Trans.   T	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Section										Pursue 678	3%
Company   Comp	Abrasives	269	1,795	0	1,633	0	0%	0	0%	0	0%
Section   Sect	Abstracters	7	3,615	1	1,070	0	0%	1		0	0%
Secondary Accorder Nation  1.750 1.7			533							0	0%
Samenters (Albert 1976)  - Carrier (Albert 1976) - Car										0	0%
Contraction Information   1,107   100   1,107   100   1,107   100   1,107   100   1,107   100   1,107   100   1,107   100   1,107   100   1,107   100   1,107   1,10	Accountants  Accountants  Contified Dublic	20,085	100	23	193		52%		48%	0	
Abacetes 4 2 2 2 3	Accounting & Poolskooping Machines	1 790	740	5	1 070	4		1		0	0%
Assertant (1972)  Assertant (1				1		1				0	0%
See Number   See		10.279						2		Ů	0%
Manufact Distribution   6	Acid Proof Equipment & Materials		2,804	0	1,633	0		0	0%	0	0%
Auton Above Thomas   1.0   5.00   1   1.00	Acoustical Consultants		2,526		1,633	0		0		0	0%
Schoolste		65								0	0%
Acceptant	Acting & Voice Over Training	5	3,691		1,633						0%
Additional Assistance   145   145   1   1.00   1   1800   0   0   0   0   0   0   0   0   0			2,060							0	0%
Additional Assistance   145   145   1   1.00   1   1800   0   0   0   0   0   0   0   0   0										0	0%
April   Apri		2,016		1	1,033	1				0	0%
Accordance				1		1					0%
Administration Services   252   1.000   0   1.431   0   0.00		.,557									0%
Administration - Constitute Section - Constitute - Cons		226	1,904		1,633	0					0%
Addet forming and the common of the common o	Administrators - Class Action Settlement	74	2,588	2	848	2	100%		0%	0	0%
Adde Contentiment	Adoption Services	161	2,134	1	1,070		0%	1	100%	0	0%
And Absorbins 9.72 1,100 2 2 800 0 0 0 0 2 1,000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Adult & Continuing Education	1,542	810		443		86%				0%
Adender for loan flowers  7.1 MB  7.2 MB  7.2 MB  7.2 MB  7.3 MB  7.4			699	4				2			0%
Aberthalian Area   2   3,38   0   1,63   0   0   0   0   0   0   0   0   0		972	1,036					2			0%
Adventions Checken Service 11 1 3.777 0 1.631 0 9% 0 9% 0 9% 0 9% 0 9% 0 9% 0 9% 0 9		21,348	95	104	60			63	61%		38% 0%
Alberteines Delectron (1964   176   177		2									0%
Advertising - December & Golder   1,122   1,17   53   59   39   74%   13   28%   1   2   2   2   2   2   2   2   2   2											0%
Adenting - Inform  Adenting - Inform  Adenting - Short  Adenting -		13 324								1	2%
Advertison   1.47   258   3   399   0   0   0   0   1   33%   2   2   7   7   7   7   7   7   7   7	Advertising - Indoor									Ô	0%
Albertsinian - Monisoper		1,457	836	3	709			1		2	67%
Advertisen: - Messager		3	3,785	0		0		0		0	0%
Advertisers - Percentical   971   1,099   3   799   1   3339   2   6799   0   0   0   0   0   0   0   0   0	Advertising - Newspaper	281	1,773	3	709	2		0	0%	1	33%
Adertificial - Sharing   Adertificial - Ader			1,721	2		2		0		0	0%
Advertisers - Shoppers Guides   21   3,229   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0											0%
Advertisen   129   2,288   0   1,633   0   0   0   0   0   0   0   0   0										-	0%
Advertisin: Transis & Transportation   1   3,890   0   1,633   0   0.9%   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0.9%   0   0.9%		21	3,239		1,633					0	0%
Advertisin: Transis & Transportation   1   3,890   0   1,633   0   0.9%   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0   0.9%   0.9%   0   0.9%		129	2,289	0	1,633		0%		0%	0	0%
Advertisers Among   Advertisers   Among   Advertisers   Among   Advertisers   Among   Advertisers   Among   Advertisers   Among   Am		1	3 890							0	0%
Advertising Securities & Commercial & Commer		3	3,785		1,633	0		0		0	0%
Advertising Specialities   5,386   341   28   163   21   75%   6   21.96   1   4   4   6   1   6   6   6   6   6   6   6   6		4,501		3		1		2		0	0%
Aerosace Industries A 2   2,895   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Advertising Specialties	5,386	341	28	163	21	75%	6	21%	1	4%
Aerospace Research & Development   129   2,288   1   1,070   1   1,00%   0   0,0%   0						0		0		0	0%
Agricultural Services   1,309   594   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Aerospace Industries	43	2,895	0	1,633	0	0%	0	0%	0	0%
Agricultural Services   1,309   594   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Aerospace Research & Development	129	2,289	1		1		0		0	0%
Agricultural Waste Management   55   2,749   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0		1 200	2,150		1,033					0	0%
Air Ambulance Service   87   2,509   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0		1,309	2 7/10		1,033					0	0%
Air Balancing 80 2,553 0 1,633 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0										-	0%
Air Parushes 20 3,254 0 1,633 0 0% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0% 0 0 0 0% 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0		80	2,553	0	1,633	0	0%	0	0%	0	0%
Air Compressors   225   1.908   0   1.633   0   0%   0   0%   0   0%   0   0%   0   0	Air Brushes	20	3,254	0	1,633	0	0%		0%	0	0%
Air conditioning & Heating Contractors - Commercial   23,111   86   26   171   19   73%   7   27%   0   0   0   0   0   0   0   0   0	Air Cargo & Package Express Service	504				0		1		0	0%
Air conditionina & Heating Contractors - Commercial   22,111   86   26   171   19   73%   7   27%   0   0   0   0   0   0   0   0   0			1,908		1,633	0		0		0	0%
Air Conditioning Equipment - Room Units 155 2,165 0 1,633 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0	Air conditioning & Heating Contractors - Commercial	23,111	86	26	171				27%		0%
Air Conditioning Equipment - Room Units 155 2,165 0 1,633 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0					68						2% 0%
Air Conditioning Supplies Parts											0%
Air Conditioning Supplies & Parts		1 304	2,105		1,033						0%
Air Couries Service											0%
Air Curtains Screens 417 1,528 2 848 1 50% 1 50% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Air Conditioning Systems - Cleaning										0%
Air Cuttains & Screens 21 3,239 0 1,633 0 0% 0 0% 0 0% 0 1,631 17 Untains & Screens 29,570 203 24 182 8 33% 12 50% 0 17 17 100 10 0 0% 1 1 100% 0 1 1 100% 0 1 1 100% 0 1 1 100% 0 1 1 100% 0 1 1 100% 0 1 1 1 1			1,528	2		1		1			0%
Air Dutt Cleaning	Air Curtains & Screens	21	3,239	0	1,633		0%	0	0%	0	0%
Air Duck Systems	Air Duct Cleaning	9,570	203	24	182		33%		50%		17%
Air Duck Systems		156	2,156		1,070						0%
Air Moltors 54 2,762 0 1,633 0 0 0% 0 0 0% 0 0 0% 0 0 0 0 0 0 0 0											0%
Air Pollution Control         123         2,311         0         1,633         0         0%         0         0         0%         0         0         0%         0         0%         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0			2,867		1,633						
Air Pollution Measuring Service 14 3,400 0 1,633 0 0 0% 0 0 1% 0 0 0 0 0 0 0 0 0 0 0 0 0											0%
Air Purffung & Cleaning Systems & Equipment 11,736 167 9 379 8 89% 1 11% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											0%
Air Ceality Service 2,553 S89 0 1.633 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0 0 0								1		0	0%
Air Sealing 33 3,019 0 1,633 0 0% 0 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0		2,553	589		1.633		05 70	0		n	0%
Aircraft Reuipment - Testing   15   3,373   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Air Sealing	33	3.019		1.633					ő	0%
Aircraft Brokers 26 3.143 0 1.633 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0 0% 0					1,633	0		0	0%	0	0%
Aircraft Charter, Rental & Lease         600         1,302         2         848         2         100%         0         0         0%         0	Aircraft Brokers	26	3,143		1,633	0	0%	0	0%	0	0%
Aircraft Dealers 91 2,481 0 1,633 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0 0	Aircraft Charter, Rental & Lease	600	1,302		848	2		0	0%	0	0%
Aircraft Engines 21 3,239 0 1,633 0 0% 0 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0						0		0		0	0%
Aircraft Ferrying & Transporting Service 50 2,804 0 1,633 0 <b>0%</b> 0 <b>0%</b> 0 <b>0%</b>								0		0	0%
Aurican Ferrying & Iransporting Service								0		0	0%
	Aircraft Ferrying & Transporting Service Aircraft Ground Support & Service Equipment	50	2,804 3,691	0	1,633 1,633	0		0	0%	0	0% 0%

T. d. d. of a ciff and a	*	Barata tara Taran dalam		Double to Committee	Court Catri		6		Cmpls Unable To	o
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	
ircraft Manufacturers	35	2,991	0	1,633	0	0%	0	0%	0	J
ircraft Parts & Supplies	445	1,484	1	1,070	1	100%	0	0%	0	J
ircraft Rebuilding	3	3,785	0	1,633	0	0%	0	0%	0	J
ircraft Schools	295	1,738	0	1,633	0	0%	0	0%	0	ו
Aircraft Servicing & Maintenance	336	1,668	0	1,633	0	0%	0	0%	0	ו
ircraft Storage	4	3,741	0	1,633	0	0%	0	0%	0	<u>)                                    </u>
Airlines	4,385	387	116	56	32	28%	83	72%	1	1
Airlines - Ticket Agencies	332	1,676	2	848	1	50%	1	50%	0	)
sirlines - Training Schools	217	1,930	0	1,633	0	0%	0	0%	0	)
Airport Equipment & Supplies	13	3,429	1	1,070	1	100%	0	0%		<u> </u>
Airport Parking Reservations	1,812 986	734	6	487 848	5	83% 50%	1	17% 50%	<u>U</u>	-
irport Transportation	141	1,031 2,230	2	1,633	0	0%	1	0%	U	-
irports	141		0		0		0	0%	U	-
lbums Icoholism Info & Treatment Centers	677	3,890	U 1	1,633 1,070	0	0% 100%	0	0%	U	-
Ifalfa & Alfalfa Products	6//	1,224 3,890	1	1,633	1	0%	0	0%	0	á
I-Terrain Vehicles - ATVs	4,793	365	14	281	10	71%	4	29%		á
loys	4,753	3,615	14	1,633	10	0%	9	0%		á
	2,088		7	1,633	4		0		0	<del>/</del>
Iterations - Clothing Iternative Medicine	551	678 1,343	<u> </u>	1,633	0	57% 0%	3	43% 0%	0	á
ternators & Generators - Auto Repair	1,040	999	0	848	0	50%	0	50%	U	-
	494		2		1		1		U	-
ternators & Generators - Retail uminum	599	1,416 1,304	2	848 1,070	1	50% 100%	1	50% 0%	0	+
			1		1		0		0	+
uminum Fabricators uminum Products	301	1,720	0	1,633	0	0%	0	0%	0	+
cheimer Care, Information & Treatment	2,289	636 3,890	2	848 1,633	0	50% 0%	1	50% 0%	0	4
	170		U		U		0		0	+
mbulance Service	178	2,065	0	1,633 1,633	0	0%	0	0%	0	-
mbulances & Hearses mmunition & Reload Equipment & Supplies	79 115	2,557 2,348	0	1,633	0	0% 0%	0	0% 0%	0	+
		2,348	0		0		0		0	4
nusement Devices nusement Park Equipment	71 498	2,605 1,408	0	1,633	0	0%	0	0% 0%	0	4
			0	1,633	0		0		<u>U</u>	4-
nusement Parks & Places	841	1,118	6	487	5	83%	1	17%	0	1
chors - Marine	99	2,424	0	1,633	0	0%	U	0%	<u>U</u>	4-
imal & Wildlife Removal	218	1,927	0	1,633	0	0%	U	0%	<u>U</u>	4-
imal Breeders	1,330	884	0	1,633	0	0%	0	0%	U	1
imal Brokers & Dealers - Zoo, Circus	11	3,480	0	1,633	0	0%	0	0%	0	1
imal Foods - Zoo, Circus	17	3,330	0	1,633	0	0%	0	0%	U	1
nimal Health Products	122	2,317	0	1,633	0	0%	0	0%	0	)
nimal Hospitals	2,519	595	1	1,070	0	0%	1	100%	0	)
nimal Insemination - Artificial	657	1,248	0	1,633	0	0%	0	0%	0	1
nimal Online Drug & Prescription Services	2,220	652 2,938	0	1,633	0	0%	0	0%	0	)
nimal Registration & Identification	39		0	1,633	0	0%	0	0%	U	1
nimal Rescue Relocation	830	1,124	0	1,633	0	0%	0	0%	0	)
nimal Shelters	949	1,056	3	709	3	100%	0	0%	0	1
nimal Supplies - Zoo, Circus	2	3,838	0	1,633	0	0%	0	0%	0	)
nimals - Nuisance Control - Trapping	1,365	871	2	848	2	100%	0	0%	U	J
nimation Mechanics - Display, Sign	13	3,429	0	1,633	0	0%	0	0%	0	0
nnuities	81	2,547	2	848	0	0%	0	0%	2	2
nodizing	4	3,741	0	1,633	0	0%	0	0%	0	)
nswering Services	534	1,364	0	1,633	0	0%	0	0%	0	)
tennas	801	1,147	2	848	1	50%	1	50%	0	J
ntiques - Dealers	1,538	813	0	1,633	0	0%	0	0%	0	<u>)                                    </u>
ntiques - Repair & Restore	1,055	992	0	1,633	0	0%	0	0%	0	)
tiques - Reproductions	8	3,578	0	1,633	0	0%	0	0%	0	J
tlers, Hides & Mounts	10	992 3,578 3,513	0	1,633	0	0%	0	0%	0	ון
artment Finding & Rental Service	1,449	840	6	487	4	67%	2	33%	0	ון
partment Sharing Service	1	3,890	0	1,633	0	0%	0	0%	0	)
partments	5,738	319	9	379	7	78%	1	11%	1	1
pliances - Installation	3,126	508	5	552	5	100%	0	0%	0	ון
pliances - Major - Dealers	46,076	42	172	32	146	85%	23	13%	3	3
pliances - Major - Parts & Supplies	19,383	103	39	120	33	85%	5	13%	1	1
pliances - Major - Rent & Lease	3,865	429	12	314	9	75%	3	25%	0	)
oliances - Major - Service & Repair	35,402	49	219	22	76	35%	142	65%	1	1
oliances - Major - Wholesale & Manufacturers	1,325	887	8	411	2	25%	6	75%	0	ון
pliances - Small - Dealers	2,740	560	12	314	8	67%	4	33%	0	1
pliances - Small - Service & Repair	13,570	146	29	159	23	79%	6	21%	0	1
pliances - Small - Supplies & Parts	11,981	160	18	234	17	94%	1	6%	0	J
pliances - Small - Wholesale & Manufacturers	1,651	775	35	131	34	97%	1	3%	0	J
pliances - Used	5,787	317	17	243	11	65%	6	35%	0	J
praisal - Jewelry	206	1,964	0	1,633	0	0%	0	0%	0	1
oraisal - Management	713	1,198	0	1,633	0	0%	0	0%	0	1
praisers	2,625	575	3	709	2	67%	1	33%	0	J
praisers - Antiques	112	2,375	0	1,633	0	0%	0	0%	0	ון
aculture	240	1,868	0	1,633	0	0%	0	0%	0	ונ
uariums - Dealers	268	1,798	2	848	0	0%	2	100%	0	١
ariums - Lease & Maintenance	56	2,744	0	1,633	0	0%	0	0%	0	)
ariums - Public	24	3,181	2	848	2	100%	0	0%	0	J
iariums - Wholesale & Manufacturers	11	3,480	0	1,633	0	0%	0	0%	0	J
itration Services	125	2,302	0	1,633	0	0%	0	0%	0	٥
orist	1,279	903	0	1,633	0	0%	Ö	0%	0	٥
thery Equipment & Supplies	103	2,411	1	1,070	1	100%	n	0%	n	o l
chery Instruction	34	3,005	n	1,633	n	0%	0	0%	0	a
chery Ranges	81	2,547	ň	1,633	ñ	0%	n	0%	0	o
rchitects	2,451	607	ĭ	1,070	ž	100%	ŏ	0%		-

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Una		0/-
Architects Supplies	4	3,741	. 0	1,633	0	0%	0	0%	Pursue 0	0%
Architectural & Construction Specs	395	1,567	0	1,633	0	0%	0	0%	0	0%
Armatures - Service & Sales	55	1,567 2,749	0	1,633 1,633	0	0%	0	0%	0	0%
Armored Car Manufacturing	49	2,821	0	1,633	0		0		0	0%
Armored Car Service	104	2,404	0	1,633	0	0%	0		0	0%
Army & Navy Goods	131 2,254	2,277	0	1,633 552	0		0		0	0% 0%
Aromatherapy & Essential Oils Art - Painted Oil Portraits	2,254 78	643 2,562	5	1,633	5	100%	0	0%	- 0	0%
Art Galleries, Dealers & Consultants	1,236	917	0	1,633	0		0		0	0%
Art Goods	857	1,105	2	848	1	50%	0	0%		50%
Art Instruction & Schools	534 571	1,364	2	848	0	0%	2	100%	0	0%
Art Metal Work	571	1,325	2	848	1	50%	1	50%		0%
Art Organizations & Information	110	2,383	0	1,633	0		0		0	0%
Art Restoration & Conservation	58	2,729	0	1,633			0			0%
Art Supplies Artificial Breasts	866 33	1,101 3,019	1	1,070 1,633	0	0%	1	100%	0	0% 0%
Artificial Flowers & Plants - Manufacturer Supplies	36	2,978	0	1,633	0		0		0	0%
Artificial Flowers, Plants & Trees	90	2,489	0	1,633	0	0%	0		0	0%
Artificial Limbs	8	3,578	0	1,633	0		0		0	0%
Artificial Turf	1,919	710	1	1,070	1	100%	0	0%	0	0%
Artist - Makeup	344	1,655	2	848	1	50%	1	50%	0	0% 0%
Artist - Touch Up	2	3,838	0	1,633	0		0			
Artists - Commercial	113	2,370	1	1,070	0	0%	1	100%	0	0% 0%
Artists - Fine Art Artists Agents	148 149	2,197 2,195	1	1,070 1,070	0	0% 100%	1 0	100% 0%	- 0	0%
Ashestos & Ashestos Products	149	3,578	0	1,070	1		0	0%	0	0%
Asbestos & Asbestos Froducts Asbestos Consulting & Testing	927	1,077	0	1,633	0		0		0	0%
Asbestos Removal Service	6,409	290	2	848	2	100%	0	0%	ő	0%
Asphalt	11,911	290 162	15	269	5	33%	5	33%	5	33%
Assembly & Fabricating Service	165	2,113	2	848	0		2	100%		0%
Asset Evaluators	134 352	2,262	2	848	0	0%	2	100%	0	0%
Assisted Living & Adult Family Homes	352	1,639	0	1,633	0		0			0%
Assisted Living Centers & Adult Family Homes Association Management	578 19	1,322 3,284	0	1,633 1,633	0	0%	0	0%	0	0%
Associations	4,145	408	6	487	5		1		0	0%
Astrologers	137	2,247	0	1,633	0		0	0%	0	0%
Astronomical Instruments	5	3,691	0	1,633	0	0%	0	0%	0	0%
Athletic Organizations	271	1,792	1	1,070	0		1	100%	0	0%
Attorneys & Lawyers	36,735	47	16	253	12		4		0	0%
Attorneys & Lawyers - Family	954	1,049	1	1,070	1	100%	0	0%	0	0%
Attorneys & Lawyers - Business	398	1,560	0	1,633	0	0%	0	0%	0	00/
Law/Corporation/Partnership Attorneys & Lawyers - Immigration & Naturalization	3,340	480	3	709	2	100%	0	0%	0	0%
Attorneys & Lawyers - Traffic Law	1,596	793	6	487	2	33%	4		0	0%
Attorneys & Lawyers - Bankruptcy	84	2,531	0	1,633	0		0		0	0%
Attorneys & Lawyers - Bankruptcy & Taxes	899	1,085	0	1,633	Ŏ		0		Ö	0%
Attorneys & Lawyers - Civil	56	2,744	0	1,633	0		0	0%	0	0%
Attorneys & Lawyers - Collaborative Divorce	47	2,847	0	1,633	0		0		0	0%
Attorneys & Lawyers - Collections Law	739	1,179	0	1,633	0		0	0%	0	0%
Attorneys & Lawyers - Criminal	600	1,302	0	1,633	0	0%	0	0%	0	0%
Attorneys & Lawyers - Divorce Attorneys & Lawyers - DUI	2,440	609 3,578	0	1,070 1,633	1		0		0	0% 0%
Attorneys & Lawyers - Dol Attorneys & Lawyers - Employment & Workers	-						U			0 /0
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%
Attorneys & Lawyers - Insurance Law	189	2,023	0	1,633	0		0		0	0%
Attorneys & Lawyers - Intellectual Property	3	3,785	0	1,633	0		0	0%	0	0%
Attorneys & Lawyers - Landlord/Tenant	39	2,938 3,691	0	1,633 1,633	0		0		0	0%
Attorneys & Lawyers - Legal Malpractice Attorneys & Lawyers - Litigation	23	3,691	0	1,633	0		0		0	0%
Attorneys & Lawyers - Edigation Attorneys & Lawyers - Mediation & Arbitration	50	2,804	0	1,633	0		n	0%		0%
Attorneys & Lawyers - Patent	25	3,168	0	1,633	0	0%	0		ő	0%
Attorneys & Lawyers - Personal Injury & Property	660	1,246	1	1,070	1	100%	0		0	
Damage		·	=		-		0		U	0%
Attorneys & Lawyers - Real Estate	1,266	910	0	1,633	Ō		0	0%	0	0%
Attorneys & Lawyers - Social Security & Disability	186	2,039	0	1,633	0		0			0%
Attorneys & Lawyers - Tax	58	2,729	0	1,633	0		0	0% 0%	0	0% 0%
Attorneys & Lawyers - Trademark Attorneys & Lawyers - Wills, Trust & Probate	36 137	2,978 2,247	0	1,633 1,633	0		0		0	0%
Attorneys & Lawyers - Wills, Trust & Probate  Attorneys Referral Service	193	2,007	2	848	0		2	100%	0	0%
Attorneys Service Bureaus	1,867	726	2	848	1	50%	1	50%		0%
Auctioneers	10,987	180	14	281	12	86%	2	14%	0	0% 0%
Audio-Visual Consultants	2,020	695	5	552	5	100%	0	0%	0	0%
Audio-Visual Equipment - Dealers	1,616	787	6	487	5	83%	1	17%	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		0		0			
Audio-Visual Equipment - Supplies & Parts	307	1,712	0	1,633	0		0		0	0%
Audio-Visual Equipment - Wholesale & Manufacturers	8	3,578	0	1,633	0	0%	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%
Auditory Training Equipment	1	3,890	0	1,633	0	0%	0	0%	0	0%
Auto & Truck Brokers	3,545	459	5	552	4		1	20%	0	0%

T			Sorted by Industry						Counts Unable 7	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Auto - Emissions Testing	55	2,749	0	1,633	0	0%	0	0%	nursue	0
Auto - Fleet Service	27	3,130	0	1,633	0	0%	0	0%	0	0
Auto Accessories	3,220	492	14	281	11	79%	3	21%	0	0
Auto Air Conditioning	767	1,168	1	1,070	1	100%	0	0%	Ō	0
Auto Alarms & Security Systems	1,247	915	1	1,070	1	100%	0		0	0
Auto Appraisers	598	1,306	1	1,070	0		1	100%	0	0
Auto Auctions	3,690	442	6	487	6	100%	0	0%	0	0
Auto Body Repair & Painting	82,259	20	47	101	32	68%	15	32%	0	0
Auto Body Shop Equipment & Sup	1,447	842	4	623	2	50%	2		0	Ö
Auto Bumpers, Guards & Grilles	147	2,201	0	1,633	0	0%	0	0%	0	0
Auto Customizing	2,328	629	5	552	3	60%	1	20%	1	20
Auto Dealers - Buying Co-Op	64	2,666	0	1,633	0	0%	0		0	0
Auto Dealers - Antique & Classic	569	1,327	1	1,070	0	0%	1	100%	0	0
Auto Dealers - Custom Design & Replica	114	2,359	0	1,633	0	0%	0		0	0
Auto Dealers - Hybrid Vehicles	30	3,070	1	1,070	0	0%	1	100%	0	0
Auto Dealers - New Cars	123,402	12	731	2	601	82%	130		0	0
Auto Dealers - Online	5,462	335	32	141	10		22		0	0
Auto Dealers - Used Cars	264,390	3	470	224	343	73%	123		4	1 0
Auto Detailing	12,260	157	18	234	9	50%	9		0	
Auto Diagnostic Service	757	1,173 471	0	1,633 487	0	0% 83%	0	0% 17%	0	0
Auto Driving School Auto Floctric Equipment	3,435		6		5	83% 0%	1		0	0
Auto Electric Equipment Auto Electric Service	657 2,539	1,248 591	0	1,633 709	0	33%	0	67%	0	0
			3		1	33%	2	67%	0	0
Auto Inspection Stations Auto Listing Service	1,724 1,614	757 788	3	709 1,070	1	100%	0		0	0
Auto Lube & Oil - Mobile	1,526	815	4	623	1	75%	1	25%	0	0
Auto Machine Shops	647	1,256	0	1,633		0%	0		0	0
Auto Manufacturers & Distributors	19,178	1,236	182	28	151	83%	31	17%	0	0
Auto Manufacturers & Distributors  Auto Manufacturers & Distributors - Specialty Body	26	3,143	0	1,633	131	0%	0		0	0
Auto Manufacturers Equipment & Supplies	425	1,516	0	1,633	0	0%	0		0	0
					-		-		-	
Auto Metal & Equipment - Distribution & Manufacturing	2	3,838	0	1,633	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 - Custom Wheels/Rims	1,128	964	6	487	5	83%	1	17%	0	0
Auto Parts & Supplies - New	23,383	83	94	67	61	65%	33	35%	0	0
Auto Parts & Supplies - Rebuilt	932	1,072	0	1,633	0	0%	0	0%	0	0
Auto Parts & Supplies - Used	1,481	828	5	552	3	60%	2	40%	0	0
Auto Parts & Supplies - Used & Rebuilt	2,933	531	11	336	6	55%	5	45%	0	0
Auto Parts & Supplies - Wholesale & Manufacturers	2,776	553	9	379	6	67%	3	33%	0	0
Auto Parts - Antique	86	2,517	0	1,633	0	0%	0	0%	0	0
Auto Perform, Race & Sport Equipment	1,350	874	3	709	0	0%	3	100%	0	0
Auto Race Cars	219	1,922	5	552	1	20%	3	60%	1	20
Auto Radios & Stereos - Sales & Repair	1,555	807	1	1,070	1	100%	0		0	0
Auto Radios & Stereos - Wholesale & Manufacturers	112	2,375	1	1,070	1	100%	0		0	0
Auto Registration	14 17,184	3,400	0	1,633	0 77	0%	0		0	0
Auto Renting & Leasing		113	119	54 17		65%	42 74		0	0
Auto Repair & Service	165,841	10 1,383	251	1,070	174	69% 100%	/4	29% 0%	3	0
Auto Repair & Service - Airbags Auto Repair & Service - Diesel	519 1,901	714		848	1	50%	0	50%	0	0
Auto Repair & Service - Diesei Auto Repair & Service - Equipment & Supplies	2,023	694	7	443	7		0		0	0
Auto Repair - Maintenance	2,400	614	6	487	5		1	17%	0	0
	1,221		1	1,070	0	0%	1	100%	0	0
Auto Repair - Mobile Auto Repair - Tune-Up	28	922 3,107	0	1,633	0	0%	0		0	0
Auto Repair - Vintage	28	3,107	0	1,633	0	0%	0		0	0
Auto Repair - Windshield, Glass Shops	13,711	144	17	243	9	53%	8		0	0
Auto Repairing - Foreign	1,111	972	4	623	2	50%	2	50%	n	0
Auto Restoration	3,563	455	0	1,633	0	0%	n	0%	n	0
Auto Salvage Yards	1,219	925	0	1,633	0	0%	0	0%	0	0
Auto Seat Covers, Tops & Upholstery	2,390	618	4	623	4	100%	0		0	0
Auto Service - Rust proofing Shops	4,338	394	4	623	4	100%	0	0%	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 - Steam Cleaning	145	2,210	0	1,633	0		0		0	0
Auto Service - Window Tinting	3,132	504	2	848	2	100%	0	0%	0	0
Auto Service Contract Companies	37 31,729	2,962	1 37	1,070	0	0%	1	100%	0	0
Auto Services	31,729	54	37	124	26		11		0	0
Auto Services - Oil & Lube	2,049	688	27	170	17		10		0	0
Auto Smoq Inspection	83	2,536	0	1,633	0		0		0	0
Auto Sunroofs	61	2,701	1	1,070	0	0%	1	100%	0	0
Auto Transporters & Drive-Away Companies	4,551	380	9	379	3	33%	6		0	0
Auto Upholstery Cleaning	153	2,171	0 7	1,633	0		0		0	0
Auto Warranty Plans	2,287	638		443	6	86%	1	14%	0	0
Auto Warranty Processing Service	11,019	178	25	178	25	100%	0		0	
Auto Warranty Service Auto Wrecking	1,374 4,106	866 413	1 6	1,070 487	0 4	0% 67%	1	100% 33%	0	0
	4,106		6		4 0		2		0	0
Autograph Dealers		2,063		1,633	1					0
Automated Teller Machines	813	1,140	7	443	1	14%	6		0	0
	103	2,411		1,633	0		0	0%	0	
	EC4									
Automation Systems & Equipment	103 561 898	1,335	0	1,633			0 1			
Automation Consultants Automation Systems & Equipment Automobile Dealers - Imported Cars Automobile Perconditioned Detailing	898	1,087	7	443	2	29%	5	71%	0	0
Automation Systems & Equipment	561 898 121 93	1,335 1,087 2,321 2,468		1,633 443 1,070 1,633		29% 100%	5	71%		0

		Т	1	T	1				Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
Awards - Production & Engraving	28	3,107	0	1,633	0	0%	0	0%	0
Awnings & Canopies	4,904	359	7	443	4	57%	3	43%	0
Axles	78	2,562	0	1,633	0	0%	0	0%	0
Baby Accessories & Services	1,471	831	2	848	2	100%	0	0%	0
Baby Accessories - Wholesale & Manufacturers	97	2,441	4	623	4		0		0
Baby Car Seats, Carriages & Strollers	58	2,729	0	1,633	0		0	0%	0
Baby Carriages & Strollers	90	2,489	1	1,070	1	100%	0	0%	0
Baby Foods	26	3,143	0	1,633	0	0%	0	0%	0
Baby Shoe Preservation	54	2,762	0	1,633	0	0%	0	0%	0
Baby Sitters	175	2,074	1	1,070	1	100%	0	0%	0
Backflow Prevention Devices & Services	117	2,341	0	1,633	0	0%	0	0%	0
Backflow Testing	7	3,615	0	1,633	0		0		0
Badges	21	3,239	0	1,633	0		0		0
Badges - Manufacturer Supplies	16	3,356	0	1,633	0	0%	0	0%	0
Badminton Courts - Public	31	3,054	0	1,633	0		0	0%	0
Bagels Bagels Conver & Control	34 16	3,005	0	1,633	0	0% 0%	0	0%	0
Bags - Burlap, Canvas & Cotton Bags - Paper	19	3,356 3,284	0	1,633 1,633	0	0%	0	0%	0
Bags - Plastic	41	2,919	0	1,633	0	0%	0	0%	0
Bail Bonds	2,675	571	1	1,033	0		1	100%	0
	2,107	673	5	552	2	40%	3	60%	0
Bakers - Retail	695	1,210	0	1,633	0		0		0
Bakers - Wholesale	55	2,749	0	1,633	0		0	0%	0
Bakers Equipment  Bakers Supplies	35	2,749	0	1,633	0	0%	<u>U</u>	0%	0
Bakers Supplies Balancing Service - Industrial	2	3,838	0	1,633	0		0		0
Balloons - Manned	403	1,551	0	1,633	0		0		0
Balloons - Novelty & Toy	139	2,238	1	1,070	1	100%	0	0%	0
Ballroom Dance Instruction	167	2,101	0	1,633	0		0		0
Ballrooms	78	2,562	0	1,633	0		0		0
Bamboo & Bamboo Products	33	3,019	0	1,633	0		0		0
Bank Equipment & Supplies	1,137	959	11	336	11		0		0
Banking Services	1,375	865	1	1,070	1	100%	0	0%	0
Bankruptcy Assistance & Services	1,715	762	1	1,070	1	100%	0	0%	0
Bankruptcy Counseling - Federally Certified	324	1,686	0	1,633	0	0%	0	0%	0
Banks	24,425	78	139	40	115	83%	24		0
Banquet Facilities	2,135	668	5	552	3	60%	2	40%	0
Bar - Fixtures	3	3,785	0	1,633	0	0%	0	0%	0
Bar Coding Service	23	3,200	0	1,633	0		0		0
Barbecue	725	1,189	1	1,070	1	100%	0	0%	0
Barbecue Equipment & Supplies	1,299	899	4	623	3	75%	1	25%	0
Barber Schools	384	1,585 1,095	1	1,070	1	100%	0	0%	0
Barbers	881		4	623	3	75%	1	25%	0
Barbers Equipment & Supplies	8	3,578	0	1,633	0		0	0%	
Barge Lines	15	3,373	0	1,633	0	0%	0	0%	0
Barn Equipment	60	2,711	0	1,633	0		0	0%	0
Barrels & Drums	359	1,626	1	1,070	0		1	100%	0
Bars & Taverns	1,187	938	1	1,070	0	0%	1	100%	0
Bartending Instruction	148	2,197	1	1,070	1	100%	0	0%	0
Bartending Service	345	1,653	1	1,070	1	100%	0	0%	0
Barter & Trade Exchanges	390	1,577	0	1,633	0		0		0
Baseball Batting Ranges	277	3,890 1,781	0	1,633	0	0% 0%	0	0%	0
Baseball Cards & Sports Memorabilia				1,633	0				
Baseball Clubs  Basement - Contractors	568 6,621	1,329 281	11 8	336 411		9% 75%	10	91% 25%	0
Basement - Contractors Basement - Finishing	1,851	729	8	1,070	0				0
Basement - Remodeling	2,946	529	2	848	1		1	50%	0
	4,946	357	4	623	2	50%	2	50%	0
Basement Waterproofing Basketball Clubs	335	1,670	3	709	0		2	100%	0
Baskets - Retail	37	2,962	0	1,633	0		0	0%	0
Bath Liners	322	1,688	0	1,633	0	0%	0	0%	0
Bathroom Accessories	2,864	540	10	357	5	50%	5	50%	0
Bathroom Remodeling	18,710	106	20	218	15	75%	5	25%	0
Bathroom Remodeling - Walk-In Tubs	1,296	901	1	1,070	0		1	100%	Ö
Baths	1,002	1,022	1	1,070	0	0%	0	0%	1 10
Baths - Equipment & Supplies	1,631	782	1	1,070	1	100%	0	0%	0
Bathtub Refinishing	3,292	486	4	623	1	25%	3	75%	0
Bathtubs & Sinks - Repair & Refinish	9,273	205	10	357	7	70%	3	30%	0
Batteries - Dry Cell - Wholesale & Manufacturers	660	1,246	0	1,633	0	0%	0	0%	0
Batteries - Storage-Retail	935	1,067	1	1,070	1	100%	0	0%	0
Batteries - Storage-Wholesale & Manufacturers	292	1,745	0	1,633	0	0%	0	0%	0
Battery Charging Equipment	61	2,701	0	1,633	0	0%	0		0
Battery Repairing & Rebuilding	367	1,611	0	1,633	0		0		0
Battery Supplies	3,100	510	7	443	6		1	14%	0
Beads	185	2,041	0	1,633	0	0%	0	0%	0
Bearings	230	1,892	0	1,633	0	0%	0	0%	0
Beauty Consultant	633	1,266		709	2	67%	1	33%	0
Beauty Pageants	296	1,735	0	1,633	0	0%	0	0%	0
Beauty Salons	41,489	44	123	52	78	63%	34	28%	11
Beauty Schools	3,724	439	5	552	3	60%	2	40%	0
Beauty Supplies & Equipment	7,670	243	44	110	35	80%	9	20%	0
Beauty Supplies & Equipment Repair	25	3,168	0	1,633	0		0	0%	0
Bed & Breakfast	1,490	824	8	411	5	63%	3	38%	0
Bed Bug Inspection Service	126	2,299	0	1,633	0	0%	0	0%	0
Bed Bug Removal	1,718	759	0	1,633	0	0%	0	0%	0

		,	Sorted by Industry						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unable	
Bedding	3,453	468	14	281	. 14	100%	n	70 Purs 0%	0 0
Beds - Electric & Adjustable	23	3,200	0	1,633	0	0%	0	0%	0 0
Beds - Retail	3,095	512	6	487	4	67%	1	17%	1 17
Beds - Wholesale & Manufacturers	1,148	956	5	552	5	100%	0	0%	0 0
Bedspreads - 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
Beekeepers Supplies Beer & Ale - Retail	34 84	3,005 2,531	1	1,070 1,070	1	100% 100%	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 Repair	77	2,572	0	1,633	0	0%	0	0%	0 0
Beer Home Brewing Equipment & Supplies	532	1,366	1	1,070	0	0%	0	0%	1 100
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
Better Business Bureaus	152 58	2,176 2,729	3	709 1,633	1	33% 0%	0	0% 0%	2 67 0 0
Beverage Dispensers Beverages	198	1,988	0	1,633	0		0	0%	0 0
Beverages - Wholesale & Distribution	718	1,195	0	1,633	0	0%	0	0%	0 0
Bibles	14	3,400	0	1,633	0	0%	0	0%	0 0
Bicycle - Dealers	2,546	590	6	487	5	83%	1	17%	0 0
Bicycle Racks & Security Systems	15	3,373	0	1,633	0	0%	0	0%	0 0
Bicycles - Renting	122	2,317	1	1,070	0	0%	1	100%	
Bicycles - Repair	1,279	903	1	1,070	0	0%	1	100%	0 0
Bicycles - Wholesale & Manufacturers	118	2,337	0	1,633	Ō	0%	0	0%	0 0
Bid Report Service	1	3,890	0	1,633	0	0%	0	0%	0 0
Bill Paying Service	602	1,301	1	1,070	1	100%	0	0% 0%	0 0
Billiard Equipment & Supplies Billiard Parlors	1,185	941	0	1,070 1,633	0	100% 0%	0	0%	0 0
Billing Service	156 225	2,156 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
Binoculars	65	2,654	0	1,633	0		0	0%	0 0
Bins	999	1,024	3	709	1	33%	2	67%	0 0
Biofeedback Therapists	39	2,938	0	1,633	0		0	0%	
Biological Products  Riomodical Products  Research	12 201	3,461	0	1,633	0	0% 0%	0	0% 0%	
Biomedical Products - Research Bird & Wildlife Supply Shops	291	1,977 1,749	0	1,633 1,633	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	ů 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
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 Blasting Equipment & Supplies	187	2,033	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Bleachers & Grandstands	31	3,054 3,541	0	1,633	0	0%	0	0%	0 0
Blinds	7,971	234	18	234	8	44%	6	33%	4 22
Blinds - Cleaning	242	1,863	0	1,633	ő	0%	0	0%	0 0
Blood Banks & Centers	30	3,070	0	1,633	0		0	0%	0 0
Blowers & Blower Systems	92	2,474	0	1,633	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 0
Boarding Houses Boat - Charter	278 1,666	1,778 772	0	1,633 552	0	0% 60%	0	0% 40%	0 0
	1,000	3,741	0	1,633	3 0	0%	2	0%	0 0
Boat - Excursion Boat Builders	934	1,070	1	1,070	1	100%	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 Covers, Tops & Upholstery	342	1,660	1	1,070	0	0%	1	100%	0 0
Boat Dealers	7,303	256	18	234 552	16	89%	2	11%	0 0
Boat Equipment & Supplies	1,196	935	5	552	4		1	20%	0 0
Boat Launching	32	3,035	0	1,633	0	0%	0	0%	0 0
Boat Lifts Boat Renting & Leasing	96 650	2,448 1,253	0	1,633 1,633	0	0%	0.0	0% 0%	0 0
Boat Repair	2,633	574	4	623	2		1	25%	1 25
Boat Storage	63	2,671	0	1,633	0		0	0%	0 0
Boat Transporting		2,299	0	1,633	0	0%	0	0%	0 0
Boating Instruction	126 138	2,241	1	1,070	1	100%	0	0%	0 0
Boating Instruction - Canoe & Kayak	20	3,254	0	1,633	0		0	0%	0 0
Body Care Products	179	2,063	1	1,070	0	0%	1	100%	0 0
Body Waxing Services	162	2,129	0	1,633	0	0%	0	0%	0 0
Boilers - New & Used	665	1,242	1	1,070	1	100%	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		
Boilers - Sales & Service	86	2,517	0	1,633	0	0% 0%	0	0% 0%	0 0
Boilers - Supplies & Parts Bolts & Nuts	135 115	2,256 2,348	0	1,633 1,633	0		0.	0%	0 0
DOIG & NUG	113	3,284	0	1,633	0		0	0%	0 0
Bonds - Surety & Fidelity	19				0		0		0 0
	1,284 218	902 1,927	0	1,633 1,633	-	0%	-	0% 0%	

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Bookcases	4	3,741	0	1,633	0	0%		0%	0	0%
Bookkeeping Service	9,591	202	11	336	7		2	18%	2	18%
Books - New	1,457	836	3	709	2	67%	1	33%	0	0%
Books - Textbooks New & Used Books - Used & Rare	115 1,249	2,348 914	0 14		0 13				0	0% 7%
Books - Wholesale	1,631	782	9	379		56%			0	0%
Booths - Toll, Parking	156	2,156	10	357	10		0	0%	0	0%
Boots	488	1,423	1	1,070	1	100%		0%	0	0%
Bottle Caps & Seals	20	3,254	0						0	0%
Bottle Return Depot Bottlers Equipment & Supplies	1,901	714 3,662	0	1,633 1,633	0		0	0%	0	0% 0%
Bottles - Used	119	2,331	0	1,633	0				0	0%
Bottles - Wholesale & Manufacturers	90	2,489	0	1,633	0				0	0%
Bounce Houses	29	3,093	0		0				0	0%
Boutique - Battling Cancer Related Products	59	2,721	0	1,633	0				0	0%
Boutique Items - Wholesale & Manufacturers Boutiques	9 568	3,541 1,329	0 2	1,633 848	0				0	0% 50%
Bowling	700	1,204	1	1,070					0	50% 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						0	0%
Boxes - Corrugated & Fiber	228	1,899	0		0				0	0% 0%
Boxes - Metal Boxes - Paper	26	3,741 3,143	0	1,633 1,633	0	0 70			0	0%
Boxes - Plastic & Transparent	29	3,093	0	1,633			0		0	0%
Boxes - Wooden	38	2,947	0	1,633		0%		0%	0	0%
Boxing Gym	147	2,201	2	848	2	100%	0	0%	0	0%
Boys Clothing & Furnishings - Retail	2	3,838	0	1,633	0		0		0	0%
Braille Supplies Brake Service	286 4,237	1,759 397	2	848 487	2				0	0% 0%
Brakes - Lining - Manufacturers & Distributors	4,237	3,480	0	1,633					0	0%
Brakes - Manufacturers & Distributors	28	3,107	0	1,633					0	0%
Brand Development	52	2,785	1	1,070	1	100%	0		0	0%
Bras	186	2,039	0	1,633	0				0	0% 0%
Brass Fabricators	32	3,035	0	1,633	0				0	0%
Brass Products Breastfeeding Supplies & Information	54 14	2,762 3,400	0	1,633 1,633	0		0		0	0%
Brew Pub	32	3,035	0				0		0	0%
Brewers	774	1,164	2	848	2	100%	0		0	0%
Brewers Equipment & Supplies	114	2,359	0	1,633	0		0		0	0%
Brick - Clay - Common & Face	31 1,487	3,054	0	1,633 487	0		0	0% 83%	0	0%
Brick - Concrete, Pumice Brick - Fire	1,487	826 2,247	6		1	17% 0%			0	0% 0%
Brick - Used	20	3,254	0	1,633	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%
Bridal Registries	10	3,513	0	1,633	0				0	0% 0%
Bridal Shops Bridal Supplies - Wholesale & Manufacturing	4,139 97	409 2,441	16 0	253 1,633				31% 0%	0	0%
Bridge Builders	153	2,171	0	1,633	0				0	0%
Bronzing	43	2,895	0	1,633	0				0	0% 0%
Broom Manufacturers Equipment & Supplies	61	2,701	0	1,633					0	
Brushes	114	2,359	0	1,633	0		0		0	0%
Buffing & Polishing Equipment & Supplies Building & Development Permits	358	3,741 1,628	0	1,633 1,633	0				0	0% 0%
Building Cleaning - Exterior	1,932	707	0						0	0%
Building Construction Consultants	3,767	436	3	709		33%		33%	1	33%
Building Contractors	36,070	48	26	171	13	50%	13	50%	0	0%
Building Envelope Restoration	1,733	754		1,633			0		0	0% 0%
Building Inspection Building Inspection - Commercial	8,963 297	211 1,732	6	487 1,633	6			0%	0	0%
Building Materials	21,721	92	24	1,633			4		0	0%
Building Materials - Reclaimed & Recycled	371	1,607	0	1,633	0				0	0%
Building Restoration & Preservation	6,052	304	5	552	3	60%		40%	0	0% 0%
Buildings - Concrete	438	1,496	0	1,633	0				0	0%
Buildings - Metal	499	1,403	0	1,633				0%	0	0%
Buildings - Pole & Post Frame Buildings - Portable	332 617	1,676 1,285	0	1,633 709	0	0% 100%	0		0	0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	4,355	391	4		3		1		0	0% 0%
Bulldozers	48	2,835	0	1,633	0	0%	0		0	0%
Bulletin & Directory Boards	26	3,143	0	1,633	0	0%	0	0%	0	0%
Bullion Coin Dealers	3,204	493	13	300			0		0	0%
Burglar Alarm Systems - Dealers, Monitoring & Service	49,406	35	195	26			8		1	1%
Burial Vaults	10	3,513	0	1,633 1,070	0		0		0	0%
Bus - Sales & Rental	45	2,867	1		1	100%			0	0% 0%
Bus Lines Buses - Charter & Rental	1,449 1,604	840 791	5	552 848	3	60% 50%	2	40% 50%	0	0%
Buses - Distributors & Manufacturers	3	3,785	0	1,633	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%
Business & Trade Organizations	2,200	657	0	1,633	0	0%	0	0%	0	0%
Business Brokers Business Consultants	1,511	818	1 9	1,070	7	100% 78%	0	0% 22%	0	0% 0%
Business Consultants	10,433	188	9	379	/	78%		22%	0	U%0

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	<b>Cmpls Settled</b>	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To Pursue	%
Business Forms & Systems	225	1,908	0	1,633	0	0%	0	0%	0	0%
Business Opportunity Companies	877	1,097	1	1,070	1	100%	0	0%	0	0%
Business Plan Preparation	1,152	954	2	848	2	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	751 355	1 12	1,070	0	0%	1	100%	0	0% 0%
Business Services - General Butchering	5,052 1,487	826	12	314 1,070	1	50% 100%	0	50% 0%	0	0%
Butchers Equipment & Supplies	569	1,327	Ô	1,633	0	0%	0	0%	0	0%
Buttons - Manufacturers Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	0	0%
Buying Clubs & Group Purchasing Service	3,048	517	10	357	8	80%	1	10%	1	10%
Cabanas - Beach & Pool	2	3,838	0	1,633	0	0%	0	0%	0	0%
Cabin, Cottage & Chalet - Rentals Cabinet Doors	5,579 432	331 1,507	19	228 1,070	13	68% 100%	4	21% 0%	0	11%
Cabinet Equipment & Supplies	220	1,921	0	1,633	0	0%	0	0%	0	0%
Cabinet Equipment & Supplies  Cabinet Hardware	8	3,578	0	1,633	0	0%	0	0%	0	0%
Cabinet Maker	6,010	307	6	487	1	17%	5	83%	ŏ	0%
Cabinet Manufacturer	11,239	174	8	411	3	38%	5	63%	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%
Cabinet Refinishers	1,167	947	3	709	0	0% 55%	3	100% 20%	0	0%
Cabinets Cable & Wire Harness Assembly	12,189 12	158 3,461	20	218 1,633	11	55%	<u>4</u>	0%	5	25% 0%
Cable & Wire Harriess Assembly  Cable Networking	70	2,616	0	1,633	0	0%	0	0%	0	0%
Cable Splicing	145	2,210	0	1,633	n	0%	0	0%	0	0%
Cable TV, Internet & Telephone Installation Service	8,245	227	70	77	62	89%	7	10%	1	1%
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 2,634	0	1,633	0	0%	0	0%	0	0%
Call Contact	68	2,634	0	1,633	0	0%	0	0% 0%	0	0%
Call Centers Calligraphers	6,340	292 3,541	3	709 1,633	3 n	100%	0	0%	0	0% 0%
Campers - Dealers	243	1,859	0	1,633	0		0	0%	0	0%
Campers - Rent & Lease	208	1,956	1	1,070	1	100%	0	0%	ŏ	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		1	100%	0	0%
Campers - Wholesale & Manufacturers	14	3,400	0	1,633	0		0	0%	0	0%
Campgrounds & RV Parks	2,506	596	10	357 552	5	50%	5	50%	0	0%
Camping Equipment	672	1,229 3,890	5	1,633	2	40% 0%	3	60% 0%	0	0% 0%
Camping Equipment - Renting Camps	2,039	689	3	709	2	67%	1	33%	0	0%
Cams - Grinding & Cutting	2,035	3,691	0	1,633	0	0%	0	0%	0	0%
Candle Making Supplies	1	3,890	0	1,633	ŏ	0%	0	0%	ŏ	0%
Candles - Retail	966	1,039	15	269	14		1	7%	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 - Retail Candy & Confectionery - Wholesale & Manufacturers	806	1,143	6	487	1 0	17% 0%	5	83% 0%	0	0% 0%
Candy & Confectionery - Wholesale & Manufacturers  Candy & Confectionery Brokers	172 188	2,084 2,028	12	1,633 314	0		12	100%	0	0%
Candy & Confectionery Brokers  Candy & Confectionery Manufacturers Supplies	20	3,254	0	1,633	0	0%	12	0%	0	0%
Canners	8	3,578	Ö	1,633	Ö	0%	0	0%	0	0%
Canoe Rental & Trips	13	3,429	2	848	2		0	0%	0	0%
Cans	1	3,890	0	1,633	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%
Caps - Wholesale & Manufacturers Car Buying Service	7 34	3,615 3,005	1	1,070 1,070	1	100% 100%	0	0% 0%	0	0% 0%
Car Loading & Unloading	26	3,143	0	1,633	0	0%	0	0%	0	0%
Car Pool Information	37	2,962	0	1,633	0	0%	0	0%	0	0%
Car Service	2,604	579	3	709	3	100%	0	0%	0	0%
Car Wash & Polish	6,311	294	26	171	20	77%	5	19%	1	4%
Car Wash & Polish Equipment & Supplies	281	1,773	0	1,633	0		0	0%	0	0%
Carbide Metals & Products	3	3,785	0	1,633	0	0%	0	0%	0	0% 0%
Carburetors Cardboard	31 11	3,054 3,480	0	1,633 1,633	0	0%	0	0%	0	0%
Careboard Career & Outplacement Counseling	986	1,031	0	1,633	0	0%	0	0%	0	0%
Caregivers Resources	223	1,913	1	1,070	0	0%	0	0%	1	100%
Cargo & Freight Containers	1,677	770	4	623	2	50%	2	50%	0	0%
Carnivals	18	3,305	0	1,633	0		0	0%	0	0%
Carpenters	10,553	187	5	552	1	20%	4	80%	0	0%
Carpet & Rug Binding Machines	2	3,838	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Cleaners	55,294	32	46	104	35 0		10	22% 0%	1	2%
Carpet & Rug Cleaning Equipment - Rental Carpet & Rug Cleaning Equipment& Supplies	23 333	3,200 1,674	0	1,633 848	0	0% 50%	0	50%	0	0% 0%
Carpet & Ruq Clearling Equipment& Supplies  Carpet & Ruq Dealers - New	24,866	75	31	145	23	74%	8	26%	0	0%
Carpet & Rug Dealers - New  Carpet & Rug Dealers - Persian/Oriental Rugs	199	1,987	2	848	0	0%	2	100%	0	0%
Carpet & Rug Dealers - Used	421	1,522	0	1,633	0	0%	0	0%	0	0%
Carpet & Rug Distributors & Manufacturers	237	1,879	1	1,070	1	100%	0	0%	0	0%
Carpet & Rug Dyers	143	2,222	0	1,633	0		0	0%	0	0%
Carpet & Rug Pads, Linings & Accessories	488	1,423 2,947	5	552 1,633	4	80%	1	20%	0	0%
	38	2 947	0	1,633	0		0	0%	0	0%
Carpet & Rug Renting				1 (22	^	201	•	00/		00/
Carpet & Rug Repair	613	1,289	0	1,633	0		0	0%	0	0% 0%
			0	1,633 1,633 1,070	0	0%	0	0% 0% 100%	0	0% 0% 0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To
	inquiries		Complaints		Cmpis Settled		Compis Not Settled		Pursue
Carpet Layers Equipment & Supplies	3	3,785	0	1,633	0	0% 0%	0	0%	0
Carriages - Horse Cash Registers & Supplies	400	3,838 1,556	0	1,633 1,633	0		0	0%	0
Casinos  Casinos	1,091	976	0	1,633	0	0%	0	0%	0
Casinos - Online	18	3,305	0	1,633	0		0		0
Caskets	196	1,997	0	1,633	0		0	0%	0
Casters & Glides	4	3,741 2,370	0	1,633	0	0%	0	0%	0
Cat Breeders	113	2,370	1	1,070	0		1	100%	0
Catalog Showrooms	2	3,838	0	1,633	0		0	0%	0
Caterer Equipment & Supplies	6,835	3,200	0 13	1,633	0 4		0	0%	0
Caterers Caulking Contractors	852	274 1.113	13	300 1,633	0		8	62%	0
Caulking Contractors  Caulking Materials & Equipment	6	3,662	0	1,633	0		0		0
Ceiling Cleaning	443	1,488	Ö	1,633	0	0%	0	0%	0
Ceiling Materials	243	1,859	0	1,633	0		0	0%	0
Cell Phone & Tablet Equipment, Supplies & Repair	9,141	208	291	15	259		32		0
Cellophane, Cell Materials & Products	1	3,890	0	1,633	0	0%	0	0%	0
Cellular Telephone Service & Supplies	24,840	76	375	8	327	87%	47		
Cellulite Treatment - Endermologie	25	3,168	1	1,070	0	0% 100%	1	100%	0
Cement - Retail	46 239	2,854	1 0	1,070	1 0		0		0
Cement - Wholesale & Manufacturers Cemeteries	239 596	1,871 1,307	2	1,633 848	2		0		0
Cemetery Equipment & Supplies	14	3,400	0	1,633	0		0	0%	0
Centrifugal Machinery	3	3,785	0	1,633	0		0	0%	0
Ceramic Products - Decorative	261	1,812	Ö	1,633	Ö		0		0
Ceramics - Equipment & Supplies	21	3,239	0	1,633	0		0	0%	0
Cereals	3	3,785	0	1,633	0		0	0%	0
Chain Letters	5	3,691	0	1,633	0		0	0%	0
Chain Link Fence Sales, Service & Contractors	1,006	1,017	2	848	1		1	50%	0
Chains Chaine Onthonodia 9 Life	32	3,035	0	1,633	0		0		0
Chairs - Orthopedic & Lift	354 130	1,637 2,283	0	1,633 1,633	0		0	0%	0
Chairs - Rent Chairs - Wholesale & Manufacturers	424	1,519	0	1,633	0		0	0%	0
Chambers Of Commerce	8,767	215	0	1,633	0		0	0%	0
Charity - American Indian	9	3,541	Ö	1,633	0		0		0
Charity - Animal Protection	24	3,181	0	1,633	0	0%	0	0%	0
Charity - Arts & Culture	1	3,890	0	1,633	0	0%	0	0%	0
Charity - Blind & Visually Impaired	6	3,662	0	1,633	0		0		0
Charity - Cancer	9	3,541	0	1,633	0		0	0%	0
Charity - Children & Youth	124	2,307	0	1,633	0	0%	0	0%	0
Charity - Community Development & Civic Organizations	59	2,721	0	1,633	0	0%	0	0%	0
	7	3,615	0	1,633	0	0%	0	0%	0
Charity - Education & Literacy Charity - Environment	5	3,691	0	1,633	0	0%	0	0%	0
Charity - Health	31	3,054	0	1,633	0		Ů	0%	0
Charity - Human Services (i.e. assistance to individuals &	27		9		-	0%	0	0%	
families)	27	3,130	0	1,633	0	0%	0	0%	0
Charity - Law & Public Interest	15	3,373	1	1,070	1	100%	0	0%	0
Charity - Local	3,365	478	1	1,070	1	100%	0	0%	0
Charity - National	12,608	153	2	848	2	100%	0	0%	0
Charity - Other Charitable Organizations	477	1,438	0	1,633	0		0	0%	0
Charity - Religious	10	3,513	0	1,633	0		0	0%	0
Chauffeur Service Chack Caching Protection Systems	509 22	1,388	0	1,633	0		0	0% 0%	0
Check Cashing Protection Systems Check Cashing Service	4,230	3,222 399	0 10	1,633 357	3		7	70%	0
Check Cashing Service  Check Protection & Signing Machines	7	3,615	0	1,633	0		0		0
Check Verification & Recovery Service	9	3,541	1	1,070	1	100%	0	0%	0
Checks - Printing	2,754	556	0	1,633	Ō		0		0
Cheerleading Instruction	141	2,230	1	1,070	1	100%	0	0%	0
Cheese	103	2,411	0	1,633	0		0		0
Cheese - Artisanal	5	3,691	0	1,633	0		0		0
Chemical Cleaning - Industrial	146	2,207	0	1,633	0		0	0%	0
Chemical Milling	3	3,785	0	1,633	0		0		0
Chemical Plant Equipment & Supplies Chemical Production	108	2,390	2	1 622	2		0	0%	0
Chemical Production	74	2,588		1,633	0		0		0
Chemicals Chemicals - Reclaiming	947 123	1,059 2,311	2	848 1,633	0	50% 0%	0	50% 0%	0
Chemists - Analytical & Consulting	50	2,811	0	1,633	0		0		0
Chemists - Analytical & Consulting Chemists - Manufacturers	24	3,181	0	1,633	0		0		0
Chess Instruction	6	3,662	0	1,633	0		0	0%	0
Child Care - In Home	668	1,236	1	1,070	1	100%	0	0%	0
Child Care - Infant	227	1,902	1	1,070	1		0		0
Child Care Centers	12,118	159	20	218	16		4		0
Child Care Referral	48	2,835	0	1,633	0		0	0%	0
Child Parent Development Centers	42	2,910	0	1,633	Ó	0%	0	0%	0
Child Support Enforcement	1	3,890	0	1,633	0		0	0%	0
Childproofing Services	37	2,962	0	1,633	0	0%	0	0%	0
Children's Play Programs Instruction	223	1,913	1	1,070	1	100%	0	0%	0
Childrens & Family Entertainment Childrens & Infants Wear - Petail	615 1,433	1,287	7	443 443	6	86% 43%	1	14% 43%	0 1 1
Childrens & Infants Wear - Retail		846	/		3		3		
Childrens & Infants Wear - Wholesale & Manufacturing	43	2,895	0	1,633	0	0%	0	0%	0
Chimes & Bells	1	3,890	0	1,633	0	0%	0	0%	0
									0

			Sorted by Industry	<u> </u>					_
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unable	
Chimney Cleaning	9,873	195	6	487	. 3	50%	3	70 Purs	0 0
Chimney Cleaning Equipment & Supplies	3,073	3,785	0	1,633	0	0%	0	0%	0 0
Chimney Sweeper	2,346	626	2	848	1	50%	1	50%	0 0
China & Crystal - Repair	99	2,424	0	1,633	0	0%	0	0%	0 0
China & Glassware - Retail	573	1,323	2	848	1	50%	0		1 50
China - Wholesale & Manufacturers	91	2,481	0	1,633	0		0		0 0
Chinese Food Products	70 3,555	2,616 456	0	1,633 848	0	0% 100%	0	0%	0 0
Chiropractors D.C. Chiropractors Equipment & Supplies	3,555	3,400	0	1,633	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
Christmas Trees	91	2,481	0	1,633	0	0%	0	0%	0 0
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
Cigar & Cigarette & Tobacco Dealers - Retail	663	1,243 3,785	0	1,633 1,633	0	0%	0	0%	0 0
Cigar & Cigarette & Tobacco Dealers - Wholesale	3		0		0	0%	0	0.0	0 0
Cigar & Cigarette Lighters Cigar, Cigarette & Tobacco Manufacturers	24 62	3,181 2,687	0	1,633 1,633	0	0% 0%	0		0 0
Cigars and Cigar Accessories	5	3,691	0	1,633	0		0		0 0
Cistern Builders	59	2,721	0	1,633	ő	0%	0		0 0
City & Town Planners	28	3,107	0	1,633	0	0%	0		0 0
Clamps	2	3,838	0	1,633	0	0%	0	0%	
Clay Products	5	3,691	1	1,070	0	0%	1	100%	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
Cleaning Services	22,700	90	23	193	14		9	39%	0 0
Cleaning Services - Commercial Office	2,451	1 507	0	1,633 1,633	0	0% 0%	0		0 0
Cleaning Services - Estate	380 2,604	1,597 579	59	1,633	59	100%	0		0 0
Cleaning Supplies Cleaning Supplies by Internet	133	2,268	0	1,633	99	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
Clinics	3,356	479	3	709	2	67%	1	33%	0 0
Clinics - Pain Management	299	1,724	0	1,633	0	0%	0		0 0
Clinics - Sleep Centers	548	1,346	0	1,633	0		0		0 0
Clocks - Components	6	3,662	0	1,633	0		0	0%	0 0
Clocks - Dealers	443	1,488	0	1,633	0	0%	0	0%	0 0
Clocks - Service & Repair	1,862	727	3	709	2	67%	1	33%	0 0
Clocks - Wholesale & Manufacturers	2,249	3,005	0	1,633	0	0%	0	0% 25%	0 0
Closet Systems & Accessories Closures - Industrial - Protective	65	644 2,654	0	623 1,633		75% 0%	1		0 0
Cloth Cutting Machines	2	3,838	0	1,633	0	0%	0		0 0
Clothes - Consignment & Resale	3,632	450	14	281	7		4		3 21
Clothing - Retail	11,225	175	59	88	39	66%	17	29%	3 5
Clubs	1,326	886	3	709	2	67%	1	33%	0 0
Clutches	14	3,400	0	1,633	0	0%	0		0 0
Coaching - Business	616	1,286	1	1,070	0	0%	1	100%	0 0
Coaching - Leadership	132	2,272	0	1,633	0		0		
Coaching - Life	284	1,765	0	1,633 1.633	0	0% 0%	0	0% 0%	0 0
Coal Machina	17	3,330 3,890	0	1,633	0		0		0 0
Coal Washing Coatings - Powder	570	1,326	0	1,633	0		0		0 0
Coatings - Protective	1,488		0	1,633	0	0%	0		0 0
Coatings - Vacuum Deposition	4	825 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
Cocktail Lounges	310	1,706	0	1,633	0	0%	0		0 0
Coffee & Tea	1,205	930	0	1,633	0	0%	Ō	0%	0 0
Coffee & Tea Shops	1,728	756 1,273	6	487	4	67% 100%	0		2 33
Coffee Break Service & Supplies Coffee Brewing Devices	629 640	1,273 1,260	1	1,070	1	100% 33%	2	67%	0 0
Coffee Brewing Devices Coffee Roasting & Handling Equipment	286	1,759	0	709 1,633	1	0%	<u>Z</u>	0%	0 0
Coil Winding	200	3,838	0	1,633	0	0%	0		0 0
Coin & Bill Change Machines	12	3,461	0	1,633	0		0		0 0
Coin & Bill Count, Sort, Wrap Machines	24	3,181	0	1,633	0		0	0%	0 0
Coin & Bill Count, Sort, Wrap Services	2	3,838 1,537	0	1,633	0	0%	0	0%	0 0
Coin Cards	411	1,537	7	443	7	100%	0		0 0
Coin Dealers, Supplies	4,271	396	3	709	1	33%	1	33%	1 33
Coins & Tokens - Manufacturers	176	2,070	0	1,633	0		0		0 0
Coins, Stamps & Precious Metals Dealer Cold Type Composition	341	1,661	0	1,633	0	0%	0		0 0
Cold Type Composition Collectibles	1,347	3,741	0 13	1,633	12	0% 92%	1		
Collection Agencies	185,720	876	696	300	649	93%	47		0 0
Collection Systems	501	1,399	2	848	049	0%	2	100%	0 0
College Savings Plans	107	2,393	1	1,070	1	100%	0	0%	0 0
Colon Hydrotherapy - Colonic Therapy	49	2,821	0	1,633	0	0%	ő	0%	0 0
Color Consultants	8	3,578	0	1,633	0		Ö		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
Combustion Controls	106	2,396	0	1,633	0		0		0 0
Comic Books	322	1,688	0	1,633	0	0%	0		0 0
Commercial Blueprint Design	5	3,691	0	1,633	0	0%	0	0%	UI O
Commercial Kitchen Rental	30	3,070		1,633		0%		0%	0 0

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To
-	1,884		- Compidints		emplo settled	100%	simple not dettied	0%	Pursue
Commercial Painting Contractor		722	15	1,070	13		0	13%	0
Commercial Products Manufacturers	1,452	839	15	269	13	87%			U
Commercial Products Wholesale & Distributor Commercial Roofing	3,420 3,321	472 483	3	709 552	2	67% 40%	1	33% 40%	1
Commercials - Radio & Television	3,321	3,035	0	1,633	0	0%	0	0%	0
Commodity Brokers	225	1,908	0	1,633	0	0%	0	0%	0
Commodity Brokers Commodity Trading Advisory Service		2,171	2	848	1	50%	1	50%	0
Communication Consultants	153 1,564	803	2	848	1	50%	1	50%	0
Compact Discs, Tapes & Records - Retail	706	1,200	1	1,070	1	100%	0	0%	0
Compact Discs, Tapes & Records - Retail			-		1		0		0
Manufacturing	35	2,991	0	1,633	0	0%	0	0%	0
Compactors - Waste - Household - Dealers	36	2,978	1	1.070	0	0%	0	0%	1
Compactors - Waste - Industrial & Commercial	417	1,528	0	1,633	0	0%	0	0%	0
Compliance Consulting	183	2,046	0	1,633	0	0%	0	0%	0
Composting Systems	89		0	1,633	0	0%	0	0%	0
Compressors	169	2,496 2,092	1	1,070	1	100%	0	0%	0
Compressors - Repair	23	3,200	0	1,633	0	0%	0	0%	0
Computer Assisted Design Services	63	2,671	0	1,633	0	0%	0	0%	0
	1,137	959	6	487		83%	1	17%	0
Computer Business Services Computer Consultant		446	6	487	4	67%	2	33%	0
	3,670		2		2		0		
omputer Printers Sales & Service	630	1,270 329	25	848 178	12	100% 48%	13	0% 52%	0
omputer Software Publishers & Developers	5,627								0
omputers - Bulletin Boards	1	3,890	0	1,633	0	0%	0	0%	0
omputers - Cable & Installation	768	1,167	0	1,633	0	0%	0	0%	0
omputers - Cleaning Services	23	3,200	0	1,633	0		0		
omputers - Dealers	23,855	80	78	72	57	73%	21	27%	0
Computers - Disaster Recovery	824	1,130	1	1,070	1	100%	0	0%	0
omputers - Furniture omputers - Graphics	176 211	2,070 1,947	1	1,070 1,070	1	100% 100%	0	0% 0%	0
	235	1,947	0	1,070	0	0%	0	0%	0
omputers - Multimedia			1		0				
omputers - Network Security	431	1,508	1	1,070	1	100%	0	0%	0
omputers - Networks	2,495	599	1	1,070	- 1	100%	0		0
omputers - Programming	50	2,804	2	848	0	50%	1	50%	0
omputers - Rent & Lease	124	2,307	0	1,633		0%	0	0%	0
omputers - Rooms - Installation & Equipment	32	3,035	0	1,633	0	0%	0	0%	0
omputers - Security Equip & Systems	230	1,892	1	1,070	0	0%	1	100%	0
omputers - Service & Repair	21,508	94	47	101	32	68%	14	30%	1
omputers - Supplies & Parts	8,137	228	44	110	27	61%	17	39%	0
omputers - Sys Designers & Consult	8,798	214	18	234	16	89%	2	11%	0
omputers - Training	1,144	957	1	1,070	1	100%	0	0%	0
omputers - Used	962 728	1,042	2	848	1	50%	1	50%	0
omputers - Wholesale & Manufacturers		1,187	5	552	2	40%	3	60%	0
omputers Hardware, Software & Services	74,644	22	153	38	110	72%	42	27%	1
oncert Bureaus	70	2,616	0	1,633	0	0%	0	0%	0
oncert Halls	197	1,993	0	1,633	0	0%	0	0%	0
oncert Performers	7	3,615	0	1,633	0	0%	0	0%	0
oncert Promoters & Consultants	49	2,821	0	1,633	0	0%	0	0%	0
oncessionaires	2	3,838	0	1,633	0	0%	0	0%	0
oncierge Services	259	1,818	0	1,633	0	0%	0	0%	0
oncrete - Custom	2,722	565	4	623	3	75%	1	25%	0
oncrete - Prestressed	9	3,541	0	1,633	0	0%	0	0%	0
oncrete - Ready Mixed	1,501	820	2	848	1	50%	1	50%	0
oncrete - Restoration, Sealing & Cleaning	2,919	532	4	623	2	50%	2	50%	0
oncrete - Stamped & Decorative	2,016	696	4	623	0	0%	3	75%	1
oncrete Additives	8	3,578	0	1,633	0	0%	0	0%	0
oncrete Aggregates	405	1,546	2	848	2	100%	0	0%	0
oncrete Blocks & Shapes	215	1,935	1	1,070	1	100%	0	0%	0
oncrete Breaking Equipment	38	2,947	0	1,633	0	0%	0	0%	0
oncrete Breaking, Cutting, Sawing	1,898	719	0	1,633	0	0%	0	0%	0
oncrete Construction Forms & Accessories	1,367	870	1	1,070	0	0%	1	100%	0
oncrete Contractors	86,668	18	112	57	55	49%	53	47%	4
oncrete Curing & Treating Materials	221	1,917	0	1,633	0	0%	0	0%	0
oncrete Mixers	56	2,744	1	1,070	1	100%	0	0%	0
oncrete Patching Compounds	38	2,947	0	1,633	0	0%	0	0%	0
oncrete Products	2,325	631	2	848	1	50%	1	50%	0
oncrete Pumping Service	1,061	988	0	1,633	0	0%	0	0%	0
oncrete Reinforcements	135	2,256 2,461	0	1,633	0	0%	0	0%	0
oncrete Removal	94	2,461	1	1,070	0	0%	1	100%	0
oncrete Repair/Leveling	2,974	526	2	848	1	50%	1	50%	0
ondiments & Sauces	18 4,353	3,305	0	1,633	0	0%	0	0%	0
ondominiums	4,353	392	7	443	3	43%	4	57%	0
onference Centers	212	1,944	1	1,070	0		1	100%	0
onnectors - Electric	214	1,937	1	1,070	0	0%	1	100%	0
onsignment Service	403	1,551	3	709	2	67%	1	33%	0
onsignment Service - Automobile	37	2,962	0	1,633	0	0%	0	0%	0
onsignment Service - Furniture	235	1,884	4	623	1	25%	3	75%	0
onsignment Service - Online	10	3,513	0	1,633	n	0%	n	0%	n
onstruction & Remodeling Services	69,856	26	64	81	34	53%	26	41%	4
onstruction Equipment Sales / Services	929	1,075	2	848	0	0%	2	100%	n
onstruction Estimates	553	1,340	0	1,633	ő	0%	0	0%	0
							-		0
onstruction Management	6 668	2701	5	5571	4	800/2	1	20%	
onstruction Management onstruction Supplies	6,668 398	279 1,560	5	552 1,070	4	80% 100%	1	20% 0%	0

1	1		Sorted by Industry	Т	Т	Г			Constanting to
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue
Consultant - Employee Benefit Plans	541	1,354	0	1,633	0	0%	0	0%	0 09
Consultant - Planning	1,297	900	0	1,633	0	0%	0	0%	0 09
Consultant - Public Sector Planning	13	3,429	0	1,633	0	0%	0	0%	0 09
Consultant - Strategic Planning	83	2,536	1	1,070	1	100%	0	0%	0 09
Consultants - Auto Repair	13	3,429	1	1,070	1		0		
Consultants - Automobile Purchase	84	2,531	0	1,633	0		0	0%	0 00
Consultants - Dental Management Consultants - Medical	160 397	2,139 1,562	1	1,633 1,070	1	0% 100%	0	0% 0%	0 09
Consultants - Piedical  Consultants - Pharmaceutical	187	2,033	1	1,070	1	100%	0	0%	0 09
Consultants - Security	204	1,972	1	1,070	1	100%	0	0%	0 09
Consultants - Social Media	169	2,092	1	1,070	1	100%	0	0%	0 09
Consultants - Telecommunication	703	1,203	1	1,070	1	100%	0	0%	0 09
Consumer Finance & Loan Companies	32,865	53	80	70	74		6	8%	0 09
Consumers Cooperative Organizations	524	1,378	2	848	2	100%	0	0%	0 09
Contact Lenses	5,522	333	12	314	9	75% 0%	<u>3</u>	25% 0%	0 00
Containerized Freight Service Content Management Systems	640 28	1,260 3,107	0	1,633 1,633	0	0%	0	0%	
Contest Arranging & Judging	7	3,615	0	1,633	0	0%	0	0%	0 00
Contract Manufacturing	102	2,414	0	1,633	0	0%	0	0%	0 09
Contractor - Commercial	4,847	362	0	1,633	0		0		0 00
Contractor - Crawl Space	36	2,978	0	1,633	0	0%	0		0 09
Contractor - Decorative & Specialty Concrete	723	1,192	0	1,633	0	0%	0	0%	0 09
Contractor - Disabled Access	28	3,107	0	1,633	0	0%	0	0%	0 09
Contractor - Flat Roof	1,078	982	0	1,633	0	0%	0	0%	0 09
Contractor - Gas	996	1,026	1	1,070	1		0		0 00
Contractor - General Green Builder	288	1,756	0	1,633	0		0		
Contractor - Hauling	93	2,468	1	1,070	0	0%	1	100%	0 00
Contractor - Home Performance Contractor - Industrial	99 246	2,424 1,848	0	1,633 1,633	0		0		0 09
Contractor - Industrial	25,723	71	12	314	9		3	25%	0 00
Contractor - Insulation Contractor - Interior Trim	380	1,597	0	1,633	0		0		0 09
Contractor - Low Voltage Systems	78	2,562	0	1,633	0	0%	0	0%	0 09
Contractor - Mechanical Insulation	620	1,280	1	1,070	1	100%	0	0%	0 09
Contractor - Metal Roofing	2,555	588	3	709	2	67%	1	33%	0 09
Contractor - Ornamental Iron	61	588 2,701	0	1,633	0		0		0 09
Contractor - Remodel & Repair	5,729	320	7	443	3	43%	3	43%	1 149
Contractor - Roofing Spray Foam Insulation	384	1,585	0	1,633	0	0%	0	0%	0 00
Contractor - Sheetrock	7	3,615	0	1,633	0		0		0 09
Contractor - Spray Foam Insulation	3,678	444	1	1,070	1		0	0%	0 09
Contractor - Tile Roofing	275 45	1,787	0	1,633 1,633	0	0% 0%	0	0% 0%	0 09
Contractor - Water Conditioning Contractors - Acoustical Ceiling	43	2,867 2,895	0	1,633	0	0%	0	0%	0 0
Contractors - Ceiling	1,578	795	0	1,633	0	0%	0	0%	0 00
Contractors - Flooring	11,755	166	16	253	9	56%	5	31%	2 139
Contractors - Framing	4,024	418	0	1,633	0	0%	0	0%	0 09
Contractors - General	273,845	2	300	13	106		173		21 79
Contractors - Gutters	2,379	621	1	1,070	1	100%	0	0%	0 09
Contractors - Plant Maintenance Shutdown	36	2,978	0	1,633	0	0%	0	0%	0 09
Contractors - Retaining Wall	416	1,530	0	1,633	0	0%	0	0%	0 09
Contractors - Sheet Metal	1,101	973	1 5	1,070	1	100%	0	0%	0 09
Contractors - Solar Energy	3,945	424		552	-	40%		40%	1 200
Contractors Equipment & Supplies - Dealers & Services	565	1,334	0	1,633	0	0%	0	0%	0 00
Contractors Equipment & Supplies - Rent & Lease	1,274	906	3	709	3	100%	0	0%	0 00
Controls, Control Sys & Regulators	784	1,158	0	1,633	0		0		0 09
Convenience Stores	2,210	655	11	336	6	55%	5	45%	0 09
Convention Services & Facilities	766	1,170	0	1,633	0	0%	0	0%	0 09
Convents & Monasteries	3	3,785	0	1,633	0	0%	0		0 09
Converters - Electric	5	3,691	0	1,633	0		0		0 09
Conveyors & Conveying Equipment	114	2,359	0	1,633	0	0%	0	0%	0 00
Cookies & Crackers	115	2,348	0	1,633	0		0		0 00
Cooking Instruction	193 1,560	2,007 804	2	848 1.070	1	50% 100%	1	50%	0 00
Cooking Utensils Cooling Towers	27	3,130	0	1,633	0		0		0 09
Copiers & Copier Supplies	1,045	996	1	1,070	1	100%	0	0%	0 0
Copper Products	59	2,721	0	1,633	0		0	0%	0 09
Coppersmiths	7	3,615	Ö	1,633	0	0%	0	0%	0 09
Copy & Duplicating Service	2,584	585	12	314	9	75%	3	25%	0 09
Copyright Service	20	3,254	0	1,633	0	0%	0	0%	0 09
Cord Blood Storage	24	3,181	0	1,633	0		0	0%	0 09
Cork & Cork Products	9	3,541	1	1,070	1		0		0 09
Corn Products	58	2,729	0	1,633	0		0		0 09
Corporate Awards	61	2,701	0	1,633	0		0		0 00
Corporate Housing	247	1,844	0	1,633	0	0%	0	0%	0 00
Corporate Travel	12 576	2,978	0	1,633	0	0%	0	0%	
Correspondence Schools Corrosion Control	13,576	145 3,070	9	379 1,633	9	100%	0	0%	0 00
Corsets & Girdles	509	1,388	1	1,070	0	0%	1	100%	0 0
Cosmetic & Toiletry Preparations - Manufacturers	188	2,028	0	1,633	0	0%	0	0%	0 09
Cosmetic Sales	730	1,186	3	709	2	67%	1	33%	0 00
					447		122		0 0
	7.543	250	2391	211	.1171	49%	1//	51%	UI U
Cosmetic Sales by Internet Cosmetics & Perfumes - Retail	7,543 1,568	250 799	239 6	21 487	117 3	50%	122	50%	0 09
Cosmetic Sales by Internet	7,543 1,568 292 154			487 1,633 1,633	3		3 0 0	50% 0%	

	-	1	1						npls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Ch	Pursue 9
Costumes - Masquerade & Theatrical	539	1,355	2	848	0	0%	2	100%	0 09
Cotton Ginning Equipment & Supplies	7	3,615	0	1,633	0	0%	0		0 09
Counterfeit Money Detection Devices	6	3,662	0	1,633	0	0%	0	0%	0 09
Countertop - Fabrication	457	1,463	0	1,633	0	0%	0	0%	0 0
Countertops	17,261	111	24	182	13	54%	10	42%	1 40
Countertops - Concrete	81	2,547	0	1,633	0	0%	0		0 0
Coupon Book Promotions	649	1,254 251	1	1,070	1	100%	0		0 09
Coupon Services	7,528	251	41	116	40	98%	1		0 09
Couriers	4,510	382	14	281	7	50%	7	50%	0 09
Court Reporters	80	2,553	0	1,633	0		0		0 09
Covers - Protective	26	3,143	0	1,633	0	0%	0	0%	0 00
CPR Training & Certification	371	1,607	1	1,070	1		0		0 00
Craft Galleries & Dealers	236	1,882	0	1,633	0		0		0 0
Craft Instruction	31	3,054	0	1,633	0	0%	0		0 0
Craft Supplies	856	1,108	0	1,633	0		0		0 00
Crane Service	808	1,142	0	1,633	0	0% 50%	0	0% 50%	0 0
Cranes	824	1,130	2	848	0		1		0 00
Cranes - Accessories & Parts	21	3,239	0	1,633	0	0%	U		0 0
Crankshaft Grinding	45 46,166	2,867	0	1,633	51	0% 84%	9	0% 15%	
Credit & Debt Counseling		41	61	85	2		3		
Credit - Debt Consolidation Services	7,950 3,667	236 447	5	552 443	5	40% 71%	3		0 0° 2 29°
Credit Card - Merchant Services					22		0		0 0
Credit Card Processing Service	6,069	302	24	182	22	91%	2	8% 6%	1 3
Credit Cards & Plans Credit Cards & Plans - Equipment & Supplies	3,895 75	425 2,580	32 0	141	29				0 0
Credit Cards & Plans - Equipment & Supplies Credit Cards - Protection Service	181	2,580	6	1,633 487	6		0		0 00
Credit Cards - Protection Service  Credit Repair Services - Advance Fee	346	1,651	1	1,070	0	0%	0		1 100
Credit Repair Services - Advance Fee  Credit Repair Services - No Advance Fee	340	3,615	0	1,633	0		0		0 0
Credit Repair Services - No Advance Fee  Credit Repair Services - Monitored	1	3,890	0	1,633	0		0		0 0
Credit Reporting Agencies	6,552	284	23	193	20		3		0 0
Credit Reporting Agencies  Credit Services	4,631	376	8	411	6	75%	1		1 130
Credit Unions	8,521	220	8	411	7	88%	1	13%	0 0
Cremation Services	1,051	993	0	1,633	Ó		0		0 0
Cremation Urns	15	3,373	0	1,633	0	0%	0		0 0
Crematories	159	2,143	0	1,633	0		0		0 00
Crime Scene/Trauma Clean Up	192	2,012	1	1,070	0		1	100%	0 09
Crisis Intervention Service	26	3,143	Ô	1,633	0	0%	0	0%	0 0
Cruises	1,794	737	7	443	6		1		0 0
Cryogenics	60	2,711	ó	1,633	0		0		0 09
Crystals - Industrial	5	3,691	0	1,633	0		0		0 09
Culverts	63	2,671	0	1,633	0	0%	0		0 00
Cupolas	9	2,671 3,541	0	1,633	0	0%	0		0 0
Currency Exchange	3,299	485	0	1,633	0		0		0 00
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 09
Custom Framing	185	2,041	0	1,633	0	0%	0	0%	0 09
Custom Harvesting	29	3,093	0	1,633	0	0%	0	0%	0 09
Custom Tile Painting	8	3,578	0	1,633	0		0		0 09
Customs Consultant	63	2,671	0	1,633	0	0%	0	0%	0 00
Cutlery	168	2,096	3	709	1	33%	2	67%	0 09
Cutting & Slitting Service	9	3,541	0	1,633	0	0%	0		0 09
Cyber Security	4	3,741	0	1,633	0	0%	0		0 09
Cylinders - Air & Hydraulic	18	3,305	0	1,633	0		0		0 09
Cylinders - Gas	45	2,867	0	1,633	0	0%	0		0 00
Cylinders - Hydrostatic Testing	3	3,785	0	1,633	0		0		0 00
Dairies	191	2,016	0	1,633	0		0		0 0
Dairy Equipment & Supplies	70	2,616	0	1,633	0	0%	0	0%	0 00
Dairy Products - Wholesale	260	1,815	1	1,070	1	100%	0		0 00
Dance Apparel	67	2,644	1	1,070	1	100%	0		0 00
Dance Companies	1,430	849	5	552	3	60%	2		
Dancing Instruction	1,454	838 1.848		443	6		1		0 00
Dancing Supplies Darts & Dart Boards	246		1	1,070	1	100% 0%	0		0 0
		3,541		1,633					
Data Communications Equipment & Systems  Data Processing Equipment	487	1,427	0	1,633	0	0%	0		0 00
Data Processing Equipment Data Processing Equipment - Maintenance	21	3,239		1,633	0		0		0 0
	450	3,691	0	1,633	0	0% 0%	0		0 0
		1,4/5	0	1,633 1,633	0		0		0 0
Data Processing Service		ס חסב			U				U U
Data Processing Service Data Processing Supplies	32	1,475 3,035 1,188		1 070	4.1		^		
Data Processing Service Data Processing Supplies Data Recovery	32 726	1,188	1	1,070	1	100%	0		0 00
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers	32 726	1,188 1,358	1 1	1,070 1,070	1	100%	0	0%	0 0
Data Processing Service  Jata Processing Supplies  Data Recovery  Jata Systems - Consultants & Designers  Jating Service  Lating Service  Jating Service	32 726 537 17,137	1,188 1,358 114	1 1 138	1,070 1,070 41	1 27	100% 20%	0 111	0% 80%	0 00
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Data Systems - Consultants & Designers Dating Service - Online	32 726 537 17,137 1,656	1,188 1,358 114 774	1 1 138 7	1,070 1,070 41 443	1 27 2	100% 20% 29%	0 111 5	0% 80% 71%	0 00
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service - Online Day Care - Adults	32 726 537 17,137 1,656 162	1,188 1,358 114 774 2,129	1 1 138 7 0	1,070 1,070 41 443 1,633	1 27	100% 20% 29% 0%	0 111	0% 80% 71% 0%	0 0° 0 0° 0 0°
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service - Online Day Care - Adults Day Spas	32 726 537 17,137 1,656 162 8,837	1,188 1,358 114 774 2,129 212	1 1 138 7 0 21	1,070 1,070 41 443 1,633 212	1 27 2 2 0 5	100% 20% 29% 0% 24%	0 111 5 0 2	0% 80% 71% 0% 10%	0 0° 0 0° 0 0° 0 0° 14 67°
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service Dating Service - Online Day Care - Adults Day Spas Debt Relief Education	32 726 537 17,137 1,656 162 8,837 399	1,188 1,358 114 774 2,129 212 1,558	1 138 7 0 21	1,070 1,070 41 443 1,633 212 1,633	1 27 2 2 0 5 5	100% 20% 29% 0% 24% 0%	0 111 5 0 2 0	0% 80% 71% 0% 10% 0%	0 0° 0 0° 0 0° 14 67° 0 0°
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service - Online Day Care - Adults Day Spas Debt Relief Education Debt Relief Services	32 726 537 17,137 1,656 162 8,837 399	1,188 1,358 114 774 2,129 212 1,558 1,441	1 1 138 7 0 21 0	1,070 1,070 41 443 1,633 212 1,633 1,633	1 27 2 2 0 5 0	100% 20% 29% 0% 24% 0%	0 111 5 0 2 2 0 0	0% 80% 71% 0% 10% 0%	0 0° 0 0° 0 0° 14 67° 0 0° 0 0°
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service Daty Service Daty Care - Adults Day Spas Debt Relief Education Debt Relief Services Debt Relief Services	32 726 537 17,137 1,656 162 8,837 399 475 4,135	1,188 1,358 114 774 2,129 212 1,558 1,441	1 138 7 7 0 21 0 0 0	1,070 1,070 41 443 1,633 212 1,633 1,633 1,20	1 27 27 0 0 5 0 0 0	100% 20% 29% 0% 24% 0% 62%	0 111 5 0 2 2 0 0 15	0% 80% 71% 0% 10% 0% 0% 0% 38%	0 0° 0 0° 0 0° 0 0° 14 67° 0 0° 0 0° 0 0°
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service - Online Day Care - Adults Day Care - Adults Day Spas Debt Relief Education Debt Relief Services	32 726 537 17,137 1,656 162 8,837 399 475 4,135	1.188 1.358 114 774 2.129 212 1.558 1.441 410 2.165	1 138 7 0 21 0 0 39	1,070 1,070 41 443 1,633 212 1,633 1,633 1,20 1,633	1 27 2 2 0 0 5 0 0 24	100% 20% 29% 0% 24% 0% 0% 62%	0 1111 5 0 2 2 0 0 155	0% 80% 71% 71% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0 00 0 00 0 00 0 00 14 67% 0 00 0 00 0 00 0 00
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service - Online Day Care - Adults Day Spas Debt Relief Education Debt Relief Services Debt Settlement - Canada	32 726 537 17,137 1,656 162 8,837 399 475 4,135 155	1,188 1,358 1114 774 2,129 212 1,558 1,1441 410 2,165	1 138 7 7 0 21 0 0 0	1,070 1,070 41 443 1,633 212 1,633 1,633 1,20 1,633 1,633	1 27 27 0 0 5 0 0 0	100%   20%   29%   0%   0%   0 %   0	0 111 5 0 2 2 0 0 15	0%6 80%6 71%6 0%6 10%6 0%6 0%6 0%6 0%6 0%6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service - Online Day Care - Adults Day Care - Adults Day Care - Adults Debt Relief Education Debt Relief Services Debt Settlement - Canada Debcals	32 726 537 17,137 1,656 162 8,837 399 475 4,135 155 923	1,188 1,358 1144 774 2,129 212 1,558 1,441 410 2,165 1,078	1 138 7 0 21 0 0 0 39 0 0	1,070 1,070 41 443 1,633 212 1,633 1,633 1,20 1,633 1,633 1,633	1 1 27 27 2 0 0 5 5 0 0 0 0 24 4 0 0 0 1 1	100% 20% 29% 0% 24% 0% 62% 0% 62% 0% 50%	0 111 5 0 2 2 0 0 15 0 0 0 0	0% 80% 71% 71% 71% 71% 71% 71% 71% 71% 71% 71	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service Dating Service Dating Service - Online Doty Care - Adults Daty Spass Debt Relief Education Debt Relief Services Debt Settlement - Canada Decals Decck - Repair	32 726 537 17,137 1,656 162 8,837 399 475 4,135 155 923 455	1.188 1.138 1.144 7.74 2.129 2.122 1.558 1.441 410 2.165 1.078 1.466	1 138 7 7 7 0 0 21 0 0 0 0 9 9 0 0 0 2 2	1,070 1,070 41 443 1,633 212 1,633 1,633 1,20 1,633 848 1,633	1 27 27 2 0 0 5 5 0 0 0 4 24 0 0 0 1 1 0 0 0	100% 20% 29% 0% 24% 0% 62% 62% 6% 6% 6% 0% 0% 0% 0% 0%	0 1111 5 0 2 2 0 0 155	0% 80% 71% 71% 71% 71% 71% 71% 71% 71% 71% 71	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Data Processing Service Data Processing Supplies Data Recovery Data Systems - Consultants & Designers Dating Service - Online Day Care - Adults Day Spas Debt Relief Education Debt Relief Services Debt Settlement - Canada Decals	32 726 537 17,137 1,656 162 8,837 399 475 4,135 155 923	1,188 1,358 1144 774 2,129 212 1,558 1,441 410 2,165 1,078	1 138 7 0 21 0 0 0 39 0 0	1,070 1,070 41 443 1,633 212 1,633 1,633 1,20 1,633 1,633 1,633	1 1 27 27 2 0 0 5 5 0 0 0 0 24 4 0 0 0 1 1	100% 20% 29% 0% 24% 0% 62% 0% 62% 0% 50%	0 111 5 0 2 2 0 0 15 0 0 0 0 0 0	0% 80% 71% 71% 71% 71% 71% 71% 71% 71% 71% 71	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Industry Classification	!								Cmpls Unable To
	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Pursue
Decoration Contractors - Party, Convention	504	1,395	2	848	1	50%	1	50%	0 0
Delicatessens	381	1,594	0	1,633	0	0%	0	0%	0 0
Delivery Service	24,312	79	117	55	102	87%	15	13%	0 0
Demolition Contractors	3,876	427 3,741	3	709 1,633	2	67% 0%	1	33% 0%	0 0
Demonstration Services Dental Equipment & Supplies	1,060	989	1	1,070	1	100%	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
Dental Laboratories	1,679	769	0	1,633	0		0	0%	0 0'
Dental Service Plans	173	2,080	0	1,633	0		0	0%	0 0'
Dental Staffing	7	3,615	0	1,633	0	0%	0	0%	0 0
Dentist - Dental Implants	382	1,590	1	1,070	1		0		0 0
Dentist - Dental Surgery	438	1,496	0	1,633	0		0		0 0
Dentist - Orthodontist Dentist - Periodontist	642 233	1,258 1,887	0	1,633 1,633	0		0	0% 0%	0 0
Dentist - Prosthodontist	8	3,578	0	1,633	0		0	0%	0 0
Dentistry - Children	399	1,558	0	1,633	0		0	0%	0 0
Dentistry - Cosmetic	1,463	835	1	1,070	1	100%	0	0%	
Dentists	15,048	133 354	24	182	22	92%	2	8%	0 0
Denturist	5,083	354	4	623	2	50%	2	50%	0 0'
Deodorants	15	3,373	0	1,633	0		0		0 0
Deodorizing & Disinfecting	110	2,383	1	1,070	1		0		0 0
Department Stores	15,485	130	344	9	337		6	2% 0%	1 0
Deposit Protection  Design & Build Contractor	2,398	3,890 615	0	1,633 848	0	0% 0%	2	100%	0 0
Design & Build Contractor Designers - Apparel	1,046	615 995	2	848	0		2	100%	0 0'
Designers - Industrial	592	1,312	1	1,070	1	100%	0	0%	0 0
Desktop Publishing	119	2,331	0	1,633	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
Developmental Disability Services	195	2,002	0	1,633	0		0		0 0'
Diabetes Services & Supplies	634	1,264	1	1,070	1	100%	0	0%	0 0'
Diamond Buyers	183	2,046	2	848	1	50%	1	50%	0 0
Diamond Cutters	10	3,513	0	1,633	7		0	0% 22%	0 0'
Diamonds Diamonds	5,916	311		379	1				
Diaper Service Dictating Machines & Supplies	387	1,580 3,662	2	848 1,633	1	50% 0%	1	50% 0%	0 0
Die Castings	44	2,882	0	1,633	0		0		0 0
Die Cutting	2	3,838	0	1,633	0		0	0%	0 0
Die Cutting Equipment & Supplies	3	3,785	0	1,633	0		0	0%	0 0
Dietitians	3	3,785	0	1,633	0		0	0%	0 0
Differentials - Automobile	9	3,785 3,541	0	1,633	0	0%	0	0%	0 0
Digital Marketing	895	1,088	4	623	2	50%	2	50%	
Digital Media	2,623	576	17	243	17	100%	0	0%	0 0
Dinner Theatres	51 117	2,797	0	1,633 848	0		0	0% 50%	0 0
Disability Access Equipment Disability Remodeling	36	2,341 2,978	0	1,633	0	0%	0	0%	0 0
Disablinty Remodelling Disabled Person Assistance	17,050	2,976	14	281	12	86%	2	14%	0 0
Disc Jockeys	2,205	656	4	623	3	75%	0	0%	1 25
Discotheques	7	3,615	0	1,633	0		0	0%	0 0
Discount Stores	9,598	201	98	64	75		20		3 3
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'
Disinfectants & Germicides	5	3,691	0	1,633	0		0	0%	0 0
Display Designers & Producers	3,590	454	19	228	15		<u>4</u>		0 0'
Display Fixtures & Materials	104	2,404	1	1,070	1	100%	0	0%	0 0
Disposable Products Dictillers	3 79	3,785 2,557	0	1,633 1,633	0		0		0 0
Distillers Distributing Service - Circular, Sample	310	1,706	3	709	3		0		0 0
Divers Divers	46	2,854	0	1,633	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
Diving Instruction	152	2,176	2	848	1		1		0 0'
Divorce Assistance	2,856	542	4	623	3		1		0 0
DNA Testing	1,827	731	2	848	1	50%	1	50%	0 0
Dock Builders	550 457	1,345	0	1,633	0		0	0% 0%	0 0
Docks Document Imaging & Scanning Service	135	1,463 2,256	0	1,633 1,633	0		0		0 0
Dog Breeders	14,615	136	15	269	7		8	53%	0 0
Dog Daycare	1,228	921	3	709	2	67%	1	33%	0 0
Doll Clothing & Accessories	71	2,605	ō	1,633	0		Ô		0 0
Doll Houses & Accessories	113	2,370	0	1,633	0		0	0%	0 0
Dolls - Collectors	316	1,699	4	623	4	100%	0	0%	0 0
Dolls - Retail	49	2,821	0	1,633	0		0	0%	0 0'
Dome Structures	62	2,687	0	1,633	0	0%	0	0%	0 0
Dear & Cata Operating Devices	790	1,154	0	1,633	0		0	0%	0 0
Door & Gate Operating Devices	20	3,254	0	1,633	0	0%	0	0%	0 0
Door Closers & Checks			0	1,633	0	0%	0	0%	0 0
Door Closers & Checks Door Frames	43	2,895							
Door Closers & Checks Door Frames Door Manufacturer - High Performance	59	2,721	0	1,633	0		0	0%	0 0
Door Closers & Checks	59 1,389	2,721 860	0	1,633 709	2	67%	0	0% 33%	0 0
Door Closers & Checks	59	2,721 860 3,741	0 3 0	1,633 709 1,633	2	67% 0%	0 1 0	0% 33% 0%	0 0
Door Closers & Checks           Door Frames           Door Manufacturer - High Performance           Door-to-Door Freezer Food Sales	59 1,389	2,721 860	0	1,633 709	2	67% 0%	0 1 0 0	0% 33%	0 0

									Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
Doors	11,594	169	24	182	18	75%	6	25%	0
Doors - Commercial	361	1,622	1	1,070	1	100%	0		0
Doors - Installation	609	1,295	0	1,633	0	0%	0	0%	0
Doors - Patio	147	2,201	0	1,633	0	0%	0	0%	0
Doors - Repair	3,009	522	2	848	1	50%	1	50%	0
Doors - Rolling	12	3,461	0	1,633	0	0%	0		0
Doughnuts	298	1,729	0	1,633	0		0		0
Drafting Equipment & Supplies	51	2,797	0	1,633	0		0		0
Drafting Services	1,398	858	2	848	2	100%	0		0
Drainage Contractors	6,589	282	2	848	2	100%	0		0
Drama/Acting Instruction	337	1,665	0	1,633	0	0%	Ů	0%	0
Draperies & Curtains - Retail & Custom	4,619	377	7	443	4		3	43%	0
Draperies - Wholesale & Manufacturers	39	2,938	0	1,633			0		0
Drapery & Curtain Cleaners	200	1,979	1	1,070	1	100%	0		0
							-		
Drapery & Curtain Fabric - Wholesale & Manufacturers	88	2,501	0	1,633	0	0%	0	0%	0
Drapery & Curtain Fabrics - Retail	542	1,352	0	1,633	0	0%	0	0%	0
Drapery Installation Service	483	1,433	0	1,633	0		0		0
	13	3,429	0	1,633	0		0	0%	0
Drapery Trimmings							0		0
Dredging Dredging Whalesels & Manufacturers	17	3,330	0	1,633	0		0		0
Dresses - Wholesale & Manufacturers	102	2,414	2	848	0		2		0
Dressmakers	946	1,061	4	623	2		2		0
Drilling & Boring Contractors	1,078	982	0	1,633	0		0		0
Drilling & Boring Equipment & Supplies	115	2,348 3,513	0	1,633	0		0	0%	0
Drilling - Geothermal	10	3,513	0	1,633	0		0		0
Drilling - Oil Well	168	2,096	0	1,633	0		0		0
Drills	10	3,513	0	1,633	0		0		0
Drive Shafts	78	2,562	0	1,633	0		0		0
Drivers Education	1,734	753	3	709	1	33%	2	67%	0
Driveway Installation, Paving & Repair	6,986	268	23	193	8	35%	12		3 1 4 2
Driving Instruction	11,084	177	16	253	8	50%	4		4 2
Driving Proficiency Test Service	1,756	748	3	709	3	100%	0		0
Driving Training Equipment	17	3,330	0	1,633	0		0		0
Drone Retailer	176	2,070	0	1,633	0		0		0
Drone Servicing & Maintenance	33	3,019	0	1,633	0		0		0
Drug & Alcohol Screening & Testing	333	1,674	0	1,633	0		0		0
Drug Abuse & Addiction - Info & Treatment	1,710	765	2	848	2	100%	0		0
	30	3,070	0		0		0		0
Drug Brokers	30	3,070		1,633					0
Drug Manufacturers	3	3,785	0	1,633	0		0		0
Dry Cleaners	12,683	151	73	74	37		34	47%	2
Dry Cleaners - Equipment - Wholesales Dry Cleaners - Self Service	48	2,835	0	1,633	0		0		0
	11	3,480	0	1,633	0		0		0
Dry Goods - Retail	60	2,711	1	1,070	1	100%	0		
Dry Ice	45	2,867	0	1,633	0	0%	0	0%	0
Dryer Vent Cleaning	855	1,110	0	1,633	0		0		0
Drying Equipment - Industrial	11	3,480	0	1,633	0		0		0
Drywall - Inspectors	19	3,284	0	1,633	0		0		0
Drywall Contractors	26,199	68	8	411	3	38%	5	63%	0
Drywall Contractors Equipment & Supplies	500	1,401	3	709	2	67%	1	33%	0
Drywall Taping and Texturing	500 508	1,390	1	1,070	0	0%	1	100%	0
Duct & Duct Fittings	174	2,078	0	1,633	0	0%	0	0%	0
Duct Cleaning	27,951	62	16	253	7	44%	9	56%	0
Dumpster Services	152	2,176	3	709	1	33%	2	67%	0
Dune Buggies	123	2,311	1	1,070	0		1		0
Dust Collecting Systems	13	3,429	0	1,633	0		0		0
Dust Control Materials	2	3,838	0	1,633	0		0		0
Duty Free Shops	114	2,359	1	1,070	1	100%	0	0%	0
DVD sales & service	172	2,084	0	1,633	0		0		0
E-Books	351	1,642	0	1,633	0		0		0
E-DOOKS E-Cigarette Flavoring	39		0		0		0		0
	1,899	2,938	5	1,633	4		1		0
E-Cigarettes	70	718	5	552 1,070	4	80% 100%	1		0
E-Learning		2,616	1		1				U
E-Mail Marketing	19	3,284	0	1,633	0		0		0
Ear & Body Piercing	433	1,503	3	709	2		1		0
Earthworms	2	3,838	0	1,633	0		0		0
Economic Development Organizations	25	3,168	0	1,633	0		0		0
Economic Research & Analysis	13	3,429 2,634	0	1,633 1,633	0		0		0
Editorial Services	68	2,634	0	1,633	0		0		0
Educational Consultants	1,957	705	13	300	13	100%	0		0
Educational Materials - Home Schooling	17	3,330	0	1,633	0	0%	0		0
Educational Research	52	2,785	1	1,070	1		0		0
Egg Processing & Shipping Equipment & Supplies	6	3,662	0	1,633	0	0%	0		0
Eggs	32	3,035	0	1,633	0		0		0
Elderly/Senior Specialty Services	2,835	547	3	709	3	100%	0	0%	0
Electric Bikes	1,430	849	2	848	0		2	100%	0
Electric Companies	4,548	381	28	163	25		3	11%	0
Electric Equipment & Supplies - Retail	2,108	672	1	1,070	1	100%	0	0%	0
Electric Equipment & Supplies - Netali Electric Equipment & Supplies - Wholesale	2,088	678	9	379	1	56%	4		0
Electric Equipment - Manufacturers	526	1,376	2	848	3	100%	4	0%	0
Electric Equipment - Manufacturers Electric Equipment - Service & Repair	3,532	461	11	336	2	73%	0	27%	0
		3,200	0	1,633	0		<u> </u>		0
Electric Equipment - Used	23		0		0		0		0
Electric Heating Elements	93	2,468	2	848		100%	0	0%	U
	98	2,435	0	1,633		0%		0%	

						1			
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cm	pls Unable To Pursue
Electric Instruments	39	2,938	0	1,633	0	0%	n	0%	0
Electric Motor Controls - Wholesale & Manufacturers	58	2,729	0	1,633	0	0%	0	0%	ő
Electric Motors - Dealers & Repairing	642	2,729 1,258	0	1,633 1,633	0	0%	0	0%	0
Electric Motors - Manufacturers & Distributors	219	1,922	0	1,633	0	0%	0		0
Electric Motors - Supplies & Parts	134	2,262	0	1,633	0		0		0
Electric Motors - Used	2	3,838	0	1,633	0		0		0
Electric Power Line Construction	469 2,039	1,454 689	0 28	1,633	<u>0</u>	0% 61%	0 11	0% 39%	0
Electric Scooters Electric Supplies - Manufacturers	2,039	2,348	28	163 1,633	17		11		0
Electric Switchboards	15	3,373	0	1,633	0		0	0%	0
Electric Vehicles	29	3,093	0	1,633	0		0		0
Electrical Power Systems (Residential & Commercial) -	180		0		0		0		0
Backup Systems		2,060	U	1,633	0	0.0	0		U
Electrical Power Systems Maintenance	190	2,019	2	848	2		0		0
Electricians	110,390 3,536	13 460	32	141 848	27		4	13%	1
Electricians - Commercial			2		1 8	50%	1 4	50%	0
Electricians - Residential Electrolysis	20,982	97 1,161	12 0	314 1,633	8	67% 0%	4		0
Electrolysis Electronic Equipment & Suppliers - Service & Repair	7,207	261	43	1,033	30		13		0
Electronic Equipment & Supplies - Service & Repail Electronic Equipment & Supplies - Dealers	17,072	115	243	20	209		23		11
Electronic Equipment & Supplies - Wholesale &							25		
Manufacturers Wholesale a	9,493	204	304	12	302		2	1%	0
Electronic Instruments	183	2,046	0	1,633	0	0%	0	0%	0
Electronic Mail Service	13	3,429	0	1,633	0	0%	0	0%	0
Electronic Power Supplies	107	2,393	0	1,633	0	0%	0	0%	0
Electronic Product Waste Management & E Waste	6	3,662	0	1,633	0	0%	0	0%	0
Services  Floatenia Testina Fauisment							0		-
Electronic Testing Equipment Electronics - Educational Kits	19 1,316	3,284 891	0	1,633 1,070	0	0 70	0	0%	0 1 1
Electronics - Educational Kits Electronics Research & Development			0		0		0		1 1
Electronics Research & Development Electrostatic Painting	114 44	2,359	0	1,633 1,633	0	0%	0	0%	0
Electrostatic Painting Electrotype Equipment & Supplies	44	2,882 3,741	0	1,633	0		0		0
Elevator Consultants	105	2,399	0	1,633	0		0		0
Elevator Installation	198	1,988	1	1,070	0	0%	1	100%	0
Elevators - Parts	64	2,666	0	1,633	0		0		0
Elevators - Sales & Service	1,730	755	2	848	1	50%	1	50%	0
Email Service Provider	373	1,604	1	1,070	1	100%	0	0%	0
Emblems	11	3,480	0	1,633	0		0		0
Embroideries - Uniform	237	1,879	1	1,070	1	100%	0	0%	0
Embroidering Machines	8	3,578	0	1,633	0		0		0
Embroidery	754	1,175	1	1,070	0		1	100%	0
Embroidery Design Punching	25	3,168	0	1,633	0		0	0%	0
Embroidery Supplies	70	2,616	0	1,633	_		_		0
Emergency Disaster Preparedness Equipment & Supplies	692	1,212	0	1,633	0	0%	0	0%	0
Emergency Response Systems - Personal	44	2,882	0	1,633	0	0%	0	0%	0
Emergency Shelters	41	2,919	0	1,633	0		0		0
Employee Benefit Plans	815	1,136	1	1,070	1	100%	0		0
Employment Agencies	11,581	170	4	623	2	50%	2	50%	0
Employment Contractors - Temporary Help	1,633	780	2	848	1	50%	1	50%	0
Employment Counseling	67	2,644	0	1,633	0		0		0
Employment Service	4,181	400	3	709	2		1	33%	0
Employment Service - Administrative Assistant	8 222	3,578	0	1,633	0		0		0
Employment Service - Employee Leasing	222	1,916	0	1,633	0		0		0
Employment Service - Government, Co, Fraternal	28	3,107	0	1,633	0		0	0%	0
Employment Service - Union Talent Signatory Employment Service - Virtual Assistant	13 63	3,429 2,671	1	1,070 1,633	0		1	100% 0%	0
Employment Service - Virtual Assistant Employment Training	1,567	800	1	1,070	1	100%	0	0%	0
Encyclopedia & Book Sales	1,567	3,890	0	1,633	0		0		0
Encyclopedia & Book Sales by Internet	6	3,662	0	1,633	0		0		ō
Encyclopedias Encyclopedias	11	3,480	0	1,633	0		0		0
Endodontics	5	3,691	0	1,633	0	0%	0	0%	0
Energy Audits	278	1,778	0	1,633	0	0%	0	0%	0
Energy Conservation Products & Services	5,266	347	1	1,070	1	100%	0	0%	0
Energy Conservation Products - Wholesale &	48	2,835	0	1,633	0	0%	0	0%	0
Manufacturers Communication Co					•				٥
Energy Management & Conservation Consultant	3,950 46,934	423 39	33 162	140	32 145		1		0
Energy Service Companies Engineering Consultants	46,934 2,711	568	162	34 357	145		17		0
Engineering Consultants Engineering Contractors - General	1,433	846	0	1,633			3		0
Engineering Contractors - General Engineering Equipment & Supplies	151	2,185	0	1,633	0	0%	0		0
Engineering Reports	289	1,753	0	1,633	0		0		0
Engineering Reports  Engineers - Civil	624	1,277	0	1,633	0		0		0
Engineers - Electrical	474	1,444	0	1,633	0		0		0
Engineers - Environmental	9	3,541	0	1,633	0	0%	0	0%	0
Engineers - Mechanical	527	1,373	1	1,070	1	100%	0	0%	0
Engineers - Professional	5,468	334	0	1,633	0		0		0
Engineers - Structural	467	1,456	1	1,070	0		1		0
Engines - Diesel	1,119	967	2	848	0	0%	2	100%	0
Engines - Fuel Conversion	54	2,762	0	1,633	0		0	0%	0
Engines - Fuel Injection Service & Parts	624	1,277	2	848	2		0		0
Engines - Gas	671	1,232	0	1,633	0		0		0
Engines - Gasoline Engines - Rebuild & Exchange	164 5,917	2,117	1	1,070	0		1	100%	0
		310	8	411	6	75%	1	13%	1

Industry Classification  Engines - Supplies, Equipment & Parts Engravers - Mechanical Engravers - Metal Engravers - Photo Engravers - Photo Engravers - Plastic, Wood Engravers - Stationery Engraving Equipment & Supplies Entertainers	2,069 110 71	Rank by Inquiries 685 2,383	Complaints 1	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unable	sue
Engravers - Mechanical Engravers - Metal Engravers - Photo Engravers - Photo Engravers - Pastic, Wood Engravers - Stationery Engravers - Stationery Engravers - Stationery Engravers - Stationery Engravers - Engravers	110		1	1 070				Puls	
Engravers - Mechanical Engravers - Metal Engravers - Photo Engravers - Photo Engravers - Pastic, Wood Engravers - Stationery Engravers - Stationery Engravers - Stationery Engravers - Stationery Engravers - Engravers	110				11	100%	0	0%	0
Engravers - Photo Engravers - Plastic, Wood Engravers - Stationery Engraving Equipment & Supplies	71	2,303	0	1,633	0	0%	0	0%	0
Engravers - Plastic, Wood Engravers - Stationery Engraving Equipment & Supplies		2,605	0	1,633	0	0%	0	0%	0
Engravers - Stationery Engraving Equipment & Supplies	9	3,541	0	1,633	0	0%	0	0%	0
Engraving Equipment & Supplies	137	2,247	0	1,633	0	0% 0%	0	0%	0
	61	3,890 2,701	0	1,633 1,633	0	0%	0	0% 0%	0
	1,346	877	3	709	2	67%	1	33%	0
Entertainment Bureaus	630	1,270	0	1,633	0	0%	0	0%	0
Envelopes - Wholesale & Manufacturers	30	3,070	0	1,633	0	0%	0	0%	0
Environmental & Ecological Services	5,651	324	0	1,633	0	0%	0	0%	0
Environmental Consulting & Contracting	1,269	909	0	1,633	0	0%	0	0%	0
Environmental Testing & Consulting	147	2,201	0	1,633	0	0%	0	0%	0
Environmental, Conservationist & Ecol Orq	299	1,724	0	1,633	0	0%	0	0%	0
Equestrian Services Equine Therapy	586 37	1,317 2,962	0	1,070 1,633	0	0%	1	100%	0
Equipment Calibration	32	3,035	0	1,633	0	0%	0	0%	0
Ergonomic Products & Services	102	2,414	0	1,633	0	0%	0	0%	0
Erosion Control	291	1,749	0	1,633	0	0%	0	0%	0
Escalators	2	3,838	0	1,633	0	0%	0	0%	0
Escort Service - Personal	392	1,574	0	1,633	0	0%	0	0%	0
Escrow Service	31	3,054	0	1,633	0	0%	0	0%	
Estate Liquidators	339	1,663	0	1,633	0	0%	0	0%	0
Estate Planning & Management Estates - Appraisals, Sales & Auctions	393 1,628	1,570 784	0	1,633 623	0	0% 100%	0	0% 0%	0
Estates - Appraisais, Sales & Auctions Estheticians	568	1,329	1	1,070	4	100%	0	0%	0
Etched Products - Metal, Glass	13	3,429	0	1 633	0	0%	0	0%	0
Etiquette School	26	3.143	0	1.633	0	0%	0	0%	0
Event Center	58	3,143 2,729	3	1,633 709	2	67%	1	33%	0
Event Planners	3,710	440	17	243	7	41%	10		0
Event Planners - Corporate	344	1,655	0	1,633	0	0%	0	0%	0
Eviction Service	682	1,221	0	1,633	0	0%	0	0%	0
Excavating Contractors	35,242 689	50 1,217	15	269 1,070	9	60% 100%	5	33% 0%	0
Excavating Equipment Executive Search Consultants	434	1,501	0	1,633	0		0	0%	0
Executive Search Consultants  Executive Suites	46	2,854	0	1,633	0	0%	0	0%	0
Exercise & Physical Fitness Programs	6,034		34	136	23	68%	10	29%	1
Exercise Equipment & Machines - Sales	2,994	306 525	8	411	3	38%	5	63%	0
Exercise Equipment & Machines - Service & Repair	168	2,096	1	1,070	1	100%	0	0%	0
Exhibit Design & Construction	28	3,107	0	1,633	0	0%	0	0%	0
Explosives	18	3,305	0	1,633	0	0%	0	0%	0
Export Management	59	2,721	0	1,633	0	0%	0	0% 100%	0
Exporters Express & Transfer Service	653 465	1,251 1,458	1	1,070 848	2	0% 100%	1	0%	0
Extended Warranty Contract Service Companies	4,852	361	13	300	13	100%	0	0%	0
Exterior Designers	590	1,314	1	1,070	0	0%	1	100%	0
Exterior Structures - Barn Construction	473	1,446	0	1,633	0	0%	0	0%	0
Exterior Structures - Gazebos, Arbors, Pergolas	19	3,284	0	1,633	0	0%	0	0%	
Eyebrow Threading	104	2,404	0	1,633	0	0%	0	0%	0
Eyeglass Suppliers	2,193	659	10	357	7	70%	3	30%	0
Eyesight Training	3	3,785	0	1,633	0		0	0%	0
Fabric Laminating & Bonding	13	3,429	0	1,633	0		0	0%	0
Fabric Shops Fabrics - Wholesale & Manufacturers	1,312 16	892 3,356	3	709 1,633	3	100%	0	0% 0%	0
Facility Maintenance	508	1,390	0	1,633	0	0%	0	0%	0
Factoring Service	25	3,168	0	1,633	0	0%	0	0%	0
Fairgrounds	90	2,489	0	1,633	0	0%	0	0%	0
Family Services	82	2,543	1	1,070	1	100%	0	0%	0
Fans - Household	299	1,724	3	709	2	67%	1	33%	0
Fans - Industrial & Commercial	18	3,305	0	1,633	0	0%	0	0%	0
Fare Registers & Meters	48	2,835	2	848	2	100%	0	0%	0
Farm Equipment Farm Equipment - Repair & Parts	2,812 282	550 1,770	2	487 848	3	67% 100%	0	33% 0%	0
Farm Management	10	3,513	0	1,633	0		0	0%	0
Farm Supplies	605	1,298	0	1,633	0	0%	0	0%	0
Farmers Market	583	1,320	1	1,070	1	100%	0	0%	0
Farming Service	136	1,320 2,253	0	1,633	0	0%	0	0%	0
arms	1,617	786	0	1,633	0	0%	0	0%	0
arms - Organic	74	2,588	1	1,070	1	100%	0	0%	0
Farms - Urban	2 427	3,541	0	1,633	0	0%	0	0%	0
Fashion Accessories Fashion Consultants	3,437	470 2,210	3	709	2	67% 0%	0	0%	1 3
Fashion Designers	145 338	1,664	2	1,633 848	0	0%	0	100%	0
Fashion Show Producers	38	2,947	0	1,633	0	0%	0	0%	0
Fasteners - Industrial & Construction	445	1,484	0	1,633	0	0%	0	0%	0
Fasteners - Textile & Apparel	11	3,480	Ö	1,633	0	0%	0	0%	0
Fax Equipment & Systems	54	2,762	0	1,633	0		0	0%	0
ax Transmission Service	684	1,218	1	1,070	0		1	100%	0
Feed - Wholesale & Manufacturers	5	3,691 3,356	0	1,633	0	0%	0	0%	0
Feed Concentrates & Supplements	16	3,356	0	1,633	0	0%	0	0%	0
Feed Dealers	414	1,534	0	1,633	0	0%	0	0%	0
Felt & Felt Products	11	3,480	0	1,633	0	0%	0	0%	0
Fence - Sales, Service & Contractors	6,317 33,974	293 52	8 46	411 104	6	75% 61%	2 18	25%	0

			Sorted by Industry	·						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls	Unable To	0/-
Fence Material	46	2,854	n	1,633		0%	n	0%	Pursue 0	0%
Fence Posts & Fittings	1,806	735	2	848	1	50%	1	50%	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%
Fences - Vinyl	1,377	862	1	1,070	0	0%	1	100%	0	0%
Fences - Wood	827	1,127	4	623	4	100%	0	0%	0	0%
Fencing Instruction	214	1,937	0	1,633	0	0%	0	0%	0	0%
Fertility Specialists	475	1,441	1	1,070	1	100%	0	0%	0	0% 0%
Fertilizer Plant Equipment	89	2,496	0	1,633	0	0%	0	0%	0	0%
Fertilizers	309	1,708		1,633	0	0%	0	0% 0%	0	0%
Fiber Glass Fabricators Fiber Glass Materials	38 53	2,947 2,775	0	1,633 1,633	0	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%
Fiberglass - Bathtubs & Showers	166	2.107	2	848	0	0%	2	100%	0	0%
Fiberglass - Fabrication & Repair	88	2,107 2,501	0	1,633	0	0%	0	0%	Ō	0%
Filing Equipment, Systems & Supplies	104	2,404	0	1,633	0	0%	0	0%	0	0%
Filling Machinery	15	3,373	1	1,070	0	0%	1	100%	0	0%
Filtering Materials & Supplies	321	1,691	3	709	3	100%	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% 0%
Filters Air & Gas Cleaning	1,671	771	0	1,633	0	0%	0	0%	0	
Financial Consultants - No License Required	276	1,784	0	1,633	0	0%	0	0%	0	0%
Financial Planning Consultants Financial Planning Kit	9,753	199	1 0	1,070	1	100%	0.0	0%	0	0%
Financial Planning Kit Financial Services	47,410	3,785	137	1,633 42	133	0% 97%	0	0% 2%	1	1%
Financing	21,529	93	67	78	60		3	9%	1	1%
Financing Consultants	2,302	632	2	848	00	0%	2	100%	n	0%
Fingerprinting	994	635 1,027	1	1,070	1	100%	0	0%	ő	0%
Fingerprinting Equipment	50	2,804	0	1,633	0	0%	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	1,028 2,210	1	1,070	1	100%	0	0%	0	0%
Fire & Smoke Alarm Systems	2,761	555	3	709	3	100%	0	0%	0	0%
Fire & Water Damage Restoration	40,301	46	41	116	35	85%	5	12%	1	2%
Fire Damage Restoration	486	1,429	1	1,070	1	100%	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 1,087	2,599 978	0	1,633 1,070	0	0% 100%	0	0% 0%	0	0%
Fire Protection Consultants Fire Protection Contractor	1,425	851	1	1,633	1	0%	0	0%	0	0%
Fire Protection Equipment & Supplies	3,631	451	1	1,070	0	0%	1	100%	0	0%
Firearm Manufacturer	175	2,074	2	848	1	50%	1	50%	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%
Fireplaces	17,057	116	26	171	20	77%	5	19%	1	4%
Fireproofing	138	2,241	0	1,633	0	0%	0	0%	0	0%
Firewood	3,014	520 2,228	0	1,633	0	0%	0	0%	0	0% 0%
Fireworks	142	2,228	0	1,633	0	0%	0	0%	0	
First Aid Instruction	1,445	843	6	487	3	50%	3	50%	0	0%
First Aid Supplies	121	2,321	0	1,633	0	0%	0	0%	0	0%
Fish & Seafood - Retail Fish & Seafood - Wholesale	899 269	1,085 1,795	0	1,633 1,633	0		0	0% 0%	0	0% 0%
Fish & Seafood - Wholesale Fish & Seafood Brokers			0		0	0%	0	0%	0	0%
Fish Hatcheries	32 162	3,035 2,129	0	1,633 1,633	0	0%	0	0%	0	0%
Fish Processors	239	1,871	0	1,633	0	0%	0	0%	ő	0%
Fishermens 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 Charters	312	1,704	1	1,070	1	100%	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%
Fishing Tackle Dealers	397	1,562	1 70	1,070	0		1	100%	0	0%
Fitness Centers  Fix It Shape	9,816	198 2,775	79	71 1,070	52	66% 100%	24	30% 0%	3	4% 0%
Fix-It Shops	53 65	2,7/5	0		1		0	0%	0	0%
Flag Poles Flags & Banners	306	1,715	0	1,633 1,633	0	0%	0	0%	0	0% 0%
	306		0		0	0%	0	0%	0	0%
Flashers - Electric Flea Markets	152	3,541 2,176	2	1,633 848	0	0%	2	100%	0	0%
Flight Instructor	28	3,107	0	1,633	0		0	0%	0	0%
Flight School	395	1,567	0	1,633	0		0	0%	0	0%
Floats - Mechanical	1	3,890	0	1,633	0	0%	0	0%	0	0%
Flood assistance	98	2,435	0	1,633	0	0%	0	0%	0	0%
Flood Control Equipment	193	2,007	0	1,633	0		0	0%	0	0% 0%
Floodlights & Search Lights	81	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%
Floor Coverings & Installation	15,701	129	30	155	19		11	37%	0	0%
Floor Laying, Refinishing & Resurfacing	14,065	142	9	379	7	78%	2	22%	0	0%
Floor Machines	1	3,890	0	1,633	0		0		0	
Floor Machines - Repair Floor Materials - Retail	12.275	3,615	0	1,633	0	0% 77%	0	0%	0	0% 8%
	13,275	148	13	300 848	10	77% 100%	2	15% 0%	0	0%
Floor Refinishing	147	2,201					0		0	0%
Floor Refinishing Floor Removal	211	1,947	0	1,633	0	0%	0	0%	0	0% 0% 0%
Floor Refinishing		2,201 1,947 3,305 3,429			0		-		-	0% 0% 0%

	1	1		T				T	Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
Floors - Garage	264	1,807	0	1,633	0	0%	0	0%	0
Floors - Hardwood	11,565	171	21	212	9	43%	12	57%	0
Floors - Industrial	1,005	1,018	1	1,070	1	100%	0	0%	0
Floors - Laminate	141	2,230	0	1,633	0	0%	0	0%	0
Floors - Raised	41	2,919	0	1,633	0	0%	0	0%	
Floral Design Instruction	161	2,134	0	1,633	0	0% 100%	0	0% 0%	0
Florist - Funeral Bouquets & Wreaths Florists - Retail	35 7,650	2,991 245	136	1,070	119	88%	13	10%	4
Florists - Wholesale	1,032	1,005	16	253	0	0%	16	100%	4 0
Florists Supplies	106	2,396	0	1,633	0	0%	0	0%	0
Flowers - Preserved	153	2,171 2,074	0	1,633	0	0%	0	0%	0
Foam & Sponge Rubber	175		0	1,633	0	0%	0	0%	0
Food & Beverage Consultants	232	1,889	0	1,633	0	0%	0	0%	0
Food & Beverage Services	1,056	991	0	1,633	0	0%	0	0%	0
Food - Sales & Delivery Food Brokers	1,872 104	725 2,404	2	848 1,633	2	100% 0%	0	0% 0%	0
Food Facilities Consultants	122	2,317	0	1,633	0	0%	0	0%	0
Food Manufacturers, Wholesalers, Distributors	3,493	465	7	443	3	43%	4		0
Food Plans	5,167	349	3	709	3	100%	0	0%	0
Food Processing Equipment & Supplies	404	1,549	3	709	2	67%	1	33%	0
Food Products	3,184	496	10	357	8	80%	2		0
Food Products - Organic	416	1,530	3	709	3	100%	0		0
Food Products Manufacturing Equipment	735	1,182	2	848	0	0%	2	100%	0
Food ServiceManagement	239 895	1,871 1,088	0	1,633 848	0	0% 100%	0	0%	0
Foods - Carry Out Foods - Dehydrated & Freeze-Dried	68	2,634	1	1,070	1	100%	0		0
Foot Appliances	382	1,590	2	848	1	50%	0	0%	1 5
Football Clubs	72	2,603	0	1,633	0	0%	0	0%	0
Foreign Currency Exchange Broker	9,921	194	4	623	1	25%	3	75%	0
Foresters - Consulting	280	1,776	0	1,633	0		0	0%	0
Forklift Repair & Maintenance	297	1,732	0	1,633	0		0		0
Formal Wear	524	1,378	2	848	1	50%	1	50%	0
Foster Child Care Foundation Contractors	10 22,873	3,513	0 16	1,633	0 13	0% 81%	0	0% 6%	0
Foundation Contractors Foundation Repair & House Leveling	1,776	89 741	2	253 848	13	50%	1	50%	2 1
Foundations - Education, Philanthropy, Research	76	2,574	1	1,070	0	0%	1	100%	0
Foundries	234	1,886	Ô	1,633	0	0%	Ô	0%	0
Foundry Equipment & Supplies	22	3,222	0	1,633	0	0%	0	0%	0
Fountains - Drinking	45	2,867	0	1,633	0		0	0%	0
Fountains - Garden, Display	495	1,412	3	709	3	100%	0	0%	0
Four Wheel Drive Vehicles - Repair & Service	44	2,882 1,172	0	1,633	0	0%	0	0%	0
Franchising Franchisms	759	1,1/2	0	1,633	0	0%	0	0% 0%	0
Fraternal Organizations Fraternal Regalia & Supplies	88 17	2,501 3,330	0	1,633 1,633	0	0% 0%	0	0%	0
Freight Consolidating	165	2,113	0	1,633	0	0%	0	0%	0
Freight Forwarding	7,649	246	20	218	15	75%	5	25%	Ö
Freight Traffic Service	203	1,973	0	1,633	0	0%	0	0%	0
Frozen Food Locker Plants	6	3,662	0	1,633	0	0%	0	0%	0
Frozen Foods - Processors	23	3,200	0	1,633	0	0%	0	0%	0
Frozen Foods - Retail	654	1,250	1	1,070	1	100%	0	0%	0
Fruit & Vegetable Growers & Shippers	187	2,033	0	1,633	0	0%	0	0%	0
Fruits & Vegetables - Retail Fruits & Vegetables - Wholesale	355	1,635	1 0	1,070	0	100% 0%	0	0% 0%	0
Fruits - Dried	243 17	1,859 3,330	0	1,633 1,633	0	0%	0	0%	0
Fruits - Glace	1	3,890	0	1,633	0		0	0%	0
Fuel - Biofuels	53	2,775	0	1,633	0	0%	0	0%	0
Fuel - Diesel	290	1,751	1	1,070	1	100%	0	0%	0
Fuel - Gasoline	158	2,147	7	443	4		3	43%	0
Fuel - Marine	3	3,785	0	1,633	0		0	0%	0
Fuel Economizers	92	2,474	0	1,633	0	0%	0	0%	0
Fuel Injection Equipment Fulfillment Services	43 1,213	2,895 928	0	1,633 848	0	0% 0%	0	0% 100%	0
Funigation Services	1,213	2,854	0	1,633	0	0%	2	0%	0
Fund Raising Counselors & Orgs	2,376	622	0	1,633	0	0%	0		0
Fund Raising Games, Merchandise, Supplies	131	2,277	0	1,633	0	0%	0	0%	0
Funeral Directors	3,196	495	0	1,633	0	0%	0	0%	0
Funeral Directors Equipment & Supplies	1	3,890	0	1,633	0	0%	0	0%	0
Funeral Homes	3,636	449	4	623	4		0	0%	0
Funeral Related Services	4,428	386	1	1,070	1	100%	0	0%	0
Fur Business - Retail Fur Business - Wholesale & Manufacturers	667 352	1,239 1,639	0	1,633 1,070	0	0% 100%	0	0% 0%	0
Fur Cleaning & Dyeing - Retail	207	1,959	0	1,633	0		0		0
Fur Designers	152	2,176	1	1,070	1	100%	0	0%	0
Fur Finishers & Liners	11	3,480	0	1,633	0	0%	0	0%	0
Fur Skin Dealers & Brokers	2	3,838	0	1,633	0	0%	0	0%	0
Fur Storage	83	2,536	0	1,633	0	0%	0	0%	0
Furnace Cleaning	2,748	558	3	709	1	33%	2	67%	0
Furnace Sales & Service	26,662	64	63	82	60		3	5%	0
Furnaces - Industrial	1,334	880	0	1,633	0	0%	0	0%	0
Furniture - Childrens Furniture - Outdoor	1 010	1,134	0	1,633	0	0% 100%	0	0% 0%	0
	1,019	1,012		623					
Furniture - Petail	102 522	10	700	1	E79	700/-	100	210/-	
Furniture - Retail Furniture - Rustic	102,533 443 357	15 1,488	732	1 1,633	573 0	78% 0%	155 0	21% 0%	4 0

	1	П	Sorted by Industry		ı	T T			Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue 9
Furniture - Used	684	1,218	2	848	1	50%	1	50%	0 09
Furniture - Wholesale	3,956	421	6	487	4	67%	2	33%	0 09
Furniture Assembly Services	343	1,658	2	848	0		2	100%	0 09
Furniture Cleaning	2,602	581	15	269	15	100%	0	0%	0 09
Furniture Cleaning Equipment & Supplies Furniture Designers & Custom Builders	8,278	2,749 225	0 36	1,633 126	16		20		0 09
Furniture Manufacturers	7,852	223	14	281	10	71%	4	29%	0 09
Furniture Manufacturers Equipment & Supplies	40	2,929	0	1,633	0	0%	0	0%	0 09
Furniture Rent & Lease	1,038	1,000	11	336	9	82%	2	18%	0 09
Furniture Repair & Refinish	5,705	322	14	281	10		3	21%	1 79
Furniture Repair & Refinish Supplies	87	2,509	0	1,633	0	0%	0	0%	0 09
Gambling Abuse & Addiction Info & Treatment	1	3,890	0	1,633	0		0		0 09
Gambling Machine Supplies and Services	11	3,480	0	1,633	0		0		0 09
Game - Birds, Venison	23	3,200	0	1,633	0		0	0%	0 09
Games & Supplies Gaming Tables	2,092 17	677 3,330	0	379 1,633	0	56% 0%	0	44% 0%	0 09
Garage Builders	7,241	258	8	411	7	88%	1	13%	0 09
Garage Door Repair	6,245	296	6	487	3	50%	2	33%	1 179
Garage Doors & Openers	26,216	67	20	218	15		4	20%	1 59
Garage Organizers	1,033	1,003	1	1,070	0	0%	1	100%	0 09
Garbage Disposal Equipment - Industrial & Commercial	531	1,368	2	848	0	0%	2	100%	0
							-		09
Garbage Disposal Equipment - Supplies & Parts	1,339	879	10	357	10		0	0% 0%	0 09
Garbage Disposals - Household Garden Centers	584 2,322	1,318	1 9	1,070 379	1 5	100% 56%	<u>0</u> 4		0 09
Gardeners	2,025	632 693	6	379 487	<u> </u>		<u>4</u> 5	83%	0 09
Gardening Hand Tools	8	3,578	0	1,633	0		0	0%	0 09
Garments - Printing & Lettering	349	1,647	0	1,633	0	0%	0	0%	0 09
Gas - Industrial & Medical - Cylinder & Bulk	160	2,139	5	552	5	100%	0	0%	0 09
Gas - Propane	4,365	389	8	411	7		1	13%	0 09
Gas - Propane - Equipment & Supplies	1,830	730	6	487	6		0		0 09
Gas Burners	163	2,122	0	1,633	0		0	0%	0 09
Gas Detectors Gas Plant Equipment	189 26	2,023 3,143	0	1,633 1,633	0		0	0%	0 09
Gas Power Equipment	138	2,241	1	1,070	0		1	100%	0 09
Gaskets	31	3,054	Ô	1,633	0		0	0%	0 09
Gasoline - Wholesale	43	2,895	5	552	4		1	20%	0 09
Gasoline Additives - Manufacturers & Distributors	4	3,741	0	1,633	0		0		0 09
Gates	681	1,222	2	848	1		1	50%	0 09
Gauges & Gages	6	3,662	0	1,633	0		0	0%	0 09
Gazebos	1,186	940	3	709 1,633	2	67% 0%	1	33% 0%	0 09
Gears & Gear Cutting Genealogists	20	3,615 3,254	1	1,070	1	100%	0	0%	0 09
Genealogy Services	1,220	923	1	1,070	1	100%	0	0%	0 09
General Merchandise - Retail	11,437	172	36	126	23		11		2 69
General Merchandise - Wholesale	207	1,959	0	1,633	0		0	0%	0 09
Generators	278	1,778	1	1,070	1	100%	0	0%	0 09
Generators - Maintenance	87	2,509	0	1,633	0		0	0%	0 09
Generators - Electric	802	1,145	0	1,633	0		0	0%	0 09
Generators - Steam	62	2,687 3,578	0	1,633 1,633	0		0	0% 0%	0 09
Geographers Geologists	17	3,330	0	1,633	0		0	0%	0 09
Geologists Supplies	1/	3,890	0	1,633	0		0	0%	0 09
Geophysical Apparatus	22	3,222	0	1,633	0		0	0%	0 09
Geophysicists	66	2,651	0	1,633	0	0%	0	0%	0 09
Geotechnical Engineering	274	1,789	0	1,633	0		0		0 09
Geothermal Heating & Cooling	1,771	743	2	848	2	100%	0	0%	0 09
Gift Baskets & Parcels	1,499	822	10	357	2		8	80%	0 09
Gift Certificates/Cards	1,007	1,015	1	1,070 1,070	1	100% 100%	0		0 09
Gift Shops Gift Wrapping Materials	2,393	616 3,890	1 0	1,070	1 0		0		0 09
Giftware - Wholesale & Manufacturers	489	1,422	1	1,070	1	100%	0	0%	0 09
Gilders	14	3,400	0	1,633	0		0		0 09
Girls Apparel	23	3,200	0	1,633	0	0%	0	0%	0 09
Glass - Beveled, Carved, Ornamental	662	1,245	1	1,070	1	100%	0	0%	0 09
Glass - Block	4	3,741	0	1,633	0		0	0%	0 09
Glass - Broken	150	2,191	0	1,633	0	0%	0	0%	0 09
Glass - Plate and Window	14,236	140	13	300	11		2	15%	0 09
Glass - Repair	1,862	727	3	709	2		1	33%	0 09
Glass - Stained & Leaded Glass - Tempered	1,388 200	861 1,979	0	623 1,633	0		0	50%	0 09
Glass Beads - Industrial	21	3,239	0	1,633	0		0	0%	0 09
Glass Blowers	292	1,745	2	848	1		1	50%	0 09
Glass Board - Up Service	10	3,513	0	1,633	0	0%	0	0%	0 09
Glass Circles & Specialty Shapes	13	3,429	0	1,633	0	0%	0	0%	0 09
Glass Coating & Tinting	954	1,049	2	848	2	100%	0	0%	0 09
Glass Coating & Tinting Materials	63	2,671	0	1,633	0	0%	0	0%	0 09
Glass Rods & Tubing Glass, Mirror & Screen Companies	1 200	3,890	0	1,633	0		0	0%	0 09
	1,392	859	4	623 1,070	1	25% 0%	3	75% 100%	0 09
Glassware - Wholesale & Manufacturers	487	1,427	1		0		1		0 00
Glassware - Wholesale & Manufacturers Glassware Decorators	18	3,305	0	1,633	0	0%	0	0%	0 09
Glassware - Wholesale & Manufacturers			0 0 0			0% 0%	0		0 09 0 09 0 09

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls	Unable To
Gloves & Mittens - Dress	46	2,854		1,633		0%		0%	Pursue
Gloves - Work & Industrial	47	2,034	0	1,033	0	0%	0	0%	0
	76	2,847 2,574	1	1,633 1,070	0		1	100%	0
Go-Karts Go-Karts Manufacturers	70	3,691	0	1,633	0		1	0%	0
Gold Buyers	8,978	210	2	848	2	100%	0	0%	0
Gold, Silver & Platinum Dealers	8,032	232	10	357	10		0	0%	0
Golf Caddies	3,032	3,838	0	1,633	0	0%	0	0%	0
Golf Carts	120	2,326	0	1,633	ŏ	0%	0	0%	0
Golf Course Construction	7	3,615	0	1,633	0		0	0%	0
Golf Course Equipment & Supplies	18	3,305	0	1,633	0	0%	0	0%	0
Golf Courses - Miniature	14	3,400	0	1,633	Ů		0	0%	n
Golf Courses - Private	603	1,299	3	709	2	67%	1	33%	0
Golf Courses - Public	708	1,199	6	487	5		1	17%	0
Golf Equipment & Supplies - Retail	1,004	1,020	3	709	2		1	33%	0
Golf Equipment & Supplies - Wholesale & Manufacturers	20	3,254	0	1,633	0	0%	0	0%	0
Golf Instruction	162	2,129	0	1,633	0	0%	0	0%	0
Golf Practice Ranges	96	2,448	0	1,633	0	0%	0	0%	0
Gourmet Corporate Gifts	28	3,107	0	1,633	0		0	0%	0
Gourmet Shops	206	1,964	0	1,633	0		0	0%	0
Government - Auctions & Job Listing Services	6	3,662	0	1,633	0		0	0%	0
Government - City, Village & Township	669	1,234	1	1,070	1	100%	0	0%	n
Government - County	15	3,373	0	1,633	0		0	0%	0
Government - State	247	1,844	0	1,633	n	0%	0	0%	n
Government - US.	52	2,785	0	1,633	0		0	0%	0
Government Grant Services	216	1,934	1	1,070	1	100%	0	0%	0
Government Offices	1,170	946	0	1,633	0		0	0%	0
Government Offices - Foreign-Reps	2,270	3 838	0	1,633	0		0	0%	0
Government Offices - Foreign-Reps Graffiti Removal	183	3,838 2,046	0	1,633	0		0	0%	n
Grain Brokers	75	2,580	0	1,633	0		0	0%	0
Grain Dealers	218	1,927	0	1,633	0	0%	0	0%	0
Grain Elevators	210	3,691	0	1,633	0		0	0%	0
Grain Elevators Grain Elevators - Equipment & Supplies	14	3,400	0	1,633	0		0	0%	0
Granite Granite	16,072		18	234	16		0	11%	0
Grant - Scholarship - Financial Aid Finder Service		126	0	1,633	10		0	0%	0
Grant - Scholarship - Financial Aid Finder Service	308	1,711			0		0	0%	0
Grant Writers	2 242	3,691	0	1,633	0	0% 75%	0	25%	0
Graphic Designers	2,343	627		623	3		1		0
Grass Trimmers & Tillers	/	3,615	0	1,633	0		0	0%	U
Gratings	12	3,461	0	1,633			0	0%	U
Grease Pumping	10	3,513	0	1,633	0		0	0%	0
Grease Traps	30 389	3,070 1,578	0	1,633	0		0	0% 0%	0
Greenhouse Builders				1,633			0		0
Greenhouse Equipment & Supplies	441	1,492	0	1,633	0		0	0%	0
Greenhouses	942	1,063	0	1,633	0			0%	0
Greeting Cards - Retail	456	1,465	1	1,070	1	100%	0	0%	0
Greeting Cards - Wholesale & Manufacturers	73	2,599	0	1,633	0		0	0%	0
Grinding Machines	34	3,005	0	1,633	0	0%	<u> </u>	0%	0
Grocers - Retail	5,909	313	30	155	23	77%	/	23%	0
Grocers - Wholesale	8,258	226	5	552		40%	3	60%	0
Grocery - Bulk Food Stores	2,282	639	6	487	5	83%	1	17%	0
Ground Maintenance	935	1,067	0	1,633	0		0	0%	0
Group Homes	469	1,454	0	1,633	0		0	0%	0
Grout Resurfacing & Repair	49	2,821	0	1,633	0		0	0%	0
Grouting Compounds	47	2,847	0	1,633	0		0	0%	U
Guard Dogs	41	2,919	1	1,070	1	100%	0	0%	0
Guardian Services - Adult & Child	4	3,741	0	1,633	0		0	0%	0
Guards - Door & Window	365	1,615	0	1,633	0		0	0%	0
Guest Ranch	75	2,580	1	1,070	1	100%	0	0%	0
Guide Service	610	1,293	2	848	0		2	100%	0
Guitars & Amplifiers	181	2,058	0	1,633	0		0	0%	0
Gun Dealers	1,117	968	2	848	1	50%	1	50%	0
Gun Safety & Marksmanship Instruction	27	3,130	0	1,633	0		0	0%	0
Gun sights, Scopes & Mounts	116	2,345	0	1,633 552	0	0%	0	0%	0
Guns & Gunsmiths	2,944	530	5	552	0		5	100%	0
Guns - Air, BB and Pellet	322	1,688	1	1,070	1	100%	0	0%	0
Gutter Cleaning	4,069	417 2,028	4	623 1,633	3	75%	1	25%	0
Gutter Leaf Guards	188	2,028	0	1,633	0	0%	0	0%	0
Gutters & Downspouts	29,152	59	23	193	15		8	35%	0
Gymnasiums	1,093	975	12	314	10		1	8%	1
Gymnasiums - Equipment & Supplies	282	1,770	0	1,633	0		0	0%	0
Gymnastic Equipment & Supplies	23	3,200	0	1,633	0		0	0%	0
Gymnastic Instruction	1,173	945	3	709	3		0	0%	0
Gypsum & Gypsum Products	21	3,239	0	1,633	0		0	0%	0
Hair Curlers	129	2,289	5	552	4		1	20%	0
Hair Ornaments	49	2,821	0	1,633	0		0	0%	0
Hair Products and Equipment	1,377	862	2	848	2	100%	0	0%	0
Hair Removal - Laser & Electrolysis	5,404	339	11	336	6		0	0%	5
Hair Removing Equipment & Supplies	321	1,691	8	411	8		0	0%	0
Hair Replacement	3,827	431	3	709	1	33%	2	67%	0
Hair Styling and Services	3,827 6,506	287	37	124	25	68%	12	32%	0
Hair Weaving	307	1,712	0	1,633	0	0%	0	0%	0
Halloween Supplies	70	2,616	0	1,633	0		0	0%	0
Halls & Auditoriums	196	1,997	0	1,633	0		0	0%	n
Hammocks/Hammock Stands & Chairs									

						2.0			Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Pursue
Hand Painting & Decorating	384	1,585	0	1,633	0	0%	0	0%	0 0
Handbags - Manufacturers Equipment & Supplies	255 8	1,829 3,578	1 0	1,070 1,633	0	0 70	1	100% 0%	0 0
Handball Courts	28	3,107	0	1,633	0	0%	0		0 0
Handmade Art	75	2,580	0	1,633	0		0	0%	0 0
Handwriting Analysts	66	2,651	0	1,633	0		0		0 0
Handwriting Experts	99	2,424	1	1,070	1	100%	0		0 0
Handyman Services Hardscapes	18,154 357	108 1,630	31 1	145 1,070	20	65% 100%	11 0		0 0
Hardware - Builders	96	2,448	0	1,633	0		0		0 0
Hardware - Marine	17	3,330	2	848	ī	50%	1	50%	0 0
Hardware - Retail	5,317	343	24	182	20		4		0 0
Hardware - Wholesale & Manufacturers	361	1,622	0	1,633	0		0		0 0
Hardware Consultants Hardwood Floor Contractors	48 6,737	2,835 276	7	1,633	0	0% 71%	0	0% 29%	0 0
Hardwood Floor Maintenance	35	2,991	ó	1,633	0		0		0 0
Hatcheries - Poultry	134	2,262	0	1,633	0		0		0 0
Hats - Clean & Renovate	30	3,070	0	1,633	0		0		
Hats - Retail Hats - Wholesale & Manufacturers	98	2,435	2	848	2	100%	0		0 0
Hauling & Clean Up Services	9	3,578 3,541	0	1,633 1,633	0		0		0 0
Hay Rides	193	2,007	0	1,633	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 & Diet Products - Retail	19,457	102	63	82	53	84%	10	16%	0 0
Health & Fitness Program Consultants	4,966	356	22	205	9	41%	11	50%	2 9
Health & Medical - General	7,770	239	17	243	12	71%	5	29%	0 0
Health & Medical Products	1,637	778	5	552	3		2		0 0
Health & Wellness Health Care - Placement	16,281 82	124 2,543	16 0	253 1,633	11 0		4		1 6
Health Care - Staffing	316	1,699	0	1,633	0		0		0 0
Health Care Linen Service	9	3,541	0	1,633	0		0		0 0
Health Care Management	491	1,421	0	1,633	0		0		
Health Care Referral	305	1,716	0	1,633	0		0		0 0
Health Clubs Health Maintenance Organizations	30,623 249	57 1,838	181 0	30 1,633	169		12		0 0
Health Recording Service	11	3,480	0	1,633	0		0		0 0
Health Resorts	420	1,523	3	709	3	100%	0	0%	0 0
Hearing Aids & Assistive Devices	11,896	163 2,711	9	379	3	33%	6		0 0
Hearing Aids Parts & Repairing	60		0	1,633	0		0		0 0
Heat Exchangers Heat Pumps	300 8,719	1,721 216	0	1,633 552	0	0% 100%	0	0%	0 0
Heat Recovery Equipment & Systems	11	3,480	0	1,633	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
Heat Treating - Metal	65	2,654	0	1,633	0	0 70	0		0 0
Heaters - Automotive Heating & Air Conditioning	135 177,637	2,256	0 213	1,633 23	176	0% 83%	37		0 0
Heating & Air Conditioning - Filters	373	1,604	213	848	2	100%	0		0 0
Heating Contractors	85,472	19	71	76	57	80%	14		0 0
Heating Equipment	6,622	280	6	487	5	83%	1		0 0
Heating Equipment & Systems Cleaning & Repair	15,970 392	127 1.574	16	253 1,070	9	<b>30</b> /0	7		0 0
Heavy Duty Equipment Repair Helicopters - Parts & Supplies	405	1,546	1	1,070	1		0		0 0
Helicopters - Charter, Rent & Lease	38	2,947	0	1,633	0		0	0%	0 0
Hemp Products	147	2,201	1	1,070	0	0%	0	0%	1 100
Herbs	546	1,348	1	1,070	0		1	100%	0 0
High Disk Behavior/Practices	28 1,765	3,107 745	0	1,633 848	0		0		0 0 2 100
High Risk Behavior/Practices Historical Places	32	3,035	0	1,633	0		0		0 0
Historical Structure Preservation	36	2,978	0	1,633	0		0		0 0
Hobby & Model Construction Supplies - Retail	2,381	620	3	709	2	67%	1	33%	0 0
Hobby & Model Construction Supplies - Wholesale &	192	2,012	0	1,633	0	0%	0	0%	0
Manufacturing Hockey Clubs	774	1,164	4	623	0		4		0 0
Hog Farms	24	3,181	0	1,633	0		0		0 0
Hoists	125	2,302	0	1,633	0		0		0 0
Holding Companies	1,465	834	1	1,070	0	0%	0	0%	1 100
Holistic Practitioners	1,323	889	1	1,070			0		0 0
Home Accessories Home Automation	637 1,031	1,262 1,006	6	487 1,070	2	33% 100%	4		0 0
Home Builders	169,294	9	193	27	143		47		3 2
Home Centers	1,062	987	6	487	6		0		0 0
Home Decor, Accessories & Gifts - Online Retailer	7,059	266	100	62	98	98%	2	2%	0 0
Home Demonstrations	121	2,321	0	1,633	0	0%	0	0%	0 0
Home Design & Planning	3,968	420 3,143	5	552 1,633	3	60%	2	40% 0%	0 0
Home Economics Consultants Home Electronics	26 6,373	3,143 291	24	1,633	18		0	25%	0 0
Home Electronics - Designers	148	2,197	0	1,633	0		0		0 0
Home Health Services	9,860	196	8	411	7	88%	1	13%	0 0
Home Health Services - Skilled	266	1,802	0	1,633	0		0 48	0%	0 0
Home Improvements	199,572	6	135	44	83	61%	48	36%	4 3

ndustry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
lome Improvements - Additions	2,605	578	4	623	2	50%	2	50%	Pursue 0	,
lome Inspection Service	25,891	70	13	300	13	100%	0	0%	0	ار
Iome Owners Associations	17	3,330	0	1,633	0	0%	0	0%	0	J
Iome Repair & Maintenance	2,568	587	9	379	2	22%	7	78%	0	,
Iome Sitting Services	1,823	732	1	1,070	1	100%	0	0%	0	J
lome Staging	452	1,473	0	1,633	0	0%	0	0%	0	j
lome Theater	1,334	880	2	848	1	50%	1	50%	0	,
ome Warranty Plans	721	1,194	5	552	4	80%	1	20%	0	4
omeopaths	189	2,023	0	1,633	0	0%	0	0%	0	4
oney	83	2,536	0	1,633	0	0%	0	0%	0	4
lookah Bars	9	3,541 2,210	0	1,633	0	0%	0	0%	0	4—
lorse Breeders	145	2,210	0	1,633	0	0%	0	0%	0	4—
forse Dealers	265	1,804	1	1,070	0	0%	1	100%	0	4—
orse Equipment & Supplies	283	1,768	0	1,633	0	0%	0	0%	0	4—
orse Riding/Horse Trail Rides	1,160	950	1	1,070	1 0	100%	0	0% 0%	0	#—
orse Shoeing	105	2,399	0	1,633	0	100%	0	0%	0	+-
orse Training	258 200	1,821	0	1,070	0	0%	0	0%	0	+
lorse Transporting	200	1,979	0	1,633 1,633	0	0%	0	0%	0	+
lorseshoe Equipment & Supplies lorticultural Consultants	259	1,979	1	1,070	0	0%	1	100%	0	+
	136	1,818 2,253	0	1,633	0		0	0%	0	+-
lose Couplings & Fittings	30	3,070	0	1,633	0	0%	0	0%	0	+
losiery - Retail	5		0		0	0%	0		0	+
losiery - Wholesale & Manufacturers	28	3,691 3,107	U	1,633	0	0%	0	0%	0	$\pm$
ospices ospital & Medical Equipment & Supplies	3,164	3,107 498	0	1,633 379	6		9	33%	0	+-
	3,164 50	2,804	9	1,070	1	100%	3	0%	0	+
ospitality	346		1		1	0%	0	0%	0	+-
ospitalization, Medical & Surgical Plans ospitals	497	1,651 1,409	0	1,633 1,633	0	0%	0	0%	0	+-
ostels	187	2,033	2	848	2	100%	0	0%	0	+
osteis otel Product Sales	99	2,424	2	848	2	100%	0	0%	0	+
otels	6,043	305	104	60	70	67%	32	31%	2	,
		1,840	104	1,070	70	100%	0	0%	2	+
otels - Reservations ouse & Building Movers	248 1,274	906	1	1,070	0	0%	1	100%	0	1
ouse Cleaning	25,002	74	28	163	18	64%	10	36%	0	+
buse Cleaning Equipment & Supplies	2,333	628	1	1,070	10		10	0%	0	)
buse Furnishings & Services	1,372	867	2	709	2	100%	0	0%	0	+
ousewares - Retail	2,230	649	4	623	3	100%	0	0%	0	+
busewares - Wholesale & Manufacturers	169	2,092	0	1,633	0	0%	0	0%	0	+
busing Authorities	37	2,962	0	1,633	0	0%	0	0%	0	+
ousing Consultants & Referral Service	46	2,854	0	1,633	0	0%	0	0%	0	+
uman Factors - Research & Development	10	3,838	0	1,633	0	0%	0	0%	0	
uman Resources	1,496	823	0	1,633	0	0%	0	0%	0	1
uman Services Organizations	45	2,867	0	1,633	0	0%	0	0%	0	1
umane Societies	78	2,562	1	1,070	1	100%	0	0%	0	1
umidifying Apparatus	70	3,785	ń	1,633	Ô	0%	0	0%	0	+
unting & Fishing Services & Supplies	1,235	920	2	848	1	50%	1	50%	0	1
ydraulic Equipment & Supplies	454	1,468	0	1,633	0	0%	0	0%	0	1
draulic Equipment Repair	221	1,917	Ů	1,633	0	0%	0	0%	0	)
ydrologists	18	3,305	n n	1,633	0	0%	0	0%	0	1
dronic Heating	826	1,128	ő	1,633	0	0%	0	0%	0	1
ydroponics - Equipment & Supplies	474	1,444	0	1,633	0	0%	0	0%	0	ı l
ydroseeding	161	2,134	1	1,070	1	100%	0	0%	0	1
grometers	53	2,775	0	1,633	0	0%	0	0%	0	1
/pnotherapists - Hypnotists	1,156	952	1	1,070	0	0%	1	100%	0	ار
9	92	2,474	2	848	2	100%	0	0%	0	J
e Cream & Frozen Desserts - Dealers	243	1,859	1	1,070	0	0%	1	100%	0	J
e Cream & Frozen Desserts - Mfg & Dist	120	2,326	0	1,633	0	0%	0	0%	0	J
e Cream Cone Manufacturers & Distributors	25	3,168	0	1,633	0	0%	0	0%	0	J
e Cream Freezers	3	3,785	0	1,633	0	0%	0	0%	0	J
e Making Equipment & Machines	91	2,481	0	1,633	0	0%	0	0%	0	J
Melting Equipment & Supplies	13	3,429		1,633	0	0%	0	0%	0	J
Sculptures	17	3,330	0	1,633	0	0%	0	0%	0	1
entification Card Service	1,204	931	29	159	26	90%	3	10%	0	J
entification Equipment & Supplies	258	1,821	0	1,633	0	0%	0	0%	0	J
entity Theft Protection & Prevention Services	165	2,113	0	1,633	0	0%	0	0%	0	J
nition Interlock Devices	286	1,759	2	848	0	0%	2	100%	0	ı
age & Graphics Printing	2,147 26,466	665	9	379	4	44%	5	56%	0	1
nigration & Naturalization Consultants	26,466	66	34	136	26	76%	7	21%	1	
ort Representatives	93	2,468	2	848	1	50%	1	50%	0	1
porters	2,713	567 3,130	4	623 1,633	4	100%	0	0%	0	/
rinting	27	3,130	0	1,633	0	0%	0	0%	0	4
oor Heating	24	3,181	0	1,633	0	0%	0	0%	0	1
ome Care	2,419	612	0	1,633	0	0%	0	0%	0	1
entive Programs	10,420	189	161	35	145	90%	16	10%	0	j _
rporating Companies	405	1,546	0	1,633	0	0%	0	0%	0	ıL_
an Goods	3	3,785	0	1,633	0	0%	0	0%	0	ı 🗆
oor Sky Diving	20	3,254	2	848	1	50%	1	50%	0	) T
ustrial Consultants	212	1,944	1	1,070	0	0%	1	100%	0	T.
ustrial Developments	32	3,035	0	1,633	0	0%	0	0%	0	_ ار
ustrial Equipment & Supplies	4,661	374	13	300	10	77%	3	23%	0	J
ustrial Hygiene Consultants	26	3,143	0	1,633	0	0%	0	0%	0	1
lustrial Manufacturers	2,082	682	4	623	2	50%	2	50%	0	ıt —
		1,763	0	1,633	2	0%	0	0%	0	1
ndustrial Painting	285									

									Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Pursue %
Infomercials	37	2,962	0	1,633	0	0%	0	0%	0 09
Information Bureaus	7,315	255	45	107	43	96%	2	4%	0 09
Information Processing & Retrieval Equipment & Systems	43	2,895	1	1,070	0	0%	1	100%	0 09
Information Technology Services	8,648	217	19	228	9	47%	9	47%	1 59
Infrared Equipment	27	3,130	0	1,633	0		0		0 09
Infrared Inspection	48 2,029	2,835	0	1,633	0	0%	0		0 09
Ink Cartridge - Refill & Sales	2,029	692 2,481	4 0	623 1,633	2	50% 0%	1		1 25% 0 0%
Inks - Manufacturers Materials Inks - Print & Lithograph	26	3,143	0	1,633	0		0		0 09
Inks - Writing & Marking	20	3,838	0	1,633	0	0%	0	0%	0 09
Insect Control Devices	393	1,570	1	1,070	1		0		0 09
Insulation Contractors Equipment & Supplies	200	1,979	0	1,633	0		0		0 09
Insulation Materials	1,371	868	3	709	1	33%	2	67%	0 09
Insulation Materials - Electric	1 274	3,662	0	1,633	0	0% 100%	0		0 09
Insurance - Accident & Health Insurance - Auto	1,274 4,809	906 364	8	1,070 411	6		2	25%	
Insurance - Bonding	57	2,741	0	1,633	0		0		0 09
Insurance - Crop	1	3,890	0	1,633	0		0		0 09
Insurance - Dental	7	3,615	0	1,633	0	0%	0	0%	0 09
Insurance - Disability	215	1,935	0	1,633	0		0		0 09
Insurance - Employee Benefits	584	1,318	0	1,633	0		0		0 09
Insurance - Fire & Flood Specialists	439	1,494	0	1,633	0	0% 0%	0	• 70	0 09
Insurance - Funeral Insurance - Health	3,024 5,883	518 314	6	1,633 487	6		0		0 09
Insurance - Homeowners	581	1,321	1	1,070	1		0		0 09
Insurance - Life	11,764	165	6	487	6	100%	0	0%	0 09
Insurance - Marine	21	3,239	0	1,633	0	0%	0	0%	0 09
Insurance - Medicare Services	12	3,461	0	1,633	0		0		0 09
Insurance - Property	293	1,743	0	1,633	0		0		0 09
Insurance - Rental	19	3,284 3,785	0	1,633 1,633	0		0		0 09
Insurance - Senior Products Insurance - Travel	1,739	751	0	1,633	0		0		0 09
Insurance - Viatical	384	1,585	0	1,633	0		0		0 09
Insurance - Workers Compensation	65	2,654	0	1,633	0		0		0 09
Insurance Agency	8,539	218	8	411	8		0		0 09
Insurance Agents	2,460	604	6	487	5	83%	1	17%	0 09
Insurance Claim Processing Services Insurance Companies	930 65,416	1,073 28	0 99	1,633	0 91		0 8		0 09
Insurance Companies Insurance Consultants	3,768	435	4	623	31	75%	0	25%	0 09
Insurance Inspection & Audits	42	2,910	0	1,633	0	0%	0		0 0%
Insurance Rating Bureaus	13	3,429	0	1,633	0	0%	0		0 0%
Insurance Services	30,816	56	25	178	24		1	4%	
Insurance Services - Commercial	725	1,189	2	848	2	100%	0	0%	0 09
Insured Property Replacement Service	13 241	3,429 1,866	0	1,633 1,070	0		0		0 09
Intercoms Systems & Services Interior Decorators & Designers	7,990	233	5	552	2	40%	2	40%	1 209
Interior Decorators & Designers - Workroom	63	2,671	0	1,633	0		0		0 09
Interior Decorators & Designers Supplies	265	1,804	0	1,633	0		0	0%	0 09
Interior Designers - Architectural	437	1,499	1	1,070	0		1	100%	0 0%
Interior Designers - Commercial	200	1,979	0	1,633	0		0		0 09
Interior Designers - Registered/Licensed	46	2,854	0	1,633	0		0		0 0%
Interior Finishing International Trade Consultants	632 219	1,268 1,922	1 0	1,070 1,633	0		0	100%	0 09
Internet - Web Hosting	10,879	183	35	131	28		6		1 39
Internet Access Provider	7,115	265	23	193	5	22%	13	57%	1 39 5 229
Internet Auction Service	2,879	538	7	443	4	5, 70	2	29%	1 149
Internet Cafes	6	3,662	0	1,633	0		0		0 09
Internet Gaming Internet Marketing Services	630 14,673	1,270	2 107	848			0		0 0%
Internet Marketing Services Internet Selling Services	3,145	134 503	13	59 300	12		15 1		0 09
Internet Services	48,180	36	295	14	248	84%	46	16%	1 09
Internet Shopping	23,647	81	135	44	108	80%	27		0 09
Internet-Based Telephone Service	12,588	154	88	69	82		6		0 09
Inventors	3	3,785	0	1,633	0		0		0 09
Inventory Service	110	2,383	0	1,633	0	0% 60%	0	0% 40%	0 09
Investigators Investment Advisory Service	5,452 3,791	336 433	5	552 552	3		1		0 09
Investment Management	3,323	482	3	709	2		0		1 339
Investment Securities	2,488	601	6	487	4		2	33%	0 09
Investment Seminars	1,882	723	3	709	1		2		0 09
Invitations & Announcements	54	2,762	0	1,633	0		0		0 09
Iron	35	2,991	0	1,633	0		0		0 09
Iron Work Irrigation Consultants	1,370 1,064	869 986	3	709 1,070	3 0	100%	0	0% 100%	0 0% 0 0%
Irrigation Consultants Irrigation Equipment	1,064	3,107	0	1,633	0	0,0		0%	0 09
Irrigation Systems & Equipment	3,279	488	5	552	5	100%	0	0%	0 09
Irrigation Systems - Install/Design	1,112	971	0	1,633	0	0%	0	0%	0 09
Irrigation Systems - Maintenance/Repair	132	2,272	0	1,633	0		0	0%	0 0%
Italian Food Products	8	3,578	0	1,633	0	0%	0	0%	0 09
Janitor Service	23,176	85	4	623	3	75%	1	25%	0 09
	23,176 957 20	85 1,047 3,254	4 3 0	623 709 1,633	3 2 0	67%	1 1 0	33%	0 09 0 09 0 09

Martin   M									T T	Constantination To
A SIAMPON MERCENNE (1.95   1.9	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To
Section 5. Miles   61.20	Jet Ski/Personal Watercraft	158	2,147	1	1,070	0		1	100%	0 0
Joseph   1,700   1,7		41,304								
Value Control Service   10   10   10   10   10   10   10   1		136	2,253	0	1,633	0	0%	0	0%	0 0
ANDERS ADMINISTRATION 1			583	2		2		0		0 0
SAMES CARRIES  1		132	2,2/2		848					
Amery Languages										0 0
About September   14   3-000   0   1-000   0   0   0   0   0   0   0   0   0	lewelry Designers	2.368	624		1,633		0%			
MARK PARISON   1		14	3,400		1,633					0 0
March Marcher   1995		1				0		0		0 0'
Section   Sect	Jewelry Manufacturers		676		1,633		0%		0%	0 0
John Lander   1   1,575   0   1,451   0   0   0   0   0   0   0   0   0	Jewelry Polishing & Plating									
Machemistry		851	1,114		848					0 0
100   100		8	3,578							0 0
20 USEA Authors Services - Authors Feet   250   1,401   1   1,070   0   0   1   1,000   0   0   0   0   0   0   0   0   0	Jigs & Fixtures Joh Lieting & Advisory Convisor		3,3/3		1,633					
June   1	Joh Listing & Advisory Services - Advanced Fee		1 401					1		0 0
June   1	Juice Extractors					3		0		0 0
June   Property   1985   198			2,599		1,633	0		0		
John Remort   1502   130   12   130   130   130   140   15	Jumping Balloon Rental	75	2,580		1,633	0	0%		0%	0 0
Science Principle & Joseph   1971   0	Junk Dealers	22	3,222	0	1,633					0 0
Steneth Cargament & Spreeder   129   1.85%   0   1.42%   1.62%   0   9%   0	Junk Removal									
No. Control Systems  75.   1.3.20   0   1.433   0   0   0   0   0   0   0   0   0		290	1,751		1,633		0%			0 0
Very Description and Cutting		257	1,824		1,633					0 0
Schoolmen			3,239							0 0
Siller Caster & Service   1   1,000   0   1,000   0   0   0   0   0   0   0   0   0								1		0 0
Solution	Kilns	1	3,890	0	1,633			Û	0%	0 0
Globert Angeleser   4,00   379   9   379   9   899   0   0 99   1   1   1   1   1   1   1   1   1	Kitchen & Bath - Design & Remodeling	29,264	58	35	131		57%	13	37%	2 6
Society Control Effortions   2,475   600   10   1032   4   805   0   205   205   1   3   3   5   5   3   5   5   3   5   5										
Souther Calender's Antoning Referred Resurtance   1,156										1 11
State Performance   1.545   500   3   700   2   67%   1   23%   5   5   5   5   5   5   5   5   5	Kitchen Cabinet Refacing	2,475	602		1,633			0		
Either Berndelin   6.00   370   10   22   13   650   5   2670   1   2   2   2   3   2   2   3   2   2   3   2   3   3	Kitchen Cabinets & Equipment - Household			22		16		5		1 5
Mile Bearding   35   2,991   0   1,693   0   0.95   0	Kitchen Cabinets - Refinishing, Refacing & Resurfacing	1,545	808	3	709	2	67%	1	33%	0 0
Steel	Kitchen Remodeling		270		228	13		5		1 5
King Sharpenen Devices						0		0		
Kind Goods - Setal   1.070		12								0 0
Sent Condoc - Wholesable & Manufacturers   74   2.588						0				0 0
Konver - Custom   230   1,892   1   1,070   0   0%   1   100%   0   0   0   0   0   0   0   0   0	Knit Goods - Ketali Knit Goods - Wholesale & Manufacturers	156	2,156		1,070	1				0 0
Konver - Custom   230   1,892   1   1,070   0   0%   1   100%   0   0   0   0   0   0   0   0   0	Knitted Fabrics		3,615	0	1,633				0%	0 0
Korives - Pacheline		230	1,892			0		1		0 0
Labeling   112   2,375   0   1,633   0   0.96   0.96   0   0.96		391	1,576	4	623	2		2		0 0
Labeling fluighment   28   3.107   0   1.633   0   0%   0   0.9%   0   0.9%   0   0.9%   0   0.0%   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0   0.0%   0.0%   0   0.0%   0   0.0%   0.0%   0   0.0%	Kosher Food Products	1	3,890		1,633					
Labels   86										
Labels - Paper   294										0 0
Labels - Plastic, Metal, Fold   33   3,019   0   1,633   0   0 %   0   0 %   0   0 %   0   0 %   0   0	Labels Danes	86	2,517		1,633				0%	
Labor Contractors   352   1,639   0   1,633   0   0%   0   0%   0   0%   0   0   0	Labels - Plastic Metal Foil	33								0 0
Labor Creamizations   334   1,672   0   1,633   0   0%   0   0%   0   0%   0   0   0		352	1,639		1,633					0 0
Labor Relations Consultants   8   3,578   0   1,633   0   0%   0   0%   0   0%   0   0   0		334	1,672		1,633	0		0		0 0'
Laboratories - Research B Development   259   1.1818	Labor Relations Consultants	8	3,578	0	1,633		0%		0%	0 0'
Laboratories - Veterinary   36   2.978   0   1.633   0   0%   0   0%   0   0%   0   0%   0   0		822	1,132		1,633					0 0'
Laboratories - Veterinary   36   2.978   0   1.633   0   0%   0   0%   0   0%   0   0%   0   0										0 0
Laboratory Equipment & Supplies   221   1,917   0   1,633   0   0%   0   0%   0   0%   0   0   0			373		314			9		0 0
Lacker   13   3,429   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Laboratory Equipment & Supplies	36			1,633			0		0 0
Ladders   26			3.429	0	1.633					0 0
Ladders - Renting   18   3.305   0   1.633   0   0%   0   0%   0   0%   0   0   0										0 0'
Laminated Structural Products   13   3.429   0   1.633   0   0%   0   0%   0   0%   0   0   0	Ladders - Renting	18	3,305	0	1,633		0%	0	0%	0 0
Laminating Equipment & Supplies   30   3,070   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Laminated Structural Products	13	3,429		1,633				0%	0 0
Lamps Shades - Retail   135   2,256   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Laminating Equipment & Supplies		3,070							
Lambs - Supplies & Parts   492   1,420   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0			2,588		1,633					0 0
Land Clearing & Leveling   351   1,642   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0										
Landscape Nard Clean-Up   2,326   630   8   411   5   63%   3   38%   0   0   0   0   0   0   0   0   0		351	1,420	0	1,633		0%	0	0%	0 0
Landscape Nard Clean-Up   2,326   630   8   411   5   63%   3   38%   0   0   0   0   0   0   0   0   0		6 715	1,042		487			1		0 0
Landscape Architects   5,290   345   5   552   3   60%   2   40%   0   0   0   1   1   1   1   1   1   1		2.326	630					3		0 0
Landscape Contractors   161,728   11   126   50   66   52%   57   45%   3   0   0   0   0   0   0   0   0   0	Landscape Architects	5,290	345	5	552	3	60%	2	40%	0 0
Landscape Leisiners         10,717         184         17         243         6         35%         5         29%         6         35%         5         29%         6         0		161,728	11		50				45%	
Landscape Lighting   1,53   0   0.96   0.96   0   0.96										
Landscape Maintenance   10,941   182   8   411   2   25%   6   75%   0   0   0					243					
Landscaping Equipment & Supplies   3,622   452   3   709   1   33%   2   67%   0   0   0						0	250/			0 0
Laneway House   166   2,107   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	Landscaping Equipment & Supplies	3 622	182	8	700			2		
Lanquage Schools     2,321     633     2     848     2     100%     0     0%     0     0       Lanquage Training Aids     209     1,952     2     848     2     100%     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%     0     0       Laser Cosmetic Services     3,610     453     12     314     4     33%     6     50%     2     17		166	2.107	0	1.633	n i				0 0
Lanquage Training Alds   209   1,952   2   848   2   100%   0   0%   0   0%   0   0   0   0		2,321	633	2	848	2	100%	0	0%	0 0
Lapidaries         20         3,254         0         1,633         0         0%         0         0%         0         0%         0         0           Lapidary Equipment & Supplies         15         3,373         0         1,633         0         0%         0         0%         0         0%         0         0%         0         0         0%         0 </td <td></td> <td>209</td> <td>1,952</td> <td>2</td> <td>848</td> <td></td> <td>100%</td> <td>0</td> <td>0%</td> <td>0 0</td>		209	1,952	2	848		100%	0	0%	0 0
Laser Cosmetic Services 3,610 453 12 314 4 33% 6 50% 2 17	Lapidaries	20	3,254		1,633	0	0%	0	0%	0 0
				0				0		
Laser Eye Surgery 776 1.162 1 1.070 1 <b>100%</b> 0 <b>0%</b> 0 0				12		4		6		2 17
	Laser Eye Surgery Laser Therapy	776	1,162 1,189	1 0	1,070 1,633	1	100%	0	0%	0 0

	*		Sorted by Industry		*				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unable	
Lasers	837	1,121	1	1,070	1	100%	0	0%	0
Lasik Eye Surgery	19	3,284	0	1,633	0	0%	0	0%	0
Laundries	262	1,811	0	1,633 1,633	0	0%	0	0%	0
Laundries - Self Service	375	1,603	1	1,070	1	100%	0		0
Laundry Consultants	424	1,519	2	848	2	100%	0		0
Laundry Equipment	444	1,487	1	1,070	1	100%	0		0
Laundry Supplies Lawn & Garden Equipment & Supplies	30 3,952	3,070 422	1	1,070 487	1	100% 83%	0	0%	0 1 1
Lawn & Garden Equipment & Supplies  Lawn & Garden Equipment & Supplies - Rental	74	2,588	0	1,633	5 0	0%	0		0 1
Lawn & Garden Equipment & Supplies Rental	156	2,156	1	1,070	1	100%	0	0%	0
Lawn & Garden Sprinkler Systems	3,053	515	5	552	4	80%	1	20%	Ō
Lawn & Tree Care	1,405	855	9	379	3	33%	6		0
Lawn Installation Service	684	1,218	0	1,633	0	0%	0		0
Lawn Maintenance	65,619	27	202	25	178		24		0
Lawn Mowers	2,088 1,503	678	2	848	1	50%	0	0%	1 5
Lawn Mowers - Sharpen & Repair		819	3	709	2	67%	1 0	33%	0
Lawn Tractor Dealers Layouts - Office, Factory	28 12	3,107 3,461	0	1,070 1.633	0	100%	0		0
Lead Products	11	3,480	0		0		0		0
Lead Renovator	18	3,305	0	1,633 1,633	0	0%	0		0
Leadership Development	118	2.337	0	1,633	0	0%	0		0
Leak Detecting Instruments	20	2,337 3,254	0	1,633	0	0%	0		0
Leak Detection	40	2,929	0	1,633	0	0%	0	0%	0
Leasing Service	2,826	549	0	1,633	0	0%	0	0%	0
Leather	206	1,964	7	443	2	29%	5	71%	0
Leather Cleaning	102	2,414	0	1,633	0	0%	0	0%	0
Leather Clothing - Retail	1,431	848	5	552	4		0		1 2
Leather Clothing - Wholesale & Manufacturers	10 1,000	3,513	0	1,633 709	0	0% 33%	0	0% 67%	0
Leather Goods - Dealers		1,023	3	709	1		2		
Leather Goods - Repair Leather Goods - Wholesale & Manufacturers	694 166	1,211	0	1,633 1,633	0	0% 0%	0	0%	0
Leather Goods - Wholesale & Manufacturers Leather Goods Manufacturers Supplies	100	2,107 3,741	0	1,633	0		0		0
Leather Restoration	42	2,910	1	1,070	1	100%	0		0
Lecture & Seminar Bureaus	1,187	938	12	314	10	83%	2	17%	0
Legal Clinics	191	2,016	0	1,633	0		0		0
Legal Document Assistance	5,253	348	58	90	58	100%	0	0%	0
Legal Forms	26,634	65	22	205	22	100%	0	0%	0
Legal Information Services	828	1,126	1	1,070	0	0%	1	100%	0
Legal Services Plans	530	1,371	1	1,070	1	100%	0	0%	0
Lenses	4	3,741	0	1,633	0	0%	0		0
Letters - Sign	18	3,305	0	1,633	0	0%	0		0
Libraries - Public	60	2,711	0	1,633	0	0%	0	0%	0
Library Equipment & Supplies	45	2,867	0	1,633	0		0		0
Library Research Service	28 70	3,107 2,616	0	1,633 1,633	0	0% 0%	0		0
Lice Removal/Protection Services License Services	3,478	467	4	623	3	75%	1	25%	0
Lie Detection Service	161	2,134	0	1,633	0	0%	1	0%	0
Lifts	407	1,542	1	1,070	0		1	100%	0
Lifts/Elevators - In Home	134	2,262	0	1,633	0	0%	0	0%	Ō
Lighting Consultants	321	1,691	0	1,633	0	0%	0	0%	0
Lighting Equipment - Emergency	36	2,978	0	1,633	0		0		0
Lighting Fixtures - Repair & Maintenance	294	1,740	1	1,070	1	100%	0		0
Lighting Fixtures - Retail	4,606	378 2,147	15	269	13	87%	2	13%	0
Lighting Fixtures - Supplies & Parts	158	2,147	0	1,633	0	0%	0		0
Lighting Fixtures - Wholesale & Manufacturers	951	1,054	0	1,633	0	0%	0	0%	0
Lighting Systems & Equipment	1,618	785	14	281	9	64%	5	36%	0
Lightning Protection Equipment	26 1,405	3,143 855	0	1,633 487	0	0% 50%	0	0% 50%	0
Lights Bulbs & Tubes Limestone	1,405	3,513	0	1,633	3 0		<u>3</u>		
Limousine Service	13,020	150	19	228	9	47%	9	47%	1
Linen Supply Service	610	1,293	2	848	1	50%	1	50%	0
Linens - Retail	622	1,279	5	552	4	80%	1	20%	0
Linens - Wholesale & Manufacturers	244	1,855	0	1,633	0	0%	0		0
Lingerie	2,288	637	16	253	13	81%	3	19%	0
Linings - Plastic, Membrane	12	3,461	0	1,633	0	0%	0	0%	0
Linoleum Dealers	29 3,763	3,093	0	1,633	0	0%	Ō	0%	0
Liquidators	3,763	437	3	709	1	33%	2		0
Liquor Brokers	16	3,356	4	623	0		0		4 10
Liquor Stores	833	1,123	3	709	3	100%	0		0
Liquors - Wholesale Literary Agents	61 33	2,701 3,019	0	1,633 1,633	0		0		0
Lithographers Lithographers	87	2,509	0	1,633	0		0		0
Livestock Auction Markets	144	2,217	0	1,633	0	0%	0		0
Livestock Breeders	112	2,375	0	1,633	0	0%	0		0
Livestock Buyers	9	3,541	0	1,633	0	0%	0	0%	Ö
Livestock Equipment & Supplies	101	2,422	0	1,633	0	0%	0	0%	0
Livestock Feeding	98	2,435	0	1,633	0	0%	0	0%	0
Livestock Hauling	62	2,687	0	1,633	0		0		0
Loan Modification	947	1,059	0	1,633 1,070	0	0%	0	0%	0
Loan Servicing	300	1,721	1	1,070	1	100%	0		0
Loans	72,145	25	166	33	150	90%	16		0
Loans - Farm & Ranch	11	3,480	0	1,633	0	0%	0		0
Loans - Small Business	1,567 35	800 2,991	0	1,633 1,633	0	0% 0%	0	0%	0
Lobbyists									

	*	<u> </u>	Sorted by Industry						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls U	nable To Pursue
Lockers	27	3,130	0	1,633	0	0%	0	0%	0 (
Locks & Locksmiths	18,326	107	45	107	21	47%	20	44%	4 9
Locks - Wholesale & Manufacturers	75	2,580	0	107 1,633	0		0		0 (
Locksmiths Equipment & Supplies	164	2,117	1	1,070	0		0		1 100
Log Cabins, Homes & Buildings	2,750	557	2	848	1	50% 0%	1	50%	0 0
Logging Companies Logging Equipment & Supplies	557 37	1,337 2,962	0	1,633 1,633	0	0%	0	0% 0%	0 0
Logistics Supplies	2,219	653	5	552	2	40%	2	40%	1 2
Lotteries - Foreign	2,472	603	1	1,070	0		0		1 20 1 100
Lotteries - Local	140	2,233	0	1,633	0	0%	0	0%	0 (
Lotteries - State	15	3,373	0	1,633	0		0		0 (
Lubricants	190	2,019	1	1,070	1	100%	0		0 (
Lubricating Devices & Systems	22	3,222	0	1,633	0		0		0 0
Lubricating Service - Automotive	4,133	411	9	379 487	5	56%	4		0 0
Luggage - Retail Luggage - Wholesale & Manufacturers	3,103	509 3,093	0	1,633	3 0	50% 0%	3	50% 0%	0 0
Luggage Carriers	15	3,373	0	1,633	0		0		0 0
Luggage Repair	328	1,684	1	1,070	1	100%	0		0 0
Lumber - Drying	102	2,414	0	1,633	0		0		0 (
Lumber - Retail	4,741	370	18	234	3	17%	14		1 6
Lumber - Used	68	2,634	0	1,633	0	0%	0		0 0
Lumber - Wholesale	668	1,236	0	1,633	0		0		
Lumber Carriers	22	3,222	0	1,633	0	0%	0	0%	0 0
Lumber Inspectors Lumber Mill Representatives	32	3,035	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Lumber Mill Representatives Lumber Treating	22	3,785 3,222	0	1,633	0		0	0%	0 0
Machine Shops	2,408	613	0	1,633	0		0		0 0
Machine Tools	593	1.310	1	1,070	1	100%	0		0 0
Machine Tools - Repair & Rebuild	427	1,310 1,512	1	1,070	1	100%	0		0 0
Machinery & Equipment - Appraisal	79	2,557	0	1,633	0	0%	0	0%	0 (
Machinery - New	915	1,081	1	1,070	1	100%	0	0%	0 0
Machinery - Specially Designed	96	2,448	0	1,633	0		0		0 (
Machinery - Used	178	2,065	0	1,633	0		0		0 (
Machinery Movers & Erectors	54 672	2,762	0	1,633	1	0% 100%	0		0 0
Machinery Rebuild & Repair Magazine Sales	797	1,229 1,151	7	1,070 443	1	71%	1	14%	1 14
Magazine Sales by Mail	14	3,400	ó	1,633	0	0%	0	0%	0 (
Magazine Sales by Telephone	364	1,618	1	1,070	1	100%	0		0 0
Magazines - Dealers	26	3,143	0	1,633	0		0	0%	0 0
Magazines - Distributors	705	1,202	2	848	0		1	50%	1 50
Magazines - Subscription Agents	173	2,080	3	709	3	100%	0		0 (
Magicians	258	1,821	1	1,070	0		1	100%	0 (
Magicians Supplies	48	2,835	1	1,070	0		1	100%	0 0
Magnets & Magnetic Devices	31 2,723	3,054	0	1,633	0 4		0	0%	0 0
Maids & Butlers Service Mail Box Rental & Receiving	202	563 1,974	0	623 1,633	0		0		0 0
Mail Boxes - Manufacturers & Distributors	10	3,513	0	1,633	0	0%	0	0%	0 0
Mail Order & Catalog Shopping	6,421	288	36	126	29		3	8%	4 11
Mailing Containers	31	3,054	0	1,633	0		0	0%	0 (
Mailing Lists	167	2,101	0	1,633	0	0%	0	0%	0 (
Mailing Machines & Equipment	477	1,438	2	848	1		1		0 (
Mailing Services	6,569	283	7	443	2		4		1 14
Mailing Services - Drop Shipper Mailing Services - International	1,197	934 2,654	5	552	4		1 0	20%	0 0
Mailing Services - International  Managed Print Service	65 289	2,654 1,753	0	1,070 1,633	0	100%	0	5.5	0 0
Managed Service Provider	86	2,517	0	1,633	0		0		0 0
Management Consultants	2,899	535	1	1,070	1	100%	0		0 0
Management Training	546	1,348	0	1,633	0		0	0%	0 (
Manicuring	506	1,393	0	1,633	0		0		0 (
Mannequins - Display Fixture	17	3,330	0	1,633	0		0		0 (
Manufactured Homes - Dealers	2,879	538	5	552	4			20%	0 (
Manufactured Homes - Equipment & Parts  Manufactured Homes - Parks	14 530	3,400	0	1,633 1,070	0	0% 0%	0	0% 100%	0 0
Manufactured Homes - Parks Manufactured Homes - Rent & Lease	131	1,371 2,277	0	1,633	0		1		0 (
Manufactured Homes - Repair & Service	304	1,717	0	1,633	0		0	0%	0 0
Manufactured Homes - Transporting	233	1,887	0	1,633	n	0%	n	0%	0 0
Manufactured Homes Distributors & Manufacturers	233 743	1,176	2	848	2	100%	0		0 0
Manufactured Homes Equipment & Supplies	201	1,977	0	1,633	0		0		
(Manufacturers)				· ·				1 1	, (
Manufactured Offices & Commercial Units	19	3,284	0	1,633	0		0		0 0
Manufacturers & Producers	16,232	125	31	145	25		6		0 (
Manufacturers Agents & Representatives	1,724	757	12	314	12	100%	0		0 0
Mapping Services	105 114	2,399 2,359	0	1,633	0		0	5.5	0 0
Maps - Dealers Maps - Publishers & Distributors	60	2,359	1	1,633 1,070	0	100%	0	0%	0 0
Marble & Granite Installation, Stonework Fabrication	8,054	2,711	16	253	<u>1</u>	100%	<u>U</u> 5	31%	0 0
Marble & Granice Installation, Stonework Fabrication  Marble & Terrazzo Cleaning & Service	351	1,642	0	1,633	0		0		0 0
Marble - Cultured	599	1,304	0	1,633	0		Ö		0 0
Marble - Natural	412		1	1,070	0	0%	1	100%	0 (
Marijuana - Accessories	16	1,536 3,356	0	1,633	0	0%	Ō	0%	0 (
Marijuana - Medical Dispensary	51	2,797	1	1,070	0		1	100%	0 (
Marijuana - Products	62	2,687	0	1,633	0		0		0 0
Marijuana Sales & Services	618 1,531	1,284 814	1	1,070 487	1	100%	0	0%	0 0
Marinas						50%		50%	

			Sorted by Industry						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue
Marine Contractors	668	1,236	. 0	1,633	. 0	0%	0	0%	Pursue 0
Marine Electric Service	41	2,919	0	1,633	0	0%	0	0%	0
Marine Electronic Equipment & Supplies	304	1,717	1	1,633 1,070	1	100%	0		0
Marine Equipment & Supplies	2,095	675	2	848	2	100%	0		0
Marine Sales & Service	4,092	415	6	487	5	83%	1	17%	0
Marine Surveyors Market Research & Analysis	257 6,942	1,824	0 10	1,633 357	0	0% 90%	0	0% 10%	0
Market Survey Companies	1,757	269 747	10	379	9	100%	1	0%	0
Marketing - Home Based Business	162	2,129	ó	1,633	0		0		0
Marketing Consultants	10,564	185	42	114	14		28		0
Marketing Consultants - Mobile	45	2,867	0	1,633	0	0%	0	0%	0
Marketing Programs & Services	9,856	197	30	155	10		16		4 1
Marketing Software	2,249	644	0	1,633	0		0		0
Marriage, Family, Child, Individual Counselors	7,290	257	1	1,070	1	100%	0		0
Martial Arts Martial Arts Supplies & Equipment	3,408 347	474 1,650	21	212 1,633	12	57% 0%	9	43% 0%	0
Mason Contractors	23,013	87	22	205	6		15		
Mason Contractors Equipment & Supplies	240	1,868	0	1,633	0	0%	0		1 0
Masonry Panels - Prefabricated	467	1,456	0	1,633	0		0		0
Massage Equipment & Supplies	1,181	943	3	709	0		3	100%	0
Massage School	690	1,215	2	848	2	100%	0	0%	0
Massage Therapeutic	1,801	736	2	848	0		2	100%	
Massage Therapists	6,873	271	12	314	9	75%	2	17%	1
Material Handling Equipment Maternity Clothes	213 276	1,941 1,784	1	1,070 1,633	1	100%	0	0% 0%	0
Mats & Matting	531	1,764	0	1,633	0		<u> </u>	0%	0
Mattress Makers Supplies	493	1,417	2	848	2	100%	0		0
Mattresses	11,012	179	32	141	24	75%		25%	0
Mattresses - Renovating	2	3,838	0	1,633	0	0%	0	0%	0
Mausoleums	13	3,429	0	1,633	0		0		0
Meal Preparation Service	247	1,844	0	1,633	0	0%	0	0%	0
Measurement & Metrology Meat - Processing	20 411	3,254	0	1,633 1,070	0		<u>0</u>		0
Meat - Retail	2,595	1,537 584	2	848	2	100%	1	0%	0
Meat - Wholesale	449	1,479	0	1,633	0		0		0
Meat Brokers	1,716	760	3	709	3	100%	0	0%	0
Meat Choppers & Grinders	137	2,247	0	1,633	0	0%	0	0%	0
Meat Packers	521	1,381	0	1,633	0		0		0
Meat Packers Equipment & Supplies	159	2,143	0	1,633	0		0	0%	0
Mechanical Contractors	16,489	123	13	300	9		3	23%	1
Media Buying Service Media Consultant	50 323	2,804 1,687	0	1,633 623	0	0% 50%	2	0% 50%	0
Mediation Services	486	1,429	0	1,633	0		0		0
Mediation Services - Divorce	228	1,899	1	1,070	0	0%	1	100%	0
Medical Alarms	757	1,173	1	1,070	1	100%	0		0
Medical Alert Companies	239	1,871	0	1,633	0		0		0
Medical Billing Services	14	3,400	0	1,633	0	0%	0	0%	0
Medical Business Administration	820	1,133	1	1,070	1	100%	0		
Medical Diagnostic Testing Facilities	25 4,491	3,168 384	0 11	1,633 336	0	0% 64%	4	0% 36%	0
Medical Equipment & Supplies Medical Imaging Services	193	2,007	11	1,070	1		0		0
Medical Record Service	344	1,655	1	1,070	1		0		0
Medical Service Organizations	416	1,530	0	1,633	0		0		0
Medical Spa	2,690	570	12	314	2	17%	8		2 1
Medical Staffing	27	3,130	0	1,633	0	0%	0	0%	0
Medical Testing Companies	1,160	950	1	1,070	1	100%	0		0
Medical Tourism	256	1,827	0	1,633	0		0		0
Medical Transcription  Medicines - Patent & Proprietary	239	3,662 1,871	0	1,633 1,633	0	0 70	0	0% 0%	0
Medicines - Patent & Proprietary  Medicines - Preventative Dogs & Cats	239	3,785	0	1,633	0		0		0
Meditation Instruction	217	1,930	0	1,633	0		0		0
Meeting Management	49	2,821	1	1,070	1	100%	0		0
Mens Clothing & Furnishings - Retail	1,937	706	14	281	7	50%	7	50%	0
Mens Clothing & Furnishings - Wholesale & Manufacturers	981	1,035	9	379	3	33%	6	67%	0
Mental Health Services	189	2,023	1	1,070	1	100%	n	0%	0
Merchandise Brokers	30	3,070	0	1,633	0		Ö		0
Merchandising Service	129	2,289	0	1,633	0	0%	0	0%	0
Messenger Service	2,880	537	1	1,070	1		0	0%	0
Metal Cleaning	46	2,854	0	1,633	0		0		0
Metal Detecting Equipment	25	3,168	0	1,633	0		0		0
Metal Fabricating Machinery	15	3,373	0	1,633	0		0		0
Metal Finishers	1,542	810 2,929	0	1,633 1,633	0		0		0
Metal Finishers Metal Finishers Equipment & Supplies	20	3,254	1	1,070	0		1	100%	0
Metal Powder Fabricators	236	1,882	1	1,070	1	100%	0	0%	0
Metal Rolling & Forming	67	2,644	Ô		0		0		0
Metal Salvage Yards	115	2,348	0	1,633	0		0		0
Metal Specialties	447	1,482 2,654	1	1,070	1	100%	0	0%	0
Metal Stamping	65	2,654	0	1,633	0		0		0
Metal Stamping Equipment	19	3,284	0	1,633	0		0		0
Metallizing	4	3,741	0	1,633	0		0		0
Metallurgists Equipment & Supplies Metals - Base	4	3,741 3,691	0	1,633 1,633	0	0% 0%	0	0%	0
rietais - pase	5	3,691	U	1,033	U	0%	U	U%0	U

				ı		[i			Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
Metals - Clad	28	3,107	n	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
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
Military Goods	57	2,741	2	848	0	0%	2	100%	0 0
Millinery - Retail	7	3,615	0	1,633	0		0		0 0
Milling Machines	3	3,785	0	1,633	0		0		0 0
Millwork	3,163	499	0	1,633	0	0%	0	0%	0 0
Millwrights	513	1,384	0	1,633	0		0	0%	0 0
Mineral Exploration Minerals	76	2,574	0	1,633	0	0%	0	0%	0 0
	38	2,947	0	1,633	0	0%	0	0%	0 0 1 100
Miniatures - Collectors	38 1,771	2,947		1,070		0%	0	0%	
Mining Companies		743	0	1,633	0	0% 0%	0	0%	
Mining Consultants	54	2,762	0	1,633			0		
Mining Development Mining Equipment & Cupplies	125 321	2,302 1,691	0	1,633 1.633	0	0%	0		0 0
Mining Equipment & Supplies			0		0	0%	0	0%	0 0
Mirrors Manufacturare Supplies	816	1,135	0	1,633	0	0%	<u>U</u>	0%	0 0
Mirrors - Manufacturers Supplies Mirrors - Resilver	150	3,578 2,191	0	1,633	0		0		0 0
	1,200	932	23	1,633 193	20		<u>U</u>	13%	0 0
Mobile Apps Mobile Pofriceration		2,156	0		20	0%	<u>3</u>	0%	0 0
Mobile Refrigeration  Mobile Telephone Equipment & Supplies	156 3,233	2,156 491	16	1,633 253	8		7		1 6
Mobile Telephone Service	1,425	851	8	411			7	38%	0 0
Model Car Race Centers	1,423	3,785	0	1,633	0		0		0 0
Model Makers	16	3,765	0	1,633	0		0		0 0
	239	1,871	0	1,633	0		0	0%	0 0
Modeling & Acting - Training Modeling & Simulation	239	3,691	0	1,633	0		0	0%	0 0
Modeling & Simulation  Modeling & Talent Agencies	20,094	99	10	257		50%	<u>U</u>	50%	0 0
	20,094	1,083	0	357 1,633	0		0		0 0
Modeling Schools	4,761	366	5	552	4		0	20%	0 0
Modular Homes  Modular/Mobile Home - Foundation Services	93	2,468	3	1,070	1	100%	1	0%	0 0
	135	2,256	0		0		0		0 0
Mold & Mildew Inspection  Mold & Mildew Inspection/Removal/Remediation	7,208	2,236	2	1,633 848	0	50%	0	50%	0 0
Mold & Mildew Remediation		1,150	1	1,070	1	100%	1	0%	0 0
Mold Consulting & Testing	798 332	1,676	0	1,633	0	0%	0	0%	0 0
Moldings Pesting	691	1,213	1	1,070	1	100%	0	0%	0 0
Molds	299	1,724	Ô	1,633	0		0	0%	0 0
Money Order Systems	5	3,691	0	1,633	0	0%	0	0%	0 0
Money Order Systems Money Orders & Transfers	3,875	428	8	411	7	88%	Ů	0%	1 13
Monograms	7	3,615	0	1,633	Ó		0	0%	0 0
Monuments	3,158	501	1	1,070	1	100%	0	0%	0 0
Monuments - Cleaning & Restoration	15	3,373	0	1,633	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
Mortgage Brokers	59,063	30	38	122	29		7	18%	2 5
Mortgage Lender	5,795	316	4	623	4	100%	0	0%	0 0
Motel & Hotel Consultants	3	3,785	1	1,070	1	100%	0	0%	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		0 0
Motels	2,862	541	34	136	17		17		0 0
Motels - Reservation Service	33	3,019	1	1,070	1	100%	0	0%	0 0
Motion Picture Equipment & Supplies	92	2,474	0	1,633	0	0%	0		0 0
Motion Picture Film Distributors & Exchange	98	2,435	0	1,633	Ô	0%	0	0%	0 0
Motion Picture Film Editing	53	2,775	0	1,633	0	0%	0		0 0
Motion Picture Film Libraries	1	3,890	0	1,633	0		0		0 0
Motion Picture Producers & Studios	157	2,150	0	1,633	0	0%	0	0%	0 0
Motion Picture Representatives	112	2,375	1	1,070	1	100%	0		0 0
Motion Picture Special Effects	4	3,741	0	1,633	0		0		0 0
Motivational & Self Improvement Training	742	1,177	1	1,070	0		0	0%	1 100
Motor coach Companies	264	1,807	0	1,633	0		0	0%	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
Motorcycle Riding Instruction	131	2,277	1	1,070	1	100%	0	0%	0 0
Motorcycle Sales - Consignments	38	2,947	0	1,633	0		0		0 0
Motorcycles - Customizing	97	2,441	0	1,633	0		0		0 0
Motorcycles - Dealers	7,699	242	17	243	12	71%	5	29%	0 0
Motorcycles - Renting & Leasing	26	3,143	0	1,633	0	0%	0	0%	0 0
Motorcycles - Repairing & Service	2,257	641	2	848	1	50%	1	50%	0 0
Motorcycles - Supplies & Parts	1,914	711	8	411	5	63%	3	38%	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	244,255	4	514	5	304		192	37%	18 4
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
Moving & Storage Company	46,499	40	126	50	90		35		1 1
	200	1,565	0	1,633	0	0%	0	0%	0 0
Moving Assistance - Packing, Unpacking, Organizing Moving Brokers	396 637	1,262	2	848	2	100%	0	0%	0 0

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue
Moving Equipment Rental	445	1,484	0	1,633	0	0%	0	0%	0 0
Moving Services - Labor & Materials	5,353	342	14	281	6	43%	8	57%	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 (
Mud Jacking Contractors	2,722	565	1	1,070	1	100%	0	0%	0 (
Mufflers & Exhaust Systems	3,694	441	9	379	5	56%	3	33%	1 1:
Mulches Multi-Loyal Salling Companies	151 8,317	2,185	0	1,633	0	0% 0%	0	0% 0%	0 0
Multi-Level Selling Companies Murals	24	224 3,181	0	1,633 1,633	0	0%	0	0%	0 (
Museums	67	2,644	0	1,633	0		0	0%	0 0
Mushrooms	572	1.324	4	623	1	25%	3	75%	0 (
Music & Messaging Services	1,132	961	7	443	3	43%	3	43%	1 14
Music - Sheet	58	2,729	0	1,633	0		0	0%	0 (
Music Arrangers & Composers	3	3,785	0	1,633	0	0%	0	0%	0 (
Music Distribution Service	386	1,582	0	1,633	0		0	0%	0 0
Music Instruction - Instrumental  Music Instruction - Vocal	2,947	528 2,326	5	552 1,070	3	60%	1	20% 100%	1 20
Music Publishers	120 20	3,254	0	1,633	0	0%	0	0%	0 0
Musical Instruments - Dealers	3,547	458	7	443	5	71%	2	29%	0 0
Musical Instruments - Rental	26	3,143	1	1,070	0		1	100%	0 (
Musical Instruments - Repair	506	1,393	0	1,633	0	0%	0	0%	0 (
Musical Instruments - Supplies & Accessories	536	1,361	3	709	2	67%	0	0%	1 33
Musical Instruments - Wholesale & Manufacturers	44	2,882	0	1,633	0	0%	0	0%	0 (
Musicians	53	2,775	0	1,633	0	0%	0	0%	0 0
Mutual Funds	279	1,777	0	1,633	0		0	0%	0 (
Myotherapy	36	2,978	0	1,633	0			0%	
Nail Salons	13,864	143	29	159	15	52%	14		0 0
Nailing Machinery Name Plates	2	3,838 3,662	0	1,633 1,633	0		0	0% 0%	0 0
Namy Service	3,017	519	2	1,633	1	50%	1	50%	0 (
Natural Gas Companies	2,072	683	14	281	13		1	7%	0 (
Natural Stone Restoration & Cleaning	137	2,247	1	1,070	1	100%	0	0%	0 0
Naturopaths	2,246	647	0	1,633	Ô	0%	Ö	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 (
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
11									- (
Nets & Netting	9	3,541	0	1,633	0		0	0%	0 (
Network Cabling Installation	55	2,749	0	1,633	0		0	0%	0 0
News Dealers News Publications - Trade, Association	40 287	2,929 1,758	1	1,070 1,070	1	100% 100%	0	0% 0%	0 (
News Service	51	2,797	1	1,070	1	100%	0	0%	0 (
Newspaper Distributors	99	2,424	î	1,070	0	0%	1	100%	0 (
Newspapers	3,517	462	31	145	27	87%	4	13%	0 0
Night Clubs	1,007	1,015	4	623	3	75%	1	25%	0 (
Noise Control Consultants	42	2,910	0	1,633	0	0%	0	0%	0 0
Non Profit Organizations - General Membership	2,700	569	6	487	6	100%	0	0%	0 (
Not Elsewhere Classified	7,345	254	14	281	8	57%	4	29%	2 14
Not Elsewhere Classified After Investigation	5,684	323	3	709	3	100%	0	0%	0 0
Notaries Public	2,015	698 1,333	0	1,633 1,070	0	0% 100%	0	0% 0%	0 0
Novelties - Retail	567		0		0		0		0 0
Novelties - Wholesale & Manufacturers Numismatics	14	3,890 3,400	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Nurseries - Plants, Trees	3,337	481	8	411	7		1	13%	0 (
Nursery Stock Dealers	157	2,150	0	1,633	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 (
Nurses Registries	488	1,423	0	1,633	0		0	0%	0 (
Nurses Schools	94	2,461	0	1,633	0	0%	0	0%	0 (
Nursing Home Information & Referral	7	3,615	0	1,633	0		0		0 (
Nursing Homes Nutrition	986	1,031 898	0	1,633 848	0	0% 100%	0	0% 0%	0 0
Nutrition	1,300 525	1,377	0	1,633	0		0		0 0
Nutritionists Nuts - Edible	18	3,305	0	1,633	0		0	0%	0 0
Observatories	18	3,305	0	1,633	0	0%	0	0%	0 (
Occupational Health - Nursing Services	815	1.136	0	1,633	0	0%	0	0%	0 (
Occupational Therapists	213	1,136 1,941	0	1,633	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 (
Office & Desk Space Rental Service	929	1,075	3	709	3	100%	0	0%	0 (
Office Buildings	152	2,176	1	1,070	0		1	100%	0 (
Office Equipment	217	1,930	1	1,070	0		1	100%	0 (
Office Furniture & Equipment	4,235	398	23	193	19		4	17%	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 0
Office Furniture & Equipment - Repair & Refinishing	268 41	1,798 2,919	0	1,633	0	0% 0%	0	0%	0 0
Office Furniture & Equipment - Used Office Furniture & Equipment - Wholesale &			, v	1,633	·		·		U U
Manufacturing	167	2,101	0	1,633	0	0%	0	0%	0
Office Records - Destruction	35	2,991	0	1,633	0	0%	0	0%	0 0
	471	1,449	0	1,633	0	0%	0	0%	0 (
Office Records Stored									
Office Records Stored Office Supplies	4,933	358	24 48	182	24	100%	0	0%	0 (

T. d		Books - 11		Book by S. C.					Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Pursue 9
Office Supplies - Sale by Telemarketing	26	3,143	1	1,070	1	100%	0	0%	0 09
Oil & Gas Exploration & Development	2,609	577	0	1,633	0	0%	0	0 /0	0 00
Oil Additives - Manufacturers & Distributors Oil Burners	89 223	2,496 1,913	0	1,633 1,633	0	0% 0%	0	0% 0%	0 00
Oil Handling Equipment	223	3,541	0	1,633	0		0		0 0
Oil Land Leases	90	2,489	0	1,633	0		0		0 09
Oil Marketers	42	2,910	0	1,633	0	0%	0		0 09
Oil Operators	7	3,615	1	1,070	1	100%	0		0 09
Oil Producers	83	2,536	0	1,633	0		0		0 09
Oil Tank Installation	379	1,599	1	1,070	1	100%	0		0 09
Oil Tank Removal	1,042	998 2,962	1 0	1,070 1,633	1 0	100%	0	0%	0 00
Oil Well Drilling Mud & Additives Oil Well Equipment & Supplies	156	2,962	0	1,633	0				0 09
Oil Well Equipment & Supplies Oil Well Equipment & Supplies - Rental	130	3,785	0	1,633	0		0		0 09
Oil Well Fishing Tools	23	3,200	0	1,633	0		0		0 09
Oil Well Logging & Perforating	46	2,854	0	1,633	0		0		0 09
Oil Well Services	115	2,348	0	1,633	0		0		0 00
Oilfield Consultants	409	1,540	0	1,633	0		0		
Oilfield Equipment	699	1,206	0	1,633	0				0 09
Oilfield Equipment & Supplies	182	2,052	0	1,633	0				0 09
Oilfield Hauling	1,178	944 401	0	1,633 1,070	0		0		0 00
Oilfield Service Oilfield Supplies	4,175 70	2,616	1 0	1,070	1		0		0 09
Oils - Essential	70	3,691	0	1,633	0	0%	0		0 0
Oils - Essential	6,120	300	15	269	15		0		0 09
Oils - Fuel - Treatment Compounds	112	2,375	0	1,633	0		0		0 00
Oils - Lubricating	438	1,496	0	1,633	0	0%	0	0%	0 09
Oils - Petroleum	99	2,424	0	1,633	0		0		0 09
Oils - Vegetables	31	3,054	0		0		0		0 09
Oils - Waste	15	3,373	0	1,633	0		0		0 00
Olive Oil	33 31,252	3,019	0 15	1,633	<u>0</u>		0	0% 13%	0 0°
Online Drug & Prescription Services Online Drug & Prescription Services - Unapproved		55		269					
Foreign	450	1,475	2	848	0	0%	2	100%	0 09
Online Education	2,135	668	1	1,070	0	0%	1	100%	0 09
Online Event Registration	182	2,052	0	1,633	0	0%	0	0%	0 09
Online Payments	673	1,227	0	1,633	0	0%	0	0%	0 09
Online Publications	1,569	798	26	171	26	100%	0		0 09
Online Retailer	20,077	101	478	6	417		49		12 39
Online Shipping Broker	700	1,204 445	0 11	1,633	0	0% 73%	0	0% 27%	0 09
Online Social Media/Networking Online Travel Agency	3,672 23,229	84	208	336 24	195	94%	13	6%	0 0
Optical Equipment & Supplies	864	1,102	2	848	2	100%	0		0 00
Optical Goods - Retail	10,556	186	31	145	24	77%	7	23%	0 09
Optical Goods - Service & Repair	3,656	448	7	443	7	100%	0		0 09
Optical Goods - Wholesale & Manufacturers	24	3,181	1	1,070	1	100 /0	0		0 09
Opticians	3,517	462	11	336	9	82%	1	9%	1 99
Optometrists	4,162	405	12	314	9		3	25%	0 09
Orchards	43	2,895	0	1,633	0	0% 100%	0	0%	0 00
Orchestras & Bands Ore	19	3,284 3,615	0	1,070 1,633	0		0		0 09
Organ & Tissue Banks	14	3,400	0	1,633	0		0		0 09
Organic Soil Fertilizer	9	3,541	0	1,633	0		0		0 09
Organic/Green Products	281	1,773	2	848	1	50%	ī	50%	0 09
Organizing Services - Household & Business	409	1,540	1	1,070	0		1		0 09
Organs	132	2,272	0	1,633	0		0		0 09
Organs - Tune & Repair	32	3,035	0	1,633	0	0%	0	0%	0 00
Oriental Goods - Retail Oriental Goods - Wholesale & Manufacturers	74	2,588 3,741	0	1,633 1,633	0		0		0 00
Ornamental Metal Work	367	1,611	0	1,633	0				0 09
Orthopedic Appliances	2,390	618	2	848	2		0		0 09
Outboard Motors	207	1,959	0	1,633	0	0%	0		0 09
Outboard Motors - Repair	226	1,904	0	1,633	0	0%	0	0%	0 09
Outdoor Kitchens	2	3,838	0	1,633	0		0		0 09
Outfitters	102	2,414	1	1,070	1	100%	0		0 09
Outlets - Stores, Factory, Mills	499	1,403	4		2	50%	1	25%	1 259
Outplacement Concultants	2	3,838 2,947	1	1,070	1 0	100%	0		0 09
Outplacement Consultants Ovens - Bakers	38	2,947 3,691	0		0		0		0 00
Ovens - Brick Pizza	3	3,615	0	1,633	0		0		0 0
Oxygen	485	1,431	1	1,070	1		0		0 09
Oxygen Therapy Equipment	191	2,016	0	1,633	0	0%		0%	0 09
Ozone Machines	264	1,807	0	1,633	0	0%	0	0%	0 09
Package Design & Development	433	1,503	0	1,633	0		0		0 09
Packaging Machinery	50	2,804	0	1,633	0		0		0 09
Packaging Materials	886	1,092	2	848	2	100%	0		0 09
Packaging Service	418	1,527	0	1,633	0	0%	0	0%	0 09
Packing & Crating Service Paging Equipment & Service	430 118	1,509 2,337	1 0	1,070 1,633	0		1	100%	0 0
	118	2,337	3	709	່ ບ	67%	1	33%	0 09
Pain Management Services	2,170		1	1.070	0		1		0 09
	33	3,019	1 4	1,070 623	0		1 3	100% 75%	0 00
Pain Management Services Paint - Automotive				1,070	0 1 1 0	0% 25% 50%	1 3 1 0	100% 75% 50%	0 09

			Sorted by Industry						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unab	ole To ursue
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
Paintball - Games & Supplies	620	1,280	7 9	443	6	86%		14%	0 0
Painters - Commercial or Residential Painters Equipment & Supplies	8,422 58	221 2,729	0	379 1,633	3 0	33% 0%	0	56% 0%	0 0
Painters Equipment & Supplies Painting - Faux Finishing	276	1,784	0	1,633	0	0%	0	0%	0 0
Painting Contractors	90,927	17	66	80	40	61%	23	35%	3 5
Pallets & Skids	428	1,510	0	1,633	0	0%	0	0%	0 0
Paneling	52 1,116	2,785	0	1,633 848	0	0% 100%	0	0% 0%	0 0
Paper & Document Shredding Paper & Plastic Cups, Containers	30	969 3,070	0	1,633	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 (
Paper Distributors	150	2,191	0	1,633	0		0	0%	0 (
Paper Manufacturers Paper Products	18 250	3,305 1,836	0	1,633 1,633	0	0%	0	0% 0%	0 0
Paper Shredding Machines	113	2,370	0	1,633	0		0	0%	0 0
Parachute Jumping Instruction	28	3,107	0	1,633	0	0%	0	0%	0 0
Paralegals	8,524	219	8	411	6	75%	2	25%	0 (
Paramedics	4	3,741	0	1,633	0	0%	0	0%	0 (
Parapsychologists Parasail Service & Supplies	18 52	3,305 2,785	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Parcel Post Assembly Service	36	2,763	0	1,633	0	0%	0	0%	0 0
Pardon Services	15,072	132	132	47	43	33%	55	42%	34 26
Parking Area Maintenance & Marking	2,498	598	9	379	0	0%	8	89%	1 11
Parking Attendant Service	2,843	544	50	95	39		11	22%	0 0
Parking Facilities Parking Meters	15,709 20	128 3,254	268	16	241	90%	27	10% 0%	0 0
Parking Stations & Garages - Equipment & Supplies	451	1,474	1	1,633 1,070	0	0%	1	100%	0 0
Parks	130	2,283	1	1,070	0	0%	1	100%	0 (
Parties - Children	71	2,605 2,671	1	1,070	0	0%	1	100%	0 0
Partitions	63	2,671	0	1,633	0		0	0%	0 (
Party Facilities Party Planning	43 935	2,895 1,067	0	1,633 552	0	0% 60%	0	0% 40%	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
Party Supplies - Renting	1,220	923	8	411	6	75%	2	25%	0 0
Passive Home Building	33	3,019	0	1,633	0	0%	0	0%	0 0
Passport & Visa Services Patent Agents	1,183 962	942 1,042	4	623 709	2	50% 33%	2	50% 67%	0 0
Patent Searchers	388	1,579	1	1,070	1	100%	0	0%	0 0
Paternity Tests & Services	22	3,222	Ô	1,633	0	0%	0	0%	0 (
Patio & Deck Builders	7,749	241	11	336	3	27%	8	73%	0 (
Patio Builder	157	2,150	0	1,633	0	0%	0	0%	0 0
Patio Cover Patio Design	2,166	662 3,662	3 0	709 1,633	2	67% 0%	1	33% 0%	0 0
Patio Equipment & Supplies	5,651	324	4	623	4	100%	0	0%	0 0
Patio, Porch & Deck Enclosures	14,162	141	16	623 253	13	81%	2	13%	1 6
Pattern Makers	19	3,284	1	1,070	0	0%	1	100%	0 (
Pavement & Floor Marking Services	273 93,705	1,791	0 144	1,633	0	0%	0	0%	0 0
Paving Contractors Paving Equipment	93,703	16 2,821	0	39 1,633	81	56% 0%	61	42% 0%	0 0
Paving Materials	1,236	917	0	1,633	0	0%	0	0%	0 0
Paving Stones	962	1,042	5	552	2	40%	3	60%	0 (
Paving, Painting, Home Improvement - Itinerant Workers	49	2,821	0	1,633	0	0%	0	0%	0 ,
Pawnbrokers	3,238	490	6	487	-	83%	1	17%	0 0
Payday Loans	14,238	139	34	136	22	83% 65%	12	35%	0 0
Payment Processing Service	6,082	301	26	171	24	92%	2	8%	0 (
Payroll Service	2,215	654	1	1,070	1	100%	0	0%	0 0
Pearls	64	2,666	0	1,633	0		0	0%	0 0
Penny Auctions Pens & Pencils - Retail	109	2,388	0	1,633 1,633	0	0% 0%	0.0	0% 0%	0 0
Pens & Pencils - Recall Pens & Pencils - Wholesale & Manufacturers	6	3,838 3,662	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	1 000	2,882	0	1,633	0	0%	0	0%	0 (
Permanent Make Up Personal Chef	1,009	1,014 2,496	4 0	623 1,633	2		2	50% 0%	0 0
Personal Organizer	12	3,461	1	1,070	1	100%	0	0%	0 0
Personal Security Guard Service	240	1,868	0	1,633	0	0%	0	0%	0 (
Personal Services	3,284	487	1	1,070	0		0	0%	1 100
Personal Trainers	1,192	936	6	487	3	50%	2	33%	1 17
Personnel Consultants Pest Control Services	737 55,521	1,181 31	1 38	1,070 122	0 26	0% 68%	<u>0</u> 12	0% 32%	1 100 0 0
Pest Control Services Pest Control Supplies & Equipment	365	1,615	38	848	26	50%	12	50%	0 (
Pet Boarding & Kennels	14,296	138	7		4		3	43%	0 (
Pet Boarding - Dogs	1,920	709	2	848	2	100%	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% 100%	0	0% 0%	0 0
Pet Day Care Pet Exercising Service	911 499	1,082 1,403	1	1,070 1,633	0	100%	0	0%	0 0
	499	1,403	U	1,033	U	0%	U	U-70	U) (
Pet Fencing & Containment Systems	250	1,836	0	1,633	0	0%	0	0%	0 (

	1							T T	Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
Pet Grooming	7,616	249	10	357		80%	2	20%	0
Pet Grooming - Mobile	248	1,840	0	1,633	0	0%	0	0%	0
Pet Health Plans	2,776	553	14	281	13		1	7%	0
Pet Kenneling Services	523 1,217	1,380	1 2	1,070	1 2	100%	0	0%	0
Pet Services Pet Shops	6,786	927 275	8	848 411		100% 63%	0	38%	0
Pet Sitting Services	3,010		2	848	2	100%			0
Pet Supplies & Foods - Retail	2,834	521 548	8	411	6		2		0
Pet Supplies & Foods - Wholesale	292	1,745	0	1,633	Ō		0		0
Pet Training	1,750	749	2	848	1	50%	1	50%	0
Pet Training - Dog	2,837	546	4	623	3	75%	1	25%	0
Pet Transporting	351	1,642	0	1,633	0		0		0
Pet Waste Removal	245	1,852	0	1,633	0		0		0
Petroleum Petroleum Producto	244 232	1,855	1 0	1,070	1	100%	0		0
Petroleum Products Pewterware	4	1,889 3,741	0	1,633 1,633	0		0		0
Pharmaceutical Products - Research	167	2,101	0	1,633	0		0		0
			9		0	0%	0		
Pharmaceutical Products - Wholesale & Manufacturing	830	1,124	0	1,633	0		0		٥
Pharmaceutical Suppliers - Foreign	41	2,919	0	1,633	0		0		0
Pharmacies	15,375	131	21	212	17		3		1
Pharmacies - Specialty	10	3,513	0	1,633	0		0		0
Pharmacy - Compounding	1,278	905	8	411	5	63% 0%	3	38%	0
Photo Booth Rentals Photo Conving	266 200	1,802 1,979	0	1,633 1,633	0		0		0
Photo Copying Photo Finishing - Retail	1,192	936	1	1,070	1		0		0
Photo Finishing - Wholesale	1	3,890	Ô	1,633	0		0		0
Photo Imaging Service	613	1,289	3	709	0	0%	0	0%	3 10
Photo Retouching	24	3,181	0	1,633	Ō	0%	0	0%	0
Photographers	4,761	366	41	116	24		15		2
Photographers - Aerial	309	1,708	0	1,633	0		0		0
Photographers - Commercial	4,011	419	10	357	9		1 0	10%	0
Photographers - Pet Photographers - Portrait	23 3,480	3,200 466	0 11	1,633	0	45%	<u>U</u>	45%	0
Photographers - School	27	3,130	0	336 1,633	0		0		1
Photographers - Sports	143	2,222	1	1,070	1	100%	0		0
Photographers - Wedding	2,236	648	19	228	10		8	42%	1
Photographic Color Prints & Trans.	354	1,637	3	709	0		3	100%	0
Photographic Darkroom Rental	7	3,615	0	1,633	0		0		0
Photographic Equipment & Supplies - Retail	2,392	617	5	552	4	80%	1	20%	0
Photographic Equipment & Supplies - Wholesale &	49	2,821	2	848	2	100%	0	0%	0
Manufacturing  Photographic Equipment Popular	98	2,435	1	1,070	1	100%	0	0%	0
Photographic Equipment - Repair Photographic Mounts	31	3,054	0	1,633	<u> </u>	0%	0	0%	0
Photographic Research Service	86	2,517	1	1,070	0		1	100%	0
Photographs - Stock	536	1,361	1	1,070	1		0		0
Photography Sales	845	1,117	5	552	3	60%	2	40%	0
Photography Sales on the Internet	125	2,302	1	1,070	1	100%	0		0
Photography Schools	95	2,457	0	1,633	0		0	0%	0
Physical Therapists	4,699	372	7	443	7	100%	0		0
Physical Therapy Equipment	54 4	2,762 3,741	0	1,633 1,633	0		0		0
Physician - Nephrology Physicians & Surgeons - Anesthesiologists	- 4	3,785	0	1,633	0		0		0
Physicians & Surgeons - Cardiology Services	22	3,222	0	1,633	0		0		0
Physicians & Surgeons - Cosmetic, Plastic &			3				-		
Reconstructive Surgery	1,759	746	3	709	2	67%	1	33%	0
Physicians & Surgeons - Dermatology	879	1,096	1	1,070	1	100%	0	0%	0
Physicians & Surgeons - Ear, Nose & Throat	164	2,117	0	1,633	0		0		0
Physicians & Surgeons - Family Practice	986	1,031	0	1,633	0		0		0
Physicians & Surgeons - Gastroenterology	814	1,138	0	1,633	0		0		0
Physicians & Surgeons - Hormone Replacement Therapy	1	3,890	0	1,633	0	0%	0	0%	0
Physicians & Surgeons - Internal Medicine	58	2,729	0	1,633	0	0%	0	0%	0
Physicians & Surgeons - Medical-M.D.	1,977	702	0	1,633	0		0		0
Physicians & Surgeons - OB/GYN	209	1,952	0	1,633	Ö		0		0
Physicians & Surgeons - Ophthalmology	488	1,423	0	1,633	0		0		0
Physicians & Surgeons - Orthopedic Surgery	255 952	1,829 1,053	0	1,633	0	0%	0	0%	0
Physicians & Surgeons - Osteopathic-D.O.	952	1,053	1	1,070	1		0		0
Physicians & Surgeons - Pediatrics	27	3,130	0	1,633	0		0		0
Physicians & Surgeons - Pulmonary Diseases Physicians & Surgeons - Radiology	12 32	3,461 3,035	0	1,633 1,633	0		0		0
Physicians & Surgeons - Radiology Physicians & Surgeons - Weight Reduction	254	1,831	1	1,070	0		1	100%	0
Physicians & Surgeons Equipment & Supplies	5	3,691	0	1,633	0		0		0
Physicians - Specialists	998	1,025	1	1,070	1	100%	0		0
Physicians - Surgeons & Neurosurgeons	197	1,993	0	1,633	0	0%	0	0%	0
Piano & Organ Moving	1,255	912	0	1,633	Ō	0%	0	0%	0
Pianos	1,124	965	0	1,633	0	0%	0	0%	0
Pianos - Parts	15	3,373	0	1,633	0		0		0
Pianos - Restoration & Refinishing	6 401	3,662 1,554	0	1,633 1,633	0	0% 0%	0	0% 0%	0
Pianos - Tuning & Repair Picture Frames - Dealers	401 857	1,554 1,105	0	1,633	2		0		0
Picture Frames - Dealers Picture Frames - Manufacturers Supplies	15	3,373	0	1,633			0	0%	0
Picture Frames - Restore & Repair	145	2,210	0	1,633	0		0		0
	96	2,448	0	1,633	0	0%	0	0%	0

Company   Comp			- т	т		I		T T	
Carlo Francisco	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	<b>Cmpls Not Settled</b>	%	Cmpls Unable To
Company	134	2 262	1	1.070	1		0	0%	0 0
The Property of the Company of the C			0		0		0		
Company		2,348	1	1,070	1	100%	0	0%	0 0
Table	4	3,741	0	1,633	0		0	0%	0 0
The Section 1	49		0		0	0%	0		
Color	44		0		0		0		0 0
Color	62				0		0		0 0
Color	930	1,073	1	1,070	1	100%	0		0 0
The Content	532	1,366	1	1,070	0	0%	1	100%	0 0
Fig. 1-1969  Fig.	34	3,005					0	0%	0 0
Section   1,77	86	2,517		1,633			0	0%	0 0
Figs & Device Control									
Table A Select Control Description  Table Control Co		1,781		1,633					
Signate   Signature   Signat									0 0
Fig. 8 Liver Risport Gibbs   20   1.12   2   848   2   100   0   0   0   0   0   0   0   0		3,578		1,633					
The borders Arboration	918				0				
The Contract   1	307				2				0 0
The Entition	74	2,588		1,633					
Page	2								
Section   Commands		2,854		1,633					
Fig. 1 to Company 1		2,122	0	1,633					
Figs   18th Contractions									
Pipe Late Gaugement 37 2, 262 3 1, 103 0 9% 0 9% 0 0 9% 0 0 0 0 0 0 0 0 0 0 0	184	2,044		1,633					0 0
Pick Lane   1.0		1,480		1,633					0 0
Figure 1		2,962		1,633					
File Losted Speciment 9 3 3-515 0 1-52									
Fig. Phrese Processor   0   3.541   0   1.631   0   0   0   0   0   0   0   0   0				1,633					
Figure 2   Figure 2   Figure 3		3,615		1,633					
Proceedings									
Property									0 0
Plants   Inferior Design A Mantentrance   144   2,044   0   1,671   0   0   0   0   0   0   0   0   0			21		10	610/	13	300/	
Parts - Parts   198   1,698   0   1,675   0   0   0   0   0   0   0   0   0	2,439	2 044	31	1 622					
Parts - Whiteside	109								0 0
Security		2 701							0 0
Paster of Paster Septiment   129   2,289   0   1,633   0   0   0   0   0   0   0   0   0		2,701							
Paster Carb Products & Supplies 944 2.331 0 1.633 0 0 09% 0 09% 0 0 0 0	120	2,0/1	0		0	0%		0%	0 0
Plasterin Contractors   944   1,002   1   1,070   1   100%   0   0%   0   0%   0   0%   0   0%   0   0					0				
Plantics - Estruders   30   3,070   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0									
Plactics - Patrick, Find & Decor   185   2.041   0   1.633   0   0%   0   0%   0   0%   0   0%   0   0									
Plastics - From	185	2 041		1,633					0 0
Plastics - From	55	2,749	1	1.070	1	100%		0%	0 0
Plastics - Holine Pressure Laminates   13   3,429   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0			1		0		1		0 0
Plastics - Machinery & Estudiment   8   3,578   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0		3,429			0		0		0 0
Plastics - Moders   1,05		3,578		1,633	0		0		0 0
Pasters - Products - Frindenck Wholesale & Manufacturers   1,005   1,018   6   487   4   67%   2   33%   0	127	2.297		1,633	0		0		
Pastics   Past   Pastics   Past   Pastics   Past									
Plastics - Reservice   14   3,400   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	1,005	1,018	6	487	4	67%	2	33%	0 0
Plastics - Reservice   14   3,400   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	172	2,084	0	1,633	0	0%	0	0%	0 0
Plastics - Research & Consultural   70			0		0	0%	0		0 0
Plastics - Rods, Sheets - Sup Center   19   3,284   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	70	2,616	0	1,633	0	0%	0	0%	0 0
Plastics - Scrap   29   3,093   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0	19	3,284	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 %   0   0	29		0		0	0%	0	0%	0 0
Plavoround Equipment   381   1.594   1   1.070   0   0%   1   1.00%   0	17	3,330		1,633			0		0 0
Plavaround Equipment   381   1,94   1   1,070   0   0 %   1   100%   0									
Playing Cards		1,594			0		1		0 0
Playing Cards		1,226		1,633	0		0		0 0
Plumbers   239,957   5   246   19   195   79%   49   20%   2     Plumbers - Commercial   2,141   666   1   1,070   0   0   0%   1   100%   0     Plumbing - Renovation & Regair   5,451   337   6   487   3   50%   1   17%   2     Plumbing - Renovation & Sewer Cleaning   11,615   168   12   314   12   100%   0   0   0%   0     Plumbing Fixtures, Parts, Supplies - Retail   3,130   507   4   623   3   75%   1   25%   0     Plumbing Planters, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0     Plumbing Planters, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0     Plumbing Planters, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0     Plumbing Planters, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0     Plumbing Planters, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0     Plumbing Planters, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0     Plumbing Planters, Parts,	6	3,662	0	1,633					
Plumbin - Renovation & Repair   5.451   337   6   487   3   50%   1   1.7%   2   2   2   2   2   3   4   12   2   100%   0   0   0 %   0   0   0   0 %   0   0		5		19		79%			
Plumbing Drains & Sewer Cleaning   11,615   168   12   314   12   100%   0   0%   0   0%   0   0%   0   0%   0   0	2,141				0				
Plumbing Fixtures, Parts, Supplies - Meroles e Mfg	5,451	337			3	50%		17%	2 33
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg   937   1,064   3   709   2   67%   1   33%   0   0   0   0   0   0   0   0   0									
Plumbin Plan Services   86   2,517   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0									
Plymond & Veneers   96		1,064		709					
Pneumatic Equipment Components         18         3,305         0         1,633         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0<		2,517							
Podiatrists   1,263   911   3   709   2   67%   1   33%   0   0	96	2,448	0	1,633		0%		0%	0 0
Point Sale Systems   12,305   156   50   95   43   86%   7   14%   0   0   0   0   0   0   0   0   0		3,305		1,633					
Pole Fines         44         2,882         0         1,633         0         0%         0         0%         0           Pole Line Contractors         1         3,890         0         1,633         0         0%         0         0%         0           Pole Line Equipment         1         3,890         0         1,633         0         0%         0         0         0%         0         0         0	1,203	911		709					
Pole Line Contractors   1   3,890   0   1,633   0   0%   0   0%   0   0%   0   0%   0   0									
Pole Line Equipment   1   3,890   0   1,633   0   0 %   0   0 %   0   0 %   0   0 %   0   0		2,882	0						
Poles         11         3.480         0         1.633         0         0%         0         0%         0           Police Pointered         23         3.200         0         1.633         0         0%         0         0%         0           Police Equipment         91         2.481         0         1.633         0         0%         0         0%         0           Police Founder         5         3.691         0         1.633         0         0%         0         0%         0           Polyethree Materials & Products         15         3.691         0         1.633         0         0%         0         0%         0           Polyuethane Products         95         2.457         0         1.633         0         0%         0         0%         0           Ponzi Schemes         1         3.890         0         1.633         0         0%         0         0%         0           Pool Tables Sales         29         3.093         0         1.633         0         0%         0         0%         0           Pool Tables Sales         29         3.093         0         1.633         0         0%									
Police Ber Fire Organizations         23         3,200         0         1,633         0         0%         0         0         0%         0         0         0%         0									
Police Departments         62         2,687         0         1,633         0         0%         0         0%         0           Police Equipment         91         2,481         0         1,633         0         0%         0         0%         0           Police Equipment         91         2,481         0         1,633         0         0%         0         0%         0           Police Equipment         15         3,591         0         1,633         0         0%         0         0%         0           Polyuethane Products         95         2,457         0         1,633         0         0%         0         0%         0           Ponzi Schemes         1         3,890         0         1,633         0         0%         0         0%         0           Pool Tables Sales         29         3,093         0         1,633         0         0%         0         0%         0           Pool Tables Sales         29         3,093         0         1,633         0         0%         0         0%         0           Pool Tables Sales         29         3,093         0         1,633         0									0 0
Police Equipment   91   2,481   0   1,633   0   0%   0   0%   0   0%   0				1,633					0 0
Polishes         5         3,691         0         1,633         0         0%         0         0%6         0           Polvettriene Materials & Products         145         2,210         0         1,633         0         0%6         0         0%6         0           Polvrethane Products         95         2,457         0         1,633         0         0%6         0         0%6         0           Ponzi Schemes         1         3,890         0         1,633         0         0%6         0         0%6         0           Pool Tables Sales         29         3,093         0         1,633         0         0%6         0         0%6         0           Popcom & Supplies         268         1,798         0         1,633         0         0%6         0         0%6         0	02	2,08/		1,033					0 0
Polvethylene Materials & Products         145         2,210         0         1,633         0         0%         0         0%6         0           Polvurethane Products         95         2,457         0         1,633         0         0%         0         0%         0           Ponzi Schemes         1         3,890         0         1,633         0         0%         0         0%         0           Pool Tables Sales         29         3,093         0         1,633         0         0%         0         0%6         0           Popcom & Supplies         268         1,798         0         1,633         0         0%         0         0%6         0	91	2,401			0		0	0%	0 0
Polvurethane Products         95         2,457         0         1,633         0         0%         0         0%         0           Ponzi Schemes         1         3,890         0         1,633         0         0%         0         0%         0           Pool Tables Sales         29         3,093         0         1,633         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0%         0         0         0%         0         0         0%         0         0         0%         0         0         0         0%         0	145	2 210			0		0		0 0
Ponzi Schemes         1         3,890         0         1,633         0         0%         0         0%         0           Pool Tables Sales         29         3,093         0         1,633         0         0%         0         0%         0           Popcorn & Supplies         268         1,798         0         1,633         0         0%         0         0%         0	145	2,210		1,033					0 0
Pool Tables Sales 29 3.093 0 1.633 0 0% 0 0% 0 0% 0 0 0% 0 0 0 0 0 0 0 0	95	2,45/			0	0%	•	0%	0 0
Popcorn & Supplies 268 1,798 0 1,633 0 <b>0%</b> 0 <b>0%</b> 0	20				0				
1   1   1   1   1   1   1   1   1   1							0		0 0
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	200						0		
	03	1,071	0	422				0%	0 0
Porcelain Enamel Repair & Refinish		134 17 115 4 49 444 62 930 45 62 930 152 34 86 66 277 12 8 81 918 918 918 918 918 918 918 918 91	134	134	136	134	14	13    2,55    1   1,070   3   100%   0   10%   0   117   3,130   1   100%   0   100%	This   The   This   T

			Sorted by Industry	·					
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cm	pls Unable To Pursue
Porcelain Products	14	3,400	0	1,633	0	0%	0	0%	0
Port Authorities	5	3,691	0	1,633	0	0%	0	0%	0
Portable Buildings - Moving	1	3,890	0	1,633	0	0%	0	0%	0
Portfolios	5	3,691	0	1,633	0	0%	0	0%	0
Post Offices	31	3,054	0	1,633	0	0% 0%	0	0%	0
Post-Construction Clean Up Posters	814	1,138 3,691	0	1,633 1,633	0	0%	0	0%	0
Potato Chips	11	3,480	0	1,633	0	0%	0	0%	0
Potatoes - Processed	537	1,358	0	1,633	0	0%	0	0%	0
Pottery	275	1,787	0	1,633	0	0%	0	0%	0
Pottery Equipment & Supplies	30	3,070	0	1,633	0	0%	0	0%	0
Poultry - Retail	92	2,474	0	1,633	0	0%	0	0%	0
Poultry - Wholesale	75	2,580	0	1,633	0	0%	0	0%	0
Poultry Farms	350	1,646	1	1,070	1	100%	0	0%	0
Powder Processing - Industrial Power Plant Consultants	20	3,254 3,480	0	1,633 1,633	0	0% 0%	0	0%	0
Power Plant Equipment	22	3,222	0	1,633	0		0	0%	0
Power Plant Equipment - Repairing	47	2,847	0	1,633	0	0%	0	0%	0
Power Transmission Equipment	86	2,517	0	1,633	0	0%	0	0%	0
Precious, Semi-Precious & Synthetic	2	3,838	1	1,070	0	0%	1	100%	0
Prepaid Debit/Credit Cards	47	2,847	0	1,633	0	0%	0	0%	0
Preserves, Jams & Jellies	11	3,480	0	1,633	0	0%	0	0%	0
Presses - Power-Equipment	167	2,101	1	1,070	1	100%	0	0%	0
Pressure Washers	450	1,475	1	1,070	1	100%	0	0% 67%	0
Pressure Washing Printed & Etched Circuits	4,646 99	375 2,424	3	709 1,633	0	33% 0%	0	67% 0%	0
Printed & Etched Circuits Printer & Printer Supplies- Manufacturer	35	2,424	0	1,633	0	0%	0	0%	0
Printers	6,410	289	12	314	5	42%	6	50%	1
Printers - Business Forms	229	1,897	0	1,633	0	0%	0	0%	Ô
Printers - Cellophane, Foil	1	3,890	0	1,633	0	0%	0	0%	0
Printers - Glass, Metal, Plastic	2	3,838 3,330	0	1,633	0	0%	0	0%	0
Printers - Letterpress	17	3,330	1	1,070	1	100%	0	0%	0
Printers - Glass, Metal, Plastic - 3D Printing	1	3,890	1	1,070	1	100%	0	0%	0
Printing Brokers	663	1,243	0	1,633	0	0%	0	0%	0
Printing Equipment	497	1,409 1,329	1	1,070	1		0	0% 100%	0
Printing Supplies Printing Technician	568 75		0	1,070	0	0% 0%	1	0%	0
Private Health Services Plans	49	2,580 2,821	0	1,633 1,633	0		0	0%	0
Prize Promotions	397	1,562	0	1,633	0	0%	0	0%	0
Process Servers	1,901	714	25	178	1	4%	16		8
Product Development & Marketing	2,224	651	3	709	3	100%	0	0%	0
Product Sales - General	1,340	878	7	443	2	29%	3	43%	2
Product Sales via Telephone	15	3,373	0	1,633	0		0		0
Professional Fundraiser	608	1,296	3	709	0	0%	3	100%	0
Professional Organizations	41	2,919	0	1,633	0	0%	0	0% 0%	0
Professional Organizer Professional Services - General	140 7,669	2,233	0	1,633 848	0	0% 0%	0	100%	0
Programmed Instruction	20	244 3,254	0	1,633	0		2	0%	0
Project Management	1,501	820	0	1,633	0	0%	0	0%	0
Projection Apparatus	168	2,096	0	1,633	Ö	0%	0	0%	Ö
Promotional Products	3,447	469	31	145	4		0		27
Promotional Products - Wearable	1,236	917	1	1,070	1	100 /0	0	0%	0
Proofreading	882	1,094	0	1,633	0	0%	0	0%	0
Propane Gas Plumbing	68	2,634	0	1,633	0	0%	0		0
Propellers Propellers	34	3,005	0	1,633	0	0%	0	0%	0 4
Property Management	24,749 105,477	77	35 98	131	18		13 19	37%	4
Property Management - Industrial & Commercial	6,533	14 286	98	64 552	78	80% 40%	19	19% 40%	1
Property Management - Industrial & Commercial Prosthetic Devices	261	1,812	0	1,633	0	0%	0	0%	0
Psychiatrists & Psychiatric Services	92	2,474	0	1,633	0	0%	0	0%	0
Psychics	1,685	768	3	709	0	0%	3	100%	0
Psychologist Information & Referral Services	112	2,375	0	1,633	0	0%	0	0%	0
Psychologists	1,524	816	0	1,633	0	0%	0	0%	0
Psychotherapist	337	1,665	0		0		0		0
Pub	117	2,341	0	1,633	0	0%	0	0%	0
Pub Food  Public Opinion Applicate	15	3,373 3,578	0	1,633	0	0%	0	0%	0
Public Opinion Analysts Public Relations Counselors	237	3,578 1,879	0	1,633 1,633	0	0%	0	0% 0%	0
	237		0	1,633	0				0
Public Speaking Instruction Public Utility Consultants	1,163	3,691 948	8	411	7	88%	1	13%	0
Publicity Service	1,103	3,541	0	1,633	ó	0%	0	0%	0
Publishers - Book	7,642	248	11	336	6	55%	5	45%	0
Publishers - Directory & Guide	7,645	247	108	58	84		24	22%	0
Publishers - Magazine	2,247	646	5	552	5	100%	0	0%	0
Publishers - Periodical	1,541	812	1	1,070	1	100%	0	0%	0
Publishers Representatives	206	1,964	0	1,633	0	0%	0	0%	0
Publishing Consultants	1,897	720	2		2		0		0
Pulp & Pulp Products	17	3,330	0		0		0		0
Pumping Contractors	119 589	2,331 1,316	0	1,633	0	0%	0	0%	0
	589	1,316	1	1,070	1	100%	0		0
		005		1 (22					0
Pumps - Dealers Pumps - Service & Repair	1,559	805	0	1,633	0	0%	0	0%	0
		805 1,615 2,004	0 1 0	1,633 1,070 1,633	0 1 0	100%	0	0% 0% 0%	0

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue
Pyramid Companies	146	2,207	0	1,633	0	0%	0	0%	0
Quarries	55	2,749	0	1,633	0	0%	0	0%	0
Quickbooks Training & Support Quilting	3,554 42	457 2,910	3	709 1,633	3 0	100% 0%	0	0% 0%	0
Quilting - Instruction	1	3,890	0	1,633	Ö	0%	0	0%	0
Quilting Materials & Supplies	282	1,770	0	1,633	0	0%	0	0%	0
Quilts Race Tracks	71 85	2,605 2,526	0	1,633 1.633	0	0%	0	0% 0%	0
Rack Merchandise Service	29	3,093	0	1,633	0	0%	0	0%	0
Racks	96	2,448	0	1,633	0	0%	0	0%	0
Racquetball Courts - Private	7 8	3,615	0	1,633	0	0% 0%	0	0% 0%	0
Racquetball Courts - Public Radar Equipment	24	3,578 3,181	0	1,633 1,633	0	0%	0	0%	0
Radiant Heating	94	2,461	0	1,633	Ö	0%	0	0%	0
Radiator Sales	61	2,701	0	1.633	0	0%	0	0%	0
Radiators - Automotive	1,598	792	2 50	848 95	1 50	50% 100%	1	50% 0%	0
Radio Communication Equipment & Systems Radio Station Equipment	2,532	592 3,005	0	1,633	0	0%	0	0%	0
Radio Stations & Broadcast Companies	854	1,111	0	1,633	0	0%	0	0%	0
Radioactivity & Radiation Instruments, Supplies &	1	3,890	0	1,633	0	0%	0	0%	0
Services Padios - Citizen Band	9	3,541	0	1,633	0	0%	0	0%	0
Radios - Citizen Band					- U		-		
Radiotelephone Communication - Equipment & Systems	55	2,749	0	1,633	0	0%	0	0%	0
Radiotelephone Communications - Common Carrier	56	2,744	0	1,633	0	0%	0	0%	0
Radon Mitigation	785	1,157	0	1,633	0	0%	0	0%	0
Radon Testing & Service Raft Trips & Tours	196	1,997 3.662	0	1,633 1,633	0	0% 0%	0	0% 0%	0
Railings	7,153	3,662 263	8	411	7	88%	1	13%	ŏ
Railroad Contractors	39	2.938	0	1,633	0	0%	0	0%	0
Railroad Equipment & Supplies	5 593	3,691	0	1,633	0	0%	0	0%	0
Railroads Railroads - Freight	11	1,310 3,480	0	1,070 1,633	0	100% 0%	0	0%	0
Railroads - Ticket Agencies	20	3,254	0	1,633	0	0%	0	0%	0
Rails & Accessories	13	3,429	0	1,633	0		0	0%	0
Ranches	226	1,904	0	1,633	0	0%	0	0%	0
Range Hoods & Canopies Ranges & Ovens - Dealers	19 89	3,284 2,496	0	1,070 1,633	0	0% 0%	0	100% 0%	0
Razors & Razor Blades	3	3,785	0	1,633	0	0%	0	0%	0
Reading Instruction	3	3,785	0	1,633	0	0%	0	0%	0
Real Estate	20,704	98	20	218	12	60%	8	40%	0
Real Estate - Commercial Real Estate - Industrial	434 96	1,501 2,448	2	848 1,633	1 0	50% 0%	1 0	50% 0%	0
Real Estate - Rent to Own	1.570	797	1	1,070	1	100%	0	0%	0
Real Estate - Rentals by Individuals	1,570 1,252	913	0	1,633	0	0%	0	0%	0
Real Estate Agents	5,549	332	4	623	2	50%	2	50%	0
Real Estate Appraisers	4,853	360	4	623	4	100%	0	0%	0
Real Estate Brokers Real Estate Consultants	1,716 5,916	760 311	6	1,070 487	4	67%	2	100% 33%	0
Real Estate Developers	22,948	88	35	131	28	80%	7	20%	ő
Real Estate Investors	5,088	352	3	709	2	67%	1	33%	0
Real Estate Loans	134	2,262	1 5	1,070	1	100%	0	0%	0
Real Estate Maintenance Protection Plan Real Estate Rental Service	1,057 6,840	990 272	8	552 411	7	100% 88%	1	0% 13%	0
Real Estate Schools	470	1,452	0	1,633	Ó	0%	0	0%	0
Real Estate Services	3,161	500	5	552	5	100%	0	0%	0
Recording Instruments - Industrial & Scientific	29	3,093	0	1,633	0	0%	0	0%	0
Recording Service - Sound & Video Recording Studio Equipment	403 198	1,551 1,988	0	1,633 1,633	0	0% 0%	0	0% 0%	0
					-		0		
Records - Phono - Manufacturers Equipment & Supplies	2	3,838	0	1,633	0	0%	0	0%	U
Records Management	99	2,424	1	1,070	1	100%	0	0%	0
Recreation Centers Recreation Program Consultants	937 87	1,064 2,509	1	1,070 1,633	1	100%	0	0% 0%	0
			-		- U				
Recreational Vehicles - Carpet & Upholstery Cleaning	20	3,254	0	1,633	0	0%	0	0%	0
Recreational Vehicles - Dealers	23,579	82	61	85	54		5	8%	2
Recreational Vehicles - Equipment, Parts, Supplies Recreational Vehicles - Rent & Lease	2,136 1,518	667 817	7	443 623	6	86% 25%	1	14% 75%	0
Recreational Vehicles - Repair & Service	3,413	473	7	443	6	86%	1	14%	0
Recreational Vehicles - Storage	634	1,264	1	1,070	1	100%	Ô	0%	0
Recreational Vehicles - Transportation	17	3,330	0	1,633	0	0%	0	0%	0
Recruiting - Armed Forces  Pecruiting - Technical	1 50	3,890	0	1,633 1,633	0	0% 0%	0	0% 0%	0
Recruiting - Technical Recruitment Services	2,129	2,804 670	6	487	2	33%	3	50%	1
Recycling - Computers & Other Electronics	706	1,200	6	487	6	100%	0	0%	0
Recycling - Metal	368	1,610	0	1,633	0		0	0%	0
Recycling Centers  Page diag Centing	1,003	1,021	1	1,070	1	100%	0	0%	0
	2,230	649 3,578	1	1,070 1,633	0	0%	1	100%	0
Reels	RI								
Recycling Services Reels Referral - Auto Repair	133	2,268	0	1,633	0	0%	0	0%	0
Reels	8 133 475 65	2,268 1,441 2,654							0

	T	ı	T	T	Т	Т	1		Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
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
Refreshment Stands	0	3,962	1	1,070	0	0%	1	100%	0 0
Refrigeration Equipment - Commercial - Sales & Service	6,236	297	11	336	4	36%	7	64%	0 0
Refrigeration Equipment - Supplies & Parts	612	1,292	1	1,070	0	0%	1	100%	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	Ŭ	0%	Ü	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
Rehabilitation Services	1,416	853	2	848	2	100%	0	0%	0 0
Reiki Therapy	94	2,461	0	1,633	0	0% 100%	0	0% 0%	0 0
Religious Goods Religious Organizations	294	1,740 2,929	0	1,070 1.633	0	0%	0	0%	0 0
Relocation Service	1,480	829	2	848	1	50%	0	0%	1 50
Remodeling Services	1,045	996	1	1,070	0	0%	1	100%	0 0
Rendering Companies	18	3,305	0	1,633	0	0%	0		0 0
Renewable Energy	311	1,705	0	1,633	0	0%	0		0 0
Renovation Inspection	108	2,390	0	1,633	0		0		0 0
Rent to Own Rental Service Stores & Yards	88 2,153	2,501 664	1 4	1,070	1 4	100% 100%	0	0%	0 0
Rental Vacancy Listing Service	3,742	438	7	623 443	4		2	29%	1 14
Repossession Service	4	3,741	0	1,633	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
Resilient & Vinyl Flooring	261	1,812	1 6	1,070 487	1 3	100% 50%	0	0% 50%	0 0
Resorts Respirators	3,131 173	506 2,080	1	1,070	3 1	100%	<u>3</u>		0 0
Rest Homes	1/3	3,400	0	1,633	0		0	0%	0 0
Restaurant Equipment & Supplies	2,569	586	6	487	5	83%	1	17%	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		
Restaurant Work Wear & Supplies	11,766	3,890	0 98	1,633	0	0%	0		0 0
Restaurants Restaurants - Breakfast	11,766	164 2,821	98	64 1,633	56 0	57% 0%	38 0		0 0
Resume Service	3,367	477	3	709	2	67%	1	33%	0 0
Retail Stores	3,390	475	24	182	14	58%	10		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
Retreat Facilities Ribbon Printing	377 16	1,601 3,356	1 0	1,070 1,633	0	0% 0%	1	100%	0 0
Ribbons	22	3,330	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
Riding Apparel & Equipment	286	1,759	1	1,070	1	100%	0	0%	0 0
Rifle & Pistol Ranges	50	2,804	0	1,633	0	0%	0	0%	0 0
Riggers Riggers Equipment & Supplies	93	3,615 2,468	0	1,633 1,633	0	0% 0%	0	0%	0 0
Right of Way Acquisition Service	55	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 Contractors	2,104	674	1	1,070	1	100%	0	0%	0 0
Road Building Equipment	48	2,835	0	1,633	0		0		0 0
Road Service - Automotive	1,926	708	3	709	3	100% 100%	0	0%	0 0
Robots Rock Shops	55 78	2,749 2,562	1	1,070 1,070	1 0		<u>U</u>	100%	0 0
Rolling Mill Machinery	8	3,578	0	1,633	0		0		0 0
Roof Cleaning & Stain Removal	2,599	582	1	1,070	1	100%	0	0%	0 0
Roof Decks	1,663	//3	0	1,633	0	0%	0		0 0
Roof Structures	459	1,462	0	1,633	0	0%	0	0%	0 0 22 7
Roofing Contractors Roofing Equipment & Supplies	454,769 590	1 1,314	338	11 709	192	57% 33%	124	37% 67%	22 7 0 0
Roofing Materials	5,276	346	3	709	2	67%	1	33%	0 0
Roofing Service Consultants	6,134	298	3	709	1	33%	2	67%	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
Rope	51	2,797	1	1,070	1	100%	0		0 0
Rubber Bands Rubber Products	39 297	2,938 1,732	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Rubber Stamps	121	2,321	0	1,633	0	0%	0		0 0
Rubber Stamps - Manufacturers Equipment & Supplies	19	3,284	0	1,633	0	0%	0	0%	0 0
Rubbish & Garbage Removal	5,729	320	14	281	9	64%	4	29%	1 7
Rubbish & Garbage Removal Contractors Equipment	139	2,238	1	1,070	0	0%	1	100%	0 0
Rust Preventatives & Removers	51 503	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
Saddlery & Harness Safe & Vault Movers	857 28	1,105 3,107	1 0	1,070 1,633	1	100% 0%	0	0% 0%	0 0
Safes & Vault Movers 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
Safety Consultants	9,190	207	54	93	52	96%	2	4%	0 0

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	<b>Cmpls Settled</b>	%	<b>Cmpls Not Settled</b>	% Cmpls Unable T Pursu	
Sailmakers	97	2,441	0	1,633	0	0%	0	0%	0
Salads	2	3,838	0	1,633	0	0%	0	0%	0
Sales & Order Books	48	2,835	2	848	0	0%	1	50%	1 5
Sales Lead Generation Sales Organizations	799 696	1,149 1,208	0	1,633 1,633	0	0% 0%	0		0
Sales Presentations	123	2,311	0	1,633	0		0		0
Sales Promotion Service	382	1.590	Ö	1,633	0	0%	0	0%	0
Sales Training	464	1,459 2,501	3	709	3	100%	0	0%	0
Salt	88	2,501	0	1,633	0	0%	0		0
Saltwater Pools - Equipment & Supplies Salvage - Marine	13	3,429	0	1,633	0	0% 0%	0	0% 0%	0
Sand & Gravel	2,811	3,615 551	3	1,633 709	0	0%	3	100%	0
Sand & Gravel Handling Equipment	29	3,093	0	1,633	0	0%	0		0
Sandblasting	797	1,151	0	1,633	0		0		0
Sandblasting Equipment & Supplies	217	1,930	0	1,633	0	0%	0	0%	0
Sandwiches  Sandwiches	117	2,341	0	1,633	0	0%	0	0.0	0
Sanitary Napkins Sanitation Consultants	35 21	2,991 3,239	0	1,633 1,633	0	0% 0%	0		0
Satellite Communication - Common Carrier	166	2,107	0	1,633	0	0%	0		0
Satellite Equipment & Supplies	2,489	600	46	104	45	98%	1	2%	0
Sauna Equipment & Supplies	1,696	767	3	709	3	100%	0		0
Sausage Casings	4	3,741	0	1,633	0	0%	0		
Sausages	196	1,997	0	1,633	0	0%	0	0%	0
Savings & Loan Associations Sawdust & Shavings	52 74	2,785 2,588	0	1,633 1,633	0	0% 0%	0		0
Sawmill Equipment & Supplies	9	3,541	0	1,633	0	0%	0	0%	0
Sawmills	470	1,452	0	1,633	0	0%	0	0%	0
Saws	46	2,854 3,254	0	1,633	0	0%	0		0
Saws - Sharpen & Repair	20	3,254	0	1,633	0	0%	0		0
Scaffolding & Aerial Lifts	783 387	1,159	0	1,633	0	0% 0%	0		0
Scales Scalp Care	387 146	1,580 2,207	1	1,070 1,633	0	0%	1	100%	0
Scholarships & Financial Aid	8,088	229	11	336	11	100%	0		0
Scholastic Prep Courses, Books & Materials	152	2,176	1	1,070	1	100%	0	0%	0
School Furniture & Equipment	183	2,046	0	1,633	0		0		0
School Information	82	2,543	0	1,633	0	0%	0		0
School Supplies	371	1,607	2	848	2	100%	0	0%	0
Schools - Academic - Elementary & Secondary Schools - Academic - College Preparatory	1,362 783	872 1,159	2	1,070 848	1	100% 50%	0	0% 50%	0
Schools - Academic - Colleges & Universities	7,833	238	20	218	18	90%	1	5%	1
Schools - Academic - Pre & Kindergarten	1,642	777	7	443	5	71%	2	29%	0
Schools - Academic - Special Education	3,800	432	1	1,070	1	100%	0	0%	0
Schools - Business & Vocational	14,632	135	5	552	5	100%	0		0
Schools - Dental Assistant	425	1,516	0	1,633 1,070	0	0%	0		0
Schools - General Interest Schools - Holistic	1,914 194	711 2,004	1	1,070	1	100%	1	100% 0%	0
Schools - Home Study	400	1,556	Ô	1,633	0	0%	0	0%	0
Schools - Online Trading & Investment	72	2,603	1	1,070	0	0%	1	100%	0
Schools - Private	1,901	714	0	1,633	0	0%	0	0%	0
Scientific Apparatus & Instruments	108	2,390	0	1,633	0	0%	0	0%	0
Scooters - Medical Scooters - Repair	284 54	1,765 2,762	0	1,633 1,070	0		0	0% 100%	0
Scoreboards	13	3,429	0	1,633	0	0%	1		0
Scrap Metals	1,101	973	2	848	0	0%	2	100%	0
Scrapbooking	43	2,895	0	1,633	0	0%	0	0%	0
Screen Enclosures	364	1,618	0	1,633	0		0		0
Screen Manufacturers Equipment & Supplies	230	1,892	0	1,633	0	0%	0		0
Screen Printing Screen Printing - Equipment & Supplies	1,978	701	11	336	6	55%	<u>5</u>	45%	0
Screen Repair	52 428	2,785 1,510	0	1,633 1,633	0	0% 0%	0		0
Screening - Background & Employment	349	1,647	0	1,633	0		0		0
Screens - Decorative	202	1,974	0	1,633	0	0%	0	0%	0
Screens - Door & Window	2,061	687	2	848	2	100%	0	0%	0
Screens - Security Door	139	2,238	0	1,633	0		0		0
Screens - Windows Screen Machine Products	385	1,584	0	1,633	0	0% 0%	0	0% 0%	0
Screw Machine Products Sculptors	20 7	3,254 3,615	0	1,633 1,633	0	0%	0		0
Sculptors Equipment & Supplies	3	3,785	Ö	1,633	0		0		0
Seal Coating	173	2,080	1	1,070	0		1	100%	0
Sealing - Pavement	1,606	790	3	709	1	33%	2		0
Seals - Notary & Corporation	948 27	1,058	0	1,633	0		0		0
Seals - Oil, Grease Search Engine Marketing	130	3,130 2,283	0	1,633 1,633	0	0%	0		0
Search Engine Optimization Services	4,345	393	6	487	5	83%	1		0
Searchers of Records	2,997	524	0	1,633	0	0%	0	0%	0
Seating Companies	62	2,687	0	1,633	0	0%	0	0%	0
Second Hand Stores	2,893	536	3	709	3		0		0
Secret Shopper	4,830	363	3	709	1	33%	2		0
Security Cameras Security Control Equipment & System Monitors	1,163 55,031	948 33	0 157	1,633	0 143	0% 91%	0 11	0% 7%	0
Security Control Equipment & System Monitors Security Guard & Patrol Service	9,036	209	157	1,070	143	0%	11	100%	3
Security Systems Consultants	5,761	318	7	443	4	57%	3		0
Seeding	182	2,052	Ó	1,633	0	0%	0	0%	0
Seeds & Bulbs - Retail	546	1,348	1	1,070	0	0%	1	100%	0

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	,
Seeds & Bulbs - Wholesale	69	2,630	1	1,070	0	0%	1	100%	0	09
Self Defense	205	1,969	1	1,070	0	0%	1	100%	0	09
SemiConductor Devices	23	3,200	0	1,633	0		0	0%	0	09
Seminar Marketing	14	3,400	0	1,633	0	0%	0	0%	0	09
Seminars & Training - Wealth Building & Real Estate	157	2,150	0	1,633	0	0%	0	0%	0	09
Results not Substantiated Seminars & Training – Wealth Building & Real Estate	34	3,005	0	1,633	0	0%	0	0%	n	09
Senior Care Information and Resources	8	3,578	ŏ	1,633	0	0%	ŏ	0%	ő	00
Senior Citizens Service Organization	959	1,045	0	1,633	0	0%	0	0%	0	09
Senior Home Care	3,884	426	0	1,633	0	0%	0	0%	0	00
Senior Housing/Living	1,027	1,008	0	1,633	0		0	0%	0	09
Senior Move Manager	202	1,974	0	1,633	0	0%	0	0%	0	09
Seniors Moving & Delivery Services	309	1,708	0	1,633	0		0	0%	0	09
Septic Tanks & Systems Cleaning Septic Tanks & Systems Contractors & Dealers	3,510 3,841	464 430	5	552	3	60% 100%		40% 0%	0	04
Septic Tanks & Systems Contractors & Dealers Septic Tanks & Systems Wholesale & Manufacturers	57	2,741	0	552 1,633	<u>,                                     </u>	0%	0	0%	n	09
Septic Tanks a Systems Wholesale a Handracturers  Septic Tanks - Treatment Supplies	91	2,481	1	1,070	0		1	100%	Ö	04
Service Animals - Dogs	454	1,468	1	1,070	0	0%	1	100%	0	09
Service Stations - Gasoline & Oil	5,308	344	16	253	11	69%	5	31%	0	09
Services - General	1,885	721	10	357	8		2	20%	0	09
ServiceStation Equipment	130	2,283	0	1,633	0	0%	0	0%	0	09
ServiceStation Supplies	7	3,615	0	1,633	0		0	0%	0	
Sewage Disposal Systems	50	2,804	0	1,633	0	0%	0	0%	0	00
Sewage Treatment Equipment Sewer Cleaner Vacuum Service	28 53	3,107 2,775	0	1,633 1,633	0	0% 0%	0	0% 0%	0	09
Sewer Cleaning Equipment & Supplies	23	3,838	0	1,633	0		<u> </u>	0%	0	09
Sewer Contractors	4,757	368	2	848	2	100%	0	0%	0	09
Sewer Inspection	159	2,143 3,480	1	1,070	0	0%	1	100%	0	09
Sewer Pipe	11		0	1,633	0	0%	Ō	0%	Ō	09
Sewing Contractors	396	1,565	0	1,633	0		0	0%	0	09
Sewing Instruction	150	2,191	0	1,633	0	0%	0	0%	0	09
Sewing Machines - Dealers	2,039	689	2	848	1	50%	0	0%	1	509
Sewing Machines - Industrial & Commercial	120 901	2,326	0	1,633 1,070	0	0% 100%	0	0%	0	09
Sewing Machines - Service & Repair Sewing Machines - Supplies & Parts	510	1,084 1,387	1	1,070	1		0		0	09
Sewing Machines - Supplies & Parts Sewing Machines - Wholesale & Manufacturers	510	3,662	0	1,633	0		0	0%	0	09
Shade Sails	4	3,741	0	1,633	0	0%	0	0%	0	- 0
Sharpening Service	553	1,340	0	1,633	0		Ō	0%	0	00
Shavers - Electric	116	2,345	0	1,633	0	0%	0	0%	0	00
Shavers - Electric Repair	423	1,521	0	1,633	0		0	0%	0	00
Shears & Scissors	26	3,143	0	1,633	0		0	0%	0	0,
Sheepskin Specialties	349	1,647	0	1,633	0		0	0%	0	09
Sheet Metal Equipment & Supplies	228	1,899	0	1,633	0		0	0%	0	09
Sheet Metal Work	1,775	742 1,141	0	1,070	0		1	100%	0	09
Shelving Shingles	811 211	1,947	4	1,633 623	4		0	0%	0	09
Ship Brokers	70	2,616	0	1,633	0		0	0%	0	- 0
Ship Builders & Repair	37	2,962	0	1,633	0		0	0%	0	09
Ship Chandlers	22	3,222	0	1,633	0	0%	0	0%	0	09
Shipping Masters	104	2,404	0	1,633	0	0%	0	0%	0	09
Shipping Room Supplies	90	2,489	0	1,633	0		0		0	09
Shirts - Custom Made	767	1,168	5	552	5		0	0%	0	09
Shirts - Wholesale & Manufacturers	337 244	1,665	1	1,070	1	100%	0	0%	0	00
Shock Absorbers Shock Findings & Supplies	244	1,855	2	848	2	100%	0	0%	0	00
Shoe Findings & Supplies	17 44	3,330	0	1,633	0		0	0%	0	09
Shoe Laces Shoe Manufacturers Supplies	44	2,882 3,890	0	1,633 1,633	0		0	0%	0	09
Shoe Repair	1,962	704	6	487	5	83%	1	17%	0	09
Shoe Shining	62	2.687	0	1,633	0		0	0%	0	09
Shoes - Custom Made	420	1,523 523	0	1,633	0	0%	0	0%	0	09
Shoes - Orthopedic	3,004	523	9	379	4	44%	4	44%	1	119
Shoes - Retail	7,753	240	36	126	17	47%	17	47%	2	69
Shoes - Wholesale & Manufacturers	447	1,482	4	623	2	50%	2	50%	0	04
Shoplifting Prevention Devices	7	3,615	0	1,633	0		0		0	00
Shoppers News Publications	9	3,541	0	1,633	0		0	0%	0	
Shopping Centers & Malls	1,072	3,691 984	0	1,633 709	0	0% 67%	0	0% 33%	0	09
Shopping Centers & Malls Shopping Service - Personal	320	1,695	3	1,070	1	100%		0%	0	04
Shopping Service - Protective, Comparative	51	2,797	0	1,633	0		0		0	09
Shoring	63	2,671	0	1,633	0	0%	Ö	0%	0	09
Shoring Contractors	33	3,019	0	1,633	0	0%	0	0%	0	09
Show Cases	7	3,615	0	1,633	0		0		0	09
Shower Doors & Enclosures	2,747	559	3	709	2	67%	1	33%	0	0,
Shredding Services	495	1,412	1	1,070	1	100%	0	0%	0	09
Shutters	2,636	573	6	487	0		6	100%	0	00
Shuttle Bus	613	1,289	1	1,070	0	0%	1	100%	0	00
Siding Cleaning	81	2,547	0	1,633	0		0		0	
Siding Contractors Siding Materials	27,121	63	24	182	18		5	21% 0%	1	09
Sightseeing Tours	4,162 5,979	405 309	1 3	1,070 709	1	100% 33%	<u>0</u>	67%	0	- 0,
Signals Signals	3,3/9	3,890	0	1,633	0		0	0%	0	00
Signs	7,019	267	11	336	8	73%	3	27%	0	00
			11						U	-
Signs - Digital	356	1,633	0	1,633	0	0%	0	0%	n	0.

			Sorted by Industry						Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Pursue 9
Signs - Erectors & Hangers	19	3,284	0	1,633	0	0%	0	0%	0 09
Signs - Maintenance & Repair	59	2,721	0	1,633	0	0%	0	0%	0 09
Signs - Neon	143	2,222	1	1,070	1	100%	0	0%	0 09
Signs - Photoluminescent	13	3,429	0	1,633	0	0%	0	0%	0 09
Silks - Wholesale & Manufacturers Silversmiths & Goldsmiths	247	3,662 1,844	0	1,633 1,070	0	0% 100%	0	0% 0%	0 09
Silverware Clean, Repair & Replate	18	3,305	0	1,633	1	0%	0	0%	0 09
Singing Telegrams	15	3,373	0	1,633	0		ŏ	0%	0 09
Sink Manufacturers	33	3,019	0	1,633	0		0	0%	0 09
Sitting Services	496	1,411	0	1,633	0		0	0%	0 09
Skate Sharpening	110	2,383	0	1,633	0	0%	0	0%	0 09
Skateboards & Equipment	163	2,122	0	1,633	0		0	0%	0 09
Skating Equipment & Supplies	379	1,599	1	1,070	1		0		0 09
Skating Instruction	183	2,046	1	1,070	1	100%	0	0%	0 09
Skating Rinks Ski Centers & Resorts	44 95	2,882 2,457	3	1,633 709	2		1	33%	0 09
Ski Equipment - Repair	7	3,615	0	1,633	0		0	0%	0 09
Ski Equipment - Retail	190	2,019	1	1,070	0		1	100%	0 09
Ski Equipment - Wholesale & Manufacturers	31	3,054	0	1,633	0		0	0%	0 09
Ski Equipment Rental	16	3,356	0	1,633	0		0		0 09
Ski Instruction	12	3,461	0	1,633	0		0		0 09
Ski Tours	27	3,130	0	1,633	0		0		0 09
Skin Care	7,969	235	15	269	9		6	40%	0 09
Skip Tracing	2 44	3,838	0	1,633 1,070	0	0% 100%	0	0%	0 09
Sky Diving Skylights	1,594	2,882 794	0	1,633	0		0		0 09
Skylights - Distributors	37	2,962	0	1,633	0		0	0%	0 09
Slate	43	2,895	0	1,633	0	0%	0	0%	0 09
Sleep Disorders - Sleep Apnea	972	1,036	2	848	2		0	0%	0 09
Slip Covers	49	2,821	0	1,633	0	0%	0	0%	0 09
Slippers - Wholesale & Manufacturers	18	3,305	0	1,633	0		0		0 09
Small Engine Repair	3,321	483	4	623	3	75%	1	25%	0 09
Smart Phone Software Support	82	2,543	0	1,633	0		0	0%	0 09
Smelters & Refiners - Base Metals	8	3,578 3,070	0	1,633	0		0	0%	0 09
Smelters & Refiners - Precious Metals Smelters & Refiners Equipment & Supplies	30 198	1,988	0	1,633 1,633	0		0	0%	0 09
Smoke Detectors & Alarms	138	2,241	2	848	2	100%	0	0%	0 09
Smoke Odor Counteracting Service	71	2,605	0	1,633	0		0		0 09
Smokers Information & Treatment	435	1,500	0	1,633	0		0	0%	0 09
Snow Melting Systems	20	3,254	0	1,633	0		0	0%	0 09
Snow Removal Equipment	97	2,441	0	1,633 78	0		0	0%	0 09
Snow Removal Service	26,065	69	67		34		25		8 129 0 09
Snow Removal Service - Commercial	1,648	776	4	623	3	75%	1	25%	
Snow Removal Service - Roof	293	1,743 3,785	0	1,633 1,633	0	0% 0%	0	0%	0 09
Snowmobile Tours Snowmobiles	1,011	1,013	3	709	2		1	33%	0 09
Soap Dispensers	11	3,480	0	1,633	0		0	0%	0 09
Soaps & Detergents	95	2,457	0	1,633	0		0	0%	0 09
Soccer Clubs	672	1,229	4	623	0		4	100%	0 09
Social Security Services	5	3,691	0	1,633	0		0	0%	0 09
Social Service Organizations	383	1,589	0	1,633	0		0	0%	0 09
Social Workers	71	2,605	0	1,633	0		0	0%	0 09
Sod & Sodding Service	1,749	750	1	1,070	1	100%	0	0%	0 09
Soda Fountain Shops	14	3,400 845	0	1,633	0		0	0%	0 09
Soffit & Fascia Soil Conditioners	1,438	2,762	0	1,633	0		0	0%	0 09
Soil Conservation Service	68	2,634	0	1,633	n	0%	0	0%	0 09
Soil Solidification	64	2,666	0	1,633	0		0		0 09
Soil Testing	9	3,541	0	1,633	0	0%	0		0 09
Solar Energy Equipment & Systems Dealers	19,325	104	28	163	20	71%	5	18%	3 119
Solar Energy Equipment & Systems Manufacturing &	591	1,313	1	1,070	1	100%	0	0%	0 00
Distribution					1				09
Solar Energy Equipment & Systems Supplies & Parts	177	2,068	0	1,633	0		0		0 09
Solar Energy Products - Retail	958	1,046 1,795	3	709 1,633	1 0		2	67%	0 09
Solar Energy Products Service & Repair Solar Energy Research & Development	269	1,795 3,890	0	1,633	0		0	0%	0 09
Solar Energy System Design & Installation	804	3,690	1	1,070	1	100%	0	0%	0 09
Soliciting Organizations	548	1,144 1,346	1	1,070	0		1	100%	0 09
Solvents	9	3,541	0	1,633	0		0		0 09
Sorting Equipment	12	3,461	0	1,633	0	0%	0	0%	0 09
Sound Control Structures & Equipment	24	3,181	0	1,633	0	0%	0		0 09
Sound Effect Records	1	3,890	0	1,633	0		0		0 09
Sound Systems & Equipment	1,308	895	1	1,070	1		0		0 09
Soundproofing Source Mills Cone	4	3,741	0	1,633	0		0	0%	0 09
Souvenir Milk Caps	220	3,890	0	1,633	0		0	0%	0 09
Souvenirs - Retail Souvenirs - Wholesale & Manufacturers	330 67	1,681 2,644	0	1,633 1,633	0	0% 0%	0	0%	0 09
Soy Bean Products	26	3,143	0	1,633	0		0	0%	0 09
Spark Plugs	20	3,838	0	1,633	0		n	0%	0 09
	16,676	121	41	116	35	85%	6	15%	0 09
Spas & Hot Tubs - Dealers									
Spas & Hot Tubs - Dealers			_	0.40				201	
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	853	1,112	2	848	2	100%	0	0%	0 09
		1,112 299 1,448	2 10 0	848 357 1,633	2 7 0	70%	0 1 0	0% 10% 0%	0 09 2 209 0 09

			1						Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue
Speakers - Rebuild & Repair	175	2,074	0	1,633	0	0%	0	0%	0 0
Speech & Language Pathologists	241	1,866	1	1,070	1	100%	0	0%	0 0
Speech Aid Devices	14	3,400	0	1,633	0	0%	0	0%	0 0
Speedometers	2,373	623	1	1,070	0	0%	1	100%	0 0
Spices	62	2,687	0	1,633	0		0	0%	0 0
Spill Control Equipment & Materials	3	3,785	0	1,633	0		0	0%	0 (
Spiritualists	673	1,227	5	552 1,070	5	100%	0	0%	0 0
Spools	31	3,054	1	1,070	1	100%	0	0%	0 (
Sport Fishing	42	2,910	0	1,633	0		0	0%	0 (
Sporting Goods - Repair	632	1,268	1	1,070	1	100%	0	0%	0 (
Sporting Goods - Retail	5,638	326	29	159	25	86%	3	10%	1 3
Sporting Goods - Wholesale & Manufacturers	690	1,215	1	1,070	0		1	100%	0 0
Sports & Recreation	860	1,103	7	443	2			71%	0 0
Sports Bar	315	1,701	1	1,070	0		1	100%	0 0
Sports Hospitality	21	3,239	0	1,633	0		0	0%	0 (
Sports Memorabilia	455 356	1,466 1,633		1,633 848	0	0% 50%	0	0% 50%	0 0
Sports Promoters & Managers Sportswear - Retail	3,064	514	2 17	243	13		4		0 0
Sportswear - Retail Sportswear - Wholesale & Manufacturers	270	1,794	0	1,633	13		4	0%	0 (
			0		0		0	0%	0 0
Spraying Equipment Springs Automotive Sales & Service	151	2,185	0	1,633	0		0		0 0
Springs - Automotive - Sales & Service Springs - Coil, Flat - Distributors & Manufacturing	561 37	1,335 2,962	0	1,633 1,633	0		0		0 0
	76	2,574	0	1,070	0		U	100%	0 0
Sprinkler Supervisory Service	954	1,040	0		0		1	0%	0 0
Sprinklers - Automatic - Fire Square Dance Apparel	4	1,049 3,741	0	1,633 1,633	0		0	0%	0 0
Stables Stables	968	1,038	1	1,070	0		1	100%	0 0
Stadiums, Arenas & Athletic Fields	226	1,904	1	1,070	1	100%	0	0%	0 0
Staffing - Technical	210	1,951	0	1,633	0		0	0%	0 0
Stair Builders	2,724	562	4	623	0		3	75%	1 25
Stair Lifts	1,218	926	4	623	4		0	0%	0 (
Stamps - Collectors	367	1,611	0	1,633	0		0		0 0
Staples, Staplers & Tackers	5	3,691	0	1,633	0		0	0%	0 0
Starters - Engine	130	2,283	0	1,633	0		Ö	0%	0 0
Stationers - Retail	197	1,993	4	623	1	25%	3	75%	0 0
Stationery - Wholesale & Manufacturers	334	1,672	0	1,633	0		0	0%	0 0
Statistical Service	38	2,947	0	1,633	0		0	0%	0 0
Steam Bath Equipment & Supplies	114	2,359	0	1,633	0	0%	Ö	0%	0 0
Steam Cleaning - Industrial	192	2,012	0	1,633	0		0	0%	0 (
Steam Cleaning Equipment	60	2,711	0	1,633	0		Ď.	0%	0 0
Steam Specialties	1	3,890	0	1,633	0		Ď.	0%	0 0
Steam Traps	3	3,785	0	1,633	0		0	0%	0 0
Steamship Companies	5	3,691	0	1,633	0		0	0%	0 0
Steel Detailers - Structural	313	1,703	0	1,633	0	0%	0	0%	0 (
Steel Distributors & Warehouses	493	1,417	0	1,633	0	0%	0	0%	0 (
Steel Erectors	696	1,208	0	1,633	0		0	0%	0 0
Steel Fabricators	4,431	385	1	1,070	0	0%	1	100%	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 (
Steel Processing & Fabricating Equipment	23	3,200	0	1,633	0		0	0%	0 0
Steeples & Spires	30	3,070	0	1,633	0		0	0%	0 0
Steering Systems & Equipment	244	1,855	0	1,633	0		0	0%	0 (
Stencil Cutting Machines	8	3,578	0	1,633	0		0	0%	0 (
Stencils & Stencil Supplies	4	3,741	0	1,633	0		0	0%	0 (
Stenographers - Public	14	3,400	0	1,633	0		0	0%	0 (
Sterilizing Service	1	3,890	0	1,633	0		0	0%	0 0
Stevedoring Contractors	29	3,093	0	1,633	0		0	0%	0 0
Stock & Bond Brokers	595	1,308	1	1,070	1	100%	0	0%	0 (
Stock & Bond Transfer Agents	289	1,753	0	1,633	0		0	0%	0 (
Stock Certificates	11	3,480	0	1,633	0		0	0%	0 0
Stock Exchanges	386	1,582	3	709	3	100%	0	0%	
Stone - Cast	74 92	2,588	0	1,633 1,633	0		0	0% 0%	0 0
Stone - Crushed	1,698	2,474	0		0		<u>0</u>	100%	
Stone - Natural		766		1,070					
Stone Cutters Stone Sotting	121	2,321	0	1,633	0	0% 25%	0 15		0 0
Stone Setting	6,839	273	20	218	5		15	75%	0 0
Stone Setting - Interlocking Pavers	2,348 14	625	5	552	2	40% 0%	<u>3</u>	60% 0%	0 0
Stone Slinger	40	3,400 2,929	0	1,633 1,633	0		0	0%	0 0
Storage - Data Storage - Liquid & Bulk	1,083	979	6	487	2		4		0 0
Storage - Liquid & Bulk Storage Units - Household & Commercial					14		4	22%	0 0
Storage Units - Household & Commercial Storage Units - Portable	8,333 361	223 1,622	18	234 1,070	14		0	0%	0 0
Storage Units - Portable Store Fixtures	213	1,941	0	1,633	0		0		0 0
Store Fronts	43	2,895	0	1,633	0		0	0%	0 0
	1,416	2,895 853	0	1,633	0		0	0%	0 0
Storm Windows & Doors Poppin	1,416	2,331	0	1,070	U	100%	0	0%	0 0
Storm Windows & Doors - Repair Stoves - Wood Coal	119 2,273	2,331	2	848	1	100%	0	0%	0 0
Stoves - Wood, Coal Strapping & Strapping Equipment	2,2/3	640 3,785	0	1,633	2	0%	0	0%	0 0
Street Cleaning	6	3,662	0	1,633	0		0	0%	0 0
Street Cleaning Street Lighting Standards & Equipment	0	3,558	0	1,633	0		0	0%	0 0
Street Lighting Standards & Equipment Stress Relief Equipment & Supplies - Industrial	11	3,578	0	1,633	0	0%	0	0%	0 0
ou ess mener Equipment & Supplies - Industrial	11		0		0		0	0%	0 0
Structural Imaging	022	3,890	1	1,633	1		0	0%	
	933 7	1,071 3,615	1	1,033 1,070 1,633	1	100%	0	0% 0%	0 0

			Sorted by Industry	<del></del>					
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unable Pur	
Stucco Manufacturers & Distributors	238	1,877	0	1,633	0	0%	0	0%	0
Student Exchange Programs	285	1,763	0	1,633	0	0%	0	0%	0
Student Housing	1,351	873	2	848	1	50%	1	50%	0
Studio Rental	76	2,574	0	1,633	0	0%	0		0
Stump Removal & Grinding	60	2,711	1	1,070	0	0%	1	100%	0
Sugar Refiners	13	3,429	0	1,633	0		0		0
Suits - Custom Made	595	1 200	2	848	2	100%	0	0%	0
Sump Pump Contractors	20	3,254	0	1,633	0	0%	0	0%	0
Sundials	2	3,838	0	1,633	0	0%	0		0
Sundries Stores	1	3,890	0	1,633	0	0%	0	0%	0
Sunglasses	208	1,956	1	1,070	1	100%	0		0
Sunroom & Solarium Design & Construction	4,751	369	6	487	3	50%	2	33%	1 1
Support Groups	180	2,060	1	1,070	1	100%	0		0
Surfboards	79	2,557	0	1,633	0		0		0
Surfing Instruction	14	3,400	0	1,633	0	0%	0	0%	0
Surgical Appliances & Supplies	143	2,222	0	1,633	0	0%	0		0
Surgical Centers	260	1,815	0	1,633	0		0		0
Surplus & Salvage Merchandise	738	1,180	0	1,633	0	0%	0		0
Surveillance Equipment, Sales & Service	501	1,399	1	1,070	1	100%	0		
Surveying Instruments	50	2,804		1,633		0%			0
Surveyors - Aerial	2 200	3,691	0	1,633	0	0%	0		0
Surveyors - Land	3,099	511	3	709	1	33%		67%	
Survival Products & Supplies	296	1,735	0	1,633	0	0%	0	0%	0
Swap Shops	69	2,630	0	1,633	0	0%	0	0%	0
Sweaters Sweaters - Trimming Service	3 9	3,785 3,541	0	1,633 1,633	0	0% 0%	0	0% 0%	0
			0		0		0		0
Sweepers - Power	22	3,222	0	1,633 1,633	0	0% 0%	0		0
Sweeping Service - Power	160 537	2,139 1,358	0	1,633	0	0%	0		0
Sweepstakes Swimming Instruction	433	1,338	3	1,033	0	67%	1	33%	0
Swimming Pool Contractors, Dealers, Design	25,557	1,503	45	709 107	35	78%	1	20%	0
Swimming Pool Cover Sales & Service	149	73 2,195	43	1,070	33		1	100%	0
Swimming Pool Cover Sales & Service Swimming Pool Enclosures	88	2,501	1	1,070	0		<u>+</u>	100%	0
Swimming Pool Equipment & Supplies	3,177	497	2	848	1	50%	1	50%	0
Swimming Pool Manufacturers & Distributors	651	1,252	3	709	1	33%	2		0
Swimming Pool Service & Repair	5,084	353	6	487	÷	83%	1	17%	0
Swimming Pools & Hot Tubs	4,097	414	17	243	12	71%	<u> </u>	29%	0
Swimming Pools & Hot Fabs Swimming Pools - Leak Detection & Repair	161	2,134	0	1,633	0	0%	0		0
Swimming Pools - Maintenance	502	1,398	0	1,633	0	0%	0	0%	0
Swimming Pools - Private	143	2,222	1	1,070	1	100%	0		0
Swimming Pools - Public	182	2,052	0	1,633	ñ	0%	0		0
Swimming Pools - Removal	166	2,107	0	1,633	0	0%	0	0%	0
Swimming Pools- Above Ground	8	3,578	1	1,070	1	100%	0		0
Swimwear & Accessories	766	1,170	4	623	3	75%	0		1 2
Switches - Electric	2	3,838	0	1,633	0	0%	0		0
Swords	127	2,297	0	1,633	0	0%	0	0%	0
Systems & Software Testing	416	1,530	3	709	1	33%	2	67%	0
T-Shirts	964	1,041	0	1,633	0	0%	0	0%	0
Table Tennis Equipment	29	3,093	0	1,633	0	0%	0	0%	0
Table Tops	24	3,181	1	1,070	1	100%	0	0%	0
Tags	48	2,835	0	1,633	0		0		0
Tailoring Instruction	9	3,541	0	1,633	0		0		0
Tailors	1,913	713	6	487	5	83%	1	17%	0
Tailors Supplies	178	2,065	0	1,633	0	0%	0	0%	0
Talent Listing Service	188	2,028	0	1,633	0	0%	0		0
Talent Representation	7	3,615	0	1,633	0	0%	0		0
Tank Cleaning	20	3,254	0	1,633	0	0%	0		0
Tank Heads	953	1,052	0	1,633	0	0%	0	0%	0
Tank Lining & Coating	5	3,691	0	1,633	0		0		0
Tank Testing & Inspection	94	2,461	0	1,633	0	0%	0		0
Tanks - Concrete	97	2,441	0	1,633	0		0		
Tanks - Fiber Glass, Plastic	60	2,711	0	1,633	0	0%	0	0%	0
Tanks - Metal	140	2,233	0	1,633	0	0%	0		0
Tanks - Repair	5	3,691	0	1,633	0		0		0
Tanks - Used	20	3,254	0	1,633	0	0%	0	0%	- 0
Tanners Tanning Colons	18 2,855	3,305	0 22	1,633	0	0%	<u>0</u> 8	0%	0
Tanning Salons Tanning Salons Equipment & Supplies	2,855	543 2,895	22	205 1,633	11	50% 0%	8	20 //0	3 1 0
Tanning Salons Equipment & Supplies Tana Recorders - Sound - Sorvice & Bonair	43		0						
Tape Recorders - Sound - Service & Repair	3	3,785	0	1,633	0		0		
Tapes - Adhesive-Dispensers Tapes - Industrial	1	3,890	0	1,633 1,633	0	0% 0%	0		0
	8 4	3,578 3,741	0		0		0		0
Tapes - Sound - Dealers Tarps	42	2,910	0	1,633 1,633	0	0%	0		0
	7,120				14	70%	- U	25%	1
Tattoos Tattoos Removed		264	20	218			5		2 10
Tattoos - Removed Tax Reporting Service	157 219	2,150 1,922	2	848 848	0	0% 0%	0	0% 100%	0
		1,922	76	73	67				1
Tax Return Preparation	28,416		/6						
Tax Return Preparation - OTR Truck Drivers	426	3,890	0	1,633	0		0	0%	0
Tax Software Taxes Consultants & Representatives	426 16,759	1,514	10	357 552	10	100% 60%	2		0
Taxes - Consultants & Representatives Taxes - Enrolled Agent	16,759	120 3,513	0	1,633	3	0%	0		0
									0
Taxes - Property Tax Consultants Taxicabs	493	1,417	0	1,633	0	0% E7%	0		0
Taxicabs Taxidermists	12,632 733	152 1,184	21	212 1,070	12	57% 0%	9	43% 100%	
				1.0701	0	0%	1	100%	0

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Tea - Manufacturer & Importer	30	3,070	. 0	1,633	0	0%	0	0%	0	0%
Teachers Agencies	426	1,514	1	1,070	1	100%	0	0%	0	0%
Technical Manual Preparation	1,334	880	0	1,633	0	0%	0		0	0%
Technology - Litigation Support Teeth Whitening Services	32 625	3,035 1,275	1	1,070 1,070	0	100% 0%	0	0% 100%	0	0% 0%
Telecommunication Design	206	1,964	0	1,633	0		0		0	0%
Telecommunication Equipment & Systems Dealers	2,527	593	11	336	9	82%	2	18%	Ō	0%
Telecommunication Equipment & Systems Service &	453	1,471	0	1,633	0	0%	0	0%	0	
Repair			-							0%
Telecommunications Equipment - Disability Teleconference Service	2,257 94	641 2,461	0	848 1,633	1	50% 0%	1	50% 0%	0	0% 0%
Telegrams - Novelty	4	3,741	1	1,070	0	0%	1		0	0%
Telegraph Service	427	1,512	1	1,070	1	100%	0		0	0%
Telemarketing Services	7,224	259	4	623	2	50%	1	25%	1	25%
Telephone & Television Cable Contractors Telephone 900 Number Resellers	1,632 43	781 2,895	23	193 1.633	21	91% 0%	2	9%	0	0% 0%
Telephone Answering Equipment & Systems	101	2,422	0	1,633	0	0%	0		0	0%
Telephone Communications	22,488	91	342	10	329	96%	12		1	0%
Telephone Equipment & Systems Dealers	2,505	597	57	91	56		1	2%	0	0%
Telephone Equipment & Systems Service & Repair	507	1,392	2	848	0	0%	1	50%	1	50%
Telephone Equipment & Systems Supplies & Parts Telephone Equipment & Systems Wholesale &	132	2,272	0	1,633	0	0%	0		0	0%
Manufacturing	23	3,200	0	1,633	0	0%	0	0%	0	0%
Telephone Pre-Paid Card Sales & Distribution	329	1,683	1	1,070	1	100%	0		0	0%
Telephone Service - Long Distance	10,948	181	61	85	49	80%	12		0	0%
Telescopes Televicion & Radio - Dealers	1,319	890	10	357	1 4	10%	9	90%	0	0% 0%
Television & Radio - Dealers Television & Radio - Service & Repair	2,199 2,071	658 684	4	623 623	4	100% 25%	3	0% 75%	0	0%
Television & Radio Broadcast Schools	44	2,882	Ö	1,633	0	0%	ő	0%	0	0%
Television & Radio Parts - Retail	182	2,052	2	848	1	50%	1	50%	0	0%
Television & Radio Parts - Wholesale & Manufacturers	44	2,882	1	1,070	0	0%	1	100%	0	001
Television - Cable, CATV & Satellite	5,407	338	174	31	170		4		0	0% 0%
Television Fome Shopping	114	2,359	0	1,633	1/0	0%	0		0	0%
Television Program Distributors	2,905	534	9	379	7		1		1	11%
Television Program Producers	1,150	955 3,222	1	1,070	1	100%	0	0%	0	0%
Television Station Equipment	22 358	3,222	0	1,633	0	0%	0	0%	0	0%
Television Stations & Broadcast Companies Television Sys & Equipment - Closed Circuit	197	1,628 1,993	1	1,070 1,070	1	100% 100%	0	0%	0	0% 0%
Temperature Measuring Materials	7	3,615	0	1,633	0	0%	0		0	0%
Templates	67	2,644	0	1,633	0	0%	0		0	0%
Tennis Court Construction	22	3,222	0	1,633	0	0%	0	0%	0	0%
Tennis Courts - Private Tennis Courts - Public	41 24	2,919 3,181	0	1,633 1,633	0	0% 0%	0		0	0% 0%
Tennis Courts - Public Tennis Equipment & Supplies	35	2,991	0	1,633	0	0%	0		0	0%
Tennis Instruction	14	3,400	0	1,633	0	0%	ő		0	0%
Tents	649	1,254 1,544	1	1,070	1	100%	0	0%	0	0%
Tents - Rental	406	1,544	6	487	1	17%	5	83%	0	0%
Termite Control Terra Cotta	13	3,429	0	1,633 1.633	0	0% 0%	0	0% 0%	0	0% 0%
Test Publishers	188	3,615 2,028	0	1,633	0		0		0	0%
Testing Apparatus	78	2,562	0	1,633	0		0		0	0%
Textile Brokers	7	3,615	0	1,633	0	0%	0		0	0%
Textile Converting	1	3,890	0	1,633	0	0%	0		0	0%
Textile Fibers Textile Mill Supplies	115	2,348 3,741	0	1,633 1,633	0	0% 0%	0		0	0% 0%
Textile Printing Equipment & Supplies	10	3,513	0	1,633	0	0%	0		0	0%
Theater Stage Play Houses	97	2,441	0	1,633	0	0%	Ö	0%	0	0%
Theaters	608	1,296	5	552	5	100%	0		0	0%
Theatrical & Stage Lighting Equipment	17 1,636	3,330 779	0	1,633	0	0% 0%	0	0% 100%	0	0% 0%
Theatrical Agencies Theatrical Equipment & Supplies	1,636	3,513	1 0	1,070 1,633	0	0%	1	100%	0	0%
Theatrical Make-Up	12	3,461	0	1,633	0	0%	0		0	0%
Theatrical Managers & Producers	155	2,165	0	1,633	0	0%	0	0%	0	0% 0%
Therapeutic and Educational Supplies	34	3,005	0	1,633	0	0%	0	0%	0	0%
Thermocouples Thermography Infrared	140	2,233 3,615	0	1,633	0	0% 0%	0	0%	0	0% 0%
Thermography - Infrared Thermometers	71	2,605	0	1,633 1,633	0		0		0	0%
Thermostats	33	3,019	0	1,633	0		0		0	0%
Threat & Fraud Assessment	9	3,541	0	1,633	0	0%	0		0	0%
Thrift Shops	495	1,412	2	848	2	100%	0		0	0%
Ticket Broker Ticket Issuing Machines	410	1,539 3,838	1 0	1,070 1,633	1 0	100% 0%	0		0	0% 0%
Ticket Issuing Machines Ticket Sales - Events	16,873	118	50	95	44		5	10%	1	2%
Tickets & Coupons - Printers & Suppliers	165	2,113	0	1,633	0	0%	0	0%	0	0%
Tile & Grout Cleaning	212	1,944	0	1,633	0	0%	0	0%	0	0%
Tile & Marble	1,325	887	3	709	2		1 5		0	0%
Tile - Ceramic - Contractors & Dealers Tile - Ceramic - Manufacturers & Distributors	8,802	213	10	357 848	5	50% 100%	5	50% 0%	0	0% 0%
Tile - Non-Ceramic - Manufacturers & Distributors  Tile - Non-Ceramic - Contractors & Dealers	988 539	1,030 1,355	2	848	0		2		0	0%
Tile - Non-Ceramic - Manufacturers & Distributors	15	3,373	0	1,633	0		0		0	0% 0%
Tile Restoration	129	2,289	0	1,633	0	0%	0		0	0% 0%
Tile Sales	557 17	1,337 3,330	0	1,633 1,633	0	0% 0%	0	0%	0	0%
Tilling	17	3,330	U	1,633	U	0%	U	U%	U	0%

			T	1	1				Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled		Pursue
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 2,723	1,937 563	0	1,633	0	0% 100%	0	0% 0%	0 0
Timeshare Companies Timeshare Deed and/or Title Transfer	841	1,118	3	709 1,070	<u> </u>	100%	0	0%	0 0
Timeshare Resale and Rental Marketing	1,815	733	1	1,070	1	100%	0	0%	0 0
Timing Devices	3	733 3,785	Ō	1,633	0	0%	0	0%	0 0
Tire Changing Equipment	15	3,373	0	1,633	0	0%	0	0%	0 0
Tire Dealers	25,632	72	44	110	33	75%	11	25%	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		1	100%	0 0
Tire Retread & Repair	481	1,434	0	1,633	0		0	0%	0 0
Tire Retread & Repair - Equipment & Supplies	170 775	2,091	0	1,633 487	0	0% 50%	0	0% 50%	0 0
Tires - Commercial Sales & Service Title Companies & Agents	620	1,163 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%	
Toilet Seats	25	3,168	1	1,070	0	0%	1	100%	0 0
Toilets - Composting	68	2,634	1	1,070	0		1	100%	0 0
Toilets - Portable	377	1,601	0	1,633	0	0%	0		0 0
Toner Cartridges	1,480	829	0	1,633	0		0		0 0
Tool & Die Makers	192	2,012	0	1,633	0	0% 100%	0	0% 0%	0 0
Tool & Utility Sheds Tool Designers	1,312	892 3,890	0	848 1,633	2		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 - Cutting	86	2,517	1	1,070	0	0%	1	100%	0 0
Tools - Electric	1,565	802	7	443	1	14%	6	86%	0 0
Tools - Hand	1,349	875	1	1,070	0		1	100%	0 0
Tools - Hydraulic	25	3,168	0	1,633	0		0		0 0
Tools - Pneumatic	62	2,687	0	1,633	0		0	0%	0 0
Tools - Power Actuated Tools - Rent	328	1,684 703	0	1,633 623	0	0% 75%	0	25%	0 0
Topsoil	1,966 1,711	763	2	848	1	50%	1	50%	0 0
Tourist Information	74	2,588	0	1,633	0		0	0%	0 0
Tourists Attractions	625	1,275	0	1,633	0	0%	0	0%	0 0
Tourists Homes	734	1,183	0	1,633	0		0	0%	0 0
Tours - Operators & Promoters	28,299	61	161	35	158		2	1%	1 1
Tours - Wholesale	802	1,145	1	1,070	0	0%	1	100%	0 0
Towel Supply Service	163	2,122 3,541	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Towels - Cloths-Wholesale & Manufacturers Towers	1,124	965	1	1,070	1	100%	0	0%	0 0
Towing - Automotive	21,163	96	50	95	26	52%	21	42%	3 6
Towing - Heavy Equipment	1,711	763	1	1,070	1	100%	0	0%	0 0
Towing - Marine	84	2,531	0	1,633	0	0%	0	0%	0 0
Toy Manufacturers Supplies	106	2,396	1	1,070	0	0%	1	100%	0 0
Toys - Retail	5,401	340	72	75	67	93%	5	7%	0 0
Toys - Wholesale & Manufacturers	868	1,100	7	443	5	71%	1	14%	1 14
Tractor Dealers Tractor Distributors & Manufacturers	448 11	1,480 3,480	2	848 1,633	2	100% 0%	0	0% 0%	0 0
Tractor Equipment & Parts	453	1,471	1	1,070	0		1	100%	0 0
Tractor Rent & Lease	433	3,578	0	1,633	0		0	0%	0 0
Tractor Repair & Service	96	2,448	0	1,633	0	0%	0	0%	0 0
Trade Shows, Expositions & Fairs	715	1,196	9	379	7	78%	2	22%	0 0
Trademark Agents & Consultants	856	1,108	1	1,070	1	100%	0	0%	0 0
Trading Stamps	200	1,979	0	1,633	0	0%	0	0%	0 0
Traffic & Parking Consultants	3,053	515	63	82	14		45	71%	4 6
Traffic Control & Flagging Service	251	1,834	0	1,633	0		0	0%	0 0
Traffic Engineers & Planning Service Traffic School	6 47	3,662 2,847	0	1,633 1,633	0		0		0 0
Traffic School  Traffic Signs, Signals & Equipment	521	1,381	0	1,633	0		0	0%	0 0
Trailer Hitches	542	1,352	0	1,633	0		0	0%	0 0
Trailer Sales	3,198	494	13	300	7	54%	5	38%	1 8
Trailer Storage	248	1,840	0	1,633	0	0%	0	0%	0 0
Trailers - Automotive Utility	633	1,266	0	1,633	0		0	0%	0 0
Trailers - Boat	35	2,991 1,386	0	1,633	0	0%	0	0%	0 0
Trailers - Camping & Travel	512	1,386	3	709	1	33%	2	67%	0 0 1 25
Trailers - Equipment & Parts Trailers - Horse	1,083	979	4		1		2	50%	
Trailers - Horse Trailers - Rent & Lease	20 1,332	3,254 883	1	1,633 1,070	0		1	0% 100%	0 0
Trailers - Repair & Service	2,164	663	7	443	7	100%	0		0 0
Trailers - Transporting	154	2,169	0	1,633	0	0%	0	0%	0 0
Trailers - Truck	535	1,363	3	709	2	67%	1	33%	0 0
Training - Video Instruction Tapes	1,034	1,002	0	1,633	0	0%	0	0%	0 0
Training Programs	5,633	327	7	443	3	43%	4	57%	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
Transfers - Dry Transformers	24 11	3,181 3,480	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Transformers Transit Lines	263	1,810	1	1,070	1	100%	0	0%	0 0
			0		0	0%	0	0%	0 0
	371	7 4671							
Transitional Housing Translators & Interpreters	2,838	2,962 545 3,785	2	1,633 848	2	100%	0	0%	0 0

Industry Classification Transmissions - Automobile Transmissions - Truck, Tractor Transportation Consultants	Inquiries 16,819	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Transmissions - Truck, Tractor Transportation Consultants	16.819					70	Cripis Not Settled	70		٥
Transmissions - Truck, Tractor Transportation Consultants		119	23	193	17	74%	. 6	26%	Pursue	09
Transportation Consultants	24	3,181	0	1,633	0	0%	0	0%	0	09
	2,318	634	3	709	3	100%	0	0%	0	09
Transportation Services	9,617	200	28	163	21		6	21%	1	49
Trap & Skeet Ranges	13 70	3,429	0	1,633	0	0% 0%	0	0% 0%	0	09 09
Trapping Equipment & Supplies Travel & Moving Services	2,123	2,616 671	4	1,633 623	2	50%	2	50%	0	09
Travel & Tourism Development and Education	131	2,277	0	1,633	0	0%	0	0%	0	09
Travel Agencies & Bureaus	74,070	23	249	18	216	87%	32	13%	1	09
Travel Agent Mills	851	1,114	0	1,633	0	0%	0	0%	0	09
Travel Clubs Travel Escorts	4,155 362	407 1,621	47 0	101 1,633	24	51% 0%	14	30% 0%	9	199
Treatment Centers & Rest Homes - Information &					U				-	
Placement	229	1,897	1	1,070	1	100%	0	0%	0	09
Tree Service	45,318	43	31	145	18	58%	8	26%	5	16%
Tree Service - Pruning	1,020	1,011	1	1,070	1	100%	0	0% 0%	0	09
Tree Service - Transplant Tree Service Equipment & Supplies	79 318	2,557 1,697	0	1,633 1,633	0	0% 0%	0	0%	0	09 09
Trenching Contractors	88	2,501	0	1,633	0		0	0%	0	09
Trike Conversions, Sales & Service	58	2,729	0	1,633	0	0%	0	0%	0	0%
Trophies	544	1,351	1	1,070	0	0%	1	100%	0	09 09
Tropical Fish	26	3,143	0	1,633	0		0	0%	0	
Truck accessories	1,132	961	2	848	2	100%	0	0%	0	09 09
Truck Bedliner - Spray On Truck Bodies	62 85	2,687 2,526	1 0	1,070 1,633	0		0	100%	0	09
Truck Caps & Shells	341	1,661	1	1,070	0		1	100%	0	0%
Truck Dealers	4,363	390	16	253	12	75%	3	19%	1	69
Truck Driver Leasing	40	2,929	0	1,633 709	0	0%	0	0%	0	09
Truck Driver Training	1,544	809	3	709	1	33%	2	67%	0	09
Truck Equipment & Parts Truck Manufacturers & Distributors	1,130 138	963 2,241	3	709 1,633	1	33% 0%	2	67% 0%	0	09 09
Truck Painting & Lettering	45	2,867	0	1,633	0		0	0%	0	09
Truck Permits	10	3,513	0	1,633	Ö		0	0%	Ö	09
Truck Refrigeration Equipment	24	3,181	0	1,633	0	0%	0	0%	0	09
Truck Rent & Lease	884	1,093	2	848	2		0	0%	0	09
Truck Repair & Service	7,165	262	9	379	6	67% 0%	3	33% 0%	0	09
Truck Service & Repair - Mobile Truck Stops	246 138	1,848 2,241	0	1,633 1,633	0		0	0%	0	09 09
Truck Washing & Cleaning	531	1,368	0	1,633	0		0	0%	0	09
Truck Washing & Cleaning - Equipment & Supplies	1,080	981	0	1,633	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	09 09
Trucking - Heavy Hauling Trucking - Light Hauling	2,728 801	561 1,147	2	848 1,633	2	100%	0	0% 0%	0	09
Trucking - Liquid Or Dry Bulk	209	1,147	0	1,633	0		0	0%	0	09
Trucking - Motor Freight	2,806	552	1	1,070	1	100%	0	0%	0	0%
Trucking - Water Hauling	330 3,132	1,681	0	1,633	0		0	0%	0	09 09
Trucking Transportation Brokers	3,132	504	4	623	3	75%	1	25%	0	
Trucks - Forklifts	454 251	1,468	0	1,633	0		0	0%	0	09
Trucks - Industrial Trusses - Construction	476	1,834 1,440	2	848 1,633	0	100%	0	0%	0	09
Trust Companies	5,876	315	4	623	3		1	25%	0	09
Tube Bending & Fabricating	16	3,356	0	1,633	0		0	0%	0	0%
Tubing - Metal	38	3,356 2,947	0	1,633	0		0	0%	0	0%
Turbines	13	3,429	0	1,633	0		0	0%	0	09 09
Turbochargers Turbobles	41	2,919	0	1,633	0		0	0% 0%	0	09 09
Turntables Tutoring	10 8,076	3,513 230	6	1,633 487	5	83%	1	17%	0	09
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	09
Typesetting	22	3,222	0	1,633	0		0	0%	0	09
Typewriters	5	3,691	0	1,633	0		0	0%	0	09
U-Catch Fishing Ultrasonic Equipment & Supplies	53	2,775 3,838	0	1,633 1,633	0		0	0%	0	U9
Ultrasound - Medical	119	2,331	0	1,633	0		0	0%	0	09 09
Ultrasound - Nonmedical	221	1,917	3		2	67%	1	33%	0	09
Umbrellas	30	3,070	0	709 1,633	0		0	0%	0	0%
Unclaimed Funds Retrieval Services	413	1,535	1	1,070	0		0	0%	1	1009
Underground Sprinkler Lawn Sprinkler Parts Underwear - Wholesale & Manufacturers	164 208	2,117 1,956	1 4	1,070	0		1 0	100% 0%	0	09
Uniform Supply Service	450	1,475	5	623 552	2	40%	3	60%	0	09
Uniforms	1,575	796	9	379	6	67%	3	33%	0	09
Uniforms - Accessories	53	2,775	0	1,633	0		0	0%	0	04
Uniforms - Medical	190	2,019	1	1,070	1	100%	0	0%	0	09
Upholsterers Upholsterers Supplies	11,403	173	18	234	10	56% 0%	8	44% 0%	0	09
Upholsterers Supplies Upholstery & Carpet Cleaning	152 4,279	2,176 395	0	1,633 623	0		0	75%	0	09
Upholstery and Rug Cleaning	1,029	1,007	0	1,633	0		0	0%	0	09
Upholstery Fabrics - Retail	1,881	724	11		1	9%	10	91%	0	09
Upholstery Fabrics - Wholesale & Manufacturers	740	1,178	0	336 1,633	0		0	0%	0	09 09
Urban Farmer	3	3,785	0	1,633	0		0	0%	0	09
Urgent Care Centers	13 22	3,429 3,222	0	1,633 1,633	0		0	0% 0%	0	09 09
Utilities Underground - Installation							()		()	09

	T		T	T					Cmpls Unable To
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled		Pursue
Utility Contractors	6,304	295	182	28	182	100%	0	0%	0
Utility Submetering & Billing	10,253	191	22	205	22	100%	0	0%	0
Vacation Certificates & Vouchers	790	1,154	1	1,070	1	100%	0	0%	0
Vacation Rentals	4,163	404	8	411	5	63%	<u>3</u>	38%	0
Vacation Time Share Vacuum Cleaners - Household - Dealers	3,260 11,922	489 161	13 36	300 126	30	38% 83%			0
Vacuum Cleaners - Industrial & Commercial		1,863	0	1,633	30 0	0%	0	0%	0
Vacuum Cleaners - Service & Repair	242 12,383	155	9	379	9	100%	0	0%	0
Vacuum Cleaners - Supplies & Parts	38	2,947	0	1,633	0	0%	0	0%	0
Vacuum Cleaners - Wholesale & Manufacturers	499	1,403	7	443	6	86%	1	14%	0
Vacuum Cleaning - Industrial	1	3,890	0	1,633	0	0%	0	0%	0
Vacuum Cleaning Systems	873	1,098	0	1,633	0		0	0%	0
Vacuum Equipment & Systems	603	1,299	0	1,633	0		0		0
Valet Service	105	2,399	0	1,633	0	0%	0	0%	0
Valves Valves - Repairing	155 10	2,165 3,513	0	1,633 1,633	0	0%	0	0% 0%	0
Van Conversions & Accessories	205	1,969	0	1,633	0	0%	0	0%	0
Vanity Publishers	3	3,785	0	1,633	0	0%	0	0%	0
Vaporizers	4,089	416	2	848	1	50%	1	50%	0
Variety Store Merchandise - Wholesale	33	3,019	0	1,633	0		0		0
Variety Stores	260	1,815	3	709	1	33%	2	67%	0
Vehicle Graphics	485	1,431	3	709	2		1		0
Vehicle Sales - Manufacturing Companies	249	1,838	1	1,070	0		1	100%	0
Vehicle Transport Services	2,084	681 738	12	314 848	3	25% 100%	9	75% 0%	0
Vending Machines  Vending Machines - Supplies & Parts	1,790 144	2,217	0	1,633	0		0		0
Venetian Blinds - Dealers	1,439	844	5	552	2	40%	3	60%	0
Venetian Blinds - Repair & Cleaning	1,330	884	2	848	1	50%	1	50%	0
Venetian Blinds - Supplies & Parts	19	3,284	0	1,633	0	0%	0	0%	0
Venetian Blinds - Wholesale & Manufacturers	495	1,412	0	1,633	0	0%	0	0%	0
Ventilating Contractors	1,033	1,003	1	1,070	1		0		0 1
Ventilating Equipment	284	1,765	0	1,633	0		0	0%	0
Ventilating Systems - Cleaning	194	2,004	1	1,070	0		1	100%	0
Vertical Blinds	71 50	2,605	0	1,633	0	0% 0%	0	0%	0
Vessels - Pressure Veterans & Military Organizations	45	2,804 2,867	0	1,633 1,633	0		0	0%	0
Veterinarians	5,996	308	11	336	8	73%	3	27%	0
Veterinarians Equipment & Supplies	246	1,848	0	1,633	0		0		0
Veterinarians Information & Referral	12	3,461	0	1,633	0		0	0%	0
Veterinary Emergency	196	1,997	2	848	2	100%	0	0%	0
Veterinary Physical Therapy & Rehabilitation	15	3,373	0	1,633	0	0%	0	0%	0
Veterinary Surgery	23	3,373 3,200	0	1,633	0	0%	0	0%	0
Vibration Control	27	3,130	0	1,633	0	0%	0	0%	0
Vibrators - Industrial	5	3,691	0	1,633	0	0%	0	0%	0
Video Editing Video Equipment - Sales & Rentals	18 144	3,305 2,217	0	1,633 1,633	0	0% 0%	0	0%	0
Video Equipment - Sarvice & Repair	345	1,653	1	1,070	0	0%	1	100%	0
Video Equipment - Supplies & Parts	4	3,741	Ô	1,633	0		0	0%	0
Video Games - Dealers	2,429	611	12	314	8	67%	2	17%	2 1
Video Games - Rent & Lease	111	2,382	0	1,633	0	0%	0	0%	0
Video Games - Service & Repair	733	1,184	7	443	5	71%	2	29%	0
Video Games - Supplies & Parts	63	2,671	0	1,633	0	0%	0	0%	0
Video Games - Wholesale & Manufacturers	722	1,193	15	269	15	100%	0	0%	0
Video Gaming Establishments	16 2,662	3,356 572	1	1,070	0	0% 33%	1	100% 67%	0
Video Production Services		2,139	3	709 1,633	1 0		2	67% 0%	0
Video Tape & Discs - Dealers	160 90	2,139 2,489	0		0	0%	0	0%	0
Video Tapes & Discs - Dealers Video Tapes & Discs - Wholesale & Manufacturers	11	3,480	0	1,633 1,633	0		0	0%	0
Video Tapes & Discs - Wholesale & Hallulacturers  Video Tapes & Discs Sales & Rentals	889	1,091	3	709	1	33%	2	67%	0
Videoconferencing Services	187	2,033	0	1,633	0	0%	0	0%	0
Videographers	480	1,436	2	848	1	50%	1	50%	0
Videographers - Wedding	114	2,359	1	1,070	0	0%	1	100%	0
Videotape, CD, & DVD Duplication & Transfer Services	156	2,156	0	1,633	0	0%	0	0%	0
		994	-		-		0	0%	0
Vinyl Benzie	1,049		2	1 622	2	100%	0		0
Vinyl Repair Virtual Currency	253	1,832 3,838	0	1,633 1,633	0	0% 0%	0	0% 0%	0
Virtual Tours	7	3,615	0	1,633	0		0		0
Visual Impairment Products & Services	115	2,348	0	1,633	0		0		0
Vitamins & Food Supplements	6,670	278	30	155	21	70%	9	30%	0
VOIP (Voice Over Internet Protocol) Sales & Service	679	1,223	0	1,633	0	0%	0	0%	0
Wait Staff	1	3,890	0	1,633	0		0	0%	0
Wall & Ceiling Texturing	464	1,459	1	1,070	0		1	100%	0
Wall Bed Manufacturer	14	3,400	0	1,633	0	0%	0	0%	0
Wall Bed Sales	277	1,781	1	1,070	0	0%	1	100%	0
Wall Cleaning	26	3,143	0	1,633	0	0%	0	0%	0 0
Wall Coatings	81	2,547 3,541	0	1,633	0	0%	0	0%	0
Wallboard & Plasterboard Wallpaper Hangers	9	3,541 3,890	0	1,633 1,633	0	0%	0	0% 0%	0
	- 1		_		U		0		U
Wallpapers & Wall coverings - Wholesale & Manufacturing	159	2,143	0	1,633	0	0%	0	0%	0
	131	2,277	0	1,633	0	0%	0	0%	0
Wallpapers & Wallcoverings - Retail									
Wallpapers & Wallcoverings - Retail Warehouses - Cold Storage	381	1,594	0	1,633	0	0%	0	0%	0

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	% Cmpls Unabl Pu	rsue
Warehousing Services	332	1,676	1	1,070	1	100%	0	0%	0 (
Washers	9	3,541 2,572	0	1,633 1,633	0	0%	0	0%	0 (
Washing Machines & Dryers - Coin Metered Washing Machines & Dryers - Dealers	77 248	2,572 1,840	0	1,633 1,070	0	0% 0%	<u>0</u>	0% 100%	0 0
Washing Machines & Dryers - Dealers Washing Machines & Dryers - Service & Repair	64	2,666	0	1,633	0	0%	0	0%	0 0
Washing Machines - Industrial	34	3,005	1	1,070	0	0%	ō	0%	1 100
Waste Containers	990	1,028	0	1,633	0	0%	0	0%	0 (
Waste Reduction, Disposal, Recycle Equipment	5,584	330	22	205	15	68%	6	27%	0 0
Waste Reduction, Recycle Service - Industrial Watch Bands	1,116 10	969 3,513	4	623 1,633	4	100%	0	0% 0%	0 (
Watches - Dealers	1,404	857	5	552	2	40%	3	60%	0 0
Watches - Service & Repair	3,149	502	9	379	8	89%	1	11%	0 (
Watches - Wholesale & Manufacturers	174	2,078	1	1,070	1	100%	0	0%	0 (
Watchmakers Equipment & Supplies	2	3,838	0	1,633	0		0	0%	0 (
Water & Sewer Line Protection Water - Bottled & Bulk	37 955	2,962 1,048	0	1,633 709	0	0% 33%	<u> </u>	0% 67%	0 0
Water Analysis	230	1,892	0	1,633	0	0%	0	0%	0 0
Water Companies - Bottled, Bulk	4,170	403	12	314	10	83%	2	17%	0 0
Water Companies - Utility	463	1,461	0	1,633	0	0%	0	0%	0 (
Water Conservation	123	2,311	0	1,633	0	0% 0%	0	0% 0%	0 (
Water Coolers Water Coolers - Equipment & Supplies	355 615	1,635 1,287	0	1,633 1,070	0	0%	0	100%	0 0
Water Damage Restoration	2,432	610	1	1,070	0	0%	1	100%	0 0
Water Filtration & Purification Equipment	52,794	34	131	49	104	79%	27	21%	0 (
Water Gardens Fountains & Ponds	224	1,912	0	1,633	0	0%	0	0%	0 (
Water Heater - Tankless	78	2,562	1	1,070	0	0%	1	100%	0 (
Water Heaters - Dealers Water Heaters - Parts & Supplies	47,550 60	2,711	567	1 633	546	96% 0%	21	4% 0%	0 0
Water Heaters - Parts & Supplies Water Heaters - Repairing	670	1,233	3	1,633 709	3	100%	0	0%	0 0
Water Heaters - Wholesale & Manufacturers	151	2,185	1	1,070	0	0%	1	100%	0 (
Water Leak Detection	295 152	1,738 2,176	1	1,070	0	0%	1	100%	0 0
Water Main Contractors	152	2,176	0	1,633	0		0	0%	0 (
Water Pollution Control Water Skiing Equipment & Supplies	68 26	2,634 3,143	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Water Skiing Equipment & Supplies  Water Skiing Instruction	16	3,356	0	1,633	0	0%	0	0%	0 0
Water Softening & Conditioning Equipment Service &	10,056	193	14	281	13		1	7%	0
Supplies				-	13				0 (
Water Supply Systems	667	1,239	2	848	2	100%	0	0%	0 (
Water Taxi Service Water Treatment Equipment, Service & Supplies	55 7,370	2,749 253	0 10	1,633 357	0	0% 90%	0	0% 0%	0 0
Water Well Drilling & Service	4,126	412	3	709	2	67%	1	33%	0 (
Water Well Drilling Equipment & Supplies	116	2,345	0	1,633	0	0%	Ō	0%	0 (
Water Wells - Inspection	54	2,762	0	1,633	0		0	0%	0 (
Water Wells - Pumps Sales & Service	372	1,606	1	1,070	0	0%	1	100%	0 0
Water Works Contractors Water Works Equipment & Supplies	319 17	1,696 3,330	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Water/Pool Heating - Solar	133	2,268	0	1,633	0	0%	0	0%	0 0
Waterbeds - Dealers	133 71	2,605	0	1,633	0	0%	Ō	0%	0 (
Waterbeds - Service & Repair	5	3,691	0	1,633	0	0%	0	0%	0 (
Waterbeds - Supplies & Parts	15	3,373	0	1,633	0	0%	0	0%	0 0
Waterbeds - Wholesale & Manufacturers Waterproofing Contractors	16,514	2,424	23	1,633 193	16	0% 70%	0	0% 22%	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 (
Weather Stripping	11	3,480	0	1,633	0	0%	0	0%	0 (
Weatherization	2	3,838	0	1,633	0	0%	0	0%	0 (
Weaving & Mending Weaving Supplies & Equipment	11	3,890 3,480	0	1,633 1,633	0	0%	0	0% 0%	0 0
Web Conferencing	16	3,480	0	1,633	0	0%	0	0%	0 (
Web Design	14,320	137	31	145	18	58%	13	42%	0 (
Webbing	85	2,526	0	1,633	0	0%	0	0%	0 (
Wedding Cakes	83 245	2,536	1	1,070	0	0%	1	100%	0 (
Wedding Chapels & Ceremonies Wedding Consultants	245	1,852 1,056	0	1,633 848	0	0% 100%	0	0% 0%	0 0
Wedding Officiant	4,175	401	0	1,633	0	0%	0	0%	0 0
Wedding Supplies & Services	3,390	475	21		10	48%	5	24%	6 29
Weed Control Service	1,301	897	5	212 552	3	60%	2	40%	0 (
Weighers Weight Control Services	2 4,704	3,838	0 15	1,633	0 8	0%	0 4	0% 27%	0 ( 3 20
Welcome ServiceFor Newcomers	207	371 1,959	15	269 1,070	8	53% 100%	0	0%	0 (
Welding Welding	5,125	350	1	1,070	0	0%	1	100%	0 (
Welding Equipment & Supplies	317 382	1,698	1	1,070	0	0%	1	100%	0 0
Welding Equipment - Rent		1,590	0	1,633	0	0%	0	0%	0 (
Welding Equipment - Repair	393	1,570	0	1,633	0	0%	0	0%	0 (
Welding Inspectors Western Apparel	10 195	3,513 2,002	0	1,633 1,633	0	0% 0%	0	0% 0%	0 0
Wheel Align, Frame & Axle Service Equipment & Supplies	195	2,002	1	1,633	1		0	0%	0 0
Wheel Alignment, Frame & Axle Service - Auto	1,035	1,001	2	848	0		2	100%	0 (
Wheel Chair Lifts & Ramps	620	1,280	2	848	2	100%	0	0%	0 (
Wheel Chairs	1,026	1,009	2	848	2	100%	0	0%	0 0
Wheelchair & Disability Transportation Wheels	361 669	1,622	3	709	2	67%	1	33%	0 (
Wholesalers & Distributors	10,083	1,234 192	31	848 145	25	50% 81%		50% 16%	0 0

Canada BBB 2016 Statistics Sorted by Industry

Inquiries 2,452	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled	-	Pursue	
	606	14	281	1	7%	12	86%	- 1	7%
				0		0		0	0%
18,112	109			17		3		0	
3	3,785	0	1,633	0	0%	0	0%	0	0%
	594	1	1,070	1	100 /0	0	0%	0	0%
55						0			
			623	J	73-70	1		0	
42				0				0	0%
335				3		0		0	0% 0%
100	3,785		1,633	0	0%	0		0	0%
	2,388				0%			- 0	0%
								-	
								1	
				47		5		3	5%
3,779	434	5	552	4		1	20%	0	
527	1,373	0	1,633	0	0%	0	0%	0	
	1,798	0	1,633			0	0%	0	
102	2,414	0	1,633			0	0%	0	
								•	
	2,562								0%
						-			
	1,355								
	2 123		1,633						
21	2,122					1			
						0		ő	
918				0		0		0	0%
107	2,393	0	1,633	0		0	0%	0	0%
4	3,741	0	1,633	0	0%	0	0%	0	0%
52		0		0	0%	0	0%	0	0%
16	3,356	0	1,633	0		0	0%	0	
5,102	351		163	20	71%	7	25%	1	4%
				0		0		0	
73									
				•				-	
2/4						0			0% 0%
						0			0%
						0			
	2,320		1,033						
		1		1		0		0	
	1.756	0		0		0		0	
67	2,644	1		0		1		0	0%
130	2,283	1	1,070	0	0%	1	100%	0	
12	3,461	0		0		0		0	0%
	1,516	1	1,070	1	100%	0	0%	0	0%
	2,268	1	1,070	1	100%	0	0%	0	0%
								2	22%
								0	0%
	3,461								0% 0%
								-	
								-	0%
								- 0	0%
				0		0		- 0	0%
		1		1		0		0	
52	2,785	0	1,633	0		0	0%	0	
8	3,578	0	1,633		0%	0	0%	0	0%
16	3,356	4	623	4	100%	0	0%	0	
1,469	833	16	253			1	6%	7	
		1				0		1	
63		1	1,070	1		0	0%	0	
	1,724		1,633			0		0	0%
4	3,741		1,633				0%		
14 32	3,400 3,035	0	1,633 1,633	0		0	0%	0	0 70
	527 268 102 118 78 54 539 393 363 163 21 20 918 107 4 4 552 16 5,102 128 273 1,067 121 274 288 67 130 122 425 133 18,070 13 12 128 40 17 83 91 363 91 363 91 363 91 363 91 363 91 363	205	205	1,631   1,632   1,633   1,63	18,112   109	205	205	10	205