1	0% 33%	0	0%
Rope	447	3,802	3 2.973	1	33%	2	67%	0	0%
Salvage - Marine	961	3,273	3 2,973	2	67%	1	33%	0	0%
Scalp Care	927	3,308	3 2,973	1	33%	2	67%	0	0%
Sewer Inspection Sewing Instruction	2,159 979	2.611 3.254	3 2.973	2	67% 33%	1	33% 67%	0	0%
Shoe Shining	460	3,785	3 2,973	0	0%	2	100%	0	0%
Shoplifting Prevention Devices	168	4,346	3 2,973	2	67%	1	33%	0	0%
Shreddina Services	4.097	2.141	3 2.973	3	100%	0	0%	0	0%
Siding Cleaning Signs - Maintenance & Repair	779	3,448	<u> </u>	3	100%	0	0%	0	0%
Silicones	223	4,197	3 2,973	1	<u>33%</u> 0%	2	67% 100%	0	0%
Skating Instruction	225	4,137	3 2.973	2	67%	1	33%	0	0%
Ski Equipment - Repair	364	3,920	3 2,973	2	67%	1	33%	0	0%
Ski Equipment Rental	691	3,524	3 2,973	1	33%	2	67%	0	0%
Skylights - Distributors Smelters & Refiners - Precious Metals	580 4,916	3.642 1.989	<u> </u>	3	100% 67%	0	0% 33%	0	0%
Soda Fountain Equipment	4,916	3,361	3 2,973	2	0%	1 2	100%	0	0%
Soil Testina	1,473	2.936	3 2.973	3	100%	0	0%	0	0%
Solar Energy Research & Development	4,508	2,069	3 2.973	3	100%	0	0%	0	0%
Sound Effect Records	2,537	2,500	3 2,973	1	33%	2	67%	0	0%
Souvenir Milk Caps Sperm Banks	316 3.214	3,993 2,322	<u>3 2,973</u> 3 2,973	3	100% 100%	0	0% 0%	0	0%
Sport Fishing	5.214 876	3,352	3 2.973	3	100%	0	0%	0	0%
State Fairs	324	3,978	3 2,973	3	100%	0	0%	0	0%
Student Exchange Programs	10,913	1,402	3 2,973	2	67%	1	33%	0	0%
Stump Grinding	1.927 4,201	2,701 2,122	<u> </u>	0	0% 100%	3	100% 0%	0	0% 0%
Surrogacy Swimming Pools- Above Ground	4,201 5,212	2,122	3 2,973	3	100%	0	0%	0	0%
Tables - Folding	613	3,605	3 2,973	1	33%	2	67%	0	0%
Tanks - Repair	1,553	2,882	3 2.973	1	33%	2	67%	0	0%
Tanners	467	3,778	3 2,973	0	0%	2	67%	1	339
Television & Radio - Rent & Lease	114	4,497	3 2,973	1	33%	2	67%	0	0% 0%
Temperature Measuring Materials Tennis Court Resurfacing	293 271	4.043	<u> </u>	3	100% 67%	0	0% 33%	0	09
Textile Mill Supplies	597	3,625	3 2,973	3	100%	Ó	0%	0	09
Textile Printina Eauloment & Supplies	591	3.631	3 2,973	2	67%	1	33%	0	0%
Theatrical & Stage Lighting Equipment	2.125	2,627	3 2.973	1	33%	2	67%	0	0%
Thermostats Tool Designers	942 1,213	3,285	3 2,973	2	67%	1	33%	0	09
Tool Designers Towing - Marine	1,213	3,109	3 2,973	2	67% 33%	1	33% 67%	0	0%



			Sorted by Complaints			-				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Tractor Rent & Lease	788	3,440	3	2,973	2	67%	1	33%	0	0%
Truck Permits	1.778	2.768	3	2.973	1	33%	1	33%	1	33%
Utilities Underground - Installation Veterinary Surgery	3.775 1.519	2,189	3	2,973	1	33% 67%	2	67% 33%	0	0%
Washing Machines & Dryers - Supplies & Parts	218	4,215	3	2,973	2	67%	1	33%	0	0%
Water Craft Repair	238	4,169	3	2,973	1	33%	0	0%	2	67%
Water/Pool Heating - Solar	1,557	2,879	3	2,973	3	100%	0	0%	0	0%
Web Conferencing Welding Equipment - Repair	909 2,603	3,323	3	2,973	2	67% 33%	1	<u>33%</u> 67%	0	0%
Wind Energy Systems	3,170	2,333	3	2,973	0	0%	3	100%	0	0%
Work Clothes - Wholesale & Manufacturers	343	3,946	3	2,973	1	33%	2	67%	Ō	0%
Abrasives	2,394	2,543	2	3,202	0	0%	2	100%	0	0%
Advertising - Aerial Aircraft Engines	970 2.131	3.266 2,626	2	3.202 3,202		0% 100%	2	100% 0%	0	0%
Aircraft Manufacturers	1,910	2,020	2	3,202	2	100%	0	0%	0	0%
Aircraft Rebuilding	401	3,857	2	3.202	2	100%	0	0%	0	0%
Albums	296	4.039	2	3.202	1	50%	1	50%	0	0%
Ammunition Reloading Anchors - Marine	1,181 421	3,135 3,828	2	3,202	1	50%	1	<u>50%</u> 50%	0	0%
Aduariums - Lease & Maintenance	421	3,828	2	3,202	2	50% 100%	1	0%	0	0%
Architects Supplies	719	3,498	2	3.202	1	50%	1	50%	0	0%
Armored Car Manufacturing	277	4,078	2	3,202	2	100%	0	0%	Ō	0%
Attorneys & Lawyers - Mass Torts	1,146	3,160	2	3,202	2	100%	0	0%	0	0%
Attornevs & Lawvers - Patent Attorneys & Lawyers - Trademark	5.508 1,598	1.901 2,849	2	3.202 3,202	2	100% 100%	0	0% 0%	0	0%
Auto Hand & Foot Controls	697	3,516	2	3,202	1	50%	0	0%	1	50%
Auto Sunroofs	830	3,390	2	3.202	Ō	0%	2	100%	Ō	0%
Automation Consultants	1.856	2,730	2	3.202	0	0%	2	100%	0	0%
Automobile Pre-Paid Maintenance Plans	655 1,896	3,561	2	3,202	2	<u>100%</u> 50%	0	<u>0%</u> 50%	0	0%
Baby Sitters Barbers Equipment & Supplies	225	4,195	2	3,202	1	50%	1	50%	0	0%
Barn Equipment	1,313	3,049	2	3,202	2	100%	0	0%	0	0%
Baseball Batting Ranges	1,047	3,206	2	3,202	2	100%	0	0%	0	0%
Baskets - Wholesale & Manufacturers	388	3,878	2	3,202	1	50%	1	50%	0	0%
Beauty Supplies & Equipment Repair Billiard Table Repair	826 501	3.395 3,730	2	3.202 3,202	1	50% 0%	1	<u>50%</u> 50%	0	50%
Birth Control Information Centers	168	4,346	2	3,202	2	100%	0	0%	0	0%
Boat Club	1.478	2,931	2	3.202	2	100%	0	0%	0	0%
Bookbinders Equipment & Supplies	318	3.991	2	3.202	0	0%	2	100%	0	0%
Boutique - Battling Cancer Related Products	982 326	3,251 3,971	2	3,202	2	100% 100%	0	0%	0	0%
Braille Supplies Brass Products	513	3,720	2	3,202	1	50%	1	50%	0	0%
Bridal Registries	845	3,374	2	3,202	Ô	0%	1	50%	1	50%
Bridal Supplies - Wholesale & Manufacturing	535	3,685	2	3,202	0	0%	2	100%	0	0%
Bronzing	869 1,348	3,358	2	3,202	0	0%	2	100%	0	0% 0%
Bulldozers Cabanas - Beach & Pool	209	3.023 4,237	2	3.202	2	100% 0%	2	0% 100%	0	0%
Cabinet Organizers	1,390	2,996	2	3,202	2	100%	0	0%	0	0%
Cable Splicing	1.112	3,176	2	3.202	2	100%	0	0%	0	0%
Campers - Supplies & Parts	734	3.488	2	3.202	1	50%	1	50%	0	0%
Carnivals Carpet Layers Equipment & Supplies	1,148 836	3,156 3,387	2	3,202	1	50% 50%	1	<u>50%</u> 50%	0	0%
Ceiling Cleaning	978	3.256	2	3.202	1	50%	1	50%	0	0%
Chains	371	3,905	2	3,202	2	100%	0	0%	Ō	0%
Charity - Police & Firefighter Organizations	8,707	1,560	2	3,202	1	50%	1	50%	0	0%
Charity - Religious Cheese	8.472 1.836	1.573	2	3.202	2	100% 0%	0	0% 100%	0	0%
Circulation Auditors	60	4,697	2	3,202	0	0%	2	100%	0	0%
Clay Products	308	4,014	2	3,202	1	50%	1	50%	0	0%
Cleaners & Dvers Equipment & Supplies	795	3.430	2	3.202	0	0%	1	50%	1	50% 0%
Coin & Bill Change Machines Computer Facilities Management Services	234 1,270	4.179 3,075	2	3.202 3,202	1	50% 100%	1	<u>50%</u> 0%	0	0%
Computer - Forensics	1,270	3,161	2	3,202	2	100%	0	0%	0	0%
Computers - Rooms - Installation & Equipment	1,614	2.839	2	3,202	1	50%	1	50%	0	0%
Concessionaires	1,572	2,870	2	3,202	0	0%	2	100%	0	0%
Concrete Block & Product Molding Machine Concrete Mixing Plant Equipment	600 214	3,619	2	3,202 3.202	0	0% 0%	2	<u>100%</u> 100%	0	0%
Concrete Pulzing Plant Equipment	5,910	4.224	2	3.202	. U	0%	2	100%	0	0%
Consultants - Pharmaceutical	1,941	2,690	2	3,202	2	100%	0	0%	0	0%
Contractors - Sheet Metal	4,287	2,103	2	3,202	2	100%	0	0%	0	0%
Copper Products	725	3.495	2	3.202	0	0%	2	100%	0	0%
Cranes Culverts	3,687 595	2,209 3,627	2 c	3,202	1	50% 0%	1	<u>50%</u> 100%	0	0%
Cushions	1.389	2,997	2	3,202	1	50%	1	50%	0	0%
Dairy Equipment & Supplies	1,326	3.044	2	3.202	1	50%	1	50%	0	0%
Dental Staffing	62	4,687	2	3,202	0	0%	2	100%	0	0%
Deodorants Dining Car Buildon	223	4,197	2	3,202	1	50%	1	50%	0	0%
Dining Car Builders	9	5.016	2	3,202	0	0%	2	100%	0	. 09



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Divers	626	3,590	2	3,202	2	100%	0	0%	0	0%
Doll Houses & Accessories	613	3.605	2	3.202	2	100%	0	0%	0	0%
Dolls - Repairing Door Closers & Checks - Repairing	1.002 167	3.229 4.350	2	3.202 3,202	1	<u>50%</u> 100%	1	<u>50%</u> 0%	0	0%
Door-to-Door Sales - Cosmetics	394	3,866	2	3,202	2	100%	0	0%	0	0%
Draperv & Curtain Fixtures	569	3.653	2	3.202	2	100%	0	0%	0	0%
Dress Forms - Wholesale & Manufacturers	187	4,298	2	3,202	0	0%	2	100%	0	0%
Drone Manufacturing	32	4,837	2	3,202	2	100%	0	0%	0	0%
Drug Manufacturers Drywall Taping and Texturing	1,160 1,769	3.147	2	3.202 3.202	1	<u>50%</u> 50%	1	50%	1	50% 0%
DVD & CD Player Repair	445	3,803	2	3,202	2	100%	0	0%	0	0%
Elastic Stockings	221	4,208	2	3,202	0	0%	2	100%	0	0%
Elevator Consultants	1,660	2.815	2	3.202	0	0%	2	100%	0	0% 0%
Employment Service - Union Talent Signatory Encyclopedia & Book Sales	124 507	4,466 3,725	2	3,202	0	<u>0%</u> 100%	2	<u>100%</u> 0%	0	0%
Encyclopedia & Book Sales Engines - Fuel Conversion	1.430	2 970	2	3,202 3,202	2	50%	1	50%	0	0%
Engravers - Mechanical	1.519	2,908	2	3,202	1	50%	1	50%	Ő	0%
Engravers - Metal	1,483	2,928	2	3,202	0	0%	2	100%	0	0%
Engravers – Glass	216	4,219	2	3,202	1	50%	1	50%	0	0%
Equipment Calibration Erosion Control	1,491 5,261	2.926	2	3.202 3.202	1	50% 100%	1	<u>50%</u> 0%	0	0%
Evaporating Apparatus	192	4,280	2	3,202	2	100%	0	0%	0	0%
Explosives	454	3,796	2	3,202	0	0%	2	100%	0	0%
Export Management	837	3.384	2	3.202	0	0%	2	100%	0	0%
Evelets	305	4,018	2	3,202	2	100%	0	0%	0	0%
Family Planning - Abortion Alternatives Family Planning - Abortion Services	399 1,684	3,860 2,804	2	3,202 3,202	2	<u>100%</u> 0%	<u> </u>	0% 100%	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%	Ō	0%
Film Scrap	80	4,598	2	3,202	1	50%	1	50%	0	0%
Flashers - Electric Floor Machines	25 769	4,883	2	3.202 3,202	2	<u>100%</u> 50%	0	<u>0%</u> 50%	0	0%
Floral Design Instruction	655	3,450	2	3,202	2	100%	0	0%	0	0%
Foam & Sponge Rubber	2,674	2,463	2	3,202	2	100%	0	0%	Ő	0%
Foundry Equipment & Supplies	856	3,365	2	3.202	0	0%	2	100%	0	0%
Fraternal Regalia & Supplies	622	3,596	2	3,202	1	50%	1	50%	0	0%
Fruits & Vegetables - Wholesale Fuel Injection Equipment	5,483 2,028	1,907 2.667	2	3,202 3,202	2	<u>100%</u> 100%	0	<u>0%</u>	0	0%
Funeral Directors Equipment & Supplies	2,028	3,370	2	3,202	1	50%	1	50%	0	0%
Furniture Repair & Refinish Supplies	1,012	3,223	2	3,202	Ō	0%	2	100%	Ō	0%
Garment Restoration	220	4,211	2	3,202	2	100%	0	0%	0	0%
Gas Power Equipment	1,368 1,776	3.012 2,769	2	3.202 3,202	1	50% 0%	1	50% 100%	0	0%
Glass - Broken Gloves & Mittens - Dress	815	3,405	2	3,202	2	100%	2	0%	0	0%
Government Offices - Foreign-Reps	76	4,621	2	3,202	0	0%	1	50%	1	50%
Grease Traps	2,636	2,473	2	3.202	1	50%	1	50%	0	0%
Greenhouse Builders	1,402	2,989	2	3,202	1	50%	0	0%	1	50%
Grilles, Registers & Diffusers Ground Maintenance	300 2,887	4,031	2	3,202 3,202	2	<u>100%</u> 100%	0	0%	0	0% 0%
Handles - Wholesale & Manufacturers	2.887	4,384	2	3,202	2	0%	2	100%	0	0%
Hardware - Marine	501	3,730	2	3,202	1	50%	1	50%	0	0%
Hawaiian Goods	800	3,425	2	3,202	2	100%	0	0%	0	0%
Heating & Cooling Demolition	167 2,728	4,350	2	3.202 3.202	0	0%	0	0%	2	100%
Honey Honeycomb Materials	2,/28	2,450	2	3,202	2	<u>100%</u> 50%	1	0% 50%	0	0%
Honeycomb Materials Horse race Handicapping	391	3,872	2	3,202	0	0%	2	100%	0	0%
Ice Cream Manufacturers Equipment	524	3,705	2	3.202	0	0%	2	100%	0	0%
Impregnating	655	3,561	2	3,202	2	100%	0	0%	0	0%
Indoor Sky Diving	138 1.882	4,431 2,720	2	3,202	1	<u>50%</u> 0%	1	50% 100%	0	0%
Industrial Painting Insect Control Devices	1.882	2.720	2	3.202	0	0% 50%	- 2	<u>100%</u> 50%	0	0%
Insecticides	1,220	3,105	2	3,202	1	50%	1	50%	0	0%
Inspection Devices - Industrial	1,655	2,820	2	3,202	1	50%	1	50%	0	0%
Instrument Cases	478	3.763	2	3.202	1	50%	1	50%	0	0% 0%
Insurance - Long Term Care Insurance - Medicare Advantage Plans	<u>5,000</u> 602	1,982 3,617	2	3,202 3,202	2	<u>100%</u> 50%	0	<u>0%</u> 50%	0	0%
Insurance - Medicare Advantage Plans	4.898	3,617	2	3,202	1	50% 50%	1	50%	0	0%
Insurance Rating Bureaus	1.589	2,856	2	3.202	1	50%	1	50%	0	0%
iPod Sales & Service	163	4,364	2	3,202	1	50%	1	50%	0	0%
Italian Food Products	1,092	3,183	2	3,202	1	50%	1	50%	0	0%
Japanese Food Products	201 739	4.260 3,483	2	3,202	2	100%	0	<u>0%</u> 50%	0	0%
Jewelry Advisory Service Jewelry Castings	1,454	2,951	2	3,202 3,202	2	<u>50%</u> 100%	1	0%	0	0%
Lake & Pond Management	3.067	2,353	2	3.202	2	100%	0	0%	0	09
Lamps - Repair	292	4.045	2	3.202	0	0%	2	100%	0	09
Lapidary Equipment & Supplies	192	4,280	2	3,202	1	50%	1	50%	0	0%
Lettering Machines	144	4,410	2	3,202	0	0%	2	100%	0	0% 0%
Letters - Sian	1,522	2,906	2	3.202	1	50%	1	50%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	0//
Libraries - Public	547	3,673		3,202		100%		0%	Pursue	0%
Linings - Plastic, Membrane	2,603	2,480	2	3,202	2	100%	0	0%	0	0%
Livestock Feeding	1,190	3.128	2	3,202	0	0%	2	100%	0	0%
Loan Acceleration	663	3,555	2	3,202	2	100%	0	0%	0	0%
Lotteries - State	2,545	2,497	2	3,202	1	50%	0	0%	1	50%
Lumber - Used	255	4.132	2	3.202	0	0%	2	100%	0	0%
Machinery Movers & Erectors	2,659	2,470	2	3,202	1	50%	1	50%	0	0%
Marijuana - Grower Masks	21 619	4,908	2	3,202 3,202	1	50% 100%	1	<u>50%</u> 0%	0	0%
Medical House Calls	661	3,558	2	3.202	1	50%	1	50%	0	0% 0%
Meeting Management	837	3,384	2	3,202	2	100%	0	0%	0	0%
Metal Cleaning	1,320	3,046	2	3,202	2	100%	0	0%	0	0%
Metal Finishers Equipment & Supplies	606	3,613	2	3.202	0	0%	2	100%	0	0%
Model Car Race Centers	386	3,880	2	3,202	2	100%	0	0%	0	0%
Modeling - Advance Fee	3,497	2,247	2	3,202	0	0%	2	100%	0	0%
Monogram & Initial Machines	146	4.404	2	3.202	2	100%	0	0%	0	0% 0%
Nails & Tacks Newspaper Feature Syndicates	126 640	4.460	2	3,202	0	0% 100%	2	<u>100%</u> 0%	0	0%
Notions - Retail	89	4,569	2	3,202	2	0%	2	100%	0	0%
Nurses Registries	3,773	2,190	2	3,202	1	50%	1	50%	0	0%
Nursuries - Bonsai	431	3,820	2	3.202	1	50%	1	50%	0	0%
Office Furniture & Equipment - Repair & Refinishing	2,009	2,675	2	3,202	1	50%	1	50%	0	0%
Oil Operators	1,248	3,090	2	3,202	2	100%	0	0%	0	0%
Oils - Industrial	472	3.774	2	3.202	0	0%	2	100%	0	0%
Organs	1,573	2,869	2	3,202	2	100%	0	0%	0	0%
Ovens - Brick Pizza Pallets & Skids	489 8.841	3,745	2	3,202 3,202	0	0% 50%	2	<u>100%</u> 50%	0	0%
Paper Distributors	2,857	2,406	2	3,202	2	100%	1	0%	0	0%
Parachute Jumping Instruction	696	3,517	2	3,202	2	100%	0	0%	0	0%
Patio Design	916	3,318	2	3,202	1	50%	1	50%	0	0%
Personal Organizer	764	3,462	2	3.202	2	100%	0	0%	0	0%
Pharmaceutical Suppliers - Foreign	1,537	2,897	2	3,202	0	0%	2	100%	0	0%
Pharmacies - Infusion Services	856	3,365	2	3,202	2	100%	0	0%	0	0%
Phlebotomy Training & Certification	4,236	2,114	2	3,202	1	50%	1	50%	0	0%
Photo Finishing - Wholesale Physician - Nephrology	602 498	3.617 3,732	2	3.202 3,202	2	100% 100%	0	<u>0%</u> 0%	0	0%
Physicians & Surgeons - Industrial Medicine	612	3,608	2	3,202	1	50%	1	50%	0	0%
Physicists	194	4,273	2	3,202	0	0%	2	100%	0	0%
Picture Framing	1,606	2,843	2	3,202	2	100%	0	0%	0	0%
Pipe	3,381	2,282	2	3,202	2	100%	0	0%	0	0%
Pipe & Boiler Covering Contractors	619	3,600	2	3,202	0	0%	2	100%	0	0%
Pipe & Valve Fitters - Gas Pipe Inspection	553 1,668	3,666	2	3,202 3,202	2	100% 100%	0	0% 0%	0	0%
Pistons	1,000	4,313	2	3,202	1	50%	1	50%	0	0%
Plaques	2,361	2,551	2	3,202	1	50%	0	0%	1	50%
Plastics - Molders	7,041	1.705	2	3,202	2	100%	0	0%	Ô	0%
Plastics - Scrap	482	3,757	2	3,202	0	0%	2	100%	0	0%
Plating Equipment & Supplies	461	3,784	2	3,202	0	0%	2	100%	0	0%
Plavarounds	2,238	2,585	2	3.202	1	50%	1	50%	0	0%
Polvurethane Products	1.152	3.155	2	3.202	2	100%	0	0%	0	0% 0%
Pop-up Stores Potato Chips	15 291	4,949	2	3,202 3,202	0	0%	2	<u>100%</u> 100%	0	
Potato Chips Poultry Equipment & Supplies	3.133	2,338	2	3,202	1	0% 50%	2	<u>100%</u> 50%	0	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%
Presses - Power-Eauloment	1.268	3,076	2	3.202	2	100%	0	0%	0	0%
Professional Organizer	1.567	2,873	2	3,202	0	0%	2	100%	0	0%
Propellers	719	3,498	2	3,202	1	50%	1	50%	0	0%
Protein Purification	126	4,460	2	3,202	1	50%	1	50%	0	0%
Radio Station Equipment Raft Trips & Tours	384 1.165	3.883	2	3.202 3.202	1	100% 50%	0	0% 50%	0	0%
Rails & Accessories	220	4,211	2	3,202	7	100%	0	0%	0	0%
Ranges & Ovens - Supplies & Parts	32	4,837	2	3,202	2	100%	0	0%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers	1.570	2.871	2	3.202	1	50%	1	50%	0	0%
Rehabilitation Products - Pediatric	1,006	3,226	2	3,202	2	100%	0	0%	0	0%
Rest Homes	1,342	3,026	2	3,202	2	100%	0	0%	0	0%
Rodeos	535	3.685	2	3.202	1	50%	1	50%	0	0%
Rooming Houses Routing Service - Air, Highway & Marine	1.709 272	2.796 4,091	2	3.202	1	50% 0%	1	50% 100%	0	0%
Routing Service - Air, Highway & Marine Rustproofing - Industrial	2/2	4,091	2	3,202 3,202	0	0%	2	100%	0	50%
Saws - Sharpen & Repair	709	3,507	2	3,202	1	50%	1	0%	1	50%
Scientists	1,376	3,006	2	3,202	2	100%	0	0%	Ō	0%
Screen Manufacturers Equipment & Supplies	1,473	2,936	2	3,202	2	100%	0	0%	0	0%
Screen Manufacturers Equipment & Supplies	011	4,006	2	3.202	0	0%	2	100%	0	0%
Seals - O-Ring	311	4,000								
Seals - O-Rina Seedina	915	3.319	2	3,202	1	50%	1	50%	0	0%
Seals - O-Rina Seedina Seniors Moving & Delivery Services	915 1,258	3.319 3,081	2	3,202	1	50%	1	50%	0	0%
Seals - O-Rina Seedina	915	3.319	2 2 2		1 1 0	50% 50% 0% 100%	1 1 2	50% 50% 100% 0%	0 0 0	



Т				1	1				Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	0
Ship Brokers	572	3,646	2	3,202	1	50%	1	50%	0	00
Shock Absorbers	322 882	3.985 3.344	2	3.202	2	100%	0	0%	0	00
Shoring Contractors Show Cases	342	3,948	2	3.202 3,202	1	50% 0%	2	50% 100%	0	00
Silks - Wholesale & Manufacturers	237	4,171	2	3,202	0	0%	2	100%	0	09
Silverware Clean, Repair & Replate	385	3,881	2	3.202	2	100%	0	0%	0	00
Skate Sharpening	189	4,290	2	3,202	0	0%	2	100%	0	00
Ski Instruction Smelters & Refiners - Base Metals	188 364	4,296	2	3,202	2	<u>100%</u> 50%	0	0% 0%	0	509
Soil Conditioners	663	3,920	2	3,202	2	100%	0	0%	1	00
Speech Aid Devices	121	4,474	2	3,202	2	100%	0	0%	0	00
Sports Hospitality	989	3,245	2	3,202	2	100%	0	0%	0	00
Statistical Service	990	3.243	2	3.202	0	0%	2	100%	0	09
Steel Detailers - Structural Steel Mills	4,370 1,471	2,093	2	3,202 3,202	1	<u>50%</u> 50%	1	<u>50%</u> 50%	0	00
Steering Systems & Equipment	904	3,325	2	3,202	2	100%	0	0%	0	09
Stone - Cast	2,688	2,459	2	3,202	0	0%	2	100%	Ō	09
Surfing Instruction	465	3,780	2	3,202	1	50%	1	50%	0	00
Swimming Pool Kits	355	3,930	2	3,202	1	50%	1	50%	0	00
Tanks - Fiber Glass, Plastic Telecommunication Design	1.570 2.855	2.871	2	3.202 3.202	2	100% 0%	0	0% 100%	0	09
Telephone 900 Number Resellers	253	4,138	2	3,202	1	50%	1	50%	0	00
Tennis Court Construction	2,925	2,384	2	3,202	1	50%	1	50%	0	09
Tennis Courts - Private	691	3.524	2	3.202	2	100%	0	0%	0	00
Textile Brokers Textile Fibers	1,002 1,125	3,229 3,167	2	3,202 3,202	0	<u>0%</u> 0%	2	<u>100%</u> 100%	0	00
Theatrical Equipment & Supplies	1,125	3,167	2	3,202	2	100%	2	0%	0	09
Tilling	75	4,624	2	3,202	1	50%	1	50%	0	09
Tiny Houses	203	4,251	2	3,202	2	100%	0	0%	0	00
Tobacco Growers Equipment & Supplies	63	4,679	2	3,202	1	50%	1	50%	0	09 509
Tobacco Warehouses Toilets - Composting	496 312	3.735	2	3.202 3.202	1	50% 0%	0	0% 100%	1	09
Tool Grinding - Industrial	458	3,790	2	3,202	0	0%	2	100%	0	00
Tools - Pneumatic	1,288	3,061	2	3,202	1	50%	1	50%	0	00
Tree Service - Transplant	1.173	3.140	2	3.202	0	0%	2	100%	0	00
Truck Washing & Cleaning	2,465	2,522	2	3,202	1	50%	1	50%	0	00
Two-Way Radio Sales & Service Typewriters - Supplies & Attachments	1,646	2,826	2	3,202 3,202	2	<u>50%</u> 100%	1	50% 0%	0	09
Ultrasonic Equipment & Supplies	282	4,066	2	3.202	2	100%	0	0%	0	09
Ultraviolet Ray Lamps & Apparatus	189	4,290	2	3,202	2	100%	0	0%	0	00
Upholstery and Rug Cleaning	2,819	2,417	2	3,202	1	50%	1	50%	0	00
Upholsterv Fabrics - Wholesale & Manufacturers Variable Speed Drives	1.553 81	2.882	2	3.202 3,202	0	<u>0%</u> 100%	2	100%	0	09
Ventilating Contractors	3,787	2,186	2	3,202	2	100%	0	0%	0	00
Vinyl Decking	1,352	3,018	2	3,202	2	100%	0	0%	0	09
Visual Impairment Products & Services	166	4,353	2	3.202	2	100%	0	0%	0	00
Warehouses - Cold Storage Watchmens Clocks & Systems	3,331	2,294 3,287	2	3,202 3,202	1	<u>50%</u> 100%	1	<u>50%</u> 0%	0	00
Water Skiing Equipment & Supplies	1,216	3,287	2	3,202	2	0%	0	100%	0	09
Welcome ServiceFor Newcomers	2,042	2,659	2	3.202	2	100%	0	0%	0	09
Windows - Egress	1,409	2,978	2	3,202	1	50%	1	50%	0	00
Winemaking Equipment & Supplies	1,619	2,837	2	3,202	1	50%	1	50%	0	00
Wire Harnesses - Electrical Woodworking Tools - Retail	950 918	3.282 3.315	2	3.202 3,202	2	<u>100%</u> 50%	0	0% 50%	0	04
Wool	260	4,117	2	3,202	0	<u> </u>	1	50%	1	509
Woolen Goods - Wholesale & Manufacturers	171	4.337	2	3,202	1	50%	1	50%	0	09
Word Processing Service	669	3.549	2	3,202	0	0%	2	100%	0	00
X-Ray Apparatus & Supplies	1,700 3,430	2,798	2	3,202	1	50%	1	50%	0	00
Acoustical Consultants Acoustical Materials	3,430	2,268	1	3,483 3,483	1	100% 100%	0	0% 0%	0	00
Actuaries	795	3.430	1	3,483	1	100%	0	0%	0	09
Addressing Machines & Supplies	49	4,748	1	3,483	Ō	0%	1	100%	0	09
Adhesives & Gluing Equipment	255	4,132	1	3,483	1	100%	0	0%	0	00
Adult Foster Care Advertising - Checking Service	1.027 552	3.216	1	3.483 3.483	0	0% 100%	1	100% 0%	0	00
Advertising - Checking Service Aerial Lift - Repair & Maintenance	284	4,060	1	3,483	1	100%	0	0%	0	09
Aerospace Research & Development	1.090	3.184	1	3,483	1	100%	0	0%	0	00
Air Balancing	1,409	2,978	1	3.483	0	0%	1	100%	0	09
Air Brushes	590	3,632	1	3,483	1	100%	0	0%	0	00
Air Flight Attendants Aircraft & Aircraft Equipment - Testing	222 840	4,203	1	3,483 3,483	1	<u>100%</u> 0%	0	0%	0	00
Aircraft & Aircraft Equipment - Lesting Aircraft Ferrying & Transporting Service	840 383	3,381 3,885	1	3,483	1	0% 100%	1	<u>100%</u> 0%	0	09
	3,156	2,335	1	3,483	1	100%	0	0%	0	00
					-		0	0%	0	09
Aircraft Ferrying & Transporting Service Aircraft Schools Aircort Equipment & Supplies	5,136	3.587	1	3,483	1	100%	0	0%	0	0
Aircraft Schools Airport Equipment & Supplies Animal Foods - Zoo. Circus	630 436	3.587 3.817	1	3,483	1	0%	1	100%	0	09
Aircraft Schools Airport Equipment & Supplies	630	3.587	1		1 0 1		1		0	00



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	
Aprons - Domestic & Fancy	71	4,648	1	3,483	1	100%	0	0%	0	09
Aquatic Rescue Relocation	31	4,846	1	3,483	0	0%	0	0%	1	100%
Archaeologists	485	3.753	1	3.483	1	100%	0	0%	0	0%
Archery Instruction	246	4,151	1	3,483	1	100%	0	0%	0	0%
Archery Ranges	639	3,577	1	3,483	1	100%	0	0%	0	0%
Artificial Eves - Human Artificial Rock Scapes	324	3.978 4.353	1	3.483 3,483	0	0% 0%	1	100% 100%	0	0%
Asphalt Mixing Equipment	457		1	3,483	0	0%	1	100%	0	09
Attornevs & Lawvers - Collaborative Divorce	823	3,399	1	3,483	0	0%	1	100%	0	09
Attorneys & Lawyers - DUI	6,401	1.779	1	3,483	1	100%	Ō	0%	0	0%
Attorneys & Lawyers - Eminent Domain	130	4,450	1	3,483	0	0%	1	100%	0	0%
Attorneys & Lawyers - Employment Litigation	4,052	2,147	1	3,483	0	0%	1	100%	0	0%
Attornevs & Lawvers - Lemon law	4.748	2,022	1	3,483	0	0%	1	100%	0	0%
Attorneys & Lawyers - Product Liability	1,396	2,995	1	3,483	1	100%	0	0%	0	0%
Attorneys & Lawyers – Short Sale Auto Boosting Services	537	4,883	1	3,483 3,483	1	<u>100%</u> 0%	0	<u>0%</u> 100%	0	09
Auto Repair - Power Steering	304		1	3,483	0	0%	1	100%	0	09
Badges - Manufacturer Supplies	146		1	3,483	0	0%	1	100%	0	09
Badminton Courts - Public	67	4,663	1	3,483	1	100%	0 0	0%	0	09
Bar - Fixtures	144		1	3,483	0	0%	1	100%	0	0%
Barge Lines	709	3.507	1	3,483	1	100%	0	0%	0	0%
Barricades	1,418	2,972	1	3,483	0	0%	1	100%	0	0%
Bird Barriers, Repellents & Controls	1,684	2,804	1	3,483	1	100%	0	0%	0	0%
Black Light Equipment & Supplies Blacksmiths	41	4.788	1	3,483	1	100% 0%	0	0% 100%	0	0%
Blacksmiths Blowers & Blower Systems	1,527 696	2,904 3,517	1	3,483 3,483	0	0% 0%	1	<u>100%</u> 100%	0	0%
Blowers & Blower Systems Blueprinting	1.835	3,51/ 2,742	1	3,483	1	100%	1	100%	0	0%
Blueprinting Equipment & Supplies	289	4,051	1	3,483	1	100%	0	0%	0	09
Boilers - Sales & Service	1,376	3,006	1	3,483	1	100%	0	0%	0	09
Boilers - Supplies & Parts	840	3,381	1	3,483	1	100%	0	0%	0	0%
Bowling Lane Equipment & Supplies	377	3,893	1	3,483	0	0%	1	100%	0	0%
Boxes - Corrugated & Fiber	4,703	2,031	1	3,483	0	0%	1	100%	0	0%
Boxes - Plastic & Transparent	343	3,946	1	3,483	1	100%	0	0%	0	0%
Boxes - Wooden	542	3,677	1	3,483	1	100%	0	0%	0	0%
Bridae Builders Brush Control	2.207	2,599 4,039	+	3.483 3,483	1	<u>100%</u> 0%	0	0% 100%	0	0%
Buckles	417	3,832	1	3,483	0	0%	1	100%	0	09
Buffing & Polishing Equipment & Supplies	563	3,658	1	3,483	0	0%	1	100%	0	09
Burial Advisory Service	1,466	2,943	1	3,483	1	100%	Ō	0%	0	0%
Buses - Bodies	243	4,158	1	3,483	0	0%	0	0%	1	100%
Buses - Distributors & Manufacturers	370	3,907	1	3,483	1	100%	0	0%	0	0%
Buses - Parts & Supplies	258	4.123	1	3,483	1	100%	0	0%	0	0%
Butchers Equipment & Supplies	819 391	3,400 3,872	1	3,483 3,483	1	<u>100%</u> 100%	0	<u>0%</u> 0%	0	0%
Buttons - Manufacturers Equipment & Supplies Candle Making Supplies	1,612		1	3,483	1	100%	0	0%	0	0%
Caning Supplies	1,012	4,393	1	3,483	1	0%	1	100%	0	09
Canners	46	4,766	1	3,483	0	0%	1	100%	0	09
Cans	202	4,255	1	3,483	0	0%	1	100%	0	0%
Caps - Wholesale & Manufacturers	50	4,744	1	3,483	1	100%	0	0%	0	0%
Carpet & Rua Bindina	582		1	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 Weavers	861	3,363	1	3,483	1	100%	0	0%	0	0%
Casinos - Online Caulking Contractors	1.362 5.792	3.015 1,864	1	3,483 3,483	0	0% 100%	0	<u>0%</u> 0%	1	100%
Cement - Wholesale & Manufacturers	1,332	3,035	1	3,483	1	0%	1	100%	0	0%
Charity - American Indian	1,072	3,035	1	3,483	1	100%	0	0%	0	09
Charity - Civil Rights	977	3.257	1	3,483	1	100%	0	0%	0	0%
Charity - Environment	3,260	2,312	1	3,483	1	100%	0	0%	Ō	0%
Chauffeur Service	2,247	2,582	1	3,483	1	100%	0	0%	0	0%
Cheese - Artisanal	165	4.359	1	3,483	1	100%	0	0%	0	0%
Chemists - Analytical & Consulting	876	3.352	1	3,483	0	0%	1	<u>100%</u> 0%	0	0%
Childproofing Services	297 624	4,035 3,593	1	3,483 3,483	1	<u>100%</u> 100%	0	0% 0%	0	0%
China - Wholesale & Manufacturers Choreographers	624		1	3,483	1	100%	0	0%	1	100%
Christian Science Practitioners	13		1	3,483	1	100%	0	0%	1	09
Christian Science Reading Rooms	66		1	3,483	1	100%	0	0%	0	09
Church Furnishinas	1,387	2,998	1	3,483	1	100%	0	0%	0	0%
Circuit Breakers	394	3,866	1	3,483	0	0%	1	100%	0	0%
City & Town Planners	526	3,702	1	3,483	0	0%	1	100%	0	0%
Clean Room Facilities	426	3,824	1	3,483	0	0%	1	100%	0	0%
Clean Rooms - Installation & Equipment	<u>520</u> 19	3.712 4,919	1	3.483 3,483	0	0% 0%	1	100%	0	0%
Cleaners & Dyers Supplies Clergy	246	4,919 4,151	1	3,483	0	0%	1	<u>100%</u> 0%	1	100%
Coal & Coke - Retail	521	3,710	1	3,483	0	0%	1	100%	1	1007
Coal Brokers	529	3.695	1	3,483	1	100%	0	0%	0	09
	327		1	3,483	1	100%	0	0%	0	0%
Coils - Electric										
Colos Pervices Colocation Services Colors & Piament	904		1	3,483	1	100% 100%	0	0% 0%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints R	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Commercial Blueprint Design	180	4,316	1	3,483	1	100%	0	0%	0	0%
Commercial Kitchen Rental Concrete Patching Compounds	929 605	3.305 3.614	1	3.483 3.483	1	100% 100%	0	0% 0%	0	0% 0%
Consultant - Public Sector Planning	732	3,490	1	3,483	0	0%	1	100%	0	0%
Contractor - Sheetrock	1,135	3,162	1	3,483	0	0%	1	100%	0	0%
Convention Information	323	3.981	1	3.483	0	0%	1	100%	0	0%
Cord Blood Storage	1,461	2,945	1	3,483	1	100%	0	0%	0	0%
Cork & Cork Products Corporate Awards	148 3.726	4,400 2,201	1	3,483 3,483	1	<u>100%</u> 0%	0	0% 100%	0	0%
Corporation Supplies	184	4,304	1	3,483	1	100%	0	0%	0	0%
Cotton Goods - Wholesale & Manufacturers	346	3,942	1	3,483	0	0%	1	100%	Ō	0%
Crisis Intervention Service	888	3,338	1	3,483	0	0%	1	100%	0	0%
Curtains - Wholesale & Manufacturers	431	3.820	1	3.483	0	0%	1	100%	0	0% 0%
Custom Brokers Custom Tile Painting	6,220 302	1,806 4,025	1	3,483 3,483	1	<u>100%</u> 0%	0	0% 100%	0	0%
Cvlinders - Gas	390	3,876	1	3,483	0	0%	1	100%	0	0%
Data Processing Equipment	540	3.679	1	3,483	1	100%	0	0%	0	0%
Data Processing Equipment - Maintenance	476	3,765	1	3,483	0	0%	1	100%	0	0%
Data Processing Supplies	672	3,548	1	3,483	0	0%	1	100%	0	0%
Deodorizina & Disinfectina	1.085	3,187	1	3.483	1	100%	0	0%	0	0%
Diamonds - Industrial Dishwashing Machines - Dealers	84 144	4.588 4.410	1	3.483 3.483	0	0% 100%	1	100%	0	0%
Dishwashing Machines - Dealers Dishwashing Machines - Service & Repair	661	3,558	1	3,483	1	100%	0	0%	0	0%
Distillers	2,875	2,397	1	3,483	1	100%	0	0%	0	0%
Dome Structures	117	4,485	1	3,483	1	100%	0	0%	Ō	0%
Domestic Abuse Services	311	4,006	1	3,483	0	0%	1	100%	0	0%
Door Frames	787 142	3.442 4.417	1	3.483 3.483	0	<u>0%</u> 0%	1	100%	0	0% 0%
Doors - French Draperies - Wholesale & Manufacturers	142 303	4,41/ 4,023	1	3,483	0	0% 100%	1	<u>100%</u> 0%	0	0%
Drilling & Boring 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%
Drilling - Oil Well	3,270	2,308	1	3,483	0	0%	1	100%	0	0%
Drills Drive Shafts	479 1.780	3,762 2,766	1	3,483	0	0% 0%	1	100%	0	0%
Drive Sharts Driving Training Equipment	1,118	3,172		3.483 3,483	0	0%	1	100% 0%	1	100%
Drone Servicing & Maintenance	41	4,788	1	3,483	0	0%	1	100%	0	0%
Drug Brokers	1,773	2,773	1	3,483	0	0%	1	100%	0	0%
Drv Cleaners - Equipment - Wholesales	1.882	2.720	1	3,483	1	100%	0	0%	0	0%
Duplicating Machines & Supplies	196	4,270	1	3,483	0	0%	1	100%	0	0% 0%
Dust Control Materials Earthworms	210 377	4,235 3,893	1	3,483 3,483	1	100% 100%	0	0% 0%	0	0%
Eggs	1,106	3,178	1	3,483	0	0%	1	100%	0	0%
Electric Equipment - Used	477	3,764	1	3,483	1	100%	0	0%	0	0%
Electric Motor Controls - Wholesale & Manufacturers	674	3,547	1	3,483	0	0%	1	100%	0	0%
Electric Motors - Manufacturers & Distributors	1,387	2,998	1	3.483	0	0%	1	100%	0	0%
Electric Motors - Used	112 1,917	4,502	1	3,483	1	100%	0	0% 0%	0	0%
Electric Power Line Construction Electric Switchboards	572	2,707	1	3,483 3,483	1	<u>100%</u> 100%	0	0%	0	0%
Electrostatic Painting	439	3.812	î	3.483	1	100%	0	0%	0	0%
Elevators - Testing Services	326	3,971	1	3,483	0	0%	1	100%	0	0%
Employment Service - Government, Co, Fraternal	2,878	2,396	1	3,483	1	100%	0	0%	0	0%
Encyclopedias	152 1,208	4.393 3.114	1	3.483 3.483	1	<u>100%</u> 0%	0	0% 100%	0	0%
Engravers - Plastic, Wood Engraving Equipment & Supplies	824	3,397	1	3,483	0	0%	1	100%	0	0%
Entomologists	32	4,837	1	3,483	1	100%	0	0%	0	0%
Equine nutrition	129	4,455	1	3,483	1	100%	0	0%	0	0%
Equine Therapy	1,443	2,961	1	3,483	1	100%	0	0%	0	0%
Escort Service - Personal	5,996	1,824	1	3,483	0	0%	0	0%	1	100%
Etiquette School Experimental Work	1.073 147	3.193 4.403		3,483 3,483	1	100% 100%	0	0% 0%	0	0%
Fans - Attic	760	3,463	1	3,483	0	0%	1	100%	0	0%
Fasteners - Textile & Apparel	985	3,249	1	3,483	1	100%	0	0%	0	0%
Feed Concentrates & Supplements	452	3.799	1	3.483	0	0%	1	100%	0	0%
Feeders - Industrial	337	3,955	1	3,483	1	100%	0	0%	0	0%
Ferries	438	3,814	1	3,483	0	0%	1	100%	0	0% 0%
Fiber & Fiber Products Filling Machinery	379	3.890 4.720	1	3.483 3.483	1	100%	1	0% 100%	0	0%
Fingerprinting - Live Scan	55 788	3,440	1	3,483	0	0%	1	100%	0	0%
Fire Exit Devices	43	4,776	1	3,483	1	100%	Ō	0%	0	0%
Fireproofing Materials	53	4.729	1	3,483	1	100%	0	0%	0	0%
First Aid Supplies	1,656	2,819	1	3,483	1	100%	0	0%	0	0%
Fish By-Products	194	4,273	1	3,483	0	0%	1	100%	0	0%
Fish Processors	678 313	3.542 4.002	1	3.483 3.483	0	0%	1	100%	0	0%
Fishery Consultants Flavoring Extracts	598	4,002	1	3,483	1	100% 100%	0	0%	0	0%
					*				3	
Flight Instructor	457	3,792	1	3,483	0	0%	1	100%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	0/
Floor Removal	1,642	2,830		3,483	. 1	100%	0	0%	Pursue 0	09
Flour	393	3,868	1	3,483	1	100%	Ŭ	0%	0	0%
Fraternities & Sororities	95	4,550	1	3,483	1	100%	0	0%	0	0%
Frozen Custard Machines	59	4,702	1	3,483	0	0%	1	<u>100%</u> 0%	0	0%
Frozen Foods - Processors Fuel Economizers	2,825	2,414	1	3,483 3,483	1	<u>100%</u> 100%	0	0%	0	09
Fuel Tax Service	15	4,949	1	3,483	1	100%	0	0%	0	0%
Fur Designers	433	3,819	1	3,483	1	100%	0	0%	0	0%
Fur Novelties & Accessories	1.034	3.214	1	3,483	1	100%	0	0%	0	0% 0%
Game Farms Gas Burners	<u>1.157</u> 810	3.152 3.413	1	3.483 3.483	1	<u>100%</u> 0%	0	0% 100%	0	0%
Gaskets	1,383	3,413	1	3,483	1	100%	1	0%	0	09
Glass Beads - Industrial	46	4,766	1	3.483	1	100%	Ŭ	0%	0	0%
Glass Coating & Tinting Machinery	74	4,631	1	3,483	0	0%	1	100%	0	0%
Gloves - Work & Industrial	1,387	2,998	1	3,483	0	0%	1	100%	0	0%
Gold Leaf Golf Course Construction	<u>55</u> 968	4.720	1	3,483 3,483	0	0% 0%	1	100% 100%	0	0% 0%
Golf Tours & Promoters	483	3.267	1	3,483	0	0%	1	100%	0	09
Grain Elevators	1,280	3,070	1	3,483	1	100%	0	0%	0	0%
Grass Trimmers & Tillers	41	4,788	1	3,483	1	100%	0	0%	0	0%
Grindina - Precision & Production	564	3.657	1	3,483	0	0%	1	100%	0	0%
Grouting Compounds	885	3,341	1	3,483	0	0%	1	100%	0	0%
Handwriting Analysts Hang Gliding & Instruction	223 295	4,197 4,041	1	3,483 3,483	1	<u>100%</u> 100%	0	<u>0%</u>	0	09 09
Hand Gildind & Instruction Hav	2,139	2,620	1	3,483	1	100%	0	0%	0	09
Hazardous Material Control & Removal	1,594	2,851	1	3,483	Ō	0%	1	100%	0	0%
Health Care Linen Service	178	4,320	1	3,483	0	0%	1	100%	0	0%
Health Recording Service	557	3,663	1	3,483	0	0%	1	100%	0	0%
Heat Treating - Metal	1,285	3,065	1	3,483 3,483	1	100%	0	0%	0	0%
Heavy Equipment Rubber Tracks Historical Places	<u>297</u> 304	4,035	1	3,483	1	<u>100%</u> 100%	0	0%	0	09
Historical Structure Preservation	877	3,350	1	3,483	1	100%	0	0%	0	0%
Home Demonstrations	808	3,414	1	3,483	1	100%	0	0%	0	0%
Home Electronics - Designers	1,843	2,735	1	3,483	1	100%	0	0%	0	0%
Horse Shoeing	1.105	3.179	1	3,483	0	0%	1	100%	0	0%
Hose Couplings & Fittings	959 205	3,275	1	3,483 3,483	0	<u>0%</u> 100%	1	<u>100%</u> 0%	0	09 09
Hydrologists Hyperbaric Treatment	125	4,246	1	3,483	1	100%	0	0%	0	09
Ice Cream Cone Manufacturers & Distributors	183	4,309	1	3,483	1	100%	0	0%	0	0%
Ice Cream Mixes	70	4,653	1	3,483	1	100%	0	0%	0	0%
Ice Machine Repair	562	3,659	1	3,483	0	0%	1	100%	0	09 09
Ice Melting Equipment & Supplies In-floor Heating	<u>314</u> 208	3,999 4,241	1	3,483 3,483	1	100% 100%	0	0% 0%	0	0%
Induction Heating Equipment	174	4,241	1	3,483	1	0%	1	100%	0	09
Industrial Consultants	2,674	2,463	1	3,483	0 0	0%	1	100%	0	09
Infrared Equipment	880	3,345	1	3,483	1	100%	0	0%	0	0%
Infrared Inspection	458	3,790	1	3,483	1	100%	0	0%	0	0%
Inks - Print & Lithograph	440	3,810 3,962	1	3,483 3,483	1	100%	0	0% 0%	0	0%
Insulation Removal Insurance - Aviation	420	3.962	1	3,483	1	100% 100%	0	0%	0	0%
Insurance - Bonding	2,917	2,388	1	3,483	Ô	0%	1	100%	0	09
Insurance - Disability	1,562	2,877	1	3,483	1	100%	0	0%	0	0% 0%
Insurance - Funeral	6.259	1,798	1	3,483	1	100%	0	0%	0	
Insurance - Vision	456	3,794	1	3,483	1	100%	0	0%	0	09
Investigators - Trademark Infringement Investment Castings	215		1	3,483 3,483	0	0% 0%	1	<u>100%</u> 100%	0	0%
Irrigation Equipment	291	4.046	1	3.483	1	100%	0	0%	0	0%
Jail Equipment	132	4,445	1	3,483	Ô	0%	1	100%	0	0%
Key Holders	220	4,211	1	3,483	0	0%	0	0%	1	100%
Knife Sharpening Devices	2.245	2.583	1	3.483	0	0%	1	100%	0	09 09
Knitting Instruction Kosher Food Products	333 278	3.962 4,075	1	3.483 3,483	1	100% 100%	0	0% 0%	0	09
Labor Relations Consultants	817	3,403	1	3,483	1	0%	1	100%	0	0%
Lacquers - Manufacturers	28	4,868	1	3.483	1	100%	0	0%	0	0%
Laminating Equipment & Supplies	1,046	3,209	1	3,483	1	100%	0	0%	0	0%
Laminations - Plastic, Paper	1,251	3,085	1	3,483	1	100%	0	0%	0	0%
Lamp Shades - Cleaning & Repairing	36	4.818	1	3.483 3.483	1	100% 0%	0	0% 100%	0	09 09
Lathing Contractors Lead Abatement	2,544	2,498		3,483	0	0%	1	100%	0	09
		4,263	1	3,483	0	0%	1	100%	0	0%
	200		-	3,483	0	0%	1	100%	0	0%
Leather Finishers Leaal Printina	130	4,450	1							
Leather Finishers Leaal Printina Letter Shop Service	<u>130</u> 348	4.450 3,941	1	3,483	1	100%	0	0%	0	0%
Leather Finishers Leaal Printina Letter Shop Service Levels	130 348 247	4.450 3,941 4,146	1 1 1 1	3,483 3,483	1	<u>100%</u> 0%	0	100%	0 0	0%
Leather Finishers Leaal Printina Letter Shop Service Levels Lifts/Elevators - In Home	130 348 247 2.187	4,450 3,941 4,146 2,605		3,483 3,483 3,483	1 0 1	100% 0% 100%	0 1 0	<u>100%</u> 0%	0 0 0	0% 0%
Leather Finishers Leat Printina Letter Shop Service Levels Lifts/Elevators - In Home Liftsr/Elevators Liftsrept Agents	130 348 247 2.187 2.772	4.450 3,941 4,146 2.605 2.430		3,483 3,483 3,483 3,483 3,483	1 0 1 0	100% 0% 100% 0%	0 1 0 1	100% 0% 100%	0 0 0 0	0% 0% 0%
Leather Finishers Leaal Printina Letter Shop Service Levels Lifts/Elevators - In Home	130 348 247 2.187	4,450 3,941 4,146 2,605		3,483 3,483 3,483	1 0 1 0 1 1	100% 0% 100%	0 1 0 1 0 0 0 0	<u>100%</u> 0%	0 0 0 0 0	0% 0%



1			Sorted by Complaints							r
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Lobbyists	4,210	2,120	1	3,483	1	100%	0	0%	0	0 09
Luagage Covers	21	4,908	1	3,483	0	0%	1	100%	0	) 09
Luggage Manufacturers Equipment & Supplies	66	4.669	1	3.483	0	0%	1	100%	0	0 00
Lumber - Drying Lumber Mill Representatives	161 266	4,368 4,102	1	3,483	1	0% 100%	1	<u>100%</u> 0%	0	0 09
Machinery & Equipment - Appraisal	321	3,987	1	3,483	1	100%	0	0%	0	) 09
Mailing Containers	579	3,643	1	3,483	1	100%	Ō	0%	Ō	0 09
Managed Service Provider	248	4,145	1	3,483	0	0%	1	100%	0	0 00
Manufactured Offices & Commercial Units	570 903	3.650	1	3.483	1	100%	0	0%	0	0 09
Mattresses - Renovating Meat - Smokehouses	903 460	3.32/	1	3,483	0	0% 0%	1	<u>100%</u> 100%	0	0 09
Meat Choppers & Grinders	680	3,539	1	3,483	1	100%	0	0%	0	) 09
Meat Packers Equipment & Supplies	801	3,424	1	3.483	1	100%	0	0%	0	) 09
Menu Service	145	4,407	1	3,483	0	0%	1	100%	0	0 09
Metal Fabricating Machinery Metal Powder Fabricators	959 2.224	3,275	1	3,483	1	100% 100%	0	0%	0	0 09
Metal Rolling & Forming	1,134	3,163	1	3,483	1	100%	0	0%	0	0 09
Metal Slitting & Shearing	260	4,117	1	3,483	0	0%	1	100%	0	) 09
Metal Spinning	249	4,143	1	3,483	1	100%	0	0%	0	0 09
Metals - Precious - Sheet, Wire, Tubing	1.918	2,704	1	3,483	1	100%	0	0%	0	0 09
Metals - Precoated Metaphysical Supplies & Service	253 998	4.138	1	3,483 3,483	1	100% 100%	0	0%	0	0 04
Metaphysical Supplies & Service Meters - Repair	520	3,236	1	3,483	1	100%	0	0%	0	0 09
Microphones	221	4,208	1	3.483	1	100%	Ŭ.	0%	0	0 09
Microwave Ovens - Service & Repair	265 244	4,104	1	3,483	0	0%	1	100%	0	0 00
Milk Distributor		4,157	1	3,483	0	0%	1	100%	0	0 09
Milling Cutters Milling Machines	31 554	4,846 3,665	1	3.483 3.483	0	0% 0%	1	<u>100%</u> 100%	0	0 09
Mineral Exploration	2,896	2,393	1	3,483	1	100%	0	0%	0	0 09
Mining Companies	5,644	1,888	1	3,483	0	0%	1	100%	0	0 09
Mirrors - Manufacturers Supplies	470	3.776	1	3,483	0	0%	1	100%	0	) 09
Mirrors - Resilver Missions	288 928	4,054 3,306	1	3,483 3,483	0	0% 100%	1	<u>100%</u> 0%	0	0 09
Missions Monuments - Cleaning & Restoration	928	4,519	1	3,483	1	0%	1	100%	0	0 09
Motion Picture Film Libraries	22	4,902	1	3,483	0	0%	1	100 %	0	0 09
Motion Picture Projection Service	47	4,761	1	3,483	1	100%	0	0%	Ō	0 09
Motion Picture Representatives	182	4,312	1	3,483	1	100%	0	0%	0	) 09
Mountain Climbing Equipment Music Copyists	686 423	3.533 3.827	1	3.483 3.483	1	100% 100%	0	<u>0%</u> 0%	0	0 09
Music Codvists Music Writers Supplies	423	4,377	1	3,483	1	0%	1	100%	0	0 09
Nautical Instruments	139	4,426	1	3,483	0	0%	1	100%	0	) 09
Naval Stores	40	4,795	1	3,483	1	100%	0	0%	0	) 00
Needles	55	4,720	1	3,483	1	100%	0	0%	0	0 09
Notions - Wholesale & Manufacturers Numismatics	274	4,086	1	3,483 3,483	1	100% 100%	0	0%	0	0 09
Oil - Crude - Purchasing	1,414	2,004	1	3,483	0	0%	1	100%	0	0 09
Oil Additives - Manufacturers & Distributors	1,229	3,100	1	3,483	Ō	0%	1	100%	Ō	0 09
Oil Marketers	1,047	3,206	1	3,483	0	0%	1	100%	0	0 00
Oil Tank Installation	519 3.442	3.716 2.265	1	3.483 3.483	1	100% 0%	0	<u>0%</u> 100%	0	0 09
Oilfield Consultants Oilfield Equipment	3,442	2,265	1	3,483	0	0%	1	100%	0	0 09
Oilfield Equipment & Supplies	8,762	1,556	1	3,483	0	0%	1	100%	0	0 09
Orchestras & Bands - Competitions	59	4,702	1	3.483	0	0%	1	100%	0	) 09
Organ & Tissue Banks	3,015	2,369	1	3,483	1	100%	0	0%	0	0 09
Outplacement Consultants Ozone Machines	1,587 1,795	2,857	1	3,483 3,483	1	100% 100%	0	0%	0	0 09
Packing - Mechanical	1./95	4,280	1	3.483	1	0%	1	100%	0	0 09
Paint Manufacturing Materials	690	3,526	1	3,483	0	100%	0	0%	0	) 09
Paper Converters	336	3,958	1	3,483	0	0%	1	100%	0	0 09
Paramedics	148	4,400	1	3.483	0	0%	0	0%	1	1009
Parapsychologists Partitions	165 1,485	4,359 2,927	1	3.483 3,483	1	0% 100%	1	<u>100%</u> 0%	0	0 09
Paternity Tests & Services	377	3,893	1	3,483	1	100%	0	0%	0	0
Perfumes - Raw Materials & Supplies	278	4,075	î	3.483	Ō	0%	1	100%	Ő	) 09
Photo Retouching	768	3,459	1	3,483	1	100%	0	0%	0	0 0 0
Photogrammetric Equipment & Supplies	523	3,707	1	3,483	1	100%	0	0%	0	0 09
Photographic Mounts Photographic Research Service	1.804 895	2.753	1	3.483 3.483	1	100% 0%	0	0% 100%	0	0 09
Physicians & Surgeons Equipment - Repair & Refinish	527	3,699	1	3,483	1	100%	0	0%	0	0 09
Pickles & Pickle Products	230	4,189	1	3,483	1	100%	0	0%	0	) 09
Picture Frames - Restore & Repair	403	3,854	1	3,483	0	0%	1	100%	0	0 09
Picture Frames - Wholesale & Manufacturers	1,019	3,219	1	3,483	0	0%	1	100%	0	0 09
Picture Hanging Service Pile Driving	378 1.461	3,892 2,945	1	3,483	1	100% 100%	0	0%	0	
Pile Driving	1.461	2.945	1	3.483	1	100%	0	0%	0	0 09
Pilots - Marine	102	4,522	1	3,483	1	100%	0	0%	0	) 09
Pine Straw	999	3,233	1	3,483	0	0%	1	100%	0	) 09
Pipe Cutting & Threading Equipment	75	4.624	1	3,483	1	100%	0	0%	0	) 09



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints I	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	0//
Pipe Line Equipment	843	3,377	. 1	3,483	. 0	0%	. 1	100%	Pursue 0	0%
Plaster	2,153	2,615	1	3,483	1	100%	Ō	0%	0	0%
Plastics - Foam	1.233	3.097	1	3,483	0	0%	1	100%	0	0%
Plastics - Rods, Sheets - Sup Center	344 1,295	3,945 3,055	1	3,483	1	100%	0	0%	0	0%
Plywood & Veneers Podiatrists Equipment & Supplies	1,295	3,055	1	3,483 3,483	0	0% 0%	1	<u>100%</u> 0%	1	100%
Poles	99	4,535	1	3,483	1	100%	0	0%	0	0%
Polishes	243		1	3,483	1	100%	0	0%	0	0%
Polvethvlene Materials & Products	681	3,538	1	3,483	1	100%	0	0%	0	0%
Porcelain Enameling	48 806	4.753 3,419	1	3,483 3,483	1	100%	0	<u>0%</u> 0%	0	0%
Portfolios Poultry - Wholesale	495	3,419	1	3,483	1	100% 100%	0	0%	0	0%
Poultry Brokers	222	4,203	1	3,483	1	100%	0	0%	0	0%
Poultry Services	747		1	3,483	0	0%	1	100%	0	0%
Preserves, Jams & Jellies	504	3,727	1	3,483	1	100%	0	0%	0	0%
Presses - Power Printed & Etched Circuits	45	4,771	1	3.483	0	0% 0%	1	<u>100%</u> 100%	0	0%
Professional Employer Organization	3,713		1	3,483	0	0%	1	100%	0	0%
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%
Pub Food	243	4.158	1	3.483	1	100%	0	0%	0	0%
Quarries Radio Program Producers	1,771 236	2,776	1	3,483 3,483	0	0% 0%	1	<u>100%</u> 100%	0	0%
Radio Program Producers Railroad Ties - Dealers	236	4,173	1	3,483	1	100%	1	100%	0	0%
Rainwater Harvesting Systems	636	3,580	1	3,483	0	0%	1	100%	0	0%
Rainwear	100	4,526	1	3,483	1	100%	0	0%	0	0%
Ranges & Ovens - Service & Repair	255		1	3.483	1	100%	0	0%	0	0%
Recording Instruments - Industrial & Scientific Recording Studio Equipment	314 1,535	3.999 2,898	1	3,483 3,483	1	100% 100%	0	<u>0%</u> 0%	0	0%
Recreation Program Consultants	1,273	3.074	1	3,483	0	0%	1	100%	0	0%
Reels	216	4,219	1	3,483	1	100%	0	0%	0	0%
Refractories	745	3,473	1	3,483	0	0%	1	100%	0	0%
Reserve Study	230	4,189	1	3,483	0	0%	1	100%	0	0%
Riggers Equipment & Supplies Roof Cooling Systems	1,546 1,122	2,891 3.170	1	3,483 3,483	0	0% 0%	1	<u>100%</u> 100%	0	0%
Rope Splicing	2	5,105	1	3,483	0	0%	1	100%	0	0%
Rubber Stamps - Manufacturers Equipment & Supplies	309	4,011	1	3,483	0	0%	1	100%	0	0%
Safe Deposit Box Rental	1.065	3,199	1	3,483	0	0%	1	100%	0	0%
Sample Cases	115	4.492 2,903	1	3,483 3,483	0	0%	1	<u>100%</u> 0%	0	0%
Sausages Sawmill Equipment & Supplies	1,528 520	3,712	1	3,483	1	100% 100%	0	0%	0	0%
Sawmills	7,791	1,642	1	3,483	0	0%	1	100%	0	0%
Scoreboards	1,405	2,985	1	3,483	1	100%	0	0%	0	0%
Screen Printing - Equipment & Supplies	1,932	2,697	1	3,483	1	100%	0	0%	0	0%
Screening & Sifting Equipment Screens - Security Door	271 1,446	4,093	1	3,483 3,483	1	100% 100%	0	<u>0%</u>	0	0%
Sculptors Equipment & Supplies	22	4,902	1	3,483	1	100%	0	0%	0	0%
Sewer Cleaner Vacuum Service	116	4,488	1	3,483	0	0%	1	100%	0	0%
Sewer Cleaning Equipment & Supplies	1.307	3.050	1	3,483	0	0%	1	100%	0	0%
Sewer Pipe	389	3.877	1	3.483	1	100%	0	0%	0	0%
Sewing Machines - Industrial & Commercial Shade Sails	806 185	3,419 4,300	1	3,483 3,483	0	0% 100%	1	<u>100%</u> 0%	0	0%
Shade Salis Shoe Findings & Supplies	981	4,300	1	3,483	1	0%	1	100%	0	0%
Signs - Erectors & Hangers	869	3,358	1	3,483	0	0%	1	100%	Ŭ.	0%
Signs - Photoluminescent	64		1	3,483	0	0%	1	100%	0	0%
Singing Telegrams	276	4.082	1	3,483	0	0%	0	0%	1	100%
Ski Equipment - Wholesale & Manufacturers Ski Tours	200 263	4.263 4,111	1	3,483 3,483	1	100% 0%	1	<u>0%</u> 100%	0	0%
Slate	397	3,862	1	3,483	1	100%	0	0%	0	0%
Slippers - Wholesale & Manufacturers	258	4,123	1	3,483	1	100%	0	0%	0	0%
Smoke Stacks	85	4,582	1	3,483	1	100%	0	0%	0	0%
Snowmobile Tours	29 98	4,857	1	3,483 3,483	1	100% 0%	0	<u>0%</u> 100%	0	0%
Soap Dispensers Soil Solidification	98 412		1	3,483	0	0%	1	100%	0	0%
Sound Control Structures & Equipment	379	3,890	1	3,483	1	100%	0	0%	0	0%
Soy Bean Products	364		1	3,483	1	100%	0	0%	0	0%
Spill Control Equipment & Materials	227		1	3.483	1	100%	0	0%	0	0%
Spinologists Spray On Siding	111 498	4.505	1	3,483 3,483	0	0% 100%	1	<u>100%</u> 0%	0	0%
Stamp Pads	498	5,016	1	3,483	1	100%	0	0%	0	0%
Stamps - Collecting Supplies	130	4,450	1	3,483	1	100%	0	0%	0	0%
Starters - Engine	642	3,574	1	3,483	1	100%	0	0%	Ō	0%
Steam Specialties	205	4,246	1	3,483	1	100%	0	0%	0	0%
Steamship Agencies Stem cell nutrition	277 1,212	4.078	1	3,483 3,483	1	100%	0	0%	0	09
DIEULI EU ULITITION	1,212	3.110	1		0	0%	1	100%	0	0%
	102	4 277	1	2 402	11	100%	01	nº/-		
Stencils & Stencil Supplies Stools	193 184	4,277	1	3,483 3,483	1	100% 0%	0	<u>0%</u> 100%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries		Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Street Cleaning Equipment	161 1,855	4,368	1	3,483	1	100%	0	0%	0	0% 0%
Structural Integration Surveying Instruments	1.855	2.733	+	3.483 3.483	1	100% 100%	0	0% 0%	0	0%
Surveyors - Aerial	204	4,249	1	3,483	1	100%	0	0%	0	0%
Swaging	0	5,142	1	3,483	1	100%	0	0%	0 0	0%
Swim Spas	660	3.560	1	3,483	0	0%	i	100%	0	0%
Synagogues	15		1	3,483	1	100%	0	0%	0	0%
Table Tennis Equipment	377		1	3,483	1	100%	0	0%	0	0%
Table Tops	665	3.552	1	3.483	1	100%	0	0%	0	0%
Tank Lining & Coating Tapes	583 224	3.639 4,196	1	3,483 3,483	0	0% 100%	1	<u>100%</u> 0%	0	0% 0%
Tapes - Adhesive-Dispensers	224	4,198	1	3,483	1	100%	0	0%	0	0%
Tax Return Preparation - OTR Truck Drivers	552	3.667	1	3,483	1	100%	0	0%	0	0%
Telegrams - Novelty	133	4,443	1	3,483	0	0%	1	100%	0	0%
Telegraph Service	745	3,473	1	3,483	1	100%	0	0%	0	0%
Teletypewriters & Systems	11	4.988	1	3,483	1	100%	0	0%	0	0%
Television & Radio Broadcast Schools	3.845	2.176	1	3,483	1	100%	0	0%	0	0%
Television Station Reps	57		1	3,483	0	0%	1	100%	0	0%
Tennis Courts - Public	209	4,237	1	3,483 3,483	1	<u>0%</u> 100%	1	100%	0	0%
Theatrical Managers & Producers Therapeutic and Educational Supplies	644	3,453	1	3,483	1	100%	0	0%	0	0%
Thermograph Equipment & Supplies	13	4,973	1	3,483	1	100%	0	0%	0	0%
Thermometers	184		1	3,483	1	100%	0	0%	0	0%
Titling Service - Television & Motion Pictures	19		1	3.483	0	0%	1	100%	0	0%
Tobacco Buyers	54		1	3,483	0	0%	1	100%	0	0%
Tobacco Leaf - Wholesale	297 371	4,035	1 1	3,483	1	100%	0	0%	0	0%
Touch Screen Equipment	3/1		1	3,483	0	0%	1	<u>100%</u> 0%	0	0%
Tourists Homes Tractor Work	717			3,483	1	100% 100%	0	0%	0	0%
Traffic Control & Flagging Service	3,430	2,268	1	3,483	1	100%	0	0%	0	0%
Travel Escorts	3.014	2,370	1	3,483	0	0%	i	100%	0	0%
Trike Conversions, Sales & Service	1,054	3,204	1	3,483	1	100%	0	0%	0	0%
Truck Painting & Lettering	800	3,425	1	3,483	1	100%	0	0%	0	0%
Truck Washing & Cleaning - Equipment & Supplies	1,565	2,875	1	3,483	1	100%	0	0%	0	0%
Trucking - Water Hauling	4.387	2.092	1	3.483	0	0% 0%	1	100% 100%	0	0%
Trusses - Medical & Surgical Tube Fittings	241	4,165	1	3,483 3,483	1	100%	1	0%	0	0%
Typographers	973	3,264	1	3,483	1	0%	1	100%	0	0%
Utility Tax Refunds for Manufacturers & Business	68	4,658	1	3,483	1	100%	0	0%	0	0%
Vacuum Cleaners - Industrial & Commercial	665	3,552	1	3,483	1	100%	0	0%	0	0%
Valves	3,264	2,309	1	3,483	0	0%	1	100%	0	0%
Veterinary Physical Therapy & Rehabilitation	243	4.158	1	3.483	0	0%	1	100%	0	0% 0%
Vials Violins	63 972	4,6/9 3,265	1	3,483	1	<u>100%</u> 0%	0	0%	0	0%
Wait Staff	67		1	3,483	1	100%	1	0%	0	0%
Walkway Design	550	3.671	1	3,483	1	0%	1	100%	0	0%
Wall & Ceiling Texturing	639	3,577	1	3,483	0	0%	î	100%	Ő	0%
Wall Bed Sales	410	3,845	1	3,483	0	0%	1	100%	0	0%
Wallpaper Hangers	1.937	2,694	1	3,483	0	0%	1	100%	0	0%
Wallpaper Removing	975	3.261	1	3,483	0	0%	1	100%	0	0%
Washing Machines & Dryers - Wholesale & Manufacturers	4	5,075	1	3,483	1	100%	0	0%	0	0%
Washing Machines - Industrial Water Heaters - Parts & Supplies	80 919	4,598	1	3,483 3,483	1	0%	0	0%	1	100%
Water Wells - Inspection	846		1	3,483	1	100% 100%	U	0%	0	0%
Waterbeds - Supplies & Parts	70		1	3,483	0	0%	1	100%	0	0%
Weather Stripping	349	3,938	1	3.483	0	0%	1	100%	0	0%
Welding Equipment - Rent	417	3.832	1	3.483	1	100%	0	0%	0	0%
Window Shades - Cleaning & Repair	1,384		1	3,483	1	100%	0	0%	0	0%
Wire Wrapping Service & Equipment	81	4,595	1	3,483	1	100%	0	0%	0	0%
Zoological Gardens Absorbents	388 191	3.878 4.284	1	3,483 3,953	1	100%	0	0% 0%	0	0% 0%
Adsorbents Accounting - Forensic	891	4.284	0	3,953	0	0% 0%	U	0%	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%	Ő	0%
Acting & Voice Over Training	2,561	2,493	0	3,953	0	0%	0	0%	0	0%
Acupressure	480	3,761	0	3,953	0	0%	0	0%	0	0%
Addressing Plate Service	290	4.048	0	3,953	0	0%	0	0%	0	0% 0%
Advertising - Motion Picture	161 676	4.368 3,544	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Aerial Applicators Aerial Patrol & Inspection Service	163	3,544 4,364	0	3,953	0	0%	0	0%	0	0%
Aerosols	103		0	3,953	0	0%	0	0%	0	0%
Aerospace Industries	3,475	2,256	0	3,953	0	0%	0	0%	0	0%
Agates	20	4,915	0	3,953	0	0%	0	0%	0	0%
Agricultural Consultants	1.933	2,696	0	3.953	0	0%	0	0%	0	0%
Air Curtains & Screens	110	4.507	0	3.953	0	0%	0	0%	0	0%
Air Duct Systems	1,293	3,057	0	3,953	0	0%	0	0%	0	0% 0%
Air Motors Air Pollution Control	89 1,169	4,569	0	3,953	0	<u>0%</u>	0	0%	0	0%
		3.141	0	3,953	0	0%	0	0%	0	1 0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	0/
Air Pollution Measuring Equipment & Service	272	4.091	. 0	3,953	. 0	0%	. 0	0%	Pursue 0	09
Air Pollution Measuring Service	235	4,175	0	3.953	0	0%	0	0%	0	) 0%
Air Sealing	163	4,364	0	3.953	0	0%	0	0%	0	09
Aircraft Brokers	662 274	3,557	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Aircraft Cleaning Aircraft Fixed Based Operator	2/4	4,086	0	3,953	0	0%	0	0%	0	0 09
Aircraft Hangar Construction	227	4,193	0	3,953	0	0%	0	0%	0	09
Aircraft Salvage	222	4,203	0	3,953	0	0%	0	0%	0	) 0%
Aircraft Upholsterers	275	4,085	0	3,953	0	0%	0	0%	0	0%
Airport Designers Alfalfa & Alfalfa Products	25 247	4.883 4,146	0	3.953 3,953	0	0% 0%	0	0% 0%	0	0%
Allana & Allana Products	341	3,949	0	3,953	0	0%	0	0%	0	0 09
Alzheimer Care, Information & Treatment	690	3,526	0	3,953	0	0%	0	0%	0	0%
Ambulances & Hearses	437	3,815	0	3,953	0	0%	0	0%	0	) 0%
Anchors - Expansion	48	4,753	0	3,953	0	0%	0	0%	0	0%
Animal Transporting - Zoo, Circus	1.306	3.051 5.105	0	3.953 3.953	0	0% 0%	0	0% 0%	0	09
Anodes Anodizing	121	4,474	0	3,953	0	0%	0	0%	0	0 09
Anti-Fogging Compounds	38	4,808	0	3,953	0	0%	0	0%	0	0 09
Anti-Freeze Compounds	89	4,569	0		0	0%	0	0%	0	) 0%
Antique Asian Rugs	39	4.801	0	3.953	0	0%	0	0%	0	09
Antlers, Hides & Mounts Aprons - Industrial	106	4,512 5,060	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09
Aprons - Industrial Aquaculture	1.067	3,198	0	3,953	0	0%	0	0%	0	0%
Arboretums	23	4,899	0	3,953	0	0%	0	0%	0	) 0%
Art Identification & Registration	92	4,558	0	3,953	0	0%	0	0%	0	0%
Artificial Breasts	290	4.048	0	3.953	0	0%	0	0%	0	09
Artificial Fruits & Foods Artificial Rock Dog Caves	192 51	4.280	0	3.953 3,953	0	0% 0%	0	0% 0%	0	0 09
Artist - Touch Up	21	4,908	0	3,953	0	0%	0	0%	0	) 09
Asbestos & Asbestos Products	233	4,181	0	3.953	0	0%	0	0%	0	) 0%
Assayers	62	4,687	0	3,953	0	0%	0	0%	0	0%
Assayers Supplies	6 98	5,046	0	3,953	0	0% 0%	0	0% 0%	0	0%
Astronomical Instruments Attornevs & Lawvers - Environmental	308	4,539	0	3,953	0	0%	0	0%	0	0 09
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	323	3,981	0	3,953	0	0%	0	0%	0	) 0%
Attorneys & Lawyers - Adoption	1,162	3,146	0	3,953	0	0%	0	0%	0	0%
Attornevs & Lawvers - Agriculture	86	4,577	0	3.953	0	0%	0	0%	0	09
Attornevs & Lawvers - Appellate Attorneys & Lawyers - Child Advocacy	744 257	3.476 4,128	0	3.953 3,953	0	0% 0%	0	0%	0	0 09
Attorneys & Lawyers - Condominium Conversion	257	5,088	0		0	0%	0	0%	0	09
Attorneys & Lawyers - Construction Accidents	152	4,393	0	3.953	0	0%	0	0%	0	) 0%
Attorneys & Lawyers - Construction Defect	807	3,417	0	3,953	0	0%	0	0%	0	0%
Attorneys & Lawyers - Entertainment & Sports Law	489 281	3,745 4,071	0	3,953	0	0% 0%	0	0% 0%	0	0%
Attorneys & Lawyers - Juvenile Attorneys & Lawyers - Medical Malpractice	1,192	4,071	0	3,953 3,953	0	0%	0	0%	0	0 09
Attorneys & Lawyers - Mesothelioma	717	3,501	0	3,953	0	0%	0	0%	0	09
Attorneys & Lawyers - Nursing Home Neglect	45	4,771	0	3,953	0	0%	0	0%	0	0%
Attornevs & Lawvers - Securities	187	4,298	0	3.953	0	0%	0	0%	0	0%
Audiometers Auto Repair - Shocks	84 141	4,588	0	3.953 3,953	0	0% 0%	0	0% 0%	0	0%
Auto Service - Steam Cleaning	269	4,421 4,098	0		0	0%	0	0%	0	0 09
Autographic Registers & Supplies	9	5.016	0	3.953	0	0%	0	0%	0	) 0%
Aviation Consultants	2,502	2,512	0	3,953	0	0%	0	0%	0	0%
Babbitt Metals	9	5,016	0	5,555	0	0%	0	0%	0	09
Baby Formula Service Baby Shoe Preservation	211 78	4.232 4.612	0	3.953 3.953	0	0% 0%	0	0%	0	0%
Bacteriologists	2	5,105	0	3,953	0	0%	0	0%	0	0%
Badges	699	3,513	0	3,953	0	0%	0	0%	0	0%
Bag Ties	30		0	3.953	0	0%	0	0%	0	0%
Baas - Paper Bakers Equipment	645 898	3.572 3,331	0	3.953 3,953	0	0% 0%	0	0% 0%	0	0%
Bakers Equipment - Repair	150	4,398	0		0	0%	0	0%	0	0 09
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%	Ō	0%
Baling Equipment & Supplies	121	4,474	0	3,953	0	0%	0	0%	0	0%
Balls - Glass Balls Steel, Bronze, Ceramic	1 114	5.127	0	3.953 3.953	0	0% 0%	0	0% 0%	0	09
Bankruptcy Counseling - Federally Certified	1.110	4,497	0	3.953	0	0%	0	0%	0	0 09
Bar Manufacturer	293	4,043	0	3,953	0	0%	0	0%	0	09
Bar Supplies	773	3.453	0	3.953	0	0%	0	0%	0	0%
Barometers	17	4,934	0	3,953	0	0%	0	0%	0	0 09
Barrels & Drums - Used Baseball Pitching Machines	189 174	4,290	0	3,953	0	0% 0%	0	0% 0%	0	09
Basebali Pitching Machines Batching Equipment	20	4.915	0	3.953	0	0%	0	0%	0	0 09
Bathing Beaches	3	5,088	0	3,953	0	0%	0	0%	0	) 0%
	101		0		0					) 09
Baton Twirling Instruction Bed Wetting Aids	101	4,523	0	3,953	0	0% 0%	0	0% 0%	0	0 09



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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To	0/
Beds - Renting	158	4,377	0	3.953	0	0%		0%	Pursue 0	09
Bedspreads - Wholesale & Manufacturers	372	3,904	0	3,953	0	0%	0	0%	0	09
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	09
Beetle Repellent	63 146	4,679	0	3,953	0	0% 0%	0	0%	0	09
Bellows Binders - Loose Leaf	94		0	3,953	0	0%	0	0%	0	09
Bindings - Bias & Straight	26	4,877	0	3,953	0	0%	0	0%	0	09
Bistro	223	4.197	0	3.953	0	0%	0	0%	0	0%
Blasting Contractors	2,111	2.634	0	3,953	0	0%	0	0%	0	0%
Blasting Equipment & Supplies Bleachers & Grandstands	618 374	3,603 3,899	0	3,953 3,953	0	0%	0	0% 0%	0	09
Blowers - Outdoor	185		0	3,953	0	0%	0	0%	0	09
Boards Of Trade	36	4,818	Ō	3,953	0	0%	Ō	0%	0	09
Boat Launching	242	4,164	0	3,953	0	0%	0	0%	0	09
Boat Launching Sites	324 600	3.978 3.619	0	3.953 3.953	0	0%	0	0%	0	0%
Boilers - Rental Bookcases	138	4,431	0	3,953	0	0% 0%	0	<u>0%</u> 0%	0	09
Bottle Caps & Seals	61	4,695	0	3,953	0	0%	0	0%	0	0%
Bottle Return Depot	2,463	2,523	0	3,953	0	0%	0	0%	0	09
Bottles - Used	122	4,471	0	3.953	0	0%	0	0%	0	09
Bowling Instruction Bowling Lane Refinish & Repair	32	4,837	0	3,953 3,953	0	0% 0%	0	0%	0	09
Box Lunches		4,902	0	3,953	0	0%	0	0%	0	09
Box Manufacturers Equipment & Supplies	1,285	3,065	0	3,953	0	0%	0	0%	0	09
Box Openers	15	4,949	0	3,953	0	0%	0	0%	0	09
Boxes - Metal	91	4,564	0	3.953	0	0%	0	0%	0	09
Boxes - Used Boxes - Wire Bound	49	4,748 5,060	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09
Boy & Girl Organizations - Supplies	32	4,837	0	3,953	0	0%	0	0%	0	0%
Brake Fluids	11	4,988	0	3,953	0	0%	0	0%	0	0%
Brake Shoe Bonding & Exchanging	13	4,973	0	3,953	0	0%	0	0%	0	09
Brakes - Lining - Manufacturers & Distributors	128	4,457	0	3,953	0	0%	0	0%	0	09
Branding Equipment Brass Fabricators	86 52	4,577 4,734	0	3,953 3,953	0	0% 0%	0	0%	0	09
Brazing	47	4,761	0	3,953	0	0%	0	0%	0	09
Breakfast Nooks & Booths	6	5,046	0	3,953	0	0%	0	0%	0	0%
Brick - Fire	418	3.831	0	3,953	0	0%	0	0%	0	09
Brick - Used Brick Preservatives	72 465	4.643 3,780	0	3.953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	09
Bridge Clubs	282	4,066	0	3,953	0	0%	0	0%	0	09
Bridge Instruction	4	5,075	Ŭ	3,953	0	0%	0	0%	0	0%
Broaching	10	4,999	0	3,953	0	0%	0	0%	0	09
Bronze Powders & Liquids	9	5,016	0	3,953	0	0%	0	0%	0	0%
Bronze Tablets Broom Manufacturers Equipment & Supplies	57 140	4,713	0	3,953 3,953	0	0% 0%	0	0%	0	09
Brooms	95	4,550	0	3,953	0	0%	0	0%	0	09
Brush Hogging	40	4,795	0	3,953	0	0%	0	0%	0	09
Brush Manufacturers Equipment & Supplies	120	4,480	0	3.953	0	0%	0	0%	0	09
Brushes	410	3.845	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Buckets - Digging & Hoisting Building & Development Permits	166 1,603	4,353	0	3,953	0	0%	0	0%	0	09
Building Envelope Restoration	1,836	2,040	0	3,953	0	0%	0	0%	0	0%
Building Inspection - Commercial	1,534	2,899	0	3,953	0	0%	0	0%	0	0%
Bull Riding	135	4,437	0	3,953	0	0%	0	0%	0	09
Buovs - Marine Burlap	7	5.034 4,949	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0% 0%
Buses - Repair & Service	607	4,949 3,612	0	3,953	0	0%	U	0%	0	09
Buses - Used	696	3,517	0	3,953	0	0%	0	0%	0	09
Bushinas	73	4,637	0	3.953	0	0%	0	0%	0	09
Butter	136	4.436	0	3.953	0	0%	0	0%	0	09
Buttons - Clothing Cable & Wire Harness Assembly	115 570	4,492 3,650	0	3,953 3,953	0	0% 0%	0	0% 0%	0	0%
Caissons - Structural	5/0	5,026	0	3,953	0	0%	0	0%	0	0%
Calculating Service	87	4,574	Ő	3,953	0	0%	0	0%	0	09
Calligraphers	234	4,179	0	3,953	0	0%	0	0%	0	09
Cams - Grinding & Cutting	29 561	4,857	0	3.953 3.953	0	0%	0	0%	0	09
Candy & Confectionery Manufacturer Equip & Supplies Candy & Confectionery Manufacturers Supplies	561	3.660 3.810	0	3.953	0	0% 0%	0	0%	0	09
Caning	116	4,488	0	3,953	0	0%	0	0%	0	09
Canners Equipment & Supplies	139	4,426	0	3.953	0	0%	0	0%	0	09
Cans Manufacturers Machinery	43	4,776	0	3,953	0	0%	0	0%	0	09
Capacitors Car Loading & Unloading	39 556	4,801	0	3,953	0	0% 0%	0	0%	0	0%
Car Loading & Unloading Car Pool Information	556	3,664	0	3.953	0	0%	0	0%	0	09
	60	4,608	0	3,953	0	0%	0	0%	0	09
Carbide										
Carbide Carbide Metals & Products Carbon - Activated	216 191	4,219	0	3,953	0	0%	0	0% 0%	0	09



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	9
Carbon Products	492	3,741	0	3,953	0	0%	0	0%	0	09
Carbonic Gas	274	4.086	0	3.953	0	0%	0	0%	0	0 09
Card Access Control Systems	100	4.526	0	3.953	0	0%	0	0%	0	) 09
Cardboard	50	4,744	0	3,953	0	0%	0	0%	0	09 09
Cardio-phlebotomy Training & Certification	63 181	4,679	0	3,953	0	0% 0%	0	0% 0%	0	09 09
Cargo Stabilizing Devices Carnival Supplies	73		0	3,953	0	0%	0	0%	0	09
Carpet & Rug Dyers	878		0	3,953	0		0		0	09
Carpet & Rug Measuring	32	4.837	Ő	3,953	0	0%	Ō	0%	0	09
Carpet & Rug Renting	84	4,588	0	3,953	0	0%	0	0%	0	09
Carpet Workrooms	73	4,637	0	3,953	0	0%	0	0%	0	0 09
Casters & Glides	735		0	3,953	0	0%	0	0%	0	09
Caulking Materials & Equipment	247	4.146 5,127	0	3.953 3,953	0	0% 0%	0	0% 0%	0	09 09
Cave Exploration Equipment & Supplies Caverns	99	4,535	0	3,953	0	0%	0	0%	0	0 09
Ceiling Materials	769	3,456	0	3,953	0	0%	0	0%	0	09
Ceiling Removal	526	3,702	0	3,953	0	0%	0	0%	0	) 09
Centrifugal Machinery	80	4,598	0	3,953	0	0%	0	0%	0	0% 09
Ceramic Products - Industrial	300	4,031	0	3,953	0	0%	0	0%	0	0 09
Cereals	92	4,558	0	3.953	0	0%	0	0%	0	09
Chalkboards	<u>116</u> 995	4,488	0	3.953 3.953	0	0%	0	0% 0%	0	09
Charcoal Charity - Child Sponsorship	1,509	2,913	0	3,953	0	0%	0	0%	0	09 09
Charity - Child Sponsorship Charity - Relief & Development	1,509	3.093	0	3,953	0	0%	0	0%	0	0 09
Check Protection & Signing Machines	1,004	3,228	0	3,953	0	0%	0	0%	0	09
Chemical Milling	256	4,131	0	3,953	0	0%	0	0%	0	09
Chemicals - Reclaiming	190	4,287	0	3,953	0	0%	0	0%	0	09
Chess Instruction	380	3.887	0	3.953	0	0%	0	0%	0	) 09
Chewing Gum	3	5,088	0	3,953	0	0%	0	0%	0	09
Chillers - Liquid Chimnev Lining Materials	174	4,327	0	3,953	0	0% 0%	0	0%	0	09 09
Chimneys - Prefabricated	19	4,919	0	3,953	0	0%	0	0%	0	09
China & Glassware - Renting	9	5,016	0	3,953	0	0%	0	0%	0	09
China Decorators	1	5,127	0	3,953	0	0%	0	0%	0	) 09
Chlorinators	101	4,523	0	3,953	0	0%	0	0%	0	) 09
Choirs	12	4,983	0	3,953	0	0%	0	0%	0	09 09
Chucks	7	5,034	0	3,953	0	0%	0	0%	0	09
Chute Cleaning	10	4.999 4.939	0	3.953 3.953	0	0% 0%	0	0% 0%	0	) 09 ) 09
Cinders Cistern Builders	155	4,388	0	3,953	0	0%		0%	0	0 0 0
Clamps	155	4,388	0	3,953	0	0%	0	0%	0	09
Clav	6	5.046	0	3,953	0	0%	0	0%	0	09
Clinics - Dialysis	893	3,335	Ō	3,953	0	0%	0	0%	Ō	) 09
Clipping Service	131	4,446	0	3,953	0	0%	0	0%	0	09
Clocks - Components	140		0	3,953	0	0%	0	0%	0	0 09
Clocks - Wholesale & Manufacturers	311	4,006	0	3.953	0	0%	0	0%	0	) 0%
Closures - Industrial - Protective	<u>198</u> 66	4,268 4,669	0	3,953 3,953	0	0% 0%	0	0% 0%	0	09 09
Cloth Cutting Cloth Cutting Machines	20	5,105	0	3,953	0	0%	0	0%	0	0 09
Cloud Services	4	5,075	0	3.953	0	0%	0	0%	0	09
Coal & Coke - Wholesale	138	4,431	0	3,953	0	0%	ŏ	0%	0	0 09
Coal Miners & Shippers	710	3,506	0	3,953	0	0%	0	0%	0	) 09
Coal Washing	17	4.934	0	3.953	0	0%	0	0%	0	0% 0%
Coat Fronts	5	5,060	0	3,953	0	0%	0	0%	0	0 09
Coated Fabrics	77	4,616	0	3,953	0	0% 0%	0	0% 0%	0	09 09
Coatings - Vacuum Deposition Coil Winding	47	4.407 4.761	0	3.953 3.953	0	0%	0	0%	0	09 09
Coils - Fin	13	4,973	0	3,953	0	0%	0	0%	0	09
Coils - Plate	3	5,088	0	3,953	0	0%	0	0%	0	) 09
Coin & Bill Count.Sort.Wrap Services	71	4,648	0	3,953	0	0%	0	0%	0	) 09
Coin Wrappers	2	5.105	0	3.953	0	0%	0	0%	0	) 09
Cold Type Composition	20	4,915	0	3,953	0	0%	0	0%	0	0 09
Collapsible Tubes	5	5,060	0	3,953	0	0%	0	0%	0	09
Colon Hydrotherapy - Colonic Therapy Color Cards	<u>4.900</u> 40	1,991 4,795	0	3,953	0	0% 0%	0	0% 0%	0	09 09
Color Consultants	193	4,795	0	3,953	0	0%	0	0%	0	0 09
Color Separations - Offset , Photo Engraving	193	4,469	0	3.953	0 N	0%	0	0%	0	0 09
Columbarium	39	4,801	0	3.953	0	0%	0	0%	0	) 09
Combs	4		0		0	0%	0	0%	0	0 09
Combustion Controls	205	4,246	0	3,953	0	0%	0	0%	0	0 09
Commercials - Radio & Television	775	3,452	0	3.953	0	0%	0	0%	0	0 09
Compactors - Waste - Supplies & Parts	48	4,753	0	3,953	0	0% 0%	0	0% 0%	0	09
Compactors - Waste - Wholesale & Manufacturers Comparators	82	4,592	0	3,953	0	0%	0	0%	0	09 09
Compasses	10	4,999	0	3.953	0	0%	0	0%	0	0 09
Compressors - Rent	53	4,729	0	3,953	0 0	0%	0	0%	0	09
Compressors - Repair	815		0	3,953	0	0%	Ő	0%	0	09
Computers - Bulletin Boards	285	4.058		3 953		0%		0%		) 09



	-		Sorted by Complaints	-	-					-
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled		Cmpls Unable To Pursue	%
Computers - Time Share	28	4,868	0	3,953	0	0%	0	0%	0	) 0%
Concert Performers	92	4,558	0	3,953	0	0%	0	0%	0	) 0%
Concrete - Prestressed Concrete Additives	650 218	3.567 4,215	0	3.953	0	0% 0%	0	0%	0	0%
Concrete Additives Concrete Breaking Equipment	445		0	3,953 3,953	0	0%	0	0%	0	0%
Concrete Mixers - Renting	54	3,803 4,726	0	3,953	0	0%	0	0%	0	0%
Concrete Reinforcements	2,918	2,387	Ŏ	3,953	Ő	0%	Ŏ	0%	0	0%
Concrete Vibrators	6	5,046	0	3,953	0	0%	0	0%	0	) 0%
Conduit & Fittinas	135	4,437	0	3,953	0	0%	0	0%	0	) 0%
Consulates & Other Federal Government Representatives	258	4,123	0	3.953	0	0%	0	0%	0	) 0%
Contest Arranging & Judging	1,662	2,813	0	3,953	0	0%	0	0%	0	0%
Contractor - Disabled Access Contractors - Acoustical Ceiling	1,980 2,859	2,680	0	3,953 3,953	0	0%	0	0%	0	) 0%
Contractors - Acoustical Cellind Contractors - Plant Maintenance Shutdown	2.039	4,510	0	3,953	0	0%	0	0%	0	0%
Convents & Monasteries	8	5,026	0	3,953	0	0%	0	0%	0	0%
Convevors & Conveving Equipment	3,429	2.271	Ō	3,953	Ő	0%	Ō	0%	0	) 0%
Cooling Towers	805	3,422	0	3.953	0	0%	0	0%	0	) 0%
Copper	170	4,340	0	3,953	0	0%	0	0%	0	0%
Coppersmiths	398	3,861	0	3,953	0	0%	0	0%	0	) 0%
Copywriting	320	3.989	0	3.953	0	0%	0	0%	0	) 0% ) 0%
Cord Sets & Cords - Electric Corn Products	33 209	4.831	0	3.953 3,953	0	0% 0%	0	0%	0	0%
Cornices - Building	209	4,237	0	3,953	0	0%	0	0%	0	0%
Corrosion Control	700	3.510	0	3,953	0	0%	0	0%	0	) 0%
Cotton	519	3,716	0	3,953	0	0%	0	0%	0	0%
Cotton Ginning Equipment & Supplies	194	4,273	0	3,953	0	0%	0	0%	0	) 0%
Cotton Gins	443	3.807	0	3.953	0	0%	0	0%	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 Couplings	10	4.999 5,046	0	3.953 3,953	0	0% 0%	0	0%	0	0%
Covers - Book, Catalog	374	3,899	0	3,953	0	0%	0	0%	0	0%
Crane Service	9,280	1,517	0	3,953	0	0%	0	0%	0	0%
Cranes - Accessories & Parts	129	4,455	Ō	3,953	Ő	0%	Ō	0%	0	) 0%
Crankshaft Grinding	194	4,273	0	3,953	0	0%	0	0%	0	) 0%
Crankshaft Manufacturers	50	4,744	0	3,953	0	0%	0	0%	0	0%
Crawfish Farms	134	4.441	0	3.953	0	0%	0	0%	0	0%
Creosote	3	5.088	0	3.953	0	0% 0%	0	0%	0	0%
Criminologists Crushing & Pulverizing Equipment	4 811	5,075 3,411	0	3,953	0	0%	0	0%	0	0%
Crushing & Pulverizing Equipment	331	3,965	0	3,953	0	0%	0	0%	0	) 0%
Crutches	52	4,734	Ŏ	3,953	Ő	0%	Ŏ	0%	0	0%
Cryogenics	1,583	2,859	0	3,953	0	0%	0	0%	0	) 0%
Cryotherapy	15	4,949	0	3,953	0	0%	0	0%	0	) 0%
Crystals - Industrial	134	4,441	0	3.953	0	0%	0	0%	0	) 0%
Cupolas	79 309	4,606	0	3,953	0	0% 0%	0	0%	0	) 0% ) 0%
Custom Harvesting Custom Synthesis	14	4,011 4,965	0	3,953 3,953	0	0%	0	0%	0	0%
Cutting & Slitting Service	195	4.963	0	3.953	0	0%	0	0%	0	) 0%
Cyber Security	68	4,658	0	3,953	0	0%	0	0%	0	0%
Cylinders - Hydrostatic Testing	26	4,877	0	3,953	0	0%	0	0%	0	) 0%
Cvlinders - Rebuild & Repair	370	3,907	0	3.953	0	0%	0	0%	0	) 0%
Dairy Consultants	263	4,111	0	3,953	0	0%	0	0%	0	0%
Dairy Equipment Repair	63	4,679	0	3,953	0	0%	0	0%	0	0%
Darts & Dart Boards	504 68	3.727 4.658	0	3.953	0	0% 0%	0	0%	0	) 0% ) 0%
Debris Box Service Debt Settlement - Canada	951	4,658 3,281	0	3,953	0	0%	U 0	0%	0	0%
Degreasing Equipment & Supplies	25	4,883	0	3,953	0	0%	0	0%	0	0%
Dehumidifving Equipment	370	3,907	0	3,953	0	0%	0	0%	0	0%
Dehvdrating Equipment	12	4,983	0	3,953	0	0%	0	0%	0	) 0%
Dehydrating Service	68	4,658	0	3,953	0	0%	0	0%	0	0%
Demagnetizers	7	5,034	0	3,953	0	0%	0	0%	0	) 0%
Demographic Research	127	4.458	0	3,953	0	0%	0	0%	0	) 0%
Demonstration Services	653 258	3,564	0	3,953	0	0%	0	0%	0	0%
Dentist - Sedation Deodorizing Equipment	258	4,123	0	3,953	0	<u>0%</u> 0%	0	0%	0	0%
Deposit Protection	10	5.127	0	3.953	0	0%	U	0%	0	) 0%
Desk Pads & Accessories	11	4,988	0	3,953	0	0%	0	0%	0	0%
Destination Management	279	4,074	0	3,953	0	0%	0	0%	0	) 0%
Dials	3	5,088	0	3,953	0	0%	0	0%	0	) 0%
Diamond Cutters	415	3,838	0	3,953	0	0%	0	0%	0	) 0%
Diamond Setters	75	4,624	0	3,953	0	0%	0	0%	0	0%
Diaries	2	5,105	0	3.953	0	0%	0	0-70	0	0%
Dictating Machines & Supplies	316	3.993	0	3.953	0	0%	0	0%	0	0%
Die Castings Die Cutting	1,346 637	3,025 3,579	0	3,953 3,953	0	0%	0	0%	0	0%
Die Cutting Die Cutting Equipment & Supplies	80	3,579	0	3,953	0	0%	0	0%	0	0%
Die Gatting Eugliphient & Subblies	80	4,598	. 0	. <u>3,953</u>	. 0	J%	U	J%	Ű	. 07



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled		Cmpls Unable To Pursue	%
Diecast Cars - Dealers	486	3,752	0	3,953	0	0%	0	0%	0	0%
Disability Remodeling	1.181	3.135	0	3.953	0	0%	0	0%	0	0%
Discotheaues Dishwashing Compounds	<u>86</u> 67	4,577 4,663	0	3.953 3.953	0	<u>0%</u> 0%	0	<u>0%</u> 0%	0	0%
Dishwashing Machines - Supplies & Parts	10	4,005	0	3,953	0	0%	0	0%	0	0%
Disinfectants & Germicides	209	4,237	0	3,953	0	0%	0	0%	0	) 0%
Disposable Products	459	3,788	0	3,953	0	0%	0	0%	0	) 0%
Dock Covers	31	4,846	0	3,953	0	0%	0	0%	0	0%
Doll Clothing & Accessories	843	3.377	0	3.953	0	0%	0	0%	0	) 0% ) 0%
Doll Manufacturers Equipment & Supplies Door Closers & Checks	<u>16</u> 373	4.939	0	3.953 3.953	0	<u>0%</u> 0%	0	0%	0	0 0%
Door-to-Door Sales - Photography	520	3,902	0	3,953	0	0%	0	0%	0	0 0%
Doors - Industrial	131	4,446	0	3,953	0	0%	0			0%
Doors - Vinyl	10	4,999	0	3,953	0	0%	ŏ	0%	0	0%
Doughnut Machines & Supplies	3	5,088	0	3,953	0	0%	0	0%	0	) 0%
Dowels	34	4.828	0	3.953	0	0%	0	0%	0	0%
Drafting Equipment & Supplies	730	3.491	0	3,953	0	0%	0	0%	0	0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	301	4,028	0	3,953	0	<u>0%</u> 0%	0	0%		0%
Drapery & Curtain Fabrics - Retail	1,803 80	2,754	0	3,953 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
Drapery Trimmings Dredging	740	4.598	0	3,953	0	0%	0	0%	0	0 0%
Dredging Machinery	740	5.034	0	3,953	0	0%	0	0%	0 0	0%
Drill Presses	3	5,088	0	3,953	0	0%	0	0%	0	0%
Driveway Preparation	413	3.840	0	3.953	0	0%	0	0%	0	) 0%
Drop Cloths	2	5,105	0	3,953	0	0%	0	0%	0	0%
Drug Discovery Provider	16	4,939	0	3,953	0	0%	0	0%	0	0%
Drv Erase Boards	316	3.993	0	3.953	0	0%	0	0%	0	0%
Dry Ice Dryers - Hand	<u>636</u> 696	3.580 3,517	0	3,953 3,953	0	<u>0%</u> 0%	0	<u>0%</u> 0%	0	0%
Drying Equipment - Industrial	113	4,500	0	3,953	0	0%	0	0%	0	0%
Drying Eggipment Industrial	175	4,300	0	3,953	0	0%	0	0%	0	0%
Drywall - Inspectors	842	3,379	Ō	3,953	0	0%	0	0%	Ō	) 0%
Drywall Toxic - Inspection	161	4,368	0	3,953	0	0%	0	0%		) 0%
Dumbwaiters	105	4,514	0	3,953	0	0%	0	0 /0		0%
Dust Collecting Systems	410	3.845	0	3.953	0	0%	0	0%	0	0%
Dusters & Dusting Cloths	120	5,060 4,480	0	3,953 3,953	0	<u>0%</u> 0%	0	<u>0%</u> 0%	0	0%
Dyers Dvers - Industrial	120	4,480	0	3,953	0	0%	0	0%	0	0%
Dynamometers	82	4,592	0	3,953	0	0%	0	0%	0	0%
Easels - Wholesale & Manufacturers	46	4,766	Ō	3,953	0	0%	0	0%	Ō	) 0%
Egg Processing & Shipping Equipment & Supplies	119	4,483	0	3,953	0	0%	0	0%	0	) 0%
Elastic Goods	32	4.837	0	3.953	0	0%	0	0%	0	) 0%
Electric Instruments	613	3,605	0	3,953	0	0%	0	0%	0	0%
Electrical Discharge Machines & Supplies	416	3,834	0	3,953	0	0%	0	0%	0	0%
Electrical Discharge Machining Electroforming	53	4,165	0	3,953 3,953	0	<u>0%</u>	0	<u>0%</u> 0%	0	0%
Electrotype Equipment & Supplies	243	4,158	0	3,953	0	0%	0	0%	0	0%
Elevators - Parts	312	4,004	0	3,953	0	0%	0	0%	0	) 0%
Embalmers	441	3,809	0	3,953	0	0%	0	0%	0	) 0%
Emblems	957	3.277	0	3.953	0	0%	0	0%	0	) 0%
Embossing	9	5,016	0	3,953	0	0%	0	0%	0	0%
Embossing Equipment & Supplies	33	4,831	0	3,953	0	0%	0	0%	0	0%
Embroidering Machines Employment Service - Administrative Assistant	350	3,936	0	3,953	0	<u>0%</u> 0%	0	<u>0%</u> 0%	0	0%
Enameling, Japanning & Lacquering	11		0	3,953	0	0%	0	0%	0	0%
Encyclopedia & Book Sales by Mail	4	5.075	0	3,953	0	0%	0	0%		) 0%
Enaineerina Reports	1,297	3,054	0	3,953	0	0%	Ő	0%	0	0%
Engineers - Environmental	1,236	3,094	0	3,953	0	0%	0	0%	0	0%
Engravers - Photo	60	4,697	0	3,953	0	0%	0	0%	0	0%
Envelopes - Retail	444	3.805	0	3.953	0	0%	0	0%	0	0%
Envelopes - Wholesale & Manufacturers Escalators	1,256	3.082 4,893	0	3,953 3,953	0	<u>0%</u> 0%	0	<u>0%</u> 0%	0	0%
Escalators Etching Equipment & Supplies	15	4,893	0	3,953	0	0%	0	0%	0	0%
Excelsior	13	4,949	0	3,953	0	0%	0	0%	0 0	) 0%
Expanded Metals	38	4,808	0	3,953	0	0%	ŭ	0%	0	) 0%
Expansion Joints	265	4,104	0	3,953	0	0%	0	0%	0	) 0%
Eve Banks	85	4,582	0	3.953	0	0%	0	0%	0	) 0%
Fabric Laminating & Bonding	184	4.304	0	3.953	0	0%	0	0%	0	0%
Facility Planning	277	4,078	0	3,953 3,953	0	<u>0%</u> 0%	0	0%	0	0%
Factors Factory Locating Consultants	1,800	2,756	0	3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Fallout Shelter Equipment & Supplies	183	4,893	0	3,953	0	0%	0	0%	0	0 0%
Fallout Shelters - Consultants	56	4,717	0	3,953	0	0%	0	0%	0	0%
Farm Management	1.829	2.745	0	3,953	0	0%	0	0%	0	) 0%
Farm Management Systems	281	4,071	0	3,953	0	0%	0	0%	0	) 0%
Farms - Urban	534	3,688	0	3,953	0	0%	0	0%	0	0%
Feathers	255	4,132	0	3,953	0	0%	0	0%	0	0%
Feed Grinding	29	4.857	0	3.953	0	0%	0	0%	0	) 0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Feed Mill Equipment & Supplies	395	3,864	0	3,953	0	0%	C	0%	0	0%
Feedlot	259	4.121	0	3.953	0	0%	0	0%	0	0%
Felt & Felt Products Fences - Rental	42 365	4.780 3,918	0	3.953 3,953	0	0% 0%		0% 0%	0	0%
Fertilizer Plant Equipment	395	3,864	0	3,953	0	0%		0%	0	0%
Fiber Glass Fabricators	1,266	3,078	0	3,953	0	0%	C	0%	Ő	) 0%
Fiber Glass Materials	319	3,990	0	3,953	0	0%	C	0%	0	0%
Filters Air & Gas Cleaning	2,093	2,641	0	3,953	0	0%	0	0%	0	0%
Finaerprinting Equipment Fire Doors & Shutters	172	4.334 4.973	0	3.953 3.953	0	0% 0%		0% 0%	0	) 0% ) 0%
Fire Escapes	276	4,082	0	3.953	0	0%		0%	0	0%
Fire Extinguishing Fluid	36	4,818	0	3,953	0	0%	C	0%	0	) 0%
Fire Hose	85	4,582	0	3.953	0		C		0	) 0%
Fire Hydrants	416	3,834	0	3,953	0	0%	0	<u>0%</u> 0%	0	0% 00%
Fire Lookout Stations Fireproofing	1.126	4,857	0	3,953	0	0% 0%		0%	0	0 0%
Fish & Seafood Brokers	957	3.277	0	3.953	0	0%		0%	0	) 0%
Fish Nets	72	4,643	Ō	3,953	Ō	0%	C	0%	Ō	0%
Fish Processors Equipment	27	4,875	0	3,953	0	0%	C	0%	0	0%
Fishermen - Commercial	171	4,337	0	3,953	0	0% 0%		0% 0%	0	0%
Fishing Licenses Flame proofing Materials	10	4.999	0	3.953	0	0%		0%	0	0%
Flanges	15	4,949	0	3,953	0	0%		0%	0	0%0
Flatware - Table	739	3.483	0	3.953	0	0%	C	0%	0	) 0%
Flavoring Extracts - Raw Materials	937	3,297	0	3,953	0	0%	C	0%	0	0%
Floats - Mechanical	<u>80</u> 64	4,598	0	3,953	0	0% 0%	0	0% 0%	0	0%
Floats - Parade Flock Manufacturers & Processors	64 R	4.676	0	3.953	0	0%	(	0%	0	0%
Flood Control Equipment	870	3,357	0	3,953	0	0%	0	0%	. 0	0%
Floor Machines - Rent	98	4,539	0	3,953	0	0%	C	0%	0	0%
Floor Machines - Repair	160	4,373	0	3.953	0	0%		0%	0	0%
Floor Treatment Compounds Flotation Therapy	<u>878</u> 90		0	3,953 3,953	0	0% 0%		<u>0%</u> 0%	0	0%
Foil & Foil Products	60		0		0				0	0 0%
Folding Machines	8	5,026	0	3.953	0	0%	C	0%	0	) 0%
Food Products Reconditioning	122	4,471	0	3,953	0	0%	C	0%	0	0%
Foods - Gluten Free Forging Equipment	74	4,631 4,612	0	3,953 3,953	0	0% 0%	0	0%	0	) 0% ) 0%
Fordina Edulament Fordinas	689	4.612	0	3.953	0	0%	(	0%	0	0%
Foster Child Care	2,093	2,641	0	3,953	0	0%	0	0%	0	0%
Fountains - Drinking	98	4,539	0	3,953	0	0%	C	0%	0	0%
Frozen Food Locker Plants	142	4.417	0	3.953	0	0%		0%	0	0%
Fruits - Dried Fruits - Glace	<u>307</u> 25	4,017 4,883	0	3,953 3,953	0	0% 0%		0%	0	0%
Fuel - Biofuels	363	3,924	0	3,953	0	0%		0%	0	0%
Fuel - Marine	37	4,813	0	3,953	0	0%	Ċ	0%	0	) 0%
Funeral Escorts	283	4,061	0	3,953	0	0%	C	0%	0	0%
Funnels	74		0	3,953	0	0%	0	0%	0	0%
Fur Cleaning & Dveing - Retail Fur Cleaning & Dveing - Wholesale	407	3.850 4.818	0	3.953 3.953	0	0% 0%		0% 0%	0	) 0% ) 0%
Fur Cuttings	45	4,771	0	3,953	0	0%	C	0%	0	0%
Fur Dressers & Dyers	13	4,973	0	3,953	0	0%	Ċ	0%	0	) 0%
Fur Farms - Equipment & Supplies	57		0	3.953	0	0%	0	0%	0	0%
Fur Finishers & Liners	73		0	3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Fur Skin Dealers & Brokers Furniture Frames	611 267	3,610	0	3,953	0	0%	(	0%	0	0 %
Furniture Pads	229	4,192	0	3,953	0	0%		0%	0	0%
Furniture Stripping	494		0	3,953	0	0%		0%	0	0%
Fuses - Electric	2	5,105	0	3,953	0	0%		0%	0	0%
Galvanizing Gambling Abuse & Addiction Info & Treatment	265 174	4.104	0	3.953	0	0% 0%		0% 0%	0	0%
Garment Racks	391	4.327 3,872	0	3,953	0	0%		0%	0	0%
Gas Boosters	14	4,965	0	3,953	0	0%	0	0%	0	0%
Gas Detectors	376	3,898	0	3.953	0	0%	0	0%	0	0%
Gas Lights Gas Plant Equipmont	<u>158</u> 160	4,377	0	3,953	0	0% 0%	0	0%	0	0%
Gas Plant Equipment Gas Recycling Plants		4,373 4,877	0	3,953	0	0%	(	0%	0	0 0%
Gasoline Plant Equipment	26	3.513	0	3.953	0	0%		0%	0	) 0%
Gavels	7	5,034	Ő	3,953	0	0%	Č	0%	Ő	0%
Gears & Gear Cutting	687	3,529	0	3,953	0	0%	C	0%	0	0%
Gelatin Generators - Steam	<u>61</u> 145	4,695	0	3.953 3,953	0	0% 0%		0% 0%	0	0%
Generators - Steam Geochemists	145	5,075	0	3,953	0	0%	(	0%	0	0%0
Geographers	25	4,883	0	3.953	0	0%	C	0%	0	0%
Geoloaists	784	3.443	0	3.953	0	0%	C	0%	0	0%
Geologists Supplies	4	5,075	0	3,953	0	0%	C	0%	0	0%
Geophysical Apparatus Geophysicists	42		0	3,953	0	0%	0	0%	0	) 0% ) 0%
	814	3,408	. 0	3.953	0	U%	(	0%	0	∠ı U%



·			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	l %	Cmpls Unable To Pursue	9
Gift Wrapping Service	87	4,574	0	3,953	0	0%	0	0%	0	09
Gilders	14	4,965	0	3.953	0	0%	0	0%	0	09
Glass Circles & Specialty Shapes	189	4.290	0	3.953	0	0%	0	0%	0	) 09 ) 09
Glass Coating & Tinting Materials Glass Rods & Tubing	355	3,930 4,624	0	3,953 3,953	0	0% 0%	0	0%	0	09 09
Glaziers Supplies	45	4,024	0	3,953	0	0%	0	0%	0	09
Gloves - Cleaning & Repairing	42	4,780	Ō	3,953	Ō	0%	Ō	0%	Ō	09
Go-Karts Manufacturers	120	4,480	0	3,953	0		0		0	0 09
Gold Stamping	11	4.988	0	3.953	0	0%	0	0%	0	09
Golf Caddies Golf Course Architects	353	3.932 4,612	0	3.953 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
Golf Equipment - Repair	329		0	3,953	0	0%	0	0%	0	) 09
Graffiti Removal	273	4.089	0	3,953	0	0%	Ō	0%	0	) 09
Grain Brokers	316	3,993	0	3,953	0	0%	0	0%	0	0 09
Grain Dealers	1,047	3,206	0	3,953 3,953	0	0%	0	0%	0	09 09
Grain Drving Grain Elevator Builders	<u>290</u> 827	4.048	0	3.953	0	0% 0%	0	0%	0	09 09
Grain Elevator 5 - Equipment & Supplies	396	3,863	0	3,953	0	0%	0	0%	0	09
Grain Exchanges	2	5,105	0	3,953	0	0%	0	0%	0	0 09
Grain Inspection	44	4,775	0	3.953	0	0%	0	0%	0	) 09
Grain Inspection Supplies	3	5.088	0	3,953	0	0%	0	0%	0	0%
Gratings Grease Pumping	164 740	4,362 3,479	0	3,953 3,953	0	0% 0%	0	0%	0	09
Greeting Card Manufacturers Supplies	166		0	3,953	0	0%	U 0	0%	0	09 09
Grieding Card Manuacturers Subbiles	75	4,624	0	3,953	0	0%	0	0%	0	09
Grinding Machines	442	3,808	0	3,953	0	0%	Ő	0%	0	09
Grinding Wheel Dressers	75	4.624	0	3.953	0	0%	0	0%	0	0 09
Grinding Wheels	59		0	3.953	0	0%	0	0%	0	09
Grommets	16	4,939	0	3,953 3,953	0	0% 0%	0	0%	0	09
Gumming Service Gypsum & Gypsum Products	118	5,088	0	3,953	0	0%	0	0%	0	0 0 0 0
Hair Dryers	46	4,766	0	3,953	0	0%	ŭ	0%	0	09
Hair Nets	27	4,875	0	3,953	0	0%	0	0%	0	) 09
Hampers - Wholesale & Manufacturers	2	5,105	0	3,953	0	0%	0	0%	0	09
Handbags - Repairing	210	4.235	0	3,953	0	0%	0	0%	0	09
Handball Courts Handkerchiefs	28	4,868 5,075	0	3,953 3,953	0	0% 0%	0	0%	0	09 09
Hats - Clean & Renovate	171	4,337	0	3,953	0	0%	0	0%	0	0 09
Hav Rides	282	4,066	0	3,953	0	0%	ŭ	0%	0	) 0%
Heat Exchangers	998	3,236	0	3,953	0	0%	0	0%	0	0% 09
Heat Recovery Equipment & Systems	153	4,391	0	3,953	0	0%	0	0%	0	09
Heat Sealing Heat Sealing Equipment & Supplies	112	4,502	0	3.953 3.953	0	0% 0%	0	0%	0	09
Heat Treating - Metal - Equipment & Supplies	188	4,888	0	3,953	0	0%	0	0%	0	0 09
Heaters - Automotive	260		0	3,953	0	0%	Ŭ	0%	0	09
Hematology	3	5.088	0	3.953	0	0%	0	0%	0	) 0%
Hides	323	3,981	0	3,953	0	0%	0	0%	0	09
Hinges	183 403	4,309	0	3,953 3,953	0	0% 0%	0	0%	0	09
Hog Farms Hoists	1.160	3.854	0	3.953	0	0%	0	0%	0	) 0%
Honing Machines & Equipment	1,160	4,492	0	3,953	0	0%	0	0%	0	09
Horseshoe Equipment & Supplies	800	3,425	0	3,953	0	0%	0	0%	0	) 09
Hose & Tubing - Flexible Metal	262	4,115	0	3.953	0	0%	0	0%	0	0% 0%
Hose & Tubing - Rubber & Plastic	807	3,417	0	3,953	0	0%	0	0%	0	09
Hygrometers Ice Cream Manufacturers Supplies	106 76	4,512 4,621	0	3,953 3,953	0	0% 0%	0	0%	0	09 09
Ice Cream Manufacturers Subblies	11	4,988	0	3.953	. U	0%	0	0%	0	) 09
Ice Sculptures	133	4,443	0	3,953	0	0%	0	0%	0	0 09
Ice Substitutes	25	4,883	0	3,953	0	0%	0	0%	0	) 09
Incinerators	47		0	3,953	0	0%	0	0%	0	0 09
Indexing Service - Book, Periodical	22 1,147	4.902	0	3.953	0	0% 0%	0	0%	0	) 09 ) 09
Industrial Developments Industrial Hygiene Consultants	1,14/	3,157 3,037	0	3,953 3,953	0	0%	U 0	0%	0	09 09
Industrial Hydrene Consultants Inks - Manufacturers Materials	939	3,037	0	3,953	0		0		0	0 09
Inserts - Screw Thread	15	4,949	0	3,953	0	0%	ŏ	0%	0	09
Insulation Materials - Electric	222	4,203	0	3,953	0	0%	0	0%	0	0 09
Insurance - Crop	1.125	3.167	0	3.953	0	0%	0	0%	0	09
Insurance - Marine Insurance - Medicare Supplement	1.402 3,623	2,989 2,218	0	3,953 3,953	0	0% 0%	0	0%	0	09 09
Insurance - Medicare Supplement Ironing Boards	3,623		0	3,953	0	0%	0	0%	U	09
Ivory Goods	38	4,808	0	3,953	0	0%		0%	0	) 0%
	1,406	2,983	0	3,953	0	0%	Ō	0%	0	) 09
Jacks	135	4,437	0	3,953	0	0%	0	0%	0	0 09
Jacks - Repair	133									
Jacks - Repair Jade & Jade Goods	5	5.060	0	3.953	0	0%	0	0%	0	09
Jacks - Repair Jacks & Jade Goods Jalousies State Stat	5	4,857	0	3.953	0	0%	0	0%	0	) 09
Jacks - Repair Jade & Jade Goods	5	5.060 4.857 3,564 4,831	0 0 0	3.953 3.953 3,953 3,953 3,953	0 0 0	0% 0% 0%	0 0 0 0	0% 0% 0%	0	) 09 ) 09 ) 09 ) 09



·			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	l %	Cmpls Unable To	%
Kerosene	. 124	4,466	- 0	3,953	0	0%	0	0%	Pursue 0	0%
Kilns	266	4,102	0	3.953	0	0%	0	0%	0	0%
Kite Boarding	92	4,558	0	3.953	0	0%	0	0%	0	0%
Knit Goods - Wholesale & Manufacturers Knit Goods Blocking Service	351	3,934 5,088	0	3,953	0	0%	0	0%	0	0%
Knitted Fabrics	97	4,544	0	3,953	0	0%	0	0%	0	0%
Knitting Machines	151	4,396	0	3,953	Ő	0%	0	0%	0	0%
Labels - Plastic, Metal, Foil	938	3,296	0	3,953	0	0%	0	0%	0	0%
Laces	29 18	4.857	0	3,953	0	0%	0	0%	0	0%
Ladders - Renting Laminated Structural Products	368	4.927	0	3,953	0	<u>0%</u> 0%	0	0%	0	0%
Laminations - Motor & Transformer	41		0	3,953	0	0%	0	0%	0	0%
Lamp Shade Covers	97	4,544	0	3.953	0	0%	0	0%	0	0%
Lamp Shade Frames & Supplies	474	3,770	0	3,953	0	0%	0	0%	0	0%
Lamp Shades - Wholesale & Manufacturers	115 610	4,492	0	3,953	0	0% 0%	0	0%	0	0%
Lamos - Health Landfills - Construction Materials	414	3.839	0	3,953	0	0%	0	0%	0	0%
Laneway House	166	4,353	0	3,953	0	0%	0	0%	0	0%
Lanyards	58	4,709	0	3,953	0	0%	0	0%	0	0%
Lapidaries	92	4,558	0	3.953	0	0%	0	0%	0	0%
Latex - Liquid	6 202	5.046 4,255	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Latex Products Lath	71		0	3,953	0	0%	0	0%		0%
Law & Financial Printers	100	4,526	0	3.953	0	0%	0	0%		0%
Law Books	178	4,320	0	3,953	0	0%	0	0%	0	0%
Layouts - Office, Factory	533	3,691	0	3,953	0	0%	0	0%	0	0%
Lead Burning Lead Products	2 159	5.105	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Lead Removal	159	4,526	0	3,953	0	0%	0	0%	0	0%
Lead Renovator	43	4,776	0	3,953	0	0%	0	0%	0	0%
Lead Testing	633	3,584	0	3.953	0	0%	0	0%	0	0%
Leather Findings	1	5,127	0	3,953	0	0%	0	0%	0	0%
Leather Finishes Libraries - Circulating & Rental	31	4,999 4,846	0	3,953 3,953	0	<u>0%</u> 0%	0	0%		0%
Libraries - Institutional		4,877	0	3,953	0	0%	0	0%		0%
Library Equipment & Supplies	26 300	4,031	Ō	3,953	Ō	0%	Ō	0%	Ō	0%
Life Raft Inflation Equipment	223	4,197	0	3,953	0	0%	0	0%	0	0%
Lighting Fixtures - Cleaning Lighting Plants	54 36	4.726	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Lightning Protection Equipment	2,585	2,485	0	3,953	0	0%	0	0%	0	0%
Lime	86	4,577	0	3,953	0	0%	0	0%	0	0%
Lininas - Clothina	283	4,061	0	3.953	0	0%	0	0%	0	0%
Linoleum - Wholesale & Manufacturers	6	5,046	0	3,953	0	0%	0	0%	0	0%
Linoleum Lavers Equipment & Supplies Lithographic Negatives & Plates	15	4,949 4,988	0	3,953 3,953	0	<u>0%</u> 0%	0	0%		0%
Livestock - Commission	11	4,900	0	3,953	0	0%	0	0%	0	0%
Livestock Buyers	615	3,604	Ō	3,953	Ō	0%	Ō	0%	Ō	0%
Livestock Grooming	14	4,965	0	3,953	0	0%	0	0%	0	0%
Livestock Hauling	649	3.570	0	3,953	0	0%	0	0%	0	0%
Livestock Order Buvers Livestock Spraying	62	4.687 5,105	0	3.953 3,953	0	0% 0%	0	0%	0	0%
Loading Dock Equipment	1,503	2,916	0	3,953	0	0%	0	0%	0	0%
Locomotives	311	4.006	0	3,953	0	0%	0	0%	0	0%
Log Splitting Equipment	236	4,173	0	3,953	0	0%	0	0%	0	0%
Louvers	308 523	4,014	0	3,953 3,953	0	0%	0	0%	0	0%
Lubricating Devices & Systems Lumber Carriers	1,010	3.707	0	3,953	0	0% 0%	0	0%	0 0	0%
Lumber Enspectors	360	3,926	0	3,953	0	0%	0	0%	0	0%
Lumber Treating	416	3,834	0	3,953	0	0%	0	0%	0	0%
Macaroni	99	4.535	0	3,953	0	0%	0	0%	0	0%
Machinery Cleaning Magazines - Back Number	<u>337</u> 29	3.955 4.857	0	3.953 3.953	0	0%	0	0%	0	0%
Magazines - Back Number Magnetic Inspection Equipment	29	5,034	0	3,953	0	0%	0	0%	0	0%
Magnetic Inspection Service	16	4.939	0	3,953	Ŭ.	0%	0	0%	0	0%
Magnifying Glasses	364	3,920	0	3,953	0	0%	0	0%	0	0%
Malt & Hops	10		0	3,953	0	0%	0	0%	0	0%
Managed Print Service Manhole Covers	743	3.477 4.564	0	3.953 3.953	0	0% 0%	0	0%	0	0%
Marijuana - Processor	31	5,088	0	3,953	0	0%	0	0%	0	0%
Marine Electric Service	700	3,510	0	3,953	0	0%	0	0%	0	0%
Masts & Spars	10	4,999	0	3,953	0	0%	0	0%	0	0%
Matches	6	5,046	0	3,953	0	0%	0	0%	0	0%
Mathematicians Mattresses - Cleaning	67	4,663	0	3,953	0	0% 0%	0	0%	0	0%
Mattresses - Cleaning Mavonnaise & Salad Dressings	/3	4,637	0	3,953	0	0%	0	0%	0	0%
Measuring Tapes & Rules	49		0	3,953	0	0%	0	0%	0	0%
Meat Patty Molding Machines	2	5,105	0	3,953	0	0%	0	0%	0	0%
Metal Cleaning Equipment	88	4,573	0	3.953	0	0%	0	0%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled		Cmpls Unable To Pursue	%
Metal Cleaning Machines	26	4,877	0	3,953	0	0%	0	0%	0	0%
Metal Sawing & Cut-Off Service	149	4.399	0	3.953	0	0%	0	0%	0	0%
Metal Shapes - Extruded Metal Stamping	1.215 3.463	3.108	0	3,953 3,953	0	0% 0%	0	0%	0	0%
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%	Ó	0%
Metallizing Equipment	5	5,060	0	3,953	0	0%	0	0%	0	0%
Metallurgists Metallurgists Equipment & Supplies	161 368	4,368	0		0	0%	0	0%	0	0%
Metalia dists Edubrient & Subbles Metals - Clad	974	3.262	0	3.953	0	0%	0	0%	0	0%
Metals - Corrugated	143	4,414	0	3,953	0	0%	ŏ	0%	Ő	0%
Metaphysicians	212	4,229	0	5/555	0	0%	0	0%	0	0%
Meteorological Consultants	78	4.612	0		0	0%	0	<u>0%</u> 0%	0	0%
Meteorological Instruments Mexican Imports	34 153	4,828 4,391	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Mezzanines & Platforms	37	4,813	0		0	0%	ŭ	0%	0	0%
Microfilm Service, Equipment & Supplies	367	3,915	Ō	3,953	Ō	0%	Ō	0%	Ō	0%
Micrometers	2	5,105	0	3,953	0	0%	0	0%	0	0%
Microwave Communications	623	3,594	0	3,953	0	0%	0	0%	0	0%
Microwave Ovens - Dealers Microwave Ovens - Supplies & Parts	18	4,927	0	3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Millinery - Wholesale & Manufacturers	30 62	4,818	0		0	0%	0	0%	0	0%
Millwrights	2,724	2,451	0		0	0%	Ő	0%	0	0%
Mining Consultants	575	3.644	0	3.953	0	0%	0	0%	0	0%
Mining Development	252	4,141	0		0	0%	0	0%	0	0%
Missile & Rocket Components - Manufacturers Missile & Rocket Manufacturers	19	4,919	0	3,953	0	0% 0%	0	<u>0%</u>	0	0%
Missile & Rocket Manufacturers Missile & Rocket Research & Development	521	4.720	0		0	0%	0	0%	0	0%
Missing Person Services	213	4,226	0		0	0%	0	0%	0	0%
Mixing & Agitation Machinery	232	4,186	0	3,953	0	0%	0	0%	0	0%
Monorail Systems	3	5.088	0		0	0%	0		0	0%
Moorage Mops - Wholesale & Manufacturers	10 31	4,999 4,846	0	3,953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Mosaics	299	4,040	0		0	0%	0		0	0%
Mothproofing	79	4,606	0	3,953	0	0%	ŭ	0%	0	0%
Motion Picture Equipment & Supplies	79 277	4,078	0	3,953	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies - Repair	31	4,846	0		0	0%	0	0%	0	0%
Motion Picture Film Storage Motion Picture Laboratories	21	4.908	0	3.953 3.953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Motion Picture Laboratories Motion Picture Research Service	15	4,949	0		0	0%	0	0%	0	0%
Motion Picture Special Effects	142	4,417	0		0	0%	0	0%	Ő	0%
Motion Picture Technicians	8	5,026	0		0	0%	0		0	0%
Motor Home - Carpet & Upholstery Cleaning	35	4,827	0		0	0%	0	0%	0	0%
Moving Sales Murals	844 1,371	3,376 3,011	0	57555	0	0% 0%	U 0	0 /0	0	0%
Music Boxes	1,097	3.180	0	3,953	0	0%	0	0%	0	0%
Music Shells	2,459	2,524	Ō	3,953	Ō	0%	0	0%	Ō	0%
Myotherapy	176	4,324	0		0	0%	0	0%	0	0%
Nailing Machinery	21	4.908	0		0	0%	0	0%	0	0%
Name Plates Name Plates - Holders	208 41	4,241 4,788	0	3.953 3,953	0	0% 0%	0	0%	0	0%
Naturist Nudist Camps, Resorts & Parks	85	4,582	0	3,953	0	0%	0		0	0%
Naturist Nudist Communities	24	4,893	0	3,953	0	0%	0	0%	0	0%
Naval Architects	117	4,485	0	5/555	0	0%	0	0%	0	0%
Navigation Consultants Neckwear - Retail	377 303	3,893	0	3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Neckwear - Retail Neckwear - Wholesale & Manufacturers	303 10	4.023	0		0	0%	U 0	0%	0	0%
Nets & Netting	750	3,470	0	3,953	0	0%	0	0%	0	0%
Night Vision Equipment	271	4,093	0	3,953	0	0%	0	0%	0	0%
Non - Woven Fabrics	92	4.558	0	7.377	0	0%	0	0%	0	0%
Noodles Nozzles	48	4,753 4,396	0	3.953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Nozzies Nuclear Energy Consultants	339	3,952	0		0	0%	0		0	0%
Nuclear Reactor - Manufacturers	4	5.075	0	3,953	0	0%	Ŭ	0%	0	0%
Nut Cracking & Shelling Machines	233	4,181	0	5/555	0	0%	0		0	0%
Nylon Fabrics	74	4,631	0		0	0%	0	0 /0	0	0%
Observatories Oceanographers	69	4.656	0	3.953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Oceanographic Equipment	104	4,516	0		0	0%	0	0%	0	0%
Office Records - Destruction	888	3,338	0	3,953	0	0%	0	0%	0	0%
Offset Printing Repair	71	4.648	0		0	0%	0	0%	0	0%
Oil Handling Equipment	593	3,630	0	3,953	0	0%	0	0%	0	0%
Oil Hole Covers Oil Mill Machinery	15 243	4,949	0	5/555	0	0% 0%	0	0 /0	0	0%
Oil Mill Machinery Oil Properties	243 967	4.158	0	3,953	0	0%	0	0%	0	0%
Oil Refiners Equipment & Supplies	448	3,801	0	3,953	0	0%	Ŭ	0%	0	0%
Oil Reports	121	4,474	0	3,953	0	0%	0	0%	0	0%
Oil Seeds	8	5.026	0	3,953	0	0%	0	0%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
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	1.299 493	3.052	0	3.953	0	0% 0%	0	<u>0%</u> 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%
Oil Well Fishing Tools	600	3,619	0	3,953	0	0%	0	0%	0	0%
Oil Well Logging & Perforating	265	4,104	Ō	3,953	Ō	0%	Ō	0%	Ō	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	0% 0%
Oilcloth Oilfield Hauling	5,069	5.088	0	3,953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Oilfield Supplies	1,908	2,713	0	3,953	0	0%	0	0%	0	0%
Oils - Animal & Fish	5	5,060	0	3.953	0	0%	0	0%	0	0%
Oils - Cutting	1	5,127	0	3,953	0	0%	0	0%	0	0%
Oils - Fuel - Treatment Compounds Oils - Hydrogenated	806	3,419 5.105	0	3,953	0	0% 0%		<u>0%</u>	0	0%
Oils - ReRefined	19	4,919	0	3.953	0	0%	0	0%	0	0%
Oils - Road	42	4,780	0	3,953	0	0%	ŏ	0%	0	0%
Oils - Vegetables	321	3,987	0	3,953	0	0%	0	0%	0	0%
Olive Oil	1.195	3,121	0	3.953	0	0%	0	0%	0	0%
Olives Online Dance Tutorials	144 52	4.410 4.734	0	3.953 3.953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Online Investigative News	629	3,589	0	3,953	0	0%	0	0%	0	0%
Opera Companies	38	4,808	0	3,953	Ő	0%	Ő	0%	0	0%
Orchard Equipment & Supplies	131 585	4,446	0	3,953	0	0%	0	0%	0	0%
Orchid Growers Ore	585	3,637	0	3,953	0	0%	0	<u>0%</u> 0%	0	0% 0%
Organs - Tune & Repair	1,236	3,094	0	3,953	0	0%	0	0%	0	0%
Ovens - Industrial	245	4,155	0	3,953	0	0%	0	0%	0	0%
Paint Removers - Manufacturers	101	4,523	0	3,953	0	0%	0	0%	0	0%
Paneling	707	3,509	0	3.953	0	0%	0	0%	0	0%
Pants Paper - Adhesive - Pressure Sensitive	9 351	5,016 3.934	0	3,953 3,953	0	0% 0%	0	0%	0	0%
Paper - Corrugated	223	4,197	0	3,953	0	0%	0	0%		0%
Paper Boxboard	263	4,111	0	3,953	0	0%	Ŭ	0%	Ő	0%
Paper Brokers & Mill Reps	96	4,548	0	3,953	0	0%	0	0%	0	0%
Paper Cutting & Drilling Machines	42	4,780	0	3,953 3,953	0	0%	0	<u>0%</u> 0%	0	0%
Paper Hangers - Wall covering Paper Hangers Equipment & Supplies	30	4.853	0	3.953	0	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	4 642	0	3,953	0	0%	0	0%	0	0% 0%
Paper Shredding Machines	542	3,677	0	3.953	0	0%	0	0%	0	0%
Paper Towels Paper Tubes & Cores	16 89	4,939 4,569	0	3,953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Passive Home Building	176	4,369	0	3,953	0	0%	0	0%		0%
Pattern Makers Equipment & Supplies	14	4,965	0	3,953	0	0%	Ŭ	0%	Ő	0%
Pavement & Floor Marking Supplies & Equipment	163	4,364	0	3,953	0	0%	0	0%	0	0%
Paving Equipment	1,158	3,150	0	3,953	0	0%	0	0%	0	0%
Peanut Products Pearls	247 935	4.146	0	3.953 3.953	0	0% 0%	0	<u>0%</u> 0%	0	0% 0%
Pennants	333	5,088	0	3,953	0	0%	0	0%	0	0%
Perforated Materials	13	4,973	0	3,953	0	0%	0	0%	0	0%
Perforating Machines	4	5.075	0	3.953	0	0%	0	0%	0	0%
Perfuming - Fabric, Paper	5 160	5,060	0	3,953	0	0% 0%	0	<u>0%</u> 0%	0	0% 0%
Perlite & Perlite Products Personal ServiceBureaus	94	4,373 4,555	0	3,953 3,953	0	0%	U 0	0%	0	0%
Pewter	75	4,624	0	3.953	0	0%	0	0%	0	0%
Pewterware	23	4,899	0	3,953	Ō	0%	Ō	0%	0	0%
Pharmaceutical Machinery	190	4,287	0	3,953	0	0%	0	0%	0	0%
Pharmacies - Specialty - Hemophillia Photo Electric Cells & Equipment	62 211	4.687	0	3.953 3.953	0	0% 0%	0	<u>0%</u> 0%	0	0% 0%
Photo Electric Cells & Edulpment Photographic Darkroom Rental	211 110	4,232	0	3,953	0	0%	0	0%	0	0%
Physicians & Surgeons Information Bureaus	804	3,423	0	3,953	0	0%	0	0%	0	0%
Physicians Assistants	753	3,467	0	3,953	0	0%	0	0%	0	0%
Pianos - Parts	124	4,466	0	3,953	0	0%	0	0%	0	0%
Pianos - Restoration & Refinishing Picnic Equipment & Supplies	795	3,430 4,669	0	3,953	0	0% 0%	0	<u>0%</u>	0	0%
Picnic Grounds	48	4.669	0	3.953	0	0%	0	0%	0	0% 0%
Picture Hangers - Wholesale & Manufacturers	25	4,883	0	3,953	0	0%	Ŏ	0%	0	0%
Picture Restoring	314		0	3,953	0	0%	0	0%	0	0%
Pies Dile Driving Equipment	532		0	3.953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Pile Driving Equipment Pillows - Renovating	67	4,663	0	3,953 3,953	0	0%	U 0	0%	0	0%
Pilot Car Service	937	3,297	0	3,953	0	0%	0		0	09
Pinata Sales	177	4,322	0	3.953	0	0%	0	0%	0	0%
Pins - Common, Safety	985	3,249	0	3,953	0	0%	0	0%	0	0%
Pipe & Boiler Covering Materials	2.288	4,988	0	3,953	0	0%	0	0%	0	0% 0%
Pipe & Valve Fitters	2,288	2,569	0	3,953	0	0%	0	0%	0	0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Pipe - Used	7	5,034	0	3,953	0	0%	0	0%	0	0%
Pipe Bending & Fabricating	1.333	3.034	0	3,953	0	0%	Ō	0%	0	) 0%
Pipe Cutting & Threading	267	4,100	0	3.953	0	0%	0	0%	0	) 0%
Pipe Fittings	1,169	3,141	0	3,953	0	0%	0	0%	0	) 0%
Pipe Hangers	48	4,753	0	3,953	0	0%	0	0%	0	0%
Pipe Joint Compounds Pipe Line Companies	4	5.075 2.801	0	3,953	0	0% 0%		0% 0%	0	0%
Pipe Linie Companies	2,072	2,649	0	3,953	0	0%	0	0%	0	0%
Pipe Locating Equipment	107	4,510	0	3,953	0	0%	0	0%	0	0%
Pipe Reconditioning	168	4,346	0	3,953	0	0%	0	0%	0	) 0%
Pipe Sealing - Industrial	189	4,290	0	3,953	0	0%	0	0%	0	) 0%
Pipe Thawing	126	4,460	0	3,953	0	0%	0	0%	0	0%
Pipe Thread Protector	9	5,016	0	3.953	0	0%	0	0%	0	) 0%
Pivots - Precision Instrument	62	4,687	0	3,953	0	<u>0%</u> 0%	0	0% 0%	0	0%
Planetariums Plaster Craft Products & Supplies	20 252	4,915 4,141	0	3,953 3.953	0	0%	0	0%	0	0%
Plaster Products & Subbles Plaster Products - Ornamental	100	4.141	0	3.953	0	0%	0	0%	0	0%
Plasterers Equipment & Supplies	37	4,813	0	3,953	0	0%	0	0%	0	0%
Plastics - Extruders	819	3,400	0	3,953	0	0%	0	0%	0	0%
Plastics - Fabricating, Finishing & Decor	2,402	2,541	0	3,953	0	0%	Ŭ.	0%	0	) 0%
Plastics - High Pressure Laminates	212	4,229	0	3,953	0	0%	0	0%	0	) 0%
Plastics - Machinery & Equipment	270	4,096	0	3,953	0	0%	0	0%	0	) 0%
Plastics - Raw Materials, Powder, Liquid	1,409	2,978	0	3,953	0	0%	0	0%	0	0%
Plastics - Reinforced	46	4.766	0	3.953	0	0%	0	0%	0	0%
Plastics - Vacuum, Pressure, Thermoform	473	3,772	0	3,953	0	0%	0	0%	0	0%
Pleating Machines Plumbing Fixtures, Parts, Supplies - Used	203 322	4,251 3,985	0	3,953	0	<u>0%</u>	0	0% 0%	0	0%
Plumbing Fixtures, Parts, Subblies - Used Pneumatic Equipment Components	322 529	3.985	0	3,953	0	0%	0	0%	0	) 0%
Pneumatic Edulpment Components Pneumatic Tube Equipment & Systems	126	4,460	0	3,953	. U	0%	0	0%	0	0%
Podiatrists Reference Service	6	5,046	0	3,953	0	0%	0	0%	0	) 0%
Poison Control Centers	21	4,908	0	3,953	Ő	0%	Ō	0%	0	) 0%
Pole Line Contractors	169	4,343	0	3,953	0	0%	0	0%	0	) 0%
Pole Line Equipment	12	4,983	0	3,953	0	0%	0	0%	0	) 0%
Police Departments	719	3,498	0	3,953	0	0%	0	0%	0	) 0%
Popcorn Machines	650	3.567	0	3,953	0	0%	0	0%	0	) 0%
Porcelain Products	269	4,098	0	3,953	0	0%	0	0%	0	0%
Porch Shades Potatoes - Processed	625 791	3,592 3,436	0	3,953	0	<u>0%</u>	0	0% 0%	0	0%
Polatoes - Processed Poultry - Retail	537	3,682	0	3.953	0	0%	0	0%	0	0%
Power Plant Equipment	584	3,638	0	3,953	0	0%	0	0%	0	0%
Power Plant Equipment - Repairing	289	4,051	0	3,953	0	0%	0	0%	0	) 0%
Power Take - Offs	16	4,939	0	3,953	0	0%	0	0%	0	) 0%
Pressing Machines - Clothes	63	4,679	0	3,953	0	0%	0	0%	0	) 0%
Pressurization Equipment	63	4,679	0	3,953	0	0%	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%
Printers - Cellophane, Foil	18 262	4,927	0	3,953	0	0% 0%	0	0%	0	) 0% ) 0%
Printers - Glass, Metal, Plastic Printing Plates	174	4,115	0	3,953	0	0%	0	0%	0	0%
Printing Repair	1/4	4.526	0	3.953	0	0%	0	0%	0	) 0%
Printing Rollers	170	4,328	0	3,953	0	0%	0	0%	0	0%
Pulleys	24	4,893	0	3,953	0	0%	Ŭ	0%	0	) 0%
Pulp & Pulp Products	165	4,359	0	3,953	0	0%	0	0%	0	) 0%
Punch Presses	6	5,046	0	3,953	0	0%	0	0%	0	0%
Punches	33	4,831	0	3,953	0	0%	0	0%	0	0%
Puppets & Marionettes	231	4,187	0	3.953	0	0%	0	0%	0	) 0%
Ouartz Quilting - Instruction	352 63	3.933 4,679	0	3.953	0	0% 0%	0	0% 0%	0	0%
Quilting - Instruction Quilts - Renovating	36	4,679	0	3,953	0	0%	0	0%	0	0%
Rack Merchandise Service	304	4,018	0	3,953	0	0%	0	0%	0	0%
Racquetball Court Construction	33	4.831	0	3.953	0	0%	0	0%	0	0%
Racquetball Courts - Public	18	4,927	0	3,953	0	0%	0	0%	0	) 0%
Racquetball Equipment & Supplies	42	4,780	0	3,953	0	0%	0	0%	0	) 0%
Radiant Heating	1.177	3,138	0	3.953	0	0%	0	0%	0	) 0%
Radio Direction Finders	2	5,105	0	3,953	0	0%	0	0%	0	) 0%
Radio Program Surveys	8	5,026	0	3,953	0	0%	0	0%	0	0%
Radio Station Reps	254	4.137	0	3.953	0	0%	0	0%	0	) 0% ) 0%
Radioactive Materials Radioactivity & Radiation Instruments, Supplies & Services	77 39	4,616 4,801	0	3.953 3,953	0	0% 0%	0	0% 0%	0	) 0%
Railroad Car Leasing	214	4,801	0	3,953	0	0%	0	0%	0	0%
Railroad Cars - Manufacturers	380	4,224	0	3,953	0	0%	0	0%	0	) 0%
Railroad Contractors	2,825	2,414	0	3,953	0	0%	0	0%	0	0%
Railroad Equipment & Supplies	1,530	2,901	0	3,953	0	0%	0	0%	0	) 0%
Railroad Ties - Wholesale & Manufacturers	80	4,598	0	3,953	0	0%	0	0%	0	) 0%
Railroads - Freight	752	3,468	0	3.953	0	0%	0	0%	0	) 0%
Railroads - Ticket Agencies	202	4,255	0	3,953	0	0%	0	0%	0	) 0%
Ranges & Ovens - Dealers	265	4,104	0	3,953	0	0%	0	0%	0	0%
Rattan, Reeds & Willows	9	5,016	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	%	<b>Cmpls Not Settled</b>	I %	Cmpls Unable To	9
Ravioli	- 58	4,709		3,953		0%	. (	0%	Pursue 0	09
Ravon Fabrics	5	5,060	0	3,953	Ő	0%	(	0%	Ő	09
Records - Phono - Manufacturers Equipment & Supplies	36	4.818	0	3.953	0	0%	(	0%	0	09
Recreational Vehicles - Carpet & Upholstery Cleaning Recruiting - Armed Forces	246 42	4,151 4,780	0	3,953 3,953	0	0% 0%	(	0%	0	0%
Recruiting - Armed Forces Rectifiers - Electric	42 29	4,780 4,857	0	3,953	0	0%	l r	0%	0	09
Reflectors	6	5,046	0	3,953	0	0%		0%	0	09
Refrigerators & Freezers - Rent & Lease	199	4,266	0	3,953	0	0%	(	0%	0	0%
Refrigerators & Freezers - Supplies & Parts	196	4.270	0	3.953	0	0%	(	0%	0	0%
Reiki Therapy Relays	513 197	3.720 4.269	0	3.953 3.953	0	0% 0%		0%	0	09
Rendering Companies	960	3,274	0	3,953	0	0%	(		0	09
Resins	439	3,812	0	3,953	0	0%	(	0%	0	0%
Rest Homes - Info & Placement Bureaus	184	4,304	0	3,953	0	0%	(	0%	0	09
Restaurant Work Wear & Supplies	48	4,753	0	3,953	0	0%	(	0%	0	0%
Ribbon Printina Rice	270	4.469 4.096	0	3.953	0	0% 0%	(	0%	0	09
Riggers	1,323	3,045	0	3,953	0	0%		0%	0	09
Right of Way Acquisition Service	552	3,667	0	3,953	0	0%	(	0%	0	0%
Rinas - Retainina	10	4,999	0	3,953	0	0%	(		0	09
Ringtones	77	4.616	0	3.953	0	0%		0%	0	09
Rivets Road Building Equipment	67 158	4,663 4,377	0	3,953 3,953	0	0% 0%	(	0%	0	09
Road Oiling & Dust Control	474	3,770	0	3,953	0	0%	(	0%	0	09
Rockfall Mitigation	22	4,902	0	3,953	0	0%	í	0%	0	09
Rods - Threaded	213	4,226	0	3,953	0	0%	(	0%	0	09
Rollers	58 37	4.709	0	3.953	0	0%	(	0%	0	09
Rolling Mill Machinery Rotogravure Printers	3/ 51	4.813 4.740	0	3.953 3,953	0	0% 0%	( (	0%	0	09
Rubber - Crude		4,902	0	3,953	0	0%	(	0%	0	09
Rubber - Svnthetic	22 548	3,672	0	3.953	0	0%	(		0	09
Rubber Bands	237	4,171	0	3,953	0	0%	(	0%	0	09
Rubber Working Machinery Rulers & Yardsticks	77	4,616 4,983	0	3,953	0	0% 0%		0%	0	09
Rust Preventatives & Removers	946	4,983 3.284	0	3,953 3,953	0	0%	(	0%	0	09
Safe & Vault Movers	1,227	3,101	0	3,953	0	0%	(	0%	0	09
Safes & Vaults - Opening & Repairing	330	3,967	0	3,953	0	0%	(	0%	0	09
Safety Cans	17	4.934	0	3.953	0	0%	(	0%	0	09
Salads Salt	257 1,329	4.128 3.040	0	3.953 3,953	0	0%		0%	0	09
Sample Cards & Books	53	4,729	0	3,953	0	0%	(	0%	0	09
Sanctuaries - Wild Life	313	4.002	0	3.953	Ő	0%	(	0%	0	0%
Sand & Gravel Handling Equipment	574	3,645	0	3,953	0	0%	(	0%	0	09
Sandblasting Equipment & Supplies	1,699	2,799	0	3,953	0	0% 0%	(	0%	0	09
Sanitariums Sanitary Napkins	40	5,105 4,795	0	3,953 3,953	0	0%	(	0%	0	09
Sash Operating Devices	157	4,384	0	3,953	0	0%		0%	0	09
Sausage Casings	79	4,606	0	3,953	0	0%	(	0%	0	09
Savings & Loan Association - Reps	52	4.734	0	3.953	0	0%		0%	0	09
Sawdust & Shavings Scales - Repair	408 392	3.849 3,870	0	3.953 3,953	0	0% 0%	(	0%	0	09
Scenery Studio	104	4,516	0	3,953	0	0%	(	0%	0	09
School Lunch Ordering & Management	636	3,580	0	3,953	0	0%	(	0%	ů ů	09
Schools - Surgical 1st Assistant	201	4,260	0	3,953	0	0%	(	0%	0	09
Schools – Insurance Adjuster Training	393	3,868	0	3,953	0	0%	(	0%	0	0%
Scientists - Pharmaceutical Scrap Rubber	53 473	4.729	0	3.953 3.953	0	0% 0%	(	0%	0	09
Screw Machine Products	940	3,287	0	3,953	0	0%			0	09
Screw Machines & Equipment	65	4,674	0	3,953	0	0%	Ċ	0%	0	09
Screws	231	4.187	0	3.953	0	0%	(	0%	0	0%
Seals - Oil, Grease	459	3.788	0	3.953	0	0% 0%		0%	0	09
Seals - Security Seating Companies	366 897	3,916 3,332	0	3,953 3,953	0	0%	(		0	09
Seed Cleaning Equipment	316	3,993	0	3,953	0	0%	(	0%	0	09
Seismic Retrofit	401	3,857	0	3,953	0	0%	(	0%	0	09
Seismograph Equipment & Supplies	17	4,934	0	3,953	0	0%	(	0 /0	0	09
Seismograph Service Separators	33 25	4.831 4.883	0	3.953	0	0% 0%		0%	0	09
Separators ServiceStation Supplies	25	4,883	0	3,953	0	0%	(	0%	0	09
Shafting	7	5,034	0	3,953	0	0%	(	0%	0	09
Shavers - Electric Repair	540	3,679	0	3.953	. Ö	0%	(	0%	0	09
Sheepskin Specialties	727	3,493	0	3,953	0	0%	(		0	09
Shielding - Magnetic, Electrostatic	166 17	4,353 4,934	0	3,953 3,953	0	0%	(	0%	0	09
Shims Ship Builders & Repair	1/ 995	4,934	0	3.953	0	0%	(	0%	0	09
Ship Builders & Rebair Ship Chandlers	995	4,557	0	3,953	0	0%	(	0%	0	09
Ship Cleaning	1	5,127	0	3,953	0	0%	(	0%	0	09
Ship Registers	1	5.127	0	3 953	0	0%	(	0%		09



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Industry Classification	Inquiries		Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>		Cmpls Unable To Pursue	%
Ship Wreckers	30	4,853	0	3,953	0	0%	0	0%	0	) 0%
Shoe Dvers	24		0	3.953	0	0%	0	0%	0	) 0%
Shoe Laces	70		0	3,953	0	0%	0		0	0%
Shoe Machinery	72	4,643	0	3,953	0	0%	0		0	0%
Shoe Trees	154 283	4,390 4,061	0	3,953	0	0%	0	0%	0	0%
Shopping Carts & Baskets Shoring	492	4,061 3,741	0	3.953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Shortening	492	5,105	0	3,953	0	0%	0	0%	0	0%
Shot Peening	80	4,598	0	3,953	0	0%	0	0%	0	0%
Shovels - Power	16	4,939	0	3,953	0	0%	0	0%	0	) 0%
Shower Curtains - Wholesale & Manufacturers	81	4,595	0	3,953	0	0%	0		0	0%
Shower Pan Replacement	360	3,926	0	3,953	0	0%	0	0%	0	0%
Shuffleboards	59	4,702	0	3,953	0	0%	0	0%	0	) 0%
Signals	164	4,362	0	3,953	0	0%	0	0%	Ō	) 0%
Signs - Exit Signs	330	3,967	0	3,953	0	0%	0	0%	0	) 0%
Silage Covering	111		0	3.953	0	0%	0	0%	0	) 0%
Silverware	1.940	2,691	0	3.953	0	0%	0	0%	0	) 0%
Skating Rinks - Installation, Equipment & Supplies	130		0	3,953	0	0%	0	0%	0	) 0%
Ski Lift Equipment	25		0	3,953	0	0%	0		0	0%
Slicing Machines	13	4.973	0	3,953	0	0%	0	0%	0	0%
Slides & Film Strips	249	4.143	0	3.953	0	0%	0	0%	0	0%
Slings	139	4,426	0	3,953	0	0%	0	0%	0	
Smelters & Refiners Equipment & Supplies	368	3,911	0	3,953	0	0%	0	0%	0	0%
Smoke Abatement Equipment	103	4.519 4,300	0	3.953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Smoke Odor Counteracting Service Snow Making Machines	185	4,300	0	3,953	0	0%	0	0%	0	0%
Snow Melting Systems	206	4,973	0	3,953	0	0%	0	0%	0	0%
Snow Removal Service - Roof	412		0	3.953	0	0%	0	0%	0	) 0%
Soda Fountain Equipment - Repairing	108	4,509	0	3,953	0	0%	0	0%	0	0%
Soda Fountain Shops	200	4,263	0	3,953	0	0%	0	0%	0	0%
Soffit & Fascia	1,586	2,858	0	3,953	0	0%	0	0%	0	) 0%
Soil Conservation Service	594	3,629	Ō	3,953	Ō	0%	Ō		Ō	) 0%
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		0	3.953	0	0%	0		0	) 0%
Solvents	191	4,284	0	3,953	0	0%	0	0%	0	) 0%
Solvents - Reclaiming	5	5,060	0	3,953	0	0%	0		0	) 0%
Sortina Eauipment	622	3,596	0	3.953	0	0%	0	0%	0	0%
Sound Level Testing - Industrial	60		0	3.953	0	0%	0	0%	0	) 0%
Souvenirs - Wholesale & Manufacturers	400	3,859	0	3,953	0	0%	0	0%	0	0%
Spark Plugs	23	4,899	0	3,953	0	0%	0	0%	0	0%
Speed Reducers	76	4,621	0	3,953	0	0%	0	<u>0%</u> 0%	0	0%
Spill Control Service	16		0	3,953	0	0%	0	0%	0	0%
Springs - Coil, Flat - Distributors & Manufacturing	1,147		0		0		0		0	0 %
Sprockets Square Dance Apparel	4	5,075	0	3,953 3,953	0	0% 0%	0	<u>0%</u> 0%	0	0%
Squash Courts - Private	95	4,550	0	3,953	0	0%	0	0%	0	0%
Stabilizers	113	4,500	0	3,953	0	0%	0	0%	0	0%
Stair Treads	650	3,567	<u> </u>	3,953	<u> </u>	0%	Ĵ	0%	0	0%
Stakes	14		0	3,953	0	0%	0	0%	0	) 0%
Stamp Machines	42	4,780	0	3,953	0	0%	0	0%	0	0%
Staples, Staplers & Tackers	73	4,637	0	3,953	0	0%	0	0%	ů N	) 0%
Static Controls	84	4,588	0	3.953	0	0%	0		0	) 0%
Statuary	725	3,495	0	3,953	0	0%	0	0%	0	) 0%
Steam Cleaning - Automotive	99		0	3,953	0	0%	0	0 /0	0	) 0%
Steam Traps	71		0	3.953	0	0%	0	0 /0	0	0%
Steel - Used	105	4.514	0	3.953	0	0%	0	0%	0	) 0%
Steel Processing	3,785	2,187	0	3,953	0	0%	0		0	0%
Steel Processing & Fabricating Equipment	846	3,370	0	3,953	0	0%	0	0%	0	0%
Steeple Jacks	341	3.949	0	3.953	0	0%	0	0%	0	0%
Steeples & Spires	38	4,808	0	3.953	0	0%	0	0%	0	0%
Stencil Cutting Machines	<u>19</u> 603	4,919	0	3,953 3,953	0	0%	0		0	0%
Stenographers - Public Stenographic Machines & Supplies	603	3,615	0	3,953	0	0% 0%	0		0	0 0%
Sterilizing Apparatus	95		0	3,953	0	0%	0	0%	0	0%
Sterilizing Service	104		0	3,953	0	0%	0		0	0%
Stevedoring Contractors	104	4,316	0	3,953	0	0%	0	0%	0	0%
Stock Yards	235	4.175	0 0	3.953	0 0	0%	0	0%	0	) 0% ) 0%
Stone Slinger	15	4,949	0	3,953	0	0%	0	0%	0	0%
Strainers - Wholesale & Manufacturers	2	5,105	0	3,953	0	0%	0	0%	0	) 0%
Strapping & Strapping Equipment	203	4,251	0	3.953	0	0%	0	0%	0	) 0%
Street Cleaning	829	3,392	0	3,953	0	0%	0	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		0	3,953	0	0%	0		0	) 0%
Structural Support - Underground	475	3,766	0	3,953	0	0%	0	0%	0	) 0%
Stucco Manufacturers & Distributors	621	3.599	0	3.953	0	0%	0	0%	0	) 0%



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	<u>%</u>	Cmpls Unable To Pursue	%
Sugar Brokers & Wholesalers	16	4,939	0	3,953	0	0%	0	0%	n n n n n n n n n n n n	0%
Sugar Refiners	65	4,674	0	3.953	0	0%	Ŭ	0%	0	0%
Suicide Prevention Service	7	5,034	0	3,953	0	0%	0	0%	0	0%
Sump Pump Contractors	813	3,409	0	3,953	0	0%	0	0%	0	0%
Sundials	2	5,105	0		0	0%	0	0%	0	0%
Surface Plates Surveyors - Cargo	<u>40</u> 56	4,795	0	3.953 3,953	0	0%	0	0%	0	0%
Sweaters	43	4,717	0		0	0%	0	0%	0	0%
Sweaters - Trimming Service	43	4,778	0	3,953	0	0%	0	0%	0	0%
Sweepers - Power	675	3,545	0	3.953	0	0%	0	0%	0	0%
Sweeping Compounds	1	5,127	0	3,953	Ō	0%	0	0%	0	0%
Sweeping Service - Power	2,153	2,615	0	3,953	0	0%	0	0%	0	0%
Swimming Pools - Removal	817	3,403	0	3.953	0	0%	0	0%	0	0%
Switches - Electric	475	3,766	0	3,953	0	0%	0	0%	0	0%
Syrups Table Suppliers	392	3,870	0	3,953	0	0%	0	0%	0	0%
Table Subbiers Table Tennis Facilities	32	4,837	0	3.953	0	0%	0	0%	0	0%
Tailoring Instruction	18		0	3,953	0	0%	0	0%	0	0%
Tailors Supplies	218	4,215	0	3,953	0	0%	Ŭ	0%	0	0%
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 Testing & Inspection	2,498	2,513	0	3,953	0	0%	0	0%	0	0%
Tanks - Concrete	373	3,902	0	3,953	0	0%	0	0%	0	0%
Tanks - Metal	1.662	2,813	0	3.953	0	0%	0	0%	0	0%
Tanks - Used	30	4,853	0	3,953	0	0%	0	0%	0	0%
Tanks - Wooden Tanners Equipment & Supplies	341	5,127	0	3,953	0	0%	0	0%	0	0%
Tape Applying & Dispensing Machines	341	5.060	0	3.953	0	0%	0	0%	0	0%
Tape Recorders - Sound - Service & Repair	39	4,801	0	3,953	0	0%	0	0%	0	0%
Tape Recorders - Sound - Supplies & Parts	19	4,919	0	3,953	0	0%	0	0%	0	0%
Tapes - Industrial	289	4,051	0	3,953	0	0%	0	0%	0	0%
Tapes - Sound - Dealers	62		0	3,953	0	0%	0	0%	0	0%
Tapes - Sound - Wholesale & Manufacturers	97		0	3,953	0	0%	0	0%	0	0%
Tapestries	325	3,976	0	3,953	0	0%	0	0%	0	0%
Tariff Bureaus Taxidermists Equipment & Supplies	193	5.105	0	3.953 3,953	0	0% 0%	0	0%	0	0%
Tear Gas	193	5,034	0	3,953	0	0%	0	0%	0	0%
Telemeter Equipment	31	4,846	0	3,953	0	0%	0	0%	0	0%
Teletypewriters Message Service	86	4.577	0	3.953	0	0%	ŭ	0%	0	0%
Teletypewriters Supplies	1	5,127	0	3,953	0	0%	0	0%	0	0%
Templates	301	4,028	0	3,953	0	0%	0	0%	0	0%
Tennis Court Enclosures	14	4,965	0		0	0%	0		0	0%
Terminals - River & Marine	287	4,055	0	3,953	0	0%	0	0%	0	0%
Terra Cotta	<u>37</u> 437		0	3,953 3,953	0	0%	0	0%	0	0%
Terrazzo Terrazzo Equipment & Supplies	437	3,815	0	3,953	0	0%	0	0%	0	0%
Textile Converting	233	4,181	0		0	0%	Ŭ	0%	0	0%
Textile Engravers	79		0	3,953	0	0%	0	0%	0	0%
Theatrical Make-Up	137	4,434	0	3,953	0	0%	0	0%	0	0%
Therapy Dogs	36	4,818	0	3.953	0	0%	0	0%	0	0%
Thermal Remediation	169	4,343	0	3,953	0	0%	0	0%	0	0%
Thermocouples	143 142	4,414	0	3,953	0	0%	0	0%	0	0% 0%
Thermographers Thread	59	4,41/	0	3,953	0	0%	0	0%	0	0%
Thread Rolling, Cutting & Grinding	91		0	3,953	0	0%	0	0%	0	0%
Threat & Fraud Assessment	345	3,943	0	3,953	0	0%	0	0%	0	0%
Ticket Issuing Machines	258	4,123	0	3,953	0	0%	0	0%	0	0%
Timber Framing	686	3,533	0	3,953	0	0%	0	0%	0	0%
Time Locks	323	3,981	0	3,953	0	0%	0	0%	0	0%
Time Recorders	692		0	3.953	0	0%	0	0%	0	0%
Time Stamps Timing Devices	<u>74</u> 100	4,631 4,526	0	3.953 3,953	0	0%	0	0%	0	0%
Tin Devices	100	4,526	0		0	0%	0		0	0%
Tin ware	1	5,127	0	3,953	0	0%	0	0%	0	0%
Tinning	52	4,734	0		0	0%	0	0%	0	0%
Tire Additives & Sealants	283	4,061	0	3,953	0	0%	0	0%	0	0%
Tire Storage	233	4.181	0	3,953	0	0%	0	0%	0	0%
Titanium	68	4,658	0	3.953	0	0%	0	0%	0	0%
Tobacco Growers	62		0	3,953	0	0%	0	0%	0	0%
Tobacco Machinery	21	4,908	0	3,953	0	0%	0	0%	0	0%
Tool & Die Makers Equipment & Supplies Tool Salvage Companies	<u>847</u> 454	3,369	0	3.953 3,953	0	0%	0	0%	0	0%
Tools - Hydraulic	297	4,035	0		0	0%	0	0%	0	0%
iono invatudio	297	4,033	0	3,953	0	0%	0	0%	0	0%
Tortilla & Tamale Making Equipment			0		0		0		0	0%
	221	4,208	0	3,953	0	0%	(1	0%		
Tournaments - Golf Towels - Industrial	10	4,999	0	3,953	0	0%	0	0%	0	0%
Tortilla & Tamale Makina Equipment Tournaments - Golf Towels - Industrial Tractor Mowing Transfers - Drv			0 0 0		0		0 0		0	



			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	w	Cmpls Unable To	9
Transformers	. 833	3,388	. 0	3,953		0%		0%	Pursue 0	09
Translators Equipment	57	4,713	0	3,953	0	0%	0	0%		) 09
Trap & Skeet Ranges	64	4.676	0	3.953	0	0%	0	0%	0	) 09
Trapping Equipment & Supplies	484	3,754 4,132	0	3,953 3,953	0	0% 0%	0	0%		0900
Travelers Checks Tree Climbing Instruction	255	4,132	0	3,953	0	0%		0%	0	09 09
Tree Service Equipment & Supplies	1,759	2,780	0	3,953	0	0%	C	0%	0	0 09
Tricks & Jokes	622	3,596	0	3,953	0	0%	C	0%		) 09
Truck Terminals	100	4,526	0	3.953	0	0%	C	0%		09
Trucking - Liquid Or Dry Bulk Tube Bending & Fabricating	2.367 572	2.548 3.646	0	3.953 3.953	0	0% 0%	0	0%	0	09
Tube Cleaning & Expanding Equipment	32	4,837	0	3,953	0	0%	(			0 09
Tubing - Metal	444	3.805	0	3,953	0	0%	0	0%		) 09
Tunneling Contractors	273	4,089	0	3,953	0	0%	C	0%	0	) 09
Turbines	883	3,342	0	3,953	0	0%	0	0%		09
Turnstiles Turntables	47 301	4.761 4.028	0	3,953 3,953	0	0% 0%		0%		09
Twines & Cordage	301 77	4,616	0	3,953	0	0%	(	0%		09
Typesetting	382	3,886	0	3,953	0	0%	C	0%		09
U-Catch Fishing	180	4,316	0	3,953	0	0%	C		0	) 09
Umbrellas - Repairing	7	5.034	0	3,953	0	0%	0	0%		09
Unemployment Representation Universal Joints	141	4,421 5,127	0	3,953 3,953	0	0% 0%	<u> </u>	0%		09
Urban Farmer	1 29	4,857	0	3,953	0	0%	(	0%		09
Vacuum Cleaning - Industrial	612	3,608	0	3,953	0	0%	C	0%	0	) 09
Valves - Repairing	349	3,938	0	3,953	0	0%	0	0%	0	09
Venetian Blinds - Repair	18	4.927	0	3.953	0	0%	0	0%		09
Venetian Blinds - Supplies & Parts Ventilating Equipment	588 4,391	3.634 2,091	0	3,953 3,953	0	0% 0%	C 	0%	0	0 09
Vermiculite	74	4,631	0	3,953	0	0%	0	0%	0	
Vessels - Pressure	155	4,388	0	3.953	0	0%	C	0%	0	09
Vibration Control	278	4,075	0	3,953	0	0%	C	0%		09
Vibration Measurement	245	4,155	0	3,953	0	0%	C	0%		09
Vibrators - Industrial Video Equipment - Wholesale & Manufacturers	24 811	4,893 3,411	0	3,953 3,953	0	0% 0%	(	0%		0 09
Visual Control Systems	100	4,526	0	3,953	0	0%	C		0	0 09
Voting Equipment	201	4,260	0	3,953	0	0%	C	0%	0	) 09
Wall Bed Manufacturer	139	4,426	0	3,953	0	0%	0	0%		09
Wall Cleaning Wall Coatings	304 2,021	4.019 2,670	0	3,953 3,953	0	0%	C	0%	0	09
Wallboard & Plasterboard	466	3,779	0	3,953	0	0%	(	0%	0	0 09
Wallpapers & Wall coverings - Wholesale & Manufacturing	766	3,461	0	3.953	0	0%	C	0%	0	) 09
Waste - Cotton, Wool	34	4,828	0	3,953	0	0%	C	0%		09
Waste Paper	82	4,592	0	3,953	0	0%	C	0%		0900
Watchmakers Equipment & Supplies Water Pollution Control	141 588	4,421 3,634	0	3,953 3,953	0	0% 0%	0	0%		
Water Skiing Instruction	126	4,460	0	3,953	0	0%		0%	0	0 09
Water Works Equipment & Supplies	537	3,682	0	3,953	0	0%	C	0%	0	) 09
Waterbeds - Service & Repair	5	5,060	0	3.953	0	0%	C	0%	0	0 09
Waterbeds - Wholesale & Manufacturers	199	4.266	0	3.953	0	0%	0	0%	0	09
Weaving & Mending Weaving Supplies & Equipment	173 172	4,333 4,334	0	3,953 3,953	0	0% 0%	(	0%	0	09
Weed Control Equipment & Supplies	463	3,783	0	3,953	0	0%			0	09
Weighers	181	4,313	0	3,953	0	0%	Č	0%	0	09
Welding Inspectors	334	3,960	0	3,953	0	0%	C	0%		0 09
Wellpoint & Dewatering Systems Winches	339 115	3,952	0	3.953 3.953	0	0%		0%	0	09
Winches Winding Machinery	115 10	4.492 4,999	0	3,953	0	0% 0%			0	0 09
Windmills	481	3,759	0	3,953	0	0%	0	0%	0	) 09
Window Cleaning Equipment & Supplies	411	3.844	0	3.953	0	0%	C	0%	0	09
Window Security Laminates	202	4.255	0	3,953	0	0%	0	0%	0	09
Window Shades - Repair Windows - Wells & Covers	127 4.431	4,458 2,083	0	3,953 3,953	0	0% 0%	C	0%		09
Windows - Wells & Covers Windows - Wood	4,431 790	2,083	0	3,953	0	0%	(			0 09
Wine Brokers	730	3,450	0	3,953	0	0%		0%	0	09
Wiping Cloths	385	3,881	0	3,953	0	0%	C	0%	0	) 09
Wire Cloth	41	4.788	0	3.953	0	0%	C	0%	0	09
Wire Rope Wire Stitching Machines & Supplies	391 39	3.872 4,801	0	3,953 3,953	0	0% 0%	C	0%	0	09
Wire Straighten & Cut	39 11	4,801 4,988	0	3,953	0	0%	(	0%		09
Wire Strippers	6	5.046	0	3,953	0	0%	0	0%	0	09
Wood Preservatives	535	3,685	0	3,953	0	0%	C	0%	0	09
Wood Technologists	421	3,828	0	3,953	0	0%	0	0%		09
Wood Turning Word Process System, Consultant, Designer	211 87	4.232	0	3,953 3,953	0	0% 0%	0	0%	0	09
woru riocess system, consuldint, designer					0					09
X-Ray Duplicating Services	92	4 550	01	3 023	0					
X-Ray Duplicating Services X-Ray Protection	95 552	4,550 3,667	0	3,953 3,953	0	0 /0		0,0		

US and Canada 2016 Statistics Sorted by Complaints										
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpis Unable To Pursue	
Zippers	259	4,121	0	3,953	0	0%	0	0%	0	0%
Zippers - Repair	40	4,795	0	3.953	0	0%	0	0%	0	0%