

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
<b>Total</b>	<b>10,831,834</b>		<b>26,120</b>		<b>19,340</b>	<b>74%</b>	<b>6,102</b>	<b>23%</b>	<b>678</b>	<b>3%</b>
Furniture - Retail	102,533	15	732	1	573	78%	155	21%	4	1%
Auto Dealers - New Cars	123,402	12	731	2	601	82%	130	18%	0	0%
Collection Agencies	185,720	7	696	3	649	93%	47	7%	0	0%
Water Heaters - Dealers	47,550	37	567	4	546	96%	21	4%	0	0%
Movers	244,255	4	514	5	304	59%	192	37%	18	4%
Online Retailer	20,077	101	478	6	417	87%	49	10%	12	3%
Auto Dealers - Used Cars	264,390	3	470	7	343	73%	123	26%	4	1%
Cellular Telephone Service & Supplies	24,840	76	375	8	327	87%	47	13%	1	0%
Department Stores	15,485	130	344	9	337	98%	6	2%	1	0%
Telephone Communications	22,488	91	342	10	329	96%	12	4%	1	0%
Roofing Contractors	454,769	1	338	11	192	57%	124	37%	22	7%
Electronic Equipment & Supplies - Wholesale & Manufacturers	9,493	204	304	12	302	99%	2	1%	0	0%
Contractors - General	273,845	2	300	13	106	35%	173	58%	21	7%
Internet Services	48,180	36	295	14	248	84%	46	16%	1	0%
Cell Phone & Tablet Equipment, Supplies & Repair	9,141	208	291	15	259	89%	32	11%	0	0%
Parking Facilities	15,709	128	268	16	241	90%	27	10%	0	0%
Auto Repair & Service	165,841	10	251	17	174	69%	74	29%	3	1%
Travel Agencies & Bureaus	74,070	23	249	18	216	87%	32	13%	1	0%
Plumbers	239,957	5	246	19	195	79%	49	20%	2	1%
Electronic Equipment & Supplies - Dealers	17,072	115	243	20	209	86%	23	9%	11	5%
Cosmetic Sales by Internet	7,543	250	239	21	117	49%	122	51%	0	0%
Appliances - Major - Service & Repair	35,402	49	219	22	76	35%	142	65%	1	0%
Heating & Air Conditioning	177,637	8	213	23	176	83%	37	17%	0	0%
Online Travel Agency	23,229	84	208	24	195	94%	13	6%	0	0%
Lawn Maintenance	65,619	27	202	25	178	88%	24	12%	0	0%
Burglar Alarm Systems - Dealers, Monitoring & Service	49,406	35	195	26	186	95%	8	4%	1	1%
Home Builders	169,294	9	193	27	143	74%	47	24%	3	2%
Auto Manufacturers & Distributors	19,178	105	182	28	151	83%	31	17%	0	0%
Utility Contractors	6,304	295	182	28	182	100%	0	0%	0	0%
Health Clubs	30,623	57	181	30	169	93%	12	7%	0	0%
Television - Cable, CATV & Satellite	41,847	328	174	31	170	97%	4	2%	0	0%
Appliances - Major - Dealers	46,076	42	172	32	146	85%	23	13%	3	2%
Loans	72,145	25	166	33	150	90%	16	10%	0	0%
Energy Service Companies	46,934	34	162	34	145	90%	17	10%	0	0%
Incentive Programs	10,420	189	161	35	145	90%	16	10%	0	0%
Tours - Operators & Promoters	28,299	61	161	35	158	98%	2	1%	1	1%
Security Control Equipment & System Monitors	55,031	33	157	37	143	91%	11	7%	3	2%
Computers Hardware, Software & Services	23,644	22	152	38	110	72%	42	27%	1	1%
Paving Contractors	93,705	16	144	39	81	56%	61	42%	2	1%
Banks	24,425	78	139	40	115	83%	24	17%	0	0%
Dating Service	17,137	114	138	41	27	20%	111	80%	0	0%
Financial Services	47,410	38	137	42	133	97%	3	2%	1	1%
Florists - Retail	7,650	245	136	43	119	88%	13	10%	4	3%
Home Improvements	199,572	6	135	44	83	61%	48	36%	4	3%
Internet Shopping	23,647	81	135	44	108	80%	27	20%	0	0%
Jewelers - Retail	41,304	45	134	46	81	60%	49	37%	4	3%
Pardon Services	15,072	132	132	47	43	33%	55	42%	34	26%
Windows	73,596	24	132	47	99	75%	29	22%	4	3%
Water Filtration & Purification Equipment	52,794	34	131	49	104	79%	27	21%	0	0%
Landscape Contractors	161,728	11	126	50	66	52%	57	45%	3	2%
Moving & Storage Company	46,499	40	126	50	90	71%	35	28%	1	1%
Beauty Salons	41,489	44	123	52	78	63%	34	28%	11	9%
Windows & Doors - Installation & Service	78,616	21	121	53	95	79%	25	21%	1	1%
Auto Renting & Leasing	17,184	113	119	54	77	65%	42	35%	0	0%
Delivery Service	24,312	79	117	55	102	87%	15	13%	0	0%
Airlines	4,385	387	116	56	32	28%	83	72%	1	1%
Concrete Contractors	86,668	18	112	57	55	49%	53	47%	4	4%
Publishers - Directory & Guide	7,645	247	108	58	84	78%	24	22%	0	0%
Internet Marketing Services	14,673	134	107	59	91	85%	15	14%	1	1%
Advance Fee Loan Brokers	21,348	95	104	60	1	1%	63	61%	40	38%
Hotels	6,043	305	104	60	70	67%	32	31%	2	2%
Home Decor, Accessories & Gifts - Online Retailer	7,059	266	100	62	98	98%	2	2%	0	0%
Insurance Companies	65,416	28	99	63	91	92%	8	8%	0	0%
Discount Stores	9,598	201	98	64	75	77%	20	20%	3	3%
Property Management	105,477	14	98	64	78	80%	19	19%	1	1%
Restaurants	11,766	164	98	64	56	57%	38	39%	4	4%
Auto Parts & Supplies - New	41,383	83	94	61	61	65%	33	35%	0	0%
Air conditioning & Heating Contractors - Residential	34,929	51	89	68	69	78%	18	20%	2	2%
Internet-Based Telephone Service	12,588	154	88	69	82	93%	6	7%	0	0%
Consumer Finance & Loan Companies	32,865	53	80	70	74	93%	6	8%	0	0%
Fitness Centers	9,816	198	79	71	52	66%	24	30%	3	4%
Computers - Dealers	23,855	80	78	72	57	73%	21	27%	0	0%
Tax Return Preparation	28,416	60	76	73	67	88%	8	11%	1	1%
Dry Cleaners	12,683	151	73	74	37	51%	34	47%	2	3%
Toys - Retail	5,401	340	72	75	67	93%	5	7%	0	0%
Heating Contractors	85,472	19	71	76	57	80%	14	20%	0	0%
Cable TV, Internet & Telephone Installation Service	8,245	227	70	77	62	89%	7	10%	1	1%
Financing	21,529	93	67	78	60	90%	6	9%	1	1%
Snow Removal Service	26,065	69	67	78	34	51%	25	37%	8	12%
Painting Contractors	90,927	17	66	80	40	61%	23	35%	3	5%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Construction & Remodeling Services	69,856	26	64	81	34	53%	26	41%	4	6%
Furnace Sales & Service	26,662	64	63	82	60	95%	3	5%	0	0%
Health & Diet Products - Retail	19,457	102	63	82	53	84%	10	16%	0	0%
Traffic & Parking Consultants	3,053	515	63	82	14	22%	45	71%	4	6%
Credit & Debt Counseling	46,166	41	61	85	51	84%	9	15%	1	2%
Recreational Vehicles - Dealers	23,579	82	61	85	54	89%	5	8%	2	3%
Telephone Service - Long Distance	10,948	181	61	85	49	80%	12	20%	0	0%
Cleaning Supplies	2,604	579	59	88	59	100%	0	0%	0	0%
Clothing - Retail	11,225	175	59	88	39	66%	17	29%	3	5%
Legal Document Assistance	5,253	348	58	90	58	100%	0	0%	0	0%
Telephone Equipment & Systems Dealers	2,505	597	57	91	56	98%	1	2%	0	0%
Windows - Installation & Service	61,054	29	55	92	47	85%	5	9%	3	5%
Safety Consultants	9,190	207	54	93	52	97%	2	4%	0	0%
Advertising - Directory & Guide	13,324	147	53	94	39	74%	13	25%	1	2%
Parking Attendant Service	2,843	544	50	95	39	78%	11	22%	0	0%
Point of Sale Systems	12,305	156	50	95	43	86%	7	14%	0	0%
Radio Communication Equipment & Systems	2,532	592	50	95	50	100%	0	0%	0	0%
Ticket Sales - Events	16,873	118	50	95	44	88%	5	10%	1	2%
Towing - Automotive	21,163	96	50	95	26	52%	21	42%	3	6%
Office Supplies - Sale by Deceptive Telemarketing	3,685	443	48	100	3	6%	1	2%	44	92%
Auto Body Repair & Painting	82,259	20	47	101	32	68%	15	32%	0	0%
Computers - Service & Repair	21,508	94	47	101	32	68%	14	30%	1	2%
Travel Clubs	4,155	407	47	101	24	51%	14	30%	9	19%
Carpet & Rug Cleaners	55,294	32	46	104	35	76%	10	22%	1	2%
Fence Contractors	33,974	52	46	104	28	61%	18	39%	0	0%
Satellite Equipment & Supplies	2,489	600	46	104	45	98%	1	2%	0	0%
Information Bureaus	7,315	255	45	107	43	96%	2	4%	0	0%
Locks & Locksmiths	59,063	107	45	107	21	47%	23	45%	0	0%
Swimming Pool Contractors, Dealers, Design	25,557	73	45	107	35	78%	9	20%	1	2%
Beauty Supplies & Equipment	7,670	243	44	110	35	80%	9	20%	0	0%
Computers - Supplies & Parts	8,137	228	44	110	27	61%	17	39%	0	0%
Tire Dealers	25,632	72	44	110	33	75%	11	25%	0	0%
Electronic Equipment & Suppliers - Service & Repair	7,207	261	43	113	30	70%	13	30%	0	0%
Marketing Consultants	10,564	185	42	114	14	33%	28	67%	0	0%
Woodworking	7,378	252	42	114	12	29%	21	48%	10	24%
Coupon Services	7,528	251	41	116	40	98%	1	2%	0	0%
Fire & Water Damage Restoration	40,301	46	41	116	35	85%	5	12%	1	2%
Photographers	4,761	366	41	116	24	59%	15	37%	2	5%
Spas & Hot Tubs - Dealers	16,676	121	41	116	35	85%	6	15%	0	0%
Appliances - Major - Parts & Supplies	19,383	103	39	120	33	85%	5	13%	1	3%
Debt Relief Services	4,135	410	39	120	24	62%	15	38%	0	0%
Mortgage Brokers	59,063	30	38	122	29	76%	7	18%	2	5%
Pest Control Services	55,521	31	38	122	26	68%	12	32%	0	0%
Auto Services	31,729	54	37	124	26	70%	11	30%	0	0%
Hair Styling and Services	6,506	287	37	124	25	68%	12	32%	0	0%
Furniture Designers & Custom Builders	8,278	225	36	126	16	44%	20	56%	0	0%
General Merchandise - Retail	11,437	172	36	126	23	64%	11	31%	2	6%
Mail Order & Catalog Shopping	6,421	288	36	126	29	81%	3	8%	4	11%
Shoes - Retail	7,253	240	36	126	17	47%	12	47%	2	6%
Vacuum Cleaners - Household - Dealers	11,922	161	36	126	30	83%	6	17%	0	0%
Appliances - Small - Wholesale & Manufacturers	1,651	775	35	131	34	97%	1	3%	0	0%
Internet - Web Hosting	10,879	183	35	131	28	80%	6	17%	1	3%
Kitchen & Bath - Design & Remodeling	29,264	58	35	131	20	57%	13	37%	2	6%
Property Maintenance	24,749	77	35	131	18	51%	13	37%	4	11%
Real Estate Developers	22,948	88	35	131	28	80%	7	20%	0	0%
Exercise & Physical Fitness Programs	6,034	306	34	136	23	68%	10	29%	1	3%
Immigration & Naturalization Consultants	26,466	66	34	136	26	76%	7	21%	1	3%
Motels	2,862	541	34	136	17	50%	17	50%	0	0%
Payday Loans	14,238	139	34	136	22	65%	12	35%	0	0%
Energy Management & Conservation Consultant	3,950	423	33	140	32	97%	1	3%	0	0%
Auto Dealers - Online	5,462	335	32	141	10	31%	22	69%	0	0%
Credit Cards & Plans	3,895	425	32	141	29	91%	2	6%	1	3%
Electricians	110,390	13	32	141	27	84%	4	13%	1	3%
Mattresses	11,012	179	32	141	24	75%	9	25%	0	0%
Carpet & Rug Dealers - New	24,866	75	31	145	23	74%	8	26%	0	0%
Handyman Services	18,154	108	31	145	20	65%	11	35%	0	0%
Manufacturers & Producers	16,232	125	31	145	25	81%	6	19%	0	0%
Newspapers	3,517	462	31	145	27	87%	4	13%	0	0%
Optical Goods - Retail	10,556	186	31	145	24	77%	7	23%	0	0%
Pizza	2,459	605	31	145	19	61%	12	39%	0	0%
Promotional Products	3,447	469	31	145	4	13%	4	15%	27	87%
Tree Service	45,318	43	31	145	18	58%	8	26%	5	16%
Web Design	14,320	137	31	145	18	58%	13	42%	0	0%
Wholesalers & Distributors	10,083	192	31	145	25	81%	5	16%	1	3%
Floor Coverings & Installation	15,701	129	30	155	19	63%	11	37%	0	0%
Grocers - Retail	5,909	313	30	155	23	77%	7	23%	0	0%
Marketing Programs & Services	9,856	197	30	155	10	33%	16	53%	4	13%
Vitamins & Food Supplements	6,670	278	30	155	21	70%	9	29%	0	0%
Appliances - Small - Service & Repair	13,570	146	29	159	23	79%	6	21%	0	0%
Identification Card Service	1,204	931	29	159	26	90%	3	10%	0	0%
Nail Salons	13,864	143	29	159	15	52%	14	48%	0	0%
Sporting Goods - Retail	5,638	326	29	159	25	86%	3	10%	1	3%
Advertising Specialties	5,386	341	28	163	21	75%	6	21%	1	4%
Electric Companies	4,548	381	28	163	25	89%	3	11%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Electric Scooters	2,039	689	28	163	17	61%	11	39%	0	0%
House Cleaning	25,002	74	28	163	18	64%	10	36%	0	0%
Solar Energy Equipment & Systems Dealers	19,325	104	28	163	20	71%	5	18%	3	11%
Transportation Services	9,617	200	28	163	21	75%	6	21%	1	4%
Womens Apparel - Retail	5,102	351	28	163	20	71%	7	25%	1	4%
Auto Services - Oil & Lube	7,049	688	27	170	17	63%	10	37%	0	0%
Accounting Services	10,279	190	25	171	24	92%	2	8%	0	0%
Air conditioning & Heating Contractors - Commercial	23,111	86	26	171	19	73%	7	27%	0	0%
Building Contractors	36,070	48	26	171	13	50%	13	50%	0	0%
Car Wash & Polish	6,311	294	26	171	20	77%	5	19%	1	4%
Fireplaces	17,057	116	26	171	20	77%	5	19%	1	4%
Online Publications	1,569	798	26	171	26	100%	0	0%	0	0%
Payment Processing Service	6,082	301	26	171	24	92%	2	8%	0	0%
Auto Warranty Processing Service	11,019	178	25	178	25	100%	0	0%	0	0%
Computer Software Publishers & Developers	5,627	329	25	178	12	48%	13	52%	0	0%
Insurance Services	30,816	56	25	178	24	96%	1	4%	0	0%
Process Servers	1,901	714	25	178	1	4%	16	64%	8	32%
Air Duct Cleaning	9,570	203	24	182	8	33%	12	50%	4	17%
Building Materials	21,721	92	24	182	20	83%	4	17%	0	0%
Countertops	17,261	111	24	182	13	54%	10	42%	1	4%
Credit Card Processing Service	6,069	302	24	182	22	92%	2	8%	0	0%
Dentists	15,048	133	24	182	22	92%	2	8%	0	0%
Doors	11,594	169	24	182	18	75%	6	25%	0	0%
Hardware - Retail	5,317	343	24	182	20	83%	4	17%	0	0%
Home Electronics	6,373	291	24	182	18	75%	6	25%	0	0%
Office Supplies	4,933	358	24	182	24	100%	0	0%	0	0%
Retail Stores	3,390	475	24	182	24	58%	10	42%	0	0%
Siding Contractors	17,121	111	24	182	18	75%	6	25%	1	4%
Accountants	20,085	100	23	193	12	52%	11	48%	0	0%
Cleaning Services	22,700	90	23	193	14	61%	9	39%	0	0%
Credit Reporting Agencies	6,552	284	23	193	20	87%	3	13%	0	0%
Driveway Installation, Paving & Repair	6,986	268	23	193	8	35%	12	52%	3	13%
Gutters & Downspouts	29,152	59	23	193	15	65%	8	35%	0	0%
Internet Access Provider	7,115	265	23	193	5	22%	13	57%	5	22%
Junk Removal	7,422	328	23	193	6	26%	6	24%	0	0%
Mobile Apps	1,200	932	23	193	20	87%	3	13%	0	0%
Office Furniture & Equipment	4,235	398	23	193	19	83%	4	17%	0	0%
Telephone & Television Cable Contractors	1,632	781	23	193	21	91%	2	9%	0	0%
Transmissions - Automobile	16,819	119	23	193	17	74%	6	26%	0	0%
Waterproofing Contractors	16,514	122	23	193	16	70%	5	22%	2	9%
Health & Fitness Program Consultants	4,966	356	22	205	9	41%	11	50%	2	9%
Kitchen Cabinets & Equipment - Household	17,217	112	22	205	16	73%	5	23%	1	4%
Legal Forms	26,634	65	22	205	22	100%	0	0%	0	0%
Mason Contractors	23,013	87	22	205	6	27%	15	68%	1	5%
Tanning Salons	2,855	543	22	205	11	50%	8	36%	3	14%
Utility Submetering & Billing	10,253	191	22	205	22	100%	0	0%	0	0%
Waste Reduction, Disposal, Recycle Equipment	5,584	330	22	205	15	68%	6	27%	1	5%
Day Spas	8,837	212	21	212	5	24%	2	10%	14	67%
Floors - Hardwood	11,565	171	21	212	9	43%	12	57%	0	0%
Martial Arts	3,408	474	21	212	12	57%	9	43%	0	0%
Pharmacies	15,375	131	21	212	17	81%	3	14%	1	5%
Taxicabs	12,632	152	21	212	12	57%	9	43%	0	0%
Wedding Supplies & Services	3,390	475	21	212	10	48%	5	24%	6	29%
Bathroom Remodeling	18,710	106	20	218	15	75%	5	25%	0	0%
Cabinets	12,189	158	20	218	11	55%	4	20%	5	25%
Child Care Centers	12,118	159	20	218	16	80%	4	20%	0	0%
Freight Forwarding	7,649	246	20	218	5	25%	5	25%	0	0%
Garage Doors & Openers	26,216	67	20	218	15	75%	4	20%	1	5%
Real Estate	20,704	98	20	218	12	60%	8	40%	0	0%
Schools - Academic - Colleges & Universities	7,833	238	20	218	18	90%	1	5%	1	5%
Stone Setting	6,839	273	20	218	5	25%	15	75%	0	0%
Tattoos	7,120	264	20	218	14	70%	5	25%	1	5%
Window Cleaning	18,112	109	20	218	17	85%	3	15%	0	0%
Cabin, Cottage & Chalet - Rentals	5,579	331	19	228	13	68%	4	21%	2	11%
Display Designers & Producers	3,590	454	19	228	15	79%	4	21%	0	0%
Information Technology Services	8,648	217	19	228	9	47%	9	47%	1	5%
Kitchen Remodeling	6,903	270	19	228	13	68%	5	26%	1	5%
Limousine Service	13,020	150	19	228	9	47%	9	47%	1	5%
Photographers - Wedding	2,236	648	19	228	10	53%	8	42%	1	5%
Appliances - Small - Supplies & Parts	11,981	160	18	234	17	94%	1	6%	0	0%
Auto Detailing	12,260	157	18	234	9	50%	9	50%	0	0%
Blinds	7,971	234	18	234	8	44%	6	33%	4	22%
Boat Dealers	7,303	256	16	234	16	89%	2	11%	0	0%
Computers - Sys Designers & Consult	8,798	214	18	234	16	89%	2	11%	0	0%
Granite	16,072	126	18	234	16	89%	2	11%	0	0%
Lumber - Retail	4,741	370	18	234	3	17%	14	78%	1	6%
Storage Units - Household & Commercial	8,333	223	18	234	14	78%	4	22%	0	0%
Upholsters	11,403	173	18	234	18	84%	8	45%	0	0%
Air Conditioning Contractors & Systems	11,216	176	17	243	7	41%	10	59%	0	0%
Appliances - Used	5,787	317	17	243	11	65%	6	35%	0	0%
Auto Repair - Windshield, Glass Shops	13,711	144	17	243	9	53%	8	47%	0	0%
Digital Media	2,623	576	17	243	17	100%	0	0%	0	0%
Event Planners	3,710	440	17	243	7	41%	10	59%	0	0%
Health & Medical - General	7,770	239	17	243	12	71%	5	29%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Landscape Designers	10,717	184	17	243	6	35%	5	29%	6	35%
Motorcycles - Dealers	7,699	242	17	243	12	71%	5	29%	0	0%
Sportswear - Retail	3,064	514	17	243	13	76%	4	24%	0	0%
Swimming Pools & Hot Tubs	4,097	414	17	243	12	71%	5	29%	0	0%
Attorneys & Lawyers	36,735	47	16	253	12	75%	4	25%	0	0%
Bridal Shops	4,139	409	16	253	11	69%	5	31%	0	0%
Contractors - Flooring	11,755	166	16	253	9	56%	5	31%	2	13%
Driving Instruction	11,084	177	16	253	8	50%	4	25%	4	25%
Duct Cleaning	27,951	62	16	253	7	44%	9	56%	0	0%
Florists - Wholesale	1,032	1,005	16	253	0	0%	16	100%	0	0%
Foundation Contractors	22,873	89	16	253	13	81%	1	6%	2	13%
Health & Wellness	16,281	124	16	253	11	69%	4	25%	1	6%
Heating Equipment & Systems Cleaning & Repair	15,970	127	16	253	9	56%	7	44%	0	0%
Lingerie	2,288	637	16	253	13	81%	3	19%	0	0%
Marble & Granite Installation, Stonework Fabrication	8,054	231	16	253	11	69%	5	31%	0	0%
Mobile Telephone Equipment & Supplies	3,233	491	16	253	8	50%	7	44%	1	6%
Patio, Porch & Deck Enclosures	14,162	141	16	253	13	81%	2	13%	1	6%
Service Stations - Gasoline & Oil	5,308	344	16	253	11	69%	5	31%	0	0%
Truck Dealers	4,363	390	16	253	8	75%	3	19%	1	6%
Yoga Instruction	1,469	933	16	253	11	69%	1	6%	7	44%
Asphalt	11,911	152	15	269	5	33%	5	33%	5	33%
Candles - Retail	966	1,039	15	269	14	93%	1	7%	0	0%
Commercial Products Manufacturers	1,452	839	15	269	13	87%	2	13%	0	0%
Dog Breeders	14,615	136	15	269	7	47%	8	53%	0	0%
Excavating Contractors	35,242	50	15	269	9	60%	5	33%	1	7%
Furniture Cleaning	2,602	581	15	269	15	100%	0	0%	0	0%
Lighting Fixtures - Retail	4,606	378	15	269	13	87%	2	13%	0	0%
Oils - Fuel	6,120	300	15	269	15	100%	0	0%	0	0%
Online Drug & Prescription Services	31,252	55	15	269	10	67%	2	13%	3	20%
Skin Care	7,969	235	15	269	9	60%	6	40%	0	0%
Video Games - Wholesale & Manufacturers	722	1,193	15	269	15	100%	0	0%	0	0%
Weight Control Services	4,704	371	15	269	8	53%	4	27%	3	20%
All-Terrain Vehicles - ATVs	4,793	365	14	281	10	71%	4	29%	0	0%
Auctioneers	10,987	120	14	281	12	86%	2	14%	0	0%
Auto Accessories	3,220	492	14	281	11	79%	3	21%	0	0%
Bedding	3,453	468	14	281	14	100%	0	0%	0	0%
Books - Used & Rare	1,249	914	14	281	13	93%	0	0%	1	7%
Clothes - Consignment & Resale	3,632	450	14	281	7	50%	4	29%	3	21%
Couriers	4,510	382	14	281	7	50%	7	50%	0	0%
Disabled Person Assistance	17,050	117	14	281	12	86%	2	14%	0	0%
Furniture Manufacturers	7,852	237	14	281	10	71%	4	29%	0	0%
Furniture Repair & Refinish	5,795	322	14	281	10	71%	3	21%	1	7%
Lighting Systems & Equipment	1,618	785	14	281	9	64%	5	36%	0	0%
Mens Clothing & Furnishings - Retail	1,937	706	14	281	7	50%	7	50%	0	0%
Moving Services - Labor & Materials	5,353	342	14	281	6	43%	8	57%	0	0%
Natural Gas Companies	2,072	683	14	281	13	93%	1	7%	0	0%
Not Elsewhere Classified	7,345	254	14	281	8	57%	4	29%	2	14%
Pet Health Plans	2,776	553	14	281	13	93%	1	7%	0	0%
Rubbish & Garbage Removal	5,729	320	14	281	9	64%	4	29%	1	7%
Water Softening & Conditioning Equipment Service & Supplies	10,056	193	14	281	13	93%	1	7%	0	0%
Wigs & Hairpieces	2,452	606	14	281	1	7%	12	86%	1	7%
Bullion Coin Dealers	3,204	493	13	300	13	100%	0	0%	0	0%
Caterers	6,835	274	13	300	4	31%	8	62%	1	8%
Collectibles	1,347	876	13	300	12	92%	1	8%	0	0%
Educational Consultants	1,957	705	13	300	13	100%	0	0%	0	0%
Extended Warranty Contract Service Companies	4,852	361	13	300	13	100%	0	0%	0	0%
Floor Materials - Retail	13,275	148	13	300	10	77%	2	15%	1	8%
Glass - Plate and Window	14,236	140	13	300	11	85%	2	15%	0	0%
Home Inspection Service	25,891	70	13	300	13	100%	0	0%	0	0%
Industrial Equipment & Supplies	4,661	374	13	300	10	77%	3	23%	0	0%
Internet Selling Services	3,145	503	13	300	12	92%	1	8%	0	0%
Mechanical Contractors	16,489	123	13	300	9	69%	3	23%	1	8%
Pipe Line, Oil & Gas Wholesaler & Distributors	2,064	686	13	300	13	100%	0	0%	0	0%
Trailer Sales	3,198	494	13	300	7	54%	5	38%	1	8%
Vacation Time Share	3,260	489	13	300	5	38%	7	54%	1	8%
Appliances - Major - Rent & Lease	3,865	429	12	314	9	75%	3	25%	0	0%
Appliances - Small - Dealers	2,740	560	12	314	8	67%	4	33%	0	0%
Business Services - General	5,052	355	12	314	6	50%	6	50%	0	0%
Candy & Confectionery Brokers	188	2,028	12	314	0	0%	12	100%	0	0%
Contact Lenses	5,122	333	12	314	9	75%	3	25%	0	0%
Contractor - Insulation	25,723	71	12	314	9	75%	3	25%	0	0%
Copy & Duplicating Service	2,584	585	12	314	9	75%	3	25%	0	0%
Deck Builder	6,537	285	12	314	6	50%	5	42%	1	8%
Electricians - Residential	20,982	97	12	314	8	67%	4	33%	0	0%
Gymnasiums	1,093	975	12	314	10	83%	1	8%	1	8%
Laboratories - Testing	4,686	373	12	314	3	25%	9	75%	0	0%
Laser Cosmetic Services	3,610	453	12	314	4	33%	4	50%	2	17%
Lecture & Seminar Bureaus	1,187	938	12	314	10	83%	2	17%	0	0%
Manufacturers Agents & Representatives	1,724	757	12	314	12	100%	0	0%	0	0%
Massage Therapists	6,873	271	12	314	9	75%	2	17%	1	8%
Medical Spa	2,690	570	12	314	2	17%	8	67%	2	17%
Optomtrists	4,162	405	12	314	3	25%	3	25%	0	0%
Plumbing Drains & Sewer Cleaning	11,615	168	12	314	12	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Printers	6,410	289	12	314	5	42%	6	50%	1	8%
Vehicle Transport Services	2,084	681	12	314	3	25%	9	75%	0	0%
Video Games - Dealers	2,429	611	12	314	8	67%	2	17%	2	17%
Water Companies - Bottled, Bulk	4,170	403	12	314	10	83%	2	17%	0	0%
Auto Parts & Supplies - Used & Rebuilt	2,933	531	11	336	6	55%	5	45%	0	0%
Bank Equipment & Supplies	1,137	959	11	336	11	100%	0	0%	0	0%
Baseball Clubs	568	1,329	11	336	1	9%	10	91%	0	0%
Bookkeeping Service	9,591	202	11	336	7	64%	2	18%	2	18%
Convenience Stores	2,210	655	11	336	6	55%	5	45%	0	0%
Electric Equipment - Service & Repair	3,532	461	11	336	8	73%	3	27%	0	0%
Furniture Rent & Lease	1,038	1,000	11	336	9	82%	2	18%	0	0%
Hair Removal - Laser & Electrolysis	5,404	339	11	336	6	55%	0	0%	5	45%
Medical Equipment & Supplies	4,491	384	11	336	7	64%	4	36%	0	0%
Online Social Media/Networking	3,672	445	11	336	8	73%	3	27%	0	0%
Opticians	3,517	462	11	336	9	82%	3	9%	1	9%
Patio & Deck Builders	7,749	241	11	336	3	27%	8	73%	0	0%
Photographers - Portrait	3,480	466	11	336	5	45%	5	45%	1	9%
Publishers - Book	7,642	248	11	336	6	55%	5	45%	0	0%
Refrigeration Equipment - Commercial - Sales & Service	6,236	297	11	336	4	36%	7	64%	0	0%
Scholarships & Financial Aid	8,088	229	11	336	11	100%	0	0%	0	0%
Screen Printing	1,978	701	11	336	6	55%	5	45%	0	0%
Signs	7,019	267	11	336	8	73%	3	27%	0	0%
Telecommunication Equipment & Systems Dealers	2,527	593	11	336	9	82%	2	18%	0	0%
Upholstery Fabrics - Retail	1,881	724	11	336	1	9%	10	91%	0	0%
Veterinarians	5,996	308	11	336	8	73%	3	27%	0	0%
Bathroom Accessories	2,864	540	10	357	5	50%	5	50%	0	0%
Bathrooms & Sinks - Repair & Refinish	9,273	205	10	357	7	70%	3	30%	0	0%
Booths - Toll, Parking	156	2,156	10	357	10	100%	0	0%	0	0%
Buying Clubs & Group Purchasing Service	3,048	517	10	357	8	80%	1	10%	1	10%
Campgrounds & RV Parks	2,506	596	10	357	5	50%	5	50%	0	0%
Check Cashing Service	4,230	399	10	357	3	30%	7	70%	0	0%
Engineering Consultants	2,711	568	10	357	7	70%	3	30%	0	0%
Eyeglass Suppliers	2,193	659	10	357	7	70%	3	30%	0	0%
Food Products	3,184	496	10	357	8	80%	3	30%	0	0%
Garbage Disposal Equipment - Supplies & Parts	1,339	879	10	357	10	100%	0	0%	0	0%
Gift Baskets & Parcels	1,499	822	10	357	2	20%	8	80%	0	0%
Gold, Silver & Platinum Dealers	8,032	232	10	357	10	100%	0	0%	0	0%
Market Research & Analysis	6,942	269	10	357	9	90%	1	10%	0	0%
Modeling & Talent Agencies	20,094	99	10	357	5	50%	5	50%	0	0%
Pet Grooming	7,616	249	10	357	8	80%	2	20%	0	0%
Photographers - Commercial	4,011	419	10	357	9	90%	1	10%	0	0%
Services - General	1,885	721	10	357	8	80%	2	20%	0	0%
Spas & Hot Tubs - Service & Repair	6,124	299	10	357	7	70%	1	10%	2	20%
Tax Software	426	1,514	10	357	10	100%	0	0%	0	0%
Telescopes	1,319	890	10	357	1	10%	9	90%	0	0%
Tile - Ceramic - Contractors & Dealers	8,802	213	10	357	5	50%	5	50%	0	0%
Water Treatment Equipment, Service & Supplies	7,370	253	10	357	9	90%	0	0%	1	10%
Air Purifying & Cleaning Systems & Equipment	11,736	167	9	379	8	89%	1	11%	0	0%
Apartments	5,738	319	9	379	7	78%	3	22%	1	11%
Auto Parts & Supplies - Wholesale & Manufacturers	2,776	553	9	379	6	67%	3	33%	0	0%
Auto Transporters & Drive-Away Companies	4,551	380	9	379	3	33%	6	67%	0	0%
Books - Wholesale	1,631	782	9	379	5	56%	4	44%	0	0%
Business Consultants	10,433	188	9	379	7	78%	2	22%	0	0%
Correspondence Schools	13,576	145	9	379	9	100%	0	0%	0	0%
Diamonds	5,916	311	9	379	7	78%	2	22%	0	0%
Electric Equipment & Supplies - Wholesale	2,088	798	9	379	5	56%	4	44%	0	0%
Floor Laying, Refinishing & Resurfacing	14,065	142	9	379	7	78%	2	22%	0	0%
Games & Supplies	2,092	677	9	379	5	56%	4	44%	0	0%
Garden Centers	2,322	632	9	379	5	56%	4	44%	0	0%
Hearing Aids & Assistive Devices	11,896	163	9	379	3	33%	6	67%	0	0%
Home Repair & Maintenance	2,568	587	9	379	2	22%	7	78%	0	0%
Hospital & Medical Equipment & Supplies	3,164	498	9	379	6	67%	3	33%	0	0%
Image & Graphics Printing	2,147	665	9	379	4	44%	5	56%	0	0%
Kitchen Accessories	4,601	379	9	379	8	89%	0	0%	1	11%
Lawn & Tree Care	1,405	855	9	379	3	33%	6	67%	0	0%
Lubricating Service - Automotive	4,133	411	9	379	5	56%	4	44%	0	0%
Market Survey Companies	1,757	747	9	379	9	100%	0	0%	0	0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	981	1,035	9	379	3	33%	6	67%	0	0%
Mufflers & Exhaust Systems	3,694	441	9	379	5	56%	3	33%	1	11%
Painters - Commercial or Residential	8,422	221	9	379	3	33%	5	56%	1	11%
Parking Area Maintenance & Marking	2,498	598	9	379	0	0%	8	89%	1	11%
Shoes - Orthopedic	3,004	523	9	379	4	44%	4	44%	1	11%
Television Program Distributors	2,905	534	9	379	7	78%	1	11%	1	11%
Trade Shows, Expositions & Fairs	715	1,196	9	379	7	78%	2	22%	0	0%
Truck Repair & Service	7,165	262	9	379	6	67%	3	33%	0	0%
Uniforms	1,575	796	9	379	6	67%	3	33%	0	0%
Vacuum Cleaners - Service & Repair	12,383	155	9	379	9	100%	0	0%	0	0%
Watches - Service & Repair	3,149	502	9	379	8	89%	0	0%	0	0%
Work-At-Home Companies	18,070	110	9	379	0	0%	7	78%	2	22%
Appliances - Major - Wholesale & Manufacturers	1,325	887	8	411	2	25%	6	75%	0	0%
Basement - Contractors	6,621	281	8	411	6	75%	2	25%	0	0%
Bed & Breakfast	1,490	824	8	411	5	63%	3	38%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Cabinet Manufacturer	11,239	174	8	411	3	38%	5	63%	0	0%
Credit Services	4,631	376	8	411	6	75%	1	13%	1	13%
Credit Unions	8,521	220	8	411	7	88%	1	13%	0	0%
Drywall Contractors	26,199	68	8	411	3	38%	5	63%	0	0%
Engines - Rebuild & Exchange	5,917	310	8	411	6	75%	1	13%	1	13%
Exercise Equipment & Machines - Sales	2,994	525	8	411	3	38%	5	63%	0	0%
Fence - Sales, Service & Contractors	6,317	293	8	411	6	75%	2	25%	0	0%
Garage Builders	7,241	258	8	411	7	88%	1	13%	0	0%
Gas - Propane	4,365	389	8	411	7	88%	1	13%	0	0%
Hair Removing Equipment & Supplies	321	1,691	8	411	8	100%	0	0%	0	0%
Home Health Services	9,860	196	8	411	7	88%	1	13%	0	0%
Insurance - Auto	4,809	364	8	411	6	75%	2	25%	0	0%
Insurance Agency	8,539	218	8	411	8	100%	0	0%	0	0%
Landscape & Yard Clean-Up	2,326	630	8	411	5	63%	3	38%	0	0%
Landscape Maintenance	10,941	182	8	411	2	25%	6	75%	0	0%
Mobile Telephone Service	1,425	851	8	411	5	63%	3	38%	0	0%
Money Orders & Transfers	3,875	428	8	411	7	88%	0	0%	1	13%
Motorcycles - Supplies & Parts	1,914	711	8	411	5	63%	3	38%	0	0%
Nurseries - Plants, Trees	3,337	481	8	411	7	88%	1	13%	0	0%
Paralegals	8,524	219	8	411	6	75%	2	25%	0	0%
Party Supplies - Renting	1,220	923	8	411	6	75%	3	25%	0	0%
Pet Shops	6,786	275	8	411	5	63%	3	38%	0	0%
Pet Supplies & Foods - Retail	2,834	548	8	411	6	75%	2	25%	0	0%
Pharmacy - Compounding	1,278	905	8	411	5	63%	3	38%	0	0%
Public Utility Consultants	1,163	948	8	411	7	88%	1	13%	0	0%
Railings	7,153	263	8	411	7	88%	1	13%	0	0%
Real Estate Rental Service	6,840	272	8	411	1	88%	1	13%	0	0%
Stucco & Exterior Coating Contractors	13,143	149	8	411	5	63%	3	38%	1	13%
Vacation Rentals	4,163	404	8	411	5	63%	3	38%	0	0%
Adult & Continuing Education	1,542	810	7	443	6	86%	1	14%	0	0%
Alterations - Clothing	2,088	678	7	443	4	57%	3	43%	0	0%
Auto Repair & Service - Equipment & Supplies	2,023	694	7	443	7	100%	0	0%	0	0%
Auto Warranty Plans	2,287	638	7	443	6	86%	1	14%	0	0%
Automated Teller Machines	813	1,140	7	443	1	14%	6	86%	0	0%
Automobile Dealers - Imported Cars	5,729	1,087	7	443	2	71%	3	43%	0	0%
Awnings & Canopies	4,904	359	7	443	3	57%	3	43%	0	0%
Battery Supplies	3,100	510	7	443	6	86%	1	14%	0	0%
Childrens & Family Entertainment	615	1,287	7	443	6	86%	1	14%	0	0%
Childrens & Infants Wear - Retail	1,433	846	7	443	3	43%	3	43%	1	14%
Coin Cards	411	1,537	7	443	7	100%	0	0%	0	0%
Condominiums	4,353	392	7	443	3	43%	4	57%	0	0%
Contractor - Remodel & Repair	5,729	920	7	443	3	43%	3	43%	1	14%
Credit Card - Merchant Services	3,667	447	7	443	5	71%	0	0%	2	29%
Cruises	1,794	737	7	443	6	86%	1	14%	0	0%
Dancing Instruction	1,454	838	7	443	6	86%	1	14%	0	0%
Dating Service - Online	1,656	774	7	443	2	29%	5	71%	0	0%
Draperies & Curtains - Retail & Custom	4,619	377	7	443	3	57%	3	43%	0	0%
Food Manufacturers, Wholesalers, Distributors	3,493	465	7	443	3	43%	4	57%	0	0%
Fuel - Gasoline	3,158	2,147	7	443	4	57%	3	43%	0	0%
Hardwood Floor Contractors	6,737	276	7	443	2	71%	2	29%	0	0%
Internet Auction Service	2,879	538	7	443	4	57%	2	29%	1	14%
Leather	206	1,964	7	443	2	29%	5	71%	0	0%
Magazine Sales	797	1,151	7	443	5	71%	1	14%	1	14%
Mailing Services	6,569	283	7	443	2	29%	4	57%	1	14%
Music & Messaging Services	1,132	961	7	443	3	43%	3	43%	1	14%
Musical Instruments - Dealers	3,547	458	7	443	5	71%	2	29%	0	0%
Optical Goods - Service & Repair	3,656	448	7	443	7	100%	0	0%	0	0%
Paintball - Games & Supplies	620	1,280	7	443	6	86%	1	14%	0	0%
Pet Boarding & Kennels	14,296	138	7	443	4	57%	3	43%	0	0%
Physical Therapists	4,699	372	7	443	7	100%	0	0%	0	0%
Product Sales - General	1,340	878	7	443	2	29%	3	43%	2	29%
Recreational Vehicles - Equipment, Parts, Supplies	2,136	667	7	443	6	86%	1	14%	0	0%
Recreational Vehicles - Repair & Service	3,413	473	7	443	6	86%	1	14%	0	0%
Rental Vacancy Listing Service	3,742	438	7	443	7	100%	0	0%	1	14%
Schools - Academic - Pre & Kindergarten	1,642	777	7	443	5	71%	2	29%	0	0%
Security Systems Consultants	5,761	318	7	443	4	57%	3	43%	0	0%
Sports & Recreation	860	1,103	7	443	2	29%	5	71%	0	0%
Tools - Electric	1,565	802	7	443	1	14%	6	86%	0	0%
Toys - Wholesale & Manufacturers	868	1,100	7	443	5	71%	1	14%	1	14%
Trailers - Repair & Service	2,164	663	7	443	7	100%	0	0%	0	0%
Training Programs	5,633	327	7	443	3	43%	3	43%	0	0%
Vacuum Cleaners - Wholesale & Manufacturers	499	1,403	7	443	6	86%	1	14%	0	0%
Video Games - Service & Repair	733	1,184	7	443	5	71%	2	29%	0	0%
Airport Parking Reservations	1,812	734	6	487	5	83%	1	17%	0	0%
Amusement Parks & Places	841	1,118	6	487	5	83%	1	17%	0	0%
Apartment Finding & Rental Service	1,449	840	6	487	4	67%	2	33%	0	0%
Associations	4,145	408	6	487	5	83%	1	17%	0	0%
Attorneys & Lawyers - Traffic Law	1,586	793	6	487	2	33%	6	87%	0	0%
Audio-Visual Equipment - Dealers	1,616	787	6	487	5	83%	1	17%	0	0%
Auto Auctions	3,690	442	6	487	6	100%	0	0%	0	0%
Auto Driving School	3,435	471	6	487	5	83%	1	17%	0	0%
Auto Parts & Supplies - Custom Wheels/Rims	1,128	964	6	487	5	83%	1	17%	0	0%
Auto Repair - Maintenance	2,400	614	6	487	5	83%	1	17%	0	0%
Auto Wrecking	4,106	413	6	487	4	67%	2	33%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Beds - Retail	3,095	512	6	487	4	67%	1	17%	1	17%
Bicycle - Dealers	2,546	590	6	487	5	83%	1	17%	0	0%
Brake Service	4,237	397	6	487	4	67%	2	33%	0	0%
Brick - Concrete, Pumice	1,487	826	6	487	1	17%	5	83%	0	0%
Building Inspection	8,963	211	6	487	6	100%	0	0%	0	0%
Cabinet Maker	6,010	307	6	487	1	17%	5	83%	0	0%
Candy & Confectionery - Retail	806	1,143	6	487	1	17%	5	83%	0	0%
Chimney Cleaning	9,873	195	6	487	3	50%	3	50%	0	0%
Coffee & Tea Shops	1,728	756	6	487	4	67%	0	0%	2	33%
Computer Business Services	1,137	959	6	487	5	83%	1	17%	0	0%
Computer Consultant	3,670	446	6	487	4	67%	2	33%	0	0%
Cosmetics & Perfumes - Retail	1,568	799	6	487	3	50%	3	50%	0	0%
Credit Cards - Protection Service	181	2,058	6	487	6	100%	0	0%	0	0%
Farm Equipment	2,812	550	6	487	4	67%	2	33%	0	0%
First Aid Instruction	1,445	843	6	487	3	50%	3	50%	0	0%
Furniture - Wholesale	3,956	421	6	487	4	67%	2	33%	0	0%
Garage Door Repair	6,245	296	6	487	3	50%	2	33%	1	17%
Gardeners	2,025	693	6	487	1	17%	5	83%	0	0%
Gas - Propane - Equipment & Supplies	1,830	730	6	487	6	100%	0	0%	0	0%
Golf Courses - Public	708	1,199	6	487	5	83%	1	17%	0	0%
Grocery - Bulk, Food Stores	2,282	639	6	487	5	83%	1	17%	0	0%
Heating Equipment	6,622	280	6	487	5	83%	1	17%	0	0%
Home Accessories	637	1,262	6	487	2	33%	4	67%	0	0%
Home Centers	1,062	987	6	487	6	100%	0	0%	0	0%
Insurance - Health	5,883	314	6	487	6	100%	0	0%	0	0%
Insurance - Life	11,764	165	6	487	6	100%	0	0%	0	0%
Insurance Agents	2,460	604	6	487	5	83%	1	17%	0	0%
Investment Securities	2,488	601	6	487	4	67%	2	33%	0	0%
Land Companies	6,715	277	6	487	4	67%	2	33%	0	0%
Lawn & Garden Equipment & Supplies	3,952	422	6	487	5	83%	0	0%	1	17%
Lights Bulbs & Tubes	1,405	855	6	487	3	50%	3	50%	0	0%
Luggage - Retail	3,103	509	6	487	3	50%	3	50%	0	0%
Marinas	1,531	814	6	487	3	50%	3	50%	0	0%
Marine Sales & Service	4,092	415	6	487	5	83%	1	17%	0	0%
Non Profit Organizations - General Membership	2,700	669	6	487	6	100%	0	0%	0	0%
Pawnbrokers	3,238	490	6	487	5	83%	1	17%	0	0%
Personal Trainers	1,192	936	6	487	3	50%	2	33%	1	17%
Plastics - Products - Finished Wholesale & Manufacturers	1,005	1,018	6	487	4	67%	2	33%	0	0%
Plumbing - Renovation & Repair	5,451	337	6	487	3	50%	1	17%	2	33%
Real Estate Consultants	5,916	311	6	487	4	67%	2	33%	0	0%
Recruitment Services	2,129	670	6	487	2	33%	4	67%	1	17%
Recycling - Computers & Other Electronics	706	1,200	6	487	6	100%	0	0%	0	0%
Resorts	3,131	506	6	487	3	50%	3	50%	0	0%
Restaurant Equipment & Supplies	2,569	586	6	487	5	83%	1	17%	0	0%
Search Engine Optimization Services	4,345	393	6	487	5	83%	1	17%	0	0%
Shoe Repair	1,962	704	6	487	5	83%	1	17%	0	0%
Shutters	2,636	573	6	487	0	0%	6	100%	0	0%
Storage - Liquid & Bulk	1,083	979	6	487	2	33%	4	67%	0	0%
Sunroom & Solarium Design & Construction	4,751	369	6	487	3	50%	2	33%	1	17%
Swimming Pool Service & Repair	5,084	353	6	487	5	83%	1	17%	0	0%
Tailors	1,913	713	6	487	5	83%	1	17%	0	0%
Tents - Rental	406	1,544	6	487	1	17%	5	83%	0	0%
Tires - Commercial Sales & Service	775	1,163	6	487	3	50%	3	50%	0	0%
Tutoring	8,076	230	6	487	5	83%	1	17%	0	0%
Accountants - Certified Public	8,374	222	5	552	4	80%	1	20%	0	0%
Appliances - Installation	3,126	508	5	552	5	100%	0	0%	0	0%
Aromatherapy & Essential Oils	2,254	643	5	552	5	100%	0	0%	0	0%
Audio-Visual Consultants	2,020	695	5	552	5	100%	0	0%	0	0%
Auto & Truck Brokers	3,545	459	5	552	4	80%	1	20%	0	0%
Auto Customizing	2,328	629	5	552	3	60%	1	20%	1	20%
Auto Parts & Supplies - Used	1,481	828	5	552	3	60%	2	40%	0	0%
Auto Race Cars	3,219	1,922	5	552	1	20%	3	60%	1	20%
Bakers - Retail	2,107	673	5	552	3	40%	3	60%	0	0%
Banquet Facilities	2,135	668	5	552	3	60%	2	40%	0	0%
Beauty Schools	3,724	439	5	552	3	60%	2	40%	0	0%
Beds - Wholesale & Manufacturers	1,148	956	5	552	5	100%	0	0%	0	0%
Boat - Charter	1,666	772	5	552	3	60%	2	40%	0	0%
Boat Equipment & Supplies	1,196	935	5	552	4	80%	1	20%	0	0%
Building Restoration & Preservation	6,052	304	5	552	3	60%	2	40%	0	0%
Bus Lines	1,449	840	5	552	3	60%	2	40%	0	0%
Camping Equipment	672	1,229	5	552	2	40%	3	60%	0	0%
Carpenters	10,553	187	5	552	1	20%	4	80%	0	0%
Carpet & Rug Pads, Linings & Accessories	488	1,423	5	552	4	80%	1	20%	0	0%
Commercial Roofing	3,321	483	5	552	2	40%	2	40%	1	20%
Computers - Wholesale & Manufacturers	728	1,187	5	552	2	40%	3	60%	0	0%
Construction Management	6,668	429	5	552	4	80%	1	20%	0	0%
Contractors - Solar Energy	3,945	424	5	552	2	40%	2	40%	1	20%
Credit - Debt Consolidation Services	7,950	236	5	552	2	40%	3	60%	0	0%
Dance Companies	1,430	849	5	552	3	60%	2	40%	0	0%
E-Cigarettes	1,899	718	5	552	4	80%	1	20%	0	0%
Fireplace Equipment - Retail	3,075	513	5	552	1	20%	4	80%	0	0%
Fireplace Equipment - Wholesale & Manufacturers	554	1,339	5	552	3	60%	2	40%	0	0%
Gas - Industrial & Medical - Cylinder & Bulk	160	2,139	5	552	5	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Gasoline - Wholesale	43	2,895	5	552	4	80%	1	20%	0	0%
Grocers - Wholesale	8,258	226	5	552	2	40%	3	60%	0	0%
Guns & Gunsmiths	2,944	530	5	552	0	0%	5	100%	0	0%
Hair Curlers	129	2,289	5	552	4	80%	1	20%	0	0%
Health & Medical Products	1,637	778	5	552	3	60%	2	40%	0	0%
Heat Pumps	8,719	216	5	552	5	100%	0	0%	0	0%
Home Design & Planning	3,958	420	5	552	3	60%	2	40%	0	0%
Home Warranty Plans	721	1,194	5	552	4	80%	1	20%	0	0%
Interior Decorators & Designers	7,990	233	5	552	2	40%	2	40%	1	20%
Investigators	5,452	336	5	552	3	60%	2	40%	0	0%
Investment Advisory Service	3,791	433	5	552	4	80%	1	20%	0	0%
Irrigation Systems & Equipment	3,279	488	5	552	5	100%	0	0%	0	0%
Landscape Architects	5,290	345	5	552	3	60%	2	40%	0	0%
Lawn & Garden Sprinkler Systems	3,053	515	5	552	4	80%	1	20%	0	0%
Leather Clothing - Retail	1,431	848	5	552	4	80%	0	0%	1	20%
Linens - Retail	622	1,279	5	552	4	80%	1	20%	0	0%
Logistics	2,219	653	5	552	2	40%	2	40%	1	20%
Mailing Services - Drop Shipper	1,197	934	5	552	4	80%	1	20%	0	0%
Manufactured Homes - Dealers	2,879	538	5	552	4	80%	1	20%	0	0%
Modular Homes	4,761	366	5	552	4	80%	1	20%	0	0%
Music Instruction - Instrumental	2,947	528	5	552	3	60%	1	20%	1	20%
Party Planning	935	1,067	5	552	3	60%	2	40%	0	0%
Paving Stones	962	1,042	5	552	2	40%	3	60%	0	0%
Photographic Equipment & Supplies - Retail	2,392	617	5	552	4	80%	1	20%	0	0%
Photography Sales	845	1,117	5	552	3	60%	2	40%	0	0%
Property Management - Industrial & Commercial	6,533	286	5	552	2	40%	2	40%	1	20%
Publishers - Magazine	2,247	646	5	552	5	100%	0	0%	0	0%
Real Estate Maintenance Protection Plan	1,057	990	5	552	5	100%	0	0%	0	0%
Real Estate Services	3,161	500	5	552	5	100%	0	0%	0	0%
Schools - Business & Vocational	14,632	135	5	552	5	100%	0	0%	0	0%
Septic Tanks & Systems Cleaning	3,510	464	5	552	3	60%	2	40%	0	0%
Septic Tanks & Systems Contractors & Dealers	3,841	430	5	552	5	100%	0	0%	0	0%
Shirts - Custom Made	767	1,168	5	552	5	100%	0	0%	0	0%
Spiritualists	673	1,227	5	552	5	100%	0	0%	0	0%
Stone Setting - Interlocking Pavers	2,348	362	5	552	2	40%	3	60%	0	0%
Taxes - Consultants & Representatives	16,759	120	5	552	2	40%	3	60%	0	0%
Theaters	608	1,296	5	552	5	100%	0	0%	0	0%
Uniform Supply Service	450	1,475	5	552	2	40%	3	60%	0	0%
Venetian Blinds - Dealers	1,439	844	5	552	2	40%	3	60%	0	0%
Watches - Dealers	1,404	857	5	552	2	40%	3	60%	0	0%
Weed Control Service	1,301	897	5	552	3	60%	2	40%	0	0%
Windows - Repairing	3,299	434	5	552	4	80%	1	20%	0	0%
Adult Entertainment	2,003	699	4	623	2	50%	2	50%	0	0%
Auto Body Shop Equipment & Sup	1,447	842	4	623	2	50%	2	50%	0	0%
Auto Lube & Oil - Mobile	1,526	815	4	623	3	75%	1	25%	0	0%
Auto Repairing - Foreign	1,111	972	4	623	2	50%	2	50%	0	0%
Auto Seat Covers, Tops & Upholstery	2,390	618	4	623	4	100%	0	0%	0	0%
Auto Service - Rust proofing Shops	4,338	394	4	623	4	100%	0	0%	0	0%
Baby Accessories - Wholesale & Manufacturers	97	2,441	4	623	4	100%	0	0%	0	0%
Barbecue Equipment & Supplies	1,299	899	4	623	3	75%	1	25%	0	0%
Barbers	881	1,095	4	623	3	75%	1	25%	0	0%
Basement Waterproofing	4,946	357	4	623	2	50%	2	50%	0	0%
Bathtub Refinishing	3,292	486	4	623	1	25%	3	75%	0	0%
Boat Repair	2,633	574	4	623	2	50%	1	25%	1	25%
Buildings - Pre - Cut, Prefab & Modular - Dealers	4,355	391	4	623	3	75%	1	25%	0	0%
Cargo & Freight Containers	1,677	770	4	623	2	50%	2	50%	0	0%
Closet Systems & Accessories	2,249	644	4	623	3	75%	1	25%	0	0%
Concrete - Custom	2,722	565	4	623	3	75%	1	25%	0	0%
Concrete - Restoration, Sealing & Cleaning	2,919	532	4	623	2	50%	2	50%	0	0%
Concrete - Stamped & Decorative	2,016	696	4	623	0	0%	3	75%	1	25%
Consignment Service - Furniture	235	1,884	4	623	1	25%	3	75%	0	0%
Denturist	5,083	354	4	623	2	50%	2	50%	0	0%
Digital Marketing	89	1,088	4	623	2	50%	2	50%	0	0%
Disc Jockeys	2,05	656	4	623	3	75%	0	0%	1	25%
Divorce Assistance	2,856	542	4	623	3	75%	1	25%	0	0%
Dolls - Collectors	316	1,699	4	623	4	100%	0	0%	0	0%
Dressmakers	946	1,061	4	623	2	50%	2	50%	0	0%
Employment Agencies	11,581	170	4	623	2	50%	2	50%	0	0%
Estates - Appraisals, Sales & Auctions	1,628	784	4	623	4	100%	0	0%	0	0%
Fences - Wood	827	1,127	4	623	4	100%	0	0%	0	0%
Foreign Currency Exchange Broker	9,921	194	4	623	1	25%	3	75%	0	0%
Funeral Homes	3,636	449	4	623	4	100%	0	0%	0	0%
Furniture - Outdoor	1,019	1,012	4	623	4	100%	0	0%	0	0%
Glass - Stained & Leaded	1,388	861	4	623	0	0%	2	50%	2	50%
Glass, Mirror & Screen Companies	1,392	859	4	623	1	25%	3	75%	0	0%
Graphic Designers	2,343	627	4	623	3	75%	1	25%	0	0%
Gutter Cleaning	4,069	417	4	623	3	75%	1	25%	0	0%
Hockey Clubs	714	1,164	4	623	0	0%	4	100%	0	0%
Home Improvements - Additions	2,605	578	4	623	2	50%	2	50%	0	0%
Housewares - Retail	2,230	649	4	623	4	100%	0	0%	0	0%
Importers	2,713	567	4	623	4	100%	0	0%	0	0%
Industrial Manufacturers	2,082	682	4	623	2	50%	2	50%	0	0%
Ink Cartridge - Refill & Sales	2,029	692	4	623	2	50%	1	25%	1	25%
Insurance Consultants	3,768	435	4	623	3	75%	1	25%	0	0%



Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Janitor Service	23,176	85	4	623	3	75%	1	25%	0	0%
Knives - Machine	391	1,576	4	623	2	50%	2	50%	0	0%
License Services	3,478	467	4	623	3	75%	1	25%	0	0%
Liquor Brokers	16	3,356	4	623	0	0%	0	0%	4	100%
Maid & Butlers Service	2,723	563	4	623	4	100%	0	0%	0	0%
Media Consultant	323	1,687	4	623	2	50%	2	50%	0	0%
Mortgage Lender	5,795	316	4	623	1	100%	0	0%	0	0%
Mushrooms	572	1,324	4	623	2	75%	3	75%	0	0%
Night Clubs	1,007	1,015	4	623	3	75%	1	25%	0	0%
Outlets - Stores, Factory, Mills	499	1,403	4	623	2	50%	1	25%	1	25%
Paint - Retail	2,169	661	4	623	1	25%	3	75%	0	0%
Passport & Visa Services	1,183	942	4	623	2	50%	2	50%	0	0%
Patio Equipment & Supplies	5,651	324	4	623	4	100%	0	0%	0	0%
Permanent Make Up	1,009	1,014	4	623	2	50%	2	50%	0	0%
Pet Training - Dog	2,837	546	4	623	3	75%	1	25%	0	0%
Pipes & Smokers Articles	343	1,658	4	623	2	50%	2	50%	0	0%
Plumbing Fixtures, Parts, Supplies - Retail	3,130	507	4	623	3	75%	1	25%	0	0%
Porcelain Enamel Repair & Refinish	937	1,064	4	623	4	100%	0	0%	0	0%
Real Estate Agents	5,549	332	4	623	2	50%	2	50%	0	0%
Real Estate Appraisers	4,853	360	4	623	4	100%	0	0%	0	0%
Recreational Vehicles - Rent & Lease	1,518	827	4	623	1	25%	3	75%	0	0%
Rental Service Stores & Yards	2,153	664	4	623	4	100%	0	0%	0	0%
Shingles	211	1,947	4	623	4	100%	0	0%	0	0%
Shoes - Wholesale & Manufacturers	447	1,482	4	623	2	50%	2	50%	0	0%
Small Engine Repair	3,321	483	4	623	3	75%	1	25%	0	0%
Snow Removal Service - Commercial	1,648	776	4	623	3	75%	1	25%	0	0%
Soccer Clubs	672	1,229	4	623	0	0%	4	100%	0	0%
Stair Builders	2,724	562	4	623	0	0%	3	75%	1	25%
Stair Lifts	1,218	926	4	623	4	100%	0	0%	0	0%
Stationers - Retail	197	1,993	4	623	1	25%	3	75%	0	0%
Swimwear & Accessories	766	1,170	4	623	3	75%	0	0%	1	25%
Telemarketing Services	7,224	259	4	623	2	50%	1	25%	1	25%
Television & Radio - Dealers	2,199	658	4	623	4	100%	0	0%	0	0%
Television & Radio - Service & Repair	2,071	684	4	623	1	25%	3	75%	0	0%
Tools - Rent	1,966	703	4	623	3	75%	3	75%	0	0%
Trailers - Equipment & Parts	1,083	979	4	623	1	25%	2	50%	1	25%
Travel & Moving Services	2,123	671	4	623	2	50%	2	50%	0	0%
Trucking Transportation Brokers	3,132	504	4	623	3	75%	1	25%	0	0%
Trust Companies	5,876	315	4	623	3	75%	1	25%	0	0%
Underwear - Wholesale & Manufacturers	208	1,956	4	623	4	100%	0	0%	0	0%
Upholstery & Carpet Cleaning	4,279	395	4	623	1	25%	3	75%	0	0%
Waste Reduction, Recycle Service - Industrial	1,116	969	4	623	4	100%	0	0%	0	0%
Window Shades	1,091	976	4	623	1	25%	3	75%	0	0%
Yellow Page Advertising	16	3,356	4	623	4	100%	0	0%	0	0%
Advertising - Direct Mail	1,782	1,739	3	709	1	33%	2	67%	0	0%
Advertising - Internet	1,457	836	3	709	0	0%	1	33%	2	67%
Advertising - Newspaper	281	1,773	3	709	2	67%	0	0%	1	33%
Advertising - Periodical	871	1,099	3	709	1	33%	2	67%	0	0%
Advertising Agencies & Counselors	4,501	383	3	709	1	33%	2	67%	0	0%
Animal Shelters	949	1,056	3	709	3	100%	0	0%	0	0%
Appraisers	2,625	575	3	709	2	67%	1	33%	0	0%
Attorneys & Lawyers - Immigration & Naturalization	3,340	480	3	709	3	100%	0	0%	0	0%
Auto Electric Service	2,539	591	3	709	1	33%	2	67%	0	0%
Auto Inspection Stations	1,724	757	3	709	1	33%	2	67%	0	0%
Auto Perform, Race & Sport Equipment	1,350	874	3	709	0	0%	3	100%	0	0%
Basketball Clubs	335	1,670	3	709	0	0%	3	100%	0	0%
Beauty Consultant	633	1,266	3	709	2	67%	1	33%	0	0%
Better Business Bureaus	152	2,176	3	709	1	33%	0	0%	2	67%
Bins	999	1,024	3	709	1	33%	2	67%	0	0%
Books - New	1,457	836	3	709	2	67%	1	33%	0	0%
Building Construction Consultants	3,767	436	3	709	1	33%	1	33%	1	33%
Buildings - Portable	617	1,285	3	709	3	100%	0	0%	0	0%
Cabinet Refinishers	1,167	947	3	709	0	0%	3	100%	0	0%
Call Centers	6,340	292	3	709	3	100%	0	0%	0	0%
Camps	2,039	689	3	709	2	67%	1	33%	0	0%
Car Service	2,604	579	3	709	3	100%	0	0%	0	0%
Clinics	3,356	479	3	709	2	67%	1	33%	0	0%
Clocks - Service & Repair	1,862	727	3	709	2	67%	1	33%	0	0%
Clubs	1,326	886	3	709	2	67%	1	33%	0	0%
Coffee Brewing Devices	640	1,260	3	709	1	33%	2	67%	0	0%
Coin Dealers, Supplies	4,271	396	3	709	1	33%	2	67%	1	33%
Commercial Products Wholesale & Distributor	3,420	472	3	709	2	67%	1	33%	0	0%
Consignment Service	403	1,551	3	709	2	67%	1	33%	0	0%
Contractor - Metal Roofing	2,555	588	3	709	2	67%	1	33%	0	0%
Contractors Equipment & Supplies - Rent & Lease	1,274	906	3	709	3	100%	0	0%	0	0%
Cosmetic Sales	730	1,186	3	709	2	67%	1	33%	0	0%
Cutlery	168	2,096	3	709	1	33%	2	67%	0	0%
Demolition Contractors	3,876	427	3	709	2	67%	2	67%	0	0%
Distributing Service - Circular, Sample	310	1,706	3	709	3	100%	0	0%	0	0%
Doa Daycare	1,228	921	3	709	2	67%	1	33%	0	0%
Door-to-Door Freezer Food Sales	1,389	860	3	709	2	67%	1	33%	0	0%
Drivers Education	1,734	753	3	709	1	33%	2	67%	0	0%
Driving Proficiency Test Service	1,756	748	3	709	3	100%	0	0%	0	0%
Drywall Contractors Equipment & Supplies	500	1,401	3	709	2	67%	1	33%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Dumpster Services	152	2,176	3	709	1	33%	2	67%	0	0%
Ear & Body Piercing	433	1,503	3	709	2	67%	1	33%	0	0%
Elderly/Senior Specialty Services	2,835	547	3	709	3	100%	0	0%	0	0%
Employment Service	4,181	400	3	709	2	67%	1	33%	0	0%
Entertainers	1,346	877	3	709	2	67%	1	33%	0	0%
Event Center	58	2,729	3	709	2	67%	1	33%	0	0%
Fabric Shops	1,312	892	3	709	3	100%	0	0%	0	0%
Fans - Household	299	1,724	2	709	2	67%	1	33%	0	0%
Fashion Accessories	3,437	470	3	709	2	67%	0	0%	1	33%
Filtering Materials & Supplies	321	1,691	3	709	3	100%	0	0%	0	0%
Fire & Smoke Alarm Systems	2,761	555	3	709	3	100%	0	0%	0	0%
Food Plans	5,167	349	3	709	3	100%	0	0%	0	0%
Food Processing Equipment & Supplies	404	1,549	3	709	2	67%	1	33%	0	0%
Food Products - Organic	416	1,530	3	709	3	100%	0	0%	0	0%
Fountains - Garden, Display	495	1,412	3	709	3	100%	0	0%	0	0%
Furnace Cleaning	2,748	558	3	709	1	33%	2	67%	0	0%
Furniture - Unfinished	357	1,630	3	709	0	0%	1	33%	2	67%
Gazebos	1,186	940	3	709	2	67%	1	33%	0	0%
Glass - Repair	1,862	727	3	709	2	67%	1	33%	0	0%
Golf Courses - Private	603	1,299	3	709	2	67%	1	33%	0	0%
Golf Equipment & Supplies - Retail	1,004	1,020	3	709	2	67%	1	33%	0	0%
Gymnastic Instruction	1,173	945	3	709	3	100%	0	0%	0	0%
Hair Replacement	3,827	431	3	709	1	33%	2	67%	0	0%
Health Resorts	420	1,523	3	709	3	100%	0	0%	0	0%
Hobby & Model Construction Supplies - Retail	2,381	620	3	709	2	67%	1	33%	0	0%
House Furnishings & Services	1,372	867	3	709	3	100%	0	0%	0	0%
Industrial Products Wholesalers & Distributors	1,154	953	3	709	3	100%	0	0%	0	0%
Insulation Materials	1,371	868	3	709	1	33%	2	67%	0	0%
Investment Management	3,323	482	3	709	2	67%	0	0%	1	33%
Investment Seminars	1,882	723	3	709	1	33%	2	67%	0	0%
Iron Work	1,370	869	3	709	3	100%	0	0%	0	0%
Janitors Equipment & Supplies	957	1,047	3	709	2	67%	1	33%	0	0%
Juice Extractors	404	1,549	3	709	3	100%	0	0%	0	0%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	1,545	808	3	709	2	67%	1	33%	0	0%
Landscaping Equipment & Supplies	3,622	452	3	709	1	33%	2	67%	0	0%
Lawn Mowers - Sharpen & Repair	1,503	819	3	709	2	67%	1	33%	0	0%
Leather Goods - Dealers	1,000	1,023	3	709	1	33%	2	67%	0	0%
Liquidators	3,763	437	3	709	1	33%	2	67%	0	0%
Liquor Stores	833	1,123	3	709	3	100%	0	0%	0	0%
Magazines - Subscription Agents	1,73	2,080	3	709	3	100%	0	0%	0	0%
Massage Equipment & Supplies	1,181	943	3	709	0	0%	3	100%	0	0%
Meat Brokers	1,716	750	3	709	3	100%	0	0%	0	0%
Musical Instruments - Supplies & Accessories	536	1,361	3	709	2	67%	0	0%	1	33%
Not Elsewhere Classified After Investigation	5,684	323	3	709	3	100%	0	0%	0	0%
Office & Desk Space Rental Service	929	1,075	3	709	3	100%	0	0%	0	0%
Pain Management Services	2,170	660	3	709	2	67%	1	33%	0	0%
Patent Agents	962	1,042	3	709	1	33%	2	67%	0	0%
Patio Cover	2,166	662	3	709	2	67%	1	33%	0	0%
Photo Imaging Service	613	1,289	3	709	0	0%	0	0%	3	100%
Photographic Color Prints & Trans.	354	1,637	3	709	0	0%	3	100%	0	0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	1,759	746	3	709	2	67%	1	33%	0	0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	937	1,064	3	709	2	67%	1	33%	0	0%
Podiatrists	1,263	911	3	709	2	67%	1	33%	0	0%
Pressure Washing	4,646	375	3	709	1	33%	2	67%	0	0%
Product Development & Marketing	2,224	651	3	709	3	100%	0	0%	0	0%
Professional Fundraiser	608	1,296	3	709	0	0%	3	100%	0	0%
Psychics	1,685	768	3	709	0	0%	3	100%	0	0%
Quickbooks Training & Support	3,554	457	3	709	3	100%	0	0%	0	0%
Real Estate Investors	5,088	352	3	709	2	67%	1	33%	0	0%
Resume Service	3,367	477	3	709	2	67%	1	33%	0	0%
Road Service - Automotive	1,926	708	3	709	3	100%	0	0%	0	0%
Roofing Equipment & Supplies	2,590	1,314	3	709	1	33%	2	67%	0	0%
Roofing Materials	5,276	346	3	709	2	67%	1	33%	0	0%
Roofing Service Consultants	6,134	298	3	709	2	67%	2	67%	0	0%
Sales Training	464	1,459	3	709	3	100%	0	0%	0	0%
Sand & Gravel	2,811	551	3	709	0	0%	3	100%	0	0%
Sauna Equipment & Supplies	1,696	767	3	709	3	100%	0	0%	0	0%
Sealing - Pavement	1,606	790	3	709	2	67%	1	33%	0	0%
Second Hand Stores	2,893	536	3	709	3	100%	0	0%	0	0%
Secret Shopper	4,830	363	3	709	1	33%	2	67%	0	0%
Shopping Centers & Malls	1,072	984	3	709	2	67%	1	33%	0	0%
Shower Doors & Enclosures	2,747	559	3	709	2	67%	1	33%	0	0%
Sightseeing Tours	5,979	309	3	709	1	33%	2	67%	0	0%
Ski Centers & Resorts	95	2,457	3	709	2	67%	1	33%	0	0%
Snowmobiles	1,011	1,013	3	709	2	67%	1	33%	0	0%
Solar Energy Products - Retail	958	1,046	3	709	1	33%	2	67%	0	0%
Stock Exchanges	386	1,582	3	709	3	100%	0	0%	0	0%
Surveyors - Land	3,099	511	3	709	2	67%	2	67%	0	0%
Swimming Instruction	433	1,503	3	709	2	67%	1	33%	0	0%
Swimming Pool Manufacturers & Distributors	651	1,252	3	709	1	33%	2	67%	0	0%
Systems & Software Testing	416	1,530	3	709	1	33%	2	67%	0	0%
Tile & Marble	1,325	887	3	709	2	67%	1	33%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Timeshare Companies	2,723	563	3	709	3	100%	0	0%	0	0%
Trailers - Camping & Travel	512	1,386	3	709	1	33%	2	67%	0	0%
Trailers - Truck	535	1,363	3	709	2	67%	1	33%	0	0%
Transportation Consultants	2,318	634	3	709	3	100%	0	0%	0	0%
Truck Driver Training	1,544	809	3	709	1	33%	2	67%	0	0%
Truck Equipment & Parts	1,130	963	3	709	1	33%	2	67%	0	0%
Ultrasound - Nonmedical	221	1,917	3	709	2	67%	1	33%	0	0%
Variety Stores	260	1,815	3	709	2	33%	2	67%	0	0%
Vehicle Graphics	485	1,431	3	709	2	67%	1	33%	0	0%
Video Production Services	2,662	572	3	709	1	33%	2	67%	0	0%
Video Tapes & Discs Sales & Rentals	889	1,091	3	709	1	33%	2	67%	0	0%
Water - Bottled & Bulk	955	1,048	3	709	1	33%	2	67%	0	0%
Water Heaters - Repairing	670	1,233	3	709	3	100%	0	0%	0	0%
Water Well Drilling & Service	4,126	432	3	709	2	67%	1	33%	0	0%
Wheelchair & Disability Transportation	361	1,622	3	709	2	67%	1	33%	0	0%
Window Shades - Equipment & Supplies	335	1,670	3	709	3	100%	0	0%	0	0%
Wood Finishing	1,067	985	3	709	1	33%	2	67%	0	0%
Administrators - Class Action Settlement	74	2,588	2	848	2	100%	0	0%	0	0%
Adult Novelties	972	1,036	2	848	2	0%	2	100%	0	0%
Advertisine - Outdoor	300	1,721	2	848	2	100%	0	0%	0	0%
Air Conditioning Systems - Cleaning	153	2,171	2	848	3	100%	0	0%	0	0%
Air Courier Service	417	1,528	2	848	1	50%	1	50%	0	0%
Aircraft Charter, Rental & Lease	600	1,302	2	848	2	100%	0	0%	0	0%
Airlines - Ticket Agencies	332	1,676	2	848	1	50%	1	50%	0	0%
Airport Transportation	986	1,031	2	848	1	50%	1	50%	0	0%
Alternators & Generators - Auto Repair	1,040	999	2	848	1	50%	1	50%	0	0%
Alternators & Generators - Retail	494	1,416	2	848	1	50%	1	50%	0	0%
Aluminum Products	2,289	636	2	848	1	50%	1	50%	0	0%
Animals - Nuisance Control - Trapping	1,365	871	2	848	2	100%	0	0%	0	0%
Annuities	81	2,547	2	848	0	0%	0	0%	2	100%
Antennas	801	1,147	2	848	1	50%	1	50%	0	0%
Aquariums - Dealers	268	1,798	2	848	0	0%	2	100%	0	0%
Aquariums - Public	24	3,181	2	848	2	100%	0	0%	0	0%
Art Goods	857	1,105	2	848	1	50%	0	0%	1	50%
Art Instruction & Schools	524	1,364	2	848	2	0%	2	100%	0	0%
Art Metal Work	571	1,325	2	848	0	1	1	50%	0	0%
Artist - Makeup	344	1,655	2	848	1	50%	1	50%	0	0%
Asbestos Removal Service	6,409	290	2	848	2	100%	0	0%	0	0%
Assembly & Fabricating Service	165	2,113	2	848	0	0%	2	100%	0	0%
Asset Evaluators	134	2,262	2	848	0	0%	2	100%	0	0%
Attorneys Referral Service	193	2,007	2	848	0	0%	2	100%	0	0%
Attorneys Service Bureaus	1,867	726	2	848	1	50%	1	50%	0	0%
Auto Repair & Service - Diesel	1,901	714	2	848	1	50%	1	50%	0	0%
Auto Service - Sound Systems Sales & Service	774	1,164	2	848	2	100%	0	0%	0	0%
Auto Service - Specialty Parts	835	1,122	2	848	0	0%	2	100%	0	0%
Auto Service - Window Tinting	3,132	504	2	848	2	100%	0	0%	0	0%
Baby Accessories & Services	1,471	831	2	848	2	100%	0	0%	0	0%
Basement - Remodeling	2,946	529	2	848	1	50%	1	50%	0	0%
Boutiques	568	1,329	2	848	1	50%	0	0%	1	50%
Boxing Gym	147	2,201	2	848	2	100%	0	0%	0	0%
Braille Supplies	286	1,759	2	848	2	100%	0	0%	0	0%
Brewers	774	1,164	2	848	2	100%	0	0%	0	0%
Buses - Charter & Rental	1,604	791	2	848	1	50%	1	50%	0	0%
Business Plan Preparation	1,152	954	2	848	2	100%	0	0%	0	0%
Canoe Rental & Trips	13	3,429	2	848	2	100%	0	0%	0	0%
Carpet & Rug Cleaning Equipment& Supplies	333	1,674	2	848	1	50%	1	50%	0	0%
Carpet & Rug Dealers - Persian/Oriental Rugs	199	1,987	2	848	0	0%	2	100%	0	0%
Cemeteries	596	1,307	2	848	2	100%	0	0%	0	0%
Chain Link Fence Sales, Service & Contractors	1,006	1,017	2	848	1	50%	1	50%	0	0%
Charity - National	12,608	153	2	848	2	100%	0	0%	0	0%
Chemical Plant Equipment & Supplies	108	2,390	2	848	2	100%	0	0%	0	0%
Chemicals	947	1,059	2	848	1	50%	1	50%	0	0%
Chimney Sweeper	2,346	626	2	848	1	50%	1	50%	0	0%
China & Glassware - Retail	573	1,323	2	848	1	50%	0	0%	1	50%
Chiropractors D.C.	3,555	456	2	848	2	100%	0	0%	0	0%
Collection Systems	501	1,399	2	848	0	0%	2	100%	0	0%
Commodity Trading Advisory Service	153	2,171	2	848	1	50%	1	50%	0	0%
Communication Consultants	1,564	803	2	848	1	50%	1	50%	0	0%
Computer Printers Sales & Service	630	1,270	2	848	2	100%	0	0%	0	0%
Computers - Programming	50	2,804	2	848	1	50%	1	50%	0	0%
Computers - Used	962	1,042	2	848	1	50%	1	50%	0	0%
Concrete - Ready Mixed	1,501	820	2	848	1	50%	1	50%	0	0%
Concrete Admixtures	405	1,546	2	848	2	100%	0	0%	0	0%
Concrete Products	2,325	631	2	848	1	50%	1	50%	0	0%
Concrete Repair/Leveling	2,974	526	2	848	1	50%	1	50%	0	0%
Construction Equipment Sales / Services	929	1,075	2	848	0	0%	2	100%	0	0%
Consumers Cooperative Organizations	524	1,378	2	848	2	100%	0	0%	0	0%
Cooking Instruction	193	2,007	2	848	1	50%	1	50%	0	0%
Costumes - Masquerade & Theatrical	539	1,355	2	848	0	0%	2	100%	0	0%
Cranes	824	1,130	2	848	1	50%	1	50%	0	0%
Decals	455	1,466	2	848	1	50%	0	0%	1	50%
Decoration Contractors - Party, Convention	504	1,395	2	848	1	50%	1	50%	0	0%
Design & Build Contractor	2,398	615	2	848	0	0%	2	100%	0	0%
Designers - Apparel	1,046	995	2	848	0	0%	2	100%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Diamond Buyers	183	2,046	2	848	1	50%	1	50%	0	0%
Diaper Service	387	1,580	2	848	1	50%	1	50%	0	0%
Disability Access Equipment	117	2,341	2	848	1	50%	1	50%	0	0%
Diving Instruction	152	2,176	2	848	1	50%	1	50%	0	0%
DNA Testing	1,827	731	2	848	1	50%	1	50%	0	0%
Doors - Repair	3,009	522	2	848	1	50%	1	50%	0	0%
Drafting Services	1,398	858	2	848	2	100%	0	0%	0	0%
Drainage Contractors	6,589	282	2	848	2	100%	0	0%	0	0%
Dresses - Wholesale & Manufacturers	102	2,414	2	848	0	0%	2	100%	0	0%
Drug Abuse & Addiction - Info & Treatment	1,710	765	2	848	2	100%	0	0%	0	0%
Electric Bikes	1,430	849	2	848	0	0%	2	100%	0	0%
Electric Equipment - Manufacturers	526	1,376	2	848	2	100%	0	0%	0	0%
Electric Heating Elements	93	2,468	2	848	2	100%	0	0%	0	0%
Electrical Power Systems Maintenance	190	2,019	2	848	0	0%	2	100%	0	0%
Electricians - Commercial	3,536	460	2	848	1	50%	1	50%	0	0%
Elevators - Sales & Service	1,730	755	2	848	1	50%	1	50%	0	0%
Employment Contractors - Temporary Help	1,633	780	2	848	1	50%	1	50%	0	0%
Engines - Diesel	1,119	967	2	848	0	0%	2	100%	0	0%
Engines - Fuel Injection Service & Parts	624	1,277	2	848	2	100%	0	0%	0	0%
Express & Transfer Service	465	1,458	2	848	2	100%	0	0%	0	0%
Fare Registers & Meters	48	2,835	2	848	0	0%	2	100%	0	0%
Farm Equipment - Repair & Parts	282	1,770	2	848	2	100%	0	0%	0	0%
Fashion Designers	338	1,664	2	848	0	0%	2	100%	0	0%
Fence Posts & Fittings	1,806	735	2	848	1	50%	1	50%	0	0%
Fiberglass - Bathtubs & Showers	166	2,107	2	848	0	0%	2	100%	0	0%
Financing Consultants	2,302	635	2	848	0	0%	2	100%	0	0%
Firearm Manufacturer	175	2,074	2	848	1	50%	1	50%	0	0%
Flea Markets	152	2,176	2	848	0	0%	2	100%	0	0%
Floor Refinishing	147	2,201	2	848	2	100%	0	0%	0	0%
Food - Sales & Delivery	1,872	725	2	848	2	100%	0	0%	0	0%
Food Products Manufacturing Equipment	735	1,182	2	848	0	0%	2	100%	0	0%
Foods - Carry Out	895	1,088	2	848	2	100%	0	0%	0	0%
Foot Appliances	382	1,590	2	848	1	50%	0	0%	1	50%
Formal Wear	524	1,378	2	848	1	50%	1	50%	0	0%
Foundation Repair & House Leveling	1,776	1,741	2	848	1	50%	1	50%	0	0%
Fulfillment Services	1,213	928	2	848	2	100%	0	0%	0	0%
Furniture - Used	684	1,218	2	848	1	50%	1	50%	0	0%
Furniture Assembly Services	343	1,658	2	848	0	0%	2	100%	0	0%
Garbage Disposal Equipment - Industrial & Commercial	531	1,368	2	848	0	0%	2	100%	0	0%
Gates	681	1,222	2	848	1	50%	1	50%	0	0%
Geothermal Heating & Cooling	1,771	743	2	848	2	100%	0	0%	0	0%
Glass Blowers	292	1,745	2	848	1	50%	1	50%	0	0%
Glass Coating & Tinting	954	1,049	2	848	2	100%	0	0%	0	0%
Gold Buyers	8,978	210	2	848	2	100%	0	0%	0	0%
Guide Service	610	1,293	2	848	0	0%	2	100%	0	0%
Gun Dealers	1,117	968	2	848	1	50%	1	50%	0	0%
Hair Products and Equipment	1,377	862	2	848	2	100%	0	0%	0	0%
Hardware - Marine	17	3,330	2	848	1	50%	1	50%	0	0%
Hats - Retail	98	2,435	2	848	0	0%	2	100%	0	0%
Heating & Air Conditioning - Filters	373	1,604	2	848	2	100%	0	0%	0	0%
High Risk Behavior/Practices	1,765	745	2	848	0	0%	2	100%	2	100%
Home Theater	1,334	880	2	848	1	50%	1	50%	0	0%
Hostels	187	2,033	2	848	2	100%	0	0%	0	0%
Hotel Product Sales	99	2,424	2	848	2	100%	0	0%	0	0%
Hunting & Fishing Services & Supplies	1,235	920	2	848	1	50%	1	50%	0	0%
Ice	92	2,474	2	848	0	0%	2	100%	0	0%
Ignition Interlock Devices	286	1,759	2	848	0	0%	2	100%	0	0%
Import Representatives	93	2,468	2	848	1	50%	1	50%	0	0%
Indoor Sky Diving	20	3,254	2	848	1	50%	1	50%	0	0%
Insurance Services - Commercial	725	1,189	2	848	2	100%	0	0%	0	0%
Internet Gaming	630	1,270	2	848	2	100%	0	0%	0	0%
Jewelers - Wholesale	2,596	583	2	848	2	100%	0	0%	0	0%
Jewelry Advisory Service	132	2,332	2	848	1	50%	1	50%	0	0%
Jewelry Repair	851	1,114	2	848	1	50%	1	50%	0	0%
Language Schools	2,321	633	2	848	2	100%	0	0%	0	0%
Language Training Aids	209	1,952	2	848	2	100%	0	0%	0	0%
Laundry Consultants	424	1,519	2	848	2	100%	0	0%	0	0%
Lawn Mowers	2,088	678	2	848	1	50%	0	0%	1	50%
Linen Supply Service	610	1,293	2	848	1	50%	1	50%	0	0%
Log Cabins, Homes & Buildings	2,750	957	2	848	1	50%	1	50%	0	0%
Magazines - Distributors	705	1,202	2	848	0	0%	1	50%	1	50%
Mailing Machines & Equipment	477	1,438	2	848	1	50%	1	50%	0	0%
Manufactured Homes Distributors & Manufacturers	743	1,176	2	848	2	100%	0	0%	0	0%
Marine Equipment & Supplies	2,095	675	2	848	2	100%	0	0%	0	0%
Massage School	690	1,215	2	848	2	100%	0	0%	0	0%
Massage Therapeutic	1,801	736	2	848	0	0%	2	100%	0	0%
Mattress Makers Supplies	193	1,417	2	848	2	100%	0	0%	0	0%
Meat - Retail	2,595	584	2	848	2	100%	0	0%	0	0%
Military Goods	57	2,741	2	848	0	0%	2	100%	0	0%
Mold & Mildew Inspection/Removal/Remediation	7,208	260	2	848	1	50%	1	50%	0	0%
Motor Homes	439	1,494	2	848	2	100%	0	0%	0	0%
Motor Homes - Rent & Lease	151	2,185	2	848	1	50%	1	50%	0	0%
Motor Scooters - Dealers	406	1,544	2	848	1	50%	1	50%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Motorcycles - Repairing & Service	2,257	641	2	848	1	50%	1	50%	0	0%
Moving Brokers	637	1,262	2	848	2	100%	0	0%	0	0%
Nanny Service	3,017	519	2	848	1	50%	0	50%	0	0%
Nutrition	1,300	898	2	848	2	100%	0	0%	0	0%
Online Drug & Prescription Services - Unapproved Foreign	450	1,475	2	848	0	0%	2	100%	0	0%
Optical Equipment & Supplies	864	1,102	2	848	2	100%	0	0%	0	0%
Organic/Green Products	281	1,773	2	848	1	50%	1	50%	0	0%
Orthopedic Appliances	2,390	618	2	848	2	100%	0	0%	0	0%
Packaging Materials	886	1,092	2	848	2	100%	0	0%	0	0%
Paint - Wholesale & Manufacturers	303	1,719	2	848	1	50%	1	50%	0	0%
Paper & Document Shredding	1,116	969	2	848	2	100%	0	0%	0	0%
Pest Control Supplies & Equipment	365	1,615	2	848	1	50%	1	50%	0	0%
Pet Boarding - Dogs	1,920	709	2	848	2	100%	0	0%	0	0%
Pet Services	1,217	927	2	848	2	100%	0	0%	0	0%
Pet Sitting Services	3,010	521	2	848	2	100%	0	0%	0	0%
Pet Training	1,750	749	2	848	1	50%	1	50%	0	0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	49	2,821	2	848	2	100%	0	0%	0	0%
Picture Frames - Dealers	857	1,105	2	848	2	100%	0	0%	0	0%
Pipe & Valve Fitters - Gas	307	1,712	2	848	2	100%	0	0%	0	0%
Professional Services - General	7,669	244	2	848	0	0%	2	100%	0	0%
Publishing Consultants	1,897	720	2	848	2	100%	0	0%	0	0%
Radiators - Automotive	1,598	792	2	848	1	50%	1	50%	0	0%
Real Estate - Commercial	434	1,501	2	848	1	50%	1	50%	0	0%
Referral - Doctor	257	1,824	2	848	2	100%	0	0%	0	0%
Rehabilitation Services	1,416	853	2	848	2	100%	0	0%	0	0%
Relocation Service	1,480	829	2	848	1	50%	1	50%	1	50%
Sales & Order Books	48	2,835	2	848	0	0%	0	50%	1	50%
School Supplies	371	1,607	2	848	2	100%	0	0%	0	0%
Schools - Academic - College Preparatory	783	1,159	2	848	1	50%	1	50%	0	0%
Scrap Metals	1,101	973	2	848	0	0%	2	100%	0	0%
Screens - Door & Window	2,061	687	2	848	2	100%	0	0%	0	0%
Sewer Contractors	4,257	368	2	848	2	100%	0	0%	0	0%
Sewing Machines - Dealers	2,039	689	2	848	1	50%	1	50%	1	50%
Shock Absorbers	244	1,855	2	848	2	100%	0	0%	0	0%
Sleep Disorders - Sleep Apnea	972	1,036	2	848	2	100%	0	0%	0	0%
Smoke Detectors & Alarms	138	2,241	2	848	2	100%	0	0%	0	0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	853	1,112	2	848	2	100%	0	0%	0	0%
Sports Promoters & Managers	356	1,633	2	848	1	50%	1	50%	0	0%
Stoves - Wood, Coal	2,273	640	2	848	2	100%	0	0%	0	0%
Student Housing	1,351	873	2	848	1	50%	1	50%	0	0%
Suits - Custom Made	595	1,308	2	848	2	100%	0	0%	0	0%
Swimming Pool Equipment & Supplies	3,177	497	2	848	1	50%	1	50%	0	0%
Tattoos - Removed	157	2,150	2	848	0	0%	0	0%	2	100%
Tax Reporting Service	219	1,922	2	848	0	0%	2	100%	0	0%
Telecommunications Equipment - Disability	2,257	641	2	848	1	50%	1	50%	1	50%
Telephone Equipment & Systems Service & Repair	507	1,392	2	848	0	0%	1	50%	0	0%
Television & Radio Parts - Retail	182	2,052	2	848	1	50%	1	50%	0	0%
Thrift Shops	495	1,412	2	848	2	100%	0	0%	0	0%
Tile - Ceramic - Manufacturers & Distributors	988	1,030	2	848	2	100%	0	0%	0	0%
Tile - Non-Ceramic - Contractors & Dealers	539	1,355	2	848	0	0%	2	100%	0	0%
Tool & Utility Sheds	1,312	892	2	848	2	100%	0	0%	0	0%
Topsoil	1,711	763	2	848	1	50%	1	50%	0	0%
Tractor Dealers	448	1,480	2	848	2	100%	0	0%	0	0%
Translators & Interpreters	2,838	545	2	848	0	0%	0	0%	0	0%
Truck accessories	1,132	961	2	848	2	100%	0	0%	0	0%
Truck Rent & Lease	884	1,093	2	848	2	100%	0	0%	0	0%
Trucking - Heavy Hauling	2,728	561	2	848	2	100%	0	0%	0	0%
Trucks - Industrial	251	1,834	2	848	2	100%	0	0%	0	0%
Vaporizers	4,089	416	2	848	1	50%	1	50%	0	0%
Vending Machines	1,790	738	2	848	2	100%	0	0%	0	0%
Venetian Blinds - Repair & Cleaning	1,330	884	2	848	1	50%	1	50%	0	0%
Veterinary Emergency	196	1,997	2	848	2	100%	0	0%	0	0%
Videographers	480	1,436	2	848	1	50%	1	50%	0	0%
Vinyl Decking	1,049	994	2	848	2	100%	0	0%	0	0%
Water Supply Systems	667	1,239	2	848	2	100%	0	0%	0	0%
Wedding Consultants	949	1,056	2	848	2	100%	0	0%	0	0%
Wheel Alignment, Frame & Axle Service - Auto	1,035	1,001	2	848	0	0%	2	100%	0	0%
Wheel Chair Lifts & Ramps	620	1,280	2	848	2	100%	0	0%	0	0%
Wheel Chairs	1,026	1,009	2	848	2	100%	0	0%	0	0%
Wheels	669	1,234	2	848	1	50%	1	50%	0	0%
Wicker Products	1,71	2,088	2	848	2	100%	0	0%	0	0%
Winemaking Equipment & Supplies	539	1,355	2	848	1	50%	1	50%	0	0%
Abstracters	7	3,615	1	1,070	0	0%	1	100%	0	0%
Accounting & Bookkeeping Machines	1,780	740	1	1,070	1	100%	0	0%	0	0%
Adhesives & Glues	1,67	2,011	1	1,070	1	100%	0	0%	0	0%
Adjusters	4,367	388	1	1,070	1	100%	0	0%	0	0%
Adjusters - Public	6	3,662	1	1,070	1	100%	0	0%	0	0%
Adoption Services	161	2,134	1	1,070	0	0%	1	100%	0	0%
Aerospace Research & Development	129	2,289	1	1,070	1	100%	0	0%	0	0%
Air Cargo & Package Express Service	504	1,395	1	1,070	0	0%	1	100%	0	0%
Air Conditioning Supplies & Parts	433	1,503	1	1,070	1	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Air Duct Repair	156	2,156	1	1,070	0	0%	1	100%	0	0%
Aircraft Parts & Supplies	445	1,484	1	1,070	1	100%	0	0%	0	0%
Airport Equipment & Supplies	13	3,429	1	1,070	0	0%	0	0%	0	0%
Alcoholism Info & Treatment Centers	677	1,224	1	1,070	1	100%	0	0%	0	0%
Aluminum	599	1,304	1	1,070	1	100%	0	0%	0	0%
Animal Hospitals	2,519	595	1	1,070	0	0%	1	100%	0	0%
Archery Equipment & Supplies	103	2,411	1	1,070	1	100%	0	0%	0	0%
Architects	2,451	1,607	1	1,070	1	100%	0	0%	0	0%
Art Supplies	866	1,101	1	1,070	0	0%	1	100%	0	0%
Artificial Turf	1,919	710	1	1,070	1	100%	0	0%	0	0%
Artists - Commercial	113	2,370	1	1,070	0	0%	1	100%	0	0%
Artists - Fine Art	148	2,197	1	1,070	0	0%	1	100%	0	0%
Artists Agents	149	2,195	1	1,070	1	100%	0	0%	0	0%
Athletic Organizations	271	1,792	1	1,070	0	0%	1	100%	0	0%
Attorneys & Lawyers - Family	954	1,049	1	1,070	1	100%	0	0%	0	0%
Attorneys & Lawyers - Divorce	2,440	609	1	1,070	1	100%	0	0%	0	0%
Attorneys & Lawyers - Personal Injury & Property Damage	660	1,246	1	1,070	1	100%	0	0%	0	0%
Audio-Visual Production Services	825	1,129	1	1,070	1	100%	0	0%	0	0%
Audiologists	797	1,151	1	1,070	1	100%	0	0%	0	0%
Auto Air Conditioning	767	1,168	1	1,070	1	100%	0	0%	0	0%
Auto Alarms & Security Systems	1,247	915	1	1,070	1	100%	0	0%	0	0%
Auto Appraisers	598	1,306	1	1,070	0	0%	1	100%	0	0%
Auto Dealers - Antique & Classic	569	1,327	1	1,070	0	0%	1	100%	0	0%
Auto Dealers - Hybrid Vehicles	30	3,070	1	1,070	0	0%	1	100%	0	0%
Auto Listing Service	1,614	788	1	1,070	1	100%	0	0%	0	0%
Auto Radios & Stereos - Sales & Repair	1,555	807	1	1,070	1	100%	0	0%	0	0%
Auto Radios & Stereos - Wholesale & Manufacturers	142	2,375	1	1,070	1	100%	0	0%	0	0%
Auto Repair & Service - Airbags	519	1,383	1	1,070	1	100%	0	0%	0	0%
Auto Repair - Mobile	1,221	922	1	1,070	0	0%	1	100%	0	0%
Auto Service Contract Companies	37	2,962	1	1,070	0	0%	1	100%	0	0%
Auto Sunroofs	61	2,701	1	1,070	0	0%	1	100%	0	0%
Auto Warranty Service	1,374	866	1	1,070	0	0%	1	100%	0	0%
Automobile Reconditioned Detailing	121	2,321	1	1,070	1	100%	0	0%	0	0%
Baby Carriages & Strollers	90	2,489	1	1,070	1	100%	0	0%	0	0%
Baby Sitters	175	2,074	1	1,070	1	100%	0	0%	0	0%
Bail Bonds	2,675	571	1	1,070	0	0%	1	100%	0	0%
Balloons - Novelty & Toy	139	2,238	1	1,070	1	100%	0	0%	0	0%
Banking Services	1,375	865	1	1,070	1	100%	0	0%	0	0%
Bankruptcy Assistance & Services	1,715	762	1	1,070	1	100%	0	0%	0	0%
Barbecue	725	1,189	1	1,070	1	100%	0	0%	0	0%
Barber Schools	384	1,585	1	1,070	1	100%	0	0%	0	0%
Barrels & Drums	359	1,626	1	1,070	0	0%	1	100%	0	0%
Bars & Taverns	1,187	938	1	1,070	0	0%	1	100%	0	0%
Bartending Instruction	148	2,197	1	1,070	1	100%	0	0%	0	0%
Bartending Service	345	1,653	1	1,070	1	100%	0	0%	0	0%
Basement - Finishing	1,851	729	1	1,070	0	0%	1	100%	0	0%
Bathroom Remodeling - Walk-In Tubs	1,296	901	1	1,070	0	0%	1	100%	0	0%
Baths	1,002	1,022	1	1,070	0	0%	0	0%	1	100%
Baths - Equipment & Supplies	1,631	1,782	1	1,070	1	100%	0	0%	0	0%
Batteries - Storage-Retail	935	1,067	1	1,070	1	100%	0	0%	0	0%
Beekeepers Supplies	34	3,005	1	1,070	1	100%	0	0%	0	0%
Beer & Ale - Retail	84	2,531	1	1,070	1	100%	0	0%	0	0%
Beer Home Brewing Equipment & Supplies	532	1,366	1	1,070	0	0%	0	0%	1	100%
Bicycles - Renting	122	2,317	1	1,070	0	0%	1	100%	0	0%
Bicycles - Repair	1,279	903	1	1,070	0	0%	1	100%	0	0%
Bill Paying Service	602	1,301	1	1,070	1	100%	0	0%	0	0%
Billiard Equipment & Supplies	1,185	941	1	1,070	1	100%	0	0%	0	0%
Boat Builders	934	1,070	1	1,070	1	100%	0	0%	0	0%
Boat Covers, Tops & Upholstery	342	1,660	1	1,070	0	0%	1	100%	0	0%
Boating Instruction	138	2,241	1	1,070	1	100%	0	0%	0	0%
Body Care Products	179	2,063	1	1,070	1	100%	0	0%	0	0%
Boilers - New & Used	665	1,242	1	1,070	1	100%	0	0%	0	0%
Boots	488	1,423	1	1,070	1	100%	0	0%	0	0%
Bowling	700	1,204	1	1,070	0	0%	1	100%	0	0%
Brand Development	52	2,785	1	1,070	1	100%	0	0%	0	0%
Bus - Sales & Rental	45	2,867	1	1,070	1	100%	0	0%	0	0%
Business Brokers	1,511	818	1	1,070	1	100%	0	0%	0	0%
Business Opportunity Companies	877	1,097	1	1,070	1	100%	0	0%	0	0%
Business Processing Optimization	119	2,331	1	1,070	1	100%	0	0%	0	0%
Business Promotions - General	1,739	751	1	1,070	0	0%	1	100%	0	0%
Butchering	1,487	826	1	1,070	1	100%	0	0%	0	0%
Cabinet Doors	432	1,507	1	1,070	1	100%	0	0%	0	0%
Campers - Rent & Lease	208	1,956	1	1,070	1	100%	0	0%	0	0%
Campers - Service & Repair	52	2,785	1	1,070	1	100%	0	0%	0	0%
Campers - Supplies & Parts	207	1,959	1	1,070	0	0%	1	100%	0	0%
Caps - Wholesale & Manufacturers	7	3,615	1	1,070	1	100%	0	0%	0	0%
Car Buying Service	34	3,005	1	1,070	1	100%	0	0%	0	0%
Caregivers Resources	223	1,913	1	1,070	0	0%	1	100%	0	0%
Carpet & Rug Distributors & Manufacturers	237	1,879	1	1,070	1	100%	0	0%	0	0%
Carpet Installation	336	1,668	1	1,070	0	0%	1	100%	0	0%
Cat Breeders	113	2,370	1	1,070	0	0%	1	100%	0	0%
Cellulite Treatment - Endermologie	25	3,168	1	1,070	0	0%	1	100%	0	0%
Cement - Retail	46	2,854	1	1,070	1	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Charity - Law & Public Interest	15	3,373	1	1,070	1	100%	0	0%	0	0%
Charity - Local	3,365	478	1	1,070	1	100%	0	0%	0	0%
Check Verification & Recovery Service	9	3,541	1	1,070	1	100%	0	0%	0	0%
Cheerleading Instruction	141	2,230	1	1,070	1	100%	0	0%	0	0%
Child Care - In Home	668	1,236	1	1,070	1	100%	0	0%	0	0%
Child Care - Infant	227	1,902	1	1,070	1	100%	0	0%	0	0%
Children's Play Programs Instruction	223	1,913	1	1,070	1	100%	0	0%	0	0%
Chimney Builders & Repair	9,214	206	1	1,070	1	0%	1	100%	0	0%
Clay Products	5	3,691	1	1,070	0	0%	1	100%	0	0%
Coaching - Business	616	1,286	1	1,070	0	0%	1	100%	0	0%
Coffee Break Service & Supplies	629	1,273	1	1,070	1	100%	0	0%	0	0%
College Savings Plans	107	2,393	1	1,070	1	100%	0	0%	0	0%
Commercial Painting Contractor	1,884	722	1	1,070	1	100%	0	0%	0	0%
Contact Discs, Tapes & Records - Retail	706	1,650	1	1,070	1	100%	0	0%	0	0%
Compactors - Waste - Household - Dealers	36	2,978	1	1,070	0	0%	0	0%	1	100%
Compressors	169	2,092	1	1,070	1	100%	0	0%	0	0%
Computers - Disaster Recovery	824	1,130	1	1,070	1	100%	0	0%	0	0%
Computers - Furniture	176	2,070	1	1,070	1	100%	0	0%	0	0%
Computers - Graphics	211	1,947	1	1,070	1	100%	0	0%	0	0%
Computers - Network Security	431	1,508	1	1,070	1	100%	0	0%	0	0%
Computers - Networks	2,495	599	1	1,070	1	100%	0	0%	0	0%
Computers - Security Equip & Systems	230	1,892	1	1,070	0	0%	1	100%	0	0%
Computers - Training	1,144	957	1	1,070	1	100%	0	0%	0	0%
Concrete Blocks & Shapes	215	1,935	1	1,070	1	100%	0	0%	0	0%
Concrete Construction Forms & Accessories	1,367	870	1	1,070	0	0%	1	100%	0	0%
Concrete Mixers	56	2,744	1	1,070	1	100%	0	0%	0	0%
Concrete Removal	94	2,461	1	1,070	0	0%	1	100%	0	0%
Conference Centers	217	1,944	1	1,070	0	0%	1	100%	0	0%
Connectors - Electric	214	1,937	1	1,070	0	0%	1	100%	0	0%
Construction Supplies	398	1,560	1	1,070	1	100%	0	0%	0	0%
Consultant - Strategic Planning	83	2,536	1	1,070	1	100%	0	0%	0	0%
Consultants - Auto Repair	13	3,429	1	1,070	1	100%	0	0%	0	0%
Consultants - Medical	397	1,562	1	1,070	1	100%	0	0%	0	0%
Consultants - Pharmaceutical	187	2,033	1	1,070	1	100%	0	0%	0	0%
Consultants - Security	204	1,972	1	1,070	1	100%	0	0%	0	0%
Consultants - Social Media	169	2,092	1	1,070	1	100%	0	0%	0	0%
Consultants - Telecommunication	703	1,203	1	1,070	1	100%	0	0%	0	0%
Contractor - Gas	996	1,026	1	1,070	0	0%	0	0%	0	0%
Contractor - Hauling	93	2,468	1	1,070	0	0%	1	100%	0	0%
Contractor - Mechanical Insulation	620	1,280	1	1,070	1	100%	0	0%	0	0%
Contractor - Spray Foam Insulation	3,678	444	1	1,070	1	100%	0	0%	0	0%
Contractors - Gutters	2,379	621	1	1,070	1	100%	0	0%	0	0%
Contractors - Sheet Metal	1,101	973	1	1,070	1	100%	0	0%	0	0%
Cooking Utensils	1,560	804	1	1,070	1	100%	0	0%	0	0%
Copiers & Copier Supplies	1,045	996	1	1,070	0	0%	0	0%	0	0%
Cork & Cork Products	9	3,541	1	1,070	1	100%	0	0%	0	0%
Corsets & Girdles	509	1,388	1	1,070	0	0%	1	100%	0	0%
Coupon Book Promotions	649	1,254	1	1,070	1	100%	0	0%	0	0%
CPR Training & Certification	371	1,607	1	1,070	1	100%	0	0%	0	0%
Credit Repair Services - Advance Fee	346	1,651	1	1,070	0	0%	1	100%	0	100%
Crime Scene/Trauma Clean Up	192	2,012	1	1,070	0	0%	1	100%	0	0%
Dairy Products - Wholesale	260	1,815	1	1,070	1	100%	0	0%	0	0%
Dance Apparel	67	2,644	1	1,070	1	100%	0	0%	0	0%
Dancing Supplies	246	1,848	1	1,070	1	100%	0	0%	0	0%
Data Recovery	726	1,188	1	1,070	1	100%	0	0%	0	0%
Data Systems - Consultants & Designers	537	1,358	1	1,070	1	100%	0	0%	0	0%
Dental Equipment & Supplies	1,060	989	1	1,070	1	100%	0	0%	0	0%
Dentist - Dental Implants	382	1,590	1	1,070	1	100%	0	0%	0	0%
Dentistry - Cosmetic	1,463	835	1	1,070	0	0%	0	0%	0	0%
Deodorizing & Disinfecting	110	2,383	1	1,070	1	100%	0	0%	0	0%
Designers - Industrial	592	1,312	1	1,070	0	0%	0	0%	0	0%
Diabetes Services & Supplies	634	1,264	1	1,070	1	100%	0	0%	0	0%
Display Fixtures & Materials	104	2,404	1	1,070	0	0%	0	0%	0	0%
Divers Equipment & Supplies	187	2,033	1	1,070	1	100%	0	0%	0	0%
Diving & Marine Services	65	2,654	1	1,070	1	100%	0	0%	0	0%
Door-to-Door Sales - Meat	443	1,488	1	1,070	0	0%	0	0%	0	0%
Doors - Commercial	361	1,622	1	1,070	1	100%	0	0%	0	0%
Drapery & Curtain Cleaners	200	1,979	1	1,070	1	100%	0	0%	0	0%
Dry Goods - Retail	60	2,711	1	1,070	1	100%	0	0%	0	0%
Driveway Taping and Texturing	508	1,390	1	1,070	0	0%	1	100%	0	0%
Dune Buggies	123	2,311	0	1,070	0	0%	0	100%	0	0%
Duty Free Shops	114	2,359	1	1,070	1	100%	0	0%	0	0%
E-Learning	70	2,616	1	1,070	0	0%	0	0%	0	0%
Educational Research	52	2,785	1	1,070	1	100%	0	0%	0	0%
Electric Equipment & Supplies - Retail	2,108	672	1	1,070	1	100%	0	0%	0	0%
Electronics - Educational Kits	1,316	891	1	1,070	0	0%	0	0%	1	100%
Elevator Installation	198	1,988	1	1,070	0	0%	1	100%	0	0%
Email Service Provider	373	1,604	1	1,070	1	100%	0	0%	0	0%
Embroideries - Uniform	237	1,879	1	1,070	1	100%	0	0%	0	0%
Embroidery	754	1,175	0	1,070	0	0%	1	100%	0	0%
Employee Benefit Plans	815	1,136	1	1,070	1	100%	0	0%	0	0%
Employment Service - Union Talent Slatatory	13	3,429	1	1,070	0	0%	1	100%	0	0%
Employment Training	1,567	800	1	1,070	1	100%	0	0%	0	0%
Energy Conservation Products & Services	5,266	347	1	1,070	1	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Engineers - Mechanical	527	1,373	1	1,070	1	100%	0	0%	0	0%
Engineers - Structural	467	1,456	1	1,070	0	0%	1	100%	0	0%
Enquines - Gasoline	164	2,117	1	1,070	0	0%	1	100%	0	0%
Enquines - Supplies, Equipment & Parts	2,069	685	1	1,070	1	100%	0	0%	0	0%
Equestrian Services	586	1,317	1	1,070	0	0%	1	100%	0	0%
Esthetician	568	1,329	1	1,070	1	100%	0	0%	0	0%
Excavating Equipment	689	1,217	1	1,070	1	100%	0	0%	0	0%
Exercise Equipment & Machines - Service & Repair	168	2,096	1	1,070	1	100%	0	0%	0	0%
Exporters	653	1,251	1	1,070	0	0%	1	100%	0	0%
Exterior Designers	590	1,314	1	1,070	0	0%	1	100%	0	0%
Family Services	82	2,543	1	1,070	1	100%	0	0%	0	0%
Farmers Market	583	1,320	1	1,070	1	100%	0	0%	0	0%
Farms - Organic	74	2,588	1	1,070	1	100%	0	0%	0	0%
Fax Transmission Service	684	1,218	1	1,070	0	0%	1	100%	0	0%
Fences - Vinyl	1,377	862	1	1,070	0	0%	1	100%	0	0%
Fertility Specialists	475	1,441	1	1,070	1	100%	1	0%	0	0%
Filling Machinery	15	3,373	1	1,070	0	0%	1	100%	0	0%
Financial Planning Consultants	9,753	199	1	1,070	1	100%	0	0%	0	0%
Fingerprinting	994	1,027	1	1,070	1	100%	0	0%	0	0%
Fire & Flood Emergency Service	990	1,028	1	1,070	1	100%	0	0%	0	0%
Fire & Smoke & Water Clean Up	145	2,330	1	1,070	1	100%	0	0%	0	0%
Fire Damage Restoration	486	1,429	1	1,070	1	100%	0	0%	0	0%
Fire Protection Consultants	1,087	978	1	1,070	1	100%	0	0%	0	0%
Fire Protection Equipment & Supplies	3,631	451	1	1,070	0	0%	1	100%	0	0%
Fishing Charters	312	1,704	1	1,070	1	100%	0	0%	0	0%
Fishing Tackle Dealers	397	1,562	1	1,070	0	0%	1	100%	0	0%
Fix-It Shops	53	2,775	1	1,070	1	100%	0	0%	0	0%
Floodlights & Search Lights	74	2,547	1	1,070	0	0%	1	100%	0	0%
Floor Coatings - Epoxy/Polyurethane	359	1,626	1	1,070	0	0%	1	100%	0	0%
Floors - Industrial	1,005	1,018	1	1,070	1	100%	0	0%	0	0%
Florist - Funeral Bouquets & Wreaths	35	2,991	1	1,070	1	100%	0	0%	0	0%
Foods - Dehydrated & Freeze-Dried	68	2,634	1	1,070	1	100%	0	0%	0	0%
Foundations - Education, Philanthropy, Research	76	2,574	1	1,070	0	0%	1	100%	0	0%
Frozen Foods - Retail	654	1,250	1	1,070	1	100%	0	0%	0	0%
Fruits & Vegetables - Retail	35	1,635	1	1,070	1	100%	0	0%	0	0%
Fuel - Diesel	290	1,751	1	1,070	1	100%	0	0%	0	0%
Funeral Related Services	4,428	386	1	1,070	1	100%	0	0%	0	0%
Fur Business - Wholesale & Manufacturers	352	1,639	1	1,070	1	100%	0	0%	0	0%
Fur Designers	152	2,176	1	1,070	1	100%	0	0%	0	0%
Garage Organizers	1,033	1,003	1	1,070	0	0%	1	100%	0	0%
Garbage Disposals - Household	584	1,318	1	1,070	1	100%	0	0%	0	0%
Gas Power Equipment	138	2,241	1	1,070	0	0%	1	100%	0	0%
Genealogists	20	3,254	1	1,070	1	100%	0	0%	0	0%
Genealogy Services	1,220	923	1	1,070	1	100%	0	0%	0	0%
Generators	278	1,778	1	1,070	1	100%	0	0%	0	0%
Gift Certificates/Cards	1,007	1,015	1	1,070	1	100%	0	0%	0	0%
Gift Shops	2,393	616	1	1,070	1	100%	0	0%	0	0%
Giftware - Wholesale & Manufacturers	489	1,422	1	1,070	1	100%	0	0%	0	0%
Glass - Beveled, Carved, Ornamental	662	1,245	1	1,070	1	100%	0	0%	0	0%
Glassware - Wholesale & Manufacturers	487	1,427	1	1,070	0	0%	1	100%	0	0%
Global Positioning Systems	473	1,446	1	1,070	1	100%	0	0%	0	0%
Go-Karts	76	2,574	1	1,070	0	0%	1	100%	0	0%
Government - City, Village & Township	669	1,234	1	1,070	1	100%	0	0%	0	0%
Government Grant Services	216	1,934	1	1,070	1	100%	0	0%	0	0%
Greeting Cards - Retail	456	1,465	1	1,070	1	100%	0	0%	0	0%
Guard Dogs	41	2,919	1	1,070	1	100%	0	0%	0	0%
Guest Ranch	75	2,580	1	1,070	1	100%	0	0%	0	0%
Guns - Air, BB and Pellet	322	1,688	1	1,070	1	100%	0	0%	0	0%
Handbags	255	1,829	1	1,070	0	0%	1	100%	0	0%
Handwriting Experts	99	2,424	1	1,070	1	100%	0	0%	0	0%
Hardscapes	357	1,630	1	1,070	1	100%	0	0%	0	0%
Heavy Duty Equipment Repair	392	1,574	1	1,070	1	100%	0	0%	0	0%
Helicopters - Parts & Supplies	405	1,546	1	1,070	1	100%	0	0%	0	0%
Hemp Products	147	2,201	1	1,070	0	0%	1	100%	1	100%
Herbs	546	1,348	1	1,070	0	0%	1	100%	0	0%
Holding Companies	1,465	834	1	1,070	0	0%	1	100%	1	100%
Holistic Practitioners	1,323	889	1	1,070	1	100%	0	0%	0	0%
Home Automation	1,031	1,006	1	1,070	1	100%	0	0%	0	0%
Home Sitting Services	1,823	732	1	1,070	1	100%	0	0%	0	0%
Horse Dealers	265	1,804	1	1,070	0	0%	1	100%	0	0%
Horse Riding/Horse Trail Rides	1,160	950	1	1,070	1	100%	0	0%	0	0%
Horse Training	258	1,821	1	1,070	1	100%	0	0%	0	0%
Horticultural Consultants	259	1,818	1	1,070	0	0%	1	100%	0	0%
Hospitality	50	2,804	1	1,070	1	100%	0	0%	0	0%
Hotels - Reservations	248	1,840	1	1,070	1	100%	0	0%	0	0%
House & Building Movers	1,274	906	1	1,070	1	100%	1	0%	0	0%
House Cleaning Equipment & Supplies	2,333	628	1	1,070	1	100%	0	0%	0	0%
Humane Societies	78	2,562	1	1,070	1	100%	0	0%	0	0%
Hydroseeding	161	2,134	1	1,070	1	100%	0	0%	0	0%
Hypnotherapists - Hypnotists	1,156	952	1	1,070	0	0%	1	100%	0	0%
Ice Cream & Frozen Desserts - Dealers	243	1,859	1	1,070	0	0%	1	100%	0	0%
Industrial Consultants	212	1,944	1	1,070	1	100%	0	0%	0	0%
Information Processing & Retrieval Equipment & Systems	43	2,895	1	1,070	0	0%	1	100%	0	0%



Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Insect Control Devices	393	1,570	1	1,070	1	100%	0	0%	0	0%
Insurance - Accident & Health	1,274	906	1	1,070	1	100%	0	0%	0	0%
Insurance - Homeowners	581	1,321	1	1,070	1	100%	0	0%	0	0%
Intercoms Systems & Services	241	1,866	1	1,070	1	100%	0	0%	0	0%
Interior Designers - Architectural	437	1,499	1	1,070	1	0%	1	100%	0	0%
Interior Finishing	622	1,268	1	1,070	0	0%	1	100%	0	0%
Irrigation Consultants	1,064	986	1	1,070	0	0%	1	100%	0	0%
Jet Ski/Personal Watercraft	158	2,147	1	1,070	0	0%	1	100%	0	0%
Job Listing & Advisory Services - Advanced Fee	500	1,401	1	1,070	0	0%	1	100%	0	0%
Kickboxing	256	1,827	1	1,070	0	0%	1	100%	0	0%
Kitchen & Bath Design	1,612	789	1	1,070	1	100%	0	0%	0	0%
Knit Goods - Retail	156	2,156	1	1,070	1	100%	0	0%	0	0%
Knives - Custom	230	1,892	1	1,070	0	0%	1	100%	0	0%
Laser Eye Surgery	776	1,162	1	1,070	1	100%	0	0%	0	0%
Lasers	837	1,121	1	1,070	1	100%	0	0%	0	0%
Laundries - Self Service	375	1,603	1	1,070	1	100%	0	0%	0	0%
Laundry Equipment	444	1,487	1	1,070	1	100%	0	0%	0	0%
Laundry Supplies	30	3,070	1	1,070	1	100%	0	0%	0	0%
Lawn & Garden Pond Dealers & Supplies	156	2,156	1	1,070	1	100%	0	0%	0	0%
Lawn Tractor Dealers	28	3,107	1	1,070	1	100%	0	0%	0	0%
Leather Restoration	42	2,910	1	1,070	0	0%	1	100%	0	0%
Legal Information Services	828	1,126	1	1,070	0	0%	1	100%	0	0%
Legal Services Plans	530	1,371	1	1,070	1	100%	0	0%	0	0%
Lifts	407	1,542	1	1,070	0	0%	1	100%	0	0%
Lighting Fixtures - Repair & Maintenance	294	1,740	1	1,070	1	100%	0	0%	0	0%
Loan Servicing	300	1,721	1	1,070	1	100%	0	0%	0	0%
Locksmiths Equipment & Supplies	164	2,117	1	1,070	0	0%	1	100%	1	100%
Lottaries - Foreign	2,472	603	1	1,070	0	0%	1	100%	1	100%
Lubricants	190	2,019	1	1,070	0	0%	1	100%	0	0%
Luggage Repair	328	1,684	1	1,070	1	100%	0	0%	0	0%
Machine Tools	593	1,310	1	1,070	1	100%	0	0%	0	0%
Machine Tools - Repair & Rebuild	427	1,512	1	1,070	1	100%	0	0%	0	0%
Machinery - New	915	1,081	1	1,070	0	0%	1	100%	0	0%
Machinery Rebuild & Repair	672	1,229	1	1,070	1	100%	0	0%	0	0%
Magazine Sales by Telephone	364	1,618	1	1,070	1	100%	0	0%	0	0%
Magicians	258	1,821	1	1,070	0	0%	1	100%	0	0%
Magicians Supplies	48	2,835	1	1,070	0	0%	1	100%	0	0%
Mailing Services - International	65	2,654	1	1,070	1	100%	0	0%	0	0%
Management Consultants	2,899	535	1	1,070	1	100%	0	0%	0	0%
Manufactured Homes - Parks	530	1,371	1	1,070	0	0%	1	100%	0	0%
Maps - Publishers & Distributors	60	2,711	1	1,070	1	100%	0	0%	0	0%
Marble - Natural	142	1,536	1	1,070	0	0%	1	100%	0	0%
Marijuana - Medical Dispensary	51	2,797	1	1,070	0	0%	1	100%	0	0%
Marijuana Sales & Services	618	1,284	1	1,070	1	100%	0	0%	0	0%
Marine Electronic Equipment & Supplies	304	1,717	1	1,070	1	100%	0	0%	0	0%
Marriage, Family, Child, Individual Counselors	7,290	257	1	1,070	1	100%	0	0%	0	0%
Material Handling Equipment	213	1,941	1	1,070	1	100%	0	0%	0	0%
Meat - Processing	411	1,537	1	1,070	0	0%	1	100%	0	0%
Mediation Services - Divorce	228	1,899	1	1,070	0	0%	1	100%	0	0%
Medical Alarms	757	1,173	1	1,070	1	100%	0	0%	0	0%
Medical Business Administration	820	1,133	1	1,070	1	100%	0	0%	0	0%
Medical Imaging Services	193	2,007	1	1,070	1	100%	0	0%	0	0%
Medical Record Service	344	1,655	1	1,070	1	100%	0	0%	0	0%
Medical Testing Companies	1,160	950	1	1,070	1	100%	0	0%	0	0%
Meeting Management	49	2,821	1	1,070	1	100%	0	0%	0	0%
Mental Health Services	189	2,023	1	1,070	1	100%	0	0%	0	0%
Messenger Service	2,880	1,537	1	1,070	0	0%	1	100%	0	0%
Metal Finishers Equipment & Supplies	20	3,254	1	1,070	0	0%	1	100%	0	0%
Metal Powder Fabricators	236	1,882	1	1,070	1	100%	0	0%	0	0%
Metal Specialties	447	1,482	1	1,070	1	100%	0	0%	0	0%
Miniatures - Collectors	38	2,947	1	1,070	0	0%	1	100%	1	100%
Modular/Mobile Home - Foundation Services	93	2,468	1	1,070	1	100%	0	0%	0	0%
Mold & Mildew Remediation	798	1,150	1	1,070	1	100%	0	0%	0	0%
Moldings	691	1,213	1	1,070	1	100%	0	0%	0	0%
Monuments	3,158	501	1	1,070	1	100%	0	0%	0	0%
Motel & Hotel Consultants	3	3,785	1	1,070	0	0%	1	100%	0	0%
Motel & Hotel Equipment & Supplies	19	3,284	1	1,070	1	100%	0	0%	0	0%
Motel & Hotel Management	87	2,509	1	1,070	0	0%	1	100%	0	0%
Motels - Reservation Service	33	3,019	1	1,070	1	100%	0	0%	0	0%
Motion Picture Representatives	112	2,375	1	1,070	1	100%	0	0%	0	0%
Motivational & Self Improvement Training	742	1,177	1	1,070	0	0%	1	100%	1	100%
Motorcycle Riding Instruction	131	2,277	1	1,070	1	100%	0	0%	0	0%
Mud Jacking Contractors	2,722	565	1	1,070	1	100%	0	0%	0	0%
Music Instruction - Vocal	120	2,326	1	1,070	0	0%	1	100%	0	0%
Musical Instruments - Rental	26	3,143	1	1,070	0	0%	1	100%	0	0%
Natural Stone Restoration & Cleaning	137	2,247	1	1,070	1	100%	0	0%	0	0%
News Dealers	40	2,929	1	1,070	1	100%	0	0%	0	0%
News Publications - Trade, Association	287	1,258	1	1,070	1	100%	0	0%	0	0%
News Service	51	2,797	1	1,070	1	100%	0	0%	0	0%
Newspaper Distributors	99	2,424	1	1,070	0	0%	1	100%	0	0%
Novelties - Retail	567	1,333	1	1,070	1	100%	0	0%	0	0%
Office Buildings	152	2,176	1	1,070	0	0%	1	100%	0	0%
Office Equipment	217	1,930	1	1,070	0	0%	1	100%	0	0%
Office Supplies - Sale by Telemarketing	26	3,143	1	1,070	1	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Oil Operators	7	3,615	1	1,070	1	100%	0	0%	0	0%
Oil Tank Installation	379	1,599	1	1,070	1	100%	0	0%	0	0%
Oil Tank Removal	1,042	998	1	1,070	1	100%	0	0%	0	0%
Oilfield Service	4,175	401	1	1,070	1	100%	0	0%	0	0%
Online Education	2,135	668	1	1,070	1	0%	1	100%	0	0%
Optical Goods - Wholesale & Manufacturers	24	3,181	1	1,070	1	100%	0	0%	0	0%
Orchestras & Bands	19	3,284	1	1,070	1	100%	0	0%	0	0%
Organizing Services - Household & Business	409	1,540	1	1,070	1	0%	1	100%	0	0%
Outfitters	102	2,414	1	1,070	1	100%	0	0%	0	0%
Outpatient Surgery Centers	2	3,838	1	1,070	1	100%	0	0%	0	0%
Oxygen	485	1,431	1	1,070	1	100%	0	0%	0	0%
Packing & Crating Service	430	1,509	1	1,070	0	0%	1	100%	0	0%
Paint - Automotive	33	3,019	1	1,070	0	0%	1	100%	0	0%
Parking Stations & Garages - Equipment & Supplies	451	1,474	1	1,070	0	0%	1	100%	0	0%
Parks	130	2,283	1	1,070	0	0%	1	100%	0	0%
Parties - Children	71	2,605	1	1,070	0	0%	1	100%	0	0%
Party Plans - In-Home	553	1,340	1	1,070	1	100%	0	0%	0	0%
Party Supplies	1,980	700	1	1,070	1	100%	0	0%	0	0%
Patent Searchers	388	1,579	1	1,070	1	100%	0	0%	0	0%
Pattern Makers	19	3,284	1	1,070	0	0%	1	100%	0	0%
Payroll Service	2,215	654	1	1,070	1	100%	0	0%	0	0%
Personal Organizer	12	3,461	1	1,070	1	100%	0	0%	0	0%
Personal Services	3,284	487	1	1,070	0	0%	0	0%	1	100%
Personnel Consultants	737	1,181	1	1,070	0	0%	0	0%	1	100%
Pet Day Care	911	1,082	1	1,070	1	100%	0	0%	0	0%
Pet Kenneling Services	523	1,380	1	1,070	1	100%	0	0%	0	0%
Petroleum	244	1,855	1	1,070	1	100%	0	0%	0	0%
Photo Finishing - Retail	1,192	936	1	1,070	1	100%	0	0%	0	0%
Photographers - Sports	143	2,222	1	1,070	1	100%	0	0%	0	0%
Photographic Equipment - Repair	98	2,435	1	1,070	1	100%	0	0%	0	0%
Photographic Research Service	86	2,517	1	1,070	0	0%	1	100%	0	0%
Photographs - Stock	536	1,361	1	1,070	1	100%	0	0%	0	0%
Photography Sales on the Internet	125	2,302	1	1,070	1	100%	0	0%	0	0%
Physicians & Surgeons - Dermatology	879	1,096	1	1,070	1	100%	0	0%	0	0%
Physicians & Surgeons - Osteopathic-D.O.	952	1,053	1	1,070	1	100%	0	0%	0	0%
Physicians & Surgeons - Weight Reduction	254	1,831	1	1,070	1	0%	1	100%	0	0%
Physicians - Specialists	998	1,025	1	1,070	1	100%	0	0%	0	0%
Picture Framing	134	2,262	1	1,070	1	100%	0	0%	0	0%
Pictures	115	2,348	1	1,070	1	100%	0	0%	0	0%
Pilina	930	1,073	1	1,070	1	100%	0	0%	0	0%
Pillows	532	1,366	1	1,070	0	0%	1	100%	0	0%
Plastering Contractors	944	1,062	1	1,070	1	100%	0	0%	0	0%
Plastics - Fabrics, Film, Sheets - Prod.	55	2,749	1	1,070	1	100%	0	0%	0	0%
Plastics - Foam	34	3,005	1	1,070	0	0%	1	100%	0	0%
Plating	513	1,384	1	1,070	0	0%	1	100%	0	0%
Playground Equipment	381	1,594	1	1,070	0	0%	1	100%	0	0%
Plumbers - Commercial	2,141	666	1	1,070	1	100%	0	0%	0	0%
Poultry Farms	350	1,646	1	1,070	1	100%	0	0%	0	0%
Precious, Semi-Precious & Synthetic	2	3,838	1	1,070	0	0%	1	100%	0	0%
Presses - Power-Equipment	167	2,101	1	1,070	1	100%	0	0%	0	0%
Pressure Washers	450	1,475	1	1,070	1	100%	0	0%	0	0%
Printers - Letterpress	17	3,330	1	1,070	1	100%	0	0%	0	0%
Printers - Glass, Metal, Plastic - 3D Printing	1	3,890	1	1,070	1	100%	0	0%	0	0%
Printing Equipment	497	1,409	1	1,070	1	100%	0	0%	0	0%
Printing Supplies	568	1,329	1	1,070	0	0%	1	100%	0	0%
Promotional Products - Wearable	1,236	917	1	1,070	1	100%	0	0%	0	0%
Publishers - Periodical	1,541	812	1	1,070	1	100%	0	0%	0	0%
Pumps - Dealers	589	1,316	1	1,070	1	100%	0	0%	0	0%
Pumps - Supplies & Parts	365	1,615	1	1,070	1	100%	0	0%	0	0%
Railroads	593	1,310	1	1,070	1	100%	0	0%	0	0%
Range Hoods & Canopies	19	3,284	1	1,070	0	0%	1	100%	0	0%
Real Estate - Rent to Own	1,570	797	1	1,070	1	100%	0	0%	0	0%
Real Estate Brokers	1,716	760	1	1,070	0	0%	1	100%	0	0%
Real Estate Loans	134	2,262	1	1,070	1	100%	0	0%	0	0%
Records Management	99	2,424	1	1,070	1	100%	0	0%	0	0%
Recreation Centers	937	1,064	1	1,070	1	100%	0	0%	0	0%
Recreational Vehicles - Storage	634	1,264	1	1,070	1	100%	0	0%	0	0%
Recycling Centers	1,003	1,021	1	1,070	1	100%	0	0%	0	0%
Recycling Services	2,230	649	1	1,070	1	0%	1	100%	0	0%
Referral - Contractor	475	1,441	1	1,070	0	0%	1	100%	0	0%
Refreshment Stands	0	3,962	0	1,070	0	100%	0	0%	0	0%
Refrigeration Equipment - Supplies & Parts	612	1,292	1	1,070	0	0%	1	100%	0	0%
Religious Goods	294	1,740	1	1,070	1	100%	0	0%	0	0%
Remodeling Services	1,045	996	1	1,070	0	0%	1	100%	0	0%
Rent to Own	88	2,501	1	1,070	1	100%	0	0%	0	0%
Resilient & Vinyl Flooring	261	1,812	1	1,070	1	100%	0	0%	0	0%
Respirators	173	2,080	1	1,070	1	100%	0	0%	0	0%
Retreat Facilities	377	1,601	1	1,070	0	0%	1	100%	0	0%
Riding Apparel & Equipment	286	1,759	1	1,070	1	100%	0	0%	0	0%
Road Building Contractors	2,104	674	1	1,070	1	100%	0	0%	0	0%
Robots	55	2,749	1	1,070	1	100%	0	0%	0	0%
Rock Shops	78	2,562	1	1,070	0	0%	1	100%	0	0%
Roof Cleaning & Stain Removal	2,599	582	1	1,070	1	100%	0	0%	0	0%
Rope	51	2,797	1	1,070	1	100%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Rubbish & Garbage Removal Contractors Equipment	139	2,238	1	1,070	0	0%	1	100%	0	0%
Saddlery & Harness	857	1,105	1	1,070	1	100%	0	0%	0	0%
Safety Equipment & Clothing	697	1,207	1	1,070	0	100%	0	0%	0	0%
Scales	387	1,580	1	1,070	0	0%	1	100%	0	0%
Scholastic Prep Courses, Books & Materials	152	2,176	1	1,070	1	100%	0	0%	0	0%
Schools - Academic - Elementary & Secondary	1,362	872	1	1,070	1	100%	0	0%	0	0%
Schools - Academic - Special Education	3,800	432	1	1,070	1	100%	0	0%	0	0%
Schools - General Interest	1,914	711	1	1,070	1	0%	1	100%	0	0%
Schools - Holistic	194	2,004	1	1,070	1	100%	0	0%	0	0%
Schools - Online Trading & Investment	72	2,603	1	1,070	0	0%	1	100%	0	0%
Scooters - Repair	54	2,762	1	1,070	0	0%	1	100%	0	0%
Seal Coating	173	2,080	1	1,070	0	0%	1	100%	0	0%
Security Guard & Patrol Service	9,036	209	1	1,070	0	0%	1	100%	0	0%
Seeds & Bulbs - Retail	546	1,348	1	1,070	0	0%	1	100%	0	0%
Seeds & Bulbs - Wholesale	69	2,630	1	1,070	0	0%	1	100%	0	0%
Self Defense	205	1,969	1	1,070	0	0%	1	100%	0	0%
Septic Tanks - Treatment Supplies	91	2,481	1	1,070	0	0%	1	100%	0	0%
Service Animals - Dogs	454	1,468	1	1,070	0	0%	1	100%	0	0%
Sewer Inspection	159	2,143	1	1,070	0	0%	1	100%	0	0%
Sewing Machines - Service & Repair	901	1,084	1	1,070	1	100%	0	0%	0	0%
Sewing Machines - Supplies & Parts	510	1,387	1	1,070	1	100%	0	0%	0	0%
Sheet Metal Work	1,775	742	1	1,070	0	0%	1	100%	0	0%
Shirts - Wholesale & Manufacturers	337	1,665	1	1,070	1	100%	0	0%	0	0%
Shopping Service - Personal	320	1,695	1	1,070	1	100%	0	0%	0	0%
Shredding Services	495	1,412	1	1,070	1	100%	0	0%	0	0%
Shuttle Bus	613	1,289	1	1,070	0	0%	1	100%	0	0%
Siding Materials	4,162	405	1	1,070	1	100%	0	0%	0	0%
Signs - Neon	143	2,222	1	1,070	1	100%	0	0%	0	0%
Silversmiths & Goldsmiths	247	1,844	1	1,070	1	100%	0	0%	0	0%
Skating Equipment & Supplies	379	1,599	1	1,070	1	100%	0	0%	0	0%
Skating Instruction	183	2,046	1	1,070	1	100%	0	0%	0	0%
Ski Equipment - Retail	190	2,019	1	1,070	0	0%	1	100%	0	0%
Sky Diving	44	2,882	1	1,070	1	100%	0	0%	0	0%
Sod & Sodding Service	1,749	750	1	1,070	1	100%	0	0%	0	0%
Solar Energy Equipment & Systems Manufacturing & Distribution	591	1,313	1	1,070	1	100%	0	0%	0	0%
Solar Energy System Design & Installation	804	1,144	1	1,070	1	100%	0	0%	0	0%
Soliciting Organizations	548	1,346	1	1,070	0	0%	1	100%	0	0%
Sound Systems & Equipment	1,308	895	1	1,070	1	100%	0	0%	0	0%
Speech & Language Pathologists	241	1,866	1	1,070	1	100%	0	0%	0	0%
Speedometers	2,373	623	1	1,070	0	0%	1	100%	0	0%
Spools	31	3,054	1	1,070	1	100%	0	0%	0	0%
Sporting Goods - Repair	632	1,268	1	1,070	0	100%	0	0%	0	0%
Sporting Goods - Wholesale & Manufacturers	690	1,215	1	1,070	0	0%	1	100%	0	0%
Sports Bar	315	1,701	1	1,070	0	0%	1	100%	0	0%
Sprinkler Supervisory Service	76	2,574	1	1,070	0	0%	1	100%	0	0%
Stables	968	1,038	1	1,070	0	0%	1	100%	0	0%
Stadiums, Arenas & Athletic Fields	226	1,904	1	1,070	1	100%	0	0%	0	0%
Steel Fabricators	4,431	385	1	1,070	0	0%	1	100%	0	0%
Stock & Bond Brokers	595	1,308	1	1,070	0	100%	0	0%	0	0%
Stone - Natural	1,698	766	1	1,070	0	0%	1	100%	0	0%
Storage Units - Portable	361	1,622	1	1,070	1	100%	0	0%	0	0%
Storm Windows & Doors - Repair	119	2,331	1	1,070	1	100%	0	0%	0	0%
Structural Integration	933	1,071	1	1,070	1	100%	0	0%	0	0%
Stump Removal & Grinding	60	2,711	1	1,070	0	0%	1	100%	0	0%
Sunlasses	208	1,956	1	1,070	1	100%	0	0%	0	0%
Support Groups	180	2,060	1	1,070	1	100%	0	0%	0	0%
Surveillance Equipment, Sales & Service	501	1,399	1	1,070	1	100%	0	0%	0	0%
Swimming Pool Cover Sales & Service	149	2,195	1	1,070	0	0%	1	100%	0	0%
Swimming Pool Enclosures	88	2,501	1	1,070	0	0%	1	100%	0	0%
Swimming Pools - Private	143	2,222	1	1,070	1	100%	0	0%	0	0%
Swimming Pools- Above Ground	8	3,578	1	1,070	1	100%	0	0%	0	0%
Table Tops	24	3,181	1	1,070	1	100%	0	0%	0	0%
Taxidermists	733	1,184	1	1,070	0	0%	1	100%	0	0%
Teachers Agencies	426	1,514	1	1,070	1	100%	0	0%	0	0%
Technology - Litigation Support	32	3,035	1	1,070	0	0%	1	100%	0	0%
Teeth Whitening Services	625	1,275	1	1,070	0	0%	1	100%	0	0%
Telegrams - Novelty	4	3,741	1	1,070	0	0%	1	100%	0	0%
Telegraph Service	427	1,512	1	1,070	1	100%	0	0%	0	0%
Telephone Pre-Paid Card Sales & Distribution	329	1,683	1	1,070	1	100%	0	0%	0	0%
Television & Radio Parts - Wholesale & Manufacturers	44	2,882	1	1,070	0	0%	1	100%	0	0%
Television Program Producers	1,150	955	1	1,070	1	100%	0	0%	0	0%
Television Stations & Broadcast Companies	358	1,628	1	1,070	1	100%	0	0%	0	0%
Television Sys & Equipment - Closed Circuit	197	1,993	1	1,070	1	100%	0	0%	0	0%
Tents	649	1,254	1	1,070	1	100%	0	0%	0	0%
Theatrical Agencies	1,636	779	1	1,070	0	0%	1	100%	0	0%
Ticket Broker	410	1,539	1	1,070	1	100%	0	0%	0	0%
Timeshare Deed and/or Title Transfer	841	1,118	1	1,070	1	100%	0	0%	0	0%
Timeshare Resale and Rental Marketing	1,815	733	1	1,070	1	100%	0	0%	0	0%
Tire Distributors & Manufacturers	69	2,630	1	1,070	0	0%	1	100%	0	0%
Tire Repair	227	1,902	1	1,070	0	0%	1	100%	0	0%
Toilet Seats	25	3,168	1	1,070	0	0%	1	100%	0	0%
Toilets - Composting	68	2,634	1	1,070	0	100%	1	100%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Tools - Cutting	86	2,517	1	1,070	0	0%	1	100%	0	0%
Tools - Hand	1,349	875	1	1,070	0	0%	1	100%	0	0%
Tours - Wholesale	802	1,145	1	1,070	0	0%	1	100%	0	0%
Towers	1,124	965	1	1,070	1	100%	0	0%	0	0%
Towing - Heavy Equipment	1,711	763	1	1,070	1	100%	0	0%	0	0%
Toy Manufacturers Supplies	106	2,396	1	1,070	0	0%	1	100%	0	0%
Tractor Equipment & Parts	453	1,471	1	1,070	0	0%	1	100%	0	0%
Trademark Agents & Consultants	856	1,108	1	1,070	1	100%	0	0%	0	0%
Trailers - Rent & Lease	1,332	883	1	1,070	0	0%	1	100%	0	0%
Transit Lines	263	1,810	1	1,070	1	100%	0	0%	0	0%
Treatment Centers & Rest Homes - Information & Placement	229	1,897	1	1,070	1	100%	0	0%	0	0%
Tree Service - Pruning	1,020	1,011	1	1,070	0	0%	1	100%	0	0%
Trophies	544	1,351	1	1,070	0	0%	1	100%	0	0%
Truck Bedliner - Spray On	62	2,687	1	1,070	0	0%	1	100%	0	0%
Truck Caps & Shells	341	1,661	1	1,070	0	0%	1	100%	0	0%
Trucking - Motor Freight	2,806	552	1	1,070	1	100%	0	0%	0	0%
Unclaimed Funds Retrieval Services	413	1,535	1	1,070	0	0%	0	0%	1	100%
Underground Sprinkler Lawn Sprinkler Parts	164	2,117	1	1,070	0	0%	1	100%	0	0%
Uniforms - Medical	190	2,019	1	1,070	1	100%	0	0%	0	0%
Utilities Underground - Locating	858	1,104	1	1,070	0	0%	1	100%	0	0%
Vacation Certificates & Vouchers	790	1,154	1	1,070	0	0%	0	0%	0	0%
Vehicle Sales - Manufacturing Companies	249	1,838	1	1,070	0	0%	1	100%	0	0%
Ventilating Contractors	1,033	1,003	1	1,070	1	100%	0	0%	0	0%
Ventilating Systems - Cleaning	194	2,004	1	1,070	0	0%	1	100%	0	0%
Video Equipment - Service & Repair	345	1,653	1	1,070	0	0%	1	100%	0	0%
Video Gaming Establishments	16	3,356	1	1,070	0	0%	1	100%	0	0%
Videographers - Wedding	544	1,351	1	1,070	0	0%	1	100%	0	0%
Wall & Ceiling Texturing	464	1,459	1	1,070	0	0%	1	100%	0	0%
Wall Bed Sales	277	1,781	1	1,070	0	0%	1	100%	0	0%
Warehousing Services	332	1,676	1	1,070	1	100%	0	0%	0	0%
Washing Machines & Dryers - Dealers	248	1,840	1	1,070	0	0%	1	100%	0	0%
Washing Machines - Industrial	34	3,005	1	1,070	0	0%	1	100%	1	100%
Watches - Wholesale & Manufacturers	174	2,078	1	1,070	1	100%	0	0%	0	0%
Water Coolers - Equipment & Supplies	615	1,287	1	1,070	0	0%	1	100%	0	0%
Water Damage Restoration	2,432	610	1	1,070	0	0%	1	100%	0	0%
Water Heater - Tankless	78	2,562	1	1,070	0	0%	1	100%	0	0%
Water Heaters - Wholesale & Manufacturers	151	2,185	1	1,070	0	0%	1	100%	0	0%
Water Leak Detection	295	1,738	1	1,070	0	0%	1	100%	0	0%
Water Wells - Pumps Sales & Service	372	1,606	1	1,070	0	0%	1	100%	0	0%
Wedding Cakes	83	2,536	1	1,070	0	0%	1	100%	0	0%
Welcome Service For Newcomers	207	1,959	1	1,070	1	100%	0	0%	0	0%
Welding	5,125	350	1	1,070	0	0%	1	100%	0	0%
Welding Equipment & Supplies	317	1,698	1	1,070	0	0%	1	100%	0	0%
Wheel Align, Frame & Axle Service Equipment & Supplies	148	2,197	1	1,070	1	100%	0	0%	0	0%
Window Coverings	2,521	594	1	1,070	1	100%	0	0%	0	0%
Wines - Retail	163	2,122	1	1,070	0	0%	1	100%	0	0%
Woodworking Equipment & Supplies	332	1,676	1	1,070	1	100%	0	0%	0	0%
Wool	67	2,644	1	1,070	0	0%	1	100%	0	0%
Woolen Goods - Wholesale & Manufacturers	130	2,283	1	1,070	0	0%	1	100%	0	0%
Work Clothes - Retail	425	1,516	1	1,070	1	100%	0	0%	0	0%
Work Clothes - Wholesale & Manufacturers	133	2,268	1	1,070	1	100%	0	0%	0	0%
Yacht Charter Broker	363	1,620	1	1,070	1	100%	0	0%	0	0%
Yoga Supplies	29	3,093	1	1,070	0	0%	0	0%	1	100%
Yogurt	63	2,671	1	1,070	1	100%	0	0%	0	0%
Abrasives	269	1,795	0	1,633	0	0%	0	0%	0	0%
Access Control Systems	2,916	1,533	0	1,633	0	0%	0	0%	0	0%
Accident Reconstruction Service	69	2,630	0	1,633	0	0%	0	0%	0	0%
Accounting - Forensic	52	2,785	0	1,633	0	0%	0	0%	0	0%
Acid Proof Equipment & Materials	50	2,804	0	1,633	0	0%	0	0%	0	0%
Acoustical Consultants	85	2,526	0	1,633	0	0%	0	0%	0	0%
Acoustical Materials	65	2,654	0	1,633	0	0%	0	0%	0	0%
Acting & Voice Over Training	5	3,691	0	1,633	0	0%	0	0%	0	0%
Actuaries	180	2,060	0	1,633	0	0%	0	0%	0	0%
Acupressure	114	2,359	0	1,633	0	0%	0	0%	0	0%
Acupuncturists	2,016	696	0	1,633	0	0%	0	0%	0	0%
Administrative Services	226	1,904	0	1,633	0	0%	0	0%	0	0%
Advertising - Aerial	2	3,838	0	1,633	0	0%	0	0%	0	0%
Advertising - Checking Service	15	3,373	0	1,633	0	0%	0	0%	0	0%
Advertising - Indoor	164	2,117	0	1,633	0	0%	0	0%	0	0%
Advertising - Mobile	3	3,785	0	1,633	0	0%	0	0%	0	0%
Advertising - Radio	66	2,651	0	1,633	0	0%	0	0%	0	0%
Advertising - Shoppers Guides	21	3,239	0	1,633	0	0%	0	0%	0	0%
Advertising - Telephone	129	2,289	0	1,633	0	0%	0	0%	0	0%
Advertising - Television	87	2,509	0	1,633	0	0%	0	0%	0	0%
Advertising - Transit & Transportation	1	3,890	0	1,633	0	0%	0	0%	0	0%
Advertising - Vinyl Phone Book Covers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Aerial Lift - Repair & Maintenance	4	3,741	0	1,633	0	0%	0	0%	0	0%
Aerospace Industries	43	2,895	0	1,633	0	0%	0	0%	0	0%
Agricultural Consultants	157	2,150	0	1,633	0	0%	0	0%	0	0%
Agricultural Services	1,309	894	0	1,633	0	0%	0	0%	0	0%
Agricultural Waste Management	55	2,749	0	1,633	0	0%	0	0%	0	0%
Air Ambulance Service	87	2,509	0	1,633	0	0%	0	0%	0	0%
Air Balancing	80	2,553	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Air Brushes	20	3,254	0	1,633	0	0%	0	0%	0	0%
Air Compressors	225	1,908	0	1,633	0	0%	0	0%	0	0%
Air Conditioning Equipment - Room Units	155	2,165	0	1,633	0	0%	0	0%	0	0%
Air Conditioning Repair	1,304	896	0	1,633	0	0%	0	0%	0	0%
Air Curtains & Screens	21	3,239	0	1,633	0	0%	0	0%	0	0%
Air Duct Systems	40	2,929	0	1,633	0	0%	0	0%	0	0%
Air Fragrances	45	2,867	0	1,633	0	0%	0	0%	0	0%
Air Motors	54	2,762	0	1,633	0	0%	0	0%	0	0%
Air Pollution Control	123	2,311	0	1,633	0	0%	0	0%	0	0%
Air Pollution Measuring Service	14	3,400	0	1,633	0	0%	0	0%	0	0%
Air Quality Service	2,553	589	0	1,633	0	0%	0	0%	0	0%
Air Sealing	33	3,019	0	1,633	0	0%	0	0%	0	0%
Aircraft & Aircraft Equipment - Testing	15	3,373	0	1,633	0	0%	0	0%	0	0%
Aircraft Brokers	26	3,143	0	1,633	0	0%	0	0%	0	0%
Aircraft Cleaning	11	3,480	0	1,633	0	0%	0	0%	0	0%
Aircraft Dealers	91	2,481	0	1,633	0	0%	0	0%	0	0%
Aircraft Engines	21	3,239	0	1,633	0	0%	0	0%	0	0%
Aircraft Ferrying & Transporting Service	50	2,804	0	1,633	0	0%	0	0%	0	0%
Aircraft Ground Support & Service Equipment	5	3,691	0	1,633	0	0%	0	0%	0	0%
Aircraft Manufacturers	35	2,991	0	1,633	0	0%	0	0%	0	0%
Aircraft Rebuilding	3	3,785	0	1,633	0	0%	0	0%	0	0%
Aircraft Schools	295	1,738	0	1,633	0	0%	0	0%	0	0%
Aircraft Servicing & Maintenance	336	1,668	0	1,633	0	0%	0	0%	0	0%
Aircraft Storage	4	3,741	0	1,633	0	0%	0	0%	0	0%
Airlines - Training Schools	217	1,930	0	1,633	0	0%	0	0%	0	0%
Airports	141	2,230	0	1,633	0	0%	0	0%	0	0%
Albums	1	3,890	0	1,633	0	0%	0	0%	0	0%
Alfalfa & Alfalfa Products	1	3,890	0	1,633	0	0%	0	0%	0	0%
Alloys	7	3,615	0	1,633	0	0%	0	0%	0	0%
Alternative Medicine	551	1,343	0	1,633	0	0%	0	0%	0	0%
Aluminum Fabricators	301	1,720	0	1,633	0	0%	0	0%	0	0%
Alzheimer Care, Information & Treatment	1	3,890	0	1,633	0	0%	0	0%	0	0%
Ambulance Service	178	2,065	0	1,633	0	0%	0	0%	0	0%
Ambulances & Hearses	79	2,557	0	1,633	0	0%	0	0%	0	0%
Ammunition & Reload Equipment & Supplies	115	2,348	0	1,633	0	0%	0	0%	0	0%
Amusement Devices	71	2,605	0	1,633	0	0%	0	0%	0	0%
Amusement Park Equipment	498	1,408	0	1,633	0	0%	0	0%	0	0%
Anchors - Marine	99	2,424	0	1,633	0	0%	0	0%	0	0%
Animal & Wildlife Removal	218	1,927	0	1,633	0	0%	0	0%	0	0%
Animal Breeders	1,330	884	0	1,633	0	0%	0	0%	0	0%
Animal Brokers & Dealers - Zoo, Circus	11	3,480	0	1,633	0	0%	0	0%	0	0%
Animal Foods - Zoo, Circus	17	3,330	0	1,633	0	0%	0	0%	0	0%
Animal Health Products	122	2,317	0	1,633	0	0%	0	0%	0	0%
Animal Insemination - Artificial	657	1,248	0	1,633	0	0%	0	0%	0	0%
Animal Online Drug & Prescription Services	2,220	652	0	1,633	0	0%	0	0%	0	0%
Animal Registration & Identification	39	2,938	0	1,633	0	0%	0	0%	0	0%
Animal Rescue Relocation	830	1,124	0	1,633	0	0%	0	0%	0	0%
Animal Supplies - Zoo, Circus	2	3,838	0	1,633	0	0%	0	0%	0	0%
Animation Mechanics - Display, Sign	13	3,429	0	1,633	0	0%	0	0%	0	0%
Anodizing	4	3,741	0	1,633	0	0%	0	0%	0	0%
Answering Services	534	1,364	0	1,633	0	0%	0	0%	0	0%
Antiques - Dealers	1,538	813	0	1,633	0	0%	0	0%	0	0%
Antiques - Repair & Restore	1,055	992	0	1,633	0	0%	0	0%	0	0%
Antiques - Reproductions	8	3,578	0	1,633	0	0%	0	0%	0	0%
Antlers, Hides & Mounts	10	3,513	0	1,633	0	0%	0	0%	0	0%
Apartment Sharing Service	1	3,890	0	1,633	0	0%	0	0%	0	0%
Appraisal - Jewelry	206	1,964	0	1,633	0	0%	0	0%	0	0%
Appraisal - Management	713	1,198	0	1,633	0	0%	0	0%	0	0%
Appraisers - Antiques	112	2,375	0	1,633	0	0%	0	0%	0	0%
Aquaculture	240	1,868	0	1,633	0	0%	0	0%	0	0%
Aquariums - Lease & Maintenance	56	2,744	0	1,633	0	0%	0	0%	0	0%
Aquariums - Wholesale & Manufacturers	11	3,480	0	1,633	0	0%	0	0%	0	0%
Arbitration Services	125	2,302	0	1,633	0	0%	0	0%	0	0%
Arborist	1,279	903	0	1,633	0	0%	0	0%	0	0%
Archery Instruction	34	3,005	0	1,633	0	0%	0	0%	0	0%
Archery Ranges	81	2,547	0	1,633	0	0%	0	0%	0	0%
Architects Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Architectural & Construction Specs	395	1,567	0	1,633	0	0%	0	0%	0	0%
Armatures - Service & Sales	55	2,749	0	1,633	0	0%	0	0%	0	0%
Armored Car Manufacturing	49	2,821	0	1,633	0	0%	0	0%	0	0%
Armored Car Service	104	2,404	0	1,633	0	0%	0	0%	0	0%
Army & Navy Goods	131	2,277	0	1,633	0	0%	0	0%	0	0%
Art - Painted Oil Portraits	78	2,562	0	1,633	0	0%	0	0%	0	0%
Art Galleries, Dealers & Consultants	1,236	917	0	1,633	0	0%	0	0%	0	0%
Art Organizations & Information	110	2,383	0	1,633	0	0%	0	0%	0	0%
Art Restoration & Conservation	58	2,729	0	1,633	0	0%	0	0%	0	0%
Artificial Breasts	33	3,019	0	1,633	0	0%	0	0%	0	0%
Artificial Flowers & Plants - Manufacturer Supplies	36	3,478	0	1,633	0	0%	0	0%	0	0%
Artificial Flowers, Plants & Trees	90	2,489	0	1,633	0	0%	0	0%	0	0%
Artificial Limbs	8	3,578	0	1,633	0	0%	0	0%	0	0%
Artist - Touch Up	2	3,838	0	1,633	0	0%	0	0%	0	0%
Asbestos & Asbestos Products	8	3,578	0	1,633	0	0%	0	0%	0	0%
Asbestos Consulting & Testing	927	1,077	0	1,633	0	0%	0	0%	0	0%
Assisted Living & Adult Family Homes	352	1,639	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Assisted Living Centers & Adult Family Homes	578	1,322	0	1,633	0	0%	0	0%	0	0%
Association Management	19	3,284	0	1,633	0	0%	0	0%	0	0%
Astrologers	137	2,247	0	1,633	0	0%	0	0%	0	0%
Astronomical Instruments	5	3,691	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	398	1,560	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Bankruptcy	84	2,531	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Bankruptcy & Taxes	899	1,085	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Civil	56	2,744	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Collaborative Divorce	47	2,847	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Collections Law	739	1,179	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Criminal	600	1,302	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - DUI	8	3,578	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Employment & Workers Compensation	70	2,616	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Employment Litigation	144	2,217	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Estate Planning	68	2,634	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Insurance Law	189	2,023	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Intellectual Property	3	3,785	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Landlord/Tenant	39	2,938	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Legal Malpractice	5	3,691	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Litigation	23	3,200	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Mediation & Arbitration	50	2,804	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Patent	25	3,168	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Real Estate	1,266	910	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Social Security & Disability	186	2,039	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Tax	58	2,729	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Trademark	26	2,978	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Wills, Trust & Probate	137	2,247	0	1,633	0	0%	0	0%	0	0%
Audio-Visual Equipment - Rent & Lease	171	2,088	0	1,633	0	0%	0	0%	0	0%
Audio-Visual Equipment - Service & Repair	1,141	958	0	1,633	0	0%	0	0%	0	0%
Audio-Visual Equipment - Supplies & Parts	307	1,712	0	1,633	0	0%	0	0%	0	0%
Audio-Visual Equipment - Wholesale & Manufacturers	8	3,578	0	1,633	0	0%	0	0%	0	0%
Auditory Training Equipment	1	3,890	0	1,633	0	0%	0	0%	0	0%
Auto - Emissions Testing	55	2,749	0	1,633	0	0%	0	0%	0	0%
Auto - Fleet Service	27	3,130	0	1,633	0	0%	0	0%	0	0%
Auto Bumpers, Guards & Grilles	147	2,201	0	1,633	0	0%	0	0%	0	0%
Auto Dealers - Buying Co-Op	64	2,666	0	1,633	0	0%	0	0%	0	0%
Auto Dealers - Custom Design & Replica	114	2,359	0	1,633	0	0%	0	0%	0	0%
Auto Diagnostic Service	757	1,173	0	1,633	0	0%	0	0%	0	0%
Auto Electric Equipment	657	1,248	0	1,633	0	0%	0	0%	0	0%
Auto Machine Shops	647	1,256	0	1,633	0	0%	0	0%	0	0%
Auto Manufacturers & Distributors - Specialty Body	26	3,143	0	1,633	0	0%	0	0%	0	0%
Auto Manufacturers Equipment & Supplies	425	1,516	0	1,633	0	0%	0	0%	0	0%
Auto Metal & Equipment - Distribution & Manufacturing	2	3,838	0	1,633	0	0%	0	0%	0	0%
Auto Paint - Mobile	124	2,307	0	1,633	0	0%	0	0%	0	0%
Auto Paintless Dent Repair	1,209	929	0	1,633	0	0%	0	0%	0	0%
Auto Parts & Supplies - Rebuilt	932	1,072	0	1,633	0	0%	0	0%	0	0%
Auto Parts - Antique	86	2,517	0	1,633	0	0%	0	0%	0	0%
Auto Registration	14	3,400	0	1,633	0	0%	0	0%	0	0%
Auto Repair - Tune-Up	28	3,107	0	1,633	0	0%	0	0%	0	0%
Auto Repair - Vintage	28	3,107	0	1,633	0	0%	0	0%	0	0%
Auto Restoration	3,563	455	0	1,633	0	0%	0	0%	0	0%
Auto Salvage Yards	1,219	925	0	1,633	0	0%	0	0%	0	0%
Auto Service - Steam Cleaning	145	2,210	0	1,633	0	0%	0	0%	0	0%
Auto Smog Inspection	83	2,536	0	1,633	0	0%	0	0%	0	0%
Auto Upholstery Cleaning	153	2,171	0	1,633	0	0%	0	0%	0	0%
Autoograph Dealers	179	2,063	0	1,633	0	0%	0	0%	0	0%
Automation Consultants	103	2,411	0	1,633	0	0%	0	0%	0	0%
Automation Systems & Equipment	561	1,335	0	1,633	0	0%	0	0%	0	0%
Aviation Consultants	93	2,468	0	1,633	0	0%	0	0%	0	0%
Aviation Services	177	2,068	0	1,633	0	0%	0	0%	0	0%
Awards - Production & Engraving	28	3,107	0	1,633	0	0%	0	0%	0	0%
Axles	78	2,562	0	1,633	0	0%	0	0%	0	0%
Baby Car Seats, Carriages & Strollers	58	2,729	0	1,633	0	0%	0	0%	0	0%
Baby Foods	26	3,143	0	1,633	0	0%	0	0%	0	0%
Baby Shoe Preservation	54	2,762	0	1,633	0	0%	0	0%	0	0%
Backflow Prevention Devices & Services	117	2,341	0	1,633	0	0%	0	0%	0	0%
Backflow Testing	7	3,635	0	1,633	0	0%	0	0%	0	0%
Badges	21	3,239	0	1,633	0	0%	0	0%	0	0%
Badges - Manufacturer Supplies	16	3,356	0	1,633	0	0%	0	0%	0	0%
Badminton Courts - Public	31	3,054	0	1,633	0	0%	0	0%	0	0%
Bagsels	34	3,005	0	1,633	0	0%	0	0%	0	0%
Bags - Burlap, Canvas & Cotton	16	3,356	0	1,633	0	0%	0	0%	0	0%
Bags - Paper	19	3,284	0	1,633	0	0%	0	0%	0	0%
Bags - Plastic	41	2,813	0	1,633	0	0%	0	0%	0	0%
Bakers - Wholesale	695	1,210	0	1,633	0	0%	0	0%	0	0%
Bakers Equipment	55	2,749	0	1,633	0	0%	0	0%	0	0%
Bakers Supplies	35	2,991	0	1,633	0	0%	0	0%	0	0%
Balancing Service - Industrial	2	3,838	0	1,633	0	0%	0	0%	0	0%
Balloons - Manned	403	1,551	0	1,633	0	0%	0	0%	0	0%
Ballroom Dance Instruction	167	2,101	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Ballrooms	78	2,562	0	1,633	0	0%	0	0%	0	0%
Bamboo & Bamboo Products	33	3,019	0	1,633	0	0%	0	0%	0	0%
Bankruptcy Counseling - Federally Certified	324	1,686	0	1,633	0	0%	0	0%	0	0%
Bar - Fixtures	3	3,785	0	1,633	0	0%	0	0%	0	0%
Bar Coding Service	23	3,200	0	1,633	0	0%	0	0%	0	0%
Barbers Equipment & Supplies	8	3,578	0	1,633	0	0%	0	0%	0	0%
Barge Lines	15	3,373	0	1,633	0	0%	0	0%	0	0%
Barn Equipment	60	2,711	0	1,633	0	0%	0	0%	0	0%
Barter & Trade Exchanges	390	1,577	0	1,633	0	0%	0	0%	0	0%
Baseball Batting Ranges	1	3,890	0	1,633	0	0%	0	0%	0	0%
Baseball Cards & Sports Memorabilia	277	1,781	0	1,633	0	0%	0	0%	0	0%
Baskets - Retail	37	2,962	0	1,633	0	0%	0	0%	0	0%
Bath Liners	322	1,688	0	1,633	0	0%	0	0%	0	0%
Batteries - Dry Cell - Wholesale & Manufacturers	660	1,246	0	1,633	0	0%	0	0%	0	0%
Batteries - Storage-Wholesale & Manufacturers	292	1,745	0	1,633	0	0%	0	0%	0	0%
Battery Charging Equipment	61	2,701	0	1,633	0	0%	0	0%	0	0%
Battery Repairing & Rebuilding	367	1,611	0	1,633	0	0%	0	0%	0	0%
Beads	185	2,041	0	1,633	0	0%	0	0%	0	0%
Bearings	230	1,892	0	1,633	0	0%	0	0%	0	0%
Beauty Pageants	296	1,735	0	1,633	0	0%	0	0%	0	0%
Beauty Supplies & Equipment Repair	25	3,168	0	1,633	0	0%	0	0%	0	0%
Bed Bug Inspection Service	126	2,299	0	1,633	0	0%	0	0%	0	0%
Bed Bug Removal	1,718	759	0	1,633	0	0%	0	0%	0	0%
Beds - Electric & Adjustable	23	3,200	0	1,633	0	0%	0	0%	0	0%
Bedsprings - Retail	35	2,991	0	1,633	0	0%	0	0%	0	0%
Beekeepers	2	3,838	0	1,633	0	0%	0	0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	23	3,200	0	1,633	0	0%	0	0%	0	0%
Beer Dispensing & Cooling Equipment	77	2,672	0	1,633	0	0%	0	0%	0	0%
Beer, Ale, Wine & Spirits Service	1	3,890	0	1,633	0	0%	0	0%	0	0%
Behavioral Education Services	123	2,311	0	1,633	0	0%	0	0%	0	0%
Belting & Supplies	53	2,775	0	1,633	0	0%	0	0%	0	0%
Beverage Dispensers	58	2,729	0	1,633	0	0%	0	0%	0	0%
Beverages	198	1,988	0	1,633	0	0%	0	0%	0	0%
Beverages - Wholesale & Distribution	718	1,195	0	1,633	0	0%	0	0%	0	0%
Bibles	14	4,400	0	1,633	0	0%	0	0%	0	0%
Bicycle Racks & Security Systems	15	3,373	0	1,633	0	0%	0	0%	0	0%
Bicycles - Wholesale & Manufacturers	118	2,337	0	1,633	0	0%	0	0%	0	0%
Bid Report Service	1	3,890	0	1,633	0	0%	0	0%	0	0%
Billiard Parlors	156	2,156	0	1,633	0	0%	0	0%	0	0%
Billing Service	225	1,908	0	1,633	0	0%	0	0%	0	0%
Binders - Loose Leaf	2	3,838	0	1,633	0	0%	0	0%	0	0%
Bindings - Bias & Straight	1	3,890	0	1,633	0	0%	0	0%	0	0%
Bingo & Gaming Halls	163	2,122	0	1,633	0	0%	0	0%	0	0%
Binoculars	65	2,654	0	1,633	0	0%	0	0%	0	0%
Biofeedback Therapists	39	2,938	0	1,633	0	0%	0	0%	0	0%
Biological Products	12	3,461	0	1,633	0	0%	0	0%	0	0%
Biomedical Products - Research	201	1,977	0	1,633	0	0%	0	0%	0	0%
Bird & Wildlife Supply Shops	291	1,749	0	1,633	0	0%	0	0%	0	0%
Bird Barriers, Repellents & Controls	10	3,513	0	1,633	0	0%	0	0%	0	0%
Bird Feeders & Houses	102	2,414	0	1,633	0	0%	0	0%	0	0%
Birth Centers	163	2,122	0	1,633	0	0%	0	0%	0	0%
Birth Control Information Centers	18	3,305	0	1,633	0	0%	0	0%	0	0%
Bistro	50	2,804	0	1,633	0	0%	0	0%	0	0%
Blacksmiths	1	3,890	0	1,633	0	0%	0	0%	0	0%
Blankets	30	3,070	0	1,633	0	0%	0	0%	0	0%
Blasting Contractors	187	2,033	0	1,633	0	0%	0	0%	0	0%
Blasting Equipment & Supplies	31	3,054	0	1,633	0	0%	0	0%	0	0%
Bleachers & Grandstands	9	3,541	0	1,633	0	0%	0	0%	0	0%
Blinds - Cleaning	242	1,863	0	1,633	0	0%	0	0%	0	0%
Blood Banks & Centers	30	3,070	0	1,633	0	0%	0	0%	0	0%
Blowers & Blower Systems	92	2,474	0	1,633	0	0%	0	0%	0	0%
Blueprinting	31	3,054	0	1,633	0	0%	0	0%	0	0%
Blueprinting Equipment & Supplies	36	2,978	0	1,633	0	0%	0	0%	0	0%
Boarding - Horses	271	1,792	0	1,633	0	0%	0	0%	0	0%
Boarding Houses	278	1,778	0	1,633	0	0%	0	0%	0	0%
Boat - Excursion	4	3,741	0	1,633	0	0%	0	0%	0	0%
Boat Cleaning	124	2,307	0	1,633	0	0%	0	0%	0	0%
Boat Club	283	1,768	0	1,633	0	0%	0	0%	0	0%
Boat Launching	32	3,035	0	1,633	0	0%	0	0%	0	0%
Boat Lifts	86	2,448	0	1,633	0	0%	0	0%	0	0%
Boat Renting & Leasing	650	1,253	0	1,633	0	0%	0	0%	0	0%
Boat Storage	63	2,671	0	1,633	0	0%	0	0%	0	0%
Boat Transporting	126	2,299	0	1,633	0	0%	0	0%	0	0%
Boating Instruction - Canoe & Kayak	20	3,254	0	1,633	0	0%	0	0%	0	0%
Body Waxing Services	162	2,129	0	1,633	0	0%	0	0%	0	0%
Boilers - Rental	63	2,671	0	1,633	0	0%	0	0%	0	0%
Boilers - Repair & Cleaning	366	1,614	0	1,633	0	0%	0	0%	0	0%
Boilers - Sales & Service	86	2,517	0	1,633	0	0%	0	0%	0	0%
Boilers - Supplies & Parts	135	2,256	0	1,633	0	0%	0	0%	0	0%
Bolts & Nuts	115	2,348	0	1,633	0	0%	0	0%	0	0%
Bonds - Surety & Fidelity	19	3,284	0	1,633	0	0%	0	0%	0	0%
Book, Compact Disc, & DVD Clubs	1,284	902	0	1,633	0	0%	0	0%	0	0%
Bookbinders	218	1,927	0	1,633	0	0%	0	0%	0	0%
Bookbinders Equipment & Supplies	51	3,691	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Bookcases	4	3,741	0	1,633	0	0%	0	0%	0	0%
Books - Textbooks New & Used	115	2,348	0	1,633	0	0%	0	0%	0	0%
Bottle Caps & Seals	20	3,254	0	1,633	0	0%	0	0%	0	0%
Bottle Return Depot	1,901	714	0	1,633	0	0%	0	0%	0	0%
Bottlers Equipment & Supplies	6	3,662	0	1,633	0	0%	0	0%	0	0%
Bottles - Used	119	2,331	0	1,633	0	0%	0	0%	0	0%
Bottles - Wholesale & Manufacturers	90	2,489	0	1,633	0	0%	0	0%	0	0%
Bounce Houses	29	3,093	0	1,633	0	0%	0	0%	0	0%
Boutique - Battling Cancer Related Products	59	2,721	0	1,633	0	0%	0	0%	0	0%
Boutique Items - Wholesale & Manufacturers	9	3,541	0	1,633	0	0%	0	0%	0	0%
Bowling Lane Equipment & Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Bowling Lane Refinish & Repair	16	3,356	0	1,633	0	0%	0	0%	0	0%
Box Manufacturers Equipment & Supplies	211	1,947	0	1,633	0	0%	0	0%	0	0%
Boxes - Corrugated & Fiber	228	1,899	0	1,633	0	0%	0	0%	0	0%
Boxes - Metal	4	3,741	0	1,633	0	0%	0	0%	0	0%
Boxes - Paper	26	3,143	0	1,633	0	0%	0	0%	0	0%
Boxes - Plastic & Transparent	29	3,093	0	1,633	0	0%	0	0%	0	0%
Boxes - Wooden	38	2,947	0	1,633	0	0%	0	0%	0	0%
Boys Clothing & Furnishings - Retail	2	3,838	0	1,633	0	0%	0	0%	0	0%
Brakes - Lining - Manufacturers & Distributors	11	3,480	0	1,633	0	0%	0	0%	0	0%
Brakes - Manufacturers & Distributors	28	3,107	0	1,633	0	0%	0	0%	0	0%
Bras	186	2,039	0	1,633	0	0%	0	0%	0	0%
Brass Fabricators	32	3,035	0	1,633	0	0%	0	0%	0	0%
Brass Products	54	2,762	0	1,633	0	0%	0	0%	0	0%
Breastfeeding Supplies & Information	14	3,400	0	1,633	0	0%	0	0%	0	0%
Brew Pub	32	3,035	0	1,633	0	0%	0	0%	0	0%
Brewers Equipment & Supplies	114	2,359	0	1,633	0	0%	0	0%	0	0%
Brick - Clay - Common & Face	31	3,054	0	1,633	0	0%	0	0%	0	0%
Brick - Fire	137	2,247	0	1,633	0	0%	0	0%	0	0%
Brick - Used	20	3,254	0	1,633	0	0%	0	0%	0	0%
Bridal & Millinery Supplies	169	2,092	0	1,633	0	0%	0	0%	0	0%
Bridal Gown Preservation	7	3,615	0	1,633	0	0%	0	0%	0	0%
Bridal Registries	10	3,513	0	1,633	0	0%	0	0%	0	0%
Bridal Supplies - Wholesale & Manufacturing	97	2,441	0	1,633	0	0%	0	0%	0	0%
Bride Builders	153	2,171	0	1,633	0	0%	0	0%	0	0%
Bronzing	43	2,895	0	1,633	0	0%	0	0%	0	0%
Broom Manufacturers Equipment & Supplies	61	2,701	0	1,633	0	0%	0	0%	0	0%
Brushes	114	2,359	0	1,633	0	0%	0	0%	0	0%
Buffing & Polishing Equipment & Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Building & Development Permits	358	1,628	0	1,633	0	0%	0	0%	0	0%
Building Cleaning - Exterior	1,932	707	0	1,633	0	0%	0	0%	0	0%
Building Envelope Restoration	1,733	754	0	1,633	0	0%	0	0%	0	0%
Building Inspection - Commercial	297	1,732	0	1,633	0	0%	0	0%	0	0%
Building Materials - Reclaimed & Recycled	371	1,607	0	1,633	0	0%	0	0%	0	0%
Buildings - Concrete	438	1,496	0	1,633	0	0%	0	0%	0	0%
Buildings - Metal	499	1,403	0	1,633	0	0%	0	0%	0	0%
Buildings - Pole & Post Frame	332	1,676	0	1,633	0	0%	0	0%	0	0%
Bulldozers	48	2,835	0	1,633	0	0%	0	0%	0	0%
Bulletin & Directory Boards	26	3,143	0	1,633	0	0%	0	0%	0	0%
Burial Vaults	10	3,513	0	1,633	0	0%	0	0%	0	0%
Buses - Distributors & Manufacturers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Buses - Parts & Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Buses - Repair & Service	3	3,785	0	1,633	0	0%	0	0%	0	0%
Business & Trade Organizations	2,200	657	0	1,633	0	0%	0	0%	0	0%
Business Forms & Systems	225	1,908	0	1,633	0	0%	0	0%	0	0%
Butchers Equipment & Supplies	569	1,327	0	1,633	0	0%	0	0%	0	0%
Buttons - Manufacturers Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Cabanas - Beach & Pool	2	3,838	0	1,633	0	0%	0	0%	0	0%
Cabinet Equipment & Supplies	220	1,921	0	1,633	0	0%	0	0%	0	0%
Cabinet Hardware	8	3,578	0	1,633	0	0%	0	0%	0	0%
Cabinet Organizers	357	1,630	0	1,633	0	0%	0	0%	0	0%
Cabinet Refacing	420	1,523	0	1,633	0	0%	0	0%	0	0%
Cable & Wire Harness Assembly	12	3,461	0	1,633	0	0%	0	0%	0	0%
Cable Networking	70	2,616	0	1,633	0	0%	0	0%	0	0%
Cable Splicing	145	2,210	0	1,633	0	0%	0	0%	0	0%
Cabs - Tractor, Truck	151	2,185	0	1,633	0	0%	0	0%	0	0%
Cake Decorating Equipment & Supplies	76	2,574	0	1,633	0	0%	0	0%	0	0%
Calculators, Adding Machines & Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Calendars	68	2,634	0	1,633	0	0%	0	0%	0	0%
Calligraphers	9	3,541	0	1,633	0	0%	0	0%	0	0%
Campers - Dealers	243	1,859	0	1,633	0	0%	0	0%	0	0%
Campers - Wholesale & Manufacturers	14	3,400	0	1,633	0	0%	0	0%	0	0%
Camping Equipment - Renting	1	3,890	0	1,633	0	0%	0	0%	0	0%
Cams - Grinding & Cutting	5	3,691	0	1,633	0	0%	0	0%	0	0%
Candle Making Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Candles - Wholesale & Manufacturers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Candles - Wickless	56	2,744	0	1,633	0	0%	0	0%	0	0%
Candy & Confectionery - Wholesale & Manufacturers	172	2,084	0	1,633	0	0%	0	0%	0	0%
Candy & Confectionery Manufacturers Supplies	20	3,254	0	1,633	0	0%	0	0%	0	0%
Canners	8	3,578	0	1,633	0	0%	0	0%	0	0%
Cans	1	3,890	0	1,633	0	0%	0	0%	0	0%
Canvas - Wholesale & Manufacturers	23	3,200	0	1,633	0	0%	0	0%	0	0%
Canvas Goods	48	2,835	0	1,633	0	0%	0	0%	0	0%
Car Loading & Unloading	26	3,143	0	1,633	0	0%	0	0%	0	0%



Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Car Pool Information	37	2,962	0	1,633	0	0%	0	0%	0	0%
Car Wash & Polish Equipment & Supplies	281	1,773	0	1,633	0	0%	0	0%	0	0%
Carbide Metals & Products	3	3,785	0	1,633	0	0%	0	0%	0	0%
Carburetors	31	3,054	0	1,633	0	0%	0	0%	0	0%
Cardboard	11	3,480	0	1,633	0	0%	0	0%	0	0%
Career & Outplacement Counseling	986	1,031	0	1,633	0	0%	0	0%	0	0%
Carnivals	18	3,305	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Binding Machines	2	3,838	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Cleaning Equipment - Rental	23	3,200	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Dealers - Used	421	1,522	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Dyers	143	2,222	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Renting	38	2,947	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Repair	613	1,289	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Weavers	7	3,615	0	1,633	0	0%	0	0%	0	0%
Carpet Layers	527	1,373	0	1,633	0	0%	0	0%	0	0%
Carpet Layers Equipment & Supplies	3	3,785	0	1,633	0	0%	0	0%	0	0%
Carriages - Horse	2	3,838	0	1,633	0	0%	0	0%	0	0%
Cash Registers & Supplies	400	1,556	0	1,633	0	0%	0	0%	0	0%
Casinos	1,091	976	0	1,633	0	0%	0	0%	0	0%
Casinos - Online	18	3,305	0	1,633	0	0%	0	0%	0	0%
Caskets	196	1,997	0	1,633	0	0%	0	0%	0	0%
Casters & Glides	4	3,741	0	1,633	0	0%	0	0%	0	0%
Catalog Showrooms	2	3,838	0	1,633	0	0%	0	0%	0	0%
Caterer Equipment & Supplies	23	3,200	0	1,633	0	0%	0	0%	0	0%
Caulking Contractors	852	1,113	0	1,633	0	0%	0	0%	0	0%
Caulking Materials & Equipment	6	3,662	0	1,633	0	0%	0	0%	0	0%
Ceiling Cleaning	443	1,488	0	1,633	0	0%	0	0%	0	0%
Ceiling Materials	243	1,859	0	1,633	0	0%	0	0%	0	0%
Cellophane, Cell Materials & Products	1	3,890	0	1,633	0	0%	0	0%	0	0%
Cement - Wholesale & Manufacturers	239	1,871	0	1,633	0	0%	0	0%	0	0%
Cemetery Equipment & Supplies	14	3,400	0	1,633	0	0%	0	0%	0	0%
Centrifugal Machinery	3	3,785	0	1,633	0	0%	0	0%	0	0%
Ceramic Products - Decorative	261	1,812	0	1,633	0	0%	0	0%	0	0%
Ceramics - Equipment & Supplies	21	3,239	0	1,633	0	0%	0	0%	0	0%
Cereals	3	3,785	0	1,633	0	0%	0	0%	0	0%
Chain Letters	5	3,691	0	1,633	0	0%	0	0%	0	0%
Chains	32	3,035	0	1,633	0	0%	0	0%	0	0%
Chairs - Orthopedic & Lift	354	1,637	0	1,633	0	0%	0	0%	0	0%
Chairs - Rent	130	2,283	0	1,633	0	0%	0	0%	0	0%
Chairs - Wholesale & Manufacturers	424	1,519	0	1,633	0	0%	0	0%	0	0%
Chambers Of Commerce	8,767	215	0	1,633	0	0%	0	0%	0	0%
Charity - American Indian	9	3,541	0	1,633	0	0%	0	0%	0	0%
Charity - Animal Protection	24	3,181	0	1,633	0	0%	0	0%	0	0%
Charity - Arts & Culture	1	3,890	0	1,633	0	0%	0	0%	0	0%
Charity - Blind & Visually Impaired	6	3,662	0	1,633	0	0%	0	0%	0	0%
Charity - Cancer	9	3,541	0	1,633	0	0%	0	0%	0	0%
Charity - Children & Youth	124	2,307	0	1,633	0	0%	0	0%	0	0%
Charity - Community Development & Civic Organizations	59	2,721	0	1,633	0	0%	0	0%	0	0%
Charity - Education & Literacy	7	3,615	0	1,633	0	0%	0	0%	0	0%
Charity - Environment	5	3,691	0	1,633	0	0%	0	0%	0	0%
Charity - Health	31	3,054	0	1,633	0	0%	0	0%	0	0%
Charity - Human Services (i.e. assistance to individuals & families)	27	3,130	0	1,633	0	0%	0	0%	0	0%
Charity - Other Charitable Organizations	477	1,438	0	1,633	0	0%	0	0%	0	0%
Charity - Religious	10	3,513	0	1,633	0	0%	0	0%	0	0%
Chauffeur Service	509	1,388	0	1,633	0	0%	0	0%	0	0%
Check Cashing Protection Systems	22	3,222	0	1,633	0	0%	0	0%	0	0%
Check Protection & Signing Machines	7	3,615	0	1,633	0	0%	0	0%	0	0%
Checks - Printing	2,754	556	0	1,633	0	0%	0	0%	0	0%
Cheese	103	2,411	0	1,633	0	0%	0	0%	0	0%
Cheese - Artisanal	5	3,691	0	1,633	0	0%	0	0%	0	0%
Chemical Cleaning - Industrial	146	2,207	0	1,633	0	0%	0	0%	0	0%
Chemical Milling	3	3,785	0	1,633	0	0%	0	0%	0	0%
Chemical Production	74	2,588	0	1,633	0	0%	0	0%	0	0%
Chemicals - Reclaiming	123	2,311	0	1,633	0	0%	0	0%	0	0%
Chemists - Analytical & Consulting	50	2,804	0	1,633	0	0%	0	0%	0	0%
Chemists - Manufacturers	24	3,181	0	1,633	0	0%	0	0%	0	0%
Chess Instruction	6	3,662	0	1,633	0	0%	0	0%	0	0%
Child Care Referral	48	2,835	0	1,633	0	0%	0	0%	0	0%
Child Parent Development Centers	42	2,910	0	1,633	0	0%	0	0%	0	0%
Child Support Enforcement	1	3,890	0	1,633	0	0%	0	0%	0	0%
Childproofing Services	37	2,962	0	1,633	0	0%	0	0%	0	0%
Childrens & Infants Wear - Wholesale & Manufacturing	43	2,895	0	1,633	0	0%	0	0%	0	0%
Chimes & Bells	1	3,890	0	1,633	0	0%	0	0%	0	0%
Chimney Cleaning Equipment & Supplies	3	3,785	0	1,633	0	0%	0	0%	0	0%
China & Crystal - Repair	96	2,424	0	1,633	0	0%	0	0%	0	0%
China - Wholesale & Manufacturers	91	2,481	0	1,633	0	0%	0	0%	0	0%
Chinese Food Products	70	2,616	0	1,633	0	0%	0	0%	0	0%
Chiropractors Equipment & Supplies	14	3,400	0	1,633	0	0%	0	0%	0	0%
Chocolate & Cocoa	182	2,052	0	1,633	0	0%	0	0%	0	0%
Christmas Lights & Decorations	88	2,501	0	1,633	0	0%	0	0%	0	0%
Christmas Trees	91	2,481	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Church Supplies	94	2,461	0	1,633	0	0%	0	0%	0	0%
Churches	245	1,852	0	1,633	0	0%	0	0%	0	0%
Cigar & Cigarette & Tobacco Dealers - Retail	663	1,243	0	1,633	0	0%	0	0%	0	0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	3	3,785	0	1,633	0	0%	0	0%	0	0%
Cigar & Cigarette Lighters	24	3,181	0	1,633	0	0%	0	0%	0	0%
Cigar, Cigarette & Tobacco Manufacturers	62	2,687	0	1,633	0	0%	0	0%	0	0%
Cigars and Cigar Accessories	5	3,691	0	1,633	0	0%	0	0%	0	0%
Cistern Builders	59	2,721	0	1,633	0	0%	0	0%	0	0%
City & Town Planners	28	3,107	0	1,633	0	0%	0	0%	0	0%
Clamps	2	3,838	0	1,633	0	0%	0	0%	0	0%
Cleaners & Dyers Equipment & Supplies	63	2,671	0	1,633	0	0%	0	0%	0	0%
Cleaning Compounds	627	1,274	0	1,633	0	0%	0	0%	0	0%
Cleaning Services - Commercial Office	2,451	607	0	1,633	0	0%	0	0%	0	0%
Cleaning Services - Estate	380	1,597	0	1,633	0	0%	0	0%	0	0%
Cleaning Supplies by Internet	133	2,268	0	1,633	0	0%	0	0%	0	0%
Cleaning Supplies by Mail	87	2,509	0	1,633	0	0%	0	0%	0	0%
Cleaning Systems Press, Chemical	966	1,039	0	1,633	0	0%	0	0%	0	0%
Clinics - Pain Management	299	1,724	0	1,633	0	0%	0	0%	0	0%
Clinics - Sleep Centers	548	1,346	0	1,633	0	0%	0	0%	0	0%
Clocks - Components	6	3,662	0	1,633	0	0%	0	0%	0	0%
Clocks - Dealers	443	1,488	0	1,633	0	0%	0	0%	0	0%
Clocks - Wholesale & Manufacturers	34	3,005	0	1,633	0	0%	0	0%	0	0%
Closures - Industrial - Protective	65	2,654	0	1,633	0	0%	0	0%	0	0%
Cloth Cutting Machines	2	3,838	0	1,633	0	0%	0	0%	0	0%
Clutches	14	3,400	0	1,633	0	0%	0	0%	0	0%
Coaching - Leadership	132	2,272	0	1,633	0	0%	0	0%	0	0%
Coaching - Life	284	1,765	0	1,633	0	0%	0	0%	0	0%
Coal Miners & Shippers	17	3,330	0	1,633	0	0%	0	0%	0	0%
Coal Washing	1	3,890	0	1,633	0	0%	0	0%	0	0%
Coatings - Powder	570	1,326	0	1,633	0	0%	0	0%	0	0%
Coatings - Protective	1,488	825	0	1,633	0	0%	0	0%	0	0%
Coatings - Vacuum Deposition	4	3,741	0	1,633	0	0%	0	0%	0	0%
Coats - Wholesale & Manufacturers	10	3,513	0	1,633	0	0%	0	0%	0	0%
Coats Of Arms	4	3,741	0	1,633	0	0%	0	0%	0	0%
Cocktail Lounges	310	1,706	0	1,633	0	0%	0	0%	0	0%
Coffee & Tea	1,205	930	0	1,633	0	0%	0	0%	0	0%
Coffee Roasting & Handling Equipment	286	1,759	0	1,633	0	0%	0	0%	0	0%
Coil Winding	2	3,838	0	1,633	0	0%	0	0%	0	0%
Coin & Bill Change Machines	12	3,461	0	1,633	0	0%	0	0%	0	0%
Coin & Bill Count, Sort, Wrap Machines	24	3,181	0	1,633	0	0%	0	0%	0	0%
Coin & Bill Count, Sort, Wrap Services	2	3,838	0	1,633	0	0%	0	0%	0	0%
Coins & Tokens - Manufacturers	176	2,070	0	1,633	0	0%	0	0%	0	0%
Coins, Stamps & Precious Metals Dealer	341	1,661	0	1,633	0	0%	0	0%	0	0%
Cold Type Composition	4	3,741	0	1,633	0	0%	0	0%	0	0%
Colon Hydrotherapy - Colonic Therapy	49	2,821	0	1,633	0	0%	0	0%	0	0%
Color Consultants	8	3,578	0	1,633	0	0%	0	0%	0	0%
Color Separations - Offset, Photo Engraving	5	3,691	0	1,633	0	0%	0	0%	0	0%
Colors & Pigment	126	2,299	0	1,633	0	0%	0	0%	0	0%
Columns	33	3,019	0	1,633	0	0%	0	0%	0	0%
Combustion Controls	106	2,396	0	1,633	0	0%	0	0%	0	0%
Comic Books	322	1,688	0	1,633	0	0%	0	0%	0	0%
Commercial Blueprint Design	5	3,691	0	1,633	0	0%	0	0%	0	0%
Commercial Kitchen Rental	30	3,070	0	1,633	0	0%	0	0%	0	0%
Commercials - Radio & Television	32	3,035	0	1,633	0	0%	0	0%	0	0%
Commodity Brokers	225	1,908	0	1,633	0	0%	0	0%	0	0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	35	2,991	0	1,633	0	0%	0	0%	0	0%
Compactors - Waste - Industrial & Commercial	417	1,528	0	1,633	0	0%	0	0%	0	0%
Compliance Consulting	183	2,046	0	1,633	0	0%	0	0%	0	0%
Composting Systems	89	2,496	0	1,633	0	0%	0	0%	0	0%
Compressors - Repair	23	3,200	0	1,633	0	0%	0	0%	0	0%
Computer Assisted Design Services	63	2,671	0	1,633	0	0%	0	0%	0	0%
Computers - Bulletin Boards	1	3,890	0	1,633	0	0%	0	0%	0	0%
Computers - Cable & Installation	768	1,167	0	1,633	0	0%	0	0%	0	0%
Computers - Cleaning Services	23	3,200	0	1,633	0	0%	0	0%	0	0%
Computers - Multimedia	235	1,884	0	1,633	0	0%	0	0%	0	0%
Computers - Rent & Lease	124	2,307	0	1,633	0	0%	0	0%	0	0%
Computers - Rooms - Installation & Equipment	32	3,035	0	1,633	0	0%	0	0%	0	0%
Concert Bureaus	70	2,616	0	1,633	0	0%	0	0%	0	0%
Concert Halls	197	1,993	0	1,633	0	0%	0	0%	0	0%
Concert Performers	7	3,615	0	1,633	0	0%	0	0%	0	0%
Concert Promoters & Consultants	49	2,821	0	1,633	0	0%	0	0%	0	0%
Concessionaires	2	3,838	0	1,633	0	0%	0	0%	0	0%
Concierqe Services	259	1,818	0	1,633	0	0%	0	0%	0	0%
Concrete - Prestressed	9	3,541	0	1,633	0	0%	0	0%	0	0%
Concrete Additives	8	3,578	0	1,633	0	0%	0	0%	0	0%
Concrete Breaking Equipment	38	2,947	0	1,633	0	0%	0	0%	0	0%
Concrete Breaking, Cutting, Sawing	1,888	719	0	1,633	0	0%	0	0%	0	0%
Concrete Curing & Treating Materials	221	1,917	0	1,633	0	0%	0	0%	0	0%
Concrete Patching Compounds	38	2,947	0	1,633	0	0%	0	0%	0	0%
Concrete Pumping Service	1,061	988	0	1,633	0	0%	0	0%	0	0%
Concrete Reinforcements	135	2,256	0	1,633	0	0%	0	0%	0	0%
Condiments & Sauces	18	3,305	0	1,633	0	0%	0	0%	0	0%
Consignment Service - Automobile	37	2,962	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Consignment Service - Online	10	3,513	0	1,633	0	0%	0	0%	0	0%
Construction Estimates	553	1,340	0	1,633	0	0%	0	0%	0	0%
Consulates & Other Federal Government Representatives	26	3,143	0	1,633	0	0%	0	0%	0	0%
Consultant - Employee Benefit Plans	541	1,354	0	1,633	0	0%	0	0%	0	0%
Consultant - Planning	1,297	900	0	1,633	0	0%	0	0%	0	0%
Consultant - Public Sector Planning	13	3,429	0	1,633	0	0%	0	0%	0	0%
Consultants - Automobile Purchase	84	2,531	0	1,633	0	0%	0	0%	0	0%
Consultants - Dental Management	160	2,139	0	1,633	0	0%	0	0%	0	0%
Containerized Freight Service	640	1,260	0	1,633	0	0%	0	0%	0	0%
Content Management Systems	28	3,107	0	1,633	0	0%	0	0%	0	0%
Contract Arranging & Judging	7	3,615	0	1,633	0	0%	0	0%	0	0%
Contract Manufacturing	102	2,414	0	1,633	0	0%	0	0%	0	0%
Contractor - Commercial	4,847	362	0	1,633	0	0%	0	0%	0	0%
Contractor - Crawl Space	36	2,978	0	1,633	0	0%	0	0%	0	0%
Contractor - Decorative & Specialty Concrete	723	1,192	0	1,633	0	0%	0	0%	0	0%
Contractor - Disabled Access	28	3,107	0	1,633	0	0%	0	0%	0	0%
Contractor - Flat Roof	1,078	982	0	1,633	0	0%	0	0%	0	0%
Contractor - General Green Builder	288	1,756	0	1,633	0	0%	0	0%	0	0%
Contractor - Home Performance	99	2,424	0	1,633	0	0%	0	0%	0	0%
Contractor - Industrial	246	1,848	0	1,633	0	0%	0	0%	0	0%
Contractor - Interior Trim	380	1,597	0	1,633	0	0%	0	0%	0	0%
Contractor - Low Voltage Systems	78	2,562	0	1,633	0	0%	0	0%	0	0%
Contractor - Ornamental Iron	61	2,701	0	1,633	0	0%	0	0%	0	0%
Contractor - Roofing Spray Foam Insulation	384	1,585	0	1,633	0	0%	0	0%	0	0%
Contractor - Sheetrock	7	3,615	0	1,633	0	0%	0	0%	0	0%
Contractor - Tile Roofing	275	1,787	0	1,633	0	0%	0	0%	0	0%
Contractor - Water Conditioning	45	2,867	0	1,633	0	0%	0	0%	0	0%
Contractors - Acoustical Ceiling	43	2,895	0	1,633	0	0%	0	0%	0	0%
Contractors - Ceiling	1,578	795	0	1,633	0	0%	0	0%	0	0%
Contractors - Framing	4,024	418	0	1,633	0	0%	0	0%	0	0%
Contractors - Plant Maintenance Shutdown	36	2,978	0	1,633	0	0%	0	0%	0	0%
Contractors - Retaining Wall	416	1,530	0	1,633	0	0%	0	0%	0	0%
Contractors Equipment & Supplies - Dealers & Services	565	1,334	0	1,633	0	0%	0	0%	0	0%
Controls, Control Sys & Regulators	784	1,158	0	1,633	0	0%	0	0%	0	0%
Convention Services & Facilities	766	1,170	0	1,633	0	0%	0	0%	0	0%
Convents & Monasteries	3	3,785	0	1,633	0	0%	0	0%	0	0%
Converters - Electric	5	3,691	0	1,633	0	0%	0	0%	0	0%
Conveyors & Conveying Equipment	114	2,359	0	1,633	0	0%	0	0%	0	0%
Cookies & Crackers	115	2,348	0	1,633	0	0%	0	0%	0	0%
Cooling Towers	27	3,130	0	1,633	0	0%	0	0%	0	0%
Copper Products	59	2,721	0	1,633	0	0%	0	0%	0	0%
Coppersmiths	7	3,615	0	1,633	0	0%	0	0%	0	0%
Copyright Service	20	3,254	0	1,633	0	0%	0	0%	0	0%
Cord Blood Storage	24	3,181	0	1,633	0	0%	0	0%	0	0%
Corn Products	58	2,729	0	1,633	0	0%	0	0%	0	0%
Corporate Awards	61	2,701	0	1,633	0	0%	0	0%	0	0%
Corporate Housing	247	1,844	0	1,633	0	0%	0	0%	0	0%
Corporate Travel	36	2,978	0	1,633	0	0%	0	0%	0	0%
Corrosion Control	30	3,070	0	1,633	0	0%	0	0%	0	0%
Cosmetic & Toiletry Preparations - Manufacturers	188	2,028	0	1,633	0	0%	0	0%	0	0%
Cosmetics - Wholesale & Manufacturers	292	1,745	0	1,633	0	0%	0	0%	0	0%
Costume Fabrics, Trim & Accessories	154	2,169	0	1,633	0	0%	0	0%	0	0%
Cotton Ginning Equipment & Supplies	7	3,615	0	1,633	0	0%	0	0%	0	0%
Counterfeit Money Detection Devices	6	3,662	0	1,633	0	0%	0	0%	0	0%
Countertop - Fabrication	457	1,463	0	1,633	0	0%	0	0%	0	0%
Countertops - Concrete	81	2,547	0	1,633	0	0%	0	0%	0	0%
Court Reporters	80	2,553	0	1,633	0	0%	0	0%	0	0%
Covers - Protective	26	3,143	0	1,633	0	0%	0	0%	0	0%
Craft Galleries & Dealers	236	1,882	0	1,633	0	0%	0	0%	0	0%
Craft Instruction	31	3,054	0	1,633	0	0%	0	0%	0	0%
Craft Supplies	856	1,108	0	1,633	0	0%	0	0%	0	0%
Crane Service	808	1,142	0	1,633	0	0%	0	0%	0	0%
Cranes - Accessories & Parts	21	3,239	0	1,633	0	0%	0	0%	0	0%
Crankshaft Grinding	45	2,867	0	1,633	0	0%	0	0%	0	0%
Credit Cards & Plans - Equipment & Supplies	75	2,580	0	1,633	0	0%	0	0%	0	0%
Credit Repair Services - No Advance Fee	7	3,615	0	1,633	0	0%	0	0%	0	0%
Credit Repair Services - Monitored	1	3,890	0	1,633	0	0%	0	0%	0	0%
Cremation Services	1,051	993	0	1,633	0	0%	0	0%	0	0%
Cremation Urns	15	3,373	0	1,633	0	0%	0	0%	0	0%
Crematories	159	2,143	0	1,633	0	0%	0	0%	0	0%
Crisis Intervention Service	26	3,143	0	1,633	0	0%	0	0%	0	0%
Cryogenics	60	2,711	0	1,633	0	0%	0	0%	0	0%
Crystals - Industrial	5	3,691	0	1,633	0	0%	0	0%	0	0%
Culverts	63	2,671	0	1,633	0	0%	0	0%	0	0%
Cupolas	9	3,541	0	1,633	0	0%	0	0%	0	0%
Currency Exchange	3,298	485	0	1,633	0	0%	0	0%	0	0%
Curtains - Wholesale & Manufacturers	7	3,615	0	1,633	0	0%	0	0%	0	0%
Custom Brokers	1,022	1,010	0	1,633	0	0%	0	0%	0	0%
Custom Framing	185	2,041	0	1,633	0	0%	0	0%	0	0%
Custom Harvesting	29	3,093	0	1,633	0	0%	0	0%	0	0%
Custom Tile Painting	8	3,578	0	1,633	0	0%	0	0%	0	0%
Customs Consultant	63	2,671	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Cutting & Slitting Service	9	3,541	0	1,633	0	0%	0	0%	0	0%
Cyber Security	4	3,741	0	1,633	0	0%	0	0%	0	0%
Cylinders - Air & Hydraulic	18	3,305	0	1,633	0	0%	0	0%	0	0%
Cylinders - Gas	45	2,867	0	1,633	0	0%	0	0%	0	0%
Cylinders - Hydrostatic Testing	3	3,785	0	1,633	0	0%	0	0%	0	0%
Dairies	191	2,016	0	1,633	0	0%	0	0%	0	0%
Dairy Equipment & Supplies	70	2,616	0	1,633	0	0%	0	0%	0	0%
Darts & Dart Boards	9	3,541	0	1,633	0	0%	0	0%	0	0%
Data Communications Equipment & Systems	487	1,427	0	1,633	0	0%	0	0%	0	0%
Data Processing Equipment	21	3,239	0	1,633	0	0%	0	0%	0	0%
Data Processing Equipment - Maintenance	5	3,691	0	1,633	0	0%	0	0%	0	0%
Data Processing Service	450	1,475	0	1,633	0	0%	0	0%	0	0%
Data Processing Supplies	32	3,035	0	1,633	0	0%	0	0%	0	0%
Day Care - Adults	162	2,129	0	1,633	0	0%	0	0%	0	0%
Debt Relief Education	399	1,558	0	1,633	0	0%	0	0%	0	0%
Debt Relief Services	475	1,441	0	1,633	0	0%	0	0%	0	0%
Debt Relief Services (Non-compliant with FTC Rule)	155	2,165	0	1,633	0	0%	0	0%	0	0%
Debt Settlement - Canada	923	1,078	0	1,633	0	0%	0	0%	0	0%
Deck - Repair	481	1,434	0	1,633	0	0%	0	0%	0	0%
Deck Cleaning & Sealing	122	2,317	0	1,633	0	0%	0	0%	0	0%
Deck Cleaning and Waterproofing	28	3,107	0	1,633	0	0%	0	0%	0	0%
Delicatessens	381	1,594	0	1,633	0	0%	0	0%	0	0%
Demonstration Services	4	3,741	0	1,633	0	0%	0	0%	0	0%
Dental Equipment - Repair & Refinish	30	3,070	0	1,633	0	0%	0	0%	0	0%
Dental Hygienists	479	1,437	0	1,633	0	0%	0	0%	0	0%
Dental Laboratories	1,679	769	0	1,633	0	0%	0	0%	0	0%
Dental Service Plans	173	2,080	0	1,633	0	0%	0	0%	0	0%
Dental Staffing	7	3,615	0	1,633	0	0%	0	0%	0	0%
Dentist - Dental Surgery	438	1,496	0	1,633	0	0%	0	0%	0	0%
Dentist - Orthodontist	642	1,258	0	1,633	0	0%	0	0%	0	0%
Dentist - Periodontist	233	1,887	0	1,633	0	0%	0	0%	0	0%
Dentist - Prosthodontist	8	3,578	0	1,633	0	0%	0	0%	0	0%
Dentistry - Children	399	1,558	0	1,633	0	0%	0	0%	0	0%
Deodorants	15	3,373	0	1,633	0	0%	0	0%	0	0%
Deposit Protection	1	3,890	0	1,633	0	0%	0	0%	0	0%
Desktop Publishing	119	2,331	0	1,633	0	0%	0	0%	0	0%
Destination Management	24	3,181	0	1,633	0	0%	0	0%	0	0%
Detective Agencies	6	3,662	0	1,633	0	0%	0	0%	0	0%
Developmental Disability Services	195	2,002	0	1,633	0	0%	0	0%	0	0%
Diamond Cutters	10	3,513	0	1,633	0	0%	0	0%	0	0%
Dictating Machines & Supplies	6	3,662	0	1,633	0	0%	0	0%	0	0%
Die Castings	44	2,882	0	1,633	0	0%	0	0%	0	0%
Die Cutting	2	3,838	0	1,633	0	0%	0	0%	0	0%
Die Cutting Equipment & Supplies	3	3,785	0	1,633	0	0%	0	0%	0	0%
Dietitians	3	3,785	0	1,633	0	0%	0	0%	0	0%
Differentials - Automobile	9	3,541	0	1,633	0	0%	0	0%	0	0%
Dinner Theatres	51	2,797	0	1,633	0	0%	0	0%	0	0%
Disability Remodeling	36	2,978	0	1,633	0	0%	0	0%	0	0%
Discotheques	7	3,615	0	1,633	0	0%	0	0%	0	0%
Dishwashing Machines - Dealers	10	3,513	0	1,633	0	0%	0	0%	0	0%
Dishwashing Machines - Service & Repair	125	2,302	0	1,633	0	0%	0	0%	0	0%
Disinfectants & Germicides	5	3,691	0	1,633	0	0%	0	0%	0	0%
Disposable Products	3	3,785	0	1,633	0	0%	0	0%	0	0%
Distillers	79	2,557	0	1,633	0	0%	0	0%	0	0%
Divers	46	2,854	0	1,633	0	0%	0	0%	0	0%
Dock Builders	550	1,345	0	1,633	0	0%	0	0%	0	0%
Docks	457	1,463	0	1,633	0	0%	0	0%	0	0%
Document Imaging & Scanning Service	135	2,256	0	1,633	0	0%	0	0%	0	0%
Doll Clothing & Accessories	71	2,605	0	1,633	0	0%	0	0%	0	0%
Doll Houses & Accessories	113	2,370	0	1,633	0	0%	0	0%	0	0%
Dolls - Retail	49	2,821	0	1,633	0	0%	0	0%	0	0%
Dome Structures	62	2,687	0	1,633	0	0%	0	0%	0	0%
Door & Gate Operating Devices	790	1,154	0	1,633	0	0%	0	0%	0	0%
Door Closers & Checks	20	3,254	0	1,633	0	0%	0	0%	0	0%
Door Frames	43	2,895	0	1,633	0	0%	0	0%	0	0%
Door Manufacturer - High Performance	59	2,721	0	1,633	0	0%	0	0%	0	0%
Door-to-Door Sales - Cleaning Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Door-to-Door Sales - Cosmetics	5	3,691	0	1,633	0	0%	0	0%	0	0%
Door-to-Door Sales - Photography	9	3,541	0	1,633	0	0%	0	0%	0	0%
Doors - Installation	609	1,295	0	1,633	0	0%	0	0%	0	0%
Doors - Patio	147	2,201	0	1,633	0	0%	0	0%	0	0%
Doors - Rolling	12	3,461	0	1,633	0	0%	0	0%	0	0%
Doughnuts	298	1,729	0	1,633	0	0%	0	0%	0	0%
Drafting Equipment & Supplies	51	2,797	0	1,633	0	0%	0	0%	0	0%
Drama/Acting Instruction	337	1,665	0	1,633	0	0%	0	0%	0	0%
Draperies - Wholesale & Manufacturers	39	2,938	0	1,633	0	0%	0	0%	0	0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	88	2,501	0	1,633	0	0%	0	0%	0	0%
Drapery & Curtain Fabrics - Retail	542	1,352	0	1,633	0	0%	0	0%	0	0%
Drapery Installation Service	483	1,433	0	1,633	0	0%	0	0%	0	0%
Drapery Trimmings	13	3,429	0	1,633	0	0%	0	0%	0	0%
Dredging	17	3,330	0	1,633	0	0%	0	0%	0	0%
Drilling & Boring Contractors	1,078	982	0	1,633	0	0%	0	0%	0	0%
Drilling & Boring Equipment & Supplies	115	2,348	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Drilling - Geothermal	10	3,513	0	1,633	0	0%	0	0%	0	0%
Drilling - Oil Well	168	2,096	0	1,633	0	0%	0	0%	0	0%
Drills	10	3,513	0	1,633	0	0%	0	0%	0	0%
Drive Shafts	78	2,562	0	1,633	0	0%	0	0%	0	0%
Driving Training Equipment	17	3,330	0	1,633	0	0%	0	0%	0	0%
Drone Retailer	176	2,070	0	1,633	0	0%	0	0%	0	0%
Drone Servicing & Maintenance	33	3,019	0	1,633	0	0%	0	0%	0	0%
Drug & Alcohol Screening & Testing	333	1,674	0	1,633	0	0%	0	0%	0	0%
Drug Brokers	30	3,070	0	1,633	0	0%	0	0%	0	0%
Drug Manufacturers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Dry Cleaners - Equipment - Wholesales	48	2,835	0	1,633	0	0%	0	0%	0	0%
Dry Cleaners - Self Service	11	3,480	0	1,633	0	0%	0	0%	0	0%
Dry Ice	45	2,867	0	1,633	0	0%	0	0%	0	0%
Dryer Vent Cleaning	855	1,110	0	1,633	0	0%	0	0%	0	0%
Drying Equipment - Industrial	11	3,480	0	1,633	0	0%	0	0%	0	0%
Drywall - Inspectors	19	3,284	0	1,633	0	0%	0	0%	0	0%
Duct & Duct Fittings	174	2,078	0	1,633	0	0%	0	0%	0	0%
Dust Collecting Systems	13	3,429	0	1,633	0	0%	0	0%	0	0%
Dust Control Materials	2	3,838	0	1,633	0	0%	0	0%	0	0%
DVD sales & service	172	2,084	0	1,633	0	0%	0	0%	0	0%
E-Books	351	1,642	0	1,633	0	0%	0	0%	0	0%
E-Cigarette Flavoring	39	2,938	0	1,633	0	0%	0	0%	0	0%
E-Mail Marketing	19	3,284	0	1,633	0	0%	0	0%	0	0%
Earthworms	2	3,838	0	1,633	0	0%	0	0%	0	0%
Economic Development Organizations	25	3,168	0	1,633	0	0%	0	0%	0	0%
Economic Research & Analysis	13	3,429	0	1,633	0	0%	0	0%	0	0%
Editorial Services	68	2,634	0	1,633	0	0%	0	0%	0	0%
Educational Materials - Home Schooling	17	3,330	0	1,633	0	0%	0	0%	0	0%
Egg Processing & Shipping Equipment & Supplies	6	3,662	0	1,633	0	0%	0	0%	0	0%
Eggs	32	3,035	0	1,633	0	0%	0	0%	0	0%
Electric Equipment - Used	23	3,200	0	1,633	0	0%	0	0%	0	0%
Electric Heating Equipment - Wholesale & Manufacturers	98	2,435	0	1,633	0	0%	0	0%	0	0%
Electric Instruments	39	2,938	0	1,633	0	0%	0	0%	0	0%
Electric Motor Controls - Wholesale & Manufacturers	58	2,729	0	1,633	0	0%	0	0%	0	0%
Electric Motors - Dealers & Repairing	642	1,258	0	1,633	0	0%	0	0%	0	0%
Electric Motors - Manufacturers & Distributors	219	1,922	0	1,633	0	0%	0	0%	0	0%
Electric Motors - Supplies & Parts	134	2,262	0	1,633	0	0%	0	0%	0	0%
Electric Motors - Used	2	3,838	0	1,633	0	0%	0	0%	0	0%
Electric Power Line Construction	469	1,454	0	1,633	0	0%	0	0%	0	0%
Electric Supplies - Manufacturers	115	2,348	0	1,633	0	0%	0	0%	0	0%
Electric Switchboards	15	3,373	0	1,633	0	0%	0	0%	0	0%
Electric Vehicles	29	3,093	0	1,633	0	0%	0	0%	0	0%
Electrical Power Systems (Residential & Commercial) - Backup Systems	180	2,060	0	1,633	0	0%	0	0%	0	0%
Electrolysis	777	1,161	0	1,633	0	0%	0	0%	0	0%
Electronic Instruments	183	2,046	0	1,633	0	0%	0	0%	0	0%
Electronic Mail Service	13	3,429	0	1,633	0	0%	0	0%	0	0%
Electronic Power Supplies	107	2,393	0	1,633	0	0%	0	0%	0	0%
Electronic Product Waste Management & E Waste Services	6	3,662	0	1,633	0	0%	0	0%	0	0%
Electronic Testing Equipment	19	3,284	0	1,633	0	0%	0	0%	0	0%
Electronics Research & Development	114	2,359	0	1,633	0	0%	0	0%	0	0%
Electrostatic Painting	44	2,882	0	1,633	0	0%	0	0%	0	0%
Electrotype Equipment & Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Elevator Consultants	105	2,399	0	1,633	0	0%	0	0%	0	0%
Elevators - Parts	64	2,666	0	1,633	0	0%	0	0%	0	0%
Emblems	11	3,480	0	1,633	0	0%	0	0%	0	0%
Embroidering Machines	8	3,578	0	1,633	0	0%	0	0%	0	0%
Embroidery Design Punching	25	3,168	0	1,633	0	0%	0	0%	0	0%
Embroidery Supplies	70	2,616	0	1,633	0	0%	0	0%	0	0%
Emergency Disaster Preparedness Equipment & Supplies	692	1,212	0	1,633	0	0%	0	0%	0	0%
Emergency Response Systems - Personal	44	2,882	0	1,633	0	0%	0	0%	0	0%
Emergency Shelters	41	2,919	0	1,633	0	0%	0	0%	0	0%
Employment Counseling	67	2,644	0	1,633	0	0%	0	0%	0	0%
Employment Service - Administrative Assistant	8	3,578	0	1,633	0	0%	0	0%	0	0%
Employment Service - Employee Leasing	222	1,916	0	1,633	0	0%	0	0%	0	0%
Employment Service - Government, Co, Fraternal	28	3,107	0	1,633	0	0%	0	0%	0	0%
Employment Service - Virtual Assistant	63	2,671	0	1,633	0	0%	0	0%	0	0%
Encyclopedia & Book Sales	1	3,890	0	1,633	0	0%	0	0%	0	0%
Encyclopedia & Book Sales by Internet	6	3,662	0	1,633	0	0%	0	0%	0	0%
Encyclopedias	11	3,480	0	1,633	0	0%	0	0%	0	0%
Endodontics	5	3,691	0	1,633	0	0%	0	0%	0	0%
Energy Audits	278	1,778	0	1,633	0	0%	0	0%	0	0%
Energy Conservation Products - Wholesale & Manufacturers	48	2,835	0	1,633	0	0%	0	0%	0	0%
Engineering Contractors - General	1,433	846	0	1,633	0	0%	0	0%	0	0%
Engineering Equipment & Supplies	151	2,185	0	1,633	0	0%	0	0%	0	0%
Engineering Reports	289	1,753	0	1,633	0	0%	0	0%	0	0%
Engineers - Civil	624	1,277	0	1,633	0	0%	0	0%	0	0%
Engineers - Electrical	474	1,444	0	1,633	0	0%	0	0%	0	0%
Engineers - Environmental	9	3,541	0	1,633	0	0%	0	0%	0	0%
Engineers - Professional	5,468	334	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Engines - Fuel Conversion	54	2,762	0	1,633	0	0%	0	0%	0	0%
Engines - Gas	671	1,232	0	1,633	0	0%	0	0%	0	0%
Engravers - Mechanical	110	2,383	0	1,633	0	0%	0	0%	0	0%
Engravers - Metal	71	2,605	0	1,633	0	0%	0	0%	0	0%
Engravers - Photo	9	3,541	0	1,633	0	0%	0	0%	0	0%
Engravers - Plastic, Wood	137	2,247	0	1,633	0	0%	0	0%	0	0%
Engravers - Stationery	1	3,890	0	1,633	0	0%	0	0%	0	0%
Engraving Equipment & Supplies	61	2,701	0	1,633	0	0%	0	0%	0	0%
Entertainment Bureaus	630	1,270	0	1,633	0	0%	0	0%	0	0%
Envelopes - Wholesale & Manufacturers	30	3,070	0	1,633	0	0%	0	0%	0	0%
Environmental & Ecological Services	5,651	324	0	1,633	0	0%	0	0%	0	0%
Environmental Consulting & Contracting	1,269	909	0	1,633	0	0%	0	0%	0	0%
Environmental Testing & Consulting	147	2,201	0	1,633	0	0%	0	0%	0	0%
Environmental, Conservationist & Ecol Org	299	1,724	0	1,633	0	0%	0	0%	0	0%
Equine Therapy	37	2,962	0	1,633	0	0%	0	0%	0	0%
Equipment Calibration	32	3,035	0	1,633	0	0%	0	0%	0	0%
Ergonomic Products & Services	102	2,414	0	1,633	0	0%	0	0%	0	0%
Erosion Control	291	1,749	0	1,633	0	0%	0	0%	0	0%
Escalators	2	3,838	0	1,633	0	0%	0	0%	0	0%
Escort Service - Personal	392	1,574	0	1,633	0	0%	0	0%	0	0%
Escrow Service	31	3,054	0	1,633	0	0%	0	0%	0	0%
Estate Liquidators	339	1,663	0	1,633	0	0%	0	0%	0	0%
Estate Planning & Management	393	1,570	0	1,633	0	0%	0	0%	0	0%
Etched Products - Metal, Glass	13	3,429	0	1,633	0	0%	0	0%	0	0%
Etiquette School	26	3,143	0	1,633	0	0%	0	0%	0	0%
Event Planners - Corporate	344	1,655	0	1,633	0	0%	0	0%	0	0%
Eviction Service	682	1,221	0	1,633	0	0%	0	0%	0	0%
Executive Search Consultants	434	1,501	0	1,633	0	0%	0	0%	0	0%
Executive Suites	46	2,854	0	1,633	0	0%	0	0%	0	0%
Exhibit Design & Construction	28	3,107	0	1,633	0	0%	0	0%	0	0%
Explosives	18	3,305	0	1,633	0	0%	0	0%	0	0%
Export Management	59	2,721	0	1,633	0	0%	0	0%	0	0%
Exterior Structures - Barn Construction	473	1,446	0	1,633	0	0%	0	0%	0	0%
Exterior Structures - Gazebos, Arbors, Pergolas	19	3,284	0	1,633	0	0%	0	0%	0	0%
Eyebrow Threading	104	2,404	0	1,633	0	0%	0	0%	0	0%
Eyeght Training	3	3,785	0	1,633	0	0%	0	0%	0	0%
Fabric Laminating & Bonding	13	3,429	0	1,633	0	0%	0	0%	0	0%
Fabrics - Wholesale & Manufacturers	16	3,356	0	1,633	0	0%	0	0%	0	0%
Facility Maintenance	508	1,390	0	1,633	0	0%	0	0%	0	0%
Factoring Service	25	3,168	0	1,633	0	0%	0	0%	0	0%
Fairgrounds	90	2,489	0	1,633	0	0%	0	0%	0	0%
Fans - Industrial & Commercial	18	3,205	0	1,633	0	0%	0	0%	0	0%
Farm Management	10	3,513	0	1,633	0	0%	0	0%	0	0%
Farm Supplies	605	1,298	0	1,633	0	0%	0	0%	0	0%
Farming Service	136	2,253	0	1,633	0	0%	0	0%	0	0%
Farms	1,617	786	0	1,633	0	0%	0	0%	0	0%
Farms - Urban	9	3,541	0	1,633	0	0%	0	0%	0	0%
Fashion Consultants	145	2,210	0	1,633	0	0%	0	0%	0	0%
Fashion Show Producers	38	2,947	0	1,633	0	0%	0	0%	0	0%
Fasteners - Industrial & Construction	445	1,484	0	1,633	0	0%	0	0%	0	0%
Fasteners - Textile & Apparel	11	3,480	0	1,633	0	0%	0	0%	0	0%
Fax Equipment & Systems	54	2,762	0	1,633	0	0%	0	0%	0	0%
Feed - Wholesale & Manufacturers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Feed Concentrates & Supplements	16	3,356	0	1,633	0	0%	0	0%	0	0%
Feed Dealers	414	1,534	0	1,633	0	0%	0	0%	0	0%
Felt & Felt Products	11	3,480	0	1,633	0	0%	0	0%	0	0%
Fence Material	46	2,854	0	1,633	0	0%	0	0%	0	0%
Fence Staining	2	3,838	0	1,633	0	0%	0	0%	0	0%
Fences - Rental	172	2,084	0	1,633	0	0%	0	0%	0	0%
Fencing Instruction	214	1,937	0	1,633	0	0%	0	0%	0	0%
Fertilizer Plant Equipment	89	2,496	0	1,633	0	0%	0	0%	0	0%
Fertilizers	309	1,708	0	1,633	0	0%	0	0%	0	0%
Fiber Glass Fabricators	38	2,947	0	1,633	0	0%	0	0%	0	0%
Fiber Glass Materials	53	2,775	0	1,633	0	0%	0	0%	0	0%
Fiber Glass Products	63	2,671	0	1,633	0	0%	0	0%	0	0%
Fiber Optics	61	2,701	0	1,633	0	0%	0	0%	0	0%
Fiberglass - Fabrication & Repair	88	2,501	0	1,633	0	0%	0	0%	0	0%
Filing Equipment, Systems & Supplies	104	2,404	0	1,633	0	0%	0	0%	0	0%
Filters - Air & Gas	71	2,605	0	1,633	0	0%	0	0%	0	0%
Filters - Liquid	314	1,702	0	1,633	0	0%	0	0%	0	0%
Filters Air & Gas Cleaning	1,671	771	0	1,633	0	0%	0	0%	0	0%
Financial Consultants - No License Required	276	1,784	0	1,633	0	0%	0	0%	0	0%
Financial Planning Kit	3	3,785	0	1,633	0	0%	0	0%	0	0%
Fingerprinting Equipment	50	2,804	0	1,633	0	0%	0	0%	0	0%
Fire Department Equipment & Supplies	59	2,721	0	1,633	0	0%	0	0%	0	0%
Fire Extinguishers	951	1,054	0	1,633	0	0%	0	0%	0	0%
Fire Hydrants	73	2,599	0	1,633	0	0%	0	0%	0	0%
Fire Protection Contractor	1,425	851	0	1,633	0	0%	0	0%	0	0%
Fireproofing	138	2,241	0	1,633	0	0%	0	0%	0	0%
Firewood	3,014	520	0	1,633	0	0%	0	0%	0	0%
Fireworks	142	2,228	0	1,633	0	0%	0	0%	0	0%
First Aid Supplies	121	2,321	0	1,633	0	0%	0	0%	0	0%
Fish & Seafood - Retail	899	1,085	0	1,633	0	0%	0	0%	0	0%
Fish & Seafood - Wholesale	269	1,795	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Fish & Seafood Brokers	32	3,035	0	1,633	0	0%	0	0%	0	0%
Fish Hatcheries	162	2,129	0	1,633	0	0%	0	0%	0	0%
Fish Processors	239	1,871	0	1,633	0	0%	0	0%	0	0%
Fishermen's Supplies	156	2,156	0	1,633	0	0%	0	0%	0	0%
Fishing Bait	23	3,200	0	1,633	0	0%	0	0%	0	0%
Fishing Tackle - Repair & Parts	16	3,356	0	1,633	0	0%	0	0%	0	0%
Fishing Tackle - Wholesale & Manufacturers	47	2,847	0	1,633	0	0%	0	0%	0	0%
Flag Poles	65	2,654	0	1,633	0	0%	0	0%	0	0%
Flags & Banners	306	1,715	0	1,633	0	0%	0	0%	0	0%
Flashers - Electric	9	3,541	0	1,633	0	0%	0	0%	0	0%
Flight Instructor	28	3,107	0	1,633	0	0%	0	0%	0	0%
Flight School	395	1,567	0	1,633	0	0%	0	0%	0	0%
Floats - Mechanical	1	3,890	0	1,633	0	0%	0	0%	0	0%
Flood assistance	98	2,455	0	1,633	0	0%	0	0%	0	0%
Flood Control Equipment	193	2,007	0	1,633	0	0%	0	0%	0	0%
Floor Machines	1	3,890	0	1,633	0	0%	0	0%	0	0%
Floor Machines - Repair	7	3,615	0	1,633	0	0%	0	0%	0	0%
Floor Removal	211	1,947	0	1,633	0	0%	0	0%	0	0%
Floor Removal, Resurfacing and Refinishing	18	3,305	0	1,633	0	0%	0	0%	0	0%
Floor Treatment Compounds	13	3,429	0	1,633	0	0%	0	0%	0	0%
Floor Waxing, Polishing & Cleaning	105	2,399	0	1,633	0	0%	0	0%	0	0%
Floors - Garage	264	1,807	0	1,633	0	0%	0	0%	0	0%
Floors - Laminate	141	2,230	0	1,633	0	0%	0	0%	0	0%
Floors - Raised	41	2,919	0	1,633	0	0%	0	0%	0	0%
Floral Design Instruction	161	2,134	0	1,633	0	0%	0	0%	0	0%
Florists Supplies	106	2,396	0	1,633	0	0%	0	0%	0	0%
Flowers - Preserved	153	2,171	0	1,633	0	0%	0	0%	0	0%
Foam & Sponge Rubber	175	2,074	0	1,633	0	0%	0	0%	0	0%
Food & Beverage Consultants	232	1,889	0	1,633	0	0%	0	0%	0	0%
Food & Beverage Services	1,056	991	0	1,633	0	0%	0	0%	0	0%
Food Brokers	104	2,404	0	1,633	0	0%	0	0%	0	0%
Food Facilities Consultants	122	2,317	0	1,633	0	0%	0	0%	0	0%
Food Service/Management	239	1,871	0	1,633	0	0%	0	0%	0	0%
Football Clubs	72	2,603	0	1,633	0	0%	0	0%	0	0%
Foresters - Consulting	280	1,776	0	1,633	0	0%	0	0%	0	0%
Forklift Repair & Maintenance	297	1,732	0	1,633	0	0%	0	0%	0	0%
Foster Child Care	10	3,513	0	1,633	0	0%	0	0%	0	0%
Foundries	234	1,886	0	1,633	0	0%	0	0%	0	0%
Foundry Equipment & Supplies	22	3,222	0	1,633	0	0%	0	0%	0	0%
Fountains - Drinking	45	2,867	0	1,633	0	0%	0	0%	0	0%
Four Wheel Drive Vehicles - Repair & Service	44	2,882	0	1,633	0	0%	0	0%	0	0%
Franchising	759	1,172	0	1,633	0	0%	0	0%	0	0%
Fraternal Organizations	88	2,501	0	1,633	0	0%	0	0%	0	0%
Fraternal Regalia & Supplies	17	3,330	0	1,633	0	0%	0	0%	0	0%
Freight Consolidating	165	2,113	0	1,633	0	0%	0	0%	0	0%
Freight Traffic Service	203	1,973	0	1,633	0	0%	0	0%	0	0%
Frozen Food Locker Plants	6	3,662	0	1,633	0	0%	0	0%	0	0%
Frozen Foods - Processors	23	3,200	0	1,633	0	0%	0	0%	0	0%
Fruit & Vegetable Growers & Shippers	187	2,033	0	1,633	0	0%	0	0%	0	0%
Fruits & Vegetables - Wholesale	243	1,859	0	1,633	0	0%	0	0%	0	0%
Fruits - Dried	17	3,330	0	1,633	0	0%	0	0%	0	0%
Fruits - Glace	1	3,890	0	1,633	0	0%	0	0%	0	0%
Fuel - Biofuels	53	2,775	0	1,633	0	0%	0	0%	0	0%
Fuel - Marine	3	3,785	0	1,633	0	0%	0	0%	0	0%
Fuel Economizers	92	2,474	0	1,633	0	0%	0	0%	0	0%
Fuel Injection Equipment	43	2,895	0	1,633	0	0%	0	0%	0	0%
Fumigation Services	46	2,854	0	1,633	0	0%	0	0%	0	0%
Fund Raising Counselors & Orgs	2,376	622	0	1,633	0	0%	0	0%	0	0%
Fund Raising Games, Merchandise, Supplies	131	2,277	0	1,633	0	0%	0	0%	0	0%
Funeral Directors	3,196	495	0	1,633	0	0%	0	0%	0	0%
Funeral Directors Equipment & Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Fur Business - Retail	667	1,239	0	1,633	0	0%	0	0%	0	0%
Fur Cleaning & Dyeing - Retail	207	1,959	0	1,633	0	0%	0	0%	0	0%
Fur Finishers & Liners	11	3,480	0	1,633	0	0%	0	0%	0	0%
Fur Skin Dealers & Brokers	2	3,838	0	1,633	0	0%	0	0%	0	0%
Fur Storage	83	2,536	0	1,633	0	0%	0	0%	0	0%
Furnaces - Industrial	1,334	880	0	1,633	0	0%	0	0%	0	0%
Furniture - Childrens	817	1,134	0	1,633	0	0%	0	0%	0	0%
Furniture - Rustic	443	1,488	0	1,633	0	0%	0	0%	0	0%
Furniture Cleaning Equipment & Supplies	55	2,749	0	1,633	0	0%	0	0%	0	0%
Furniture Manufacturers Equipment & Supplies	40	2,929	0	1,633	0	0%	0	0%	0	0%
Furniture Repair & Refinish Supplies	87	2,509	0	1,633	0	0%	0	0%	0	0%
Gambling Abuse & Addiction Info & Treatment	1	3,890	0	1,633	0	0%	0	0%	0	0%
Gambling Machine Supplies and Services	11	3,480	0	1,633	0	0%	0	0%	0	0%
Game - Birds, Venison	23	3,200	0	1,633	0	0%	0	0%	0	0%
Gaming Tables	17	3,330	0	1,633	0	0%	0	0%	0	0%
Gardeninq Hand Tools	8	3,578	0	1,633	0	0%	0	0%	0	0%
Garments - Printing & Lettering	349	1,647	0	1,633	0	0%	0	0%	0	0%
Gas Burners	163	2,122	0	1,633	0	0%	0	0%	0	0%
Gas Detectors	189	2,023	0	1,633	0	0%	0	0%	0	0%
Gas Plant Equipment	26	3,143	0	1,633	0	0%	0	0%	0	0%
Gaskets	31	3,054	0	1,633	0	0%	0	0%	0	0%
Gasoline Additives - Manufacturers & Distributors	4	3,741	0	1,633	0	0%	0	0%	0	0%
Gauges & Gages	6	3,662	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Gears & Gear Cutting	7	3,615	0	1,633	0	0%	0	0%	0	0%
General Merchandise - Wholesale	207	1,959	0	1,633	0	0%	0	0%	0	0%
Generators - Maintenance	87	2,509	0	1,633	0	0%	0	0%	0	0%
Generators - Electric	802	1,145	0	1,633	0	0%	0	0%	0	0%
Generators - Steam	62	2,687	0	1,633	0	0%	0	0%	0	0%
Geographers	8	3,578	0	1,633	0	0%	0	0%	0	0%
Geologists	17	3,330	0	1,633	0	0%	0	0%	0	0%
Geologists Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Geophysical Apparatus	22	3,222	0	1,633	0	0%	0	0%	0	0%
Geophysicists	66	2,651	0	1,633	0	0%	0	0%	0	0%
Geotechnical Engineering	274	1,789	0	1,633	0	0%	0	0%	0	0%
Gift Wrapping Materials	1	3,890	0	1,633	0	0%	0	0%	0	0%
Gilders	14	3,400	0	1,633	0	0%	0	0%	0	0%
Girls Apparel	23	3,200	0	1,633	0	0%	0	0%	0	0%
Glass - Block	4	3,741	0	1,633	0	0%	0	0%	0	0%
Glass - Broken	150	2,191	0	1,633	0	0%	0	0%	0	0%
Glass - Tempered	200	1,979	0	1,633	0	0%	0	0%	0	0%
Glass Beads - Industrial	21	3,239	0	1,633	0	0%	0	0%	0	0%
Glass Board - Up Service	10	3,513	0	1,633	0	0%	0	0%	0	0%
Glass Circles & Specialty Shapes	13	3,429	0	1,633	0	0%	0	0%	0	0%
Glass Coating & Tinting Materials	63	2,671	0	1,633	0	0%	0	0%	0	0%
Glass Rods & Tubing	1	3,890	0	1,633	0	0%	0	0%	0	0%
Glassware Decorators	18	3,305	0	1,633	0	0%	0	0%	0	0%
Glaziers	788	1,156	0	1,633	0	0%	0	0%	0	0%
Glaziers Supplies	45	2,867	0	1,633	0	0%	0	0%	0	0%
Gloves & Mittens - Dress	46	2,854	0	1,633	0	0%	0	0%	0	0%
Gloves - Work & Industrial	47	2,847	0	1,633	0	0%	0	0%	0	0%
Go-Karts Manufacturers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Golf Caddies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Golf Carts	120	2,326	0	1,633	0	0%	0	0%	0	0%
Golf Course Construction	7	3,615	0	1,633	0	0%	0	0%	0	0%
Golf Course Equipment & Supplies	18	3,305	0	1,633	0	0%	0	0%	0	0%
Golf Courses - Miniature	14	3,400	0	1,633	0	0%	0	0%	0	0%
Golf Equipment & Supplies - Wholesale & Manufacturers	20	3,254	0	1,633	0	0%	0	0%	0	0%
Golf Instruction	162	2,129	0	1,633	0	0%	0	0%	0	0%
Golf Practice Ranges	96	2,448	0	1,633	0	0%	0	0%	0	0%
Gourmet Corporate Gifts	28	3,107	0	1,633	0	0%	0	0%	0	0%
Gourmet Shops	206	1,964	0	1,633	0	0%	0	0%	0	0%
Government - Auctions & Job Listing Services	6	3,662	0	1,633	0	0%	0	0%	0	0%
Government - County	15	3,373	0	1,633	0	0%	0	0%	0	0%
Government - State	247	1,844	0	1,633	0	0%	0	0%	0	0%
Government - US	52	2,785	0	1,633	0	0%	0	0%	0	0%
Government Offices	1,170	946	0	1,633	0	0%	0	0%	0	0%
Government Offices - Foreign-Reps	2	3,838	0	1,633	0	0%	0	0%	0	0%
Graffiti Removal	183	2,046	0	1,633	0	0%	0	0%	0	0%
Grain Brokers	75	2,580	0	1,633	0	0%	0	0%	0	0%
Grain Dealers	218	1,927	0	1,633	0	0%	0	0%	0	0%
Grain Elevators	5	3,691	0	1,633	0	0%	0	0%	0	0%
Grain Elevators - Equipment & Supplies	14	3,400	0	1,633	0	0%	0	0%	0	0%
Grant - Scholarship - Financial Aid Finder Service	308	1,711	0	1,633	0	0%	0	0%	0	0%
Grant Writers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Grass Trimmers & Tillers	7	3,615	0	1,633	0	0%	0	0%	0	0%
Gratings	12	3,461	0	1,633	0	0%	0	0%	0	0%
Grease Pumping	10	3,513	0	1,633	0	0%	0	0%	0	0%
Grease Traps	30	3,070	0	1,633	0	0%	0	0%	0	0%
Greenhouse Builders	389	1,578	0	1,633	0	0%	0	0%	0	0%
Greenhouse Equipment & Supplies	441	1,492	0	1,633	0	0%	0	0%	0	0%
Greenhouses	942	1,063	0	1,633	0	0%	0	0%	0	0%
Greeting Cards - Wholesale & Manufacturers	73	2,599	0	1,633	0	0%	0	0%	0	0%
Grinding Machines	34	3,005	0	1,633	0	0%	0	0%	0	0%
Ground Maintenance	935	1,067	0	1,633	0	0%	0	0%	0	0%
Group Homes	469	1,454	0	1,633	0	0%	0	0%	0	0%
Grout Resurfacing & Repair	49	2,821	0	1,633	0	0%	0	0%	0	0%
Grouting Compounds	47	2,847	0	1,633	0	0%	0	0%	0	0%
Guardian Services - Adult & Child	4	3,741	0	1,633	0	0%	0	0%	0	0%
Guards - Door & Window	365	1,615	0	1,633	0	0%	0	0%	0	0%
Guitars & Amplifiers	181	2,058	0	1,633	0	0%	0	0%	0	0%
Gun Safety & Marksmanship Instruction	27	3,130	0	1,633	0	0%	0	0%	0	0%
Gun Sights, Scopes & Mounts	116	2,345	0	1,633	0	0%	0	0%	0	0%
Gutter Leaf Guards	188	2,028	0	1,633	0	0%	0	0%	0	0%
Gutter Leaf Guards - Equipment & Supplies	282	1,770	0	1,633	0	0%	0	0%	0	0%
Gymnastic Equipment & Supplies	23	3,200	0	1,633	0	0%	0	0%	0	0%
Gypsum & Gypsum Products	21	3,239	0	1,633	0	0%	0	0%	0	0%
Hair Ornaments	49	2,821	0	1,633	0	0%	0	0%	0	0%
Hair Weaving	307	1,712	0	1,633	0	0%	0	0%	0	0%
Halloween Supplies	70	2,616	0	1,633	0	0%	0	0%	0	0%
Halls & Auditoriums	196	1,997	0	1,633	0	0%	0	0%	0	0%
Hammocks/Hammock Stands & Chairs	3	3,785	0	1,633	0	0%	0	0%	0	0%
Hand Painting & Decorating	384	1,585	0	1,633	0	0%	0	0%	0	0%
Handbags - Manufacturers Equipment & Supplies	8	3,578	0	1,633	0	0%	0	0%	0	0%
Handball Courts	28	3,107	0	1,633	0	0%	0	0%	0	0%
Handmade Art	75	2,580	0	1,633	0	0%	0	0%	0	0%
Handwriting Analysts	66	2,651	0	1,633	0	0%	0	0%	0	0%



Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Hardware - Builders	96	2,448	0	1,633	0	0%	0	0%	0	0%
Hardware - Wholesale & Manufacturers	361	1,622	0	1,633	0	0%	0	0%	0	0%
Hardware Consultants	48	2,835	0	1,633	0	0%	0	0%	0	0%
Hardwood Floor Maintenance	35	2,991	0	1,633	0	0%	0	0%	0	0%
Hatcheries - Poultry	134	2,262	0	1,633	0	0%	0	0%	0	0%
Hats - Clean & Renovate	30	3,070	0	1,633	0	0%	0	0%	0	0%
Hats - Wholesale & Manufacturers	8	3,578	0	1,633	0	0%	0	0%	0	0%
Hauling & Clean Up Services	9	3,541	0	1,633	0	0%	0	0%	0	0%
Hav Rides	193	2,007	0	1,633	0	0%	0	0%	0	0%
Hazardous & Medical Waste Services	848	1,116	0	1,633	0	0%	0	0%	0	0%
Hazardous Material Control & Removal	52	2,785	0	1,633	0	0%	0	0%	0	0%
Health & Diet Food Products - Wholesale & Manufacturing	1,558	806	0	1,633	0	0%	0	0%	0	0%
Health Care - Placement	82	2,543	0	1,633	0	0%	0	0%	0	0%
Health Care - Staffing	316	1,699	0	1,633	0	0%	0	0%	0	0%
Health Care Linen Service	9	3,541	0	1,633	0	0%	0	0%	0	0%
Health Care Management	491	1,421	0	1,633	0	0%	0	0%	0	0%
Health Care Referral	305	1,716	0	1,633	0	0%	0	0%	0	0%
Health Maintenance Organizations	249	1,838	0	1,633	0	0%	0	0%	0	0%
Health Recording Service	11	3,480	0	1,633	0	0%	0	0%	0	0%
Hearing Aids Parts & Repairing	60	2,711	0	1,633	0	0%	0	0%	0	0%
Heat Exchangers	300	1,721	0	1,633	0	0%	0	0%	0	0%
Heat Recovery Equipment & Systems	11	3,480	0	1,633	0	0%	0	0%	0	0%
Heat Sealing	50	2,804	0	1,633	0	0%	0	0%	0	0%
Heat Supply Companies	120	2,326	0	1,633	0	0%	0	0%	0	0%
Heat Treating - Metal	65	2,654	0	1,633	0	0%	0	0%	0	0%
Heaters - Automotive	135	2,256	0	1,633	0	0%	0	0%	0	0%
Helicopters - Charter, Rent & Lease	28	2,947	0	1,633	0	0%	0	0%	0	0%
Hides	28	3,107	0	1,633	0	0%	0	0%	0	0%
Historical Places	32	3,035	0	1,633	0	0%	0	0%	0	0%
Historical Structure Preservation	36	2,978	0	1,633	0	0%	0	0%	0	0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	192	2,012	0	1,633	0	0%	0	0%	0	0%
Hog Farms	24	3,181	0	1,633	0	0%	0	0%	0	0%
Hoists	125	2,302	0	1,633	0	0%	0	0%	0	0%
Home Demonstrations	121	2,321	0	1,633	0	0%	0	0%	0	0%
Home Economics Consultants	26	3,143	0	1,633	0	0%	0	0%	0	0%
Home Electronics - Designers	148	2,197	0	1,633	0	0%	0	0%	0	0%
Home Health Services - Skilled	266	1,802	0	1,633	0	0%	0	0%	0	0%
Home Owners Associations	17	3,330	0	1,633	0	0%	0	0%	0	0%
Home Staging	452	1,473	0	1,633	0	0%	0	0%	0	0%
Homepaths	189	2,023	0	1,633	0	0%	0	0%	0	0%
Honey	83	2,536	0	1,633	0	0%	0	0%	0	0%
Hookah Bars	9	3,541	0	1,633	0	0%	0	0%	0	0%
Horse Breeders	145	2,210	0	1,633	0	0%	0	0%	0	0%
Horse Equipment & Supplies	283	1,768	0	1,633	0	0%	0	0%	0	0%
Horse Shoeing	105	2,399	0	1,633	0	0%	0	0%	0	0%
Horse Transporting	200	1,979	0	1,633	0	0%	0	0%	0	0%
Horseshoe Equipment & Supplies	200	1,979	0	1,633	0	0%	0	0%	0	0%
Hose Couplings & Fittings	136	2,253	0	1,633	0	0%	0	0%	0	0%
Hosiery - Retail	30	3,070	0	1,633	0	0%	0	0%	0	0%
Hosiery - Wholesale & Manufacturers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Hospices	28	3,107	0	1,633	0	0%	0	0%	0	0%
Hospitalization, Medical & Surgical Plans	346	1,651	0	1,633	0	0%	0	0%	0	0%
Hospitals	497	1,409	0	1,633	0	0%	0	0%	0	0%
Housewares - Wholesale & Manufacturers	169	2,092	0	1,633	0	0%	0	0%	0	0%
Housing Authorities	37	2,952	0	1,633	0	0%	0	0%	0	0%
Housing Consultants & Referral Service	46	2,854	0	1,633	0	0%	0	0%	0	0%
Human Factors - Research & Development	2	3,838	0	1,633	0	0%	0	0%	0	0%
Human Resources	1,496	823	0	1,633	0	0%	0	0%	0	0%
Human Services Organizations	45	2,867	0	1,633	0	0%	0	0%	0	0%
Humidifying Apparatus	3	3,785	0	1,633	0	0%	0	0%	0	0%
Hydraulic Equipment & Supplies	454	1,468	0	1,633	0	0%	0	0%	0	0%
Hydraulic Equipment Repair	221	1,917	0	1,633	0	0%	0	0%	0	0%
Hydrologists	18	3,305	0	1,633	0	0%	0	0%	0	0%
Hydronic Heating	826	1,128	0	1,633	0	0%	0	0%	0	0%
Hydroponics - Equipment & Supplies	474	1,444	0	1,633	0	0%	0	0%	0	0%
Hygrometers	53	2,775	0	1,633	0	0%	0	0%	0	0%
Ice Cream & Frozen Desserts - Mfg & Dist	120	2,326	0	1,633	0	0%	0	0%	0	0%
Ice Cream Cone Manufacturers & Distributors	25	3,168	0	1,633	0	0%	0	0%	0	0%
Ice Cream Freezers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Ice Making Equipment & Machines	91	2,481	0	1,633	0	0%	0	0%	0	0%
Ice Melting Equipment & Supplies	13	3,429	0	1,633	0	0%	0	0%	0	0%
Ice Sculptures	17	3,330	0	1,633	0	0%	0	0%	0	0%
Identification Equipment & Supplies	258	1,821	0	1,633	0	0%	0	0%	0	0%
Identify Theft Protection & Prevention Services	165	2,113	0	1,633	0	0%	0	0%	0	0%
Imprinting	27	3,130	0	1,633	0	0%	0	0%	0	0%
In-floor Heating	24	3,181	0	1,633	0	0%	0	0%	0	0%
In-Home Care	2,419	612	0	1,633	0	0%	0	0%	0	0%
Incorporating Companies	405	1,546	0	1,633	0	0%	0	0%	0	0%
Indian Goods	3	3,785	0	1,633	0	0%	0	0%	0	0%
Industrial Developments	32	3,035	0	1,633	0	0%	0	0%	0	0%
Industrial Hygiene Consultants	26	3,143	0	1,633	0	0%	0	0%	0	0%
Industrial Painting	285	1,763	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Infomercials	37	2,962	0	1,633	0	0%	0	0%	0	0%
Infrared Equipment	27	3,130	0	1,633	0	0%	0	0%	0	0%
Infrared Inspection	48	2,835	0	1,633	0	0%	0	0%	0	0%
Inks - Manufacturers Materials	91	2,481	0	1,633	0	0%	0	0%	0	0%
Inks - Print & Lithograph	26	3,143	0	1,633	0	0%	0	0%	0	0%
Inks - Writing & Marking	2	3,838	0	1,633	0	0%	0	0%	0	0%
Insulation Contractors Equipment & Supplies	200	1,979	0	1,633	0	0%	0	0%	0	0%
Insulation Materials - Electric	6	3,662	0	1,633	0	0%	0	0%	0	0%
Insurance - Bonding	57	2,741	0	1,633	0	0%	0	0%	0	0%
Insurance - Crop	1	3,890	0	1,633	0	0%	0	0%	0	0%
Insurance - Dental	7	3,615	0	1,633	0	0%	0	0%	0	0%
Insurance - Disability	215	1,935	0	1,633	0	0%	0	0%	0	0%
Insurance - Employee Benefits	584	1,318	0	1,633	0	0%	0	0%	0	0%
Insurance - Fire & Flood Specialists	439	1,494	0	1,633	0	0%	0	0%	0	0%
Insurance - Funeral	3,024	518	0	1,633	0	0%	0	0%	0	0%
Insurance - Marine	21	3,239	0	1,633	0	0%	0	0%	0	0%
Insurance - Medicare Services	12	3,461	0	1,633	0	0%	0	0%	0	0%
Insurance - Property	293	1,743	0	1,633	0	0%	0	0%	0	0%
Insurance - Rental	19	3,284	0	1,633	0	0%	0	0%	0	0%
Insurance - Senior Products	3	3,785	0	1,633	0	0%	0	0%	0	0%
Insurance - Travel	1,739	751	0	1,633	0	0%	0	0%	0	0%
Insurance - Viatical	384	1,585	0	1,633	0	0%	0	0%	0	0%
Insurance - Workers Compensation	65	2,654	0	1,633	0	0%	0	0%	0	0%
Insurance Claim Processing Services	930	1,073	0	1,633	0	0%	0	0%	0	0%
Insurance Inspection & Audits	42	2,910	0	1,633	0	0%	0	0%	0	0%
Insurance Rating Bureaus	13	3,429	0	1,633	0	0%	0	0%	0	0%
Insured Property Replacement Service	13	3,429	0	1,633	0	0%	0	0%	0	0%
Interior Decorators & Designers - Workroom	63	2,671	0	1,633	0	0%	0	0%	0	0%
Interior Decorators & Designers Supplies	265	1,804	0	1,633	0	0%	0	0%	0	0%
Interior Designers - Commercial	200	1,979	0	1,633	0	0%	0	0%	0	0%
Interior Designers - Registered/Licensed	46	2,854	0	1,633	0	0%	0	0%	0	0%
International Trade Consultants	219	1,922	0	1,633	0	0%	0	0%	0	0%
Internet Cafes	6	3,662	0	1,633	0	0%	0	0%	0	0%
Inventors	3	3,785	0	1,633	0	0%	0	0%	0	0%
Inventory Service	110	2,383	0	1,633	0	0%	0	0%	0	0%
Invitations & Announcements	54	2,762	0	1,633	0	0%	0	0%	0	0%
Iron	35	2,991	0	1,633	0	0%	0	0%	0	0%
Irrigation Equipment	28	3,107	0	1,633	0	0%	0	0%	0	0%
Irrigation Systems - Install/Design	1,112	971	0	1,633	0	0%	0	0%	0	0%
Irrigation Systems - Maintenance/Repair	132	2,272	0	1,633	0	0%	0	0%	0	0%
Italian Food Products	8	3,578	0	1,633	0	0%	0	0%	0	0%
Japanese Food Products	20	3,254	0	1,633	0	0%	0	0%	0	0%
Jeans	104	2,404	0	1,633	0	0%	0	0%	0	0%
Jewelers - Supplies	136	2,253	0	1,633	0	0%	0	0%	0	0%
Jewelry Buyers	667	1,239	0	1,633	0	0%	0	0%	0	0%
Jewelry Castings	33	3,019	0	1,633	0	0%	0	0%	0	0%
Jewelry Designers	2,368	624	0	1,633	0	0%	0	0%	0	0%
Jewelry Engravers	14	3,400	0	1,633	0	0%	0	0%	0	0%
Jewelry Findings	21	3,890	0	1,633	0	0%	0	0%	0	0%
Jewelry Manufacturers	2,093	676	0	1,633	0	0%	0	0%	0	0%
Jewelry Polishing & Plating	11	3,480	0	1,633	0	0%	0	0%	0	0%
Jewels - Imitation	8	3,578	0	1,633	0	0%	0	0%	0	0%
Jigs & Fixtures	15	3,373	0	1,633	0	0%	0	0%	0	0%
Job Listing & Advisory Services	1,243	916	0	1,633	0	0%	0	0%	0	0%
Juices	73	2,599	0	1,633	0	0%	0	0%	0	0%
Jumping Balloon Rental	75	2,580	0	1,633	0	0%	0	0%	0	0%
Junk Dealers	22	3,222	0	1,633	0	0%	0	0%	0	0%
Karaoke Machines & Tapes	290	1,751	0	1,633	0	0%	0	0%	0	0%
Kennels Equipment & Supplies	257	1,824	0	1,633	0	0%	0	0%	0	0%
Key Control Systems	21	3,239	0	1,633	0	0%	0	0%	0	0%
Key Duplication and Cutting	7	3,615	0	1,633	0	0%	0	0%	0	0%
Kilns	1	3,890	0	1,633	0	0%	0	0%	0	0%
Kitchen Cabinet Refacing	2,475	602	0	1,633	0	0%	0	0%	0	0%
Kite Boarding	35	2,991	0	1,633	0	0%	0	0%	0	0%
Kites	12	3,461	0	1,633	0	0%	0	0%	0	0%
Knife Sharpening Devices	45	2,867	0	1,633	0	0%	0	0%	0	0%
Knit Goods - Wholesale & Manufacturers	74	2,588	0	1,633	0	0%	0	0%	0	0%
Knitted Fabrics	7	3,615	0	1,633	0	0%	0	0%	0	0%
Kosher Food Products	1	3,890	0	1,633	0	0%	0	0%	0	0%
Labeling	112	2,375	0	1,633	0	0%	0	0%	0	0%
Labeling Equipment	28	3,107	0	1,633	0	0%	0	0%	0	0%
Labels	86	2,517	0	1,633	0	0%	0	0%	0	0%
Labels - Paper	294	1,740	0	1,633	0	0%	0	0%	0	0%
Labels - Plastic, Metal, Foil	33	3,019	0	1,633	0	0%	0	0%	0	0%
Labor Contractors	352	1,639	0	1,633	0	0%	0	0%	0	0%
Labor Organizations	334	1,672	0	1,633	0	0%	0	0%	0	0%
Labor Relations Consultants	8	3,578	0	1,633	0	0%	0	0%	0	0%
Laboratories - Medical	827	1,132	0	1,633	0	0%	0	0%	0	0%
Laboratories - Research & Development	259	1,818	0	1,633	0	0%	0	0%	0	0%
Laboratories - Veterinary	36	2,978	0	1,633	0	0%	0	0%	0	0%
Laboratory Equipment & Supplies	221	1,917	0	1,633	0	0%	0	0%	0	0%
Laces	13	3,429	0	1,633	0	0%	0	0%	0	0%
Ladders	26	3,143	0	1,633	0	0%	0	0%	0	0%
Ladders - Renting	18	3,305	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Laminated Structural Products	13	3,429	0	1,633	0	0%	0	0%	0	0%
Laminating Equipment & Supplies	30	3,070	0	1,633	0	0%	0	0%	0	0%
Laminations - Plastic, Paper	74	2,588	0	1,633	0	0%	0	0%	0	0%
Lamps & Lamp Shades - Retail	135	2,256	0	1,633	0	0%	0	0%	0	0%
Lamps - Supplies & Parts	492	1,420	0	1,633	0	0%	0	0%	0	0%
Land Clearing & Leveling	351	1,642	0	1,633	0	0%	0	0%	0	0%
Landscape Contractors - Commercial	1,471	831	0	1,633	0	0%	0	0%	0	0%
Landscape Lighting	55	2,749	0	1,633	0	0%	0	0%	0	0%
Laneway House	166	2,107	0	1,633	0	0%	0	0%	0	0%
Lapidaries	20	3,254	0	1,633	0	0%	0	0%	0	0%
Lapidary Equipment & Supplies	15	3,373	0	1,633	0	0%	0	0%	0	0%
Laser Therapy	725	1,189	0	1,633	0	0%	0	0%	0	0%
Lasik Eye Surgery	19	3,284	0	1,633	0	0%	0	0%	0	0%
Laundries	262	1,811	0	1,633	0	0%	0	0%	0	0%
Lawn & Garden Equipment & Supplies - Rental	74	2,588	0	1,633	0	0%	0	0%	0	0%
Lawn Installation Service	684	1,218	0	1,633	0	0%	0	0%	0	0%
Lavouts - Office, Factory	12	3,461	0	1,633	0	0%	0	0%	0	0%
Lead Products	11	3,480	0	1,633	0	0%	0	0%	0	0%
Lead Renovator	18	3,305	0	1,633	0	0%	0	0%	0	0%
Leadership Development	118	2,337	0	1,633	0	0%	0	0%	0	0%
Leak Detecting Instruments	20	3,254	0	1,633	0	0%	0	0%	0	0%
Leak Detection	40	2,929	0	1,633	0	0%	0	0%	0	0%
Leasing Service	2,826	549	0	1,633	0	0%	0	0%	0	0%
Leather Cleaning	102	2,414	0	1,633	0	0%	0	0%	0	0%
Leather Clothing - Wholesale & Manufacturers	10	3,513	0	1,633	0	0%	0	0%	0	0%
Leather Goods - Repair	694	1,211	0	1,633	0	0%	0	0%	0	0%
Leather Goods - Wholesale & Manufacturers	166	2,107	0	1,633	0	0%	0	0%	0	0%
Leather Goods Manufacturers Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Legal Clinics	191	2,016	0	1,633	0	0%	0	0%	0	0%
Lenses	4	3,741	0	1,633	0	0%	0	0%	0	0%
Letters - Sign	18	3,305	0	1,633	0	0%	0	0%	0	0%
Libraries - Public	60	2,711	0	1,633	0	0%	0	0%	0	0%
Library Equipment & Supplies	45	2,867	0	1,633	0	0%	0	0%	0	0%
Library Research Service	28	3,107	0	1,633	0	0%	0	0%	0	0%
Lice Removal/Protection Services	70	2,616	0	1,633	0	0%	0	0%	0	0%
Lie Detection Service	161	2,134	0	1,633	0	0%	0	0%	0	0%
Lifts/Elevators - In Home	134	2,262	0	1,633	0	0%	0	0%	0	0%
Lighting Consultants	321	1,691	0	1,633	0	0%	0	0%	0	0%
Lighting Equipment - Emergency	36	2,978	0	1,633	0	0%	0	0%	0	0%
Lighting Fixtures - Supplies & Parts	158	2,147	0	1,633	0	0%	0	0%	0	0%
Lighting Fixtures - Wholesale & Manufacturers	951	1,054	0	1,633	0	0%	0	0%	0	0%
Lightning Protection Equipment	26	3,143	0	1,633	0	0%	0	0%	0	0%
Limestone	10	3,513	0	1,633	0	0%	0	0%	0	0%
Linens - Wholesale & Manufacturers	244	1,855	0	1,633	0	0%	0	0%	0	0%
Linings - Plastic, Membrane	12	3,461	0	1,633	0	0%	0	0%	0	0%
Linoleum Dealers	29	3,093	0	1,633	0	0%	0	0%	0	0%
Liquors - Wholesale	61	2,701	0	1,633	0	0%	0	0%	0	0%
Literary Agents	33	3,019	0	1,633	0	0%	0	0%	0	0%
Lithographers	87	2,509	0	1,633	0	0%	0	0%	0	0%
Livestock Auction Markets	144	2,217	0	1,633	0	0%	0	0%	0	0%
Livestock Breeders	112	2,375	0	1,633	0	0%	0	0%	0	0%
Livestock Buyers	9	3,541	0	1,633	0	0%	0	0%	0	0%
Livestock Equipment & Supplies	101	2,422	0	1,633	0	0%	0	0%	0	0%
Livestock Feeding	98	2,435	0	1,633	0	0%	0	0%	0	0%
Livestock Hauling	62	2,687	0	1,633	0	0%	0	0%	0	0%
Loan Modification	947	1,059	0	1,633	0	0%	0	0%	0	0%
Loans - Farm & Ranch	11	3,480	0	1,633	0	0%	0	0%	0	0%
Loans - Small Business	1,567	800	0	1,633	0	0%	0	0%	0	0%
Lobbyists	35	2,991	0	1,633	0	0%	0	0%	0	0%
Lockers	27	3,130	0	1,633	0	0%	0	0%	0	0%
Locks - Wholesale & Manufacturers	75	2,580	0	1,633	0	0%	0	0%	0	0%
Logging Companies	557	1,337	0	1,633	0	0%	0	0%	0	0%
Logging Equipment & Supplies	37	2,962	0	1,633	0	0%	0	0%	0	0%
Lotteries - Local	140	2,233	0	1,633	0	0%	0	0%	0	0%
Lotteries - State	15	3,373	0	1,633	0	0%	0	0%	0	0%
Lubricating Devices & Systems	22	3,222	0	1,633	0	0%	0	0%	0	0%
Luggage - Wholesale & Manufacturers	29	3,093	0	1,633	0	0%	0	0%	0	0%
Luggage Carriers	15	3,373	0	1,633	0	0%	0	0%	0	0%
Lumber - Drying	102	2,414	0	1,633	0	0%	0	0%	0	0%
Lumber - Used	68	2,634	0	1,633	0	0%	0	0%	0	0%
Lumber - Wholesale	668	1,236	0	1,633	0	0%	0	0%	0	0%
Lumber Carriers	22	3,222	0	1,633	0	0%	0	0%	0	0%
Lumber Inspectors	32	3,035	0	1,633	0	0%	0	0%	0	0%
Lumber Mill Representatives	3	3,785	0	1,633	0	0%	0	0%	0	0%
Lumber Treating	22	3,222	0	1,633	0	0%	0	0%	0	0%
Machine Shops	2,408	613	0	1,633	0	0%	0	0%	0	0%
Machinery & Equipment - Appraisal	79	2,557	0	1,633	0	0%	0	0%	0	0%
Machinery - Specially Designed	96	2,448	0	1,633	0	0%	0	0%	0	0%
Machinery - Used	178	2,065	0	1,633	0	0%	0	0%	0	0%
Machinery Movers & Erectors	54	2,762	0	1,633	0	0%	0	0%	0	0%
Magazine Sales by Mail	14	3,400	0	1,633	0	0%	0	0%	0	0%
Magazines - Dealers	26	3,143	0	1,633	0	0%	0	0%	0	0%
Magnets & Magnetic Devices	31	3,054	0	1,633	0	0%	0	0%	0	0%
Mail Box Rental & Receiving	202	1,974	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Mail Boxes - Manufacturers & Distributors	10	3,513	0	1,633	0	0%	0	0%	0	0%
Mailing Containers	31	3,054	0	1,633	0	0%	0	0%	0	0%
Mailing Lists	167	2,101	0	1,633	0	0%	0	0%	0	0%
Managed Print Service	289	1,753	0	1,633	0	0%	0	0%	0	0%
Managed Service Provider	86	2,517	0	1,633	0	0%	0	0%	0	0%
Management Training	546	1,348	0	1,633	0	0%	0	0%	0	0%
Manicuring	506	1,393	0	1,633	0	0%	0	0%	0	0%
Mannequins - Display Fixture	17	3,330	0	1,633	0	0%	0	0%	0	0%
Manufactured Homes - Equipment & Parts	14	3,400	0	1,633	0	0%	0	0%	0	0%
Manufactured Homes - Rent & Lease	131	2,277	0	1,633	0	0%	0	0%	0	0%
Manufactured Homes - Repair & Service	304	1,717	0	1,633	0	0%	0	0%	0	0%
Manufactured Homes - Transporting	233	1,887	0	1,633	0	0%	0	0%	0	0%
Manufactured Homes Equipment & Supplies (Manufacturers)	201	1,977	0	1,633	0	0%	0	0%	0	0%
Manufactured Offices & Commercial Units	19	3,284	0	1,633	0	0%	0	0%	0	0%
Mapping Services	105	2,399	0	1,633	0	0%	0	0%	0	0%
Maps - Dealers	114	2,359	0	1,633	0	0%	0	0%	0	0%
Marble & Terrazzo Cleaning & Service	351	1,642	0	1,633	0	0%	0	0%	0	0%
Marble - Cultured	599	1,304	0	1,633	0	0%	0	0%	0	0%
Marijuana - Accessories	16	3,356	0	1,633	0	0%	0	0%	0	0%
Marijuana - Products	62	2,697	0	1,633	0	0%	0	0%	0	0%
Marine Contractors	668	1,236	0	1,633	0	0%	0	0%	0	0%
Marine Electric Service	41	2,919	0	1,633	0	0%	0	0%	0	0%
Marine Surveyors	257	1,824	0	1,633	0	0%	0	0%	0	0%
Marketing - Home Based Business	162	2,129	0	1,633	0	0%	0	0%	0	0%
Marketing Consultants - Mobile	45	2,867	0	1,633	0	0%	0	0%	0	0%
Marketing Software	2,249	644	0	1,633	0	0%	0	0%	0	0%
Martial Arts Supplies & Equipment	347	1,650	0	1,633	0	0%	0	0%	0	0%
Mason Contractors Equipment & Supplies	240	1,868	0	1,633	0	0%	0	0%	0	0%
Masonry Panels - Prefabricated	467	1,456	0	1,633	0	0%	0	0%	0	0%
Maternity Clothes	276	1,784	0	1,633	0	0%	0	0%	0	0%
Mats & Matting	531	1,368	0	1,633	0	0%	0	0%	0	0%
Mattresses - Renovating	2	3,838	0	1,633	0	0%	0	0%	0	0%
Mausoleums	13	3,429	0	1,633	0	0%	0	0%	0	0%
Meal Preparation Service	247	1,844	0	1,633	0	0%	0	0%	0	0%
Measurement & Metrology	20	3,254	0	1,633	0	0%	0	0%	0	0%
Meat - Wholesale	449	1,479	0	1,633	0	0%	0	0%	0	0%
Meat Choppers & Grinders	137	2,247	0	1,633	0	0%	0	0%	0	0%
Meat Packers	521	1,381	0	1,633	0	0%	0	0%	0	0%
Meat Packers Equipment & Supplies	159	2,143	0	1,633	0	0%	0	0%	0	0%
Media Buying Service	50	2,804	0	1,633	0	0%	0	0%	0	0%
Mediation Services	486	1,429	0	1,633	0	0%	0	0%	0	0%
Medical Alert Companies	239	1,871	0	1,633	0	0%	0	0%	0	0%
Medical Billing Services	14	3,400	0	1,633	0	0%	0	0%	0	0%
Medical Diagnostic Testing Facilities	25	3,168	0	1,633	0	0%	0	0%	0	0%
Medical Service Organizations	416	1,530	0	1,633	0	0%	0	0%	0	0%
Medical Staffing	27	3,130	0	1,633	0	0%	0	0%	0	0%
Medical Tourism	256	1,827	0	1,633	0	0%	0	0%	0	0%
Medical Transcription	6	3,662	0	1,633	0	0%	0	0%	0	0%
Medicines - Patent & Proprietary	239	1,871	0	1,633	0	0%	0	0%	0	0%
Medicines - Preventative Dogs & Cats	3	3,785	0	1,633	0	0%	0	0%	0	0%
Meditation Instruction	217	1,930	0	1,633	0	0%	0	0%	0	0%
Merchandise Brokers	30	3,070	0	1,633	0	0%	0	0%	0	0%
Merchandising Service	129	2,289	0	1,633	0	0%	0	0%	0	0%
Metal Cleaning	46	2,854	0	1,633	0	0%	0	0%	0	0%
Metal Detecting Equipment	25	3,168	0	1,633	0	0%	0	0%	0	0%
Metal Fabricating Machinery	15	3,373	0	1,633	0	0%	0	0%	0	0%
Metal Fabricators	1,542	810	0	1,633	0	0%	0	0%	0	0%
Metal Finishers	40	2,929	0	1,633	0	0%	0	0%	0	0%
Metal Rolling & Forming	67	2,644	0	1,633	0	0%	0	0%	0	0%
Metal Salvage Yards	115	2,348	0	1,633	0	0%	0	0%	0	0%
Metal Stamping	65	2,654	0	1,633	0	0%	0	0%	0	0%
Metal Stamping Equipment	19	3,284	0	1,633	0	0%	0	0%	0	0%
Metalizing	4	3,741	0	1,633	0	0%	0	0%	0	0%
Metallurgists Equipment & Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Metals - Base	5	3,691	0	1,633	0	0%	0	0%	0	0%
Metals - Clad	28	3,107	0	1,633	0	0%	0	0%	0	0%
Metals - Precious - Sheet, Wire, Tubing	39	2,938	0	1,633	0	0%	0	0%	0	0%
Metaphysical Supplies & Service	30	3,070	0	1,633	0	0%	0	0%	0	0%
Meteorological Instruments	2	3,838	0	1,633	0	0%	0	0%	0	0%
Meters	298	1,729	0	1,633	0	0%	0	0%	0	0%
Mezzanines & Platforms	34	3,005	0	1,633	0	0%	0	0%	0	0%
Microfilm Service, Equipment & Supplies	19	3,284	0	1,633	0	0%	0	0%	0	0%
Microwave Communications	1	3,890	0	1,633	0	0%	0	0%	0	0%
Microwave Ovens - Dealers	12	3,461	0	1,633	0	0%	0	0%	0	0%
Midwives	4	3,741	0	1,633	0	0%	0	0%	0	0%
Millinery - Retail	7	3,615	0	1,633	0	0%	0	0%	0	0%
Milling Machines	3	3,785	0	1,633	0	0%	0	0%	0	0%
Millwork	3,163	489	0	1,633	0	0%	0	0%	0	0%
Millwrights	513	1,384	0	1,633	0	0%	0	0%	0	0%
Mineral Exploration	76	2,574	0	1,633	0	0%	0	0%	0	0%
Minerals	38	2,947	0	1,633	0	0%	0	0%	0	0%
Mining Companies	1,771	743	0	1,633	0	0%	0	0%	0	0%
Mining Consultants	54	2,762	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Mining Development	125	2,302	0	1,633	0	0%	0	0%	0	0%
Mining Equipment & Supplies	321	1,691	0	1,633	0	0%	0	0%	0	0%
Mirrors	816	1,135	0	1,633	0	0%	0	0%	0	0%
Mirrors - Manufacturers Supplies	8	3,578	0	1,633	0	0%	0	0%	0	0%
Mirrors - Resilver	150	2,191	0	1,633	0	0%	0	0%	0	0%
Mobile Refrigeration	156	2,156	0	1,633	0	0%	0	0%	0	0%
Model Car Race Centers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Model Makers	16	3,356	0	1,633	0	0%	0	0%	0	0%
Modeling & Acting - Training	239	1,871	0	1,633	0	0%	0	0%	0	0%
Modeling & Simulation	5	3,691	0	1,633	0	0%	0	0%	0	0%
Modeling Schools	909	1,083	0	1,633	0	0%	0	0%	0	0%
Mold & Mildew Inspection	135	2,256	0	1,633	0	0%	0	0%	0	0%
Mold Consulting & Testing	332	1,676	0	1,633	0	0%	0	0%	0	0%
Molds	299	1,724	0	1,633	0	0%	0	0%	0	0%
Money Order Systems	5	3,691	0	1,633	0	0%	0	0%	0	0%
Monograms	7	3,615	0	1,633	0	0%	0	0%	0	0%
Monuments - Cleaning & Restoration	15	3,373	0	1,633	0	0%	0	0%	0	0%
Mopeds	11	3,480	0	1,633	0	0%	0	0%	0	0%
Mortgage Bankers	715	1,196	0	1,633	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies	92	2,474	0	1,633	0	0%	0	0%	0	0%
Motion Picture Film Distributors & Exchange	98	2,435	0	1,633	0	0%	0	0%	0	0%
Motion Picture Film Editing	53	2,775	0	1,633	0	0%	0	0%	0	0%
Motion Picture Film Libraries	1	3,890	0	1,633	0	0%	0	0%	0	0%
Motion Picture Producers & Studios	157	2,150	0	1,633	0	0%	0	0%	0	0%
Motion Picture Special Effects	4	3,741	0	1,633	0	0%	0	0%	0	0%
Motor coach Companies	264	1,807	0	1,633	0	0%	0	0%	0	0%
Motorcycle Sales - Consignments	38	2,947	0	1,633	0	0%	0	0%	0	0%
Motorcycles - Customizing	97	2,441	0	1,633	0	0%	0	0%	0	0%
Motorcycles - Renting & Leasing	26	3,143	0	1,633	0	0%	0	0%	0	0%
Mountain Climbing Equipment	140	2,233	0	1,633	0	0%	0	0%	0	0%
Mountain/Rock Climbing Instruction	65	2,654	0	1,633	0	0%	0	0%	0	0%
Movers - International	1,198	933	0	1,633	0	0%	0	0%	0	0%
Movers - Office	644	1,257	0	1,633	0	0%	0	0%	0	0%
Moving Assistance - Packing, Unpacking, Organizing	396	1,565	0	1,633	0	0%	0	0%	0	0%
Moving Equipment Rental	445	1,484	0	1,633	0	0%	0	0%	0	0%
Moving Supplies	189	2,023	0	1,633	0	0%	0	0%	0	0%
MRI (Magnetic Resonance Imaging)	80	2,553	0	1,633	0	0%	0	0%	0	0%
Mulches	151	2,185	0	1,633	0	0%	0	0%	0	0%
Multi-Level Selling Companies	8,317	224	0	1,633	0	0%	0	0%	0	0%
Murals	24	3,181	0	1,633	0	0%	0	0%	0	0%
Museums	67	2,644	0	1,633	0	0%	0	0%	0	0%
Music - Sheet	58	2,729	0	1,633	0	0%	0	0%	0	0%
Music Arrangers & Composers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Music Distribution Service	386	1,582	0	1,633	0	0%	0	0%	0	0%
Music Publishers	20	3,254	0	1,633	0	0%	0	0%	0	0%
Musical Instruments - Repair	506	1,393	0	1,633	0	0%	0	0%	0	0%
Musical Instruments - Wholesale & Manufacturers	44	2,882	0	1,633	0	0%	0	0%	0	0%
Musicians	53	2,775	0	1,633	0	0%	0	0%	0	0%
Mutual Funds	279	1,772	0	1,633	0	0%	0	0%	0	0%
Myotherapy	36	2,978	0	1,633	0	0%	0	0%	0	0%
Nailing Machinery	2	3,838	0	1,633	0	0%	0	0%	0	0%
Name Plates	6	3,662	0	1,633	0	0%	0	0%	0	0%
Naturopaths	2,246	647	0	1,633	0	0%	0	0%	0	0%
Nautical Instruments	65	2,654	0	1,633	0	0%	0	0%	0	0%
Naval Architects	2	3,838	0	1,633	0	0%	0	0%	0	0%
Navigation Consultants	5	3,691	0	1,633	0	0%	0	0%	0	0%
Needlework Supplies - Retail, Wholesale, Manufacturing	68	2,634	0	1,633	0	0%	0	0%	0	0%
Nets & Netting	9	3,541	0	1,633	0	0%	0	0%	0	0%
Network Cabling Installation	55	2,749	0	1,633	0	0%	0	0%	0	0%
Noise Control Consultants	42	2,910	0	1,633	0	0%	0	0%	0	0%
Notaries Public	2,015	698	0	1,633	0	0%	0	0%	0	0%
Novelties - Wholesale & Manufacturers	1	3,890	0	1,633	0	0%	0	0%	0	0%
Numismatics	14	3,400	0	1,633	0	0%	0	0%	0	0%
Nursery Stock Dealers	157	2,150	0	1,633	0	0%	0	0%	0	0%
Nurserymen Equipment & Supplies	298	1,729	0	1,633	0	0%	0	0%	0	0%
Nurses	407	1,542	0	1,633	0	0%	0	0%	0	0%
Nurses Registries	488	1,423	0	1,633	0	0%	0	0%	0	0%
Nurses Schools	94	2,461	0	1,633	0	0%	0	0%	0	0%
Nursing Home Information & Referral	7	3,615	0	1,633	0	0%	0	0%	0	0%
Nursing Homes	986	1,031	0	1,633	0	0%	0	0%	0	0%
Nutritionists	525	1,377	0	1,633	0	0%	0	0%	0	0%
Nuts - Edible	18	3,305	0	1,633	0	0%	0	0%	0	0%
Observatories	18	3,305	0	1,633	0	0%	0	0%	0	0%
Occupational Health - Nursing Services	815	1,136	0	1,633	0	0%	0	0%	0	0%
Occupational Therapists	213	1,941	0	1,633	0	0%	0	0%	0	0%
Oceanographic Equipment	15	3,373	0	1,633	0	0%	0	0%	0	0%
Odor Neutralizer	214	1,937	0	1,633	0	0%	0	0%	0	0%
Office Furniture & Equipment - Installation	839	1,120	0	1,633	0	0%	0	0%	0	0%
Office Furniture & Equipment - Rental & Leasing	499	1,403	0	1,633	0	0%	0	0%	0	0%
Office Furniture & Equipment - Repair & Refinishing	268	1,798	0	1,633	0	0%	0	0%	0	0%
Office Furniture & Equipment - Used	41	2,919	0	1,633	0	0%	0	0%	0	0%
Office Furniture & Equipment - Wholesale & Manufacturing	167	2,101	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Office Records - Destruction	35	2,991	0	1,633	0	0%	0	0%	0	0%
Office Records Stored	471	1,449	0	1,633	0	0%	0	0%	0	0%
Oil & Gas Exploration & Development	2,609	577	0	1,633	0	0%	0	0%	0	0%
Oil Additives - Manufacturers & Distributors	89	2,496	0	1,633	0	0%	0	0%	0	0%
Oil Burners	223	1,913	0	1,633	0	0%	0	0%	0	0%
Oil Handling Equipment	9	3,541	0	1,633	0	0%	0	0%	0	0%
Oil Land Leases	90	2,489	0	1,633	0	0%	0	0%	0	0%
Oil Marketers	42	2,910	0	1,633	0	0%	0	0%	0	0%
Oil Producers	83	2,536	0	1,633	0	0%	0	0%	0	0%
Oil Well Drilling Mud & Additives	37	2,962	0	1,633	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies	156	2,156	0	1,633	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies - Rental	3	3,785	0	1,633	0	0%	0	0%	0	0%
Oil Well Fishing Tools	23	3,200	0	1,633	0	0%	0	0%	0	0%
Oil Well Logging & Perforating	46	2,854	0	1,633	0	0%	0	0%	0	0%
Oil Well Services	115	2,348	0	1,633	0	0%	0	0%	0	0%
Oilfield Consultants	409	1,540	0	1,633	0	0%	0	0%	0	0%
Oilfield Equipment	699	1,206	0	1,633	0	0%	0	0%	0	0%
Oilfield Equipment & Supplies	182	2,052	0	1,633	0	0%	0	0%	0	0%
Oilfield Hauling	1,178	944	0	1,633	0	0%	0	0%	0	0%
Oilfield Supplies	70	2,616	0	1,633	0	0%	0	0%	0	0%
Oils - Essential	5	3,691	0	1,633	0	0%	0	0%	0	0%
Oils - Fuel - Treatment Compounds	112	2,375	0	1,633	0	0%	0	0%	0	0%
Oils - Lubricating	438	1,496	0	1,633	0	0%	0	0%	0	0%
Oils - Petroleum	99	2,424	0	1,633	0	0%	0	0%	0	0%
Oils - Vegetables	31	3,054	0	1,633	0	0%	0	0%	0	0%
Oils - Waste	15	3,373	0	1,633	0	0%	0	0%	0	0%
Olive Oil	33	3,019	0	1,633	0	0%	0	0%	0	0%
Online Event Registration	182	2,652	0	1,633	0	0%	0	0%	0	0%
Online Payments	673	1,227	0	1,633	0	0%	0	0%	0	0%
Online Shipping Broker	700	1,204	0	1,633	0	0%	0	0%	0	0%
Orchards	43	2,895	0	1,633	0	0%	0	0%	0	0%
Ore	7	3,615	0	1,633	0	0%	0	0%	0	0%
Organ & Tissue Banks	14	3,400	0	1,633	0	0%	0	0%	0	0%
Organic Soil Fertilizer	9	3,541	0	1,633	0	0%	0	0%	0	0%
Organs	132	2,272	0	1,633	0	0%	0	0%	0	0%
Organs - Tune & Repair	32	3,035	0	1,633	0	0%	0	0%	0	0%
Oriental Goods - Retail	74	2,588	0	1,633	0	0%	0	0%	0	0%
Oriental Goods - Wholesale & Manufacturers	4	3,741	0	1,633	0	0%	0	0%	0	0%
Ornamental Metal Work	367	1,611	0	1,633	0	0%	0	0%	0	0%
Outboard Motors	207	1,959	0	1,633	0	0%	0	0%	0	0%
Outboard Motors - Repair	226	1,904	0	1,633	0	0%	0	0%	0	0%
Outdoor Kitchens	72	3,838	0	1,633	0	0%	0	0%	0	0%
Outplacement Consultants	38	2,947	0	1,633	0	0%	0	0%	0	0%
Ovens - Bakers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Ovens - Brick Pizza	7	3,615	0	1,633	0	0%	0	0%	0	0%
Oxygen Therapy Equipment	191	2,016	0	1,633	0	0%	0	0%	0	0%
Ozone Machines	264	1,807	0	1,633	0	0%	0	0%	0	0%
Package Design & Development	433	1,503	0	1,633	0	0%	0	0%	0	0%
Packaging Machinery	50	2,804	0	1,633	0	0%	0	0%	0	0%
Packaging Service	418	1,527	0	1,633	0	0%	0	0%	0	0%
Paging Equipment & Service	118	2,337	0	1,633	0	0%	0	0%	0	0%
Paint Manufacturing Equipment & Materials	32	3,035	0	1,633	0	0%	0	0%	0	0%
Paint Manufacturing Materials	18	3,305	0	1,633	0	0%	0	0%	0	0%
Paint Removing	25	3,168	0	1,633	0	0%	0	0%	0	0%
Painters Equipment & Supplies	58	2,729	0	1,633	0	0%	0	0%	0	0%
Painting - Faux Finishing	276	1,784	0	1,633	0	0%	0	0%	0	0%
Pallets & Skids	428	1,510	0	1,633	0	0%	0	0%	0	0%
Paneling	52	2,785	0	1,633	0	0%	0	0%	0	0%
Paper & Plastic Cups, Containers	30	3,070	0	1,633	0	0%	0	0%	0	0%
Paper Brokers & Mill Reps	5	3,691	0	1,633	0	0%	0	0%	0	0%
Paper Converters	17	3,330	0	1,633	0	0%	0	0%	0	0%
Paper Distributors	150	2,191	0	1,633	0	0%	0	0%	0	0%
Paper Manufacturers	18	3,305	0	1,633	0	0%	0	0%	0	0%
Paper Products	250	1,836	0	1,633	0	0%	0	0%	0	0%
Paper Shredding Machines	113	2,370	0	1,633	0	0%	0	0%	0	0%
Parachute Jumping Instruction	28	3,107	0	1,633	0	0%	0	0%	0	0%
Paramedics	4	3,741	0	1,633	0	0%	0	0%	0	0%
Parapsychologists	18	3,305	0	1,633	0	0%	0	0%	0	0%
Parasail Service & Supplies	52	2,785	0	1,633	0	0%	0	0%	0	0%
Parcel Post Assembly Service	36	2,978	0	1,633	0	0%	0	0%	0	0%
Parking Meters	20	3,254	0	1,633	0	0%	0	0%	0	0%
Partitions	63	2,671	0	1,633	0	0%	0	0%	0	0%
Party Facilities	43	2,895	0	1,633	0	0%	0	0%	0	0%
Passive Home Building	33	3,019	0	1,633	0	0%	0	0%	0	0%
Paternity Tests & Services	22	3,222	0	1,633	0	0%	0	0%	0	0%
Patio Builder	157	2,150	0	1,633	0	0%	0	0%	0	0%
Patio Design	16	3,662	0	1,633	0	0%	0	0%	0	0%
Pavement & Floor Marking Services	273	1,791	0	1,633	0	0%	0	0%	0	0%
Paving Equipment	49	2,821	0	1,633	0	0%	0	0%	0	0%
Paving Materials	1,236	917	0	1,633	0	0%	0	0%	0	0%
Paving, Painting, Home Improvement - Itnerant Workers	49	2,821	0	1,633	0	0%	0	0%	0	0%
Pearls	64	2,666	0	1,633	0	0%	0	0%	0	0%
Penny Auctions	109	2,388	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Pens & Pencils - Retail	2	3,838	0	1,633	0	0%	0	0%	0	0%
Pens & Pencils - Wholesale & Manufacturers	6	3,662	0	1,633	0	0%	0	0%	0	0%
Pension & Profit Sharing Plans	168	2,096	0	1,633	0	0%	0	0%	0	0%
Perfume - Wholesale & Manufacturers	176	2,070	0	1,633	0	0%	0	0%	0	0%
Perfumes - Raw Materials & Supplies	44	2,882	0	1,633	0	0%	0	0%	0	0%
Personal Chef	89	2,496	0	1,633	0	0%	0	0%	0	0%
Personal Security Guard Service	240	1,868	0	1,633	0	0%	0	0%	0	0%
Pet Cemeteries, Crematories & Supplies	1,376	864	0	1,633	0	0%	0	0%	0	0%
Pet Clothing Designer	50	2,804	0	1,633	0	0%	0	0%	0	0%
Pet Exercising Service	499	1,403	0	1,633	0	0%	0	0%	0	0%
Pet Fencing & Containment Systems	250	1,836	0	1,633	0	0%	0	0%	0	0%
Pet Foods - Wholesale & Manufacturers	892	1,090	0	1,633	0	0%	0	0%	0	0%
Pet Grooming - Mobile	248	1,840	0	1,633	0	0%	0	0%	0	0%
Pet Supplies & Foods - Wholesale	292	1,745	0	1,633	0	0%	0	0%	0	0%
Pet Transporting	351	1,642	0	1,633	0	0%	0	0%	0	0%
Pet Waste Removal	245	1,852	0	1,633	0	0%	0	0%	0	0%
Petroleum Products	232	1,889	0	1,633	0	0%	0	0%	0	0%
Pewterware	4	3,741	0	1,633	0	0%	0	0%	0	0%
Pharmaceutical Products - Research	167	2,101	0	1,633	0	0%	0	0%	0	0%
Pharmaceutical Products - Wholesale & Manufacturing	830	1,124	0	1,633	0	0%	0	0%	0	0%
Pharmaceutical Suppliers - Foreign	41	2,919	0	1,633	0	0%	0	0%	0	0%
Pharmacies - Specialty	10	3,513	0	1,633	0	0%	0	0%	0	0%
Photo Booth Rentals	266	1,802	0	1,633	0	0%	0	0%	0	0%
Photo Copying	200	1,979	0	1,633	0	0%	0	0%	0	0%
Photo Finishing - Wholesale	1	3,890	0	1,633	0	0%	0	0%	0	0%
Photo Retouching	24	3,181	0	1,633	0	0%	0	0%	0	0%
Photographers - Aerial	309	1,708	0	1,633	0	0%	0	0%	0	0%
Photographers - Pet	23	3,200	0	1,633	0	0%	0	0%	0	0%
Photographers - School	27	3,130	0	1,633	0	0%	0	0%	0	0%
Photographic Darkroom Rental	7	3,615	0	1,633	0	0%	0	0%	0	0%
Photographic Mounts	31	3,054	0	1,633	0	0%	0	0%	0	0%
Photography Schools	95	2,457	0	1,633	0	0%	0	0%	0	0%
Physical Therapy Equipment	54	2,762	0	1,633	0	0%	0	0%	0	0%
Physician - Nephrology	4	3,741	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Anesthesiologists	3	3,785	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Cardiology Services	22	3,222	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Ear, Nose & Throat	164	2,117	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Family Practice	986	1,031	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Gastroenterology	814	1,138	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Hormone Replacement Therapy	1	3,890	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Internal Medicine	58	2,729	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Medical-M.D.	1,977	702	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - OB/GYN	209	1,952	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Ophthalmology	488	1,423	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Orthopedic Surgery	255	1,829	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Pediatrics	27	3,130	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Pulmonary Diseases	12	3,461	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons - Radiology	32	3,035	0	1,633	0	0%	0	0%	0	0%
Physicians & Surgeons Equipment & Supplies	5	3,691	0	1,633	0	0%	0	0%	0	0%
Physicians - Surgeons & Neurosurgeons	197	1,993	0	1,633	0	0%	0	0%	0	0%
Piano & Organ Moving	1,255	912	0	1,633	0	0%	0	0%	0	0%
Pianos	1,124	965	0	1,633	0	0%	0	0%	0	0%
Pianos - Parts	15	3,373	0	1,633	0	0%	0	0%	0	0%
Pianos - Restoration & Refinishing	6	3,662	0	1,633	0	0%	0	0%	0	0%
Pianos - Tuning & Repair	401	1,554	0	1,633	0	0%	0	0%	0	0%
Picture Frames - Manufacturers Supplies	15	3,373	0	1,633	0	0%	0	0%	0	0%
Picture Frames - Restore & Repair	145	2,210	0	1,633	0	0%	0	0%	0	0%
Picture Frames - Wholesale & Manufacturers	96	2,448	0	1,633	0	0%	0	0%	0	0%
Picture Restoring	17	3,330	0	1,633	0	0%	0	0%	0	0%
Pies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Pilates	49	2,821	0	1,633	0	0%	0	0%	0	0%
Pile Driving	44	2,882	0	1,633	0	0%	0	0%	0	0%
Pile Driving Equipment	62	2,687	0	1,633	0	0%	0	0%	0	0%
Pilot Car Service	34	3,005	0	1,633	0	0%	0	0%	0	0%
Pinball Sales & Service	86	2,517	0	1,633	0	0%	0	0%	0	0%
Pins - Lapel	6	3,662	0	1,633	0	0%	0	0%	0	0%
Pipe	277	1,781	0	1,633	0	0%	0	0%	0	0%
Pipe & Boiler Covering Contractors	12	3,461	0	1,633	0	0%	0	0%	0	0%
Pipe & Boiler Covering Materials	8	3,578	0	1,633	0	0%	0	0%	0	0%
Pipe & Valve Fitters	918	1,079	0	1,633	0	0%	0	0%	0	0%
Pipe Bending & Fabricating	74	2,588	0	1,633	0	0%	0	0%	0	0%
Pipe Cutting & Threading	2	3,838	0	1,633	0	0%	0	0%	0	0%
Pipe Fittings	46	2,854	0	1,633	0	0%	0	0%	0	0%
Pipe Inspection	163	2,122	0	1,633	0	0%	0	0%	0	0%
Pipe Joint Compounds	4	3,741	0	1,633	0	0%	0	0%	0	0%
Pipe Line Companies	184	2,044	0	1,633	0	0%	0	0%	0	0%
Pipe Line Contractors	448	1,480	0	1,633	0	0%	0	0%	0	0%
Pipe Line Equipment	37	2,962	0	1,633	0	0%	0	0%	0	0%
Pipe Lining & Coating	17	3,330	0	1,633	0	0%	0	0%	0	0%
Pipe Locating Equipment	7	3,615	0	1,633	0	0%	0	0%	0	0%
Pipe Thread Protector	9	3,541	0	1,633	0	0%	0	0%	0	0%
Piping Contractors	80	2,553	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Plants - Interior Design & Maintenance	184	2,044	0	1,633	0	0%	0	0%	0	0%
Plants - Retail	198	1,988	0	1,633	0	0%	0	0%	0	0%
Plants - Wholesale	61	2,701	0	1,633	0	0%	0	0%	0	0%
Plaques	63	2,671	0	1,633	0	0%	0	0%	0	0%
Plaster	129	2,289	0	1,633	0	0%	0	0%	0	0%
Plaster Craft Products & Supplies	84	2,531	0	1,633	0	0%	0	0%	0	0%
Plastics - Extruders	30	3,070	0	1,633	0	0%	0	0%	0	0%
Plastics - Fabricating, Finishing & Decor	185	2,041	0	1,633	0	0%	0	0%	0	0%
Plastics - High Pressure Laminates	13	3,429	0	1,633	0	0%	0	0%	0	0%
Plastics - Machinery & Equipment	8	3,578	0	1,633	0	0%	0	0%	0	0%
Plastics - Molders	127	2,297	0	1,633	0	0%	0	0%	0	0%
Plastics - Raw Materials, Powder, Liquid	172	2,084	0	1,633	0	0%	0	0%	0	0%
Plastics - Reinforced	14	3,400	0	1,633	0	0%	0	0%	0	0%
Plastics - Research & Consulting	70	2,616	0	1,633	0	0%	0	0%	0	0%
Plastics - Rods, Sheets - Sup Center	19	3,284	0	1,633	0	0%	0	0%	0	0%
Plastics - Scrap	29	3,093	0	1,633	0	0%	0	0%	0	0%
Plastics - Vacuum, Pressure, Thermoform	17	3,330	0	1,633	0	0%	0	0%	0	0%
Playgrounds	676	1,226	0	1,633	0	0%	0	0%	0	0%
Playing Cards	6	3,662	0	1,633	0	0%	0	0%	0	0%
Plumbing Plan Services	86	2,517	0	1,633	0	0%	0	0%	0	0%
Plumbers & Veneers	96	2,448	0	1,633	0	0%	0	0%	0	0%
Pneumatic Equipment Components	18	3,305	0	1,633	0	0%	0	0%	0	0%
Pole Fitness	44	2,882	0	1,633	0	0%	0	0%	0	0%
Pole Line Contractors	1	3,890	0	1,633	0	0%	0	0%	0	0%
Pole Line Equipment	1	3,890	0	1,633	0	0%	0	0%	0	0%
Poles	11	3,480	0	1,633	0	0%	0	0%	0	0%
Police & Fire Organizations	23	3,200	0	1,633	0	0%	0	0%	0	0%
Police Departments	62	2,687	0	1,633	0	0%	0	0%	0	0%
Police Equipment	91	2,481	0	1,633	0	0%	0	0%	0	0%
Polishes	5	3,691	0	1,633	0	0%	0	0%	0	0%
Polyethylene Materials & Products	145	2,210	0	1,633	0	0%	0	0%	0	0%
Polyurethane Products	95	2,457	0	1,633	0	0%	0	0%	0	0%
Ponzi Schemes	1	3,890	0	1,633	0	0%	0	0%	0	0%
Pool Tables Sales	29	3,093	0	1,633	0	0%	0	0%	0	0%
Popcorn & Supplies	268	1,798	0	1,633	0	0%	0	0%	0	0%
Popcorn Machines	63	2,671	0	1,633	0	0%	0	0%	0	0%
Porcelain Products	14	3,400	0	1,633	0	0%	0	0%	0	0%
Port Authorities	5	3,691	0	1,633	0	0%	0	0%	0	0%
Portable Buildings - Moving	1	3,890	0	1,633	0	0%	0	0%	0	0%
Portfolios	5	3,691	0	1,633	0	0%	0	0%	0	0%
Post Offices	31	3,054	0	1,633	0	0%	0	0%	0	0%
Post-Construction Clean Up	814	1,138	0	1,633	0	0%	0	0%	0	0%
Posters	5	3,691	0	1,633	0	0%	0	0%	0	0%
Potato Chips	11	3,480	0	1,633	0	0%	0	0%	0	0%
Potatoes - Processed	537	1,358	0	1,633	0	0%	0	0%	0	0%
Pottery	275	1,787	0	1,633	0	0%	0	0%	0	0%
Pottery Equipment & Supplies	30	3,070	0	1,633	0	0%	0	0%	0	0%
Poultry - Retail	92	2,474	0	1,633	0	0%	0	0%	0	0%
Poultry - Wholesale	75	2,580	0	1,633	0	0%	0	0%	0	0%
Powder Processing - Industrial	20	3,254	0	1,633	0	0%	0	0%	0	0%
Power Plant Consultants	11	3,480	0	1,633	0	0%	0	0%	0	0%
Power Plant Equipment	22	3,222	0	1,633	0	0%	0	0%	0	0%
Power Plant Equipment - Repairing	47	2,847	0	1,633	0	0%	0	0%	0	0%
Power Transmission Equipment	86	2,517	0	1,633	0	0%	0	0%	0	0%
Prepaid Debit/Credit Cards	47	2,847	0	1,633	0	0%	0	0%	0	0%
Preserves, Jams & Jellies	11	3,480	0	1,633	0	0%	0	0%	0	0%
Printed & Etched Circuits	99	2,424	0	1,633	0	0%	0	0%	0	0%
Printer & Printer Supplies- Manufacturer	35	2,991	0	1,633	0	0%	0	0%	0	0%
Printers - Business Forms	229	1,897	0	1,633	0	0%	0	0%	0	0%
Printers - Cellophane, Foil	1	3,890	0	1,633	0	0%	0	0%	0	0%
Printers - Glass, Metal, Plastic	2	3,838	0	1,633	0	0%	0	0%	0	0%
Printing Brokers	663	1,243	0	1,633	0	0%	0	0%	0	0%
Printing Technician	75	2,580	0	1,633	0	0%	0	0%	0	0%
Private Health Services Plans	49	2,821	0	1,633	0	0%	0	0%	0	0%
Prize Promotions	397	1,562	0	1,633	0	0%	0	0%	0	0%
Product Sales via Telephone	15	3,373	0	1,633	0	0%	0	0%	0	0%
Professional Organizations	41	2,919	0	1,633	0	0%	0	0%	0	0%
Professional Organizer	140	2,233	0	1,633	0	0%	0	0%	0	0%
Programmed Instruction	20	3,254	0	1,633	0	0%	0	0%	0	0%
Project Management	1,501	820	0	1,633	0	0%	0	0%	0	0%
Projection Apparatus	168	2,096	0	1,633	0	0%	0	0%	0	0%
Proofreading	882	1,094	0	1,633	0	0%	0	0%	0	0%
Propane Gas Plumbing	68	2,634	0	1,633	0	0%	0	0%	0	0%
Propellers	34	3,005	0	1,633	0	0%	0	0%	0	0%
Prosthetic Devices	261	1,812	0	1,633	0	0%	0	0%	0	0%
Psychiatrists & Psychiatric Services	92	2,474	0	1,633	0	0%	0	0%	0	0%
Psychologist Information & Referral Services	112	2,375	0	1,633	0	0%	0	0%	0	0%
Psychologists	1,524	816	0	1,633	0	0%	0	0%	0	0%
Psychotherapist	337	1,665	0	1,633	0	0%	0	0%	0	0%
Pub	117	2,341	0	1,633	0	0%	0	0%	0	0%
Pub Food	15	3,373	0	1,633	0	0%	0	0%	0	0%
Public Opinion Analysts	8	3,578	0	1,633	0	0%	0	0%	0	0%
Public Relations Counselors	237	1,879	0	1,633	0	0%	0	0%	0	0%
Public Speaking Instruction	51	3,691	0	1,633	0	0%	0	0%	0	0%



Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Publicity Service	9	3,541	0	1,633	0	0%	0	0%	0	0%
Publishers Representatives	206	1,964	0	1,633	0	0%	0	0%	0	0%
Pulp & Pulp Products	17	3,330	0	1,633	0	0%	0	0%	0	0%
Pumping Contractors	119	2,331	0	1,633	0	0%	0	0%	0	0%
Pumps - Service & Repair	1,559	805	0	1,633	0	0%	0	0%	0	0%
Pumps - Wholesale & Manufacturers	194	2,004	0	1,633	0	0%	0	0%	0	0%
Puppets & Marionettes	17	3,330	0	1,633	0	0%	0	0%	0	0%
Pyramid Companies	146	2,207	0	1,633	0	0%	0	0%	0	0%
Quarries	55	2,749	0	1,633	0	0%	0	0%	0	0%
Quilting	42	2,910	0	1,633	0	0%	0	0%	0	0%
Quilting - Instruction	1	3,890	0	1,633	0	0%	0	0%	0	0%
Quilting Materials & Supplies	282	1,770	0	1,633	0	0%	0	0%	0	0%
Quilts	71	2,605	0	1,633	0	0%	0	0%	0	0%
Race Tracks	85	2,526	0	1,633	0	0%	0	0%	0	0%
Rack Merchandise Service	29	3,093	0	1,633	0	0%	0	0%	0	0%
Racks	96	2,448	0	1,633	0	0%	0	0%	0	0%
Racquetball Courts - Private	7	3,615	0	1,633	0	0%	0	0%	0	0%
Racquetball Courts - Public	8	3,578	0	1,633	0	0%	0	0%	0	0%
Radar Equipment	24	3,181	0	1,633	0	0%	0	0%	0	0%
Radiant Heating	94	2,461	0	1,633	0	0%	0	0%	0	0%
Radiator Sales	61	2,701	0	1,633	0	0%	0	0%	0	0%
Radio Station Equipment	34	3,005	0	1,633	0	0%	0	0%	0	0%
Radio Stations & Broadcast Companies	854	1,111	0	1,633	0	0%	0	0%	0	0%
Radioactivity & Radiation Instruments, Supplies & Services	1	3,890	0	1,633	0	0%	0	0%	0	0%
Radios - Citizen Band	9	3,541	0	1,633	0	0%	0	0%	0	0%
Radiotelephone Communication - Equipment & Systems	55	2,749	0	1,633	0	0%	0	0%	0	0%
Radiotelephone Communications - Common Carrier	56	2,744	0	1,633	0	0%	0	0%	0	0%
Radon Mitigation	785	1,157	0	1,633	0	0%	0	0%	0	0%
Radon Testing & Service	196	1,997	0	1,633	0	0%	0	0%	0	0%
Raft Trips & Tours	6	3,662	0	1,633	0	0%	0	0%	0	0%
Railroad Contractors	39	2,938	0	1,633	0	0%	0	0%	0	0%
Railroad Equipment & Supplies	5	3,691	0	1,633	0	0%	0	0%	0	0%
Railroads - Freight	11	3,480	0	1,633	0	0%	0	0%	0	0%
Railroads - Ticket Agencies	20	3,254	0	1,633	0	0%	0	0%	0	0%
Rails & Accessories	13	3,429	0	1,633	0	0%	0	0%	0	0%
Ranches	226	1,904	0	1,633	0	0%	0	0%	0	0%
Ranges & Ovens - Dealers	89	2,496	0	1,633	0	0%	0	0%	0	0%
Razors & Razor Blades	3	3,785	0	1,633	0	0%	0	0%	0	0%
Reading Instruction	3	3,785	0	1,633	0	0%	0	0%	0	0%
Real Estate - Industrial	96	2,448	0	1,633	0	0%	0	0%	0	0%
Real Estate - Rentals by Individuals	1,252	913	0	1,633	0	0%	0	0%	0	0%
Real Estate Schools	470	1,452	0	1,633	0	0%	0	0%	0	0%
Recording Instruments - Industrial & Scientific	29	3,093	0	1,633	0	0%	0	0%	0	0%
Recording Service - Sound & Video	403	1,551	0	1,633	0	0%	0	0%	0	0%
Recording Studio Equipment	198	1,988	0	1,633	0	0%	0	0%	0	0%
Records - Phono - Manufacturers Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Recreation Program Consultants	87	2,509	0	1,633	0	0%	0	0%	0	0%
Recreational Vehicles - Carpet & Upholstery Cleaning	20	3,254	0	1,633	0	0%	0	0%	0	0%
Recreational Vehicles - Transportation	17	3,330	0	1,633	0	0%	0	0%	0	0%
Recruiting - Armed Forces	1	3,890	0	1,633	0	0%	0	0%	0	0%
Recruiting - Technical	50	2,804	0	1,633	0	0%	0	0%	0	0%
Recycling - Metal	368	1,610	0	1,633	0	0%	0	0%	0	0%
Reels	8	3,578	0	1,633	0	0%	0	0%	0	0%
Referral - Auto Repair	133	2,268	0	1,633	0	0%	0	0%	0	0%
Referral - Debt Relief Services	65	2,654	0	1,633	0	0%	0	0%	0	0%
Referral - Storage Facility	45	2,867	0	1,633	0	0%	0	0%	0	0%
Reflexologists	171	2,088	0	1,633	0	0%	0	0%	0	0%
Refractories	30	3,070	0	1,633	0	0%	0	0%	0	0%
Refrigerators & Freezers - Dealers	296	1,735	0	1,633	0	0%	0	0%	0	0%
Refrigerators & Freezers - Rent & Lease	46	2,854	0	1,633	0	0%	0	0%	0	0%
Refrigerators & Freezers - Service & Repair	441	1,492	0	1,633	0	0%	0	0%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers	238	1,877	0	1,633	0	0%	0	0%	0	0%
Rehabilitation Products - Pediatric	1	3,890	0	1,633	0	0%	0	0%	0	0%
Reiki Therapy	94	2,461	0	1,633	0	0%	0	0%	0	0%
Religious Organizations	40	2,929	0	1,633	0	0%	0	0%	0	0%
Rendering Companies	18	3,305	0	1,633	0	0%	0	0%	0	0%
Renewable Energy	311	1,705	0	1,633	0	0%	0	0%	0	0%
Renovation Inspection	108	2,390	0	1,633	0	0%	0	0%	0	0%
Repossession Service	4	3,741	0	1,633	0	0%	0	0%	0	0%
Reptiles	265	1,804	0	1,633	0	0%	0	0%	0	0%
Reserve Study	21	3,239	0	1,633	0	0%	0	0%	0	0%
Rest Homes	14	3,400	0	1,633	0	0%	0	0%	0	0%
Restaurant Equipment - Repair & Service	691	1,213	0	1,633	0	0%	0	0%	0	0%
Restaurant Management	62	2,687	0	1,633	0	0%	0	0%	0	0%
Restaurant Work Wear & Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Restaurants - Breakfast	49	2,821	0	1,633	0	0%	0	0%	0	0%
Retirement & Life Care Communities & Homes	2,970	527	0	1,633	0	0%	0	0%	0	0%
Retirement Planning Service	551	1,343	0	1,633	0	0%	0	0%	0	0%
Ribbon Printing	16	3,356	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Ribbons	22	3,222	0	1,633	0	0%	0	0%	0	0%
Rice	8	3,578	0	1,633	0	0%	0	0%	0	0%
Riding Academies	219	1,922	0	1,633	0	0%	0	0%	0	0%
Rifle & Pistol Ranges	50	2,804	0	1,633	0	0%	0	0%	0	0%
Riggers	7	3,615	0	1,633	0	0%	0	0%	0	0%
Riggers Equipment & Supplies	93	2,468	0	1,633	0	0%	0	0%	0	0%
Right of Way Acquisition Service	5	3,691	0	1,633	0	0%	0	0%	0	0%
Risk Management	142	2,228	0	1,633	0	0%	0	0%	0	0%
Road Building Equipment	48	2,835	0	1,633	0	0%	0	0%	0	0%
Rolling Mill Machinery	8	3,578	0	1,633	0	0%	0	0%	0	0%
Roof Decks	1,663	773	0	1,633	0	0%	0	0%	0	0%
Roof Structures	459	1,462	0	1,633	0	0%	0	0%	0	0%
Rooming Houses	231	1,891	0	1,633	0	0%	0	0%	0	0%
Roommate Referral Service	19	3,284	0	1,633	0	0%	0	0%	0	0%
Rubber Bands	39	2,938	0	1,633	0	0%	0	0%	0	0%
Rubber Products	297	1,732	0	1,633	0	0%	0	0%	0	0%
Rubber Stamps	121	2,321	0	1,633	0	0%	0	0%	0	0%
Rubber Stamps - Manufacturers Equipment & Supplies	19	3,284	0	1,633	0	0%	0	0%	0	0%
Rust Preventatives & Removers	51	2,797	0	1,633	0	0%	0	0%	0	0%
Rustproofing & Undercoating - Auto	503	1,397	0	1,633	0	0%	0	0%	0	0%
Safe & Vault Movers	28	3,107	0	1,633	0	0%	0	0%	0	0%
Safes & Vaults	209	1,952	0	1,633	0	0%	0	0%	0	0%
Safety & Rescue Equipment Sales & Services	471	1,449	0	1,633	0	0%	0	0%	0	0%
Sailmakers	97	2,441	0	1,633	0	0%	0	0%	0	0%
Salads	2	3,838	0	1,633	0	0%	0	0%	0	0%
Sales Lead Generation	799	1,449	0	1,633	0	0%	0	0%	0	0%
Sales Organizations	696	1,208	0	1,633	0	0%	0	0%	0	0%
Sales Presentations	123	2,311	0	1,633	0	0%	0	0%	0	0%
Sales Promotion Service	382	1,590	0	1,633	0	0%	0	0%	0	0%
Salt	88	2,501	0	1,633	0	0%	0	0%	0	0%
Saltwater Pools - Equipment & Supplies	13	3,429	0	1,633	0	0%	0	0%	0	0%
Salvage - Marine	7	3,615	0	1,633	0	0%	0	0%	0	0%
Sand & Gravel Handling Equipment	29	3,093	0	1,633	0	0%	0	0%	0	0%
Sandblasting	797	1,151	0	1,633	0	0%	0	0%	0	0%
Sandblasting Equipment & Supplies	217	1,930	0	1,633	0	0%	0	0%	0	0%
Sandwiches	117	2,341	0	1,633	0	0%	0	0%	0	0%
Sanitary Napkins	35	2,991	0	1,633	0	0%	0	0%	0	0%
Sanitation Consultants	21	3,239	0	1,633	0	0%	0	0%	0	0%
Satellite Communication - Common Carrier	166	2,107	0	1,633	0	0%	0	0%	0	0%
Sausage Casings	4	3,741	0	1,633	0	0%	0	0%	0	0%
Sausages	196	1,997	0	1,633	0	0%	0	0%	0	0%
Savings & Loan Associations	52	2,785	0	1,633	0	0%	0	0%	0	0%
Sawdust & Shavings	74	2,588	0	1,633	0	0%	0	0%	0	0%
Sawmill Equipment & Supplies	9	3,541	0	1,633	0	0%	0	0%	0	0%
Sawmills	470	1,452	0	1,633	0	0%	0	0%	0	0%
Saws	46	2,854	0	1,633	0	0%	0	0%	0	0%
Saws - Sharpen & Repair	20	3,254	0	1,633	0	0%	0	0%	0	0%
Scaffolding & Aerial Lifts	783	1,159	0	1,633	0	0%	0	0%	0	0%
Scalp Care	146	2,207	0	1,633	0	0%	0	0%	0	0%
School Furniture & Equipment	183	2,046	0	1,633	0	0%	0	0%	0	0%
School Information	82	2,543	0	1,633	0	0%	0	0%	0	0%
Schools - Dental Assistant	425	1,516	0	1,633	0	0%	0	0%	0	0%
Schools - Home Study	400	1,556	0	1,633	0	0%	0	0%	0	0%
Schools - Private	1,901	714	0	1,633	0	0%	0	0%	0	0%
Scientific Apparatus & Instruments	108	2,390	0	1,633	0	0%	0	0%	0	0%
Scooters - Medical	284	1,765	0	1,633	0	0%	0	0%	0	0%
Scoreboards	13	3,429	0	1,633	0	0%	0	0%	0	0%
Scrapbooking	43	2,895	0	1,633	0	0%	0	0%	0	0%
Screen Enclosures	364	1,618	0	1,633	0	0%	0	0%	0	0%
Screen Manufacturers Equipment & Supplies	230	1,892	0	1,633	0	0%	0	0%	0	0%
Screen Printing - Equipment & Supplies	52	2,785	0	1,633	0	0%	0	0%	0	0%
Screen Repair	428	1,510	0	1,633	0	0%	0	0%	0	0%
Screening - Background & Employment	349	1,647	0	1,633	0	0%	0	0%	0	0%
Screens - Decorative	202	1,974	0	1,633	0	0%	0	0%	0	0%
Screens - Security Door	139	2,238	0	1,633	0	0%	0	0%	0	0%
Screens - Windows	385	1,584	0	1,633	0	0%	0	0%	0	0%
Screw Machine Products	20	3,254	0	1,633	0	0%	0	0%	0	0%
Sculptors	7	3,615	0	1,633	0	0%	0	0%	0	0%
Scupltors Equipment & Supplies	3	3,785	0	1,633	0	0%	0	0%	0	0%
Seals - Notary & Corporation	948	1,058	0	1,633	0	0%	0	0%	0	0%
Seals - Oil, Grease	27	3,130	0	1,633	0	0%	0	0%	0	0%
Search Engine Marketing	130	2,283	0	1,633	0	0%	0	0%	0	0%
Searchers of Records	2,997	524	0	1,633	0	0%	0	0%	0	0%
Seating Companies	62	2,687	0	1,633	0	0%	0	0%	0	0%
Security Cameras	1,163	948	0	1,633	0	0%	0	0%	0	0%
Seeding	182	2,052	0	1,633	0	0%	0	0%	0	0%
Semiconductor Devices	23	3,200	0	1,633	0	0%	0	0%	0	0%
Seminar Marketing	14	3,400	0	1,633	0	0%	0	0%	0	0%
Seminars & Training - Wealth Building & Real Estate	157	2,150	0	1,633	0	0%	0	0%	0	0%
Results not Substantiated	34	3,005	0	1,633	0	0%	0	0%	0	0%
Seminars & Training - Wealth Building & Real Estate	34	3,005	0	1,633	0	0%	0	0%	0	0%
Senior Care Information and Resources	8	3,578	0	1,633	0	0%	0	0%	0	0%
Senior Citizens Service Organization	959	1,045	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Senior Home Care	3,884	426	0	1,633	0	0%	0	0%	0	0%
Senior Housing/Living	1,027	1,008	0	1,633	0	0%	0	0%	0	0%
Senior Move Manager	202	1,974	0	1,633	0	0%	0	0%	0	0%
Seniors Moving & Delivery Services	309	1,708	0	1,633	0	0%	0	0%	0	0%
Septic Tanks & Systems Wholesale & Manufacturers	57	2,741	0	1,633	0	0%	0	0%	0	0%
ServiceStation Equipment	130	2,283	0	1,633	0	0%	0	0%	0	0%
ServiceStation Supplies	27	3,615	0	1,633	0	0%	0	0%	0	0%
Sewage Disposal Systems	50	2,804	0	1,633	0	0%	0	0%	0	0%
Sewage Treatment Equipment	28	3,107	0	1,633	0	0%	0	0%	0	0%
Sewer Cleaner Vacuum Service	53	2,775	0	1,633	0	0%	0	0%	0	0%
Sewer Cleaning Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Sewer Pipe	11	3,480	0	1,633	0	0%	0	0%	0	0%
Sewing Contractors	396	1,565	0	1,633	0	0%	0	0%	0	0%
Sewing Instruction	150	2,191	0	1,633	0	0%	0	0%	0	0%
Sewing Machines - Industrial & Commercial	120	2,326	0	1,633	0	0%	0	0%	0	0%
Sewing Machines - Wholesale & Manufacturers	6	3,662	0	1,633	0	0%	0	0%	0	0%
Shade Sails	4	3,741	0	1,633	0	0%	0	0%	0	0%
Sharpening Service	553	1,340	0	1,633	0	0%	0	0%	0	0%
Shavers - Electric	116	2,345	0	1,633	0	0%	0	0%	0	0%
Shavers - Electric Repair	423	1,521	0	1,633	0	0%	0	0%	0	0%
Shears & Scissors	26	3,143	0	1,633	0	0%	0	0%	0	0%
Sheepskin Specialties	349	1,647	0	1,633	0	0%	0	0%	0	0%
Sheet Metal Equipment & Supplies	228	1,899	0	1,633	0	0%	0	0%	0	0%
Shelving	811	1,141	0	1,633	0	0%	0	0%	0	0%
Ship Brokers	70	2,616	0	1,633	0	0%	0	0%	0	0%
Ship Builders & Repair	37	2,962	0	1,633	0	0%	0	0%	0	0%
Ship Chandlers	22	3,222	0	1,633	0	0%	0	0%	0	0%
Shipping Masters	104	2,404	0	1,633	0	0%	0	0%	0	0%
Shipping Room Supplies	90	2,489	0	1,633	0	0%	0	0%	0	0%
Shoe Findings & Supplies	17	3,330	0	1,633	0	0%	0	0%	0	0%
Shoe Laces	44	2,882	0	1,633	0	0%	0	0%	0	0%
Shoe Manufacturers Supplies	1	3,890	0	1,633	0	0%	0	0%	0	0%
Shoe Shining	62	2,687	0	1,633	0	0%	0	0%	0	0%
Shoes - Custom Made	420	1,523	0	1,633	0	0%	0	0%	0	0%
Shoeliftin Prevention Devices	7	3,615	0	1,633	0	0%	0	0%	0	0%
Shoppers News Publications	9	3,541	0	1,633	0	0%	0	0%	0	0%
Shopping Carts & Baskets	5	3,691	0	1,633	0	0%	0	0%	0	0%
Shopping Service - Protective, Comparative	51	2,797	0	1,633	0	0%	0	0%	0	0%
Shoring	63	2,671	0	1,633	0	0%	0	0%	0	0%
Shoring Contractors	33	3,019	0	1,633	0	0%	0	0%	0	0%
Show Cases	7	3,615	0	1,633	0	0%	0	0%	0	0%
Siding Cleaning	81	2,947	0	1,633	0	0%	0	0%	0	0%
Signals	1	3,890	0	1,633	0	0%	0	0%	0	0%
Signs - Digital	356	1,633	0	1,633	0	0%	0	0%	0	0%
Signs - Equipment & Supplies	242	1,863	0	1,633	0	0%	0	0%	0	0%
Signs - Erectors & Hangers	19	3,284	0	1,633	0	0%	0	0%	0	0%
Signs - Maintenance & Repair	59	2,721	0	1,633	0	0%	0	0%	0	0%
Signs - Photoluminescent	13	3,429	0	1,633	0	0%	0	0%	0	0%
Silks - Wholesale & Manufacturers	6	3,662	0	1,633	0	0%	0	0%	0	0%
Silverware Clean, Repair & Replate	18	3,305	0	1,633	0	0%	0	0%	0	0%
Sinoing Telegrams	15	3,373	0	1,633	0	0%	0	0%	0	0%
Sink Manufacturers	33	3,019	0	1,633	0	0%	0	0%	0	0%
Sitting Services	496	1,411	0	1,633	0	0%	0	0%	0	0%
Skate Sharpening	110	2,383	0	1,633	0	0%	0	0%	0	0%
Skateboards & Equipment	163	2,122	0	1,633	0	0%	0	0%	0	0%
Skating Rinks	44	2,882	0	1,633	0	0%	0	0%	0	0%
Ski Equipment - Repair	7	3,615	0	1,633	0	0%	0	0%	0	0%
Ski Equipment - Wholesale & Manufacturers	31	3,054	0	1,633	0	0%	0	0%	0	0%
Ski Equipment Rental	16	3,356	0	1,633	0	0%	0	0%	0	0%
Ski Instruction	12	3,461	0	1,633	0	0%	0	0%	0	0%
Ski Tours	27	3,130	0	1,633	0	0%	0	0%	0	0%
Skip Tracing	2	3,838	0	1,633	0	0%	0	0%	0	0%
Skylights	1,594	794	0	1,633	0	0%	0	0%	0	0%
Skylights - Distributors	37	2,962	0	1,633	0	0%	0	0%	0	0%
Slate	43	2,895	0	1,633	0	0%	0	0%	0	0%
Slip Covers	49	2,821	0	1,633	0	0%	0	0%	0	0%
Slippers - Wholesale & Manufacturers	18	3,305	0	1,633	0	0%	0	0%	0	0%
Smart Phone Software Support	82	2,543	0	1,633	0	0%	0	0%	0	0%
Smelters & Refiners - Base Metals	8	3,578	0	1,633	0	0%	0	0%	0	0%
Smelters & Refiners - Precious Metals	30	3,070	0	1,633	0	0%	0	0%	0	0%
Smelters & Refiners Equipment & Supplies	198	1,988	0	1,633	0	0%	0	0%	0	0%
Smoke Odor Counteracting Service	71	2,605	0	1,633	0	0%	0	0%	0	0%
Smokers Information & Treatment	435	1,500	0	1,633	0	0%	0	0%	0	0%
Snow Melting Systems	20	3,254	0	1,633	0	0%	0	0%	0	0%
Snow Removal Equipment	97	2,441	0	1,633	0	0%	0	0%	0	0%
Snow Removal Service - Roof	293	1,743	0	1,633	0	0%	0	0%	0	0%
Snowmobile Tours	3	3,785	0	1,633	0	0%	0	0%	0	0%
Soap Dispensers	11	2,480	0	1,633	0	0%	0	0%	0	0%
Soaps & Detergents	95	2,457	0	1,633	0	0%	0	0%	0	0%
Social Security Services	5	3,691	0	1,633	0	0%	0	0%	0	0%
Social Service Organizations	383	1,589	0	1,633	0	0%	0	0%	0	0%
Social Workers	71	2,605	0	1,633	0	0%	0	0%	0	0%
Soda Fountain Shops	14	3,400	0	1,633	0	0%	0	0%	0	0%
Soffit & Fascia	1,438	845	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Soil Conditioners	54	2,762	0	1,633	0	0%	0	0%	0	0%
Soil Conservation Service	68	2,634	0	1,633	0	0%	0	0%	0	0%
Soil Solidification	64	2,666	0	1,633	0	0%	0	0%	0	0%
Soil Testing	9	3,541	0	1,633	0	0%	0	0%	0	0%
Solar Energy Equipment & Systems Supplies & Parts	177	2,068	0	1,633	0	0%	0	0%	0	0%
Solar Energy Products Service & Repair	269	1,795	0	1,633	0	0%	0	0%	0	0%
Solar Energy Research & Development	1	3,890	0	1,633	0	0%	0	0%	0	0%
Solvents	9	3,541	0	1,633	0	0%	0	0%	0	0%
Sorting Equipment	12	3,461	0	1,633	0	0%	0	0%	0	0%
Sound Control Structures & Equipment	24	3,181	0	1,633	0	0%	0	0%	0	0%
Sound Effect Records	1	3,890	0	1,633	0	0%	0	0%	0	0%
Soundproofing	4	3,741	0	1,633	0	0%	0	0%	0	0%
Souvenir Milk Caps	1	3,890	0	1,633	0	0%	0	0%	0	0%
Souvenirs - Retail	330	1,681	0	1,633	0	0%	0	0%	0	0%
Souvenirs - Wholesale & Manufacturers	67	2,644	0	1,633	0	0%	0	0%	0	0%
Soy Bean Products	26	3,143	0	1,633	0	0%	0	0%	0	0%
Spark Plugs	2	3,838	0	1,633	0	0%	0	0%	0	0%
Spas & Hot Tubs - Supplies & Parts	472	1,448	0	1,633	0	0%	0	0%	0	0%
Speakers - Rebuild & Repair	175	2,074	0	1,633	0	0%	0	0%	0	0%
Speech Aid Devices	14	3,400	0	1,633	0	0%	0	0%	0	0%
Spices	62	2,687	0	1,633	0	0%	0	0%	0	0%
Spill Control Equipment & Materials	3	3,785	0	1,633	0	0%	0	0%	0	0%
Sport Fishing	42	2,910	0	1,633	0	0%	0	0%	0	0%
Sports Hospitality	21	3,239	0	1,633	0	0%	0	0%	0	0%
Sports Memorabilia	455	1,466	0	1,633	0	0%	0	0%	0	0%
Sportswear - Wholesale & Manufacturers	270	1,794	0	1,633	0	0%	0	0%	0	0%
Spraying Equipment	151	2,185	0	1,633	0	0%	0	0%	0	0%
Springs - Automotive - Sales & Service	361	1,335	0	1,633	0	0%	0	0%	0	0%
Springs - Coil, Flat - Distributors & Manufacturing	37	2,962	0	1,633	0	0%	0	0%	0	0%
Sprinklers - Automatic - Fire	954	1,049	0	1,633	0	0%	0	0%	0	0%
Square Dance Apparel	4	3,741	0	1,633	0	0%	0	0%	0	0%
Staffing - Technical	210	1,951	0	1,633	0	0%	0	0%	0	0%
Stamps - Collectors	367	1,611	0	1,633	0	0%	0	0%	0	0%
Staples, Staplers & Tackers	5	3,691	0	1,633	0	0%	0	0%	0	0%
Starters - Engine	130	2,283	0	1,633	0	0%	0	0%	0	0%
Stationery - Wholesale & Manufacturers	334	1,672	0	1,633	0	0%	0	0%	0	0%
Statistical Service	38	2,947	0	1,633	0	0%	0	0%	0	0%
Steam Bath Equipment & Supplies	114	2,359	0	1,633	0	0%	0	0%	0	0%
Steam Cleaning - Industrial	192	2,012	0	1,633	0	0%	0	0%	0	0%
Steam Cleaning Equipment	60	2,711	0	1,633	0	0%	0	0%	0	0%
Steam Specialties	1	3,890	0	1,633	0	0%	0	0%	0	0%
Steam Traps	3	3,785	0	1,633	0	0%	0	0%	0	0%
Steamship Companies	5	3,691	0	1,633	0	0%	0	0%	0	0%
Steel Detailers - Structural	313	1,703	0	1,633	0	0%	0	0%	0	0%
Steel Distributors & Warehouses	493	1,417	0	1,633	0	0%	0	0%	0	0%
Steel Erectors	696	1,208	0	1,633	0	0%	0	0%	0	0%
Steel Mills	70	2,616	0	1,633	0	0%	0	0%	0	0%
Steel Processing	113	2,370	0	1,633	0	0%	0	0%	0	0%
Steel Processing & Fabricating Equipment	23	3,200	0	1,633	0	0%	0	0%	0	0%
Steeple & Spires	30	3,070	0	1,633	0	0%	0	0%	0	0%
Steering Systems & Equipment	244	1,855	0	1,633	0	0%	0	0%	0	0%
Stencil Cutting Machines	8	3,578	0	1,633	0	0%	0	0%	0	0%
Stencils & Stencil Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Stenographers - Public	14	3,400	0	1,633	0	0%	0	0%	0	0%
Sterilizing Service	1	3,890	0	1,633	0	0%	0	0%	0	0%
Stevedoring Contractors	29	3,093	0	1,633	0	0%	0	0%	0	0%
Stock & Bond Transfer Agents	289	1,753	0	1,633	0	0%	0	0%	0	0%
Stock Certificates	11	3,480	0	1,633	0	0%	0	0%	0	0%
Stone - Cast	74	2,588	0	1,633	0	0%	0	0%	0	0%
Stone - Crushed	92	2,474	0	1,633	0	0%	0	0%	0	0%
Stone Cutters	121	2,321	0	1,633	0	0%	0	0%	0	0%
Stone Slinger	14	3,400	0	1,633	0	0%	0	0%	0	0%
Storage - Data	40	2,929	0	1,633	0	0%	0	0%	0	0%
Store Fixtures	213	1,941	0	1,633	0	0%	0	0%	0	0%
Store Fronts	43	2,895	0	1,633	0	0%	0	0%	0	0%
Storm Windows & Doors	1,416	853	0	1,633	0	0%	0	0%	0	0%
Strapping & Strapping Equipment	3	3,785	0	1,633	0	0%	0	0%	0	0%
Street Cleaning	6	3,662	0	1,633	0	0%	0	0%	0	0%
Street Lighting Standards & Equipment	8	3,578	0	1,633	0	0%	0	0%	0	0%
Stress Relief Equipment & Supplies - Industrial	11	3,480	0	1,633	0	0%	0	0%	0	0%
Structural Imaging	1	3,890	0	1,633	0	0%	0	0%	0	0%
Structural Support - Underground	7	3,615	0	1,633	0	0%	0	0%	0	0%
Stucco Manufacturers & Distributors	238	1,877	0	1,633	0	0%	0	0%	0	0%
Student Exchange Programs	285	1,763	0	1,633	0	0%	0	0%	0	0%
Studio Rental	76	2,574	0	1,633	0	0%	0	0%	0	0%
Sugar Refiners	13	3,429	0	1,633	0	0%	0	0%	0	0%
Sump Pump Contractors	20	3,254	0	1,633	0	0%	0	0%	0	0%
Sundials	2	3,838	0	1,633	0	0%	0	0%	0	0%
Sundries Stores	1	3,890	0	1,633	0	0%	0	0%	0	0%
Surfboards	79	2,557	0	1,633	0	0%	0	0%	0	0%
Surfing Instruction	14	3,400	0	1,633	0	0%	0	0%	0	0%
Surgical Appliances & Supplies	143	2,222	0	1,633	0	0%	0	0%	0	0%
Surgical Centers	260	1,815	0	1,633	0	0%	0	0%	0	0%
Surplus & Salvage Merchandise	738	1,180	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Surveying Instruments	50	2,804	0	1,633	0	0%	0	0%	0	0%
Surveyors - Aerial	5	3,691	0	1,633	0	0%	0	0%	0	0%
Survival Products & Supplies	296	1,735	0	1,633	0	0%	0	0%	0	0%
Swap Shops	69	2,630	0	1,633	0	0%	0	0%	0	0%
Sweaters - Trimming Service	3	3,785	0	1,633	0	0%	0	0%	0	0%
Sweepers - Power	9	3,541	0	1,633	0	0%	0	0%	0	0%
Sweeping Service - Power	22	3,222	0	1,633	0	0%	0	0%	0	0%
Sweepstakes	160	2,139	0	1,633	0	0%	0	0%	0	0%
Swimming Pools - Leak Detection & Repair	537	1,358	0	1,633	0	0%	0	0%	0	0%
Swimming Pools - Maintenance	161	2,134	0	1,633	0	0%	0	0%	0	0%
Swimming Pools - Public	502	1,398	0	1,633	0	0%	0	0%	0	0%
Swimming Pools - Removal	182	2,052	0	1,633	0	0%	0	0%	0	0%
Switches - Electric	166	2,107	0	1,633	0	0%	0	0%	0	0%
Swords	62	3,838	0	1,633	0	0%	0	0%	0	0%
T-Shirts	127	2,297	0	1,633	0	0%	0	0%	0	0%
Table Tennis Equipment	964	1,041	0	1,633	0	0%	0	0%	0	0%
Tags	29	3,093	0	1,633	0	0%	0	0%	0	0%
Tailoring Instruction	48	2,835	0	1,633	0	0%	0	0%	0	0%
Tailors Supplies	9	3,541	0	1,633	0	0%	0	0%	0	0%
Talent Listing Service	178	2,065	0	1,633	0	0%	0	0%	0	0%
Talent Representation	188	2,028	0	1,633	0	0%	0	0%	0	0%
Tank Cleaning	7	3,615	0	1,633	0	0%	0	0%	0	0%
Tank Heads	20	3,254	0	1,633	0	0%	0	0%	0	0%
Tank Lining & Coating	953	1,052	0	1,633	0	0%	0	0%	0	0%
Tank Testing & Inspection	5	3,691	0	1,633	0	0%	0	0%	0	0%
Tanks - Concrete	94	2,461	0	1,633	0	0%	0	0%	0	0%
Tanks - Fiber Glass, Plastic	97	2,441	0	1,633	0	0%	0	0%	0	0%
Tanks - Metal	140	2,233	0	1,633	0	0%	0	0%	0	0%
Tanks - Repair	5	3,691	0	1,633	0	0%	0	0%	0	0%
Tanks - Used	20	3,254	0	1,633	0	0%	0	0%	0	0%
Tanners	18	3,305	0	1,633	0	0%	0	0%	0	0%
Tanning Salons Equipment & Supplies	43	2,895	0	1,633	0	0%	0	0%	0	0%
Tape Recorders - Sound - Service & Repair	3	3,785	0	1,633	0	0%	0	0%	0	0%
Tapes - Adhesive-Dispensers	1	3,890	0	1,633	0	0%	0	0%	0	0%
Tapes - Industrial	8	3,578	0	1,633	0	0%	0	0%	0	0%
Tapes - Sound - Dealers	4	3,741	0	1,633	0	0%	0	0%	0	0%
Tarps	42	2,910	0	1,633	0	0%	0	0%	0	0%
Tax Return Preparation - OTR Truck Drivers	1	3,890	0	1,633	0	0%	0	0%	0	0%
Taxes - Enrolled Agent	10	3,513	0	1,633	0	0%	0	0%	0	0%
Taxes - Property Tax Consultants	493	1,417	0	1,633	0	0%	0	0%	0	0%
Tea - Manufacturer & Importer	30	3,070	0	1,633	0	0%	0	0%	0	0%
Technical Manual Preparation	1,334	880	0	1,633	0	0%	0	0%	0	0%
Telecommunication Design	206	1,964	0	1,633	0	0%	0	0%	0	0%
Telecommunication Equipment & Systems Service & Repair	453	1,471	0	1,633	0	0%	0	0%	0	0%
Teleconference Service	94	2,461	0	1,633	0	0%	0	0%	0	0%
Telephone 900 Number Resellers	43	2,895	0	1,633	0	0%	0	0%	0	0%
Telephone Answering Equipment & Systems	101	2,422	0	1,633	0	0%	0	0%	0	0%
Telephone Equipment & Systems Supplies & Parts	132	2,272	0	1,633	0	0%	0	0%	0	0%
Telephone Equipment & Systems Wholesale & Manufacturing	23	3,200	0	1,633	0	0%	0	0%	0	0%
Television & Radio Broadcast Schools	44	2,882	0	1,633	0	0%	0	0%	0	0%
Television Home Shopping	114	2,359	0	1,633	0	0%	0	0%	0	0%
Television Station Equipment	22	3,222	0	1,633	0	0%	0	0%	0	0%
Temperature Measuring Materials	67	3,615	0	1,633	0	0%	0	0%	0	0%
Templates	7	2,644	0	1,633	0	0%	0	0%	0	0%
Tennis Court Construction	22	3,222	0	1,633	0	0%	0	0%	0	0%
Tennis Courts - Private	41	2,919	0	1,633	0	0%	0	0%	0	0%
Tennis Courts - Public	24	3,181	0	1,633	0	0%	0	0%	0	0%
Tennis Equipment & Supplies	35	2,991	0	1,633	0	0%	0	0%	0	0%
Tennis Instruction	14	3,400	0	1,633	0	0%	0	0%	0	0%
Termite Control	13	3,429	0	1,633	0	0%	0	0%	0	0%
Terra Cotta	7	3,615	0	1,633	0	0%	0	0%	0	0%
Test Publishers	188	2,028	0	1,633	0	0%	0	0%	0	0%
Testing Apparatus	78	2,562	0	1,633	0	0%	0	0%	0	0%
Textile Brokers	7	3,615	0	1,633	0	0%	0	0%	0	0%
Textile Converting	1	3,890	0	1,633	0	0%	0	0%	0	0%
Textile Fibers	115	2,348	0	1,633	0	0%	0	0%	0	0%
Textile Mill Supplies	4	3,741	0	1,633	0	0%	0	0%	0	0%
Textile Printing Equipment & Supplies	10	3,513	0	1,633	0	0%	0	0%	0	0%
Theater Stage Play Houses	97	2,441	0	1,633	0	0%	0	0%	0	0%
Theatrical & Stage Lighting Equipment	17	3,330	0	1,633	0	0%	0	0%	0	0%
Theatrical Equipment & Supplies	10	3,513	0	1,633	0	0%	0	0%	0	0%
Theatrical Make-Up	12	3,461	0	1,633	0	0%	0	0%	0	0%
Theatrical Managers & Producers	155	2,165	0	1,633	0	0%	0	0%	0	0%
Therapeutic and Educational Supplies	34	3,005	0	1,633	0	0%	0	0%	0	0%
Thermocouples	140	2,233	0	1,633	0	0%	0	0%	0	0%
Thermography - Infrared	7	3,615	0	1,633	0	0%	0	0%	0	0%
Thermometers	71	2,605	0	1,633	0	0%	0	0%	0	0%
Thermostats	33	3,019	0	1,633	0	0%	0	0%	0	0%
Threat & Fraud Assessment	9	3,541	0	1,633	0	0%	0	0%	0	0%
Ticket Issuing Machines	2	3,838	0	1,633	0	0%	0	0%	0	0%
Tickets & Coupons - Printers & Suppliers	165	2,113	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Tile & Grout Cleaning	212	1,944	0	1,633	0	0%	0	0%	0	0%
Tile - Non-Ceramic - Manufacturers & Distributors	15	3,373	0	1,633	0	0%	0	0%	0	0%
Tile Restoration	129	2,289	0	1,633	0	0%	0	0%	0	0%
Tile Sales	557	1,337	0	1,633	0	0%	0	0%	0	0%
Tiling	17	3,330	0	1,633	0	0%	0	0%	0	0%
Timber & Timberland Companies	62	2,687	0	1,633	0	0%	0	0%	0	0%
Timber Framing	143	2,222	0	1,633	0	0%	0	0%	0	0%
Time Recorders	99	2,424	0	1,633	0	0%	0	0%	0	0%
Timeshare Advocates	214	1,937	0	1,633	0	0%	0	0%	0	0%
Timing Devices	3	3,785	0	1,633	0	0%	0	0%	0	0%
Tire Changing Equipment	15	3,373	0	1,633	0	0%	0	0%	0	0%
Tire Retread & Repair	481	1,434	0	1,633	0	0%	0	0%	0	0%
Tire Retread & Repair - Equipment & Supplies	170	2,091	0	1,633	0	0%	0	0%	0	0%
Title Companies & Agents	620	1,280	0	1,633	0	0%	0	0%	0	0%
Title Loans	677	1,224	0	1,633	0	0%	0	0%	0	0%
Tobacco Growers	25	3,168	0	1,633	0	0%	0	0%	0	0%
Toilets - Portable	377	1,601	0	1,633	0	0%	0	0%	0	0%
Toner Cartridges	1,480	829	0	1,633	0	0%	0	0%	0	0%
Tool & Die Makers	192	2,012	0	1,633	0	0%	0	0%	0	0%
Tool Designers	1	3,890	0	1,633	0	0%	0	0%	0	0%
Tool Holders	20	3,254	0	1,633	0	0%	0	0%	0	0%
Tool Salvage Companies	10	3,513	0	1,633	0	0%	0	0%	0	0%
Tools - Hydraulic	25	3,168	0	1,633	0	0%	0	0%	0	0%
Tools - Pneumatic	62	2,687	0	1,633	0	0%	0	0%	0	0%
Tools - Power Actuated	328	1,684	0	1,633	0	0%	0	0%	0	0%
Tourist Information	74	2,588	0	1,633	0	0%	0	0%	0	0%
Tourists Attractions	625	1,275	0	1,633	0	0%	0	0%	0	0%
Tourists Homes	734	1,483	0	1,633	0	0%	0	0%	0	0%
Towel Supply Service	163	2,122	0	1,633	0	0%	0	0%	0	0%
Towels - Cloths-Wholesale & Manufacturers	9	3,541	0	1,633	0	0%	0	0%	0	0%
Towing - Marine	84	2,531	0	1,633	0	0%	0	0%	0	0%
Tractor Distributors & Manufacturers	11	3,480	0	1,633	0	0%	0	0%	0	0%
Tractor Rent & Lease	8	3,578	0	1,633	0	0%	0	0%	0	0%
Tractor Repair & Service	96	2,448	0	1,633	0	0%	0	0%	0	0%
Trading Stamps	200	1,979	0	1,633	0	0%	0	0%	0	0%
Traffic Control & Flagging Service	251	1,834	0	1,633	0	0%	0	0%	0	0%
Traffic Engineers & Planning Service	6	3,662	0	1,633	0	0%	0	0%	0	0%
Traffic School	47	2,847	0	1,633	0	0%	0	0%	0	0%
Traffic Signs, Signals & Equipment	521	1,381	0	1,633	0	0%	0	0%	0	0%
Trailer Hitches	542	1,352	0	1,633	0	0%	0	0%	0	0%
Trailer Storage	248	1,840	0	1,633	0	0%	0	0%	0	0%
Trailers - Automotive Utility	632	1,266	0	1,633	0	0%	0	0%	0	0%
Trailers - Boat	35	2,991	0	1,633	0	0%	0	0%	0	0%
Trailers - Horse	20	3,254	0	1,633	0	0%	0	0%	0	0%
Trailers - Transporting	154	2,169	0	1,633	0	0%	0	0%	0	0%
Training - Video Instruction Tapes	1,034	1,002	0	1,633	0	0%	0	0%	0	0%
Trampolines	471	1,449	0	1,633	0	0%	0	0%	0	0%
Transcription Service	395	1,567	0	1,633	0	0%	0	0%	0	0%
Transformers - Dry	24	3,181	0	1,633	0	0%	0	0%	0	0%
Transformers	11	3,480	0	1,633	0	0%	0	0%	0	0%
Transitional Housing	37	2,962	0	1,633	0	0%	0	0%	0	0%
Translators Equipment	3	3,785	0	1,633	0	0%	0	0%	0	0%
Transmissions - Truck, Tractor	24	3,181	0	1,633	0	0%	0	0%	0	0%
Trap & Skeeet Ranges	13	3,429	0	1,633	0	0%	0	0%	0	0%
Trapping Equipment & Supplies	70	2,616	0	1,633	0	0%	0	0%	0	0%
Travel & Tourism Development and Education	131	2,277	0	1,633	0	0%	0	0%	0	0%
Travel Agent Mills	851	1,114	0	1,633	0	0%	0	0%	0	0%
Travel Escorts	362	1,621	0	1,633	0	0%	0	0%	0	0%
Tree Service - Transplant	79	2,557	0	1,633	0	0%	0	0%	0	0%
Tree Service Equipment & Supplies	318	1,697	0	1,633	0	0%	0	0%	0	0%
Trenching Contractors	88	2,501	0	1,633	0	0%	0	0%	0	0%
Trike Conversions, Sales & Service	58	2,729	0	1,633	0	0%	0	0%	0	0%
Tropical Fish	26	3,143	0	1,633	0	0%	0	0%	0	0%
Truck Bodies	85	2,526	0	1,633	0	0%	0	0%	0	0%
Truck Driver Leasing	40	2,929	0	1,633	0	0%	0	0%	0	0%
Truck Manufacturers & Distributors	138	2,241	0	1,633	0	0%	0	0%	0	0%
Truck Painting & Lettering	45	2,867	0	1,633	0	0%	0	0%	0	0%
Truck Permits	10	3,513	0	1,633	0	0%	0	0%	0	0%
Truck Refrigeration Equipment	24	3,181	0	1,633	0	0%	0	0%	0	0%
Truck Service & Repair - Mobile	246	1,848	0	1,633	0	0%	0	0%	0	0%
Truck Stops	138	2,241	0	1,633	0	0%	0	0%	0	0%
Truck Washing & Cleaning	531	1,368	0	1,633	0	0%	0	0%	0	0%
Truck Washing & Cleaning - Equipment & Supplies	1,080	981	0	1,633	0	0%	0	0%	0	0%
Trucking	6,066	303	0	1,633	0	0%	0	0%	0	0%
Trucking - Dump	166	2,107	0	1,633	0	0%	0	0%	0	0%
Trucking - Light Hauling	801	1,147	0	1,633	0	0%	0	0%	0	0%
Trucking - Liquid Or Dry Bulk	209	1,952	0	1,633	0	0%	0	0%	0	0%
Trucking - Water Hauling	330	1,681	0	1,633	0	0%	0	0%	0	0%
Trucks - Forklifts	454	1,468	0	1,633	0	0%	0	0%	0	0%
Trusses - Construction	476	1,440	0	1,633	0	0%	0	0%	0	0%
Tube Bending & Fabricating	16	3,356	0	1,633	0	0%	0	0%	0	0%
Tubing - Metal	38	2,947	0	1,633	0	0%	0	0%	0	0%
Turbines	13	3,429	0	1,633	0	0%	0	0%	0	0%
Turbochargers	41	2,919	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Turntables	10	3,513	0	1,633	0	0%	0	0%	0	0%
Tuxedo Sales & Rentals	32	3,035	0	1,633	0	0%	0	0%	0	0%
Two-Way Radio Sales & Service	13	3,429	0	1,633	0	0%	0	0%	0	0%
Typesetting	22	3,222	0	1,633	0	0%	0	0%	0	0%
Typewriters	5	3,691	0	1,633	0	0%	0	0%	0	0%
U-Catch Fishing	53	2,775	0	1,633	0	0%	0	0%	0	0%
Ultrasonic Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Ultrasound - Medical	119	2,331	0	1,633	0	0%	0	0%	0	0%
Umbrellas	30	3,070	0	1,633	0	0%	0	0%	0	0%
Uniforms - Accessories	53	2,775	0	1,633	0	0%	0	0%	0	0%
Upholsterers Supplies	152	2,176	0	1,633	0	0%	0	0%	0	0%
Upholstery and Rug Cleaning	1,029	1,007	0	1,633	0	0%	0	0%	0	0%
Upholstery Fabrics - Wholesale & Manufacturers	740	1,178	0	1,633	0	0%	0	0%	0	0%
Urban Farmer	3	3,785	0	1,633	0	0%	0	0%	0	0%
Urgent Care Centers	13	3,429	0	1,633	0	0%	0	0%	0	0%
Utilities Underground - Installation	22	3,222	0	1,633	0	0%	0	0%	0	0%
Vacuum Cleaners - Industrial & Commercial	242	1,863	0	1,633	0	0%	0	0%	0	0%
Vacuum Cleaners - Supplies & Parts	38	2,947	0	1,633	0	0%	0	0%	0	0%
Vacuum Cleaning - Industrial	1	3,890	0	1,633	0	0%	0	0%	0	0%
Vacuum Cleaning Systems	873	1,098	0	1,633	0	0%	0	0%	0	0%
Vacuum Equipment & Systems	603	1,299	0	1,633	0	0%	0	0%	0	0%
Valet Service	105	2,399	0	1,633	0	0%	0	0%	0	0%
Valves	155	2,165	0	1,633	0	0%	0	0%	0	0%
Valves - Repairing	10	3,513	0	1,633	0	0%	0	0%	0	0%
Van Conversions & Accessories	205	1,969	0	1,633	0	0%	0	0%	0	0%
Vanity Publishers	3	3,785	0	1,633	0	0%	0	0%	0	0%
Variety Store Merchandise - Wholesale	33	3,019	0	1,633	0	0%	0	0%	0	0%
Vending Machines - Supplies & Parts	144	2,217	0	1,633	0	0%	0	0%	0	0%
Venetian Blinds - Supplies & Parts	19	3,284	0	1,633	0	0%	0	0%	0	0%
Venetian Blinds - Wholesale & Manufacturers	495	1,412	0	1,633	0	0%	0	0%	0	0%
Ventilating Equipment	284	1,765	0	1,633	0	0%	0	0%	0	0%
Vertical Blinds	71	2,605	0	1,633	0	0%	0	0%	0	0%
Vessels - Pressure	50	2,804	0	1,633	0	0%	0	0%	0	0%
Veterans & Military Organizations	45	2,867	0	1,633	0	0%	0	0%	0	0%
Veterinarians Equipment & Supplies	246	1,848	0	1,633	0	0%	0	0%	0	0%
Veterinarians Information & Referral	12	3,461	0	1,633	0	0%	0	0%	0	0%
Veterinary Physical Therapy & Rehabilitation	15	3,373	0	1,633	0	0%	0	0%	0	0%
Veterinary Surgery	23	3,200	0	1,633	0	0%	0	0%	0	0%
Vibration Control	27	3,130	0	1,633	0	0%	0	0%	0	0%
Vibrators - Industrial	5	3,691	0	1,633	0	0%	0	0%	0	0%
Video Editing	18	3,305	0	1,633	0	0%	0	0%	0	0%
Video Equipment - Sales & Rentals	144	2,217	0	1,633	0	0%	0	0%	0	0%
Video Equipment - Supplies & Parts	4	3,741	0	1,633	0	0%	0	0%	0	0%
Video Games - Rent & Lease	111	2,382	0	1,633	0	0%	0	0%	0	0%
Video Games - Supplies & Parts	63	2,671	0	1,633	0	0%	0	0%	0	0%
Video Tape Duplication Service	160	2,139	0	1,633	0	0%	0	0%	0	0%
Video Tapes & Discs - Dealers	90	2,489	0	1,633	0	0%	0	0%	0	0%
Video Tapes & Discs - Wholesale & Manufacturers	11	3,480	0	1,633	0	0%	0	0%	0	0%
Videoconferencing Services	187	2,033	0	1,633	0	0%	0	0%	0	0%
Videotape, CD, & DVD Duplication & Transfer Services	156	2,156	0	1,633	0	0%	0	0%	0	0%
Vinyl Repair	253	1,832	0	1,633	0	0%	0	0%	0	0%
Virtual Currency	2	3,838	0	1,633	0	0%	0	0%	0	0%
Virtual Tours	7	3,615	0	1,633	0	0%	0	0%	0	0%
Visual Impairment Products & Services	115	2,348	0	1,633	0	0%	0	0%	0	0%
VOIP (Voice Over Internet Protocol) Sales & Service	679	1,233	0	1,633	0	0%	0	0%	0	0%
Wait Staff	1	3,890	0	1,633	0	0%	0	0%	0	0%
Wall Bed Manufacturer	14	3,400	0	1,633	0	0%	0	0%	0	0%
Wall Cleaning	26	3,143	0	1,633	0	0%	0	0%	0	0%
Wall Coatings	81	2,547	0	1,633	0	0%	0	0%	0	0%
Wallboard & Plasterboard	9	3,541	0	1,633	0	0%	0	0%	0	0%
Wallpaper Hangers	1	3,890	0	1,633	0	0%	0	0%	0	0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	159	2,143	0	1,633	0	0%	0	0%	0	0%
Wallpapers & Wallcoverings - Retail	131	2,277	0	1,633	0	0%	0	0%	0	0%
Warehouses - Cold Storage	381	1,594	0	1,633	0	0%	0	0%	0	0%
Warehouses - Merchandise	419	1,526	0	1,633	0	0%	0	0%	0	0%
Washers	9	3,541	0	1,633	0	0%	0	0%	0	0%
Washing Machines & Dryers - Coin Metered	77	2,572	0	1,633	0	0%	0	0%	0	0%
Washing Machines & Dryers - Service & Repair	64	2,666	0	1,633	0	0%	0	0%	0	0%
Waste Containers	990	1,028	0	1,633	0	0%	0	0%	0	0%
Watch Bands	10	3,513	0	1,633	0	0%	0	0%	0	0%
Watchmakers Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Water & Sewer Line Protection	37	2,962	0	1,633	0	0%	0	0%	0	0%
Water Analysis	230	1,892	0	1,633	0	0%	0	0%	0	0%
Water Companies - Utility	463	1,461	0	1,633	0	0%	0	0%	0	0%
Water Conservation	123	2,311	0	1,633	0	0%	0	0%	0	0%
Water Coolers	355	1,635	0	1,633	0	0%	0	0%	0	0%
Water Gardens Fountains & Ponds	224	1,912	0	1,633	0	0%	0	0%	0	0%
Water Heaters - Parts & Supplies	60	2,711	0	1,633	0	0%	0	0%	0	0%
Water Main Contractors	152	2,176	0	1,633	0	0%	0	0%	0	0%
Water Pollution Control	68	2,634	0	1,633	0	0%	0	0%	0	0%
Water Skiing Equipment & Supplies	26	3,143	0	1,633	0	0%	0	0%	0	0%
Water Skiing Instruction	16	3,356	0	1,633	0	0%	0	0%	0	0%

Canada BBB  
2016 Statistics  
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Water Taxi Service	55	2,749	0	1,633	0	0%	0	0%	0	0%
Water Well Drilling Equipment & Supplies	116	2,345	0	1,633	0	0%	0	0%	0	0%
Water Wells - Inspection	54	2,762	0	1,633	0	0%	0	0%	0	0%
Water Works Contractors	319	1,696	0	1,633	0	0%	0	0%	0	0%
Water Works Equipment & Supplies	17	3,330	0	1,633	0	0%	0	0%	0	0%
Water/Pool Heating - Solar	133	2,268	0	1,633	0	0%	0	0%	0	0%
Waterbeds - Dealers	71	2,605	0	1,633	0	0%	0	0%	0	0%
Waterbeds - Service & Repair	5	3,691	0	1,633	0	0%	0	0%	0	0%
Waterbeds - Supplies & Parts	15	3,373	0	1,633	0	0%	0	0%	0	0%
Waterbeds - Wholesale & Manufacturers	99	2,424	0	1,633	0	0%	0	0%	0	0%
Waterproofing Materials	144	2,217	0	1,633	0	0%	0	0%	0	0%
Wax	3	3,785	0	1,633	0	0%	0	0%	0	0%
Weather Stripping	11	3,480	0	1,633	0	0%	0	0%	0	0%
Weatherization	2	3,838	0	1,633	0	0%	0	0%	0	0%
Weaving & Mending	1	3,890	0	1,633	0	0%	0	0%	0	0%
Weaving Supplies & Equipment	11	3,480	0	1,633	0	0%	0	0%	0	0%
Web Conferencing	16	3,356	0	1,633	0	0%	0	0%	0	0%
Webbing	85	2,526	0	1,633	0	0%	0	0%	0	0%
Wedding Chapels & Ceremonies	245	1,852	0	1,633	0	0%	0	0%	0	0%
Wedding Officiant	4,175	1,401	0	1,633	0	0%	0	0%	0	0%
Weichers	2	3,838	0	1,633	0	0%	0	0%	0	0%
Welding Equipment - Rent	382	1,590	0	1,633	0	0%	0	0%	0	0%
Welding Equipment - Repair	393	1,570	0	1,633	0	0%	0	0%	0	0%
Welding Inspectors	10	3,513	0	1,633	0	0%	0	0%	0	0%
Western Apparel	195	2,002	0	1,633	0	0%	0	0%	0	0%
Wind Energy Systems	205	1,969	0	1,633	0	0%	0	0%	0	0%
Window Cleaning Equipment & Supplies	3	3,785	0	1,633	0	0%	0	0%	0	0%
Window Security Laminates	55	2,749	0	1,633	0	0%	0	0%	0	0%
Window Shades - Cleaning & Repair	42	2,910	0	1,633	0	0%	0	0%	0	0%
Window Shades - Repair	3	3,785	0	1,633	0	0%	0	0%	0	0%
Window Tinting & Coating - Commercial	109	2,388	0	1,633	0	0%	0	0%	0	0%
Window Tinting & Coating - Residential	401	1,554	0	1,633	0	0%	0	0%	0	0%
Windows - Vinyl	527	1,373	0	1,633	0	0%	0	0%	0	0%
Windows - Wells & Covers	268	1,798	0	1,633	0	0%	0	0%	0	0%
Windows - Wood	102	2,414	0	1,633	0	0%	0	0%	0	0%
Wine Brokers	118	2,337	0	1,633	0	0%	0	0%	0	0%
Wine Cellars	78	2,562	0	1,633	0	0%	0	0%	0	0%
Wine Storage Equipment	54	2,762	0	1,633	0	0%	0	0%	0	0%
Wineries	393	1,570	0	1,633	0	0%	0	0%	0	0%
Wines - Wholesale	21	3,239	0	1,633	0	0%	0	0%	0	0%
Wiping Cloths	20	3,254	0	1,633	0	0%	0	0%	0	0%
Wire & Cable - Electric	918	1,079	0	1,633	0	0%	0	0%	0	0%
Wire & Cable - Non-Electric	107	2,393	0	1,633	0	0%	0	0%	0	0%
Wire Harnesses - Electrical	4	3,741	0	1,633	0	0%	0	0%	0	0%
Wire Products	52	2,785	0	1,633	0	0%	0	0%	0	0%
Wire Rope	16	3,356	0	1,633	0	0%	0	0%	0	0%
Womens Apparel - Wholesale & Manufacturers	128	2,295	0	1,633	0	0%	0	0%	0	0%
Wood Carving	73	2,599	0	1,633	0	0%	0	0%	0	0%
Wood Preservatives	1	3,890	0	1,633	0	0%	0	0%	0	0%
Wood Preserving	274	1,789	0	1,633	0	0%	0	0%	0	0%
Wood Products - Sawdust & Shavings	38	2,947	0	1,633	0	0%	0	0%	0	0%
Wood Technologists	253	1,832	0	1,633	0	0%	0	0%	0	0%
Wood Turning	85	2,526	0	1,633	0	0%	0	0%	0	0%
Woodworking Tools - Retail	288	1,756	0	1,633	0	0%	0	0%	0	0%
Word Processing Service	12	3,461	0	1,633	0	0%	0	0%	0	0%
Writer	13	3,429	0	1,633	0	0%	0	0%	0	0%
Writer - Freelance	12	3,461	0	1,633	0	0%	0	0%	0	0%
Writers - Business	128	2,295	0	1,633	0	0%	0	0%	0	0%
X-Ray Apparatus & Supplies	40	2,929	0	1,633	0	0%	0	0%	0	0%
X-Ray Labs - Industrial	17	3,330	0	1,633	0	0%	0	0%	0	0%
X-Ray Labs - Medical & Dental	83	2,536	0	1,633	0	0%	0	0%	0	0%
Yacht Brokers	91	2,481	0	1,633	0	0%	0	0%	0	0%
Yarn - Retail	52	2,785	0	1,633	0	0%	0	0%	0	0%
Yarn - Wholesale & Manufacturers	8	3,578	0	1,633	0	0%	0	0%	0	0%
Youth Organizations & Centers	299	1,724	0	1,633	0	0%	0	0%	0	0%
Zippers	4	3,741	0	1,633	0	0%	0	0%	0	0%
Zippers - Repair	14	3,400	0	1,633	0	0%	0	0%	0	0%
Zoological Gardens	32	3,035	0	1,633	0	0%	0	0%	0	0%
Zoos	58	2,729	0	1,633	0	0%	0	0%	0	0%