US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Total	156,800,346		834,373		663,966	80%	155,124	19%	15,283	2%
Telephone Communications	590.117	42	32,191	1	31.951	99%	219	1%	21	0%
Cellular Telephone Service & Supplies	257,387	105	30,013	2	29,460	98%	503	2%	50	0%
Television - Cable, CATV & Satellite	258,602	103	29,468	3	29,063	99%	389	1%	16	0%
Auto Dealers - New Cars	1.946.351	9	25.364	4	22.034	87%	3.235	13%	95	0%
Collection Agencies	3,071,806	3	16,817	5	14,916	89%	1,431	9%	470	3%
Auto Dealers - Used Cars	2,875,395	4	15,894	6	11,584	73%	4,080	26%	230	1%
Online Retailer	1.273.973	20	13.186	7	7.799	59%	4.373	33%	1.014	8%
Furniture - Retail	958,983	28	13.172	8	11,717	89%	1.352		103	1%
Banks	534,810	48	11,438	9	11,106	97%	309	3%	23	0%
Internet Shopping	1,924,264	10	10,115	10	7,314	72%	2,289	23%	512	5% 0%
Insurance Companies	1.918.628	11	9.840	11	9.382	95%	410	4%	48	
Department Stores	118,062	242	8,938	12 13	8,861	99%	71		6	0% 2%
Auto Repair & Service	1,857,490	12	8,412	13	5,528	66%	2,743 1.611	33%	141	
Property Management	1.636.307	14			6.755	80%			42	0% 0%
Credit Cards & Plans	356.468 190.456	71 148	7.724	15	7.608 6.049	98%	85 1,116	1% 16%	31	0%
Auto Renting & Leasing			7,184	16		84%				
Hotels	173,525 547 514	171	6,821	17 18	4,620	68%	2,133	31%	68	1% 1%
Apartments	547.514 290.709	47 93	6.718 6.581	18	4.359 6.391	65% 97%	2,292 136	34%	67 54	1%
Home Warranty Plans Airlines	290.709 81.180	93 339	6.581	19 20	6.391 4.833	97% 77%	136 1,439	2% 23%	54 23	0%
										1%
Internet Services	808,048	31		21		90%	591		55	1% 4%
Roofing Contractors	4.738.212	<u>1</u> 25	6.102	22 23	4.160 5,774	68%	1.681 240		261	1%
Consumer Finance & Loan Companies	1,164,569	25 33	6,062			95%		4%	48	1%
Travel Agencies & Bureaus	785,319 1,317,510	33 17	5,831 5,710	24 25	5,322 4,061	91%	461 1.538		48	1% 2%
Movers	1.317.510 420.501			25 26	4.061 5.018	71%	1.538 138	27%		2% 1%
Burglar Alarm Systems - Dealers, Monitoring & Service	420.501 327,293	60 79	5.183 4,753	26 27		97%	138 159		27 17	0%
Internet Selling Services		92			4,577	96%				0%
Electric Companies	290,994		4,743	28 29	4,566	96%	168	4%	9	2%
Financial Services	1.396.867	15 66	4.369	29 30	3.866	88%	426	10%	77	2%
Restaurants	379,494 439,498	54	4,316 4,039	30	2,326 2,080	54% 51%	1,905 1,873	44% 46%	85 86	2%
Clothing - Retail	2,036,596	54	3,966	32	3,331	84%	1,873 589	15%	46	1%
Home Builders		159							46 8	0%
Prepaid Debit/Credit Cards	181.520	159	3.944	33	3.870	98%	66	2%		3%
Contractors - General Skin Care	3,658,426 255,155	107	3,885	34	2,079	54%	1,688	43%	118	2%
	2,549,082	107	3,844 3,764	35 36	2,616 2,898	68% 77%	1,145 811	30% 22%	83 55	1%
Plumbers Health Clubs	2,549,082 157,677	185	3,744	30	2,898 3,255	77% 87%	423	11%	66	2%
Home Improvements	1,192,276	23	3,685	38	2,803	76%	819	22%	63	2%
Payment Processing Service	242,210	114	3,678	39	3,637	99%	37	1%	4	0%
Construction & Remodeling Services	2,463,842	6	3,630	40	1,759	48%	1.727	48%	144	4%
Pest Control Services	1,103,466	26	3,621	41	3,284	91%	316	9%	21	1%
Computers Hardware, Software & Services	430,084	57		42	2,935	84%	504		50	1%
Computers - Dealers	185,807	154	3,486	43	3,348	96%	129		9	0%
Cell Phone & Tablet Equipment, Supplies & Repair	180,646	160	3,455	44	2,683	78%	724		48	1%
Computer Software Publishers & Developers	221,026	127	3,443	45	2,979	87%	427		37	1%
Mail Order & Catalog Shopping	361,834	68	3,443	45	2,990	87%	304		149	4%
Real Estate Maintenance Protection Plan	115,437	247	3,393	47	3,393	100%	0	0%	0	
Heating & Air Conditioning	2.154.465	7	3,388	48	2,778	82%	556	16%	54	0% 2%
Electronic Equipment & Supplies - Dealers	207,421	137	3,384	49	3,034	90%	295	9%	55	2%
Credit Reporting Agencies	113,817	251	3,366	50	3,301	98%	58		7	0%
Mortgage Brokers	1,191,849	24	3,333	51	2,927	88%	370	11%	36	1%
Dentists	599,802	41	3,232	52	2,489	77%	727	22%	16	0%
Appliances - Major - Dealers	301,334	87	3,202	53	2,889	90%	280	9%	33	1%
Online Social Media/Networking	94.885	294	3,153	54	3.091	98%	53	2%	9	0%
	47.625	F3.4		55	2,950	98%	51	2%	-	
Electronic Equipment & Supplies - Wholesale & Manufacturers	47,635	524	3,005						4	0%
Real Estate	810,317	30	2,925	56	2,214	76%	690	24%	21	1%
Florists - Retail	89.088	316	2,922	57	2.189	75%	719	25%	14	0%
Auto Parts & Supplies - New	522,205	50	2,903	58	2.158	74%	725	25%	20	1%
Loans	1,391,938	16	2,900	59	2,327	80%	417		156	5%
Health & Diet Products - Retail	390,925	64	2,867	60	1,984	69%	823		60	2%
Fitness Centers	142.915	209	2.863	61	1.968	69%	858		37	1%
Building Materials	173,819	170	2,824	62	2,764	98%	58		2	0%
Newspapers	68,899	397	2,810	63	2,592	92%	214		4	0%
Jewelers - Retail	626,864	40	2.788	64	2.222	80%	536	19%	30	1% 2%
Towing - Automotive	525,525	49	2.714	65	1.427	53%	1.237		50	2%
Air Conditioning Contractors & Systems	1,299,089	19	2,661	66	2,257	85%	377		27	1%
Insurance Services	648,880	38	2,510	67	2,335	93%	150	6%	25	1%
Manufacturers & Producers	384,486	65	2,496	68	2.284	92%	195		17	1%
Lawn Maintenance	700,702	35	2,467	69	1,974	80%	447		46	2%
Delivery Service	131,849	224	2,417	70	2,058	85%	333	14%	26	1%
Ticket Sales - Events	295.372	90	2.325	71	2.093	90%	229	10%	3	0%
Security Control Equipment & System Monitors	360.450	69	2,266	72	2.036	90%	198	9%	32	1%
Rubbish & Garbage Removal	200,539	144	2,244	73	1,688	75%	496		60	3%
Auto Body Repair & Painting	926,207	29	2,233	74	1,472	66%	726		35	2%
Credit Unions	225,799	120	2.172	75	2.034	94%	137	6%	1	0%

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Dating Service	146.854	204	2.144	76	806	38%	1,326	62%	Pursue 12	% 1%
Hospitals	150.678	195	2,144	76	1,685	79%	440	21%	4	
Landscape Contractors	1.317.166	18 199	2.117	78 79	1.066	50%	965 82	46%	86	
Vacation Time Share	150,099 306,951	199 83	2,084 2,035	79 80	1,998 1,315	96% 65%	82 681	4% 33%	<u>4</u> 39	
Moving & Storage Company Auto Manufacturers & Distributors	67,381	406	2,035	80	1,315	94%	120	6%	39 11	
General Merchandise - Retail	233,844	118	2,005	82	1,456	73%	513	26%	36	2%
Attorneys & Lawyers	1,671,224	13	2,000	83	1,383	69%	572	29%	45	
Mattresses Mailing Services	204,665 90,705	140 308	1.932 1.926	84 85	1.725 1.752	89% 91%	197 171	10% 9%	10	1% 0%
Internet Marketing Services	647,210	39	1,897	86	1,643	87%	218	11%	36	
Credit Card - Merchant Services	205,727	138	1,880	87	1,726	92%	138	7%	16	
Insurance - Health	237.361	117	1.842	88 89	1.583	86%	245 420	13%	14 29	1% 2%
Health & Medical - General Insurance - Auto	366,909 262,779	67 100	1,794 1,784	90	1,345 1,582	75% 89%	195	23% 11%		0%
Storage Units - Household & Commercial	262,779 95,734	291	1,760	91	1.538	87%	216	12%	6	0%
Advertising - Directory & Guide	85.673	326	1.749	92	1.470	84%	262	15%	17	1% 6%
Tree Service Dry Cleaners	1,076,977 100,430	27 280	1,726 1,704	93 94	773 855	45% 50%	851 792	49% 46%	102 57	
Banking Services	32,421	691	1,692	95	1.626	96%	63	4%	3	0%
Vitamins & Food Supplements	428.314	58	1,669	96	1,160	70%	457	27%	52	
Appliances - Major - Service & Repair	343,697 175,521	75 167	1,664 1,637	97 98	933 1,464	56%	680 134	41% 8%	51 39	
Online Travel Agency Home Electronics	1/5,521 105.007	167 267	1,637 1,630	98 99	1,464	89% 91%	134 116	8% 7%	39	
Shoes - Retail	166,072	175	1,629	100	1,189	73%	392	24%	48	3%
Extended Warranty Contract Service Companies	212,298	134	1,615	101	1,542	95%	57	4%	16	1%
Tire Dealers Natural Gas Companies	203.932 82.674	141 337	1.615 1.598	101 103	1.142 1.492	71% 93%	458 104	28% 7%	15	1% 0%
Appliances - Maior - Wholesale & Manufacturers	29,379	732	1,584	103	1,552	98%	29	2%	3	0%
Carpet & Rug Dealers - New	345,875	73	1,571	105	1,446	92%	116	7%	9	1%
Transportation Services	222,255	125 91	1,561 1,554	106 107	830	53%	703 78	45%	28 14	2% 1%
Credit Card Processing Service Swimming Pool Contractors, Dealers, Design	292,130 796,865	32	1,554	107	1,462 1,196	94% 77%	322	5% 21%	32	
Telephone Pre-Paid Card Sales & Distribution	34,101	669	1,543	109	1,464	95%	75	5%	4	0%
Car Wash & Polish	90.347	309	1.519	110	870	57%	597	39%	52	3%
Tax Return Preparation Motels	520,923 38,156	51 622	1,512 1,476	111 112	1,009 783	67% 53%	452 679	30% 46%	51 14	3% 1%
Discount Stores	88.556	317	1,457	113	1,335	92%	116	8%	6	0%
Internet - Web Hostina	159.034	184	1,455	114	1.276	88%	172	12%	7	0%
Mortgage Bankers	656,207	37	1,446	115 116	1,415 715	98%	27 307	2%	<u>4</u> 367	0% 26%
Payday Loans Fulfillment Services	413,539 45,213	61 543	1,389 1,384	116	1,126	51% 81%	248	22% 18%	367 10	
Internet Gaming	94,889	293	1,363	118	1,190	87%	155	11%	18	1%
Travel Clubs	289,183	95	1,360	119	1,077	79%	245	18%	38	
Painting Contractors Transmissions - Automobile	1,269,747 318,185	21 80	1,326 1,318	120 121	700 885	53% 67%	562 395	42% 30%	64 38	5% 3%
Auto Warranty Processing Service	257,505	104	1,310	121	1,193	91%	98	7%	19	
Electronic Equipment & Suppliers - Service & Repair	83,901	332	1,310	122	1,106	84%	189	14%	15	1%
Sporting Goods - Retail	190.301	149 496	1,302	124 125	1.103	85%	187	14%	12	1% 0%
Coupon Book Promotions Computers - Service & Repair	51.655 299,791	496 89	1,298 1,289	125 126	1.246 722	96% 56%	52 501	4% 39%	<u>0</u> 66	
T-Shirts	154,794	188	1,273	127	893	70%	336	26%	44	3%
Furniture Rent & Lease	79.970	347	1.272	128	1.211	95%	61	5%	0	
Resorts Beauty Salons	110,550	255 178	1,245 1,244	129 130	994 686	80% 55%	243 488	20% 39%	<u>8</u> 70	1% 6%
Exercise & Physical Fitness Programs	162,654 89,700	312	1,235	131	951	77%	273	22%	11	
Schools - Academic - Colleges & Universities	212,978	133	1.230	132	1.067	87%	149	12%	14	1%
Medical Equipment & Supplies	224,500	124	1,227	133	934	76%	282	23%	11	
Beauty Supplies & Equipment Recreational Vehicles - Dealers	137,898 220,230	214 128	1,215 1,203	134 135	677 1.066	56% 89%	523 131	43% 11%	15	1% 0%
Cruises	60.531	436	1,201	136	1,110	92%	90	7%	1	0%
Bus Lines	26,723	769	1,196	137	1,121	94%	75	6%	0	0%
Hotels - Reservations Parking Facilities	53,800 54,589	478 469	1,172 1.170	138 139	1,097 792	94%	72 336	6% 29%	3 42	0% 4%
Windows - Installation & Service	54,589 579,931	469	1,170	140	945	68% 83%	151	13%	36	3%
Magazine Sales	108,183	260	1,125	141	925	82%	160	14%	40	
Windows	433.666	55 34	1.120	142 143	849 527	76%	184 545	16%	87 38	
Concrete Contractors Fence Contractors	766.292 574.551	34 45	1.110 1.105	143 144	733	47% 66%	545 346	49% 31%	<u>38</u> 26	
	129,501	227	1,088	145	420	39%	616	57%	52	5%
Boutiques		263	1,063	146	941	89%	114	11%	8	1%
Appliances - Maior - Parts & Supplies	107.355	203								0%
Appliances - Maior - Parts & Supplies Loan Servicing	160,097	183	1,047	147	986	94%	60	6%	1	00/
Appliances - Maior - Parts & Supplies Loan Servicing	160,097 150,185	183 198 205		147 148 149	986 951 739	91%	90 283	9%	1 1 18	0% 2%
Appliances - Maior - Parts & Supplies Loan Servicing	160,097	183 198	1,047 1,042	148 149 150	951		90		1 1 18 45	0% 2% 4%
Aopliances - Maior - Parts & Supplies Loan Servicing Billing Service Physicians & Surgeons - Medical-M.D.	160,097 150,185 145,552	183 198 205	1,047 1,042 1,040	148 149	951 739	91% 71%	90 283	9% 27%		0% 2% 4%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Womens Apparel - Retail	91,594	305	1,008	154	510	51%	489	49%	9	1%
Cosmetic Sales by Internet	119.925	241	985	155	911	92%	66	7%	8	1% 2%
Pharmacies Vacation Rentals	131.220 209,719	226 136	985 982	155 157	901 708	91% 72%	69 250	7% 25%	15 24	2%
Computers - Supplies & Parts	110,889	253	978	158	857	88%	114		7	1% 0%
Energy Service Companies	178,449	164	968	159	919	95%	46	5%	3	0%
Retail Stores	51,966	494	944	160	566	60%	341		37	4%
Vacation Certificates & Vouchers	141,289	210	937 931	161	580	62%	276	29%	81	9% 0%
Office Supplies Timeshare Resale and Rental Marketing	108.079 251.291	261 110	931	162 163	861 384	92% 42%	66 422	7% 46%	105	12%
Publishers - Periodical	148,236	202	909	164	832	92%	70	8%	7	1%
Timeshare Companies	160,922	181	908	165	709	78%	181	20%	18	2%
Water Companies - Bottled, Bulk	37.256	629	908	165	881	97%	20	2%		1%
Publishers - Book	188,639 44.042	150 557	900 897	167 168	536 735	60% 82%	354 160	39% 18%	10	1% 0%
Internet Access Provider Computers - Networks	100,667	279	894	169	785	88%	101	11%	8	
Computers - Wholesale & Manufacturers	24,436	813	891	170	869	98%	22	2%	0	1% 0%
Not Elsewhere Classified	61,014	434	886	171	350	40%	502	57%	34	4%
Locks & Locksmiths	179,764	161	885	172	320	36%	466	53%	99	11%
Referral - Contractor	77.936	357	884 880	173 174	691	78%	193		0	0%
Radio Stations & Broadcast Companies Clinics	27.525 140,064	757 211	880 879	1/4 175	860 576	98% 66%	16 291	2% 33%	12	1%
Sportswear - Retail	54,541	470	875	176	499	57%	347	40%	29	3%
Business Services - General	213.812	131	870	177	470	54%	331	38%	69	8%
Marketing Programs & Services	660,896	36	869	178	711	82%	147		11	1%
Handyman Services Video Games - Dealers	431,931 35,902	<u>56</u> 647	867 845	179 180	350 565	40% 67%	467 260	54% 31%	50 20	6% 2%
Carpet & Rug Cleaners	35.902 455.117	53	845 843	180 181	565 566	67%	260 254	31% 30%	20	3%
Mortgage Lender	408,708	62	842	182	761	90%	75	9%	6	1%
Hospital & Medical Equipment & Supplies	152,611	190	839	183	698	83%	135	16%	6	1%
Motorcycles - Dealers	133.301	221 22	834	184	606 583	73%	221	26%	7	1% 3%
Electricians Water Companies - Utility	1,258,397 59,100	442	828 818	185 186	653	70% 80%	222 163	27% 20%	23	0%
Information Technology Services	195,856	145	815	187	514	63%	280	34%	21	3%
Video Games - Wholesale & Manufacturers	15.913	1.087	813	188	776	95%	37	5%	0	0%
Auto Service Contract Companies	149,514	201		189	523	64%	219		69	9%
Air conditioning & Heating Contractors - Residential	359,628 40,106	70 597	802 802	190 190	552 795	69% 99%	230	29%	20	2% 0%
Television Home Shopping Money Orders & Transfers	67,773	397 404	777	190	795	98%	18	1% 2%	1	0%
Cable TV, Internet & Telephone Installation Service	63,925	421	768	193	688	90%	74	10%	6	1%
Auto Repair - Maintenance	33,244	678	767	194	370	48%	387		10	1%
Grocers - Retail	82.846	336	759	195	569	75%	183	24%	7	1%
Gift Certificates/Cards Gun Dealers	64,693 108,494	417 259	749 747	196 197	657 618	88% 83%	42 111	6% 15%	50 18	7% 2%
Toys - Retail	60,083	438	747	197	656	88%	81	11%	10	1%
Remodeling Services	300,692	88	745	199	314	42%	405	54%	26	3%
Service Stations - Gasoline & Oil	75,968	365	744	200	409	55%	318	43%	17	2%
Weight Control Services	178,350	165	734	201	588	80%	123	17%	23	3%
Web Design Financing	217.337 124.468	130	726 720	202 203	359 665	49% 92%	349 50	48% 7%	18	2% 1%
Nail Salons	39,589	604	720	203	363	50%	333		24	3%
Real Estate Rental Service	171,191	172	719	205	506	70%	191		22	3%
Fire & Water Damage Restoration	426.831	59	706	206	594	84%	94	13%	18	3%
Moving Brokers	87,503	322	706	206	562	80%	144	20%	0	0% 2%
Health & Medical Products Credit - Debt Consolidation Services	91,431 398,006	306 63	680 677	208	418 437	61% 65%	247 215	36% 32%	15 25	4%
Wholesalers & Distributors	150,306	197	655	210	554	85%	97		4	1%
Amusement Parks & Places	38,928	613	650	211	554	85%	91	14%	5	1%
Publishers - Directory & Guide	88,289	319	648	212	492	76%	105	16%	51	8%
Dating Service - Online	23.178 56.650	844 455	645 639	213 214	551 245	85%	86 372	13%	8	1% 3%
Photographers Marketing Consultants	56.650 210.181	455 135	639	214 215	245 496	38% 78%	3/2 113	58% 18%	22	3% 4%
Magazines - Subscription Agents	78,811	351	636	216	491	77%	117		28	4%
Auto Repair - Windshield, Glass Shops	150.486	196	633	217	417	66%	207	33%	9	1%
Real Estate Services	151,712	193	632	218	507	80%	118	19%	7	1%
	103,659	270 46	626 626	219 219	442 354	71% 57%	169 257	27% 41%	15 15	2% 2%
Advertising Specialties Ruilding Contractors				219	354 271	57% 43%	338		15	2%
Building Contractors	551.124 30.341		674					34.70	13	= 70
	551.124 30.341 43,783	717 560	624 623	222	554	89%	67	11%		0%
Building Contractors Pizza Rental Vacancy Listing Service Auto Services	30,341 43,783 85,841	717 560 325	623 622	222 223	456	73%	153	25%	13	0% 2%
Building Contractors Pizza Rental Vacancy Listing Service Auto Services Taxes - Consultants & Representatives	30,341 43,783 85,841 255,542	717 560 325 106	623 622 622	222 223 223	456 540	73% 87%	153 77	25% 12%	5	2% 1%
Building Contractors Pizza Rental Vacancy Listing Service Auto Services Taxes - Consultants & Representatives Massage Therapists	30,341 43,783 85,841 255,542 62,762	717 560 325 106 426	623 622 622 621	222 223 223 223 225	456 540 360	73% 87% 58%	153 77 227	25% 12% 37%	13 5 34	2% 1% 5%
Building Contractors Pizza Rental Vacancy Listing Service Auto Services Taxes - Consultants & Representatives Massage Therapists Auto Transporters & Drive-Away Companies	30.341 43,783 85,841 255,542 62,762 342,795	717 560 325 106 426 76	623 622 622 621 620	222 223 223 225 225	456 540 360 374	73% 87% 58% 60%	153 77 227 243	25% 12% 37% 39%	5	2% 1% 5% 0%
Building Contractors Pizza Rental Vacancy Listing Service Auto Services Taxes - Consultants & Representatives Massage Therapists Auto Transporters & Drive-Away Companies Home Decor. Accessories & Gifts - Online Retailer	30.341 43,783 85,841 255,542 62,762 342,795 34,532	717 560 325 106 426 76 663	623 622 622 621 620 620	222 223 223 225 225 226 226	456 540 360 374 361	73% 87% 58% 60% 58%	153 77 227 243 251	25% 12% 37% 39% 40%	5	2% 1% 5%
Buildina Contractors Pizza Rental Vacancy Listing Service Auto Services Taxes - Consultants & Representatives Massage Therapists Auto Transporters & Drive-Away Companies	30.341 43,783 85,841 255,542 62,762 342,795 34,532 49,510 50,527	717 560 325 106 426 76 663 512	623 622 622 621 620 620 620 619 608	222 223 223 225 226 226 228 228	456 540 360 374 361 502 593	73% 87% 58% 60%	153 77 227 243 251 111 14	25% 12% 37% 39% 40% 18% 2%	5 34 3 8 6	2% 1% 5% 0% 1% 0%
Building Contractors Pizza Rental Vacancy Listing Service Auto Services Taxes - Consultants & Representatives Massage Therapists Auto Transporters & Drive-Away Companies Home Decor. Accessories & Gifts - Online Retailer Exercise Fouliment & Machines - Sales	30.341 43.783 85.841 255.542 62.762 342.795 34.532 49.510	717 560 325 106 426 76 663 512	623 622 622 621 620 620 620 619	222 223 223 225 226 226 226 228	456 540 360 374 361 502	73% 87% 58% 60% 58% 81%	153 77 227 243 251 111	25% 12% 37% 39% 40% 18%	5	2% 1% 5% 0% 1% 1%

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Insurance - Life	254,308	108	599	232	552	92%	46	8%	1	. 0%
Telephone Equipment & Systems Dealers	46,484	538	599	232	464	77%	134	22%	12	2%
Pet Supplies & Foods - Retail Business Processing Optimization	94,434 10,539	297 1,369	597 596	234 235	461 585	77% 98%	124 10	21% 2%	12	0%
Multi-Level Selling Companies	277,274	99	594	236	562	95%	22	4%	10	
Searchers of Records	160.963	180	583	237	515	88%	61	10%	7	2%
Debt Relief Services	329,530	78	582	238	435	75%	101	17%	46	
Opticians Loan Modification	39,547 137.971	605 213	581 579	239 240	501 259	86% 45%	76 272	13% 47%	48	1%
Tanning Salons	30,455	713	568	240	332	58%	272 187	33%	49	
Debt Relief Services	183,811	713 157	562	242	317	56%	192	34%	53	9%
Optical Goods - Retail	97,943	286	562	242	384	68%	171	30%	7	1%
Laboratories - Medical	49,961	507	558	244	481	86%	57	10%	20	4% 1%
Mobile Apps Booths - Toll, Parking	65,289 21,197	413 907	555 553	245 246	412 512	74% 93%	135 40	24% 7%	δ 1	0%
Photographers - Portrait	64,145	419	551	247	330	60%	184	33%	37	7%
Food - Sales & Delivery	50,643	504	543	248	412	76%	126	23%	5	1%
Schools - Business & Vocational	280,845	98	540	249	411	76%	92	17%	37	7 7%
Nurseries - Plants, Trees	72,395	382	533	250	365	68%	163	31%	5	1%
Appliances - Small - Service & Repair Cosmetics & Perfumes - Retail	99,492 89,475	282	531 528	251 252	226	43% 73%	262 138	49% 26%	43	1%
Beds - Retail	34,979	314 655	527	253	384 506	96%	20	4%	1	. 0%
Information Bureaus	101,968	275	524	254	414	79%	82	16%	28	5%
Office Supplies - Sale by Deceptive Telemarketing	61.292	432	523	255	344	66%	172	33%	7	1%
Solar Energy System Design & Installation	164,701 286,368	177 96	515 514	256 257	465 391	90% 76%	36 107	7% 21%	14	
Garage Doors & Openers Audio-Visual Equipment - Dealers	286,368 76,356	364	514 513	257 258	391 341	76% 66%	107	32%	16 8	3%
Recycling - Computers & Other Electronics	33.042	683	512	259	194	38%	173	34%	145	2% 28%
Services - General	108,078	262	511	260	249	49%	247	48%	15	3%
Computers - Rent & Lease	17,986	1,006	509	261	506	99%	3	1%	0	, 0,70
Auctioneers Optometrists	117.243 75,604	245 372	508 505	262 263	349 399	69% 79%	145 103	29% 20%	14	3%
Resume Service	65,692	411	496	264	454	92%	40	8%	2	2 0%
High Risk Behavior/Practices	54,264	474	494	265	11	2%	351	71%	132	27%
Shirts - Custom Made	25.653	787	492	266	256	52%	231	47%	5	1%
Swimming Pool Service & Repair	244,056	112	492	266	300	61%	181	37%	11	
Health & Wellness Limousine Service	137,173 149,558	215 200	489 486	268 269	393 236	80% 49%	88 225	18% 46%	8 25	2% 5 5%
Auto Warranty Service	95.835	290	484	270	456	94%	26	5%	23	0%
Contractor - Remodel & Repair	174,715	169	482	271	212	44%	259	54%	11	
Photographic Equipment & Supplies - Retail	104,633	268	479	272	360	75%	105	22%	14	
Watches - Dealers Advertising - Mobile	167,506 9,577	173 1,430	476 475	273 274	365 461	77% 97%	94 12	20% 3%	17	2 0%
Market Research & Analysis	224,649	123	475	274	412	87%	61	13%	2	0%
Contractors - Solar Energy	154,886	187	474	276	428	90%	44	9%	2	0%
Siding Contractors	304.205	85	474	276	372	78%	89	19%	13	
Yellow Page Advertising	27,437	759	474	276	207	44%	251	53%	16	
Books - New Floors - Hardwood	78,139 83,011	356 335	470 470	279 279	288 416	61% 89%	172 50	37% 11%	10	2%
Satellite Communication - Common Carrier	11,357	1,325	469	279	401	86%	66	14%	2	0%
Auto Warranty Plans	97,365	287	465	282	280	60%	116	25%	69	15%
Solar Energy Equipment & Systems Dealers	133,402	219	463	283	380	82%	75	16%	8	3 2%
Home Inspection Service	347.060	72	460	284	332	72%	119	26%	9	
Motorcycles - Supplies & Parts Veterinarians	69,105 156,541	395 186	458 458	285 285	323 368	71% 80%	135 90	29% 20%	0	0%
Buving Clubs & Group Purchasing Service	84,459	330	457	287	435	95%	10	2%	12	3%
Pet Shops	99.079	283	455	288	327	72%	125	27%	3	1%
Legal Document Assistance	133,200	222	449	289	335	75%	109	24%	5	1%
Animal Hospitals	56,302	461	448	290	387	86%	59	13%	2	2 0%
Foods - Carry Out Hearing Aids & Assistive Devices	34.082 182.524	670 158	444 443	291 292	287 339	65% 77%	156 86	35% 19%	10	0%
Real Estate Agents	103,656	271	437	293	303	69%	126	29%	8	3 2%
Newspaper Distributors	7,375	1,616	435	294	431	99%	4	1%	0	0%
Commercial Products Wholesale & Distributor	30.141	720	434	295	412	95%	19	4%	3	1%
Computer Business Services	29,515	729	434	295	383	88%	49	11%	2	0%
Books - Textbooks New & Used Relocation Service	72,407 167,037	381 174	432 430	297 298	345 321	80% 75%	74 101	17%	13 8	3 2%
Business Consultants	309.193	82	430 428	299	263	61%	141	33%	24	6%
Online Education	90,222	311	427	300	348	81%	70	16%	9	2%
Training Programs	343,820	74	425	301	329	77%	89	21%	7	2%
Bridal Shops Oils - Fuel	40.629 143.059	593 208	424 423	302 303	271 388	64% 92%	140	33% 8%	13	3%
Oils - Fuel Guns & Gunsmiths	143,059	208	423 421	303 304	388 266	92% 63%	32 143	34%	3 12	
Water Filtration & Purification Equipment	186.374	153	419	305	344	82%	70	17%	5	1%
Land Committee Comm			417		351		57	14%	0	2%
Check Cashing Service	52.063	492		3001		84%		1470	9	
Check Cashina Service Insurance Agency Day Spas	225,288 49,580	121 510	416 412	306 307 308	325 207	78% 50%	86 146	21% 35%	5 59	1%

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Lubricating Service - Automotive	22,664	861	407	310	268	66%	136	33%	3	1%
Wigs & Hairpieces	75,779	370	407	310	213	52%	183	45%	11	3%
Event Planners	46.893	533 894	406	312	229	56%	151 288	37%	26 72	6%
Meat - Bulk & Itinerant	21,569	894	405	313	45	11%	288	71%	72	
Road Service - Automotive	34,861	658	405	313	361	89%	41	10%	3	1%
Apartment Finding & Rental Service	72.465 8,213	380 1,542	404 403	315 316	243 395	60%	144	36% 2%	1/	4%
Sanitation Consultants Collection Systems	98,649	284	403	317	314	98% 78%	78	19%	10	2%
Childrens & Infants Wear - Retail	56,622	456	400	318	335	84%	56	14%	9	2%
Swimming Pool Equipment & Supplies	88,036	320	400	318	279	70%	117	29%	4	1%
Brake Service	33,493	675	397	320	339	85%	58	15%	Ö	0%
Auto Parts & Supplies - Used & Rebuilt	79,338	350	393	321	222	56%	165	42%	6	2%
Physicians & Surgeons - Dermatology	26.719	770	387	322	133	34%	249	64%	5	1%
Educational Consultants	185,044	155	385	323	332	86%	40	10%	13	
Title Companies & Agents	195,292	146	384	324	299	78%	78	20%	7	2%
Child Care Centers	187.734	151	380	325	240	63%	131	34%	9	2%
Car Service	34.662	661	378	326	338	89%	38	10%	2	1%
Contractors - Flooring	151,876	192	378	326	195	52%	172	46%	11	
Advertising Agencies & Counselors	147,549	203	377 377	328	259	69%	112	30%	<u>6</u> 17	
Vacuum Cleaners - Household - Dealers	133,394 301,801	220 86	3// 375	328 330	246 175	65% 47%	114 185	30% 49%	1/	
Mason Contractors Door-to-Door Sales - Magazines	301.801 48.445	519	3/5 374	330	1/5	47% 37%	185 221	49% 59%	15	3%
Medical Alarms	51,987	493	374 374	331	367	98%	221	2%	13	0%
Medical Billing Services	59.065	443	374	333	265	72%	100	27%		1%
Convenience Stores	43,112	568	369	334	170	46%	197	53%	2	1%
Government - State	18,198	998	363	335	279	77%	84	23%	0	0%
Auto Services - Oil & Lube	15.609	1,107	361	336	328	91%	32	9%	1	0%
Foundation Contractors	253,459	109	361	336	301	83%	50	14%	10	3%
Moving Services - Labor & Materials	76,420	363	361	336	218	60%	135	37%	8	3 2%
Gutters & Downspouts	259,278	102	359	339	256	71%	87	24%	16	
Hair Products and Equipment	72.487	379	355	340	214	60%	124	35%	17	
Product Sales - General	75,939	367	355	340	218	61%	116	33%	21	
Cosmetic Sales	72,874	378	347	342	204	59%	139	40%	4	1%
Plumbing Drains & Sewer Cleaning	152,033	191	346	343	258	75%	78	23%	10	
Auto Detailing	74.806	373	343	344	168	49%	164	48%	- 11	
Gold, Silver & Platinum Dealers	179,719	162	342 342	345 345	182 221	53%	156	46%	4 11	
Kitchen & Bath - Design & Remodeling E-Cigarettes	261,564	101 625	342	345	221	65% 65%	110 118	32% 35%	11	1%
Work-At-Home Companies	37.757 237,866	116	336	347	78	23%	213	63%	45	13%
Dog Breeders	221,377	126	335	349	153	46%	157	47%	25	
Advertising - Direct Mail	73,846	374	329	350	263	80%	60	18%	6	2%
Internet Auction Service	103,131	273	329	350	301	91%	27	8%	1	0%
Health Maintenance Organizations	37,124	630	328	352	286	87%	42	13%	0	0%
Manufactured Homes - Dealers	128,444	229	328	352	247	75%	74	23%	7	2%
Collectibles	80,323	343	327	354	250	76%	75	23%	2	1%
Freight Forwarding	94.676	296	327	354	240	73%	83	25%	4	1%
Associations	80,753	342	325	356	271	83%	45	14%	9	3%
Chiropractors D.C.	164,729	176	323	357	237	73%	83	26%	3	1%
Hair Styling and Services	28.877	742	321	358	192	60%	123	38%	6	3 3%
Party Supplies	44.430	553	320	359	178	56%	134	42%	8	3%
Appliances - Used	47,077 127,472	530 230	319 317	360 361	152 136	48% 43%	157 163	49% 51%	10	3%
Credit Repair Services - Advance Fee Ambulance Service	39.029	230 611	317 315	361 362	136	43% 74%	163 79	25%	18	1%
Musical Instruments - Dealers	51,000	501	315	362	233 268	74% 85%	79 44	14%	3	1%
Insurance Claim Processing Services	69,333	394	314	364	282	90%	31	10%	<u></u>	0%
Sunglasses	27,389	761	311	365	206	66%	86	28%	19	
Gas - Propane	67.910	403	310	366	285	92%	25	8%		0%
Security Systems Consultants	62,073	429	310	366	260	84%	43	14%	7	2%
Lawn & Garden Equipment & Supplies	71,798	386	308	368	225	73%	80	26%	3	1%
Loans - Small Business	203.632	142	308	368	258	84%	50	16%	0	0%
Energy Conservation Products & Services	101.083	277	307	370	219	71%	74	24%	14	5%
Credit Repair Services - No Advance Fee	187,636	152	306	371	295	96%	11	4%	0	0%
Floor Laying, Refinishing & Resurfacing	194,452	147	305	372	208	68%	93	30%	4	1%
Heating Contractors	241.300	115	305	372	224	73%	79	26%	2	1%
Market Survey Companies	78,539	354	305	372	170	56%	115	38%	20	7%
Carports Waterproofing Contractors	47,874 183,823	522 156	304 302	375 376	249 255	82% 84%	54 40	18% 13%	1	2%
Waterproofing Contractors Real Estate - Rentals by Individuals	183.823 55.351	156 463	302 299	3/6 377	255 169	84% 57%	40 127	13% 42%	2	1%
Scholarships & Financial Aid	57,202	463	299 299	377	285	95%	127	42%	<u> </u>	1%
Utility Contractors	46,074	540	298	377	281	94%	17	6%	n	0%
Correspondence Schools	120.334	238	293	380	264	90%		10%	1	0%
Product Development & Marketing	76,798	361	293	380	279	95%	28 11	4%	3	1%
Sales Lead Generation	90,741	307	292	382	228	78%	59	20%	5	2%
Cabinets	138.010	212	290	383	174	60%	110	38%	6	2%
Insurance - Travel	29,244	738	289	384	287	99%	2	1%	0	0%
Association Management	68,918	396	288	385	260	90%	28	10%	0	0%
Bakers - Retail	36,938	634	288 288	385	176	61%	107	37%	5	2%
Hazardous & Medical Waste Services	13.317	1 209		385	285	99%		1%		09

US BBB 2016 Statistics Sorted by Complaints

	T		Sorted by Complaints			Т		 	Counte Handle 7-1	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Publishers - Magazine	36,367	639 252	287 285	388	178 229	62%	103 51	36%	6	2%
Manufactured Homes Distributors & Manufacturers Telecommunications Equipment - Disability	111.345 23.336	252 842	285 284	389 390	229 270	80% 95%	51 14	18% 5%	5	2% 0%
Sports & Recreation	18,658	983	283	391	134	47%	143	51%	6	2%
Attorneys & Lawyers - Bankruptcy	92,089	304	280	392	80	29%	121	43%	79	28% 3%
Landscape Maintenance	126.491	232	279	393	124	44%	146	52%	9	3%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive	89,462	315	279	393	214	77%	61	22%	4	1%
Surgery House Cleaning	205,621	139	277	395	176	64%	92	33%	9	30/
Asphalt	109,597	258	276	396	112	41%	149	54%	15	3% 5%
Television & Radio - Service & Repair	42,834	573	276	396	154	56%	106	38%	16	6%
Auto Accessories	44,610	550	275	398	117	43%	147	53%	11	4%
Commercial Products Manufacturers	35.098	654	273	399	238	87%	33	12%	2 6	1% 2%
Real Estate Developers Pawnbrokers	145,067 48,984	207 514	273 272	399 401	211 177	77% 65%	<u>56</u> 89	21% 33%	6	2%
Spas & Hot Tubs - Dealers	79,932	348	272	401	217	80%	48	18%	7	3%
Credit & Debt Counselina	464.148	52	270	403	217 160	59%	86	32%	24	2% 3% 9%
Taxicabs	52,532	488	270	403	123	46%	132	49%	15	6%
Air Duct Cleaning	93,639	302	267	405	142	53%	107		18	7% 1%
Campgrounds & RV Parks	53.217	483 239	267	405 407	197	74%	67	25% 11%	3	2%
Furniture Manufacturers Payroll Service	120.028 64.104	239 420	266 263	407 408	233 243	88% 92%	28 19	7%	51	0%
Physicians - Specialists	57,889	447	263	408	181	69%	80	30%	2	1%
Beddina	43,180	567	261	410	200	77%	45	17%	16	6%
Advance Fee Loan Brokers	94,337	298	258	411	32	12%	115		111	43%
Passport & Visa Services	54,529	471	257	412	106	41%	150	58%	1	0%
VOIP (Voice Over Internet Protocol) Sales & Service Campers - Wholesale & Manufacturers	12,971 80,151	1.228 345	256 254	413 414	241 247	94% 97%	15	6% 2%	0	0% 0%
News Publications - Trade, Association	25,763	783	254 254	414	247	90%	25		1	0%
Windows & Doors - Installation & Service	94,722	295	253	416	209	83%	36	14%	8	3%
Hair Removal - Laser & Electrolysis	26.088	778	252	417	52	21%	80	32%	120	48%
Garage Door Repair	60,540	435	251	418	159	63%	85	34%	7	3%
Bill Paying Service	50,259	506	250	419	248	99%	2	1%	0	0%
Real Estate Investors Air conditioning & Heating Contractors - Commercial	232,175 145,089	119 206	248 247	420 421	179 189	72% 77%	65 55	26% 22%	4	2% 1%
Lighting Fixtures - Retail	66,580	409	247	421	176	71%	45		26	11%
Mailing Machines & Equipment	11,804	1,292	246	423	242	98%	1	0%	3	1%
Pet Grooming	93.687	300	246	423	133	54%	110	45%	3	1% 0%
Home Health Services	306.037	84	244	425	184	75%	59	24%	1	
Countertops	135,715	216 446	243 243	426 426	179 200	74%	61 41		3	1% 1%
Leasing Service Food Manufacturers, Wholesalers, Distributors	58,017 83,723	333	243 242	426 428	200 162	82% 67%	72		2	3%
Repossession Service	78,413	355	242	428	151	62%	84	35%	7	3%
Urgent Care Centers	17,283	1,033	242	428	155	64%	85	35%	2	1%
Electricians - Residential	224,850	122	241	431	155	64%	83	34%	3	1%
Gas - Propane - Equipment & Supplies	27,309	763	241	431	230	95%			0	0%
Lingerie	23,510 22,598	833 864	240 239	433 434	189	79%	50	21%	1	0% 0%
Labor Posters Photo Finishing - Retail	22,598 8.887	1,489	239	434	234 174	98% 73%	64	2% 27%	0	0%
Tours - Operators & Promoters	115.203	248	238	435	182	76%	53	22%	3	1%
Insurance - Accident & Health	68,844	398	237	437	68	29%	11	5%	158	67%
Fence - Sales, Service & Contractors	94,076	299	236	438	161	68%	68		7	3%
Doors	85.032	329	235	439	164	70%	63	27%	8	3% 0%
Storage - Data Cooking Utensils	6,850 45,584	1,675 542	235 233	439 441	85 196	36% 84%	149 36	63% 15%	1	0%
Signs	45,364 85,210	342	233	441	113	48%	116	50%	4	2%
Swimming Pool Manufacturers & Distributors	13.800	1.186	233	441	230	99%	3	1%		0%
Advertising - Internet	97,053	288	232	444	133	57%	88	38%	11	5%
Motor Scooters - Dealers	26,132	777	232	444	116	50%	111		5	2%
Auto Parts & Supplies - Used	25.701 56.510	785 457	231 231	446	138 226	60%	91	39%	2	1% 0%
Genealogists Monograms	56,510 11,280	45/ 1,330	231	446 448	226 40	98% 17%	<u>5</u> 185	2% 80%	0	2%
Gift Shops	42,882	572	229	449	154	67%	70		5	2%
Glass - Plate and Window	134,199	218	229	449	145	63%	66	29%	18	8%
Tire Distributors & Manufacturers	13,185	1,219	229	449	226	99%	2	1%	1	0%
Boat Dealers	76,694	362	228	452	159	70%	67		2	1%
Mailing Lists Cosmetics - Wholesale & Manufacturers	47.572 21.155	526 909	228 226	452 454	75 150	33% 66%	152 72	67% 32%	1	0% 2%
Water & Sewer Line Protection	21,155 89,649	909 313	226 226	454 454	150 226	100%	/ <u>/</u>	32% 0%	4 n	0%
Bathroom Remodeling	122,354	236	224	456	158	71%	62	28%	4	2%
Contact Lenses	65.095	414	224	456	191	85%	32	14%	i	2% 0%
Electric Equipment - Service & Repair	30,228	719	223	458	174	78%	43	19%	6	3%
Handbags	22,649	863	223	458	148	66%	71		4	2%
Music Distribution Service	11.901	1.287	223	458	208	93%	15		0	0% 3%
Cabin, Cottage & Chalet - Rentals	26,497	774	222	461	163	73% E0%	52		10	50/-
	26,497 39,476 48,760	7/4 606 517	222 222 222	461 461	163 132 119	73% 59% 54%	52 80 96	36% 43%	10 7	5% 3%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Monuments	46,969	531	221	464	123	56%	88	40%	10	5%
Point of Sale Systems	29,673	727	221	464	209	95%	11	5%	1	0%
Telecommunication Equipment & Systems Dealers	17,976	1.007	221 221	464	194 153	88%	25 67	11%	2	1% 0%
Truck Dealers	63,187 47,777	424 523	221 220	464 469	153 198	69%	6/ 17	30%	1	2%
Communication Consultants Physicians & Surgeons - Radiology	23,145	523 845	220	469	198	90% 79%	46	8% 21%	3 0	0%
Insured Property Replacement Service	13,531	1,197	217	471	216	100%	1	0%	0	0%
Computers - Sys Designers & Consult	80,089	346	216	472	179	83%	35	16%	2	1%
Water Softening & Conditioning Equipment Service & Supplies	109,665	257	216	472	181	84%	28	13%	7	
5 5 1 1									,	3%
DVD sales & service	16,702	1,050	215	474	69	32%	141	66%	5	2%
Administrative Services	28,185	753	214	475	83	39%	5	2%	126	59% 4%
Auto Service - Window Tinting Health & Diet Food Products - Wholesale & Manufacturing	57.780 47,618	449 525	214 213	475 477	128 134	60% 63%	78 74	36% 35%	8	2%
Sitting Services	19,564	961	212	478	212	100%	0	0%	0	0%
Recreational Vehicles - Equipment, Parts, Supplies	38,864	614	211	479	178	84%	32	15%	1	0%
Chimney Cleaning	161.324	179	210	480	138	66%	61	29%	11	5%
Baby Accessories & Services	15,710	1,098	208	481	110	53%	96	46%	2	1%
Theaters	10,220	1,390	208	481	132	63%	75	36%	1	0%
Engines - Rebuild & Exchange	99,790	281	207	483	150	72%	53	26%	4	2% 1%
Floor Materials - Retail Marble & Granite Installation, Stonework Fabrication	102.578 84.051	274 331	207 207	483 483	150 112	72% 54%	54 94	26% 45%	3	0%
Physicians & Surgeons - Family Practice	22,728	857	207	483	156	75%	48	23%	3	1%
Telemarketing Services	85,923	324	207	483	96	46%	80	39%	31	15%
Ticket Broker	77,537	359	207	483	176	85%	26	13%	5	2%
Casinos	19,456	963	205	489	152	74%	52	25%	1	0%
Clubs	28.292	750	204	490	100	49%	103	50%	1	0%
Garage Builders	52.783	486	204	490	162	79%	37	18%	5	2%
Home Repair & Maintenance	36,992	632	204	490	74	36%	111		19	9% 4%
Business Opportunity Companies	177,464 63.032	166 425	203	493 493	138	68%	57		8	2%
Driving Instruction Granite	90,298	425 310	203 203	493	150 123	74% 61%	49 76	24% 37%	4	2%
Auto Repair - Mobile	47,939	521	201	496	103	51%	95	47%	3	1%
Jewelry Designers	51,606	497	201	496	99	49%	89	44%	13	6%
Massage Therapeutic	18,261	996	201	496	125	62%	67	33%	9	4%
Magazines - Dealers	14,591	1,153	200	499	90	45%	107	54%	3	2%
Dental Laboratories	32,938	685	199	500	133	67%	66	33%	0	0%
Hardware - Retail	49.115	513	199 199	500 500	151 123	76%	46	23%	2	1% 4%
Martial Arts Magazines - Distributors	36.920 20.932	635 919	199 198	500 503	123 78	62% 39%	69 117	35% 59%	4	2%
Mufflers & Exhaust Systems	29,038	741	198	503	119	60%	79	40%	0	0%
Painters - Commercial or Residential	54,332	473	198	503	71	36%	120	61%	7	4%
Timeshare Deed and/or Title Transfer	151,603	194	198	503	149	75%	37	19%	12	6%
Appliances - Small - Dealers	39,638	602	197	507	114	58%	74		9	5%
Appliances - Small - Wholesale & Manufacturers	19,304	965	195	508	183	94%	12	6%	0	0%
Charity - Local	128,690	228	195	508	151	77%	43	22%	1	1%
Computer Printers Sales & Service	23,463	836	195	508	171	88%	24		0	0%
Property Management - Industrial & Commercial Drone Retailer	40,028 6,661	598 1,695	195 194	508 512	157 180	81% 93%	36 13	18% 7%	2	1%
Uniforms	34,484	665	194	512	134	69%	56	29%	4	1% 2%
Auto Customizing	47.432	527	193	514	71	37%	113	59%	9	5%
Employee Benefit Plans	16,161	1,070	193	514	190	98%	3	2%	0	0%
Image & Graphics Printing	134,229	217	193	514	136	70%	55	28%	2	1%
Mobile Telephone Service	11,228	1,333	193	514	145	75%	39	20%	9	5%
Employment Agencies	245,340	111	190	518	111	58%	72	38%	7	4%
Hobby & Model Construction Supplies - Retail	35.495 71.204	650 387	190 190	518 518	112	59%	73	38%	5	3% 0%
Insurance - Property Government - US.	71.204 17.516	1,026	190	518 521	184 151	97% 80%	5 37	3% 20%	0	1%
Screening - Background & Employment	83,183	334	189	521	155	82%	33	17%	1	1%
Online Event Registration	12.611	1.246	188	523	179	95%	9	5%	0	0%
Telephone Service - Long Distance	36.326	641	187	524	124	66%	60	32%	3	2%
Automobile Dealers - Imported Cars	16,897	1,045	186	525	124	67%	59	32%	3	2%
Professional Services - General	117,546	243	186	525	145	78%	32	17%	9	5%
Furniture - Outdoor	26.622	771	185	527	149	81%	32	17%	4	2% 1%
Health Care Management	31,529	701 430	185 185	527	148	80% 84%	35	19%	2	0%
Legal Forms Mobile Telephone Equipment & Supplies	62,023 18,307	993	185	527 527	155 82	44%	30 98	16% 53%	0	3%
Tile - Ceramic - Contractors & Dealers	18.307	993 225	185	52/ 527	84	45%	98	53%	3	2%
Truck Repair & Service	77,648	358	185	527	112	61%	71	38%	2	1%
Auto Listing Service	63,470	422	182	533	155	85%	26	14%	1	1%
Awnings & Canopies	66.027	410	182	533	120	66%	56	31%	6	3%
Cigar & Cigarette & Tobacco Dealers - Retail	24,691	808	182	533	102	56%	78	43%	2	1%
Floor Coverings & Installation	67,726	405	182	533	115	63%	64		3	2%
Tattoos	38.982	612	182	533	83	46%	97	53%	2	1%
Auto Parts & Supplies - Wholesale & Manufacturers	51.334	499 944	181	538	108	60%	72		1	1% 4%
Photographers - Wedding Beauty Consultant	20,056 12,700	1,243	181 180	538 540	64 153	35% 85%	109 25	60% 14%	8	1%
Contractor - Insulation	12,700	1,243	180	540 540	153	85% 74%	42	23%	2	3%
CONTRACTOR = THSUIGHOR	1/9,206	163	180	540	133	74%	42	23%	5	٥,

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Auto Auctions	46,011	541	179	542	105	59%	74	41%	0	0%
Foundation Repair & House Leveling	103.202	272	179	542	143	80%	33	18%	3	2% 3%
Hardwood Floor Contractors Screen Printing	121.583 43,755	237 561	179 179	542 542	113 67	63% 37%	61 106	34% 59%	5	3%
Digital Media	19,237	968	178	546	117	66%	61	34%	0	0%
Balloons - Manned	12,515	1,248	175	547	95	54%	76	43%	4	2%
Title Loans	36,870	636	175	547	128	73%	46	26%	1	1%
Funeral Related Services	46,853 290,121	534 94	174 174	549 549	126	72%	46 47	26% 27%	2	1% 2%
Job Listing & Advisory Services Teeth Whitening Services	22.032	883	174	549 549	124 143	71% 82%	29	17%	2	1%
Air Conditioning Repair	70,170	392	173	552	143 92	53%	70	40%	11	6%
Septic Tanks & Systems Contractors & Dealers	127,008	231	173	552	124	72%	47	27%	2	1%
Crowdfunding	10.426	1.375	172	554	168	98%	4	2%	0	0% 7%
Computer Consultant Copiers & Copier Supplies	54,842 44,172	465 556	171 171	<u>555</u> 555	94 154	55% 90%	65 17	38% 10%	12	0%
Caterers	70,370	391	171	557	80	47%	83	49%	7	4%
Estates - Appraisals, Sales & Auctions	48.943	515	170	557	83	49%	77	45%	10	6%
Health & Fitness Program Consultants	29,798	726	169	559	105	62%	61	36%	3	2%
Antennas	12,579	1,247	168	560	165	98%	3	2%	0	0% 0%
Mens Clothing & Furnishings - Retail Sweepstakes	39.607 80,276	603 344	168 168	560 560	103 118	61% 70%	65 34	39% 20%	0 16	10%
Fireplaces	46,960	532	167	563	110	68%	50	30%	3	2%
Accountants	107,279	264	164	564	105	64%	58	35%	1	1%
Dental Service Plans	68.709	399	163	565	149	91%	13	8%	1	1%
Lighting Equipment - Emergency Athletic Organizations	8,118	1,548 467	163 162	<u>565</u> 567	149 139	91%	14	9% 12%	0	0% 2%
Athletic Organizations Bicycle - Dealers	54,817 35,426	467 651	162	567 567	101	86% 62%	20 57	12% 35%	3 4	2%
Camping Equipment	9,043	1.473	162	567	50	31%	112	69%	0	0%
Uniforms - Medical	6,686	1,691	162	567	76	47%	86	53%	0	0%
Water Heaters - Wholesale & Manufacturers	5,952	1,775	162	567	157	97%	5	3%	0	0% 4%
Landscape Designers Marketing - Home Based Business	92,494 85,033	303 328	161 161	572 572	82 155	51% 96%	72	45% 3%	1	1%
Sightseeing Tours	22,265	878	161	572	80	50%	81	50%	0	0%
Designers - Apparel	11,214	1,335	159	575	73	46%	85	53%	1	1%
Farm Equipment	39.828	599	158	576	126	80%	32	20%	0	0%
Investigators	117,497	244	158	576	90	57%	58	37%	10	6% 0%
Dentist Information Bureaus Property Maintenance	1,839 87,991	2,676 321	157 157	578 578	39 91	25% 58%	118 65	75% 41%	0	1%
Video Games - Rent & Lease	7,969	1,560	157	578	150	96%	4	3%	3	1% 2%
Auto Wrecking	25,224	792	156	581	68	44%	88	56%	0	0%
Investment Securities	68,033	402	156	581	121	78%	34	22%	1	1%
Television & Radio - Dealers	23.555 15,889	831 1,088	156 155	581 584	83 116	53% 75%	66 39	42% 25%	7	4% 0%
Airport Transportation Buses - Charter & Rental	45,139	544	155	584	78	50%	64		13	8%
Consignment Service	17,110	1,037	155	584	68	44%	76	49%	11	7%
Data Communications Equipment & Systems	22.413	873	155	584	139	90%	15	10%	1	1%
Industrial Products Wholesalers & Distributors	32,248	692	155	584	149	96%	6	4%	0	0%
Satellite Equipment & Supplies Septic Tanks & Systems Cleaning	64,734 94,939	416 292	155 155	584 584	101 105	65% 68%	47 48	30% 31%	7	5% 1%
Shoe Repair	14.180	1,174	155	584	67	43%	74	48%	14	9%
Cemeteries	18,606	985	154	592	112	73%	41	27%	i	1%
Interactive Media	9,412	1,444	154	592	149	97%	5	3%	0	0%
Coffee & Tea Shops	9,472	1.441	153	594	130	85%	20	13%	3	2%
Management Consultants Wines - Retail	68,506 30,945	400 708	153 153	594 594	97 127	63% 83%	54 26	35% 17%	2	1% 0%
Auto Dealers - Online	23,705	828	152	597	100	66%	51	34%	1	1%
Investment Advisory Service	126,443	233	152	597	65	43%	74	49%	13	9%
Magazine Sales by Mail	10,422	1,376	151	599	114	75%	36	24%	1	1%
Chemists - Manufacturers	2,755	2,356	149	600	130	87%	19	13%	0	0% 9%
Financial Planning Consultants Patio, Porch & Deck Enclosures	286.075 70.562	97 390	149 149	600 600	104 120	70% 81%	32 24	21% 16%	13	3%
Physicians & Surgeons - Orthopedic Surgery	35,524	649	149	600	120	76%	35	23%	1	1%
Scholastic Prep Courses, Books & Materials	17,132	1,035	149	600	75	50%	57	38%	17	11%
Auto Driving School	22,458	869	148	605	94	64%	43	29%	11	7%
Business & Trade Organizations	33,181	679	148	605	110 54	74%	37 74	25%	1	1% 14%
Cleaning Supplies Prescription Benefit Consultants	26,065 51,392	779 498	148 148	605 605	138	36% 93%	10	50% 7%	20	0%
Adult Entertainment	55.212	464	148	609	68	46%	74		5	3%
Hair Replacement	39,763	600	147	609	117	80%	27	18%	3	2%
Hospitalization, Medical & Surgical Plans	17,779	1,012	147	609	128	87%	18	12%	1	1% 1%
Meat - Retail	53.752 87.385	480 323	147 147	609 609	87 102	59% 69%	59 43	40% 29%	1	1%
Real Estate Consultants Restaurant Equipment & Supplies	87,385 49,850	323 509	147	609	102	68%	43 35	29%	12	89
Waste Containers	10.569	1,368	147	609	100	74%	38	26%	0	0%
Art Galleries, Dealers & Consultants	31.648	699	146	616	102	70%	40	27%	4	3%
Data Brokers	4,566	1,991	146	616	126	86%	20	14%	0	0%
Parking Attendant Service	7,927 57,657	1,567 450	146 146	616	69 100	47%	77 40		0	0% 4%
Tutorina	57.657	450	146	616	100	68%	40	27%	61	4%

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Electric Equipment & Supplies - Retail	33,043	682	145	620	64	44%	75	52%	6	4%
Industrial Equipment & Supplies	78.635	352	145	620	109	75%	33	23%	3	2%
Auto Perform, Race & Sport Equipment	38,411	619	143	622	81 106	57%	61 25	43%	1	1% 8%
Promotional Products - Wearable Recreational Vehicles - Repair & Service	16,627 39,195	1,055 609	143 143	622 622	90	74% 63%	25 52	17% 36%	12	1%
Traffic & Parking Consultants	10,709	1,357	143	622	132	92%	32 11	8%	0	0%
Bail Bonds	41,243	587	142	626	78	55%	62	44%	2	1%
Kitchen Accessories	24,676	809	142	626	60	42%	81	57%	1	1%
Medical Imaging Services	15.008	1.133	142	626	110	77%	32	23%	0	0%
Television & Radio Parts - Wholesale & Manufacturers	9,561	1.432	142	626	138	97%	2	1%	2	1% 4%
Upholsterers Lawn & Garden Sprinkler Systems	54,830 93,654	466 301	142 141	626 631	74 82	52% 58%	62 56	44% 40%	6	2%
Door-to-Door Sales - Meat	41.256	586	141	632	73	58% 52%	65	46%	3	1%
Blinds	33,125	680	138	633	113	82%	25	18%	0	0%
Concrete - Stamped & Decorative	47,325	529	137	634	74	54%	63	46%	0	0%
Furniture - Rustic	19.887	950	137	634	89	65%	48	35%	0	0%
Auto Lube & Oil - Mobile	8,410	1,528	136	636	82	60%	53	39%		1% 7%
Modeling & Talent Agencies	201,765	143	136	636	91 132	67%	35	26%	10	0%
Cleaning Compounds Coupon Services	6,580 28,348	1,705 748	135 135	638 638	100	98% 74%	32	2% 24%	2	2%
Housewares - Retail	21,543	895	135	638	112	83%	23	17%	0	0%
Rental Service Stores & Yards	15,632	1,104	135	638	90	67%	44	33%	1	1%
Shoes - Wholesale & Manufacturers	10,314	1,382	135	638	127	94%	7	5%	1	1%
Coin Dealers, Supplies	152.887	189	134	643	113	84%	20	15%	1	1%
Craft Supplies	23,340	841	134	643	96	72%	35	26%	3	2%
Online Payments	23,475 109,681	834 256	134 134	643	126 76	94%	7 46	5%	1	1% 9%
Pressure Washing Screening - Tenant	21,656	256 891	134	643 643	/b	57% 96%	46	34% 4%	12	0%
Window Cleaning	106,261	266	134	643	56	42%	76	57%	2	1%
Linens - Retail	11,932	1,282	133	649	119	89%	12	9%	2	2%
Medical Service Organizations	34,936	656	133	649	84	63%	49	37%	0	0%
Plumbing Fixtures, Parts, Supplies - Retail	43,550	563	133	649	114	86%	18	14%	1	1%
Printers	69,383	393	133	649	74	56%	40	30%	19	14%
Water Treatment Equipment, Service & Supplies	67,114 8,007	407 1.555	133 132	649	111 95	83%	19 35	14%	3	2% 2%
Electric Scooters Insurance Agents	8.007 33,559	1,555	132	654 654	95 114	72% 86%	35 18	27% 14%	2	0%
Janitor Service	213,102	132	132	654	81	61%	46	35%	5	4%
Logistics	41,754	585	132	654	89	67%	41	31%	2	2% 0%
Physicians & Surgeons - Ophthalmology	30.126	721	132	654	112	85%	20	15%	0	
Pillows	52,684	487	132	654	102	77%	30	23%	0	0%
Television Stations & Broadcast Companies	24,190	819	132	654	91	69%	41	31%	0	0% 2%
Waste Reduction, Disposal, Recycle Equipment Dentist - Orthodontist	13.723 29,225	1.191 739	132 130	654 662	95 99	72% 76%	34 30	26% 23%	3	1%
Ink Cartridge - Refill & Sales	18,463	991	130	662	68	52%	59	45%	3	2%
Laser Cosmetic Services	20,995	917	130	662	56	43%	52	40%	22	17%
Laundries	7,634	1.596	130	662	67	52%	56	43%	7	5%
Motorcycles - Repairing & Service	30,076	722	130	662	65	50%	62	48%	3	2%
Personal Services	39,392	607	130	662	73	56%	54	42%	3	2%
Physical Therapists	42,594 75,957	575 366	130 129	662 669	93 93	72% 72%	35 33	27% 26%	2	2% 2%
Buildings - Metal Covers - Protective	12,619	1,245	129	669	106	82%	23	18%	3	0%
Driveway Installation, Paving & Repair	19,999	947	129	669	29	22%	91	71%	9	7%
Government Contractors	10.265	1,385	129	669	129	100%	0	0%	0	0%
Shipping Masters	21,589	893	129	669	60	47%	67	52%	2	2%
Auto Radios & Stereos - Sales & Repair	21,794	887	128	674	90	70%	37	29%	1	1%
Battery Supplies	30.549 19.098	712 970	128 128	674 674	83 76	65% 59%	45 51	35%	0	0% 1%
Food & Beverage Services Golf Equipment & Supplies - Retail	31,670	698	128	674	92	72%	36	40% 28%	<u> </u>	0%
Video Games - Supplies & Parts	14,276	1,167	128	674	79		49	38%	0	0%
Air Purifying & Cleaning Systems & Equipment	54,024	476	127	679	94	74%	27	21%	6	5% 2%
Animals - Nuisance Control - Trapping	24.215	818	127	679	103	81%	21	17%	3	2%
Filing Equipment, Systems & Supplies	4,201	2,052	127	679	127	100%	0	0%	0	0%
Candles - Wholesale & Manufacturers	52,875	484	126	682	123	98%	2	2%	1	1% 3%
Musical Instruments - Supplies & Accessories	13.757 24,988	1.188 799	126 125	682 684	111 78	88% 62%	11 46	9% 37%	4	3% 1%
Auto Alarms & Security Systems Debt Repayment Plan	24,988 34,151	668	125	684	87	70%	40 31	25%	7	6%
Magazine Sales by Telephone	12.938	1.232	125	684	112	90%	8	6%	5	4%
Watches - Service & Repair	28,575	746	125	684	81	65%	43	34%	1	1%
Auto Service - Sound Systems Sales & Service	19,633	958	124	688	93	75%	31	25%	0	0%
Beauty Schools	31,946	695	124	688	79	64%	34	27%	11	9%
Book, Compact Disc, & DVD Clubs	12.351	1.254	124	688	91	73%	27	22%	6	5%
Funeral Homes	43,073	569	124 124	688	82 108	66%	42 14	34%	0	0% 2%
Insurance - Homeowners Saltwater Pools - Equipment & Supplies	78,617 3,871	353 2.120	124	688 688	108	87% 13%	14 108	11% 87%	2	0%
Video Tapes & Discs Sales & Rentals	15,765	1,090	124	688	79	64%	37		Q Q	6%
Window Shades	24,386	814	124	688	104	84%	19	15%	1	1%
Survival Products & Supplies	14,835	1,140	123	696	84	68%	36	29%	3	2%
Trucking	101,793	276	123	696	62	50%	58	47%	3	2%

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Accountants - Certified Public	243,660 53,488	113 481	122 122	698 698	84 56	69%	35 63	29% 52%	3	2% 2%
Boat Repair Food Products	53,488 30,393	481 714	122	698 698	56 77	46% 63%	63 41		3	3%
Nursing Homes	73,842	375	122	698	81	66%	38	31%	3	2%
Water Damage Restoration	64,959	415	122	698	98 75	80%	22	18%	2	2% 17%
Coffee & Tea	29,502	730	121	703	75	62%	26	21%	20	17%
Kitchen Remodeling Toys - Wholesale & Manufacturers	55,405 16,063	462 1,076	121 121	703 703	68 100	56% 83%	44 20	36% 17%	9	7% 1%
Video Tapes & Discs - Dealers	6.852	1,673	121	703	23	19%	76	63%	22	18%
Electronic Instruments	4,434	2.011	120	707		61%	47	39%	0	0%
Interior Decorators & Designers	56,866	453	120	707	73 64	53%	52	43%	4	3%
Video Production Services	37,844	624	120	707	67	56%	48	40%	5	4%
Auto Dealers - Antique & Classic Corsets & Girdles	62,363 10,530	428 1,370	119 119	710 710	67 26	56% 22%	49 92	41% 77%	3	3% 1%
Disc Jockeys	25,226	791	119	710	51	43%	58	49%	10	8%
Roommate Referral Service	15.025	1.131	119	710	105	88%	4	3%	10	
Bathroom Remodeling - Walk-In Tubs	23,449	837	118	714	80	68%	37	31%	1	8% 1%
Drug & Alcohol Screening & Testing	25,233	790	118	714	103	87%	15	13%	0	0%
Eyeglass Suppliers	24,748	805	118	714	76	64%	42		0	0% 4%
Insurance Consultants	64.644 66.989	418 408	118 118	714 714	96	81% 79%	17 23	14% 19%	5	2%
Irrigation Systems & Equipment Manufactured Homes - Parks	45,131	408 545	118	714	93 74	63%	23 39	33%	5	4%
Optical Equipment & Supplies	28,201	752	118	714	108	92%	9	8%	1	1%
Pet Health Plans	12.226	1,262	118	714	117	99%	ī	1%	0	0%
Photo Imaging Service	10,983	1,345	118	714	57	48%	61	52%	0	0%
Baseball Cards & Sports Memorabilia	15,280	1,116	117	723	33	28%	84	72%	0	0%
Funeral Directors Det Recording & Konnels	54.612 114.560	468 250	117 117	723 723	85 81	73%	31 35	26%	1	1% 1%
Pet Boarding & Kennels Physicians & Surgeons - Pediatrics	114,560	1,084	117	723	99	69% 85%	35 18	30% 15%	U I	0%
Real Estate Appraisers	81,605	338	117	723	84	72%	29	25%	4	3%
Schools - General Interest	42.530	576	117	723	58	50%	39	33%	20	17%
Candles - Retail	20,004	946	116	729	104	90%	10	9%	2	2%
Furniture Designers & Custom Builders	29,125	740	116	729	50	43%	58	50%	8	7% 3%
Test Publishers Hats - Retail	16,941 6,232	1,042 1,746	116 115	729 732	106 33	91% 29%		5% 65%	4	5% 6%
Shopping Service - Personal	11,910	1,285	115	732	33		75 75	65%	1	1%
Upholstery & Carpet Cleaning	46,495	537	115	732	42	37%	65	57%	8	7%
All-Terrain Vehicles - ATVs	36,364	640	114	735	76	67%	36	32%	2	2% 1%
Water Coolers	6.400	1.722	114	735	61	54%	52	46%	1	
Auto & Truck Brokers	40,428	596	113 113	737	81	72%	28	25%	4	4% 17%
Novelties - Retail Wedding Consultants	18,820 18,256	977 997	113	737 737	59 69	52% 61%	35 40	31% 35%	19	
Animal Breeders	37,328	628	113	740	42	38%	64	57%	6	5%
Battery Charging Equipment	7,065	1,653	112	740	77	69%	35	31%	0	0%
Christmas Trees	15,209	1,122	112	740	64	57%	47	42%	1	1%
Costume Fabrics, Trim & Accessories	4.730	1.957	112	740	101	90%	11	10%	0	0%
Excavating Contractors	340,139	77	112	740 745	55	49%	54		3	3% 0%
Advertising - Periodical Guns - Air, BB and Pellet	6,111 6,080	1,760 1,763	111 111	745	100 37	90% 33%	11 74	10% 67%	0	0%
Incorporating Companies	72,359	383	111	745	93	84%	16	14%	2	2%
Checks - Printing	71,866	385	110	748	107	97%	2	2%	1	1%
Dumpster Services	11,938	1,281	110	748	88	80%	19	17%	3	3%
Embroiderv	29.348	734	110	748	58	53%	49	45%	3	3%
Glass - Repair	16,443	1,059	110	748 748	35 50	32%	64 56	58%	11	10% 4%
Laundries - Self Service Photography Sales on the Internet	5,346 2,903	1,870 2,319	110 110	748	50 24	45% 22%	56 86	51% 78%	4	0%
Shutters	72,081	384	110	748	69	63%	38		3	3%
Small Engine Repair	33,265	677	110	748	62	56%	47	43%	1	1%
Vehicle Transport Services	36,312	642	110	748	68 37	62%	40	36%	2	2%
Carpenters	98,309	285	109	757	37	34%	68	62%	4	4%
Chimney Builders & Repair	71.038 18.757	388 980	109 109	757 757	61 24	56% 22%	39 79	36% 72%	9	8% 6%
Gun sights, Scopes & Mounts Patio & Deck Builders	75,857	368	109	757	61	56%	79 44		0	4%
Photographers - Commercial	25.085	795	109	757	61	56%	43	39%	5	5%
Auto Parts & Supplies - Custom Wheels/Rims	28,842	743	108	762	71	66%	34	31%	3	3%
Concrete - Custom	27,549	756	108	762	37	34%	64	59%	7	6%
Dental Equipment & Supplies	70.738	389	108	762	94	87%	13	12%	1	1%
Emergency Rooms	4.225	2,050	108	762	101		7	6% 50%	0	0% 2%
Furniture Repair & Refinish Health Care Referral	50,926 12,990	502 1,227	108 108	762 762	52 95	48% 88%	54 13	50% 12%	2	0%
Rehabilitation Services	12,990 44,870	548	108	762 762	95 70	65%	38	35%	n l	0%
Seal Coating	53,468	482	108	762	54	50%	53	49%	1	1%
Venetian Blinds - Dealers	17,579	1,020	108	762	94	87%	13	12%	1	1%
Computers - Training	51.174	500	107	771	64		28	26%	15	14%
									- 1	1%
Non Profit Organizations - General Membership	33.754	671	107	771	77	72%	29	27%	<u> </u>	
	33,754 15,222 3,276	671 1,119 2,233	107 107 106	7/1 771 774	59 38	72% 55% 36%	41 24	38% 23%	7	7%

US BBB 2016 Statistics Sorted by Complaints

[Sorted by Complaints			. 1			Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	% 2%
Lawn Mowers Leather Goods - Dealers	31,383 7,989	703 1,557	106	774 774	/9 83	75% 78%	25	24% 22%	2	2% 0%
Pharmaceutical Products - Wholesale & Manufacturing	21,269	905	106	774	68	64%	35	33%	3	3%
Ammunition	23,008	849	105	779	40	38%	65	62%	0	0%
Antiques - Dealers	40,517	595	105	779	66 61	63%	36	34%	3	3% 2%
Childrens & Family Entertainment Genealogy Services	10.996 13.227	1.344 1.213	105 105	779 779	61 101	58% 96%	42	40% 4%	2	0%
Global Positioning Systems	11,918	1,284	105	779	97		8	8%	0	0%
Graphic Designers	46,648	536	105	779	38	36%	54	51%	13	12%
Storm Windows & Doors	31.500	702	105	779	90 79	86%	11	10%	4	4%
Tool & Utility Sheds	36,547	638	105 104	779	79 65	75%	15 37	14%	11	10% 2%
Liquor Stores Mutual Funds	22,716 7,866	858 1,572	104	787 787	90	63% 87%	3/ 14	36% 13%	2	0%
Decals	7,743	1,583	104	787 789	39		57		7	7%
Timeshare Advocates	116,576	246	103	789	93	90%	6	6%	4	4%
Swimwear & Accessories	12.215	1.263	102	791	58	57%	42	41%	2	2% 1%
Fabric Shops	15.072 114.960	1.128	101	792	85	84%	15	15%	1	1% 4%
Laboratories - Testing Lawn Mowers - Sharpen & Repair	32,979	249 684	101 101	792 792	57 59	56% 58%	40 42	40% 42%	4	0%
Oil & Gas Exploration & Development	36,716	637	101	792	47		50		4	
Personal Trainers	17.964	1.008	101	792	53 38	52%	47 58	47%	1	1%
Woodworking	43,839	559	101	792		38%		57%	5	5%
Condominiums	26,613	772	100	798	65	65%	33	33%	2	2%
Duct Cleaning	60.095	437	100	798	56	56%	44		0	0% 20%
Formal Wear Golf Carts	14,187 27,399	1,173 760	100 100	<u>798</u> 798	48 76	48% 76%	32 24	32% 24%	20	0%
Home Owners Associations	16,029	1,078	100	798	72	70%	28	28%	0	0%
Photography Sales	13.828	1.185	100	798	38	38%	58	58%	4	4%
Sound Systems & Equipment	18,513	987	100	798	70	70%	30	30%	0	0%
Wedding Supplies & Services	17,570	1,021	100	798	66	66%	31		3	3% 4%
Construction Management	58.524 175.429	445 168	99 99	806 806	64 47	65% 47%	31 51	31% 52%	4	4% 1%
Drywall Contractors Night Clubs	16,120	1,074	99	806	47	47%	48	48%	2	2%
Auto Repair & Service - Equipment & Supplies	11,847	1,290	98	809	73	74%	25	26%	0	0%
Online Drug & Prescription Services	36,066	645	98	809	90	92%	5	5%	3	3%
Waste Reduction, Recycle Service - Industrial	17,344	1,029	98	809	59		38	39%	1	1%
Water Well Drilling & Service	110,820	254	98	809	63	64%	35	36%	0	0%
Firearm Manufacturer	5.488 19.008	1.836	97 97	813 813	77 43	79%	20 52	21%	0	0% 2%
Furniture - Wholesale Marine Sales & Service	38,461	618	97	813	43 59	44% 61%	37	54% 38%	1	1%
Variety Stores	7,313	1,625	97	813	40		54	56%	3	3%
Cabinet Manufacturer	76,933	360	96	817	69	72%	27	28%	0	0%
Costumes - Masquerade & Theatrical	22,495	866	96	817	49	51%	45	47%	2	2%
Hunting & Fishing Services & Supplies	44,348 15,993	555 1.083	96 96	817 817	60 63	63%	31 29	32%	5	5% 4%
Physicians & Surgeons - OB/GYN Tools - Hand	15,993	1,083	96	817 817	82	66% 85%	29 14	30% 15%	4	0%
Airlines - Ticket Agencies	15,445	1,112	95	822	74		18	19%	3	3%
Compliance Consulting	22,462	868	95	822	53	56%	21	22%	21	22%
Fund Raising Counselors & Orgs	52,392	490	95	822	85	89%	10	11%	0	0%
Immigration & Naturalization Consultants	23,853	827	95	822	76	80%	16	17%	3	3%
Optical Goods - Service & Repair	16,074	1,075 451	95 94	822 827	70 57	74%	23 33	24%	2	2% 4%
Accounting Services Alterations - Clothing	57,296 22,827	451 853	94	827 827	57 54	61% 57%	40	35% 43%	- 4 0	0%
Incentive Programs	22,253	879	94	827	88	94%	6	6%	0	0%
Medical - Dental Discount Plans	56,672	454	94	827	67	71%	25	27%	2	2%
Restaurant Management	8.801	1.498	94	827	69	73%	25	27%	0	0%
Skateboards & Equipment	9.059	1,471	94	827	30	32%	62		2	2% 0%
Washing Machines & Dryers - Rent & Lease Home Accessories	104,465 14,219	269 1,170	94 93	827 834	85 57	90% 61%	9	10% 34%	0	4%
Bathtub Refinishina	41.135	588	92	835	45	49%	32 42	46%	5	5%
Contractor - Commercial	88,410	318	92	835	43	47%	48	52%	1	1%
Kitchen Cabinets & Equipment - Household	59,037	444	92	835	65	71%	26	28%	1	1%
Pipes & Smokers Articles	5,048	1,911	92	835	44		48	52%	0	0%
Online Publications	13.875	1.183	91	839	52	57%	32	35%	7	8%
Party Supplies - Renting Plants - Retail	17,323 9,017	1,031 1,474	91 91	839 839	42 51	46% 56%	<u>36</u> 28	40% 31%	13 12	14% 13%
Utility Submetering & Billing	10.766	1,474	91	839	85	93%	<u> </u>	7%	12 0	0%
Bookkeeping Service	79,652	349	90	843	45	50%	41		4	4%
Clocks - Service & Repair	21,381	899	90	843	67	74%	23	26%	0	0%
E-Books	3,813	2,132	90	843	80	89%	10	11%	0	0% 3%
Escrow Service	56.355 23.411	459 838	90 90	843 843	58 36	64% 40%	29 49	32%	3	3% 6%
Hair Weaving Liquidators	23,411 18,144	838 1,002	90	843 843	36 40	40% 44%	49	54% 53%	5	2%
Luggage - Retail	11,237	1,002	90	843 843	73	81%	48		<u>۷</u>	3%
Tire Retread & Repair	11.019	1,342	90	843	51	57%	39	43%		0%
Call Centers	56,420	458	89	851	47	53%	36	40%	6	7%
Dentist - Dental Surgery	16,608	1,056	89	851	74		15		0	0%
Landscane Architects	48.616	518	89	851	48	54%	39	44%	2	2%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9,
Professional Organizations	32,844	688	89	851	82	92%	7	8%	0	09
Tires - Commercial Sales & Service	9.555	1.433	89	851	43	48%	46	52%	0	09
Drug Abuse & Addiction - Info & Treatment Filtering Materials & Supplies	59.727 5.344	439 1,873	88 88	856 856	66 59	75% 67%	21	24% 9%	11	19 249
Fireplace Equipment - Retail	18,879	1,873 975	88	856 856	72	82%	16	18%	21	09
Landscape & Yard Clean-Up	9,793	1,416	88	856	24	27%	60	68%	4	59
Referral - Doctor	11,504	1,314	88	856	56	64%	32	36%	0	09
Toner Cartridges	16,390	1,063	88	856	46	52%	39	44%	3	39
Answering Services	27,306	764	87	862	78	90%	8	9%	1	19
Boutique Items - Wholesale & Manufacturers	2.189 36.136	2.553	87 87	862 862	54 61	62% 70%	33 25	38%	0	0º 1º
Coaching - Business Contractors - Gutters	36,136	644 608	87 87	862 862	56	70% 64%	25	29% 33%	11	29
Digital Marketing	18.078	1.004	87	862	58	67%	29	31%	2	29
Health Savings Administrators	14,191	1,172	87	862	85	98%	2	2%	0	09
News Service	5,905 12,262	1,780	87	862	78	90%	8	9%	1	19
Physicians & Surgeons - Anesthesiologists		1.259	87	862	49	56%	37	43%	1.	19
Podiatrists	16.860	1.046	87	862	66	76%	20	23%	1	19
Promotional Products	37,568	627	87	862	36	41%	47		4	59
Retirement Planning Service	96,356 106,514	289 265	87 87	862 862	66 54	76% 62%	20 30	23% 34%	1	19 39
Surveyors - Land Swimming Pools - Maintenance	25,954	780	87	862	36	41%	46	53%		69
Business Promotions - General	29,994	724	86	875	54	63%	32	37%	0	09
Credit Repair Services - Monitored	49,512	511	86	875	64	74%	22	26%		09
Employment Service	53.857	477	86	875	49	57%	33	38%	4	59
Entertainers	16,234	1,066	86	875	36	42%	47	55%	3	39
Furniture - Childrens	15,236	1,118	86	875	49	57%	35	41%	2	29
Plumbing - Renovation & Repair	19.785 38.659	955 617	86 85	875 881	45 71	52% 84%	40 14	47% 16%	1	1º 0º
Buildings - Portable Computers - Network Security	38.659	697	85 85	881 881	38	84% 45%	14 47	16% 55%	0	09
Office Furniture & Equipment	52,414	489	84	883	51	61%	26	31%	7	89
Recreational Vehicles - Rent & Lease	19,268	967	84	883	53	63%	31	37%	0	09
Wheels	30,301	718	84	883	45	54%	38	45%	1	19
Basement Waterproofing	48,846	516	83	886	70	84%	10	12%	3	49
Draperies & Curtains - Retail & Custom	25,910	781	83	886	42	51%	37	45%	4	59
Event Center	7,909	1.570	83	886	41	49%	39	47%	3	4º 2º
Pet Services Schools - Academic - Special Education	43,002 21,361	571 901	83 83	886 886	50 61	60% 73%	31 17	37% 20%	- 2	69
Sporting Goods - Wholesale & Manufacturers	14,442	1.163	83	886	61	73%	22	27%	0	09
Trade Shows, Expositions & Fairs	13.361	1.207	83	886	45	54%	37	45%	1	19
Vaporizers	7,596	1,599	83	886	42	51%	41	49%	0	09
Warehouses - Merchandise	9,772	1,417	83	886	59	71%	24	29%	0	09
Wheel Chairs	9.869	1.413	83	886	64	77%	18		1	19
Building Construction Consultants Financing Consultants	47,373 42,150	528 581	82 82	896 896	42 58	51% 71%	39	48% 28%	1	19 19
Identity Theft Protection & Prevention Services	61,558	431	82	896	75	91%	<u> </u>	7%	1	19
Media Consultant	20,418	933	82	896	59	72%	23	28%	0	09
Railroads	2,190	2,551	82	896	62	76%	20	24%	0	09
Sunroom & Solarium Design & Construction	24,988	799	82	896	46	56%	28	34%	8	109
Talent Listing Service	73.066	376	82	896	79	96%	1	1%	2	29
Fashion Accessories	11.568 24.068	1,309 821	81 81	903 903	27 42	33%	51 36	63%	3	4º 4º
Recycling Services Telephone Equipment & Systems Service & Repair	24,068 15,751	1,092	81	903	42 39	52% 48%	36 41	44% 51%	3	19
Auto Registration	34,615	662	80	905	72	90%	41	5%	4	59
Bed & Breakfast	21,397	898	80	906	52	65%	26	33%	2	39
Christmas Lights & Decorations	12,117	1,269	80	906	63	79%	14	18%	3	49
Jewelry Manufacturers	42,371	578	80	906	51	64%	26	33%	3	49
Medical Testing Companies	24.817	804	80	906	64	80%	15	19%	1	19
Reverse Mortgage	42,738	574	80	906	74	93%	4	5%	2	39 139
Snow Removal Service	22,419 7.096	871 1,649	80 79	906 913	36 65	45% 82%	34	43% 3%	10	
Beds - Electric & Adiustable Clinics - Sleep Centers	13,377	1,206	79	913	57	72%	22	28%	12 0	159 09
Contract Manufacturing	18,271	995	79	913	53	67%	25	32%	1	19
Dentistry - Children	15,014	1,132	79	913	62	78%	16	20%	1	19
Penny Auctions	13.409	1.205	79	913	74	94%	3	4%	2	39
Physicians & Surgeons - Internal Medicine	13,191	1,218	79	913	55	70%	22	28%	2	39
Check Cashing Protection Systems	6,361	1,728	78	919	78	100%	0	0%	0	09
Holding Companies Real Estate Brokers	15.615 33.701	1.105	78 78	919	70 56	90% 72%	20	9% 26%	1	1º 3º
Tire Repair	4,432	2,012	78 78	919	40	51%	38	49%	2 n	09
Auto Salvage Yards	27,831	754	77	923	45	58%	32	42%	0	09
Boat Equipment & Supplies	20,371	935	77	923	28	36%	48	62%	1	19
Data Processing Service	19,791	954	77	923	37	48%	26	34%	14	189
Search Engine Marketing	8,155	1,544	77	923	39	51%	37	48%	1	19
Solar Energy Products - Retail	34.437	667	77	923	57	74%	19	25%	1	19
Trucking Transportation Brokers	65.473	412	77	923	62	81%	14 43	18%	1	19 09
Adult Novelties	21,195	908	76	929	33	43%	43	57%	0	09
Automation Systems & Equipment	8,804	1,497	76	929	70	92%		8%		

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			Sorted by Complaints			,	•			
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Girls Apparel	5,145	1,894	76	929	69	91%	7	9%	0	0%
Mail Box Rental & Receiving	7.472	1.609	76		44		30	39%	2	3%
Permanent Make Up	8,527	1,515	76	929	69		7 20	9%	0	0%
Refrigeration Equipment - Commercial - Sales & Service	30,812	711 952	76	929 929	<u>37</u> 57		38 17	50%	1	1%
Stock & Bond Brokers Tourists Attractions	19,850 7,309	1,626			57 54		1/	22% 24%		5%
Trailer Sales	38,787	616	76		50		25	33%	1	1%
Compression Clothing/Garments	3,821	2,130	75		60		14	19%	1	1%
Herbs	30,386	715	75	939	43		30	40%	2	3%
Security Guard & Patrol Service	100.740	278	75		42	56%	28	37%	5	7%
Snowmobiles	6,177	1,753	75		65		10	13%	0	0%
Appliances - Major - Rent & Lease	14,776	1,144	74		49		21	28%	4	5%
Appraisers	35,299	652	74		51		22	30%	1	1%
Bathtubs & Sinks - Repair & Refinish	57,810 59,102	448 441	74 74		41 68		30	41% 5%	<u>3</u>	3 4%
Cremation Services Dance Companies	9,603	1.428	74	943	33		40	54%	<u>2</u>	1%
Data Recovery	16.027	1.079	74		51	73 /0	72	30%	1	1%
Investment Management	36,943	633	74		35		34	46%	5	7%
Screen Enclosures	44,369	554	74		52		19	26%	3	4%
Stoves - Wood, Coal	23,937	825	74	943	50		22	30%	2	3%
Vending Machines	35.894	648	74		42	57%	30	41%	2	3%
Banquet Facilities	17,647	1,015	73		27	37%	45	62%	1	. 1%
Grocery - Bulk Food Stores	21,667	890	73		45		24	33%	4	5%
Outlets - Stores, Factory, Mills	9,672	1,425	73		50		23	32%	0	0%
Psychics	29,367	733	73		37		32	44%	4	5%
Campers - Dealers	20,988	918	72		58		14	19%	0	0%
Landscaping Equipment & Supplies	22.173 19.726	881 957	72		37 48		33	46%	2	3%
Marinas Mental Health Services	44,943	957 547	72				14	29% 19%	<u>3</u>	0%
Real Estate Loans	73,046	377	72		55		15	21%	2	3%
Swimming Pools & Hot Tubs	14,678	1.150	72		59		12	17%	1	1%
Taxidermists	20,519	931	72		40		29	40%	3	4%
Tractor Dealers	20,772	922	72	957	56		14	19%	2	3%
Auto - Fleet Maintenance	2,405	2,474	71		70		1	1%	0	0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	160.621	182	71	965	61		9	13%	1	1%
Candy & Confectionery - Retail	11,997	1,276	71		41		28	39%	2	3%
Pet Training - Dog	32,689	689	71		50		21	30%	0	0%
Screens - Door & Window	38,305	621	71 71		53		17	24%	1	1%
Water Supply Systems	7.558	1.603			32		37 22	52%	2	3%
Adult & Continuing Education	40,781	590	70		43 30		32	31%	5	11%
Appliances - Installation Auto Repairing - Foreign	14,092 28,427	1,177 747	70	/ / / /	52		32 18	46%	8	0%
Boat Builders	28,276	751	70		52		18	26% 26%	0	0%
Calendars	8,309	1,536	70		70		0	0%	0	0%
Estate Liquidators	25,895	782	70		35	50%	33	47%	2	3%
Ignition Interlock Devices	11,285	1,329	70		60		10	14%	0	0%
Insurance - Dental	7,637	1,595	70	971	65		5	7%	0	0%
Marketing - Dental	1,294	2,973	70		41		29	41%	0	0%
Police Equipment	8.316	1.535	70	971	20		49	70%	1	. 1%
Recycling Centers	26.519	773	70	971	45		21	30%	4	6%
Retirement & Life Care Communities & Homes	39,193	610	70		58		12	17%	0	0%
Business Forms & Systems	39,668	601	69		46		23	33%	0	0%
Dentist - Dental Implants Engines - Supplies, Equipment & Parts	25.245 31,094	789 706	69		52 45		21	25% 30%	2	4%
Mechanical Contractors	68,241	401	69		49		19	28%	1	1%
Schools - Academic - Pre & Kindergarten	21,060	915	69		47		21	30%	1	1%
Ammunition & Reload Equipment & Supplies	9.955	1,408	68		27		41	60%	n	0%
Boxing Gym	6,594	1,701	68		38	56%	26	38%	4	6%
Carpet & Rug Distributors & Manufacturers	24,747	806	68		65		2	3%	1	. 1%
Laundry Equipment	6.348	1.729	68		43		22	32%	3	4%
Marriage, Family, Child, Individual Counselors	40.690	592	68		47		16	24%	5	7%
Packaging Service	12,024	1,273	68		44		18	26%	6	9%
Auto Body Shop Equipment & Sup	15,633	1,103	67		42		24	36%	1	1%
Auto Repair & Service - Diesel	21.123	912	67		35		31	46%		1%
Nursery Stock Dealers	10,666 23,974	1,362 823	67		20 29		47 36	70% 54%	0	3%
Spas & Hot Tubs - Service & Repair Accordions	23,974	3,928	66			43% 2%	36	3%	63	
Car Buving Service	21.670	3.928 889	66		28	42%	37	56%	1	2%
Charity - Human Services (i.e. assistance to individuals &				1 22		12.70				
families)	42,468	577	66	998	46	70%	20	30%	0	0%
Consultants - Automobile Purchase	18.083	1.003	66	998	52	79%	14	21%	0	0%
Government Offices	14,680	1,148	66	998	40		21	32%	5	8%
Iron Work	25,089	794	66	998	31	47%	34	52%	1	. 2%
Pain Management Services	18.170	1.000	66	998	35	53%	31	47%	0	0%
Security Cameras	14.654	1.151	66		34	52%	30	45%	2	3%
Vacuum Cleaners - Wholesale & Manufacturers	6,224	1,747	66		60		6	9%	0	0%
Videotape, CD, & DVD Duplication & Transfer Services	15,613	1,106	66		55		11	17%	0	0%
Auto Dealers - Buving Co-Op	4,441	2.010	65	1.008	34	52%	30	46%	1	2%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Building Restoration & Preservation	40,570	594	65	1,008	45	69%	20	31%	0	0%
Contractor - General Green Builder	22.418	872	65	1.008	45	69%	19	29%	1	2%
E-Mail Marketing	11.634 23.466	1.304	65 65	1.008	21 63	32%	34	52%	10	15%
Generators - Electric Hospital Consultants	23,466 5,864	835 1,787	65	1,008 1,008	35	97% 54%	30	3% 46%	- 0	0%
Jewelry Repair	12,514	1,249	65	1,008	28	43%	35	54%	2	3%
Paralegals	22,774	856	65	1,008	37	57%	27	42%	1	2%
Baby Accessories - Wholesale & Manufacturers	3,506	2,184	64	1,016	24	38%	16	25%	24	
Bovs Clothing & Furnishings - Retail	11.780	1.294	64	1.016	25 61	39%	39	61%	0	0% 0%
College Admission Counseling Commercial Roofing	30.826 56.324	710 460	64 64	1.016 1.016	61 35	95% 55%	3 28	5% 44%	- 0	29
Computers - Security Equip & Systems	9,107	1,466	64	1,016	50	78%	11	17%	3	5%
Drivers Education	10,103	1,400	64	1.016	41	64%	21		2	3%
General Merchandise - Wholesale	14,508	1,158	64	1,016	32	50%	29	45%	3	5%
Party Planning	13,153 34,667	1,220	64 64	1,016	25 55	39%	22	34%	17	27% 0%
Pet Sitting Services Stadiums, Arenas & Athletic Fields	34.667	660 2 107	64	1.016	55 42	86% 66%	22	14% 34%	0	0%
Student Housing	6,818	1,680	64	1,016	45	70%	19	30%	0	0%
Tattoos - Removed	3,531	2,180	64	1,016	12	19%	39	61%	13	20%
Air Conditioning Supplies & Parts	18.613	984	63	1.028	32	51%	29	46%	2	3%
Charity - Health	13.456	1.202	63	1.028	55	87%	8	13%	0	0%
Hypnotherapists - Hypnotists	21,119 11.736	913 1,297	63 63	1,028 1,028	54 28	86% 44%	8 34	13% 54%	1	2% 2%
Refrigerators & Freezers - Service & Repair Religious Goods	11,736	1,297	63	1,028	28 40	63%	34 23	37%	1	0%
Search Engine Optimization Services	30,971	707	63	1,028	32	51%	27	43%	4	69
Swap Shops	3,487	2,189	63	1,028	62	98%	0	0%	1	2%
Unclaimed Funds Retrieval Services	120.018	240	63	1.028	56	89%	7	11%	0	0%
Animal Shelters	19.579	960	62	1.036	42	68%	18 17	29%	2	3%
Auto Seat Covers, Tops & Upholstery	33,419 17,595	676 1,019	62 62	1,036 1,036	41 35	66% 56%	17 26	27% 42%	4	6%
Barbers Deck Builder	28,778	744	62	1,036	31	50%	28	45%	- 1	2% 5%
Diabetes Services & Supplies	17,925	1,011	62	1,036	48	77%	13	21%	1	2%
License Services	19,015	971	62	1,036	51	82%	11	18%	0	0%
Medical Diagnostic Testing Facilities	9,366	1,448	62	1,036	41	66%	21	34%	0	0%
Prosthetic Devices	12.451	1.251	62	1.036	21	34%	41	66%	0	0% 2%
Shoes - Orthopedic Shuttle Bus	21,017 10,924	916 1,347	62 62	1,036 1,036	47 27	76% 44%	14 33	23% 53%	1	39
Tailors	9,739	1,419	62	1,036	37	60%	33 25	40%	0	0%
Trust Companies	28,325	749	62	1,036	56	90%	6	10%	0	0%
Key Duplication and Cutting	2,318	2,500	61	1,048	6	10%	55	90%	0	0%
Lumber - Retail	34,928	657	61	1,048	41	67%	20	33%	0	0%
Marketing Software Modular Homes	21.129 40,921	911 589	61 61	1.048 1,048	41 38	67% 62%	18 22	30% 36%	2	3% 2%
Mold & Mildew Inspection/Removal/Remediation	63,250	423	61	1,048	48	79%	11		2	3%
Pharmacy - Compounding	19,946	948	61	1,048	43	70%	15	25%	3	5%
Physicians & Surgeons - Gastroenterology	7,667	1,589	61	1.048	41	67%	19	31%	1	2%
Safety Equipment & Clothing	16,468	1,057	61	1,048	42	69%	19		0	0%
Sod & Sodding Service	23,225	843 929	61 61	1,048	39 44	64%	21 16	34%	1	2%
Telecommunication Equipment & Systems Service & Repair Truck Equipment & Parts	20.524 25.189	793	61	1.048 1.048	44	72% 75%	16	26% 23%		2% 2%
Yoga Instruction	9,348	1,449	61	1,048	36	59%	23	38%	2	3%
Check Verification & Recovery Service	8,778	1,501	60	1,060	26	43%	34	57%	0	0%
Closet Systems & Accessories	27.298	765	60	1.060	39	65%	21	35%	0	0%
Computers - Used	18,276	994	60	1,060	44	73%	14	23%	2	3%
Fuel - Gasoline Oils - Essential	2,939 54,027	2,316 475	60 60	1,060 1,060	30 59	50% 98%	29	48% 2%	1	29/ 09/
Psychiatrists & Psychiatric Services	22.785	855	60	1.060	47	78%	12	20%	1	29
Watches - Wholesale & Manufacturers	14,679	1,149	60	1,060	39	65%	21		0	0%
Animal Rescue Relocation	20,705	925	59	1,067	40	68%	19	32%	0	0%
Concert Promoters & Consultants	4,623	1,983	59	1.067	23	39%	36	61%	0	0% 7%
Gymnastic Instruction	13.790 21,314	1.187 902	59 59	1,067 1,067	41 32	69% 54%	14 12	24%	4	25%
Legal Information Services Lighting Systems & Equipment	12,839	1,238	59	1,067	33	56%	24	20% 41%	15	3%
Recreation Centers	9.015	1,475	59	1,067	41	69%	18	31%	0	0%
Stone Setting - Interlocking Pavers	31,638	700	59	1,067	31	53%	24	41%	4	7%
Telephone & Television Cable Contractors	14,710	1,147	59	1,067	36	61%	21	36%	2	3%
Animal & Wildlife Removal	17.951 30.005	1.010	58 58	1.075	25 49	43%	30	52%	3	5% 0%
Attornevs Referral Service Sales Promotion Service	30.005 15.216	723 1,120	58 58	1.075 1.075	49 36	84% 62%	9	16% 9%	17	29%
Stucco & Exterior Coating Contractors	49,900	508	58	1,075	35	62%	22	38%	1/	297
Transportation Consultants	21.717	888	58	1.075	20	34%	38	66%	0	0%
Vacuum Cleaners - Service & Repair	20,215	941	58	1,075	34	59%	23	40%	1	2%
X-Ray Labs - Medical & Dental	8,670	1,510	58		45	78%	13	22%	0	
Appliances - Small - Supplies & Parts	11.749	1.296	57	1.082	44	77%	12	21%	1	29/ 29/
Attorneys & Lawvers - Tax	34,488	664	57 57	1.082	55	96% 75%	12	2%		20/
Attorneys & Lawvers - Tax Auto Service - Specialty Parts Bars & Taverns	34,488 13,485 14,565	1,199 1,155	57 57 57	1,082 1,082 1,082	43 23	75% 40%	13 34	23% 60%	1	29/

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9,
Computers - Cleaning Services	6,669	1,694	57	1,082	31	54%	21	37%	5	99
Consignment Service - Furniture	4,563	1.995	57	1.082	28	49%	25	44%	4	79
Employment Training Facility Maintenance	29,290 19,215	736 969	57 57	1.082 1.082	27 24	47% 42%	28 33	49% 58%	2	49 09
Furniture - Used	11,603	1,306	57	1,082	32	56%	33 21	37%	4	79
Gutter Leaf Guards	11,903	1,286	57	1,082	49	86%	2	4%	6	119
Surplus & Salvage Merchandise	21,144	910	57	1,082	33	58%	21	37%	3	59
Vanity Publishers	8,406	1,530	57	1,082	27	47%	29	51%	1	29
Bowling	7.296 16.938	1.628 1.043	56 56	1.095	34 37	61%	22 11	39%	0	09 149
Credit Cards - Protection Service Dancing Instruction	17.001	1.043	56	1.095 1.095	41	66% 73%	15	20% 27%	8	09
Deck Cleaning & Sealing	12,991	1,226	56	1,095	36	64%	20	36%	0	09
Electronics - Educational Kits	6,540	1,708	56	1.095	7	13%	40	71%	9	169
Factoring Service	38,127	623	56	1,095	40	71%	14	25%	2	49
Kitchen & Bath Design Locks - Wholesale & Manufacturers	20,608	927 2.093	56 56	1,095 1.095	36	64% 11%	19 36	34% 64%	1 14	29 259
Photo Booth Rentals	4,564	1.994	56	1.095	19	34%	33	59%	4	79
Savings & Loan Associations	15,726	1,095	56	1,095	39	70%	16	29%	1	29
Shopping Service - Protective, Comparative	37,744	626	56	1,095	53	95%	3	5%	0	09
Shower Doors & Enclosures	24.841	803	56	1.095	36	64%	15	27%	5	99
Sports Memorabilia	9,679 17,629	1.424 1.017	56 56	1.095 1,095	21 43	38% 77%	25 12	45% 21%	10	189 29
Trailers - Camping & Travel Valet Service	17,629	1,017	56	1,095	43	77% 55%	12 25	21% 45%	n 1	09
Barbecue Equipment & Supplies	13,051	1,223	55	1,110	31	56%	23	44%	0	09
Body Care Products	12,932	1,233	55	1,110	18	33%	32	58%	5	99
Buildings - Pole & Post Frame	44,013	558	55	1,110	40	73%	15	27%	0	09
Dentistry - Cosmetic	15.268 15.765	1,117	55 55	1.110	43 49	78%	12	22%	0	09 29
DNA Testina Juices	15.765 2.544	1.090 2.424	55 55	1.110 1.110	49	89% 13%		9% 84%	1	49
Legal Services Plans	81,037	340	55	1,110	30	55%	25	45%	0	09
Manufactured Homes - Repair & Service	29,383	731	55	1,110	36	65%	18	33%	1	29
Pet Foods - Wholesale & Manufacturers	25,724	784	55	1,110	37	67%	16	29%	2	49
Storage Units - Portable	5,346	1,870	55	1,110	34	62%	20	36%	1	29
Dental Hygienists Food ServiceManagement	4,240 9,482	2,045 1,440	54 54	1,120 1,120	28 39	52% 72%	26 14	48% 26%	0	09 29
Recruitment Services	20,763	924	54	1,120	39	63%	18	33%	2	49
Sewer Contractors	29,344	735	54	1,120	35	65%	19	35%	0	09
Videographers	4,798	1,948	54	1.120	19	35%	30	56%	5	99
Water Heaters - Dealers	8.782	1.500	54	1.120	50	93%	3	6%	1	29
Welding	54,431	472 1,999	54 53	1,120	25 49	46%	29 4	54%	0	09 09
Access Control Systems Farms	4,549 23.122	1,999	53	1,127 1.127	25	92% 47%	28	8% 53%	0	09
Gun Safety & Marksmanship Instruction	36,310	643	53	1,127	32	60%	20	38%	1	29
MRI (Magnetic Resonance Imaging)	10,398	1,378	53	1,127	32 37	70%	15	28%	1	29
Process Servers	19,540	962	53	1,127	21	40%	31	58%	1	29
Shoes - Custom Made	6.397	1.723	53	1.127	10	19%	42	79%	1	29 09
Architects Auto Inspection Stations	61,108 11,678	433 1,300	52 52	1,133 1,133	27 32	52% 62%	25 17	48% 33%	0	69
California Advance Fee Residential Loan Modification/Mortgage					J2.					0,
Loan Forbearance Services	9,759	1,418	52	1,133	/	13%	42	81%	3	69
Fire & Smoke Alarm Systems	43,416	564	52	1,133	42	81%	10	19%	0	09
Lasers	11,585	1,308	52	1,133	29	56%	20	38%	3	69 09
Mailing Services - Drop Shipper Music Instruction - Instrumental	11.261 15,648	1,331 1,101	52 52	1.133 1.133	35 40	67% 77%	17 10	33% 19%	2	49
Nurses Schools	32,222	693	52	1,133	32	62%	20	38%	0	09
Optical Goods - Wholesale & Manufacturers	3,040	2,288	52	1.133	47	90%	5	10%	Ö	09
Party Facilities	5.819	1,792	52	1.133	24	46%	28	54%	0	09
Playground Equipment	14,311	1,165	52	1,133	35	67%	16	31%	1	29
Publishing Consultants	20,275 9,494	938 1,438	52 52	1,133 1,133	29 14	56%	22 37	42%	1	29
Video Games - Service & Repair Attornevs & Lawvers - Insurance Law	11,002	1,438	52	1,133	49	27% 96%	3/ 1	71% 2%	1	29 29
Fashion Designers	4,973	1,923	51	1,146	29	57%	18	35%	4	89
Land Companies	24,319	816	51	1,146	24	47%	24	47%	3	69
Log Cabins, Homes & Buildings	43,411	565	51	1.146	39	76%	12	24%	0	09
Physicians & Surgeons - Ear, Nose & Throat	4,019	2,090	51	1,146	45	88%	6	12%	0	09
Solar Energy Products Service & Repair	17,703 7,725	1,013 1,585	51 51	1,146 1,146	30 38	59% 75%	21 12	41% 24%	0	09 29
Surveillance Equipment, Sales & Service Trucking - Motor Freight	7.725 21.377	1,585	51 51	1,146	38 25	75% 49%	26	24% 51%	1	09
Washing Machines & Dryers - Coin Metered	2,526	2,435	51	1,146	25	49%	23	45%	3	69
Alternative Medicine	13,671	1,193	50	1,155	27	54%	21	42%	2	49
Auto Restoration	29,591	728	50	1.155	17	34%	31	62%	2	49
Catalog Showrooms	4,236	2,047	50	1,155	48	96%	2	4%	0	09
Financial Consultants - No License Required	62,410 13,739	427 1.189	50 50	1,155 1,155	29 32	58% 64%	19 18	38%	2	49 09
Lights Bulbs & Tubes Motor Homes	13./39 14.108	1.189 1.176	50 50	1.155 1.155	32 43	64% 86%	18	36% 12%	01	29
Real Estate - Commercial	20,279	937	50	1,155	31	62%	19	38%	0	09
									-	
Swimming Pools - Private	11,560	1,310	50 50	1,155 1,155	26 34	52%	24	48%	0	09 09

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	*t*	Dank by Transis'	Sorted by Complaints	Bank by County'	Cm-1- C-11 1	%	Comple Not Cott	%	Cmpls Unable To	
Industry Classification Concrete - Restoration, Sealing & Cleaning	Inquiries 15,407	Rank by Inquiries	Complaints 49	Rank by Complaints	Cmpls Settled 24	49%	Cmpls Not Settled	41%	Pursue	% 10%
Consignment Service - Online	15,407	1,114	49	1,164 1.164	38	78%	9	18%	2	4%
Construction Equipment Sales / Services	20.023	945	49	1,164	31	63%	17		1	2%
Housing Authorities	3,847	2,122	49	1,164	36	73%	13	27%	0	0%
Interior Decorators & Designers Supplies	5,652	1,812	49	1,164	36 30	73%	13 19	27%	0	0% 0%
Motivational & Self Improvement Training Paper & Plastic Cups, Containers	19.860 1,991	951 2,610	49 49	1,164 1,164	30 29	61% 59%	19 20	39% 41%	0	0%
Prize Promotions	42,298	579	49	1,164	37	76%	8	16%	4	8%
Real Estate Schools	27.630	755	49	1,164	34	69%	14	29%	1	2%
Tractor Equipment & Parts	11.652	1.302	49	1.164	31 24	63%	18	37%	0	0%
Tropical Fish	8,214 6,972	1,541 1,661	49 48	1,164	24	49% 44%	25 22	51%	0	0% 10%
Air Cargo & Package Express Service Auto Machine Shops	16,138	1,001	48	1,175 1,175	25	52%	22	46% 48%	<u>5</u>	0%
Books - Used & Rare	14,714	1,146	48	1,175	41	85%	7	15%	0	0%
Bullion Coin Dealers	37,104	631	48	1,175	43	90%	3	6%	2	4%
Cabinet Maker	12.409	1,252	48	1,175	20 38	42%	25	52%	3	6% 0%
Charity - Animal Protection	17.383 29.247	1.027 737	48 48	1.175 1.175	38 30	79%	10 17	21% 35%	0	2%
Coins, Stamps & Precious Metals Dealer Debt Relief Services (Non-compliant with FTC Rule)	15,997	1,082	48	1,175	30	63% 8%	17	38%	26	
Frozen Foods - Retail	11,397	1,321	48	1,175	20	42%	28		0	
Nanny Service	17,628	1.018	48	1.175	37	77%	20 11	23%	0	0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	1,688	2,742	47	1,185	16	34%	31	66%	0	0%
Insurance - Employee Benefits	31.908	696	47	1.185	46	98%	1	2%	0	0%
Septic Tanks - Treatment Supplies	9,080	1,469	47	1,185	43	91%	3	6%	1	2%
Sewing Machines - Dealers Spas & Hot Tubs - Supplies & Parts	16,973 11,651	1,041 1,303	47 47	1,185 1,185	32 31	68% 66%	13	28% 26%	2	4% 9%
Western Apparel	11.651	1,303	47	1.185	31	81%	12 0	26% 19%	4	0%
Assisted Living & Adult Family Homes	16,009	1,081	46	1,191	31	67%	15	33%	0	0%
Batteries - Storage-Retail	10,084	1,401	46	1,191	37	80%	9	20%	0	0%
Environmental & Ecological Services	44.516	551	46	1.191	31	67%	13	28%	2	4%
Fish & Seafood - Retail	10,941	1,346	46	1,191	25 22	54%	21	46%	0	0%
Home Theater	32,895 14,222	687 1,169	46 46	1,191 1,191	38	48% 83%	24	52% 15%	0	0% 2%
Medical Record Service Race Tracks	4,422	2,015	46	1,191	12	26%	30	65%	4	9%
Real Estate - Rent to Own	33,554	674	46	1,191	24		22		0	
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	22,687	859	46	1,191	39	85%	5	11%	2	4%
Trailers - Automotive Utility	18.867	976	46	1.191	30	65%	16	35%	0	0%
Advertising - Newspaper	9,234 9,393	1,459	45	1.201	20 22	44%	20	44%	5	11% 0%
Aquariums - Dealers Auto - Fleet Service	9,393 4,326	1,447 2,028	45 45	1,201 1,201		49% 78%	23 10	51% 22%	0	0%
Carpet & Rug Dealers - Used	10.303	1,384	45	1,201	33	73%	10		0	0%
Electric Motors - Dealers & Repairing	15,054	1,129	45	1,201	22 25	49%	21	47%	2	4%
House & Building Movers	23,700	829	45	1,201	25	56%	17		3	7%
Human Resources	27,497	758	45	1,201	27	60%	18	40%	0	0%
Maids & Butlers Service	15.922	1.086	45 45	1.201	20 34	44%	24 11	53%	1	2% 0%
Schools - Academic - Elementary & Secondary Sewing Machines - Supplies & Parts	20,695 2,247	926 2,527	45	1,201 1,201	12	76% 27%	33	24% 73%	0	0%
Advertising - Telephone	5,347	1.869	44	1,211	15	34%	29	66%	0	0%
Airport Parking Reservations	8,762	1.502	44	1.211	25	57%	18	41%	1	2%
Cable Networking	5,451	1,845	44	1,211	13	30%	31	70%	0	0%
Compact Discs, Tapes & Records - Retail	18,162	1,001	44	1,211		48%	22		1	2% 18%
Energy Audits Golf Courses - Public	23.954 5,314	824 1,875	44 44	1.211 1,211	29 29	66% 66%	15	16% 34%	8	18%
Government - Auctions & Job Listing Services	7,559	1,602	44	1,211	9	20%	32	73%	3	7%
Government Grant Services	20.524	929	44	1.211	19	43%	15	34%	10	23%
In-Home Care	80.846	341	44	1.211	33	75%	11	25%	0	0%
Machine Shops	51,681	495	44	1,211	20	45%	24	55%	0	0%
Medical Business Administration Moving Assistance - Packing, Unpacking, Organizing	18,191 8,081	999 1,551	44 44	1,211 1,211	36 21	82% 48%	8	18% 50%	0	0% 2%
Pet Transporting	12 000	1,331	44	1.211	21	7%	33	75%	Σ R	18%
Schools - Home Study	25,487	788	44	1,211	24	55%	10	23%	10	23%
Screen Repair	19,615	959	44	1,211	21	48%	21		2	5%
Attornevs & Lawvers - Family	44,481	552	43	1.226	32	74%	11	26%	0	0%
Auto Electric Service	12,788	1,240 1,597	43 43	1,226	26 31	60%	16	37%	1	2% 2%
Boots Building Inspection	7,631 24.846	1,597	43	1,226 1,226	31	72% 63%	11 14	26% 33%	1	2% 5%
Business Brokers	38,832	615	43	1,226	21	49%	19		3	7%
Doors - Repair	24,353	815	43	1,226	24	56%	19	44%	0	0%
Elevators - Sales & Service	22,436	870	43	1,226	27	63%	16	37%	0	0%
Employment Service - Employee Leasing	20.095	942	43	1.226	40	93%	31	7%	0	0%
Importers Plumbing Fixtures Parts Cumplies Wholesale & Mfg	15,719 11,987	1,096 1,277	43 43	1,226 1,226	12 29	28% 67%	31 14	72% 33%	0	0% 0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg Professional Fundraiser	20.578	928	43	1,226	29	72%	14 0	33% 21%	0	7%
Sewage Disposal Systems	3.910	2,112	43	1.226	36	72% 84%	7	16%	3 0	0%
Ski Centers & Resorts	1,674	2,751	43	1,226	34	79%	9	21%	0	0%
Sportswear - Wholesale & Manufacturers	6,111	1,760	43	1,226	38	88%	5	12%	0	0%
Surgical Appliances & Supplies	4.123	2,070	43	1,226	33	77%	10	23%	0	0%

US BBB 2016 Statistics Sorted by Complaints

	ı		Sorted by Complaints		1			ı	Country Involve = 1	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Swimming Instruction Tools - Electric	6,318 10,261	1,734 1,387	43	1,226 1,226	29 26	67% 60%	13 16	30% 37%	1	2% 2%
Washing Machines & Drvers - Service & Repair	3,365	2,217	43	1,226	13	30%	28	65%	2	5%
Wineries	9,890	1,411	43	1,226	26	60%	15	35%	2	5%
Boat Renting & Leasing	7,579	1,600	42	1,245	28 30	67%	14		0	0% 5%
Divorce Assistance Exterior Structures - Barn Construction	7.683 12.701	1.587 1.242	42 42	1,245 1,245	30 15	71% 36%	10 27	24% 64%	2	0%
Fishing Tackle Dealers	10,165	1,393	42	1,245	26	62%	16		0	0%
Health Resorts	4.651	1.976	42	1.245	24	57%	17		1	2% 0%
Heating Equipment & Systems Cleaning & Repair Sandwiches	14.906 2.751	1,139 2,359	42 42	1,245 1,245	27 18	64% 43%	15 23	36% 55%	0	2%
Bounce Houses	5,865	1,786	41	1,252	14	34%	23	56%	4	
Energy Management & Conservation Consultant	44.734	549	41	1.252	30	73%	8	20%	3	7%
Franchising Hair Ornaments	14,792	1,143 2,827	41 41		27 40	66% 98%	14		0	0% 0%
Jet Ski/Personal Watercraft	1,528 5,059	1,910	41	1,252 1,252	25	61%	16	2% 39%	0	0%
Perfume - Wholesale & Manufacturers	8.876	1.491	41	1,252	25 21	51%	20	49%	0	0% 0%
Pet Supplies & Foods - Wholesale	7,209	1,639	41	1,252	22	54%	19	46%	0	0%
Pipe Line, Oil & Gas Wholesaler & Distributors Printers – Glass, Metal, Plastic – 3D Printing	5,670 1,482	1,810 2,852	41 41	1,252 1,252	38 38	93% 93%	3	7% 7%	0	0% 0%
Radon Testing & Service	34,463	666	41	1,252	28	68%	9	22%	4	10%
Seminars & Training - Wealth Building & Real Estate	9,710	1,422	41	1,252	28 33	80%	8	20%	0	0%
Social Security Services	48,376	520	41	1,252	38	93%	3	7%	0	0% 2%
Trucking - Heavy Hauling Wheel Chair Lifts & Ramps	46,300 15,672	539 1,100	41 41	1,252 1,252	28 28	68% 68%	12 13	29% 32%	1	2% 0%
Assisted Living Centers & Adult Family Homes	53,771	479	40	1,266	27	68%	11	28%	2	5%
Braids	4,652	1.974	40	1,266	18	45%	20	50%	2	5%
Engines - Diesel	10.869 1.431	1,348 2,883	40 40	1.266	15 21	38% 53%	25 17	63% 43%	0	0% 5%
Hotel Product Sales Investment Seminars	1,431	2,883 1.085	40	1,266 1,266	21	53% 70%	1/			3%
Medical Alert Companies	8.114	1,549	40	1,266	26	65%	14		0	0%
Motel & Hotel Management	2,593	2,406	40	1,266	22	55%	18	45%	0	0%
Motorcycles - Renting & Leasing	6,033	1,767 1,985	40 40	1,266	34 36	85%	6	15%	0	0% 0%
Music & Messaging Services Physicians & Surgeons - Weight Reduction	4,606 33,064	1,985	40	1,266 1,266	30	90% 75%	10	10% 25%	0	0%
Roofing Materials	19,011	972	40	1,266	32	80%	7	18%	1	3%
Senior Housing/Living	7,853	1,574	40	1,266	27	68%	13	33%	0	0%
Solar Energy Equipment & Systems Manufacturing & Distribution	15,140	1,126	40	1,266	34	85%	6	15%	0	0%
Steam Cleaning Equipment	2,968	2,307	40	1,266	17	43%	23	58%	0	0%
Window Coverings	22,652	862	40	1,266	36	90%	4	10%	0	0% 0%
Auto Smog Inspection Basement - Contractors	4.023 14,974	2.089 1,135	39 39	1.281 1,281	30	77% 74%	9 10	23% 26%	0	0%
Cabinet Equipment & Supplies	11,370	1,323	39	1,281	29 22	56%	17		0	0%
Churches	16,919	1,044	39	1,281	19	49%	19	49%	1	3%
Electronic Mail Service	6.520	1.710	39 39	1.281	17	44%	22 17	56%	0	0% 0%
Entertainment Bureaus Freight Traffic Service	8,883 7,385	1,490 1,614	39	1,281 1,281	22 34	56% 87%		44% 13%	0	0%
Home Centers	11,400	1,320	39	1.281	28	72%	11	28%	0	0%
Insurance Services - Commercial	15.734	1.094	39	1.281	28	72%	11	28%	0	0%
Movers - International Public Utility Consultants	10,330 10,839	1,381 1,350	39 39	1,281 1,281	29 29	74% 74%		21% 26%	2	5% 0%
Radiators - Automotive	13,220	1,330	39	1,281	29	69%	12	31%	0	0%
Secret Shopper	52,089	491	39	1,281	10	26%	18	46%	11	28%
Self Defense Devices	7,235	1,633	39	1,281	12	31%	26	67%	1	3%
Seminars & Training - Wealth Building & Real Estate Results not Substantiated	43,224	566	39	1,281	29	74%	10	26%	0	0%
Stone - Natural	23,361	840	39	1,281	32	82%	7	18%	0	0%
Vacuum Cleaning Systems	17,114	1,036	39	1,281	33 17	85%	6	15%	0	0%
Wedding Chapels & Ceremonies Auto Paintless Dent Repair	9,216 32,599	1.460	39	1.281 1.299	17	44% 76%	22	56% 24%	0	0% 0%
Boat - Charter	12,966	1,229	38	1,299	16	42%	22	58%	0	0%
Canvas Goods	5,420	1,853	38	1,299	36	95%	2	5%	0	0%
Chemicals	17.556	1.023	38	1.299	26	68%	12	32%	0	0%
Coatings - Protective Hardscapes	25,040 14,026	797 1,178	38 38	1,299 1,299	21 19	55% 50%	15 16	39% 42%	2 3	5% 8%
Office Equipment	4,765	1,176	38	1,299	29	76%	9	24%	0	0%
Photographs - Stock	7.464	1.610	38	1.299	35	92%	3	8%	0	0%
Plastering Contractors	34,811	659	38 38	1,299	17	45%	21	55%	0	0%
Traffic School Animal Health Products	25,049 23,517	796 832	38	1,299 1,309	37 25	97% 68%	12	3% 32%	0	0% 0%
Cargo & Freight Containers	13,733	1,190	37	1,309	18	49%	18	49%	1	3%
Contractor - Home Performance	8,248	1,538	37	1,309	14	38%	21	57%	2	5%
Cylinder Heads - Auto & Motorcycle	3.839	2.125	37 37	1.309	35	95%	13	5%	0	0% 3%
Dog Davcare Greeting Cards - Retail	9.125 8.904	1.465 1.487	3/	1.309 1.309	23 26	62% 70%	13 10	35% 27%	1	3%
Lecture & Seminar Bureaus	22,182	880	37	1,309	29	78%	6	16%	2	5%
Mediation Services	11.459	1.316	37	1.309	27	73%	6	16%	4	11%

US BBB 2016 Statistics Sorted by Complaints

Indicator Construction				Sorted by Complaints		1	1			County III and a 1	
Fig. 2007 1.100	-			·		·	-	Cmpls Not Settled	-	Cmpls Unable To Pursue	%
Excellent Afternation								16		3	89 09
Combination Company								**		0	0%
Secretion Service Service 10 10 10 10 10 10 10 1										0	0%
Schools Property 190 1	Recording Service - Sound & Video	18,403	992	37	1,309	20	54%	16	43%	1	3% 0%
Secretary 1.50 1.		7,562				22	59%	15	41%	0	0% 11%
Section 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10 1.50 1.10								5 7		4	0%
The Action 1								22		0	0%
Var. Commerciane & C. O. O. C.	Tile & Marble	14.537	1.157		1,309	18	49%	16	43%	3	8%
Selection 10.000 1.77 10 1.78 21 585 13 470 13 13 13 13 13 13 13 1										0	0% 14%
						22				5	0%
Contactors Meet Bouffred 17 16 1001 18 1702 21 58th 4 39th 1702 18 1702 18 18 18 18 18 18 18 1										1	3%
Part Part	Contractor - Metal Roofing	17,318	1,032	36	1,329	21	58%	14	39%	1	3%
Court Principle 1, 3, 105 1, 216 326						27		8		1	3% 0%
Final Services 4,015 526 368 326		1.896					92%	3	8%	0	3%
James Sending										3	8%
Filewood							39%			0	0%
Finest Contractors	Firewood	11.631	1.305	36	1.329	5	14%	29	81%	2	6%
Part Transion 24.163 800 36 3.202 21 \$600 15 4200 15 4						27	75%	2		0	0% 3%
Final Search Search & Restroproposition 5, 2726 1,802 26 1,202 26 1,202 26 1,202 26 1,202 26 1,202 27 28 1,202 27 28 1,202 28						24				1	3% 0%
Secret Permitter & Managers 3,863 1,414 36 1,720 24 67% 10 28% 1.726 1.7		5,725		36	1,329	26		9		1	3%
Walloamer A. Wallooyerinos - & Retal 5,709 1,000 36 1,272 19 5,396 17 47% 47	Sports Promoters & Managers	9,863	1,414	36	1,329	24	67%		28%	2	6%
Alterney Alterteinin		12,165		36		19				2	6%
Auto Ac Conditionina Auto Dealers - Combine Benin & Renica G. 1528 G. 15		5,709					53%	17	47%	0	0% 3%
Auto Desire Custom Desire Repolicy Science Sci								19		1	3%
Beyeles Rentino				35		18		17		0	0%
Gornie Robols						15	43%			0	0%
Gampaters - Multimedia 3,10 2,773 38 1,245 12 34% 22 63% 34		14,557								0	0% 0%
Date Systems - Consultants & Designers 16,000 1,080 38 1,345 28 71 % 9 26 %										1	3%
Fine Protection Contractor 15,033 1,130 35 1,345 18 5,196 16 46% Finitis & Neenblash: Retail 9,235 1,458 35 1,345 27 27% 8 2,235 Hardware - Wholesale & Manufacturers 1,248 1,260 33 1,345 27 27% 8 2,235 Hardware - Wholesale & Manufacturers 1,248 1,260 33 1,345 27 27% 8 2,235 Hardware - Wholesale & Manufacturers 1,248 1,260 33 1,345 27 27% 8 2,235 Hardware - Wholesale & Manufacturers 1,248 1,260 33 1,345 27 27% 8 2,235 Hardware - Wholesale & Manufacturers 1,248 1,260 33 1,345 23 66% 11 31% Hardware - Wholesale & Manufacturers 1,248 1,24										1	3%
Hardware - Wholesale & Manufacturers 12,248 1,260 35 1,345 27 77% 8 23% 6	Fire Protection Contractor	15,033	1,130	35	1,345	18	51%	16	46%	1	3%
Home Design & Planning 26,133 776 35 1,345 17 49% 15 43% Machine Tools 15,640 1,102 35 1,345 23 66% 11 33.0% 13.		9,235		35		27		8		0	0%
Machine Tools	Hardware - Wholesale & Manufacturers	12.248					77%	8		0	0% 9%
Planufactured Homes - Transportino 22,671 860 35 1,345 16 46% 19 54% 3 9% Platent Agents 16,645 1,051 35 1,345 31 89% 3 9% Printino Supplies 7,293 1,629 35 1,345 24 69% 11 31% 6 Called Estate Loan Modification 1,155 1,331 38 1,345 15 43% 17 4.9% Alexandron & Generators - Auto Repair 1,345 1,345 1,345 1,345 1,345 1,345 1,345 1,345 1,345 Alexandron & Generators - Auto Repair 1,341										1	3%
Printing Supplies		22,671	860	35	1,345	16	46%	19	54%	0	0%
Real Estate Loan Modification 10,165 1,393 35 1,345 15 43% 17 49% 1 44 44 1,362 16 47% 18 53% 1 1 1 1 1 1 1 1 1						31		3		1	3%
Alternators & Generators - Auto Repair 5.929 1.778 34 1.362 16 47% 18 53% 19 53% 18 53% 19 53% 18 53% 19 53	Printing Supplies				1,345			11		0	0% 9%
Art Supplies	Alternators & Generators - Auto Penair									3 0	0%
Boat Covers, Tops & Upholstery										0	0%
Flans & Banners	Boat Covers, Tops & Upholstery				1,362			7		0	0%
Garbane Disposals - Household		32.026				18		14		2	6% 0%
Glass, Miror & Screen Companies 7.932 1,565 34 1,362 20 59% 11 32% Gutter Cleanina 20,258 946 34 1,362 25 74% 8 24% 1.00 29% 8 24% 1.00 29% 10	Garbage Disposals - Household						74% 59%	14		0	0%
Gutter Cleanine						20				3	9%
Manufacturing 3,346 2,222 34 1,362 24 4,146 20 5,596 5,2612 20 5,596 1,2612 2,2612	Gutter Cleaning					25		8		1	3%
Individual Company		3,348	2,222	34	1,362	21	62%	10	29%	3	
Pharmacies - Specialty										0	9% 0%
Safety Consultants										0	0%
Watch Bands 3,276 2,233 34 1,362 32 94% 2 65% 6 6 6 6 6 6 6 6 6			583	34		23	68%	10		1	3%
Watch Bands 3,276 2,233 34 1,362 32 94% 2 65% 6 6 6 6 6 6 6 6 6		2,219			1,362	20		13		1	3%
Webbing 2,399 2,476 34 1,362 20 59% 14 41% Adjusters 24,522 810 33 1,378 25 75% 7 21% Air Ambulance Service 15,141 1,125 32 1,378 28 85% 5 1,52% Attornevs & Lawyers - Civil 8,119 1,495 33 1,378 22 67% 10 30% Auto Aparaisers 13,598 1,495 33 1,378 22 67% 10 30% Computers - Disaster Recovery 13,598 1,196 33 1,378 22 67% 10 30% Contractor - Descritive & Specialty Concrete 12,634 1,244 33 1,378 19 58% 13 39% Contractor - Descritive & Specialty Concrete 12,747 1,241 33 1,378 17 52% 14 42% Contractor - Descritive & Specialty Concrete 12,747 1,241 33 1,378 17		15.006				25		9		0	0% 0%
Adjusters					1.362			14		0	0%
Air Ambulance Service 15.141 1.125 33 1.378 28 8.5% 5 1.5% Attorneys & Lawyers - Bankruptcy & Taxes 31,178 704 33 1.378 22 67% 10 30% Attorneys & Lawyers - Civil 8,819 1.495 33 1.378 19 58% 14 42% Auto Aporaisers 13,598 1.196 33 1.378 22 67% 10 30% Computers - Disaster Recovery 12,634 1.244 33 1.378 19 58% 13 39% Contractor - Decorative & Specialty Concrete 12,747 1,241 33 1,378 17 52% 14 42% Copy & Duplicating Service 20,343 936 33 1,378 19 58% 13 39% Disability Access Fouliment 8,711 1,504 33 1,378 19 58% 13 39% Grarder, Center's 12,248 1,260 33 1,378 33 100% 0 0% 0 Grarder, Scholarship - Financial Ald Finder Service 14,292 1,166 33 1,378 23 70% 8 24% 7 21% 11								7		1	3%
Attorneys & Lawyers - Bankruptcy & Taxes 31,178 704 33 1,378 22 67% 10 30% Attorneys & Lawyers - Civil 58,819 1,495 33 1,378 19 58% 14 42% (Auto Aporaisers 13,598 1,196 33 1,378 22 67% 10 30% Computers - Disaster Recovery 12,644 1,244 33 1,378 19 58% 13 39% 12,614 42% (Contractor - Decorative & Specialty Concrete 12,747 1,241 33 1,378 17 52% 14 42% (Copy & Duplicating Service 20,343 936 33 1,378 17 52% 13 39% 13 39% 13 39% 13 39% 14 42% (Copy & Duplicating Service 20,343 936 33 1,378 19 58% 13 39% 13 39% (Copy & Duplicating Service 20,343 936 33 1,378 19 58% 13 39% (Copy & Duplicating Service 20,343 936 33 1,378 33 1,00% 0 0 0% (Copy & Duplicating Service 20,343 936 33 1,378 33 1,378 23 70% 8 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 33 1,378 23 70% 8 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 23 70% 8 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 23 70% 8 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 23 70% 8 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 23 70% 8 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 24% (Copy & Duplicating Service 20,348 1,260 33 1,378 24% (Copy & Duplicating Service 20,348 1,260 24% (Copy & Duplicating Service 20,348		15,141	1.125		1.378	28	85%	5		0	0%
Auto Aporaisers 13.598 1.196 33 1.378 22 6.796 10 30% Computers - Disaster Recovery 12.634 1.244 33 1.378 19 58% 13 39% Contractor - Decorative & Specialty Concrete 12.747 1.241 33 1.378 17 52% 14 42% 2 Copy & Duplicating Service 20,343 936 33 1,378 19 58% 13 39% 1 Sability Access Equipment 8.711 1,504 33 1,378 33 1,00% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0 0% 0 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% <td>Attorneys & Lawyers - Bankruptcy & Taxes</td> <td></td> <td></td> <td></td> <td></td> <td>22</td> <td></td> <td></td> <td></td> <td>1</td> <td>3%</td>	Attorneys & Lawyers - Bankruptcy & Taxes					22				1	3%
Commuters - Disaster Recovery 12,634 1,244 33 1,378 19 58% 12 39% Contractor - Decorative & Specialty Concrete 12,747 1,241 33 1,378 17 52% 14 42% Copy & Duplicating Service 20,343 936 33 1,378 19 58% 13 39% Disability Access Fouliment 8,711 1,504 33 1,378 33 100% 0 0% 0 Garden Centers 12,248 1,260 33 1,378 23 70% 8 24% 0 Grant - Scholarship - Financial Aid Finder Service 14,292 1,166 33 1,378 8 24% 7 21% 11 Home Improvements - Additions 23,405 839 33 1,378 21 64% 10 30% Sealing - Pavement 8,986 1,480 33 1,378 19 58% 11 33% Stock & Bond Transfer Agents 15,713		8,819			1,378	19				0	0% 3%
Contractor - Decorative & Specialty Concrete 12,747 1,241 33 1,378 17 52% 14 42% Copy & Duplicating Service 20,343 936 33 1,378 19 58%6 13 39% Disability Access Fouliment 8,711 1,504 33 1,378 33 100% 0 0% 0 Garden Centers 12,248 1,260 33 1,378 23 70% 8 24% Grant - Scholarship - Financial Aid Finder Service 14,292 1,166 33 1,378 8 24%6 7 21% 15 Home Improvements - Additions 23,405 839 33 1,378 21 64%6 10 30% Sealing - Pavement 8,986 1,480 33 1,378 19 58%6 11 33%6 Stock & Bond Transfer Agents 15,713 1,097 33 1,378 29 88%6 4 12%6	Computers - Disaster Recovery									1	3%
Copy & Duplicating Service 20,343 936 33 1,378 19 58% 13 39% Disability Acress Faujument 8,711 1,504 33 1,378 33 1,00% 0 0% 6 Garden Centers 12,248 1,260 33 1,378 23 70% 8 24% . Grant - Scholarship - Financial Ald Finder Service 14,292 1,166 33 1,378 8 24% 7 21% 11 Home Improvements - Additions 323,405 839 33 1,378 21 64% 10 30% Sealing - Pavement 8,986 1,480 33 1,378 19 58% 11 33% Stock & Bond Transfer Agents 15,713 1,097 33 1,378 29 88% 4 12%		12,747	1,241	33		17	52%	14	42%	2	6%
Garden Centers 12,248 1,260 33 1,378 23 70% 8 24%	Copy & Duplicating Service	20,343	936	33	1,378	19	58%		39%	1	3% 0%
Grant - Scholarship - Financial Aid Finder Service 14,292 1,166 33 1,378 8 24% 7 21% 16 Home Improvements - Additions 23.405 839 33 1,378 21 64% 10 30% 5 Sealing - Pavement 8.986 1,480 33 1,378 19 58% 11 33% Stock & Bond Transfer Agents 15,713 1,097 33 1,378 29 88% 4 12% 6		8.711	1.504		1.378		100%	0	0%	0	0% 6%
Home Improvements - Additions 23.405 839 33 1.378 21 64% 10 30% Sealing - Pavement 8.986 1.480 33 1.378 19 58% 11 33% Stock & Bond Transfer Agents 15,713 1.097 33 1.378 29 88% 4 12% (0								8		18	55%
Sealing - Pavement 8.986 1.480 33 1.378 19 58% 11 33% Stock & Bond Transfer Agents 15,713 1.097 33 1.378 29 88% 4 12%								10		2	6%
Stock & Bond Transfer Agents 15,713 1,097 33 1,378 29 88% 4 12% (Sealing - Pavement	8.986	1,480	33	1.378	19	58%		33%	3	9%
	Stock & Bond Transfer Agents		1,097		1,378	29	88%	4	12%	0	0%
Towers 9,245 1,457 33 1,378 18 55% 15 45% (Bed Bug Removal 14,754 1,145 32 1,393 27 84% 4 13%						18		15		0	0% 3%

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Brewers Equipment & Supplies	968	3,197	32	1,393	16	50%	16	50%	0	0%
Brick - Concrete, Pumice	9,941	1.409	32	1.393	11	34%	21	66%	0	0%
Cabinet Doors Cigar & Cigarette Lighters	3,425 6,369	2,205 1,727	32 32	1,393 1,393	25 14	78% 44%	18	22% 56%	0) 0%
Concrete Repair/Leveling	14,953	1,137	32	1 393	18	56%	14	44%	0	0%
Hauling & Clean Up Services	8.978	1,482	32	1,393	8	25%	23	72%	1	3%
House Furnishings & Services	7,861	1,573	32	1,393	17	53%	12	38%	3	9%
Internet-Based Telephone Service	6,917	1,665	32	1,393	27	84%	4	13%	1	3%
Management Training Office & Desk Space Rental Service	9,693 10,663	1.423 1.363	32 32	1.393 1.393	26 22	81% 69%	10	19% 31%	0	0%
Picture Frames - Dealers	6,463	1,715	32	1,393	13	41%	19	59%	0	0%
Spices	5,900	1,781	32	1,393	6	19%	25	78%	1	3%
Surgical Centers	8.094	1.550	32	1.393	19	59%	13	41%	0) 0%
Tile & Grout Cleaning	16,757	1,048	32		15	47%	15	47%	2	6%
Water - Bottled & Bulk Coffee Brewing Devices	7,130 3,612	1,642 2,167	32 31	1,393 1,409	21 29	66% 94%	11	34% 6%	0	0%
Concrete - Ready Mixed	20,774	921	31	1,409	17	55%	13	42%	1	3%
Consultants - Medical	15,584	1,109	31	1,409	22	71%	8	26%	1	3%
Demolition Contractors	46,662	535	31	1,409	16	52%	14	45%	1	3%
Denturist	9.652	1.426	31	1,409	27	87%	2	6%	2	6%
Dry Cleaners - Mobile	1.550	2.811	31	1.409	13	42%	16	52%	2	2 6% L 3%
Electronics Research & Development	4,551 50,866	1,998 503	31 31	1,409	13 16	42% 52%	17 15	55% 48%	1	0 0%
Engineering Contractors - General Foundations - Education, Philanthropy, Research	20,771	923	31	1,409 1,409	16 27	52% 87%	15	48% 10%	1	3%
Medical Spa	5,362	1,867	31		21	68%	10	32%	Ů	0%
Outdoor Kitchens	10,474	1,373	31	1,409	12	39%	19	61%	0	0%
Ribbons	883	3.269	31	1.409	31	100%	0	0%	0	0%
Rubber Products	5.601	1.822	31	1,409	16	52%	15	48%	0	0%
Vacuum Cleaners - Supplies & Parts	8,901	1,488	31 31	1,409	29 19	94%	2	6%	0	0%
Windows - Repairing Advertising - Shoppers Guides	16,660 4,496	1,051 2,005	31	1,409 1.424	19 22	61% 73%	10 8	32% 27%	2	
Archery Equipment & Supplies	12,296	1,258	30	1,424	20	67%	10	33%	0	0%
Baby Carriages & Strollers	2,618	2,397	30	1,424	20	67%	10	33%	0	0%
Carpet & Rug Dealers - Persian/Oriental Rugs	4,283	2,040	30	1,424	29	97%	1	3%	0	0%
Charity - National	42.159	580	30	1.424	22	73%	8	27%	0) 0%
Cocktail Lounges	4,132 999	2,068	30	1,424	12	40%	18	60%	0	0 0%
Concert Bureaus Contractors Equipment & Supplies - Dealers & Services	13.945	3,167 1,181	30 30	1,424 1.424	29 19	97% 63%	10	3% 33%	1	1 3%
Cutlery	41,856	584	30	1,424	24	80%	6	20%	0	0%
Delicatessens	3,455	2,197	30	1,424	17	57%	12	40%	1	3%
Design & Build Contractor	18,960	974	30	1,424	11	37%	18	60%	1	3%
Document Imaging & Scanning Service	16.646	1.052	30	1.424	26	87%	2	7%	2	7%
Horse Riding/Horse Trail Rides	3,760 9,590	2,139	30 30	1,424	12	30% 40%	20 14	67% 47%	1	1 3%
Merchandising Service Pension & Profit Sharing Plans	11,529	1,429 1,312	30	1,424 1,424	25	83%	5	17%	0	0%
Pet Fencing & Containment Systems	7,280	1,630	30	1,424	11	37%	18	60%	1	3%
Photographic Equipment - Repair	4,184	2,056	30	1,424	23	77%	7	23%	0	0%
School Supplies	10,025	1,404	30	1,424	29	97%	1	3%	0	0%
Scooters - Medical	7,965 35,948	1.561	30	1.424	24 17	80%	6	20%	0) 0% 3%
Steel Fabricators Videographers - Wedding	35,948 1,824	646 2.685	30 30	1.424 1.424	10	57% 33%	12	40% 60%	1	7%
Adjusters - Public	21,825	886	29	1,445	22	76%	6	21%	1	1 3%
Aluminum Fabricators	21,215	906	29	1,445	20	69%	8	28%	1	3%
Audio-Visual Equipment - Service & Repair	5,382	1,864	29	1,445	19	66%	10	34%	0	0%
Beads	4,365	2,023	29	1,445	12	41%	14	48%	3	10%
Cheerleading Instruction Computers - Cable & Installation	4.081 9.005	2.076 1.476	29 29	1.445 1.445	14 15	48%	14 14	48% 48%	1	3%
Concert Halls	1,805	2,691	29	1,445	22	52% 76%	14	24%	0	0%
CPR Training & Certification	26,263	775	29	1,445	22	76%	6	21%	1	3%
Educational Materials - Home Schooling	5.132	1.896	29	1,445	22 22	76%	7	24%	Ō	0%
Ice Cream & Frozen Desserts - Dealers	6.406	1.721	29	1.445	13	45%	14	48%	2	7%
Marine Equipment & Supplies	13,281	1,212	29	1,445	12	41%	17	59%	0	0%
Metal Fabricators Pen Pal Lists	22,793	854 3.035	29	1,445 1,445	16	55% 63%	13 11	45%	0	0%
Pen Pai Lists Product Sales via Telephone	1,206 9,129	3,035 1,464	29 29	1,445	18 17	62% 59%	12	38% 41%	<u>U</u>	0%
Roofing Service Consultants	27,344	762	29	1,445	20	69%	8	28%	1	1 3%
Senior Home Care	22,329	875	29	1.445	20	69%	9	31%	0	0%
Smokers Information & Treatment	5.482	1.841	29	1.445	24	83%	5	17%	0	0%
Television & Radio Parts - Retail	8,688	1,508	29	1,445	20	69%	. =	31%	0	0%
Travel & Moving Services Wheelchair & Disability Transportation	10,684 21,630	1,359 892	29 29	1,445 1,445	11 22	38% 76%	17	59% 17%	1	3%
Air Conditioning Equipment - Room Units	21.630 5.131	1.897		1,445	22	76% 75%	5	21%		4%
Artificial Turf	18,596	986	28	1,465	18	64%	10	36%	0	0%
Attornevs & Lawvers - Immigration & Naturalization	21,275	904	28	1,465	14	50%	13	46%	1	4%
Attornevs & Lawvers - Personal Injury & Property Damage	75.815	369	28 28	1.465	23	82%	5	18%	0	0%
Batteries - Dry Cell - Wholesale & Manufacturers	3,657	2,156	28	1,465	24 18	86% 64%	4	14%	0	0 0%
Driving Proficiency Test Service	12,940	1,231	28	1,465				36%		

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries 59,438	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	% 79%	Cmpls Not Settled	% 11%	Pursue	% 11%
Estate Planning & Management Fund Raising Games, Merchandise, Supplies	17,324	1 030	28	1,465 1.465	22	79%	3 5	18%	<u> </u>	4%
Gasoline - Wholesale	3.026	2,292	28	1,465	17	61%	11	39%	0	0%
Grout Resurfacing & Repair	8,006	1,556	28	1,465	18	64%	10	36%	0	0%
Hydraulic Equipment & Supplies	7,809 12,099	1,576	28 28	1,465	7	25%	21	75%	0	0% 0%
Laboratories - Research & Development Motorcycles - Customizing	12.099 8.815	1.270 1.496	28 28	1,465 1,465	21	75% 32%	17	25% 61%	2	7%
Office Supplies - Sale by Telemarketing	8,199	1,543	28	1,465	17	61%	11	39%	0	0%
Online Shipping Broker	6.732	1.687	28	1.465	5	18%	14	50%	9	32%
Oxvaen	7.639	1.593	28 28	1.465	17	61%	11	39%	0	0%
Paving, Painting, Home Improvement - Itinerant Workers	9,183 3,249	1,462 2,243	28	1,465 1,465	21	7% 75%	18	64% 25%	8	29% 0%
Physicians & Surgeons - Allergy Seals - Notary & Corporation	14,643	1 152	28	1,465	21	86%	4	14%	0	0%
Trophies	11,710	1,299	28	1,465	22	79%	6	21%	0	0%
Truck Driver Training	16,853	1,047	28	1,465	21	75%	7	25%	0	0%
Weed Control Service	10.682 9.919	1,360	28 28	1.465	21 21	75%	6	21%	1	4% 0%
Youth Organizations & Centers Administrators - Class Action Settlement	13,458	1.410 1.201	28	1.465 1.489	21	75% 96%	/	25% 4%	0	0%
Aromatherapy & Essential Oils	6,958	1,664	27	1,489	16	59%	10	37%	1	4%
Auto Diagnostic Service	9,161	1,463	27	1,489	17	63%	10	37%	0	0%
Barbecue	2.616	2,398	27 27	1,489	7	26%	20	74%	0	0%
Barter & Trade Exchanges	6,973	1,660		1,489	22	81%	5	19%	0	0% 0%
Books - Wholesale Consultants - Telecommunication	7,015 9,002	1,658 1,478	27 27	1,489 1,489	24 17	89% 63%	3 10	11% 37%	0	0%
Flea Markets	6,847	1,478	27	1,489	17	48%	10	44%	2	7%
Floor Coatings - Epoxy/Polyurethane	13,876	1,182	27	1,489	22	81%	5	19%	0	0%
Foreign Currency Exchange Broker	10.617	1.366	27	1.489	8	30%	15	56%	4	15%
Government - City, Village & Township	5.618 5.100	1.818 1.900	27 27	1.489 1.489	20 15	74%	6 12	22% 44%	1	4% 0%
Guitars & Amplifiers Knives - Custom	5,100 4,688	1,900	27	1,489	15	56% 26%	12 20	74%	0	0%
Marijuana - Products	1,231	3.016	27	1,489	16	59%	11	41%	0	0%
Mats & Matting	4,334	2,026	27	1,489	17	63%	10	37%	0	0%
Meat - Processing	12,021	1,274	27	1,489	17	63%	7	26%	3	11%
Paint - Wholesale & Manufacturers	5,442	1,848	27 27	1,489	7	26%	20 17	74%	0	0% 0%
Photography Sales by Mail Records Management	1,221 4,963	3.024 1,927	27	1,489 1,489	10 19	37% 70%	1/ 8	63% 30%	0	
Sauna Equipment & Supplies	10,042	1,403	27	1,489	25	93%	2	7%	0	0%
Sians - Neon	2,668	2,384	27	1,489	5	19%	22	81%	0	0%
Theater Stage Play Houses	2,380	2,483	27	1.489	18	67%		30%	1	4%
Toilets - Portable	10,703 4,748	1,358 1,954	27 27	1,489 1.489	13 14	48% 52%	14 13	52% 48%	0	0% 0%
Trampolines Charity - Community Development & Civic Organizations	13.091	1,954	26	1,489	21	52% 81%	13	19%	0	0%
Concrete Products	17,533	1,025	26	1,513	18	69%	8	31%	0	0%
Corporate Travel	16,462	1,058	26	1,513	20	77%	6	23%	0	0%
Diving Instruction	2,640	2,392	26	1,513	12	46%	14	54%	0	0%
Elderly/Senior Specialty Services Electric Heating Elements	23.905 2,414	826 2,471	26 26	1.513 1,513	19 26	73% 100%	5	19% 0%	2	8% 0%
Event Planners - Corporate	4,414	2,471	26	1,513	10	38%	15	58%	1	4%
Fax Transmission Service	4,184	2,056	26	1.513	22	85%	4	15%	0	0%
Garments - Printing & Lettering	7.309	1.626	26	1.513	16	62%	9	35%	1	4%
Glass Coating & Tinting	15,691	1,099	26	1,513	18	69%	8	31%	0	0%
Holistic Practitioners	11,718 19.377	1,298 964	26	1,513 1,513	13 22	50% 85%	13	50%	0	0% 0%
Junk Removal Language Training Aids	3,054	2,283	26 26	1,513	22	85%	4	15% 15%	0	0%
Modeling Schools	21,290	903	26	1,513	18	69%	3	12%	5	19%
Nutrition	16.644	1.054	26	1.513	11	42%	15	58%	0	0%
Office Records Stored	6.409	1.720	26	1.513	10	38%	15	58%	1	4% 8%
Seeds & Bulbs - Retail Sleep Disorders - Sleep Apnea	10,826 4,998	1,351 1,919	26 26	1,513 1,513	12	46% 27%	12 19	46% 73%	2	0%
Soccer Clubs	3.323	2,228	26	1.513	13	50%	13	50%	0	0%
Tax Software	5,505	1.833	26	1.513	19	73%	7	27%	0	0%
Tools - Power Actuated	3,025	2,294	26	1,513	13	50%	12	46%	1	4%
Travel Agent Mills	4,453	2,008	26	1,513	3	12%	19	73%	4	15% 0%
Vacuum Equipment & Systems Alcoholism Info & Treatment Centers	8.527 16,439	1,515 1,060	26 25	1,513 1,536	21 19	81% 76%	5	19% 24%	n	0%
Amusement Devices	3,273	2,235	25	1,536	24	96%	1	4%	0	0%
Baths	12.334	1,255	25	1.536	19	76%	3	12%	3	12%
Bicvcles - Wholesale & Manufacturers	3.059	2,282	25	1.536	15	60%	9	36%	1	4%
Carpet Layers	18,498	989 1,115	25 25	1,536	12	48% 36%	12 15	48%	1	4% 4%
Door-to-Door Sales - Cleaning Supplies Endodontics	15,335 5.071	1,115	25	1,536 1,536	21	36% 84%	15	60% 16%	1	0%
Foreclosure Services	22,062	882	25	1,536	19	76%	6	24%	0	0%
Gates	8,675	1,509	25	1,536	- 8	32%	17	68%	0	0%
Generators	7.971	1.559	25	1.536	14	56%	10	40%	1	4%
Gold Buvers	24.245	817	25	1.536	18	72%	7	28%	0	0% 8%
Health Care - Staffing Language Schools	14,835 8,030	1,140 1,552	25 25	1,536 1,536	17 14	68% 56%	6	24% 24%	2	20%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Orthopedic Appliances	6,902 1 551	1,667	25	1,536	20	80%	4	16%	1	4% 0%
Parking Stations & Garages - Construction Physicians & Surgeons - Cardiology Services	1,551 5,954	2.809 1.774	25 25	1,536 1,536	20	28% 80%	18	72% 20%	0	0%
Physicians & Surgeons - Cardiology Services Physicians & Surgeons - Hormone Replacement Therapy	14,496	1,159	25	1,536	18	72%	5	20%	2	8%
Saddlery & Harness	6,898	1,668	25	1,536	15	60%	10	40%	0	0%
School Information	8.409	1,529	25	1.536	17	68%		32%	0	0%
Staffing - Technical Tickets & Coupons - Printers & Suppliers	19,291 4,431	966 2,013	25 25	1,536 1,536	14 14	56% 56%	10 11		1	4% 0%
Traffic Engineers & Planning Service	1,577	2,800	25	1,536	23	92%	2	8%	0	0%
Training - Video Instruction Tapes	5,697	1.806	25	1,536		56%	11	44%	0	0%
Uniform Supply Service	5,484	1,838	25	1,536	14 17	68%	8	32%	0	0%
Vertical Blinds	10,762	1,354	25	1,536	13	52%	12	48%	0	0%
Antiques - Repair & Restore Artist - Makeup	6.370 4,941	1.726 1,931	24 24	1,562 1,562	9 11	38% 46%	13 13		2	8% 0%
Attorneys & Lawyers - Criminal	41,963	582	24	1,562	15	63%	6	25%	3	13%
Auto Service - Rust proofing Shops	5,204	1.884	24	1.562	14	58%	10	42%	Ö	0%
Bulletin & Directory Boards	3.470	2.192	24	1.562		96%	1	4%	0	0%
Glassware - Wholesale & Manufacturers	6,705	1,689	24	1,562	14	58%	10	42%	0	0%
Heating Equipment Kickboxing	13,288 1,771	1,211 2,709	24 24	1,562 1,562	15 14	63% 58%	8 10	33% 42%	1	4% 0%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	6.672	1.693	24	1.562	9	38%	12	50%	3	13%
Laser Eye Surgery	17,109	1,038	24	1,562	18	75%	5	21%	1	4%
Machinery - New	11,121	1,339	24	1,562	16	67%	8	33%	0	0%
Manufactured Homes - Equipment & Parts	6.983	1.659	24	1.562	13	54%	11	46%	0	0%
Marine Electronic Equipment & Supplies Patio Equipment & Supplies	8,259 7,783	1,537 1,578	24 24	1,562 1,562	22 17	92% 71%	2	8% 29%	0	0% 0%
Petroleum Products	7,783 8,625	1,511	24	1,562	12	71% 50%		46%	1	4%
Post Offices	2,128	2,565	24	1.562	13	54%	11	46%	Ô	0%
Project Management	5,742	1,800	24	1,562	20	83%	4	17%	0	0%
Self Defense	5,788	1,795	24	1,562	13	54%	11	.0 70	0	0% 8%
Shopping Centers & Malls Sleep Disorders - Snoring	6.768 4,681	1,685 1,969	24 24	1.562 1,562	13 19	54% 79%	9	38% 21%	2 0	0%
Storm Shelters	22,492	867	24	1,562	17	71%	7	29%	0	0%
Taxes - Property Tax Consultants	30,362	716	24	1,562	21	88%	3	13%	0	0%
Trailers - Transporting	5.082	1.905	24	1.562	3	13%	19	79%	2	8%
Upholstery Fabrics - Retail	7,675 3,736	1,588 2,143	24 24	1,562	11	46% 75%	10	42% 25%	3	13% 0%
Vehicle Sales - Manufacturing Companies Veterans & Military Organizations	13,977	2,143 1,179	24	1,562 1,562	18 19	75% 79%	4	25% 17%	1	4%
Video Editing	8.705	1,507	24	1,562	6	25%	15	63%	3	13%
Army & Navy Goods	4,297	2,036	23	1,589	16	70%	7	30%	0	0%
Audio-Visual Equipment - Wholesale & Manufacturers	2,261	2,519	23	1,589	11	48%	12	52%	0	0% 0%
Auto Repair - Tune-Up Baby Car Seats, Carriages & Strollers	1.854 1,629	2.673 2,779	23 23	1,589 1,589	15 18	65% 78%	8	35% 22%	0	0%
Bicycles - Repair	2,637	2,394	23	1,589	13	57%	8	35%	2	9%
Brand Development	9,966	1,407	23	1,589	15	65%	8	35%	0	0%
Cat Breeders	6.124	1.757	23	1.589	8	35%	14	61%	1	4%
Cemetery Equipment & Supplies	2,256	2,521	23 23	1,589	16 17	70% 74%	7	30%	0	0% 0%
Chairs - Wholesale & Manufacturers Clocks - Dealers	3,971 5,686	2,100 1.809	23	1,589 1,589	1/	61%	0	26% 35%	1	4%
Couriers	13,430	1.204	23	1,589	15	65%	8	35%	0	0%
Door & Gate Operating Devices	9,194	1,461	23	1,589	16	70%	7	30%	0	0%
Dresses - Wholesale & Manufacturers	1,708	2,731	23	1,589	3	13%	16	70%	4	
Electronic Power Supplies	5.420 10,742	1.853 1,356	23	1,589 1,589	18 14	78%	3	13%	2	9% 0%
Fire Damage Restoration Football Clubs	2,239	2,529	23	1,589	14 11	61% 48%	9 11	39% 48%	1	4%
Go-Karts	2,239	2,323	23	1,589	19	83%	4	17%	0	0%
Insulation Materials	9.876	1,412	23	1.589	17	74%	5	22%	1	4%
Irrigation Systems - Maintenance/Repair	7,097	1,648	23	1,589	15	65%	8	35%	0	0%
Key Control Systems Machine Tools - Repair & Rebuild	2,191 4.711	2,550 1.961	23 23	1,589 1,589	18 18	78%	5	22% 22%	0	0% 0%
Machine Tools - Repair & Rebuild Mail Boxes - Manufacturers & Distributors	4./11 3.272	1,961 2 238	23	1,589	18	78% 83%	5	22% 17%	0 n	0%
Manufactured Homes - Rent & Lease	7,104	1,645	23	1,589	13	57%	10	43%	0	0%
Military Goods	17,381	1,028	23	1,589	16	70%	6	26%	1	4%
Musicians	3.758	2.140	23	1.589	8	35%	15	65%	0	0%
Photographers - Aerial Radio Communication Equipment & Systems	7,093 11,595	1,650 1,307	23 23	1,589 1,589	7 8	30% 35%	15 14	65% 61%	1	4% 4%
Religious Organizations	9,555	1,307	23	1,589	14	61%	7	30%	2	9%
Sales Organizations	11.493	1.315	23	1.589	9	39%	13	57%	1	4%
Saws	6,434	1,719	23	1,589	16	70%	7	30%	0	0%
Ski Equipment - Retail	5,400	1,857	23	1,589	15	65%		35%	0	0%
Stock Certificates Technology - Litigation Support	2.786 3,241	2.350 2.244	23 23	1,589 1,589	1	4% 13%	17	74% 87%	5	22% 0%
Termite Control	18,660	982	23	1,589	19	83%	20 4	17%	n	0%
Umbrellas	1,688	2.742	23	1,589	19	83%	4	17%	0	0%
Womens Apparel - Wholesale & Manufacturers	7,018	1.656	23	1.589	18	78%	4	17%	1	4%
Art Metal Work	5,074	1,906	22	1,625	4	18%	18	82%	0	0%
Attorneys & Lawyers - Real Estate	32,923 4 628	686 1 982	22	1,625	16	73% 50%	6	27% 41%	0	0% 9%
Autograph Dealers	4.6281	1.982	22	1.625	111	50%	9	41%	21	9%

US BBB 2016 Statistics Sorted by Complaints

Industry Classification Automated Teller Machines Bankruptzv Assistance & Services Baths - Equipment & Supplies Beauty Pageants Blankets Biankets Biankets Bridge Operators Charity - Other Charitable Organizations China & Glassware - Retail Computers - Programming Decoration Contractors - Party, Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	Inquiries 7,213 8,608 4,964 12,841 2,397 986 9,307 15,109 4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992 22,271	Rank by Inquiries 1.638 1.513 1.926 1.237 2.477 3.180 1.452 1.127 2.038 2.208 988 1.067 2.502 1.125	22 22 22 22 22 22 22 22 22 22 22 22 22	1.625 1,625 1,625 1,625 1,625 1,625	Cmpls Settled 10 9 15 13 19 22 15 111	45% 41% 68% 59% 86% 100%	Cmpls Not Settled 12 3 6 9 3 0	% 55% 14% 27% 41% 14%	Pursue 0 10 1 0	96 0% 45% 5%
Bankruntry Assistance & Services Baths - Fouinment & Supplies Beauty Pageants Blankets Bridge Operators Charity - Other Charitable Organizations Charity - Other Charitable Organizations Charity - Other Charitable Organizations China & Glassware - Retail Computers - Programming Decoration Contractors - Party, Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Music Publishers Music Publishers Plasma Centers Plasma Centers Printers - Business Forms	8.608 4.064 12.841 2.397 986 9.307 15,109 4.294 3.418 18.503 16.198 2.314 12.861 7.799 2.505 29.992	1.513 1.926 1.237 2,477 3.180 1.452 1.127 2.038 2.208 9.88 1.067 2.502	22 22 22 22 22 22 22 22 22 22	1,625 1,625 1,625 1,625 1,625 1,625 1,625	13 19 22 15	41% 68% 59% 86% 100%	3 6 9 3	14% 27% 41%	10 1 0	45%
Baths - Equipment & Supplies Beauty Pageants Blankets Bridge Operators Chairty - Other Charitable Organizations Chaird & Glassware - Retail Computers - Programming Decoration Contractors - Party. Convention Decoration Contractors - Party. Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Informercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	4 964 12,841 2,397 986 9,307 15,109 4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992	1,926 1,237 2,477 3,180 1,452 1,127 2,038 2,208 988 1,067 2,502	22 22 22 22 22 22 22 22 22 22	1.625 1,625 1,625 1,625 1,625 1,625	13 19 22 15	68% 59% 86% 100%	6 9 3	27% 41%	1 0	
Beauty Pageants Bridge Operators Charity - Other Charitable Organizations China & Glassware - Retail Computers - Programming Decoration Contractors - Party, Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Plasma Centers Pinters - Business Forms	12,841 2,397 986 9,307 15,109 4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992	1,237 2,477 3,180 1,452 1,127 2,038 2,208 988 1,067 2,502	22 22 22 22 22 22 22 22 22	1,625 1.625 1,625 1,625 1,625	13 19 22 15	59% 86% 100%	9 3	41%	0	
Bridae Operators	986 9,307 15,109 4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505	3.180 1,452 1,127 2,038 2,208 988 1,067 2,502	22 22 22 22 22 22 22 22	1.625 1,625 1,625 1.625	22 15	100%	3	14%		0%
Charity - Other Charitable Organizations China & Glassware - Retail Computers - Programming Decoration Contractors - Party, Convention Drainage Contractors E-Learning E-Learning E-Iectric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	9,307 15,109 4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992	1,452 1,127 2,038 2,208 988 1,067 2,502	22 22 22 22 22 22	1,625 1,625 1,625	15		n l		0	0%
China & Glassware - Retail Computers - Programming Decoration Contractors - Party, Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	15,109 4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992	1,127 2,038 2,208 988 1,067 2,502	22 22 22 22 22	1,625 1,625				0%	0	0%
Comouters - Programming Decoration Contractors - Party. Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Plasma Centers Pinters - Business Forms	4,294 3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992	2.038 2.208 988 1,067 2.502	22 22 22	1,625	11	68%	6	27%	1	5%
Decoration Contractors - Party, Convention Drainage Contractors E-Learning Electric Bikes Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintbail - Games & Supplies Plasma Centers Printers - Business Forms	3,418 18,503 16,198 2,314 12,861 7,799 2,505 29,992	2,208 988 1,067 2,502	22 22	1.625	-	50% 27%	11 15	50% 68%	0	0% 5%
Drainage Contractors	18,503 16,198 2,314 12,861 7,799 2,505 29,992	988 1,067 2,502	22		10	45%	12	55%		0%
E-Learnina E-Learnina Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewehry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	2.314 12,861 7,799 2.505 29,992	1,067 2,502			11	50%	10	45%	1	5%
Fertilizers Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Pinters - Business Forms	12,861 7,799 2,505 29,992		22	1,625	10	45%	12	55%	0	0%
Fire & Smoke & Water Clean Up Infomercials Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	7,799 2,505 29,992	1.235	22	1,625	11	50%	11	50%	0	0%
Infomercials Insurance - Workers Compensation Insurance - Workers Compensation Insurance - Workers Compensation Insurance - Workers Compensation Insurance - Foundation Services Music Publishers Paintball - Games & Supplies Insurance - Plasma Centers Printers - Business Forms Insurance - Plasma Centers Insurance	2.505 29.992	-7	22	1,625	20	91%	2	9%	0	0%
Insurance - Workers Compensation Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Painthal - Games & Supplies Plasma Centers Printers - Business Forms	29,992	1,577	22		18	82%	4	18%	0	0% 5%
Jewelry Buyers Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms		2,442 725	22		19	86%	2	9% 0%		0%
Modular/Mobile Home - Foundation Services Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms		725 877	22		12	100% 55%	- 0	36%		9%
Music Publishers Paintball - Games & Supplies Plasma Centers Printers - Business Forms	4,304	2,034	22		13	59%	- 8	36%		5%
Paintball - Games & Supplies Plasma Centers Printers - Business Forms	16,174	1.069	22		13	59%	9	41%	0	0%
Plasma Centers Printers - Business Forms	2,320	2,498	22	1,625	8	36%	14	64%	0	0%
	5,090	1,902	22	1,625	10	45%	12	55%	0	0%
Danahas	8,015	1,554	22		18	82%	4	18%	0	0%
Ranches	6.124	1.757	22			36%	14	64%	<u> </u>	0%
Safes & Vaults	13,959	1,180	22	1,625	10	45%	<u>7 </u>	32%	5	23% 18%
Soliciting Organizations Television Program Distributors	17,961 1,350	1,009 2,941	22 22	1,625 1,625	11 17	50% 77%	/ <u>/</u>	32% 18%	4	18%
Tile - Non-Ceramic - Contractors & Dealers	12,045	1,272	22	1.625	14	64%	- 4	36%	- 1	0%
Tree Service - Pruning	11,945	1,280	22		3	14%	17	77%	2	9%
Adoption Services	26,957	767	21		15	71%	5	24%	1	5%
Aircraft Charter, Rental & Lease	10.129	1.396	21	1.657	7	33%	11	52%	3	14%
Annuities	15,164	1,123	21		20	95%	1	5%	0	0%
Auto Parts & Supplies - Rebuilt	4,949	1,930	21		6	29%	15	71%	0	0%
Cellophane, Cell Materials & Products	1,186	3,049	21 21		7	33%	12	57%	2	10%
Charity - Children & Youth Consultant - Planning	20.273 15,805	939 1,089	21		14	67% 57%	- /	33% 29%	- 0	14%
Contractors Equipment & Supplies - Rent & Lease	10,264	1,386	21	1,657	13	62%	- 8	38%		0%
E-Cigarette Flavoring	3,830	2.128	21	1,657	9	43%	12	57%	0	0%
Eviction Service	6,322	1.733	21	1,657	12	57%	9	43%	0	0%
Fingerprinting	4,379	2,020	21	1,657	8	38%	13	62%	0	0%
Fire Protection Equipment & Supplies	21,886	884	21		10	48%	11	52%	0	0%
Flight School	7.018	1.656	21		11	52%	9	43%		5%
Housing Consultants & Referral Service Industrial Manufacturers	5,697 16,731	1,806 1,049	21 21		11 14	52% 67%	5	24% 33%	5	24%
Industrial Manufacturers Invitations & Announcements	7,744	1,582	21		11	52%		43%	1	5%
Jewelers - Wholesale	15,563	1,110	21	1,657	12	57%	- 8	38%	1	5%
Locksmiths Equipment & Supplies	6,063	1,764	21		9	43%	11	52%	1	5%
Massage Equipment & Supplies	8,523	1,517	21	1,657	11	52%	9	43%	1	5%
Pet Finding Service	35.227	653	21	1.657	19	90%	1	5%	1	5%
Physicians & Surgeons - Urology	4,797	1,949	21		16	76%	5	24%	0	0%
Restaurant Equipment - Repair & Service Roof Cleaning & Stain Removal	13,001 21,104	1,225 914	21 21		11 16	52% 76%	10	48% 24%	0	0%
Scientific Apparatus & Instruments	3,074	2,278	21		10	90%	3	10%		0%
Scrap Metals	15,748	1,093	21		12	57%	- 2	38%	1	5%
Senior Care Information and Resources	23,103	847	21		18	86%	3	14%	0	0%
Sheet Metal Work	21,398	897	21		16	76%	5	24%	0	0%
Trailers - Rent & Lease	9.321	1.450	21		14	67%	7	33%	0	0%
Tuck Pointing	12,098	1,271	21		10	48%	11	52%	0	0%
Water Heater - Tankless	2,277	2,514	21		21	100%	0	0%	0	0%
Water Heaters - Repairing	4.669	1.970	21	1.657	17	81%	4	19%	0	0% 5%
Aircraft Parts & Supplies	9,292 3,048	1,454 2,286	20 20	1,688 1,688	9	45% 65%	10	50% 35%		0%
Amplifiers Appointment Setting Service	4,555	1,997	20		13	95%		35% 5%	0	0%
Artificial Limbs	1.018	3,154	20	1,688	19	95%	1	5%	0	0%
						70%				
Attorneys & Lawyers - Business Law/Corporation/Partnership	24,739	807	20	1,688	14	70%	ь	30%	U	0%
Auto Manufacturers & Distributors - Specialty Body	1.909	2,649	20	1.688	19	95%	1	5%	0	0%
Baseball Clubs	7.035	1.655	20		12	60%	7	35%	1	5%
Billiard Equipment & Supplies	9,045	1,472	20		18	90%	2	10%	0	0%
China & Crystal - Repair	1,444	2,874	20		6	30%	14	70%	0	0% 5%
Commercial Painting Contractor Construction Supplies	16.161 4,659	1.070 1,972	20 20	1,688 1,688	10 10	50% 50%	10	45% 50%	1	0%
Construction Supplies	10,173	1,392	20	1,688	7	35%	10	50%	3	15%
Flectric Equipment & Supplies - Wholesale	4,935	1,933	20		15	75%	3	15%	2	10%
Electric Equipment & Supplies - Wholesale Email Service Provider	52,856	485	20		14	70%	6	30%	0	0%
Electric Equipment & Supplies - Wholesale										0.04
Electric Equipment & Supplies - Wholesale Email Service Provider	6,582 7,373	1,704 1,617	20 20	1,688	12 12	60% 55%	8	40% 40%	0	0% 5%

US BBB 2016 Statistics Sorted by Complaints

	1		Sorted by Complaints					T	Court Harts = 1	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Hand Painting & Decorating	4,297	2,036	20	1,688	13	65%	7	35%	0	09
Horse Equipment & Supplies Insurance - Fire & Flood Specialists	4.578 8.505	1.987 1.519	20	1.688 1.688	14 18	70% 90%	6	30% 10%	0	09 09
Lamps & Lamp Shades - Retail	3,921	2,109	20	1,688	7	35%	13	65%	0	09
Legal Clinics	11,967	1,279	20	1,688	19	95%	1	5%	0	09
Lighting Fixtures - Wholesale & Manufacturers	7.932	1.565	20	1.688	14	70%	6	30%	0	09
Medicines - Preventative Dogs & Cats Mold & Mildew Remediation	2,477 13,492	2,454 1,198	20 20	1,688 1,688	3 15	15% 75%	16	80%	1	59 59
Moving Equipment Rental	4.079	2,077	20	1,688	11	75% 55%	9	20% 45%	0	09
Musical Instruments - Wholesale & Manufacturers	2.114	2,572		1,688	15	75%	5	25%	0	09
Notaries Public	11,450	1,317	20 20	1,688	16	80%	3	15%	1	5%
Parking Meters	510	3,668	20 20	1,688	17 4	85%	3 16	15%	0	09 09
Photographers - Sports Pianos	616 9,427	3.534 1,442	20	1,688 1,688	12	20% 60%	16 7	80% 35%	U	59
Printer & Printer Supplies- Manufacturer	4,565	1,992	20	1,688	13	65%	7	35%	0	09
Public Relations Counselors	12,328	1,256	20	1.688	9	45%	11	55%	0	09
Referral - Debt Relief Services	24.510	811	20	1.688	20	100%	0	0%	0	09
Road Building Contractors Rubber Stamps	22,320 4,406	876 2,019	20 20	1,688 1,688	12	60% 30%	11	35% 55%	1	59 159
Sky Diving	2,241	2,528	20	1,688	6	30%	12	60%	2	109
Stair Lifts	14.928	1.138	20 20	1.688	17	85%	3	15%	0	09
Suits - Custom Made	2,835	2,339		1,688	8	40%	11	55%	1	59
Trailers - Repair & Service	12,868	1,234 2,317	20 20	1,688	10 12	50%	10	50%	0	09 09
Transitional Housing Transmissions - Truck, Tractor	2,916 3,123	2,317 2,266	20 20	1,688 1,688	12 14	60% 70%	8	40% 30%	0	09
Underwear - Wholesale & Manufacturers	1,285	2,200	20	1,688	16	80%	4	20%	0	09
Windows - Vinvl	6.755	1,686	20	1.688	15	75%	2	10%	3	15%
Bank Equipment & Supplies	2.198	2.545	19	1.732	18	95%	1	5%	0	09
Basement - Remodeling	19,805 15,597	953 1,108	19 19	1,732 1,732	12	63%	5	26%	2	119 09
Business Credit Builder Drilling & Boring Contractors	23.043	848	19	1,/32	14	74% 11%	3	26% 11%	15	
Engineering Consultants	20,410	934	19	1,732	12	63%	7	37%	0	09
Environmental Testing & Consulting	12,824	1,239	19	1,732	17	89%	2	11%	0	09
Exercise Equipment & Machines - Service & Repair	3,977	2,098	19	1,732	13	68%	6	32%	0	09
Furnace Sales & Service Hostels	5.551 841	1.827 3,303	19 19	1,732 1,732	11 15	58% 79%	8	42% 21%	0	09 09
Information Processing & Retrieval Equipment & Systems	6,342	1,731	19	1,732	9	47%	6	32%	4	219
Janitors Equipment & Supplies	11.525	1.313	19	1.732	15	79%	4	21%	Ö	09 59
Maps - Publishers & Distributors	2.292	2.510	19	1.732	13	68%	5	26%	1	5%
Maternity Clothes	1,924 14,472	2,638 1,160	19 19	1,732 1,732	4 14	21%	15	79% 21%	0	09 59
Ornamental Metal Work Porcelain Enamel Repair & Refinish	9,272	1,150	19	1,732	11	74% 58%	8	42%	U 1	09
Publicity Service	3,851	2,121	19	1,732	14	74%	5	26%	0	09
Scrapbooking	3,833	2,127	19	1,732	8	42%	11	58%	0	09
Service Animals - Dogs	9,570	1,431	19	1,732	9	47%	7	37%	3	169
Skating Rinks Tool Holders	3.789 2,196	2.135 2,546	19 19	1.732 1,732	13 19	68% 100%	6	32% 0%	0	09 09
Tools - Rent	6,880	1,669	19	1,732	19	74%	4	21%	1	59
Trucks - Industrial	5,632	1.815	19	1.732	14	74%	5	26%	0	09
Vending Machines - Supplies & Parts	10.812	1.352	19	1.732	6	32%	12	63%	1	59
Wheel Alignment, Frame & Axle Service - Auto	9,739	1,419	19	1,732	10	53%	9	47%	0	09 119
Art Instruction & Schools	4,909 27,129	1,936	18 18	1,756 1,756	/ 0	39% 50%	9	50%	2	09
Attornevs & Lawvers - Divorce Audio-Visual Consultants	13,849	766 1,184	18	1,756	14	78%	3	50% 17%	1	69
Carpet Installation	5,323	1,874	18	1,756	6	33%	10	56%	2	119
Dock Builders	10.164	1.395	18	1.756	7	39%	9	50%	2	119
Fertility Specialists Horse Dealers	6.285 7,222	1.739 1,637	18 18	1,756 1,756	14 15	78% 83%	4	22% 17%	0	09 09
Insurance - Rental	8,973	1,483	18	1,756	13	72%	2	11%	3	179
Lawn Installation Service	2,631	2,396	18	1,756	7	39%	11	61%	0	09
Packaging Materials	13.698	1,192	18	1.756	12	67%	6	33%	0	09
Photographers - School	1,241	3,009	18	1,756	17	94%	1	6%	0	09 09
Physicians & Surgeons - Maxillofacial Plumbers - Commercial	3,338 12,211	2,227 1,264	18 18	1,756 1,756	15 6	83% 33%	3	17% 61%	0	69
Rent to Own	6,022	1,769	18	1,756	14	78%	4	22%	0	09
SemiConductor Devices	2,434	2,465	18	1,756	17	94%	i	6%	0	09
Social Service Organizations	13.201	1,215	18	1.756	12	67%	6	33%	0	09
Stump Removal & Grinding	9.096	1.468	18	1.756	5	28%	13	72%	0	09
Uniforms - Accessories Welding Equipment & Supplies	2,553 9,416	2,422 1,443	18 18	1,756 1,756	12	50% 67%	9	50% 33%	0	09 09
Advertising - Outdoor	7,958	1,443	18	1,756	12	65%	6	35%	n	0%
Appraisal - Jewelry	6,851	1,674	17	1,775	9	53%	8	47%	0	09
Auto Electric Equipment	5,044	1,913	17	1,775	9	53%	8	47%	0	09
Bartending Service	5.235	1.882	17	1.775	7	41%	6	35%	4	249
Breastfeeding Supplies & Information Car Wash & Polish Equipment & Supplies	2,776 3,437	2.354 2.198	17 17	1.775 1.775	16 12	94% 71%	1	6% 29%	0	09 09
Chairs - Rent	3,602	2,171	17	1,775	5	29%	10	59%	2	129
	11 898	1 788		1 775		59%		35%		69

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Coffee Break Service & Supplies	6,396	1,724	17	1,775	13	76%	4	24%	0	0%
Concierge Services	9,606	1.427 949	17 17	1.775	8	47%	9	53% 29%	0	0% 6%
Contractor - Spray Foam Insulation Cooking Instruction	19.907 2.432	2,467	17	1.775 1.775	10	65% 59%	<u>3</u> 7	41%	0	0%
Dance Apparel	3,142	2,263	17	1,775	9	53%	8	47%	0	0%
Environmental Consulting & Contracting	16,417	1.062	17	1.775	8	47%	9	53%	0	0%
Fiber Optics	5,895	1,782	17		15	88%	2	12%	0	0%
Flowers - Preserved Furniture - Unfinished	2,806 6,281	2,346 1,740	17 17	1,775 1,775	11	65% 76%	5	29% 24%	1	6% 0%
Gardeners	7,337	1.620	17	1.775	13	29%	12	71%	0	0%
Gymnasiums - Equipment & Supplies	6,315	1,735	17	1,775	11	65%	3	18%	3	18%
Heating & Air Conditioning - Filters	10,120	1,397	17		15	88%	2	12%	0	0%
Knobs	6.211	1.749	17		17	100%	0	0%	0	0%
Leak Detection Loan Originator	7,384 2,860	1,615 2,331	17 17	1,775 1,775	12	71% 12%	15	24% 88%	1	6% 0%
Mailing Services - International	5.437	1,849	17	1,775	10	59%	7	41%	0	0%
Mattress Makers Supplies	3.918	2.110	17	1,775	13	76%	4	24%	0	0%
Meat Packers	14,462	1,162	17	1,775	4	24%	12	71%	1	6%
Medical Staffing	13,637	1,195	17	1,775	15	88%	2	12%	0	0%
Millwork Motorcycle Sales - Consignments	14.247 1.360	1.168 2.936	17 17	1.775 1.775	11 11	65% 65%	6	35% 18%	0	0% 18%
Office Furniture & Equipment - Rental & Leasing	11,028	1,341	17	1,775	15	88%	2	12%	n	0%
Paging Equipment & Service	3,273	2,235	17	1,775	8	47%	9	53%	0	0%
Paint - Automotive	717	3.432	17		6	35%	11	65%	0	0%
Parking Area Maintenance & Marking	11,893	1,289	17	1,775	7	41%	6	35%	4	24%
Physicians & Surgeons - Osteopathic-D.O. Publishers - Internet Guides	10,018 4,787	1,405 1,951	17 17	1,775 1,775	11 15	65% 88%	5	29% 12%	1	6% 0%
Recorded Information	3,264	2,239	17	1.775	16	94%	1	12% 6%	0	0%
Speakers - Wholesale & Manufacturers	986	3,180	17	1,775	11	65%	6	35%	0	0%
Stationery - Wholesale & Manufacturers	1,217	3,028	17	1,775	5	29%	12	71%	0	0%
Swords	3.496 2.430	2.186	17 17	1.775 1.775	4	24%	13	76%	0	0% 0%
Veterinary Emergency Video Gaming Establishments	1,270	2,468 2,990	17	1,775	10	76% 59%	7	24% 41%	0	0%
Advertising - Radio	5,260	1,878	16	1,816	15	94%	1	6%	0	0%
Air Fragrances	2,696	2,377	16	1.816	12	75%	4	25%	0	0%
Audio-Visual Equipment - Supplies & Parts	4,146	2,065	16	1,816	7	44%	9	56%	0	0%
Bus Lines Ticket Agencies	1,649	2,769 1.671	16 16	1,816 1.816	10 12	63%	6	38% 25%	0	0% 0%
Candy & Confectionery - Wholesale & Manufacturers Cigars and Cigar Accessories	6.865 2 372	2,485	16	1.816	12	75% 25%	12	75%	0	0%
Cleaning Supplies by Internet	5,507	1,832	16	1,816	7	44%	9	56%	ő	0%
Craft Galleries & Dealers	3,381	2,213	16	1,816	7	44%	8	50%	1	6%
Dentist - Periodontist	4.616	1.984	16	1.816	15	94%	1	6%	0	0%
Divers Equipment & Supplies Dyes & Dyestuff	3,127 203	2,265 4,198	16 16	1,816 1,816	7	44% 13%	9	56% 88%	0	0% 0%
Electricians - Commercial	31,154	705	16	1,816	12	75%	4	25%	0	0%
Farmers Market	2,598	2,405	16	1.816	6	38%	10	63%	Ö	0%
Foreclosure Rescue	9,712	1,421	16	1,816	9	56%	7	44%	0	0%
Fruit & Vegetable Growers & Shippers	5,914	1,779	16	1,816	13	81%	3	19%	0	0%
Fur Business - Retail Garbage Disposal Equipment - Industrial & Commercial	5.800 3.040	1.794 2.288	16 16	1.816 1.816	8	50% 38%	/	44% 50%	1	6% 13%
Government - County	8.831	1.494	16	1.816	13	81%	3	19%	0	0%
Guest Ranch	1,038	3,143	16	1,816	5	31%	11	69%	0	0%
Halls & Auditoriums	4.161	2.063	16	1.816	5	31%	10	63%	1	6%
Insurance - Viatical	8,840	1,492	16	1,816	8	50%	7	44%	1	6%
Lenses Lumber - Wholesale	3,003 7,502	2,297 1,606	16 16	1,816 1.816	9	56% 38%	10	38% 63%	1	6% 0%
Moneds	2,752	2,358	16	1,816	13	81%	3	19%	0	0%
Mulches	10,069	1,402	16	1,816	11	69%	4	25%	1	6%
Museums	1,875	2,665	16	1,816	9	56%	6	38%	1	6%
Nuts - Edible	5,396 4,862	1.859 1.942	16 16	1.816 1.816	14 10	88%	1	6% 25%	1	6% 13%
Occupational Therapists Office Buildings	4.862 3,434	1,942 2,199	16 16	1,816 1,816	10	63% 69%	4 5	25% 31%	2	0%
Pet Clothing Designer	2,061	2,586	16	1,816	8	50%	8	50%	0	0%
Pet Dav Care	5.823	1.791	16	1.816	11	69%	5	31%	0	0%
Pharmaceutical Products - Research	16,348	1,064	16	1,816	12	75%	4	25%	0	0%
Plastics - Products - Finished Wholesale & Manufacturers Plating	13,658 7,753	1,194 1,580	16 16	1,816 1,816	10	63%	5	31%	1	6% 6%
Pottery	7./53 4.226	1,580 2 049	16	1,816	10	38% 63%	9	56% 31%	1	6%
Pressure Washers	5,154	1,892	16	1,816	9	56%	7	44%		0%
Printing Brokers	5,500	1,835	16	1,816	11	69%	2	13%	3	19%
Property Tax Lenders	6.502	1.711	16	1.816	15	94%	1	6%	0	0%
Resilient & Vinyl Flooring	3,471	2,191	16	1,816	15	94%	1 11	6%	0	0%
Restaurants - Breakfast Sand & Gravel	1,358 28,586	2,937 745	16 16	1,816 1,816	5	31% 75%	11	69% 25%	0	0%
Schools - Online Trading & Investment	4,711	1,961	16	1,816	4	25%	12	75%	0	0%
Sewing Machines - Service & Repair	5,358	1,868	16	1,816	11	69%	4	25%	1	6%
Solar Energy Equipment & Systems Supplies & Parts	8,415	1,526	16	1,816	6	38%	10	63%	0	0%
Stamps - Collectors	10.671	1.361	16	1.816	12	75%	4	25%	0	0%

US BBB 2016 Statistics Sorted by Complaints

	T		Sorted by Complaints			ı	Т	Г	Cmpls Unable To	ı —
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Storm Windows & Doors - Repair Tile Sales	5,583 7,341	1,823 1,619	16	1,816 1,816	4	25% 63%	7	44% 38%	5	31% 0%
Video Equipment - Sales & Rentals	5.151	1.893	16	1.816	12	75%	4	25%	0	0%
Washing Machines & Dryers - Dealers	1,084	3,118	16	1,816	11	69%	5	31%	0	0%
Wood Carving	2,250	2,525	16	1,816	6	38%	9	56%	1	6% 7%
Air Conditioning Systems - Cleaning Arborist	5.046 11.136	1.912 1.337	15 15	1,866 1,866	10	67% 60%	4	27% 33%	1	7%
Audiologists	14,802	1,142	15	1,866	13	87%	2	13%	0	0%
Auto Repair - Suspension	781	3,373	15	1.866	6	40%	9	60%	Ō	0%
Bartending Instruction	3.974	2.099	15	1.866	5	33%	10	67%	0	0%
Cake Decorating Equipment & Supplies	2,821 7,130	2,343 1,642	15 15	1,866	9	60% 87%	6	40%	0	0% 0%
Charity - Education & Literacy Coaching - Life	16,278	1,042	15	1,866 1,866	7	47%	2 8	13% 53%	0	0%
Computers - Graphics	2,910	2,318	15	1,866	7	47%	8	53%	0	0%
Consultants - Social Media	6,592	1,703	15	1,866	11	73%	3	20%	1	7%
Countertop - Fabrication	6.788	1.682	15 15	1.866	12	80%	3	20%	0	0% 7%
Currency Exchange Debt Relief Education	7,131 2,426	1.641 2.469	15	1.866 1.866	5	40% 47%	8	53% 53%	1	0%
Dressmakers	3,892	2,115	15	1,866	7	47%	7	47%	1	7%
Forensic Loan Audits	11.097	1,340	15	1.866	3	20%	12	80%	0	0%
Gambling Machine Supplies and Services	1.443	2.875	15	1.866	6	40%	9	60%	Ō	0%
Glass - Stained & Leaded	5,847 6,772	1,790 1,684	15 15	1,866 1,866	9	60% 60%	5	33% 40%	1	7% 0%
Linen Supply Service Modeling & Acting - Training	10,108	1,684	15	1,866	14	93%	1	7%	0	0%
Musical Instruments - Repair	4,923	1,935	15	1,866	8	53%	7	47%	0	0%
Parties - Children	2,206	2,542	15	1,866	7	47%	8	53%	0	0%
Pest Control Supplies & Equipment	14.426 14.574	1.164	15 15	1.866	13	87%	0	0%	2	13% 0%
Pipe Line Contractors Premium Goods	14.574 694	1.154 3.451	15 15	1,866 1,866	11 15	73% 100%	4	27% 0%	0	0%
Pumps - Service & Repair	14,969	1,136	15	1,866	9	60%	5	33%	1	7%
Radar Equipment	856	3,288	15	1,866	14	93%	Ō	0%	1	7%
Recreational Vehicles - Transportation	4,505	2,004	15	1,866	5	33%	10	67%	0	0%
Soaps & Detergents	5,042 15,213	1,914 1,121	15 15	1,866	10 10	67% 67%	5	33%	0	0% 0%
Taxes - Negotiators Tents - Rental	5,097	1,121	15	1,866 1,866	10 9	60%	5	33% 40%	0	0%
Tourist Information	7,935	1,564	15	1,866	10	67%	4	27%	1	7%
Trailers - Boat	6,169	1,754	15	1,866	5	33%	10	67%	0	0%
Window Tinting & Coating - Commercial Woodworking Equipment & Supplies	4.654 4.534	1.973 2.001	15 15	1.866	7 8	47%	8	53%	0	0% 0%
Yacht Brokers	10,460	1,374	15	1.866 1.866	11	53% 73%	4	47% 27%	0	
Acupuncturists	11,365	1,324	14	1,901	9	64%	5	36%	0	0%
Architectural & Construction Specs	5.516	1.830	14	1.901	4	29%	10	71%	0	
Asbestos Removal Service	40,701	591	14	1,901	7	50%	7	50%	0	0% 36%
Audio-Visual Production Services Auto Floor Coverings	9,492 2,741	1,439 2,362	14 14	1,901 1,901	3 14	21% 100%	6	43% 0%	5	36%
Auto Manufacturers Equipment & Supplies	5,088	1,903	14	1,901	3	21%	11	79%	0	0%
Body Waxing Services	2,063	2,584	14	1,901	4	29%	10	71%	0	0%
Campers - Rent & Lease	1,385	2,920	14	1,901	5	36%	9	64%	0	0%
Chairs - Orthopedic & Lift Chocolate & Cocoa	3.514 2.099	2.181 2.577	14 14	1,901 1,901	10 10	71% 71%	4	29% 21%	0	0% 7%
Cleaning Supplies by Mail	1,317	2,960	14	1,901	11	79%	3	21%	0	0%
Coin & Bill Count, Sort, Wrap Machines	482	3,708	14	1,901	14	100%	0	0%	0	0%
Diamonds	24,479	812	14	1,901	10	71%	4	29%	0	0%
Electric Vehicles Embroidery Supplies	1,551 3,941	2,809 2,105	14 14	1,901 1,901	2 11	14% 79%	12	86% 21%	0	0% 0%
Exterior Designers	2,173	2,103	14	1,901	5	36%	9	64%	0	0%
Evebrow Threading	1,668	2,757	14	1,901	11	79%	3	21%	0	0%
Farm Equipment - Repair & Parts	6,556	1,707	14	1,901	10	71%	4	29%	0	0%
Fire & Flood Emergency Service	5,771 3,949	1,797 2.104	14 14	1,901 1,901	9	64%	5	36% 64%	0	0% 0%
Floor Refinishing Fur Storage	3,949 1,126	2,104 3,091	14	1,901	5	36% 7%	13	93%	0 0	0%
Home Economics Consultants	1,773	2,706	14	1,901	8	57%	6	43%	0	0%
Hydroponics - Equipment & Supplies	6,467	1,714	14	1,901	12	86%	2	14%	0	0%
Identification Equipment & Supplies	2.701	2,376	14	1.901	9	64%	5	36%	0	0%
Jewelry Findings Jewels - Imitation	4,313 2,254	2,031 2,523	14 14	1,901 1,901	10	57% 71%	6 4	43% 29%	0	0% 0%
Kitchen Cabinet Refacing	10.867	1,349	14	1,901	13	93%	1	7%	0	0%
Lasik Eve Surgerv	4.192	2.054	14	1.901	11	79%	3	21%	0	0%
Linens - Wholesale & Manufacturers	4,336	2,025	14	1,901	2	14%	11	79%	1	7%
Metal Salvage Yards Organizing Services - Household & Business	11,982 6,339	1,278 1,732	14 14	1,901 1,901	6	43% 93%	7	50% 7%	1	7% 0%
Oxygen Therapy Equipment	3,930	2,108	14	1,901	13	71%	2	14%	2	14%
Parachutes	487	3,697	14	1,901	0	0%	14	100%	0	0%
Petroleum	8.126	1.546	14	1,901	11	79%	3	21%	0	0%
								0.60/-	0	0%
Plants - Interior Design & Maintenance	3.386	2.211	14	1.901	- 2	14%	12	86%		
	3,386 5,394 26,740	2,211 1,860 768	14 14 14	1,901 1,901 1,901	2 2 13	14% 14% 93%	12 11 1	79% 7%	1	7% 0%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Robots	1,391	2,916	14	1,901	13	93%	1	7%	0	0%
Roofing Equipment & Supplies	6.826	1.678	14	1.901	10	71%	4	29%	0	0%
Scales	6.303	1.737	14	1.901	3 10	21%	11	79%	0	0% 0%
Schools - Academic - College Preparatory Signs - Digital	4,271 2,857	2,041 2,334	14 14	1,901 1,901	10	71% 29%	10	29% 71%	0	0%
Spiritualists	2,517	2,438	14	1,901	5	36%	7	50%	2	14%
Stables	7,659	1,590	14	1,901	9	64%	5	36%	0	0%
Stone Setting	7,398	1,613	14	1,901	7	50%	7	50%	0	0%
Technical Manual Preparation	3.659	2.155	14	1.901	3	21%	10	71%	1	7% 0%
Trademark Agents & Consultants Attorneys & Lawyers - Litigation	8,790 18,015	1,499 1,005	14 13	1,901 1,949	9	64% 46%	5	36% 54%	0	0%
Auto Air Conditioning Equipment	3,586	2,175	13	1,949	4	31%	8	62%	1	8%
Auto Paint - Mobile	3,199	2,251	13	1,949	6	46%	7	54%	Ô	0%
Beer, Ale, Wine & Spirits Service	1,123	3,093	13	1,949	7	54%	6	46%	0	0%
Carpet & Rug Cleaning Equipment - Rental	1,424	2,891	13	1,949	12	92%	1	8%	0	0%
Cleaning Services - Commercial Office	38.388 5.858	620 1.788	13	1,949	8	62%	5	38% 31%	0	0% 0%
Coatings - Powder Computer Assisted Design Services	5,858 2,152	2,559	13	1,949	9	69% 23%	10	31% 77%	0	0%
Consultant - Employee Benefit Plans	4,598	1,986	13	1,949	10	77%	3	23%	0	0%
Consultant - Strategic Planning	4,560	1.996	13	1,949	4	31%	5	38%	4	31%
Contractor - Crawl Space	8.125	1.547	13	1,949	10	77%	3	23%	0	0%
Contractor - Water Conditioning	4,963	1,927	13	1,949	8	62%	3	23%	2	15%
Desktop Publishing	9,994	1,406	13	1,949	6	46%	6	46%	1	8% 0%
Dolls - Retail Drafting Services	3.168 8,982	2,257 1,481	13	1,949 1,949	8 7	62% 54%	5	38% 46%	0	0%
Dryer Vent Cleaning	13,011	1,461	13	1,949	7	15%	6	46%	5	38%
Ear & Body Piercing	4.024	2.088	13	1,949	12	92%	1	8%	0	0%
Employee Assistance Programs	1.157	3.071	13	1,949	3	23%	7	54%	3	23%
Engineers - Electrical	6,972	1,661	13	1,949	4	31%	9	69%	0	0%
Equestrian Services	3,913	2,111	13	1,949	7	54%	4	31%	2	15% 0%
Ergonomic Products & Services Fans - Household	2.739 3.733	2,363 2,144	13	1,949 1,949	7	54% 54%	6	46% 31%	2	15%
Fountains - Garden, Display	5,857	1,789	13	1,949	6	46%	7	54%	0	0%
Futon Sales	1,962	2,620	13	1,949	8	62%	5	38%	0	0%
Giftware - Wholesale & Manufacturers	4,713	1.960	13	1,949	4	31%	9	69%	0	0%
Golf Equipment & Supplies - Wholesale & Manufacturers	1,450	2,869	13	1,949	10	77%	3	23%	0	0%
Golf Instruction	2,267	2,515	13 13	1,949	7	54%	6	46%	0	0% 0%
Grocers - Wholesale House Cleaning Equipment & Supplies	4,206	2.051 2.160	13	1.949 1.949	8	62% 62%	5	38% 38%	0	0%
Insurance - Medical Liability	5,409	1,855	13	1,949	8	62%	5	38%	0	0%
Job Listing & Advisory Services - Advanced Fee	5,556	1,826	13	1,949	7	54%	5	38%	1	8%
Leather	3.699	2.147	13	1.949	3	23%	9	69%	1	8%
Miniatures - Collectors	3,544	2,178	13	1,949	9	69%	4	31%	0	0%
Motel & Hotel Consultants Motels - Reservation Service	861 892	3,286 3,266	13 13	1,949 1,949	10	77% 15%	3 11	23% 85%	0	0% 0%
Motor Homes - Rent & Lease	3,346	2 223	13	1,949	7	54%	6	46%	0	0%
Outpatient Surgery Centers	2,332	2,496	13	1,949	9	69%	4	31%	0	0%
Paper & Document Shredding	21,463	896	13	1,949	8	62%	5	38%	0	0%
Patio Builder	4.691	1.965	13	1,949	8	62%	5	38%	0	0%
Physicians & Surgeons - Pulmonary Diseases	2,397 5,379	2,477 1,865	13 13	1.949 1.949	10	77% 62%	3	23% 38%	0	0% 0%
Psychotherapist Pub	5,379	3,468	13	1,949	8	38%	5	62%	0	0%
Radiotelephone Communication - Equipment & Systems	3,081	2,276	13	1,949	5	38%	8	62%	0	0%
Refreshment Stands	59	4,665	13	1,949	0	0%	7	54%	6	46%
Refrigeration Equipment - Supplies & Parts	4,238	2,046	13	1,949	5	38%	8	62%	0	0%
Sales & Order Books	7.050	1.654	13	1.949	5	38%	7	54%	1	8%
Shelving Skip Tracing	4.313 6.257	2.031 1,742	13 13	1.949 1.949	5 10	38% 77%	8	62% 23%	0	0% 0%
Smart Phone Software Support	812	3,336	13	1,949	5	38%	6	46%	2	15%
Speech & Language Pathologists	6.535	1.709	13	1,949	10	77%	3	23%	0	0%
Swimming Pool Cover Sales & Service	4,978	1.922	13	1,949	10	77%	3	23%	0	0%
Tanning Salons Equipment & Supplies	5,008	1,917	13	1,949	5	38%	8	62%	0	0%
Telephone Answering Equipment & Systems	6,125	1,756	13	1,949	10	77%	2	15%	1	8% 15%
Testing Apparatus Tools - Cutting	1.894 4,928	2.654 1.934	13 13	1,949 1,949	5	38% 54%	6	46% 46%	2	0%
Transit Lines	1,362	2,933	13	1,949	11	85%	2	15%	0	0%
Truck Caps & Shells	5,567	1.825	13	1,949	10	77%	3	23%	0	0%
Warehousing Services	8.231	1.539	13	1.949	11	85%	2	15%	0	0%
Washers	286	3,994	13	1,949	5	38%	8	62%	0	0%
Water Coolers - Equipment & Supplies	2,248	2,526	13	1,949	3	23%	10	77%	0	0% 15%
Water Gardens Fountains & Ponds Wood Finishing	7.318 4,950	1.624 1,929	13 13	1,949 1,949	8	62% 31%	3	23% 69%	2	0%
Yarn - Retail	2,484	2,451	13	1,949	6	46%	7	54%	0	0%
Agricultural Services	11,669	1.301	12	2.012	6	50%	. 5	42%	1	8%
Airports	1.973	2.617	12	2.012	6	50%	6	50%	0	0%
Aluminum Products	5,872	1,785	12	2,012	8	67%	4	33%	0	0%
Appraisal - Management	5,609 2,227	1,819 2,532	12 12	2,012	7	58%	5	42%	0	0% 0%
Art Restoration & Conservation	2.227	2.532	12	2.012	6	50%	6	50%	01	0%

US BBB 2016 Statistics Sorted by Complaints

[1		Sorted by Complaints					[Cmpls Unable To	
Industry Classification Auto Bumpers, Guards & Grilles	Inquiries 6,611	Rank by Inquiries	Complaints	Rank by Complaints 2,012	Cmpls Settled	% 83%	Cmpls Not Settled	% 17%	Pursue	9/ 09
Auto Dealers - Hybrid Vehicles	885	3,268	12	2,012	10	92%		8%	0	09
Aviation Services	4.879	1.941	12	2.012	6	50%	6	50%	0	09
Bags - Plastic	2,710	2,373	12	2,012	3	25%	9	75%	0	09
Behavioral Education Services	5,781	1,796 3,230	12 12	2,012	8	67%	4	33%	0	09 09
Bowling Clothes & Accessories Bridal & Millinery Supplies	939 514	3.230 3.659	12	2.012 2.012	4	33% 33%	8	67% 67%	0	09
Bus - Sales & Rental	1,001	3,165	12	2,012	5	42%	7	58%	0	09
Consignment Service - Automobile	1.123	3.093	12	2.012	7	58%	5	42%	Ō	09
Consultants - Dental Management	3.273	2.235	12	2.012	9	75%	3	25%	0	09
Contractors - Framing	21,843 12,140	885 1,267	12 12	2,012 2,012	3	25% 92%	8	67% 8%	1	89 09
Deck Cleaning and Waterproofing Electric Heating Equipment - Wholesale & Manufacturers	1,820	2,686	12	2,012	6	50%	6	50%	0	09
Exporters	7,483	1,607	12	2,012	3	25%	8	67%	1	89
Exterior Structures - Gazebos, Arbors, Pergolas	5,468	1,843	12	2,012	7	58%	5	42%	0	09
Fabrics - Wholesale & Manufacturers	4.248 1.550	2,043 2,811	12	2.012	8	67%	3	25%	1	89 89
Fix-It Shops Florist - Funeral Bouquets & Wreaths	1.550 1.158	2.811 3.070	12 12	2.012 2.012	4	33% 42%	- /	58% 50%	1	89
Gardening Hand Tools	1,389	2,917	12	2,012	8	67%	4	33%	0	09
Gazebos	1,936	2,633	12	2.012	11	92%	1	8%	Ō	09
Geothermal Heating & Cooling	11.216	1.334	12	2.012	10	83%	2	17%	0	09
Glass - Block	8,949	1,486	12	2,012	4	33%	. 8	67%	0	09 09
Heat Supply Companies Home Automation	1,327 11.552	2,958 1,311	12 12	2,012 2,012	2	17% 83%	10	83% 17%	0	09
Hosiery - Retail	2,975	2,304	12	2,012	9	75%	3	25%	0	09
Hospices	18,472	990	12	2,012	9	75%	3	25%	0	09
Human Services Organizations	6.247	1.743	12	2.012	6	50%	3	25%	3	25%
Landscape Contractors - Commercial	14.199	1.171	12	2.012	10	83%	2	17%	0	09 09
Lawn & Garden Equipment & Supplies - Rental Lawn & Garden Pond Dealers & Supplies	2,454 5,061	2,459 1,909	12 12	2,012 2,012	5	42% 50%	/	58% 42%	0	89
Manufactured Homes Equipment & Supplies (Manufacturers)	6.156	1,755	12	2,012	12	100%	0	0%	0	09
Marble - Natural	15,552	1,111	12	2,012	5	42%	7	58%	0	09
Marijuana - Medical Dispensary	1,695	2,736	12	2,012	7	58%	5	42%	0	09
Meat - Wholesale	20,472	932	12 12	2,012	3	25%	7	58%	2	179 09
Metal Finishers Motorcycle Riding Instruction	6.876 1,519	1.670 2,835	12	2.012 2,012	5 8	42% 67%	4	58% 33%	0	09
Oil Producers	5,483	1,839	12	2,012	7	58%	2	17%	3	25%
Oils - Lubricating	2,903	2,319	12	2.012	8	67%	3	25%	1	89 09
Packing & Crating Service	6.343	1.730	12	2.012	10	83%	2	17%	0	
Physicians & Surgeons - Oncology Piano & Organ Moving	2,200 10,106	2,543 1,399	12 12	2,012 2,012	/	58% 42%	51	42% 58%	0	09 09
Political Organizations	2,145	2,560	12	2,012	5 4	33%	/ 8	67%	0	09
Promotional Products - Non-Wearable	1,545	2,819	12	2,012	1	8%	11	92%	ő	09
Renewable Energy	5,639	1,813	12	2,012	6	50%	5	42%	1	89
Roof Structures	4,048	2,084	12	2,012	6	50%	4	33%	2	179
Sales Training	12.389 4,908	1.253 1,937	12 12	2.012 2,012	7	58% 67%	5	42% 33%	0	09 09
Sharpening Service Shears & Scissors	1,989	2,611	12	2,012	9	75%	3	25%	0	09
Shipping Room Supplies	5.072	1.907	12	2.012	8	67%	4	33%	Ö	09
Social Workers	4.842	1,946	12	2.012	8	67%	2	17%	2	179
Sporting Goods - Repair	2,287	2,512	12	2,012	5	42%	6	50%	1	89
Springs - Automotive - Sales & Service	3,606 8 393	2,168 1,532	12 12	2,012	7	58% 67%	5	42%	0	09 09
Stair Builders Tennis Equipment & Supplies	1,852	2,675	12	2.012 2,012	11	92%	1	33% 8%	0	09
Tile Restoration	3,196	2,252	12	2,012	5	42%	7	58%	0	09
Tournaments	736	3.418	12	2.012	5	42%	6	50%	1	89
Water Wells - Pumps Sales & Service	9,307	1.452	12	2.012	8	67%	4	33%	0	09 99
Animal Online Drug & Prescription Services Art Organizations & Information	1,549 793	2,813 3,356	11 11	2,074 2,074	1	64% 9%	10	27% 91%	1	09
Auto Parts - Antique	2,287	2,512	11		8	73%	3	27%	0	09
Auto Repair - Steering & Suspension	927	3.237	11	2,074	9	82%	2	18%	0	09
Bags - Burlap, Canvas & Cotton	1,515	2,836	11	2,074	4	36%	7	64%	0	09
Basketball Clubs	3,061	2,281	11		6	55%	5	45%	0	09 09
Birth Centers Brake Service Equipment	1,315 1,342	2,962 2,946	11 11	2,074 2,074	3	27% 36%	81	73% 64%	0	09
Butchering	5,462	1,844	11		4	36%	6	55%	1	99
Cabinet Refacing	7,336	1.621	11	2,074	10	91%	1	9%	0	09
Cabinet Refinishers	13.201	1.215	11		4	36%	6	55%	1	99
Carpet & Rug Cleaning Equipment& Supplies	6,642	1,697	11	2,074	5	45%	6	55%	0	09
Cash Registers & Supplies Caskets	2,833 7,740	2,340 1,584	11 11	2,074 2,074	7	64% 73%	4	36% 9%	0	09 189
Claskets Chambers Of Commerce	125,454	234	11	2.074	9	82%	1	9%	1	99
Circus Companies	1,663	2,758	11	2,074	10	91%	0	0%	1	9%
Consultants - Security	3.842	2.124	11		1	9%	10	91%	0	09
Consultants Security										09
Cookies & Crackers	2.086	2.579	11	2.074	7	64%	4	36%	U	
	2,086 4,000 5,688	2,579 2,096 1,808	11 11 11	2,074 2,074 2,074	7	64% 27% 18%	4 8	36% 73% 82%	0	09

US BBB 2016 Statistics Sorted by Complaints

r	1		Sorted by Complaints		,					
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0,
Druggists - Wholesale	684	3,464	11	2,074	9	82%	2	18%	Pursue 0	09
Drv Cleaners - Self Service	320	3,943	11	2,074	8	73%	3	27%	0	09
Electric Equipment - Manufacturers	4.088	2.074	11	2.074	9	82%	2	18%	0	09
Electrical Power Systems (Residential & Commercial) - Backup	4,100	2,072	11	2,074	8	73%	3	27%	0	09
Systems Engines - Fuel Injection Service & Parts	4.736	1.956	11	2.074	7	64%	4	36%	0	09
Executive Search Consultants	12,952	1,230	11		5	45%	6	55%	0	09
Fireworks	5,176	1,890	11	2,074	9	82%	1	9%	1	99
Flags & Banners - Manufacturers Supplies	797	3.355	- 11	2.074	5	45%	6	55%	0	09
Floors - Industrial	5.220 5.029	1.883 1.915	11 11	2.074	3	27%	7	64%	1	99 189
Food Products - Organic Food Products Manufacturing Equipment	2,052	2,591	11		4	36% 82%	5	45% 18%	2	189
Glass - Beveled, Carved, Ornamental	8.513	1,518	11		9	73%	3	27%	0	09
Gourmet Shops	4,412	2,017	11	2,074	11	100%	ő	0%	0	09
Homeopaths	18,804	978	11	2,074	8	73%	3	27%	0	09
Hospitality	1.919	2.640	11		3	27%	8	73%	0	09
Ice	3.664	2.153	11	2.074	8	73%	3	27%	0	09 09
Irrigation Consultants	10,252 12,130	1,388 1,268	11 11		10	91% 27%	1	9% 64%	0	99
Irrigation Systems - Install/Design Knives - Machine	1.019	3,153	11	2,074 2,074	3	27%	8	73%	1	09
Laundry Consultants	2,529	2,433	11	2,074	2	18%	8	73%	11	99
Lifts	9,404	1,445	11	2,074	6	55%	5	45%	0	09
Lighting Consultants	7,223	1,636	11		8	73%	3	27%	0	09
Logging Companies	22,960	852	11		5	45%	6	55%	0	09 09
Machinery - Used	2,862	2,328 1,783	11 11	2,074	/	64%	4	36% 27%	0	189
Machinery Rebuild & Repair Meat Brokers	5,888 4,571	1,783	11		6	55% 55%	3) 4	36%	2	189
Misting Systems & Services	1 115	3.099	11	2.074	11	100%	0	0%	Ů	09
Mosquito Control	8,736	1,503	11	2,074	9	82%	2	18%	0	09
Oil Property Management	1,432	2,882	11	2,074	5	45%	6	55%	0	09
Oil Refiners	1.397	2,912	- 11	2.074	8	73%	3	27%	0	09
Organic/Green Products	5,391 1,584	1,861	11 11	2,074	8 10	73%	3	27%	0	09 09
Parks Personal Security Guard Service	7,979	2,792 1,558	11	2,074 2,074	10	91% 55%	1 5	9% 45%	0	09
Pet Cemeteries, Crematories & Supplies	11.125	1,338	11	2,074	9	82%	2	18%	0	09
		2,201	11	2,074	10	91%	1	9%	0	
Photographic Equipment & Supplies - Wholesale & Manufacturing	3,431						1		U	09
Private Health Services Plans	8.610	1.512	- 11		9	82%	2	18%	0	09 09
Range Hoods & Canopies Razors & Razor Blades	7.107 13.442	1.644 1.203	11 11	2.074 2.074	11	100% 100%	0	0% 0%	0	09
Rifle & Pistol Ranges	3,162	2,259	11		9	82%	2	18%	0	09
Sewing Contractors	4,003	2,094	11		7	64%	4	36%	0	09
Sewing Machines - Wholesale & Manufacturers	831	3,314	11	2,074	10	91%	1	9%	0	09
Shoppers News Publications	5,970	1,773	11		10	91%	1	9%	0	09
Skylights	10,188	1,391	11 11	2,074	10	91%	1	9%	0	09 09
Telephone Equipment & Systems Wholesale & Manufacturing	1,470 1,764	2.859 2,713	11 11		8	73% 64%	3	27% 36%	0	09
Telescopes Timber & Timberland Companies	13,479	1,200	11	2,074	γ 8	73%	3	27%	0	09
Trailer Hitches	8,139	1,545	11	2,074	4	36%	7	64%	0	09
Videoconferencina Services	3,263	2,240	11	2.074	10	91%	1	9%	0	09
Water Works Contractors	6,122	1,759	11	2,074	6	55%	5	45%	0	09
Window Shades - Equipment & Supplies	4,652	1,974	11	2,074	8	73%	3	27%	0	09 99
Wine Storage Equipment Wines - Wholesale	1.857 1,492	2.670 2.846	11 11	2.074 2,074	9	82% 55%	1	9% 45%	1	09
Writer - Freelance	6,608	1,699	11	2,074	7	64%	4	36%	0	09
Zoos	2,451	2,460	11	2,074	11	100%	0	0%	0	09
Accumulators	1.452	2,868	10	2.149	4	40%	6	60%	0	09
Agricultural Waste Management	775	3,383	10	2,149	3	30%	7	70%	0	09
Air Quality Service	7,448	1,611	10	2,149	5	50%	5	50%	0	09 09
Aguariums - Public Armories	640 923	3.508 3.241	10 10	2.149 2.149	5	60% 30%	41	40% 70%	0	09
Art - Painted Oil Portraits	1,339	2,950	10	2,149	3	30%	6	60%	1	109
Attorneys & Lawyers - Social Security & Disability	19,730	956	10	2,149	10	100%	0	0%	0	09
Auto Radios & Stereos - Wholesale & Manufacturers	1.368	2,928	10	2,149	8	80%	2	20%	0	09
Auto Repair - Vintage	2,661	2,386	10	2,149	5	50%	5	50%	0	09
Awards - Production & Engraving	6,694 449	1,690 3,751	10 10	2,149	7	70%	3	30%	0	09 09
Baby Foods Barber Schools	6.440	3,/51 1,718	10	2.149 2.149	8	80% 50%	Z	20% 40%	1	109
Boat - Excursion	1,974	2,616	10	2,149	6	60%	4	40%	0	09
Boat Storage	3,656	2,158	10	2,149	5	50%	5	50%	0	09
Chain Link Fence Sales, Service & Contractors	3,843	2,123	10	2,149	3	30%	6	60%	ī	109
	7,235	1,633	10	2,149	7	70%	1	10%	2	209
Child Care - In Home							٥	0%	0	09
Columns	1,245	3,006	10	2,149	10	100%			<u></u>	0.0
Columns Concrete Construction Forms & Accessories	1,245 6,677	1.692	10	2.149	2	20%	8	80%	0	09
Columns Concrete Construction Forms & Accessories Consumers Cooperative Organizations	1,245 6.677 7.656	1.692 1.592	10 10	2.149 2.149	2 6 5	20% 60%	8 4 4	80% 40%	0 0 1	09
Columns Concrete Construction Forms & Accessories	1,245 6,677	1.692	10	2.149	10 2 6 5	20%	8 4 4 7	80%	0 0 1 0	

US BBB 2016 Statistics Sorted by Complaints

	Г		Sorted by Complaints		1	Г	1	1		
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9,
Estheticians	3,160	2,260	10	2,149	8	80%	2	20%	0	09
Floor Waxing, Polishing & Cleaning	7.697	1.586	10	2.149	2	20%	7	70%	1	109
Floors - Garage	6,238	1.744	10	2.149	8	80%	2	20%	0	09 09
Floors - Laminate Gas - Industrial & Medical - Cylinder & Bulk	1,695 2,162	2,736 2,557	10 10	2,149	4 10	40% 100%	6	60%	0	09
Golf Course Equipment & Supplies	1,855	2,557	10	2,149 2,149	10	60%	4	0% 40%	0	09
Greenhouses	5,391	1,861	10	2,149	7	70%	3	30%	0	09
Gymnastic Equipment & Supplies	2,007	2,604	10	2,149	3	30%	7	70%	0	09
Identification Card Service	3.950	2,103	10	2,149	8	80%	1	10%	1	109 09
Jewelry Engravers Laboratory Equipment & Supplies	681 7,917	3.466 1.569	10 10	2.149 2.149	2	20% 60%	8	80% 40%	0	09
Laboratory Equipment & Supplies	1,672	2,753	10	2,149	3	30%	7	70%	0	09
Lice Removal/Protection Services	7,242	1.632	10	2,149	9	90%	1	10%	0	09
Lighting Fixtures - Supplies & Parts	4,185	2,055	10	2,149	7	70%	2	20%	1	109
Lotteries - Local	2,426 2,501	2,469	10	2,149	6	60%	4	40%	0	09
Luggage Carriers	2,501	2.444 4.787	10 10	2.149 2.149	9	90% 40%	1	10% 60%	0	09 09
Marijuana - Accessories Merchandise Brokers	1,425	2,890	10	2,149	3	30%	7	70%	0	09
Model Makers	1,658	2,762	10	2,149	7	70%	3	30%	0	09
Mold & Mildew Inspection	4,447	2,009	10	2,149	6	60%	4	40%	0	09
Mud Jacking Contractors	22.972	851	10	2,149	7	70%	3	30%	0	09
Paint Manufacturing Equipment & Materials	1,582 4,573	2,795 1,989	10	2,149	9	90%	1	10%	0	09 09
Pavement & Floor Marking Services Pet Kenneling Services	4,5/3 4,374	1,989 2,021	10 10	2,149 2,149	4	40% 70%	6	60% 30%	0	09
Photographic Color Prints & Trans.	1,881	2,659	10	2,149	7	70%	2	20%	1	109
Photography Schools	2,124	2,568	10	2,149	5	50%	5	50%	0	09
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	2,535	2,429	10	2,149	4	40%	6	60%	0	
		2,423	10		-		-		-	09
Pinball Sales & Service Post Cards - Manufacturers & Distributors	1,685	2,744 2,740	10	2,149	2	20%	8	80%	0	09 09
Post Cards - Manufacturers & Distributors Posters	1,692 3.819	2,740	10	2,149 2,149	8	80% 90%		20% 10%	0	09
Printing Equipment	4,793	1,950	10	2,149	7	70%	3	30%	0	09
Quilts	2,488	2,449	10	2,149	6	60%	3	30%	1	109
Recreational Vehicles - Storage	2,217	2,537	10	2,149	6	60%	4	40%	0	09
Sprinklers - Automatic - Fire	17.248	1.034	10	2.149	8	80%	2	20%	0	09 09
Stationers - Retail Stone Cutters	2,549 2,253	2,423 2,524	10 10	2,149 2,149	/	70% 40%	3	30% 60%	0	09
Studio Rental	1,216	3.029	10	2,149	3	30%	6	60%	1	109
Sundries Stores	1.168	3,061	10	2,149	5	50%	5	50%	Ô	09
Table Pads	3,587	2,174	10	2,149	5	50%	4	40%	1	109
Television Station Equipment	3,420	2,207	10	2,149	7	70%	3	30%	0	09 09
Toilet Seats Towels - Cloths-Wholesale & Manufacturers	598 1,600	3,559 2,786	10 10	2,149 2,149	9	90% 70%	1	10% 30%	0	09
Trading Stamps	1,308	2,766	10	2,149	7	20%	8	80%	0	09
Trailer Storage	1,134	3,088	10	2,149	8	80%	2	20%	0	09
Trailers - Equipment & Parts	10.334	1,380	10	2,149	8	80%	2	20%	0	09
Variety Store Merchandise - Wholesale	393	3,820	10	2,149	5	50%	5	50%	0	09
Veterinarians Equipment & Supplies	3,487 7,161	2,189	10 10	2,149	6	60%	2	20%	2	209 109
Waterproofing Materials Work Clothes - Retail	3,941	1.640 2.105	10	2.149 2.149	3 8	50% 80%	1	40% 10%	1	109
Writer	1,799	2,695	10	2,149	1	10%	8	80%	1	109
Writers - Business	2,964	2,311	10	2,149	4	40%	5	50%	1	109
X-Ray Labs - Industrial	1,492	2.846	10		5	50%	5	50%	0	09
Animal Registration & Identification	17,645	1,016	9	2,223	6	67%	3	33%	0	09
Attorneys & Lawyers - Legal Malpractice Auto Race Cars	2,484 5,443	2,451 1.847	9	2,223 2,223	2	22% 44%	/	78% 44%	0	09 119
Boarding - Horses	4,374	2.021	9	2,223	6	67%	3	33%	0	09
Campers - Service & Repair	2,967	2,308	9	2,223	4	44%	4	44%	1	119
Canes	2,077	2,583	9	2,223	9	100%	0	0%	0	09
Chimes & Bells	4.636	1.981	9	2,223	3	33%	6	67%	0	09 229
Chimney Cleaning Equipment & Supplies Chinese Food Products	1.557 473	2.806 3,721	9	2,223 2,223	2	22% 56%	5	56% 44%	2	229
Coaching - Leadership	3,361	2,220	9	2,223	5	67%	3	33%	0	09
Conference Centers	2,126	2,566	9	2,223	6	67%	3	33%	n	09
Construction Estimates	5,448	1,846	9	2,223	1	11%	5	56%	3	339
Containerized Freight Service	4,177	2,058	9	2,223	6	67%	3	33%	0	09
Contractor - Flat Roof	4.035 2.519	2,087	9	2.223	4	44%	5	56%	0	09 09
Contractor - Roofing Spray Foam Insulation Controls, Control Sys & Regulators	2,519 9,100	2,436 1,467	9	2,223	3	33% 100%	6	67% 0%	0	09
Corporate Housing	5,606	1,467	9	2,223	4	44%	5	56%	0	09
Cremation Urns	5,160	1.891	9	2,223	9	100%	0	0%	0	09
Custom Framing	4,996	1,920	9	2,223	6	67%	3	33%	0	09
						67%	3	33%	0	09
Deck - Repair	5,010	1,916	9	2,223	0				<u></u>	0.0
Deck - Repair Dental Equipment - Repair & Refinish	5,010 1,900	2.650	9	2,223	0	0%	9	100%	0	09
Deck - Repair Dental Equipment - Repair & Refinish Dentist - Prosthodontist	5,010 1,900 1,541	2,650 2,822	9 9 9	2.223 2.223	0 0 5	0% 56%	9	100% 44%	0	09
Deck - Repair Dental Equipment - Repair & Refinish	5,010 1,900	2.650	9 9 9 9	2,223	0 5 3	0%	9 4 6 5	100%	0 0 0 0	

US BBB 2016 Statistics Sorted by Complaints

	-		Sorted by Complaints		-		_	-	-	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Engineers - Civil	22,335	874	9	2,223	4	44%	5	56%	0	0%
Fan Clubs Facklian Consultants	734	3.420	9	2.223	8	89%	1	11%	0	0% 0%
Fashion Consultants Fence Staining	2,213 5,429	2,539 1,852	9	2,223 2,223	1 g	11% 89%	8	89% 11%	0 n	0%
Filters - Air & Gas	4,646	1,978	9	2,223	8	89%	1	11%	0	0%
Fire Departments	632	3.519	9	2,223	7	78%	2	22%	0	0%
Fireplace Equipment - Wholesale & Manufacturers	2,854	2,335	9	2,223	8	89%	0	0%	1	11%
First Aid Instruction	3,339	2,226	9	2,223	5	56%	4	44%	0	0% 22%
Fishermens Supplies Floors - Raised	2.190 4.068	2,551 2,078	9	2,223 2,223	7	67% 78%	1	11% 11%	1	11%
Food Processing Equipment & Supplies	4,711	1,961	9	2,223	5	56%	4	44%	Ô	0%
Food Trucks	246	4,090	9	2,223	6	67%	3	33%	0	0%
Glass Board - Up Service	1,877	2,663	9	2.223	7	78%	2	22%	0	0%
Grant Writers Greeting Cards - Wholesale & Manufacturers	5,345	1,872 2,896	9	2,223 2,223	4	44% 100%	5	56%	0	0% 0%
Gun Safes	1,420 1,251	3,004	9	2,223	9	100%	0	0% 0%	0	0%
Heavy Duty Equipment Repair	1.251 5.433	1.851	9	2.223 2.223	3	33%	6	67%	0	0% 0%
Hockey Clubs	876	3,272	9	2,223	6	67%	3	33%	0	0%
Junk Dealers	3,646	2,159	9	2,223	6	67%	2	22%	1	11% 0%
Laser Therapy Manufacturers Agents & Depresentatives	5.251 9.525	1.879 1.437	9	2.223	6	67% 67%	3	33% 33%	0	0%
Manufacturers Agents & Representatives Marijuana Sales & Services	1.641	1,43/ 2,772	9	2,223 2,223	5 2	22%	31 71	78%	n	0%
Material Handling Equipment	7,921	1,568	9	2,223	7	78%	2	22%	0	0%
Media Buving Service	603	3,553	9	2,223	4	44%	5	56%	0	0%
Medicines - Patent & Proprietary	813	3,333	9	2,223	7	78%	2	22%	0	0%
Metals - Base Mining Equipment & Supplies	225 3,603	4,141 2,170	9	2,223	0	0% 44%	9	100% 56%	0	0% 0%
Mirrors Mirrors	5.983	1.772	9	2.223 2.223	4 8	89%	5 1	11%	0	0%
Money Order Systems	625	3,525	9	2,223	4	44%	5	56%	0	0%
Oils - Petroleum	5,408	1,856	9	2,223	6	67%	3	33%	0	0%
Outboard Motors	4.288	2.039	9	2.223	7	78% 11%	2	22%	0	0% 0%
Painters Equipment & Supplies Pet Grooming - Mobile	2,800 7,528	2,347 1,604	9	2,223 2,223	7	78%	8	89% 22%	0	0%
Physical Therapy Equipment	886	3,267	9	2,223	5	56%	2	22%	2	22%
Renovation Inspection	869	3,278	9	2,223	2	22%	7	78%	Ō	0%
Risk Management	5,240	1,880	9	2,223	6	67%	2	22%	1	11%
Safety & Rescue Equipment Sales & Services Schools - Dental Assistant	6,193 3,230	1,751 2,247	9	2,223	5	56%	3	33%	1	11%
Seminar Marketing	3.230 3.053	2,247	9	2,223 2,223	8	89% 67%	3	11% 33%	0	0% 0%
Steel Erectors	16,427	1,061	9	2,223	6	67%	3	33%	0	0%
Swimming Pools - Public	1,782	2,701	9	2,223	2	22%	6	67%	1	11%
Tags	1.876	2.664	9	2.223	6	67%	2	22%	1	11%
Tents Tile - Ceramic - Manufacturers & Distributors	2,838 5,086	2,338 1,904	9	2,223 2,223	5	56% 44%	4	44% 44%	0	0% 11%
Topsoil	7,101	1,647	9	2,223	5	56%	4	44%	0	0%
Vehicle Graphics	4,300	2,035	9	2,223	2	22%	7	78%	0	0%
Ventilating Systems - Cleaning	4,259	2,042	9	2,223	6	67%	2	22%	1	11%
Virtual Tours	453	3,747	9	2,223	4	44%	5	56%	0	0%
Water Coolers - Bottle less Wire & Cable - Electric	333 4,994	3.916 1.921	9	2.223 2.223	3	33% 56%	6	67% 44%	0	0% 0%
Yacht Charter Broker	7,810	1,575	9	2,223	4	44%	4	44%	1	11%
Adhesives & Glues	2,352	2,493	8	2,299	8	100%	0	0%	0	0%
Advertising - Transit &Transportation	3.051	2,285	8	2,299	1	13%	7	88%	0	0%
Alternators & Generators - Retail	2,368	2,487	8	2,299	4	50%	4	50%	0	0% 0%
Aluminum Armatures - Service & Sales	5,363 696	1,866 3,448	8	2,299	4	50% 13%	4	50% 75%	0	13%
Armored Car Service	12,495	1,250	8	2,299	1	13%	5	63%	2	25%
Artists - Fine Art	5,635	1,814	8	2,299	8	100%	0	0%	0	0%
Artists Agents	3,460	2,195	8	2,299	5	63%	3	38%	0	0%
Attorneys & Lawyers - Employment & Workers Compensation	5,190	1,889	8	2,299	4	50%	4	50%	0	0%
Attorneys & Lawyers - Estate Planning	25,038	798	R	2,299	3	38%	3	38%	2	25%
Attorneys & Lawyers - Estate Flamming Attorneys & Lawyers - Mediation & Arbitration	3,429	2,202	8	2,299	4	50%	0	0%	4	50%
Attornevs & Lawvers - Wills, Trust & Probate	11.164	1,336	8	2,299	6	75%	1	13%	1	13%
Attorneys & Lawyers - Workers Compensation	6,050	1,766	8	2,299	8	100%	0	0%	0	0%
Auditory Training Equipment Auto - Emissions Testing	967 983	3,202 3,183	8	2,299	6	75% 63%	2	25% 38%	0	0% 0%
Bakers - Wholesale	4,003	3.183 2.094	8 8	2,299	5	75%	3	38% 25%	0 n	0%
Balloons - Novelty & Toy	3,677	2,150	8	2,299		100%	0	0%	0	0%
Basement - Finishing	8,470	1,524	8	2,299	7	88%	1	13%	0	0%
Beer & Ale - Retail	2.041	2,593	8	2,299	5	63%	3	38%	0	0%
Bird & Wildlife Supply Shops	3,952 2,443	2,102 2,463	8	2,299 2,299	4	50% 75%	4	50% 25%	0	0% 0%
Blood Banks & Centers Bonds - Surety & Fidelity	2,443 10.521	2,463 1,371	8	2,299	b	75% 63%	2	25% 38%	0	0%
	5.815	1,793	8	2,299	5	63%	3	38%	0	0%
						00 70		30 70		0%
Business Plan Preparation Calculators, Adding Machines & Supplies	406	3,801	8	2,299	1	13%	7	88%	- 0	0%
Calculators, Adding Machines & Supplies Chiropractors Equipment & Supplies Cigar: Cigarette & Tobacco Manufacturers	406 2,970 1,436	3,801 2,306 2,880	8 8	2,299 2,299 2,299	1 4	13% 50% 75%	7 4	88% 50% 25%	0	0%

US BBB 2016 Statistics Sorted by Complaints

Allegories American America		,		1							
Commerce 1.70	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0/
CREATEST LES SOUTH COLUMN 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Commissary Contractors	1,279	2,982	8	2,299	3	38%	5	63%	0	0%
Transport & Processor & Proc		2,587	2,411	8		3		5	63%	0	0%
Color	Dinner Theatres	1.107	3.104	8	2,299	6	75%	2		0	0%
Section 1998		10,519		8		0		8		0	250
March Marc		5,537	1,828	8		3		3		2	
Learn Contract - Studies 1.05 1				8		3		5		0	0%
Secretaries 1,477	Electric Supplies - Manufacturers			8		7		1		0	0%
Control Cont		1.977		8		6		2		Ö	0%
Test Microsche & Patinisticularies 1,16 1,865 1,272 2,750 2,750 1,270	Evesight Training		3.246	8	2,299	3	38%	5	63%	0	0%
Figed Designation Figed Designa				8		5		3		0	0%
Process 1972 1972 1973 1975				8		5		3		0	0%
Filtre				8		4		4		0	0%
Filters - Load		5.284		8	2,299	3		4		1	120/
Information 1.080				8	2,299	6		2		ō	0%
Foods Performed A Freeder Freed	Fishing Piers			8		1		7		0	0%
Final Appendix Final Property Fina				8		1		7		0	
Statistics 1.0	Foods - Dehydrated & Freeze-Dried			8	2,299	1		7		0	
Second April 2 2-20 1 2-20				8	2,299	/		1		0	0%
Single Parallem				8 8		5		2		0	0%
Section 1-45	Horse Training			8		4		4			0%
Interior Presenters - Architectural 1,177 2,647 8 2,709 4 50% 330% 1 37 37 37 37 37 37 37	Horticultural Consultants	1,457	2,865	8	2,299	1	13%	7	88%	0	0%
Timenters				8		2		6		0	0%
Summing Registro Retail 1,047				8		4		3		1	13%
Leather Restoration			2.064	8	2,299	3	38%	3		2	25%
Albert Research Service 3,077 2,277 8 2,299 7 88% 1 1,396 0 0 0	Leather Restoration			8		6	75%	2		0	0%
Sameta A Monetic Devices 1.01				8		7		1		0	0%
Marsial Art Sougher & Sougherest		1.811	2,689	8	2.299	7	88%	1	13%	0	0%
Massage School 4,315 2,016 8 2,299 8 190% 0 0% 0 0% 0 0 0 0 0				8		7		1		0	0%
Motor constrict Companies				8		5		3		0	
Office Furniture & Goulement - Wholesele & Manufacturing 1, 233 2,825 8 2,299 7 88% 1 13% 0 0 0 0 0 0 0 0 0				8		8		0		0	
Outstand 2,940				8		7		1		0	0%
Parkins Stations & Garagoes - Equipment & Supplies Parkins Stations & Garagoes - Equipment & Supplies Parkins Stations & Garagoes - Equipment & Supplies Parkins Stations & Committee &				8		3		5		0	0%
Pens & Pendis - Retail		839		8	2,299	1		6	75%	1	139
Personnel Consultants	Patio Cover			8	2.299	6	75%	2		0	
Pet Training - Electronic/ecolar				8		5		3		0	0%
Pilates				8		6		1		1	
Pins - Lapel				8		5	63%	3		0	0%
Playing Cards				8	2,299	8		0		0	0%
Publishers Representatives 2,562 2,418 8 2,299 3 38% 4 50% 1 13 13 13 13 14 14 15 15 15 15 15 15		1,185		8		5	63%	3	38%	0	0%
Rubbis A Garbase Removal Contractors Equipment 2,783 2,352 8 2,299 7 88% 1 13%				8		0		8		0	0%
Scoters - Repair Scoters - R				8		3		4		1	
Skateboard Parks & Rinks 873 3,274 8 2,299 5 63% 3 38% 0 0 0				8		/		1		0	130
Skateboard Parks & Rinks 873 3,274 8 2,299 5 63% 3 38% 0 0 0				8		6		1		1	137
Silp Covers 1,280 2,980 8 2,299 3 38% 5 63% 0 0 0	Skatehoard Parks & Rinks		3.274	8	2,299	5	63%	3	38%	0	0%
Surfboards	Slip Covers	1,280		8		3	38%	5		0	0%
Swimming Pools - Leak Detection & Repair 3.178 2.255 8 2.299 3 3.89% 5 6.39% 0 0 0 0 0 0 0 0 0				8		7		1		0	0%
Telephone Solicitation Companies 4.172 2.060 8 2.299 0 0 0% 2 25% 6 75% 6 75 1 181 1 8 2.299 5 6 33% 3 38% 0 0 0 1 1 14% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				8		5		3		0	0%
Tire Retread & Renair - Faulument & Supplies 8.45 3.298 8 2.299 5 63% 3 38% 0 0 0 0 0 0 0 0 0	Swimming Pools - Leak Detection & Repair			8		3		5		0	750
Tractor Repair & Service 5.657 1.811 8 2.299 6 75% 2 25% 0 0 0				8		5		- 2		0	0%
Typewriters 401 3,806 8 2,299 8 100% 0 0% 0 0% 0 0 0 0	Tractor Repair & Service			8		6		2	25%	0	0%
Vinvil Repair 2.496 2.447 8 2.299 3 38% 5 63% 0 0 Wedding Cakes 94 4.519 8 2.299 3 38% 5 63% 0 0 Ad Word Sponsorship 257 4.062 7 2.387 0 0% 7 100% 0 0 Antiques - Reproductions 1.361 2.932 7 2.387 6 86% 1 14% 0 0 Antiques - Reproductions 1.781 2.702 7 2.387 6 86% 1 14% 0 0 Antiques - Reproductions 1.781 2.702 7 2.387 6 86% 1 14% 0 0 Anticutes - Reproductions 1.781 2.702 7 2.387 5 71% 0 2.287 Anticutes - Reproductions 3.034 7 2.387 5 71% 0 2.387 5 71%	Typewriters	401	3,806	8	2,299	8		0		0	0%
Wedding Cakes 94 4,519 8 2,299 3 38% 5 63% 0 0 Ad Word Sponsorship 257 4,062 7 2,387 0 0% 7 100% 0 0 Anitiques - Reproductions 1,363 2,932 7 2,387 6 86% 1 14% 0 0 Antiques - Reproductions 1,781 2,702 7 2,387 6 86% 1 14% 0 0 Antiques - Reproductions 1,781 2,702 7 2,387 6 86% 1 14% 0 0 Antiques - Reproductions 1,781 2,702 7 2,387 6 86% 1 14% 0 0 Antiques - Reproductions 1,181 2,702 7 2,387 6 86% 1 14% 0 0 0 0 0 0 0 0 0 0 0 0 0 </td <td></td> <td></td> <td></td> <td>8</td> <td>2.299</td> <td>7</td> <td>88%</td> <td>1</td> <td>13%</td> <td>0</td> <td>0%</td>				8	2.299	7	88%	1	13%	0	0%
Ad Word Sponsorship 257 4.062 7 2.387 0 0.9% 7 100% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		2,496		8	2,299	3	38%	5		0	
Animation Mechanics - Display, Sign 1, 163 2, 932 7 2, 387 6 86% 1 14% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				8		3		5		0	0%
Antiques - Reproductions 1,781 2,702 7 2,387 6 86% 1 14% 0 0 0 0 0 0 0 0 0				7		0		1		0	0%
Apartment Sharing Service 766 3.394 7 2.387 5 7196 2 2996 0 0 0				7		6		1		0	0%
Arbitration Services 3.097 2.275 7 2.387 5 71.96 0 0.06 2 299 Astrologers 5.945 1.776 7 2.387 4 5796 3 4396 0 0 Attorneys & Lawvers - Traffic Law 7,659 1.590 7 2.387 2 2996 5 7196 0 0 Attorneys & Lawvers - Home Owners Associations 1.928 2.636 7 2.387 1 1496 6 8696 0 0 Bas Makina Machinerv 112 4.463 7 2.387 3 4396 4 5776 0 0 Ballroom Dance Instruction 801 3.348 7 2.387 6 8696 1 1496 0 0 Ballroom Dance Instruction 801 3.348 7 2.387 6 8696 1 1496 0 0 Bar Coding Service 7,768 1.579 7 2.387 6 8696 1 1496 0 0 Barres & Drums - Fautioment & Supplies 495 3.683 7 2.387 4 5796 3 4396 0 0 Barkets - Retail 903 3.255 7 2.387 3 4396 4 5776 0 0 Beer & Ale - Wholesale & Distribution 6,462 1,716 7 2.387 5 7 2.387 5 7 2.387 5 1196 2 2996 0 0	Apartment Sharing Service	766	3,394	7	2,387	5	71%	2	29%	0	0%
Attorneys & Lawvers - Traffic Law 7,659 1,590 7 2,387 2 29% 5 71% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Arbitration Services		2,275	7	2.387	5		0		2	29%
Attorneys & Lawrers - Home Owners Associations 1,928 2,636 7 2,387 1 14% 6 86% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Astrologers			7_		4		3		0	
Bau Making Machinery 112 4.463 7 2.387 3 43% 4 57% 0 0 Ballroom Dance Instruction 801 3.348 7 2.387 6 86% 1 14% 0 0 Bar Coding Service 7,768 1,579 7 2,387 6 86% 1 14% 0 0 Barries & Drums - Equipment & Supplies 495 3.681 7 2,387 4 57% 3 43% 0 0 Baskets - Retail 903 3.255 7 2,387 3 43% 4 57% 0 0 Beer & Ale - Wholesale & Distribution 5,118 1,899 7 2,387 5 71% 2 29% 0 0 Beverages - Wholesale & Distribution 6,462 1,716 7 2,387 6 86% 1 14% 0 0				7		2		5		0	0%
Ballroom Dance Instruction 801 3,348 7 2,387 6 86% 1 14% 0 0' Bar Coding Service 7,768 1,579 7 2,387 6 86% 1 14% 0 0' Barrels & Drums - Equipment & Supplies 495 3,683 7 2,387 4 57% 3 43% 0 0' Baskets - Retail 903 3,255 7 2,387 3 43% 4 57% 0 0' Beer & Ale - Wholesale 5,118 1,899 7 2,387 5 71% 2 29% 0 0' Beverages - Wholesale & Distribution 6,462 1,716 7 2,387 6 86% 1 14% 0 0'				7		1		b)		0	0%
Bar Coding Service 7,68 1,579 7 2,387 6 86% 1 14% 0 0 Barrels & Drums - Equipment & Supplies 495 3,683 7 2,387 4 57% 3 43% 0 0 Baskets - Retail 903 3,255 7 2,387 3 43% 4 57% 0 0 Beer & Ale - Wholesale 9 5,118 1,899 7 2,387 5 71% 2 29% 0 0 Beverages - Wholesale & Distribution 6,462 1,716 7 2,387 6 86% 1 14% 0 0		801		7	2,387	6		1		n	0%
Barrels & Drums - Equipment & Supplies 495 3.683 7 2.387 4 57% 3 43% 0 0' Baskets - Retail 903 3.255 7 2.387 3 43% 4 57% 0 0' Beer & Alle - Wholesale 5,118 1,899 7 2,387 5 71% 2 29% 0 0' Beverages - Wholesale & Distribution 6,462 1,716 7 2,387 6 86% 1 14% 0 0'	Bar Coding Service	7,768	1,579	7	2,387	6	86%	1		0	0%
Beer & Ale - Wholesale 5,118 1,899 7 2,387 5 71% 2 29% 0 0' Beverages - Wholesale & Distribution 6,462 1,716 7 2,387 6 86% 1 14% 0 0'	Barrels & Drums - Equipment & Supplies	495	3.683	7	2.387	4	57%	3	43%	0	0%
Beverages - Wholesale & Distribution 6,462 1,716 7 2,387 6 86% 1 14% 0 0				7		3		4		0	0%
	Beer & Ale - Wholesale			7		5		2		0	0%
	Beverages - Wholesale & Distribution Bibles	6,462 768	1,/16	/	2,387	6	86% 71%	1	14% 29%	0	0%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Bid Report Service	975	3,189	7	2,387	7	100%	0	0%	0	0%
Bird Feeders & Houses	1.879	2,661	7	2.387	5	71%	1	14%	1	14%
Boilers - New & Used	3,882	2.117	7	2.387	6	86%	1	14%	0	0% 0%
Bookbinders	2,592 3,537	2,407 2,179	/	2,387 2,387	4	57% 71%	3	43% 29%	0	0%
Bras Brew Pub	787	3,369	7	2,387	5	86%	1	14%	0	0%
Bullet-Resistant Equipment	675	3,477	7	2,387	2	29%	5	71%	0	0%
Carburetors	3,456	2,196	7	2,387	6	86%	1	14%	0	0%
Ceramics - Equipment & Supplies	1.313	2,963	7	2.387	5	71%	2	29%	0	0% 0%
Charity - Arts & Culture Child Support Enforcement	4.663 3.470	1,971 2,192	7	2.387 2.387	4	57% 71%	3	43% 29%	0	0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	3,509	2,192	7	2,387	3	43%	4	57%	0	0%
Commodity Trading Advisory Service	1,264	2,992	7	2,387	1	14%	6	86%	Ö	0%
Compactors - Waste - Industrial & Commercial	699	3,443	7	2,387	2	29%	5	71%	0	0%
Concrete Curing & Treating Materials	1,651	2,768	7	2,387	2	29%	5	71%	0	0%
Condiments & Sauces Consultants - Auto Repair	1.766 664	2.712 3.483	/	2.387 2.387	3	43% 86%	3	43% 14%	1	14% 0%
Consultants - Auto Rebail Consultants - Prison & Sentencing	1,202	3,463	7	2,387	6	86%	1	14%	0	0%
Copyright Service	2,259	2,520	7	2,387	3	43%	3	43%	1	14%
Craft Instruction	2,304	2,506	7	2,387	4	57%	3	43%	0	0%
Dairv Products - Wholesale	2,966	2,309	7	2.387	4	57%	3	43%	0	0%
Day Care - Adults Differentials - Automobile	17,666 769	1,014 3,386	7	2,387 2,387	7	100% 71%	0	0% 29%	0	0% 0%
Drawing Materials	1,856	2,671	7	2,387	5	71% 86%	2	29% 14%	0	0%
Dry Goods - Retail	963	3,207	7	2,387	2	29%	4	57%	1	14%
Electronic Product Waste Management & E Waste Services	970	3,196	7	2,387	2	29%	5	71%	0	0%
Engineering Equipment & Supplies	2,531	2,431	7	2.387	6	86%	1	14%	0	0% 0%
Engineers - Structural	20.081 2.991	943 2,300	7	2.387 2.387	7	100% 43%	0	0% 57%	0	0%
Environmental, Conservationist & Ecol Org Etched Products - Metal, Glass	2,991	3,175	7	2,387	3	0%	7	100%	0	0%
Family Services	8.706	1,506	7	2,387	5	71%	2	29%	0	0%
Fans - Industrial & Commercial	790	3,361	7	2,387	3	43%	4	57%	0	0%
Fiber Glass Products	2,041	2,593	7	2,387	2	29%	4	57%	1	14%
Fiberglass - Bathtubs & Showers	1,010	3,159	7	2,387	5	71%	1	14%	1	14%
Fire Protection Consultants Florists - Wholesale	8.218 2,519	1.540 2,436	7	2,387 2,387	6	86% 71%	1	14% 29%	0	0% 0%
Food Brokers	5,744	1,799	7	2,387	5	71%	2	29%	0	0%
Glaziers	6.286	1.738	7	2,387	3	43%	4	57%	Ö	0%
Guards - Door & Window	1.689	2.741	7	2.387	7	100%	0	0%	0	0%
Hail Repair	2,575	2,414	7	2,387	2	29%	5	71%	0	0%
Health Care - Placement Home Staging	5,476 4,684	1,842 1,968	7	2,387 2,387	5	71% 43%	2	29% 57%	0	0% 0%
Humane Societies	1,156	3,074	7	2,387	7	100%	0	0%	0	0%
Ice Cream Freezers	371	3,849	7	2,387	1	14%	6	86%	0	0%
Ice Making Equipment & Machines	2,340	2,495	7	2,387	2	29%	5	71%	0	0%
Inks - Writing & Marking	491	3.690	7	2.387	7	100%	0	0%	0	0%
Insurance - Liability Insurance - Medicare Services	4,511 11,346	2,002	7	2,387 2,387	5	71% 71%	2	29% 29%	0	0% 0%
Interior Designers - Commercial	1,656	1,327 2,763	7	2,387	2	29%	5	71%	0	0%
Internet Cafes	1.637	2,773	7	2,387	1	14%	5	71%	1	14%
Karaoke Machines & Tapes	1,368	2,928	7	2,387	5	71%	2	29%	0	0%
Karts - Motorized	1,260	2,997	7	2,387	3	43%	3	43%	1	14%
Land Clearing & Leveling	24.049 10,637	822 1,364	7	2,387 2,387	3	43% 57%	4	57% 43%	0	0%
Leadership Development Leather Cleaning	1,446	2,873	7	2,387	7	100%	3 0	0%	n	0%
Leather Goods - Wholesale & Manufacturers	3,732	2,145	7	2,387	4	57%	3	43%	Ö	0%
Liquors - Wholesale	1.366	2.931	7	2,387	5	71%	2	29%	0	0%
Luggage - Wholesale & Manufacturers	1,044	3,140	7	2,387	7	100%	0	0%	0	0%
Luggage Repair	587 478	3,567 3,714	7	2,387 2,387	1	14% 29%	6	86% 71%	0	0% 0%
Magicians Supplies Marble - Cultured	9,003	3./14 1.477	7	2,387	2	29% 43%	5	71% 57%	0 n	0%
Mason Contractors Equipment & Supplies	3,423	2,206	7	2,387	5	71%	2	29%	0	0%
Medical Coding	1,405	2,910	7	2,387	5	71%	2	29%	0	0%
Medical Transcription	11.353	1.326	7	2.387	4	57%	3	43%	0	0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	2,543 1,731	2,426 2,723	7	2,387	2	29% 57%	4	57% 43%	1	14%
Midwives Mobile Refrigeration	1,731	3.027	7	2,387 2,387	4	57% 86%	3) 1 l	43% 14%	0	0%
Motion Picture Film Distributors & Exchange	1.377	2,922	7	2,387	7	100%	n n	0%		0%
Music Arrangers & Composers	1,361	2,934	7	2,387	3	43%	4	57%	0	0%
Paper Products	9,834	1,415	7	2,387	2	29%	5	71%	0	0%
Party Plans - In-Home	13.141	1.221	7	2.387	4	57%	3	43%	Õ	1/10/
Photo Copying Physicians & Surgeons - Sports Medicine	1,345 1,779	2,944 2,703	/	2,387 2,387	3	43% 14%	3	43% 86%	1	14%
Picture Frames - Manufacturers Supplies	2,747	2,703	7	2,387	1	14%	6	86%	n	0%
Pictures	1,296	2.972		2,387	0	0%	7	100%	0	0%
Plumbing Plan Services	2,132	2,563	7	2,387	6	86%	1	14%	0	0%
Police & Fire Organizations	18,740	981	7	2,387	2	29%	5	71%	0	0%
Power Transmission Equipment	2.574	2,415	7	2.387	I 6	86%	1	14%	0	0%

US BBB 2016 Statistics Sorted by Complaints

T	Т		Sorted by Complaints			ı	Г	T	Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Pumps - Dealers Railings	7,903 4,305	1,571 2,033	7	2,387 2,387	6	86% 57%	1	14% 29%	0	0% 14%
Recycling - Metal	4.305 5.942	2.033 1.777	7	2,387	6	57% 86%	1	29% 14%	ņ	0%
Riding Academies	1,032	3,149	7	2,387	1	14%	1	14%	5	71%
Rubber Clothing & Footwear	590	3,565	7	2,387	2	29%	4	57%	1	14% 0%
Scaffolding & Aerial Lifts	4.037 14.165	2.086 1.175	7	2.387 2.387	5	71% 57%	2	29%	0	0% 0%
Senior Citizens Service Organization Sink Manufacturers	14,165 843	3,301	7	2,387	4	57% 57%	3	43% 43%	0	0%
Snow Removal Equipment	1,942	2,627	7	2,387	7	100%	0	0%	0	0%
Tarps	2.655	2,387	7	2,387	6	86%	1	14%	0	0%
Taxes - Enrolled Agent	6,453	1,717	7	2,387	6	86%	1	14%	0	0%
Tea - Manufacturer & Importer	956	3,214	7	2,387	2	29%	5	71%	0	0% 0%
Teleconference Service Thermography - Infrared	1.761 417	2.714 3,789	7	2,387 2,387	2	29% 29%	5	71% 71%	0	0%
Trailers - Horse	4,539	2,000	7	2,387	5	71%	2	29%	0	0%
Trailers - Truck	7.074	1.651	7	2,387	5	71%	2	29%	0	0% 0%
Truck Manufacturers & Distributors	4.011	2.092	7	2.387	3	43%	4	57%	0	0%
Trucks - Forklifts	2,411	2,472 1.451	7	2,387	3	43%	2	29%	2	29%
Wedding Officiant Windshield Wipers	9,318 179	4,263	7	2,387 2,387	4	57% 14%	3	43% 86%	0	0% 0%
Yoga Supplies	1,890	2,656	7	2,387	4	57%	2	29%	1	14%
Yogurt	1,102	3,105	7	2,387	5	71%	2	29%	0	0%
Abstracters	2,167	2,555	6	2,503	4	67%	2	33%	0	0%
Advertising - Television	3.619	2.163	6	2.503	4	67%	1	17%	1	17% 0%
Appraisers - Antiques Aquariums - Wholesale & Manufacturers	4,125 1,395	2,069 2,914	6	2,503 2,503	1	17% 100%	5	83% 0%	0	0%
Artists - Commercial	1,661	2,914	6	2,303	2	33%	4	67%	0	0%
Auto Repair & Service - Airbags	799	3,352	6	2,503 2,503	2	33%	4	67%	0	0%
Bagels	799	3,352	6	2,503	2	33%	4	67%	0	0%
Barrels & Drums	1,264	2,992	6	2,503	1	17%	5	83%	0	0% 0%
Battery Repairing & Rebuilding Beer Home Brewing Equipment & Supplies	2,265 2,030	2,516 2,598	6	2,503 2,503	3	17% 50%	5	83% 50%	0	0%
Benefit Insurance Software	942	3,226	6	2,503	3	50%	2	33%	1	17%
Bingo & Gaming Halls	2,292	2,510	6	2,503	3	50%	3	50%	0	0%
Biomedical Products - Research	7.478	1.608	6	2.503	3	50%	3	50%	0	0%
Boarding Houses	2,319	2,499	6	2,503	1	17% 67%	5	83%	0	0% 0%
Bottles - Wholesale & Manufacturers Brakes - Manufacturers & Distributors	3,167 1,155	2,258 3,075	6	2,503	3	50%	- 2	33% 50%	0	0%
Bronze	990	3.177	6	2,503 2,503	5	83%	1	17%	0	0% 0%
Canoe Rental & Trips	776	3,381	6	2,503	4	67%	2	33%	0	0%
Canvas - Wholesale & Manufacturers	1,542	2,820	6	2,503	4	67%	2	33%	0	0%
Carbon Monoxide Detecting	2.239 157	2,529 4,329	6	2,503 2,503	3	50% 67%	3	50% 33%	0	0% 0%
Caregivers Resources	2,844	2,337	6	2,503	3	50%	3	50%	0	0%
Carpet & Rug Repair	5,734	1,801	6	2,503	4	67%	2	33%	0	0%
Carriages - Horse	1,455	2.866	6	2,503	4	67%	2	33%	0	0%
Cellulite Treatment - Endermologie	431	3,771	6	2,503	6	100%	0	0%	0	0%
Cement - Retail Chain Letters	2,097 1,428	2,578 2,887	6	2,503 2,503	2	33%	4	67% 0%	0	0% 0%
Chemical Cleaning - Industrial	6,494	1,712	6	2,503	4	100% 67%	2	33%	0	0%
Children`s Play Programs Instruction	1,915	2,643	6	2,503	4	67%	2	33%	0	0%
Cleaning Services - Estate	2,832	2,341	6	2,503	1	17%	4	67%	1	17%
Contractor - Hauling	4.164	2.061	6	2.503	4	67%	2	33%	0	0%
Contractors - Retaining Wall Dancing Supplies	6,222 1,336	1,748 2,953	6	2,503 2,503	4	67% 33%	2	33% 67%	0	0% 0%
Diaper Service	2,739	2,953	6	2,503		0%	6	100%	n	0%
Display Installation Service	1.286	2.977	6	2,503	5	83%	1	17%	0	0%
Dolls - Collectors	424	3,779	6	2,503	1	17%	5	83%	0	0%
Door-to-Door Freezer Food Sales	1,115	3,099	6	2,503	5	83%	1	17%	0	0% 0%
Doors - Patio Electrical Power Systems Maintenance	912 3,769	3.249 2.136	6	2,503 2,503	1	17% 50%	5	83% 50%	0	0%
Electrical Power Systems Maintenance Electrolysis		1,744	6	2,503	4	67%	1	17%	1	17%
	6,238	1.744			-		n n	50%	0	0%
Employment Service - Virtual Assistant	4,685	1,967	6	2,503	3	50%	3			
Employment Service - Virtual Assistant Energy Conservation Products - Wholesale & Manufacturers	4,685 1,725	1,967 2,726	6 6	2,503	4	67%	2	33%	Ō	0%
Employment Service - Virtual Assistant Energy Conservation Products - Wholesale & Manufacturers Engravers - Stationery	4,685 1,725 1,955	1,967 2,726 2,621	6	2,503 2,503	4	67% 100%	2	33% 0%	0	0% 0%
Employment Service - Virtual Assistant Enerav Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic	4,685 1,725 1,955 2,192	1,967 2,726 2,621 2,549	6 6 6	2,503 2,503 2,503	3 4 6 1	67% 100% 17%	2 0 5	33% 0% 83%	0	0% 0% 0%
Employment Service - Virtual Assistant Energy Conservation Products - Wholesale & Manufacturers Engravers - Stationery	4,685 1,725 1,955	1,967 2,726 2,621	6 6 6 6	2,503 2,503	3 4 6 1 5	67% 100%	3 2 0 5 0	33% 0%	0 0 0 0	0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Eneruy Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flao Poles Floor Resurfacin Fraternal Organizations	4,685 1,725 1,955 2,192 2,035 780 5,537	1,967 2,726 2,621 2,549 2,595 3,376 1,828	6 6 6 6 6 6	2,503 2,503 2,503 2,503 2,503	31 4 6 1 6 2 2	67% 100% 17% 100% 33% 83%	3 2 0 5 0 4 4	33% 0% 83% 0% 67% 17%	0 0 0 0 0	0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Enerox Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flao Poles Floor Resurfacino Fraternal Organizations Guardian Services - Adult & Child	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841	1,967 2,726 2,621 2,549 2,595 3,376 1,828 1,947	6 6 6 6 6 6	2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503	3 4 6 1 6 2 5 3	67% 100% 17% 100% 33% 83% 50%	2 2 0 5 0 4 1	33% 0% 83% 0% 67% 17% 50%	0 0 0 0 0	0% 0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Enerav Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flag Poles Floor Resurfacing Fraternal Organizations Guardian Services - Adult & Child Guide Service	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841 4,407	1,967 2,726 2,621 2,549 2,595 3,376 1,828 1,947 2,018	6 6 6 6 6 6 6 6	2.503 2,503 2,503 2,503 2.503 2,503 2,503 2,503	3 44 6 1 6 2 2 5 3 3	67% 100% 17% 100% 33% 83% 50% 67%	2 0 0 5 0 4 4 1 3 3	33% 0% 83% 0% 67% 17% 50%	0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Enerox Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flag Poles Floor Resurfacino Fraternal Organizations Guardian Services - Adult & Child Guide Service Hardware Consultants	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841 4,407	1,967 2,726 2,621 2,549 2,595 3,376 1,828 1,947 2,018	6 6 6 6 6 6 6 6 6	2.503 2.503 2.503 2.503 2.503 2.503 2.503 2.503 2.503	3 4 6 1 6 2 5 3 3 4 4 5	67% 100% 17% 100% 33% 83% 50% 67% 83%	2 0 5 0 4 1 3 2 2	33% 0% 83% 0% 67% 17% 50% 33%	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Enerav Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flag Poles Floor Resurfacing Fraternal Organizations Guardian Services - Adult & Child Guide Service Hardware Consultants Heat Pumps	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841 4,407 1,175	1,967 2,726 2,621 2,549 2,595 3,376 1,828 1,947 2,018 3,058	6 6 6 6 6 6 6 6 6 6	2.503 2.503 2.503 2.503 2.503 2.503 2.503 2.503 2.503 2.503	3 4 6 1 6 2 2 5 3 4 4 4	67% 100% 17% 100% 33% 83% 50% 67% 83% 67%	2 0 5 0 0 4 4 1 1 2 2	33% 0% 83% 0% 67% 17% 50% 33% 17%	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Enerary Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flao Poles Floor Resurfacing Fraternal Organizations Guardian Services - Adult & Child Guide Service Hardware Consultants Heat Pumps Heilcopters - Charter, Rent & Lease	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841 4,407 1,175 2,196	1_967 2,726 2,621 2_549 2_559 3_376 1,828 1_947 2_018 3_058 2_546	6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	2_503 2_503 2_503 2_503 2_503 2_503 2_503 2_503 2_503 2_503	3 4 6 1 2 2 5 3 3 4 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 4 4 4 6 3 7 4 7 7 8 7 8 7 8 7 8 7 8 7 8 8 7 8 7 8	67% 100% 17% 100% 100% 33% 83% 50% 67% 33% 67%	3 2 2 0 5 0 4 1 1 1 2 2 1 2 4 4 4 4 4 3	33% 0% 83% 0% 67% 17% 50% 17% 33% 676 33%	0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0%
Employment Service - Virtual Assistant Enerav Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flag Poles Floor Resurfacing Fraternal Organizations Guardian Services - Adult & Child Guide Service Hardware Consultants Heat Pumps	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841 4,407 1,175 2,196 1,202 1,224	1,967 2,726 2,621 2,549 2,595 3,376 1,828 1,947 2,018 3,058	6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503	3 4 6 11 6 2 2 5 3 3 4 5 5 4 2 2 3 3 3 4 3 4 4 3 4 4 4 4 4 4 4 5 4 4 4 4	67% 100% 17% 100% 33% 33% 83% 67% 67% 67%	2 0 5 0 4 1 1 3 2 1 1 2 2 4 4 3 3 2 2 2	33% 0% 83% 0% 67% 17% 50% 33% 67% 67% 50% 33%	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
Employment Service - Virtual Assistant Enerox Conservation Products - Wholesale & Manufacturers Engravers - Stationery Farms - Organic Flao Poles Floor Resurfacino Fraternal Organizations Guardian Services - Adult & Child Guide Service - Adult & Child Guide Services - Hardware Consultants Heat Pumps Heliconters - Charter. Rent & Lease Incense	4,685 1,725 1,955 2,192 2,035 780 5,537 4,841 4,407 1,175 2,196 1,202	1,967 2,726 2,621 2,529 2,595 3,376 1,828 1,947 2,018 3,058 2,546 3,038 3,023	6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503 2,503	3 4 6 1 6 2 5 3 4 4 5 4 2 2 2 3 4 4 4 4 4 2 2 3 4 4 4 4 4 4 4	67% 100% 17% 100% 33% 83% 50% 67% 83% 67% 33% 55% 57% 57% 55%	3 2 2 0 5 0 4 1 1 3 2 2 2 2 4 4 4 4 4 2 2 2 2 2 2 1 2 1 2 1	33% 0% 83% 0% 67% 50% 33% 17% 50% 33% 67% 50% 50% 50% 50%	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Interior Designers - Registered/Licensed	2,392	2,479	6	2,503	3	50%	3	50%	0	0%
International Trade Consultants Labeling	4.016 3.657	2.091 2.156	6	2,503 2,503	1	17% 83%	4	67% 17%	1	17%
Labels	1,488	2,156	6	2,503	2	33%	4	67%	0	0%
Labels - Paper	3,340	2,225	6	2,503	6	100%	0	0%	0	0%
Livestock Auction Markets	2.031	2,597	6	2,503	4	67%	2	33%	0	0%
Lottery Buying Club	1,523	2,830	6	2,503	2	33%	3	50%	1	17%
Mannequins - Display Fixture Meters	703 1.145	3,441 3,081	6	2,503 2,503	3	50% 33%	3	50% 67%	0	0%
Mexican Food Products	1.284	2,979	6	2,503	3	50%	3	50%	0	0%
Mold Consulting & Testing	6,186	1,752	6	2,503	4	67%	2	33%	0	0%
Motion Picture Producers & Studios	2,462	2,456	6	2,503	0	0%	6	100%	0	0%
Naturopaths Occupational Health Nursing Consises	4.714 4,884	1,959 1,940	6	2,503	5	83% 67%	1	17%	0	0%
Occupational Health - Nursing Services Office Furniture & Equipment - Used	2,729	2,369	6	2,503 2,503	3	50%	2	33% 33%	1	17%
Oil Burners	5,888	1,783	6	2,503	5	83%	1	17%	0	0%
Oil Land Leases	7,354	1.618	6	2,503 2,503	4	67%	1	17%	1	17%
Oils - Waste	3,101	2,273	6	2,503	5	83%	1	17%	0	0%
Orchards	1,287	2,976	6	2,503	5	83%	1	17%	0	33%
Patent Searchers Physicians & Surgeons Equipment & Supplies	3.364 1.228	2.218 3.018	b	2,503 2,503	4	67% 83%	1	0% 17%	2	0%
Pianos - Tuning & Repair	7,639	1,593	6	2,503	4	67%	2	33%	0	0%
Piping Contractors	3,699	2,147	6	2,503	3	50%	3	50%	0	0%
Pools - Therapy	337	3.907	6	2.503	2	33%	4	67%	0	0%
Printing Technician Pumping Contractors	234 4,061	4,121 2,079	6	2,503 2,503	2	33% 17%	4	67% 83%	0	0%
Ranges & Ovens - Wholesale & Manufacturers	357	3,870	6	2,503	<u> </u>	83%	3 1	17%	0	0%
Recruiting - Technical	2,638	2,393	6	2,503 2,503	4	67%	2	33%	0	0%
Refrigerators & Freezers - Dealers	2,492	2,448	6	2,503	4	67%	2	33%	0	0%
Reloader Schemes	2,517	2,438	6	2,503	0	0%	5	83%	1	17%
Retreat Facilities Screens - Decorative	2,386 1,248	2,480 3,005	6	2,503 2,503	3	50% 50%	3	50% 50%	0	0%
Seat Belts	1,408	2,907	6	2,503	4	67%	2	33%	0	0%
Service Animals - Training	1,252	3,003	6	2,503	4	67%	2	33%	0	0%
Shirts - Wholesale & Manufacturers	2.121	2,570	6	2,503	5	83%	1	17%	0	0%
Sirens & Horns	241	4,103	6	2,503	3	50%	3	50%	0	0%
Skating Equipment & Supplies Spraying Equipment - Renting	1,166 487	3,064 3,697	6	2,503		50% 17%	5	50% 83%	0	0%
Steam Bath Equipment & Supplies	1,596	2,788	6	2,503 2,503	1	17%	5	83%	0	0%
Stock Exchanges	1,091	3,115	6	2,503	3	50%	3	50%	0	0%
Store Fronts	2,330	2,497	6	2,503	4	67%	2	33%	0	0%
Support Groups Systems & Software Testing	2.737 1,630	2,366 2,778	6	2,503 2,503	3	50% 50%	3	50% 50%	0	0%
Television Program Producers	2,954	2,313	6	2,503	1	17%	5	83%	0	0%
Tennis Instruction	978	3,186	6	2,503	3	50%	3	50%	0	0%
Theatrical Agencies	2.313	2,503	6	2,503	3	50%	3	50%	0	0%
Transcription Service	9,064	1,470	6	2,503	4	67%	2	33%	0	0%
Travel & Tourism Development and Education Treatment Centers & Rest Homes - Information & Placement	5,762 2.611	1,798 2,400	6	2,503 2,503	3	50% 50%	3	50% 50%	0	0%
Trenching Contractors	1.791	2,698	6	2,503	5	83%	1	17%	0	0%
Truck Service & Repair - Mobile	3,321	2,229	6	2,503	5	83%	1	17%	0	0%
Trucking - Dump	11,292	1,328	6	2,503	5	83%	1	17%	0	0%
Trucking - Light Hauling	13.333 1,897	1,208 2,652	6	2,503	4	67%	2	33%	0	0%
Turbochargers Tuxedo Sales & Rentals	1,897 896	2,652 3,261	b 6	2,503 2,503	3	50% 50%	3	50% 50%	U 0	0%
Video Equipment - Supplies & Parts	789	3.362	6	2,503	1	17%	5	83%	0	0%
Video Tape Duplication Service	3.230	2,247	6	2.503	1	17%	5	83%	0	0%
Volleyball Club	700	3,442	6	2,503	1	17%	4	67%	1	17%
Waterbeds - Dealers Wire Products	2,256 2,224	2,521 2,533	6	2,503 2,503	4	67% 100%	2	33% 0%	0	0%
Accident Reconstruction Service	2,224	2,533	5	2,503	1	20%	4	80%	0	0%
Advertising - Indoor	1,882	2,658	5	2,619	2	40%	1	20%	2	40%
Advertising - Vinyl Phone Book Covers	204	4,195	5	2,619	3	60%	2	40%	0	0%
Air Compressors	1.816	2.688	5	2.619	5	100%	0	0%	0	0%
Aircraft Instruments Airlines - Training Schools	982 2,609	3,185 2,401	5	2,619 2,619	3 1	60% 20%	4	40% 80%	0	0%
Artificial Flowers, Plants & Trees	1,540	2,823	5	2,619	2	40%	3	60%	0	0%
Auto Headlight Restoration	1.059	3.132	5	2,619	1	20%	4	80%	0	0%
Automobile Reconditioned Detailing	956	3,214	5	2,619	3	60%	2	40%	0	0%
Bamboo & Bamboo Products	1,155 3,022	3,075 2,296	5	2,619	5	100%	0	0%	0	0%
Bearings Beekeepers Supplies	3.022 1.773	2,296	5 5	2,619 2,619	3	60% 20%	2	40% 80%	0	0%
Bicycle Racks & Security Systems	504	3,671	5	2,619	3	60%	1	20%	1	20%
Biofeedback Therapists	2,746	2.361	5	2.619	1	20%	4	80%	0	0%
Boat Cleaning	1.417	2,899	5	2.619	1	20%	4	80%	0	0%
Boat Transporting	2,641	2,391	5	2,619	3	60%	2	40%	0	0%
Bolts & Nuts	3,355	2,221 3.910	5	2,619	1	20% 100%	4	80%	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	%
Brewers	2,312	2,504	5	2,619	5	100%	0	0%	0	0%
Building Cleaning - Exterior	5.133	1.895	5	2.619	4	80%	1	20%	0	20%
Buildings - Concrete Cabinet Hardware	8.494 2,476	1,521 2,455	5	2,619 2,619	4	20% 80%		60% 20%	1	0%
Caterer Equipment & Supplies	381	3,834	5	2,619	1	20%	3	60%	1	20%
Charts	190	4,227	5	2,619	0	0%	5	100%	0	20%
Chemical Production	1,965	2,618	5	2,619	0	0%	5	100%	0	0%
Child Parent Development Centers	1,671	2,754	5	2,619	3	60%	2	40%	0	0%
Cleaning Systems Press, Chemical Coins & Tokens - Manufacturers	2,307 1,555	2,505 2,807	5	2.619 2.619	2	40% 60%	2	40% 40%	1	20%
Collection Agencies - Government Loans	4,704	1,964	5	2,619	4	80%	1	20%	0	0%
Compressors	4,494	2,006	5	2,619	1	20%	4	80%	0	0%
Connectors - Electric	3.173	2,256	5	2.619	2	40%	3	60%	0) 0%
Contractor - Low Voltage Systems	10,748	1,355	5	2,619	4	80%	1	20%	0	0%
Court Reporters Developmental Disability Services	3,661 8,370	2,154 1,534	5	2,619	4	80% 40%	1	20% 60%	0	0%
Dietitians	1,429	2,886	5	2.619 2.619	3	60%	1	20%	1	0% 20%
Disabled Person Assistance	3,617	2,165	5	2,619	5	100%	Ô	0%	0	0%
Doors - Cellar/Basement/Bilco	1,097	3,110	5	2,619	5	100%	0	0%	0	0%
Doors - Commercial	2,712	2,371	5	2,619	5	100%	0	0%	0	0%
Doors - Rolling Drama/Acting Instruction	983 2,061	3.183 2.586	5	2,619 2,619	4	80% 60%	1	20% 20%	0	0%
Duct & Duct Fittings	2,061	2,586	5	2,619 2,619	3	20%	1	20% 80%	1	0%
Electronic Testing Equipment	3,618	2,408	5	2,619	5	100%	0	0%	0	0%
Elevator Installation	2,576	2,413	5	2,619	4	80%	1	20%	0	0%
Embroideries - Uniform	1,998	2,606	5	2,619	1	20%	4	80%	0	0%
Engineers - Mechanical	3.626	2.161	5	2.619 2.619	0	0%	5	100%	0	0%
Executive Suites Fence Posts & Fittings	1,421 3,026	2,894 2,292	5	2,619 2,619	4	80%	1	20% 100%	0	0%
Fence - Wood	1,289	2,292	5	2,619	1	20%	3	60%	1	. 20%
Fencing Instruction	1,910	2,648	5	2,619	0	0%	5	100%	0	0%
Fire Extinguishers	11,393	1,322	5	2,619	2	40%	3	60%	0	0%
Fish & Seafood - Wholesale	6,005	1,771	5	2,619	4	80%	1	20%	0	0%
Food & Beverage Consultants	1,632	2,777	5	2,619	4	80%	1	20%	0	0%
Forklift Repair & Maintenance Freight Consolidating	3.031 1,546	2,291 2,818	5	2,619 2,619	4	80% 80%	1	20% 20%	0	0%
Frog Dealers	189	4,230	5	2,619	0	0%	0	0%	5	100%
Fuel - Diesel	3,426	2,204	5	2,619 2,619	2	40%	3	60%	0	0%
Furniture Manufacturers Equipment & Supplies	893	3,263	5		1	20%	4	80%	0	0%
Gasoline Additives - Manufacturers & Distributors	926	3,238	5	2,619	0	0%	5	100%	0	0%
Gauges & Gages	1,978	2,614	5	2,619	4	80%	1	20%	0	0%
Glassware Decorators Golf Courses - Miniature	1.280 960	2,980 3,211	5	2,619 2,619	3	60% 60%	1	40% 20%	1	. 20%
Greenhouse Equipment & Supplies	2,797	2,348	5	2,619	4	80%	1	20%	0	0%
Hammocks/Hammock Stands & Chairs	76	4,587	5	2,619	2	40%	3	60%	0	0%
Hardwood Floor Maintenance	1.413	2.902	5	2.619	2	40%	3	60%	0	0%
Helicopters - Parts & Supplies	403	3,804	5	2,619	3	60%	2	40%	0	0%
Horse Transporting Housewares - Wholesale & Manufacturers	3,103 1,324	2,271 2,959	5	2,619 2,619	3	60% 60%	2	40% 40%	0	0%
Humidifying Apparatus	362	3,865	5	2,619	4	80%	1	20%	0	0%
Hydronic Heating	451	3,749	5	2,619	4	80%	1	20%	0	0%
Ice Cream & Frozen Desserts - Mfq & Dist	1,828	2,684	5	2,619	4	80%	1	20%	0	0%
Identification Bureaus	218	4.161	5	2.619	2	40%	3	60%	0	0%
In-Home Autism Therapy Interior Finishing	1,581 1,419	2,798 2,897	5	2,619 2,619	3	60% 0%	2	40% 100%	0	0%
lewelers - Supplies	3,241	2,897	5	2,619	2	40%	3	60%	0	0%
Judament Recovery	7,946	1.563	5	2.619	1	20%	4	80%	0	0%
Labor Contractors	3,115	2,267	5	2,619	2	40%	3	60%	0	0%
Leather Goods - Repair	2,880	2,324	5	2,619	3	60%	2	40%	0	0%
Limestone	3.375 367	2,215 3,854	5	2.619 2.619	4	80%	1	20%	0	0%
Lithographers Litigation Support	36/	3.854 2.097	5	2,619 2,619	2	40% 60%	31	60% 40%	0	0%
Mapping Services	2,124	2,568	5	2,619	4	80%	1	20%	0	0%
Marijuana - Retail	363	3,864	5	2.619	4	80%	ī	20%	0) 0%
Marriage Brokers	1,670	2,756	5	2,619	5	100%	0	0%	0	0%
Masonry Panels - Prefabricated	3,765 829	2,138 3.316	5	2,619 2,619	0	0%	5	100%	0	0%
Mausoleums Metal Specialties	5,514	3,316 1,831	5	2.619 2.619	2	40% 60%	31	60% 40%	0	0%
Microscopes	2,601	2,404	5	2,619	5	100%	0	0%	0	0%
Molds	6,109	1,762	5	2,619	2	40%	3	60%	0	0%
Movers - Office	3.301	2.231	5	2,619	5	100%	0	0%	0	0%
Music Instruction - Vocal	1,435	2,881	5	2,619	3	60%	0	0%	2	40%
Not Elsewhere Classified After Investigation	198	4,211	5	2,619	4	80%	1	20%	0	0%
Novelties - Wholesale & Manufacturers Nurses	1,942 6,022	2.627 1.769	5	2.619 2.619	5 2	100% 40%	21	0% 60%	0	0%
Nutritionists	11,931	1,283	5	2,619	4	80%	1	20%	0	0%
	4,721	1,958	5	2,619	5	100%	Ô	0%	0	0%
Oil Tank Removal	25 696	786		2 619		20%		40%		40%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Optical Imaging Equipment & Systems	1,872	2,668	5	2,619	2	40%	2	40%	1	20%
Orchestras & Bands	819	3.331	5	2.619	2	40%	3	60%	0	0%
Organic Soil Fertilizer	1,494	2.845	5	2.619	4	80%	0	0%	1	20%
Outboard Motors - Repair Painting - Faux Finishing	3,369 4,430	2,216 2,014	5	2,619 2,619	3	60% 80%	2	40%	0	0%
Parenting Classes	2,218	2,014	5	2,619	4	100%	1	20%	0	0%
Personal Chef	1,705	2,733	5	2,619	3	60%	1	20%	1	20%
Pet Waste Removal	2,447	2,462	5	2,619	1	20%	4	80%	0	0%
Pool Tables Sales	1.726	2,725	5	2.619	3	60%	1	20%	1	20%
Poultry Farms	4.100	2.072	5	2.619	4	80%	1	20%	0	0%
Quickbooks Training & Support	1,892	2,655	5	2,619	5	100%	0	0%	0	0%
Quilting Materials & Supplies Racks	1,943 1,486	2,625 2,850	5	2,619 2.619	4	80% 100%	1	20% 0%	0	0% 0%
Radiotelephone Communications - Common Carrier	483	3,705	5	2,619	3	60%	2	40%	0	0%
Reflexologists	902	3,257	5	2,619	0	0%	5	100%	0	0%
Rustproofing & Undercoating - Auto	2.078	2,582	5	2,619	3	60%	2	40%	0	0%
Sailmakers	1.548	2.815	5	2.619	3	60%	2	40%	0	0%
Sandblasting	12,313	1,257	5	2,619	4	80%	1	20%	0	0%
School Furniture & Equipment	6,275	1,741	5	2,619	5	100%	01	0%	0	0% 0%
Sculptors Seeds & Bulbs - Wholesale	783 1,994	3.372 2.608	5	2.619 2.619	0	0% 100%	5	100% 0%	0	0%
Senior Move Manager	1,655	2,764	5	2,619	4	80%	1	20%	n	0%
Septic Tanks & Systems Wholesale & Manufacturers	2,062	2,585	5	2,619	3	60%	2	40%	0	0%
ServiceStation Equipment	1,685	2,744	5	2.619	2	40%	3	60%	0	0%
Shavers - Electric	1,078	3,123	5	2,619	4	80%	1	20%	0	0%
Signs - Equipment & Supplies	2,516	2,440	5	2,619	3	60%	2	40%	0	0%
Snow Removal Service - Commercial	2.011 615	2,602 3,536	5	2.619 2.619	4	80%	1	20%	0	0% 0%
Soundproofing Speakers - Rebuild & Repair	1,947	3,536 2,624	5	2,619	5	100% 60%	2	0% 40%	0	0%
Steamship Companies	682	3,465	5	2,619	5	100%	0	0%	0	0%
Steel & Brass Stamps	8	5,005	5	2,619	2	40%	3	60%	0	0%
Stock Quotation Boards & Systems	1,492	2,846	5	2,619	4	80%	1	20%	0	0%
Stone - Crushed	1,695	2,736	5	2,619	5	100%	0	0%	0	0%
Store Fixtures	3,106	2,269	5	2,619	3	60%	2	40%	0	0%
Surgical Instruments Talayisian Sys 8, Equipment Classed Circuit	2.880 560	2.324 3,598	5	2,619	3	60% 20%	1	20% 60%	1	20% 20%
Television Sys & Equipment - Closed Circuit Tile - Non-Ceramic - Manufacturers & Distributors	1,811	2,689	5	2,619 2,619	4	80%		20%	1	0%
Tool & Die Makers	6,774	1.683	5	2,619	3	60%	1	20%	1	20%
Towel Supply Service	1.276	2,985	5	2.619 2.619	2	40%	3	60%	0	20% 0%
Towing - Heavy Equipment	863	3,284	5	2,619	2	40%	3	60%	0	0%
Truck Bedliner	3,023	2,295	5	2,619	3	60%	2	40%	0	0%
Truck Bedliner - Sprav On	4.898	1.938 2,792	5	2.619	5	100% 40%	0	0% 60%	0	0% 0%
Truck Driver Leasing Truck Refrigeration Equipment	1,584 1,206	3,035	5	2,619 2,619	5	100%		0%	0	0%
Ultrasound - Nonmedical	1,911	2,646	5	2,619	4	80%	1	20%	0	0%
Virtual Currency	680	3,468	5	2,619	1	20%	4	80%	Ö	0%
Water Conservation	1,939	2,632	5	2,619	4	80%	1	20%	0	0%
Water Mitigation	1,918	2,641	5	2,619	2	40%	3	60%	0	0%
Water Taxi Service	855	3.290	5	2.619	4	80%	1	20%	0	0% 0%
Water Well Drilling Equipment & Supplies Wax	5.203 567	1.886 3.588	5	2.619 2.619	4	80% 80%	1	20% 20%	0	0%
Weather Forecast Service	745	3,409	5	2,619	3	60%	2	40%	0	0%
Wine Bar	547	3.612	5	2,619	5	100%	0	0%	Ö	0%
Wine Cellars	693	3,454	5	2,619	3	60%	2	40%	0	0%
Wood Products - Sawdust & Shavings	1,211	3,033	5	2,619	2	40%	3	60%	0	0%
Air Courier Service	910 3,463	3.250 2.194	4	2,770	1	25%	3	75%	0	0% 0%
Aircraft Dealers Animal Brokers & Dealers - Zoo, Circus	3,463	2,194	4	2.770 2.770	4	100% 100%	0	0% 0%	0	0%
Animal Insemination - Artificial	8,994	1,479	4	2,770	4	100%	0	0%	0	0%
Asbestos Consultina & Testina	7,266	1,631	4	2,770	3	75%	1	25%	0	0%
Attornevs & Lawvers - Consumer Fraud	7,102	1.646	4	2,770	3	75% 75%	1	25%	0	0%
Audio-Visual Equipment - Rent & Lease	3,001	2,298	4	2,770	3	75%	1	25%	0	0%
Auto Metal & Equipment - Distribution & Manufacturing	2,571	2,416	4	2,770	2	50%	1	25%	1	25% 25%
Auto Upholstery Cleaning Backflow Prevention Devices & Services	1,442 2,556	2.876 2,420	4	2,770 2,770	2	50% 100%	1	25% 0%	1	25%
Bakers Supplies	1,426	2,420	4	2,770	4	100%	0	0%	n l	0%
Ballrooms	1,704	2,734	4	2,770	3	75%	1	25%	0	0%
Batteries - Storage-Wholesale & Manufacturers	1.637	2.773	4	2,770	3	75%	1	25%	0	0%
Bedspreads - Retail	1,042	3,142	4	2,770	2	50%	2	50%	0	0%
Bee Removal	3,407	2,209	4	2,770	2	50%	2	50%	0	0%
Beekeepers Rear Dispensing & Cooling Equipment	2.669 792	2.383	4	2.770	4	100%	0	0%	0	0% 0%
Beer Dispensing & Cooling Equipment Beverage Dispensers	1,461	3,358 2,863	4	2,770 2,770	4	100% 50%	2	0% 50%	0	0%
Billiard Parlors	1,461	3.043	4	2,770	2	75%	1	25%	n	0%
Biological Products	1.712	2.730	4	2,770	3	75% 75%	1	25%	0	0%
Blinds - Cleaning	754	3,400	4	2,770	1	25%	3	75%	0	0%
Boat Lifts	3,378	2,214	4	2,770	4	100%	0	0%	0	0%
Boat Yards	826	3.322	4	2.770	4	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	%
Boilers - Repair & Cleaning	5,434	1,850	4	2,770	3	75%	1	25%	0	0%
Brick - Clav - Common & Face	4.638	1.980	4	2,770	3	75%	1	25%	0	0%
Building Materials - Reclaimed & Recycled Charity - Advertising for Publications	978 728	3.186 3,427	4	2,770 2,770	2	50% 25%	2	50% 75%	0	0% 0%
Charity - Elderly	3,576	2,176	4	2,770	3	75%		25%	0	0%
Child Care Referral	6,199	1,750	4	2,770	2	50%	2	50%	0	0%
Chiropractor Information Bureaus	311	3,954	4	2,770	2	50%	2	50%	0	0%
Church Supplies	1,374	2,925	4	2,770	3	75%	1	25%	0	0%
Clutches	942	3.226 1.681	4	2.770	4	100%	0	0%	0	0% 0%
Commodity Brokers Computers - Furniture	6.801 2.265	2,516	4	2.770 2.770	3	75% 25%	2	25% 50%	1	25%
Concrete Blocks & Shapes	4,363	2,024	4	2,770	2	50%	2	50%	0	0%
Concrete Breaking, Cutting, Sawing	7,748	1.581	4	2,770	3	75%	1	25%	0	0%
Construction Reports	1,776	2,704	4	2,770	2	50%	2	50%	0	0%
Contractor - Industrial	6,562 4,970	1,706	4	2,770	2	50%	2	50%	0	0%
Contractor - Interior Trim Contractor - Mechanical Insulation	4.9/0 2.942	1,924 2,315	4	2.770 2.770	4	100% 75%	0	0% 25%	0	0% 0%
Contractors - Ceiling	8,405	1,531	4	2,770	3	75%	1	25%	0	0%
Converters - Electric	841	3,303	4	2,770	3	75%	1	25%	0	0%
Cosmetic & Toiletry Preparations - Manufacturers	2,367	2,488	4	2,770	2	50%	2	50%	0	0%
Crematories	1,997	2,607	4	2,770	2	50%	2	50%	0	0%
Customs Consultant	1,272	2,989	4	2,770	1	25%	3	75%	0	0%
Cylinders - Air & Hydraulic Drapery & Curtain Cleaners	2,682 1,147	2,380 3,078	4	2,770 2,770	4	100% 75%	0	0% 25%	0	0% 0%
Drapery & Curtain Cleaners Drapery Installation Service	1,14/	2,785	4	2,770	31	75% 25%	3	75%	0	0%
Duty Free Shops	169	4,288	4	2,770	3	75%	11	25%	0	0%
Economic Development Organizations	1.682	2,747	4	2,770	3	75%	1	25%	0	0%
Electric Vehicles - Home Charging Station	121	4.431	4	2,770	3	75%	1	25%	0	0%
Exhibit Design & Construction	2,376	2,484	4	2,770	1	25%	2	50%	1	25%
Express & Transfer Service	789 9,396	3,362 1,446	4	2,770 2,770	1	25%	0	0% 50%	3	75% 0%
Farming Service Fashion Show Producers	9,396	3,758	4	2,770	ń	50% 0%	2	50%	2	50%
Fish Hatcheries	1,431	2,883	4	2,770	3	75%	1	25%	0	0%
Fishing Tackle - Repair & Parts	544	3,617	4	2,770	1	25%	3	75%	0	0%
Fishing Tackle - Wholesale & Manufacturers	2.317	2.501	4	2.770	1	25%	3	75%	0	0%
Floodlights & Search Lights	768	3,389	4	2,770	2	50%	2	50%	0	0% 0%
Florists - Brokers Florists Supplies	213 1.520	4,171 2,833	4	2,770 2,770	2	50% 75%	2	50% 25%	0	0%
Furniture Cleaning	946	3 220	4	2,770	2	50%	2	50%	0	0%
Furniture Cleaning Equipment & Supplies	490	3,691	4	2,770	3	75%	1	25%	0	0%
Gaming Tables	481	3,711	4	2,770	2	50%	2	50%	0	0%
Garage Organizers	6.864	1.672	4	2,770	3	75%	1	25%	0	0%
Generators - Maintenance	1,480 2,303	2,854 2,507	4	2,770 2,770	3	75%	1	25%	0	0% 0%
Geotechnical Engineering Golf Practice Ranges	2,303	3,880	4	2,770	2	50% 50%	2	50% 50%	0	0%
Halloween Supplies	275	4,024	4	2,770	1	25%	2	50%	1	25%
Handmade Art	484	3,703	4	2,770	1	25%	3	75%	0	0%
Handwriting Experts	251	4,081	4	2,770	1	25%	3	75%	0	0%
Hemp Products	168	4,293	4	2,770	3	75%	1	25%	0	0% 0%
Home Sitting Services Household Management	2.887 339	2.323 3.899	4	2.770 2.770	0	0% 75%	4.	100% 25%	0	0%
Hydraulic Equipment Repair	5,629	1,816	4	2,770	2	50%	2	50%	0	0%
Insulation Contractors Equipment & Supplies	3,364	2,218	4	2,770	4	100%	0	0%	0	0%
Inventory Service	5,574	1,824	4	2,770	1	25%	3	75%	0	0%
Iron	1,520	2,833	4	2,770	1	25%	3	75%	0	0%
Juke Boxes	1.186 830	3.049 3.315	4	2.770 2.770	3	75% 75%	1	25% 25%	0	0% 0%
Kennels Equipment & Supplies Knit Goods - Retail	727	3,428	4	2,770	3	75%	1	25%	0	0%
Laboratories - Veterinary	866	3,281	4	2,770	2	50%	2	50%	0	0%
Lamps - Supplies & Parts	1.188	3,048	4	2,770	2	50%	1	25%	1	25% 0%
Lie Detection Service	5.619	1.817	4	2,770	3	75% 25%	1	25%	0	0%
Lift Kits	98	4,505	4	2,770	1	25%	2	50%	1	25%
Lockers	1,013 1,943	3,157 2,625	4	2,770 2,770	3	75% 100%	1	25%	0	0% 0%
Lubricants Machinery - Specially Designed	1.943 3,699	2,625	4	2,770	3	100% 50%	2	0% 50%	0	0%
Meditation Instruction	1,278	2,983	4	2,770	2	50%	0	0%	2	50%
Moving Supplies	1.835	2,678	4	2,770	1	25%	3	75%	0	0%
Musical Instruments - Rental	438	3.763	4	2,770	2	50%	2	50%	0	0%
Natural Stone Restoration & Cleaning	3,428	2,203	4	2,770	2	50%	2	50%	0	0%
Needlework Supplies - Retail, Wholesale, Manufacturing	1,141	3,086	4	2,770	2	50%	2	50%	0	0% 0%
Network Cabling Installation Nurses-Practitioners	1.784 2,828	2,700 2,342	4	2,770 2,770	3	100% 75%	1	0% 25%	0	0%
Oriental Goods - Retail	708	3,439	4	2,770	0	0%	4	100%	0	0%
Package Design & Development	1.662	2,759	4	2,770	4	100%	o o	0%	0	0%
Parcel Post Assembly Service	1.043	3.141	4	2,770	1	25%	1	25%	2	50%
Paving Materials	3,834	2,126	4	2,770	2	50%	2	50%	0	0%
Paving Stones Photographers Det	2,497 361	2,446 3,866	4	2,770 2,770	1	25%	3	75%	0	0% 0%
Photographers - Pet	361	3,866	4	2.770	. 2	50%	21	50%	01	υ%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Ponzi Schemes	1,182	3,054	4	2,770	1	25%	3	75%	0	0%
Popcorn & Supplies	2,665	2,385	4	2,770	3	75%	1	25%	0	0% 0%
Port Authorities Precious, Semi-Precious & Synthetic	67 2,733	4.628 2,367	4	2.770 2,770	3	0% 75%	41 n	100% 0%	1	25%
Printers - Letterpress	511	3,663	4	2,770	1	25%	3	75%	0	0%
Programmed Instruction	880	3.271	4	2,770	2	50%	2	50%	0	0%
Public Speaker	527	3,638	4	2,770	4	100%	0	0%	0	0%
Pumps - Supplies & Parts Outliting	971 1.853	3,195 2,674	4	2,770 2,770	1	25%	3	75% F00%	0	0% 0%
Ouilting Race Track Equipment & Supplies	380	3.835	4	2.770 2.770	2	50% 50%	2	50% 50%	0	0%
Radios - Citizen Band	1,794	2,696	4	2,770	2	50%	2	50%	0	0%
Referral - Auto Repair	1,077	3,124	4	2,770	1	25%	3	75%	0	0%
Remodeling Services - Foreclosed Property	1,747	2.718	4	2.770	1	25%	1	25%	2	50% 0%
Riding Apparel & Equipment Roof Decks	1,146 2,344	3,079 2,494	4	2,770 2,770	3	75% 50%	2	25% 50%	0	0%
Sales Presentations	876	3,272	4	2,770	1	25%	3	75%	0	0%
Screens - Windows	1,681	2.748	4	2.770	2	50%	2	50%	0	0%
Sheet Metal Equipment & Supplies	3,910	2,112	4	2,770	2	50%	1	25%	1	25%
Shoe Manufacturers Supplies	625	3,525	4	2,770	4	100%	0	0%	0	0% 0%
Smoke Detectors & Alarms Soda Fountain Supplies	2,569 207	2.417 4.192	4	2.770 2.770	4	100% 50%	2	0% 50%	0	0%
Speedometers	2,440	2,464	4	2,770	1	25%	2	50%	1	25%
Spools	398	3,810	4	2,770	2	50%	2	50%	0	0%
Spraving Equipment	1,049	3.135	4	2.770	1	25%	3	75%	0	0%
Steel Distributors & Warehouses	9,551 2,080	1,435 2,581	4	2,770 2,770	4	100%	0	0% 75%	0	0% 25%
Talent Representation Tape Recorders	2,080	2,581 4,441	4	2,770 2,770	1	0% 25%	<u> </u>	75% 75%		0%
Teachers Agencies	8,496	1,520	4	2,770	3	75%	1	25%	0	0%
Telephone Equipment & Systems Supplies & Parts	1,448	2,871	4	2,770	2	50%	2	50%	0	0%
Time Cards & Racks	235	4,118	4	2,770	2	50%	2	50%	0	0% 0%
Tire Changing Equipment Toy Manufacturers Supplies	513 751	3.660 3.405	4	2,770 2,770	4	100% 50%	0	0% 50%	0	0%
Tractor Distributors & Manufacturers	4,641	1,979	4	2,770	3	75%	1	25%	0	0%
Traffic Signs, Signals & Equipment	4,049	2,083	4	2,770	2	50%	2	50%	0	0%
Truck Bodies	2.014	2.601	4	2.770	2	50%	2	50%	0	0%
Truck Stops	2,955	2,312	4	2,770 2,770	2	50%	2	50%	0	0% 0%
Trusses - Construction Ultrasound - Medical	4,085 3,384	2,075 2,212	4	2,770 2,770	3	75% 100%	1	25% 0%	0	0%
Upholsterers Supplies	1.885	2,657	4	2,770	4	100%	0	0%	0	0%
Utilities Underground - Locating	7,507	1,605	4	2,770	4	100%	0	0%	0	0%
Venetian Blinds - Wholesale & Manufacturers	2,584	2,412	4	2,770	4	100%	0	0%	0	0% 0%
Veterinarians Information & Referral Veterinary Internal Medicine	400 368	3.808 3,853	4	2,770 2,770	2	50% 75%	2	50% 25%	0	0%
Video Equipment - Service & Repair	2,695	2,379	4	2,770	2	50%	2	50%	0	0%
Video Tapes & Discs - Wholesale & Manufacturers	479	3,713	4	2,770	2	50%	2	50%	0	0%
Voice Mail Services	513	3.660	4	2.770	2	50%	2	50%	0	0%
Water Analysis	6,723	1,688	4	2,770	3	75%	1	25%	0	0%
Water Main Contractors Weather Instruments	2,588 2,166	2,410 2,556	4	2,770 2,770	3	75% 25%	1	25% 75%	0	0% 0%
Weather Vanes	2,166	3,996	4	2,770	1	25% 25%	3	75% 75%	0	0%
Weatherization	2,362	2,490	4	2,770	2	50%	2	50%	0	0%
Wheel Align, Frame & Axle Service Equipment & Supplies	779	3,378	4	2,770	3	75%	1	25%	0	0%
Whirlpool Bath Equipment & Supplies	999	3.167	4	2.770	1	25%	3	75%	0	0%
Wicker Products Window Tinting & Coating - Residential	469 5,279	3,727 1,877	4	2,770 2,770	4	100% 50%	0	0% 50%	0	0% 0%
Wire & Cable - Non-Electric	2,117	2,571	4	2,770	0	0%	3	75%	1	25%
Wood Preserving	2,137	2,562	4	2,770	1	25%	2	50%	1	25%
Yarn - Wholesale & Manufacturers	592	3,563	4	2,770	4	100%	0	0%	0	
Aids Research & Clinics	3,488	2,188	3	2,929	2	67%	1	33%	0	0% 0%
Aircraft Ground Support & Service Equipment Aircraft Servicing & Maintenance	662 7 234	3,485	3	2.929 2.929	2	67% 67%	1	33% 33%	0	0%
Aircraft Storage	208	4,188	3	2,929	2	67%	1	33%	0	0%
Amusement Park Equipment	1,023	3,152	3	2,929	2	67%	1	33%	0	0%
Artificial Flowers & Plants - Manufacturer Supplies	788	3.366	3	2,929	3	100%	0	0%	0	0%
Asset Evaluators Attornous & Lawyers - Elder Law	2,712	2,371	3	2,929	3	100%	0	0%	0	0% 0%
Attorneys & Lawyers - Elder Law Attorneys & Lawyers - Intellectual Property	8,961 1,547	1,485 2.817	3	2,929 2,929	2	67% 67%	1	33% 33%	0	0%
Attornevs & Lawvers - Intellectual Property Attornevs & Lawvers - Landlord/Tenant	2,479	2.453	3	2,929	2	67%	1	33%		0%
Auction Supplies	334	3,913	3	2,929	2	67%	1	33%	0	0%
Axles	813	3,333	3	2,929	1	33%	2	67%	0	0%
Backflow Testing	4.647 3,512	1.977 2,182	3	2,929 2,929	1	33% 100%	2	67% 0%	0	0% 0%
Bat Removal Bath Liners	3,512 1,034	2,182 3,146	3	2,929 2,929	3	100%	0	0%	0	0%
Bed Bug Inspection Service	1,034	2.855	3	2,929	0	0%	3	100%	0	0%
Beds - Wholesale & Manufacturers	3.045	2,287	3	2,929	2	67%	1	33%	0	0%
Belting & Supplies	1,029	3,150	3	2,929	2	67%	1	33%	0	0%
Benches & Work Tables	717 603	3,432	3	2,929	2	67%	1	33%	0	0% 0%
Benches - Seating	603	3.553	3	2.929	1 3	100%	0	0%	0	<u> </u>

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Binoculars	1,370	2,926	3	2,929		100%		0%	Pursue 0	0%
Bio - Chemicals	1,642	2,771	3	2,929	2	67%	1	33%	0	0%
Boating Instruction	817	3,332	3	2,929	1	33%	1	33%	1	1 33%
Boating Instruction - Canoe & Kayak	488	3,695	3	2,929	1	33%	2	67%	0	0%
Bottlers Equipment & Supplies	2,008	2,603	3	2,929	1	33%	2	67%	0	0%
Boxes - Paper Boxes - Specialty & Fancy	913 470	3.247 3.726	3	2,929 2,929	2	67% 33%	1	33% 67%	0	0%
Brass	185	4,245	3	2,929	0	0%	3	100%	0	0%
Bridal Gown Preservation	197	4.213	3	2,929	2	67%	1	33%	0	0%
Burial Vaults	1.341	2,948	3	2,929	0	0%	3	100%	0	0%
Buttons - Advertising	1,899	2,651	3	2,929	3	100%	0	0%	0	0%
Cabs - Tractor, Truck	618	3,531	3	2,929	2	67%	1	33%	0	0%
Camping Equipment - Renting Candles - Wickless	50 738	4.719 3,417	3	2,929 2,929	0	0% 33%	3	100% 67%	0	0 0%
Catalog Designers & Compilers	416	3,791	3	2,929	0	0%	2	67%	1	1 33%
Ceramic Products - Decorative	1,185	3.052	3	2,929	1	33%	2	67%	0	0%
Charity - Blind & Visually Impaired	1,192	3.045	3	2.929	3	100%	0	0%	0	0%
Charity - Cancer	6,310	1,736	3	2,929	2	67%	1	33%	0	0%
Charity - Law & Public Interest	6,962	1,663	3	2,929	3	100%	0	0%	0	0%
Charity - Veterans & Military	17.565	1.022	3	2,929	0	0%	3	100%	0) 0%
Chemical Plant Equipment & Supplies Child Care - Infant	1.637 1,802	2.773 2.693	3	2.929 2.929	2	67% 67%	1	33% 33%	0	0 0%
Child Care - Infant Childrens & Infants Wear - Wholesale & Manufacturing	1,802	3,075	3	2,929	2 3	100%	U 1	0%	0	0%
Clinics - Cervical Vein	967	3,073	3	2,929	n	0%	2	67%	1	1 33%
Coats - Wholesale & Manufacturers	870	3,276		2,929	1	33%	2	67%	0	0%
Coats Of Arms	25 28	4,859	3	2,929	3	100%	0	0%	0	0%
Cocktail Mixes	28	4.842	3	2,929	0	0%	3	100%	0	0%
Coffee Roasting & Handling Equipment	2,510	2.441	3	2,929	3	100%	0	0%	0	0%
Cold Storage Doors & Insulated Panels	233	4,124	3	2,929	0	0%	3	100%	0	0 0%
College Savings Plans Compactors - Waste - Service & Repair	781 357	3,373 3,870	3	2,929 2,929	3	100% 100%	0	0% 0%	0	
Composting Systems	236	4,113	3	2,929	2	67%	1	33%	0	0%
Concrete Aggregates	1,472	2,857	3	2,929	3	100%	0	0%	0	0%
Content Management Systems	338	3,904	3	2,929	1	33%	2	67%	0	0%
Contractor - Gas	1.412	2.903	3	2,929	2	67%	1	33%	0) 0%
Contractor - Ornamental Iron	1,278	2,983	3	2,929	1	33%	1	33%	1	1 33%
Cosmetic Sales by Mail	302	3,969	3	2,929	1	33%	2	67%	0	0%
Countertops - Concrete	1.304 2.129	2.969 2.564	3	2,929 2,929	2	67%	1	33%	0	0 0%
Dairies Defense Contractors	1,590	2,789	3	2,929	3	100% 67%	1	0% 33%	0	0 0%
Diamond Buyers	9,537	1,436	3	2,929	2	67%	1	33%	0	0%
Display Fixtures & Materials	4,327	2,027	3	2,929	3	100%	ō	0%	0	
Dolls - Wholesale & Manufacturers	222	4,149	3	2,929	0	0%	1	33%	2	2 67%
Dress Trimmings	489	3,693	3	2,929	3	100%	0	0%	0	0%
Dressmaking Schools	50	4,719	3	2,929	0	0%	3	100%	0	0%
Drywall Contractors Equipment & Supplies	2.527	2.434	3	2,929	2	67%	1	33%	0	0%
Economic Research & Analysis Electrolysis Equipment & Supplies	4,770 158	1,952 4,323	3	2,929 2,929	2	67% 33%	0	0% 67%	1	0 0%
Embroidery Desian Punchina	463	3,732	3	2,929	1	33%	2	67%	0	0 0%
Emergency Shelters	1.707	2,732	3	2,929	3	100%	0	0%	0	0%
Employment Counseling	7,444	1,612	3	2,929	2	67%	1	33%	0	0%
Evaporative Coolers - Sales & Service	715	3,436	3	2,929	2	67%	1	33%	0	0%
Fairgrounds	477	3,716	3	2,929	0	0%	2	67%	1	1 33%
Fax Equipment & Systems	761	3,396	3	2,929	0	0%	3	100%	0	0%
Feather Goods Fence Material	937 2.862	3,231 2,328	3	2,929 2,929	0	0% 33%	3	100% 67%	0	0 0%
Financial Planning Kit	1,655	2,328	3	2,929	7	67%	1	33%	0	0%
Fire Department Equipment & Supplies	2,224	2,533	3	2,929	3	100%	Ů	0%	n	0%
Fire Mitigation	402	3,805	3	2,929	3	100%	0	0%	0	0%
Fishing Bait	3,598	2.173	3	2.929	1	33%	2	67%	0	0%
Food Facilities Consultants	755	3.398	3	2,929	3	100%	0	0%	0) 0%
Foresters - Consulting	3,616	2,166	3	2,929	0	0%	3	100%	0	0%
Foundation Inspection	1,912	2,645	3	2,929	1	33%	2	67%	0	0 0%
Foundries Four Wheel Drive Vehicles - Repair & Service	5.123 1,273	1.898 2,988	<u>3</u>	2,929 2,929	11	0% 33%	3	100% 67%	0	0%
Fumigation Services	1,101	3,107	3	2,929	3	100%	0	0%	0	0%
Fur Business - Wholesale & Manufacturers	2.637	2,394	3	2,929	3	100%	0	0%	0	0%
Furnaces - Industrial	1,626	2,780	3	2.929	1	33%	2	67%	0	0%
Furniture Assembly Services	1,671	2,754	3	2,929	2	67%	1	33%	0	0%
Game - Birds, Venison	279 527	4,012	3	2,929	0	0%	2	67%	1	33%
Garment Hangers	527 1,830	3.638 2.683	3	2.929 2.929	3	100%	0	0% 100%	0	0 0%
Gift Wrapping Materials Glass - Tempered	1,830 323	2,683 3,937	3	2,929	0	0% 67%	3	100% 33%	0	0%
	1.166	3,937	3	2,929		0%	7	100%	0	0%
IGlass Blowers					U		3		U	0.70
Glass Blowers Gourmet Corporate Gifts			3	2.929	0	0%	3	100%	01	0%
Glass Blowers Gourmet Cornorate Gifts Group Homes	298 6,490	3,974 1,713	3	2,929 2,929		0% 100%	3 0	100% 0%	0 0	0%
Gourmet Corporate Gifts	298	3,974	3 3 3	2,929 2,929 2,929 2,929	0 3 0	0% 100% 0% 100%	3 0 3	100% 0% 100%	0 0 0	

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Handbags - Manufacturers Equipment & Supplies	731	3,424	3	2,929	1	33%	2	67%	0	0%
Hatcheries - Poultry	2.534	2.430 2.749	3	2,929 2,929	3	100%	0	0% 0%	0	0% 0%
Hats - Wholesale & Manufacturers Home Health Services - Skilled	1,676 11,769	1,295	3	2,929	2	100% 67%	1	33%	0	0%
Hookah Bars	165	4,306	3	2,929	2	67%	1	33%	0	0%
Horse Breeders	5,398	1.858	3	2,929	2	67%	0	0%	1	33%
Hubcaps - Sales	1,367	2,930	3	2,929	3	100%	0	0%	0	0%
Human Factors - Research & Development Hydroseeding	2,353 3,490	2,492 2,187	3	2,929 2,929	2	67% 0%	1	33% 100%	0	0% 0%
Imprinting	1,450	2,167	3	2,929	1	33%	2	67%	0	0%
Intercoms Systems & Services	1,587	2,791	3	2,929	2	67%	1	33%	0	0%
Jeans	1,145	3,081	3	2,929	1	33%	2	67%	0	0%
Kites	190	4.227	3	2,929	2	67%	1	33%	0	0% 0%
Labeling Equipment Labels - Fabric	827 239	3,319 4,109	3	2,929 2,929	1	0% 33%	3	100% 33%	1	220/
Labor Organizations	3,605	2,169	3	2,929	1	33%	2	67%	0	0%
Ladders	786	3,370	3	2,929	Ô	0%	3	100%	0	0%
Lamps - Wholesale & Manufacturers	934	3,233	3	2,929	1	33%	2	67%	0	0%
Landfills - Sanitary	1,015	3,156	3	2,929	3	100%	0	0%	0	0% 0%
Leak Detecting Instruments	247 2,449	4.087 2.461	3	2.929 2.929	3	100% 100%	0	0% 0%	0	0%
Leather Clothing - Wholesale & Manufacturers	138	4,380	3	2,929	1	33%	0	0%	2	67%
Leather Goods Manufacturers Supplies	913	3,247	3	2,929	3	100%	0	0%	0	0%
Linoleum Dealers	1.164	3.066	3	2,929	2	67%	1	33%	0	0%
Livestock Breeders	3,768	2,137	3	2,929	2	67%	1	33%	0	0%
Logging Equipment & Supplies	1,581 167	2,798 4,299	3	2,929 2,929	0	0% 33%	3	100%	0	0% 67%
Lotteries - Foreign	8.834	1.493	3	2,929	Ô	0%	2	67%	1	33%
Manicuring	733	3,421	3	2,929	0	0%	3	100%	0	0%
Marble & Terrazzo Cleaning & Service	4,136	2,067	3	2,929	2	67%	1	33%	0	0%
Marine Surveyors	2,299 1,357	2.508 2.938	3	2.929	0	0%	3	100%	0	0% 0%
Marketing Consultants - Mobile Marking & Coding Equipment	326	3,928	3	2,929 2,929	2	67% 100%	1	33% 0%	0	0%
Measurement & Metrology	568	3,587	3	2,929	1	33%	2	67%	0	0%
Medical Case Management	5,198	1.887	3	2,929	2	67%	1	33%	0	0%
Medical Tourism	3,145	2,262	3	2,929	3	100%	0	0%	0	0%
Metal Detecting Equipment Millinery - Retail	2,676 163	2,381 4,307	3	2,929	2	67%	1	33%	0	0% 0%
Minery - Retail	2,974	2,305	3	2.929 2.929	1	33% 33%	2	67% 67%	0	0%
Modeling & Simulation	364	3,861	3	2,929	1	33%	2	67%	0	0%
Motion Picture Film Editing	1,723	2,727	3	2,929	0	0%	3	100%	0	0%
Mountain/Rock Climbing Instruction	567	3,588	3	2,929	3	100%	0	0%	0	0%
Music - Sheet Myofunctional Therapy	2,384 679	2,481 3,472	3	2,929 2,929	2	67% 0%	1	33% 100%	0	0% 0%
News Dealers	640	3,508	3	2,929	0	0%	3	100%	0	0%
Noise Control Consultants	963	3,207	3	2,929	3	100%	0	0%	0	0%
Nurserymen Equipment & Supplies	1,053	3,134	3	2,929	3	100%	0	0%	0	0%
Nursing Home Information & Referral	2,434	2,465	3	2,929	1	33%	2	67%	0	0%
Obituary Notification Service Odor Neutralizer	649 1,832	3.500 2.682	3	2.929 2.929	3	100% 67%	0	0% 33%	0	0% 0%
Office Furniture & Equipment - Installation	11.448	1,318	3	2,929	1	33%	2	67%	0	0%
Oil Royalties	4,326	2,028	3	2,929	2	67%	1	33%	0	0%
Optometric Information Bureaus	114	4.456	3	2.929	0	0%	3	100%	0	0%
Oriental Goods - Wholesale & Manufacturers	131	4,398	3	2,929	2	67%	1	33%	0	0%
Ovens - Bakers Oxygen Producing Equipment	134 1,833	4,389 2,681	3	2,929 2,929	2	67% 100%	1	33% 0%	0	0% 0%
Packaging Machinery	2,035	2,595	3	2,929	2	67%	n l	0%	1	33%
Paint Removing	2,109	2,574	3	2,929	1	33%	2	67%	0	0%
Parasail Service & Supplies	211	4,179	3	2,929	3	100%	0	0%	0	0%
Pay Phone Booths - Equipment & Service	180 576	4.262 3.582	3	2,929 2,929	1	33%	2	67%	0	09/ 09/
Pens & Pencils - Wholesale & Manufacturers Pet Exercising Service	3,555	3,582 2,177	3	2,929	1	33% 67%	21	67% 33%	0	09
Pet Jewelery	168	4,293	3	2,929	2	67%	1	33%	0	0%
Physicians & Surgeons - Vascular	430	3,773	3	2,929	3	100%	0	0%	0	0%
Plants - Wholesale	1,582	2,795	3	2,929	2	67%	1	33%	0	0%
Plastics - Fabrics, Film, Sheets - Prod.	1,232	3,015	3	2,929	1	33%	1	33%	1	33% 0%
Plastics - Research & Consulting Pole Fitness	869 172	3.278 4.280	3	2,929 2,929	3	100% 33%	21	0% 67%	0	09
Portable Buildings - Moving	567	3,588	3	2,929	3	100%	0	0%	0	0%
Post-Construction Clean Up	6,646	1,696	3	2,929	2	67%	i	33%	0	0%
Pottery Equipment & Supplies	230	4.132	3	2,929	3	100%	0	0%	0	0%
Pretzels Projection Apparatus	475	3,718	3	2,929	3	100%	0	0%	0	0% 0%
Projection Apparatus Public Opinion Analysts	1,168 3.807	3,061 2,133	3	2,929 2,929	2	67% 100%	1	33% 0%	0	09
Pumps - Wholesale & Manufacturers	1,941	2,629	3	2,929	2	67%	1	33%	0	0%
Racquetball Courts - Private	477	3,716	3	2,929	1	33%	2	67%	0	0%
Radiator Covers & Enclosures	511	3,663	3	2,929	2	67%	1	33%	0	0%
Radiator Sales	1.768	2.710	3	2.929	1	33%	2	67%	0	0%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Real Estate - Industrial	749	3,406	3	2,929	2	67%	1	33%	0	0%
Real Estate - Short Sale	3.071	2,279	3	2,929	1	33%	2	67%	0	0%
Referral - Storage Facility	554	3.604	3	2.929	2	67%	1	33%	0	0%
Resident Buyers	2,485	2,450	3	2,929	3	100%	0	0%	0	0% 0%
Rock Shops	2,102 954	2,576 3,216	3	2,929 2,929	2	67%	1	33% 33%	0	0%
Salvage - Marine Scalp Care	781	3,216	3	2,929	2	67% 33%	1	67%	0	0%
Schools - Holistic	2,979	2,303	3	2,929	2	67%	1	33%	0	0%
Sewing Instruction	829	3,316	3	2,929	1	33%	2	67%	0	0%
Shoe Shinina	398	3.810	3	2,929	0	0%	3	100%	0	0%
Shoplifting Prevention Devices	161	4,313	3	2,929	2	67%	1	33%	0	0%
Siding Cleaning	698	3,445	3	2,929	3	100%	0	0%	0	0%
Signs - Maintenance & Repair	1,120	3.097	3	2,929	1	33%	2	67%	0	0%
Silicones	223	4,146	3	2,929	0	0%	3	100%	0	0% 0%
Silversmiths & Goldsmiths Ski Equipment - Repair	810 357	3,339 3,870	3	2,929 2,929	2	33% 67%		67% 33%	0	0%
Ski Equipment Rental	675	3.670	3	2,929	1	33%	2	67%	0	0%
Skylights - Distributors	543	3,618	3	2,929	3	100%	0	0%	0	0%
Smelters & Refiners - Precious Metals	4,886	1,939	3	2,929	2	67%	1	33%	0	0%
Soda Fountain Equipment	868	3,280	3	2,929	0	0%	3	100%	0	0%
Soil Testing	1.464	2,861	3	2,929	3	100%	0	0%	0	0%
Solar Energy Research & Development	4,507	2,003	3	2,929	3	100%	0	0%	0	0%
Sound Effect Records	2,536	2,428	3	2,929	1	33%	2	67%	0	0%
Souvenir Milk Caps	315	3.949	3	2,929	3	100%	0	0%	0	0% 0%
Sperm Banks	3,214	2,249	3	2,929	3	100%	0	0% 0%	0	0%
Sport Fishing Sprinkler Supervisory Service	834 4,061	3,311 2,079	3	2,929 2,929	3	100% 67%	0	0% 0%	0	33%
State Fairs	324	3 933	3	2,929	2	100%	0	0%	- 1	0%
Student Exchange Programs	10,628	1,365	3	2,929	2	67%	1	33%	0	0%
Stump Grinding	1,927	2,637	3	2,929	0	0%	3	100%	0	0%
Surrogacy	4,201	2.052	3	2,929	3	100%	0	0%	0	0%
Tables - Folding	613	3,538	3	2,929	1	33%	2	67%	0	0%
Tanks - Repair	1,548	2,815	3	2,929	1	33%	2	67%	0	0%
Tanners	449	3,751	3	2,929	0	0%	2	67%	1	33%
Television & Radio - Rent & Lease	114	4.456	3	2,929	1	33%	2	67%	0	0%
Temperature Measuring Materials	286 271	3,994 4,034	3	2,929	3	100%	0	0%	0	0% 0%
Tennis Court Resurfacing Textile Mill Supplies	2/1 593	4,034 3,561	3	2,929 2,929	2	67%	1	33% 0%	0	0%
Textile Mill Subblies Textile Printing Equipment & Supplies	593 581	3,561	3	2,929	3	100% 67%	1	33%	0	0%
Theatrical & Stage Lighting Equipment	2,108	2,575	3	2,929	1	33%	2	67%	0	0%
Thermostats	909	3,252	3	2,929	2	67%	1	33%	0	0%
Tool Designers	1.212	3.031	3	2,929	2	67%	1	33%	0	0%
Tours - Wholesale	327	3,926	3	2,929	2	67%	1	33%	0	0%
Towing - Marine	1,176	3,057	3	2,929	1	33%	2	67%	0	0%
Tractor Rent & Lease	780	3,376	3	2,929	2	67%	1	33%	0	0%
Truck Permits	1.768	2,710	3	2,929	1	33%	1	33%	1	33% 0%
Utilities Underground - Installation	3,753	2,141	3	2,929 2,929	1	33% 67%	2	67%	0	0%
Venetian Blinds - Repair & Cleaning Veterinary Surgery	2,758 1,496	2,355 2,843	3	2,929	2	67%	1	33% 33%	0	0%
Washing Machines & Dryers - Supplies & Parts	218	4.161	3	2,929	2	67%	1	33%	0	0%
Water Craft Repair	238	4,111	3	2,929	1	33%	0	0%	2	67%
Water Leak Detection	3,752	2,142	3	2,929	2	67%	1	33%	0	0%
Water/Pool Heating - Solar	1.424	2,891	3	2,929	3	100%	0	0%	0	0%
Web Conferencing	893	3,263	3	2,929	2	67%	1	33%	0	0%
Welding Equipment - Repair	2,210	2,541	3	2,929	1	33%	2	67%	0	0%
Wind Energy Systems	2,965	2.310	3	2.929	0	0%	3	100%	0	0% 0%
Abrasives Accounting & Bookkeeping Machines	2,125 1,590	2,567 2,789	2	3,161 3,161	0	0% 50%	2	100% 50%	0	0%
Advertising - Aerial	968	3,197	2	3,161	0	0%	2	100%	0	0%
Air Duct Repair	639	3,137	2	3,161	0	0%	2	100%	0	0%
Aircraft Engines	2,110	2,573	2	3,161	2	100%	0	0%	0	0% 0%
Aircraft Manufacturers	1,875	2,665	2	3,161	2	100%	Ŏ	0%	ŏi	0%
Aircraft Rebuilding	398	3,810	2	3,161	2	100%	0	0%	0	0%
Albums	295	3.980	2	3.161	1	50%	1	50%	0	0%
Ammunition Reloading	1,181	3,055	2	3,161	1	50%	1	50%	0	0%
Anchors - Marine	322	3,941	2	3,161	1	50%	1	50%	0	0%
Aguariums - Lease & Maintenance	960 715	3.211 3.436	2	3.161	2	100%	0	0%	0	0% 0%
Architects Supplies Armored Car Manufacturing	/15 228	3.436 4.135	2	3.161 3.161	1	50% 100%	1	50% 0%	0	0%
Assembly & Fabricating Service	4,244	2,044	2	3,161	2	100%	0	0%	0	0%
Attornevs & Lawvers - Mass Torts	1,146	3.079	2	3,161	2	100%	n	0%	n	0%
Attorneys & Lawyers - Patent	5,483	1,839	5	3,161	2	100%	n n	0%	n n	0%
Attorneys & Lawyers - Trademark	5,483 1,562	2,804	2	3,161	2	100%		0%	0	0%
Attornevs Service Bureaus	2.878	2.326	2	3.161	1	50%	1	50%	0	0%
Auto Hand & Foot Controls	697	3,447	2	3.161	1	50%	0	0%	1	50%
Automation Consultants	1,753	2,716	2	3,161	0	0%	2	100%	0	0%
Automobile Pre-Paid Maintenance Plans	655	3,493	2	3,161	2	100%	0	0%	0	0%
Barbers Equipment & Supplies	217	4.163	1 2	3.161	1	50%	1	50%	0	0%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Barn Equipment Baseball Batting Ranges	1,253 1,046	3,000 3.138	2	3,161 3,161	2	100% 100%	0	0% 0%	0	0%
Baskets - Wholesale & Manufacturers	388	3.830	2	3.161	1	50%	1	50%	0	0%
Beauty Supplies & Equipment Repair	388 801	3,348	2	3,161	î	50%	1	50%	0	0%
Billiard Table Repair	501	3,675	2	3,161	0	0%	1	50%	1	50%
Birth Control Information Centers	150	4.346	2	3.161	2	100%	0	0%	0	0%
Boat Club Bookbinders Equipment & Supplies	1,195 313	3,043 3,951		3,161 3,161	2	100% 0%	0	0% 100%	0	0%
Boutique - Battling Cancer Related Products	923	3,241	2	3,161	2	100%	0	0%	0	0%
Brass Products	459	3.737	2	3.161	1	50%	1	50%	0	0%
Bridal Registries	835	3,309	2	3,161	0	0%	1	50%	1	50%
Bridal Supplies - Wholesale & Manufacturing	438	3,763	2	3,161	0	0%	2	100%	0	0%
Bronzina Bulldozers	826 1,300	3.322 2,971	2	3.161 3,161	0	0% 100%	2	100%	0	0%
Cabanas - Beach & Pool	207	4,192	2	3,161	0	0%	2	100%	0	0%
Cabinet Organizers	1.033	3.148	2	3,161	2	100%	0	0%	Ō	0%
Cable Splicing	967	3.202	2	3.161	2	100%	0	0%	0	0%
Carnivals	1,130	3,089	2	3,161	1	50%	1	50%	0	0%
Carpet & Rug Pads, Linings & Accessories Carpet Lavers Equipment & Supplies	2,891 833	2,322 3.313		3,161 3,161		100% 50%	0	0% 50%	0	0%
Ceiling Cleaning	535	3,627	2	3,161	1	50%	1	50%	0	0%
Chains	339	3,899	2	3,161	2	100%	0	0%	0	0%
Charity - Police & Firefighter Organizations	8,707	1,505	2	3,161	1	50%	1	50%	0	0%
Charity - Religious	8.462	1.525	2	3.161	2	100%	0	0%	0	0%
Cheese Circulation Auditors	1,733 60	2,722 4,661	2	3,161	0	0% 0%	2	100% 100%	0	0%
Cleaners & Dvers Equipment & Supplies	732	3,423	2	3,161 3,161	0	0%	1	50%	1	50%
Coin & Bill Change Machines	222	4.149	2	3.161	1	50%	1	50%	0	0%
Compactors - Waste - Household - Dealers	246	4,090	2	3,161	1	50%	1	50%	0	0%
Computer Facilities Management Services	1,270	2,990	2	3,161	2	100%	0	0%	0	0%
Computers - Forensics	1.145	3.081	2	3.161	2	100%	0	0%	0	0%
Computers - Rooms - Installation & Equipment Concessionaires	1,582 1,570	2,795 2,803		3,161 3,161	1	50% 0%	1	50% 100%	0	0%
Concrete Block & Product Molding Machine	600	3,557	2	3,161	0	0%	2	100%	0	0%
Concrete Mixers	946	3,220	2	3,161	2	100%	0	0%	0	0%
Concrete Mixing Plant Equipment	214	4,168	2	3,161	0	0%	2	100%	0	0%
Concrete Pumping Service	4,849	1,945	2	3,161	0	0%	2	100%	0	0%
Concrete Removal	394 666	3.817	2	3.161	1	50%	1	50%	0	0%
Copper Products Crime Scene/Trauma Clean Up	6,023	3.482 1,768	2	3,161 3,161	2	0% 100%	0	100%	0	0%
Culverts	532	3,633	2	3,161	0	0%	2	100%	0	0%
Cushions	1.389	2,917	2	3.161	1	50%	1	50%	0	
Dairy Equipment & Supplies	1,256	2,999	2	3,161	1	50%	1	50%	0	0%
Dental Staffing	55	4,686	2	3,161	0	0%	2	100%	0	0%
Deodorants Dining Car Builders	208 9	4,188 4,995		3,161 3,161	1	50% 0%	1	50% 100%	0	0%
Divers	580	3,579	2	3,161	2	100%	0	0%	0	0%
Doll Houses & Accessories	500	3,677	2	3,161	2	100%	0	0%	0	0%
Dolls - Repairing	1.002	3.164	2	3.161	1	50%	1	50%	0	0%
Door Closers & Checks - Repairing	167	4,299	2	3,161	2	100%	0	0%	0	0%
Door-to-Door Sales - Cosmetics Drapery & Curtain Fixtures	389 569	3,828 3,585	2	3,161 3,161	2	100% 100%	0	0% 0%	0	0%
Dress Forms - Wholesale & Manufacturers	187	4,236	2	3,161	0	0%	2	100%	0	0%
Drone Manufacturing	32	4,812	2	3,161	2	100%	0	0%	0	0%
Drug Manufacturers	1,157	3,071	2	3,161	1	50%	0	0%	1	50%
Dune Buggies	1.253	3.000	2	3.161	1	50%	1	50%	0	0%
DVD & CD Player Repair	445	3.754	2	3.161	2	100%	0	0%	0	0%
Elastic Stockings Elevator Consultants	221 1,555	4,154 2,807		3,161 3,161	0	0% 0%	2	100% 100%	0	0%
Encyclopedia & Book Sales	506	3,670	2	3,161	2	100%	0	0%	0	0%
Engines - Fuel Conversion	1,376	2.923	2	3,161	1	50%	1	50%	0	0%
Engines - Gasoline	1,175	3,058	2	3,161	- î	50%	1	50%	0	0%
Engravers - Mechanical	1,409	2,905	2	3,161	1	50%	1	50%	0	0%
Engravers - Metal	1.412	2.903	2	3.161	0	0% F0%	2	100%	0	0%
Engravers – Glass Equipment Calibration	216 1,459	4,164 2,864	2	3,161 3,161	1	50% 50%	1	50% 50%	<u>U</u>	0%
Erosion Control	4,970	1,924	2	3,161	2	100%	n n	0%	0	0%
Evaporating Apparatus	192	4,222	2	3.161	2	100%	0	0%	0	0%
Explosives	436	3,767	2	3,161	0	0%	2	100%	0	0%
Export Management	778	3,379	2	3,161	0	0%	2	100%	0	0%
Evelets Eamily Planning - Abortion Alternatives	305 399	3,964	2	3.161	2	100%	0	0% 0%	0	0%
Family Planning - Abortion Alternatives Family Planning - Abortion Services	1,684	3,809 2,746	2	3,161 3,161	2	100% 0%	2	100%	<u>U</u>	0%
Fans - Repair	482	3,708	2	3,161	0	0%	2	100%	0	0%
Film Scrap	80	4,567	2	3.161	1	50%	1	50%	0	0%
Flashers - Electric	16	4,916	2	3,161	2	100%	0	0%	0	
Floor Machines	768	3,389	2	3,161	1	50%	1	50%	0	0%
Floral Design Instruction	494	3.685	2	3.161	2	100%	0	0%	0	0%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Foam & Sponge Rubber	2,499	2,445	2	3,161	2	100%	0	0%	0	0%
Foundry Equipment & Supplies	834	3.311	2	3.161	0	0%	2	100%	0	0% 0%
Fraternal Regalia & Supplies Fruits & Vegetables - Wholesale	605 5,240	3.550 1,880	2	3.161 3,161	1 2	50% 100%	1 n	50% 0%	0 0	0%
Fuel Injection Equipment	1,985	2,613	2	3,161	2	100%	0	0%	0	0%
Funeral Directors Equipment & Supplies	845	3.298	2	3.161	1	50%	1	50%	0	0%
Furniture Repair & Refinish Supplies	925	3,239	2	3,161	0	0%	2	100%	0	0% 0%
Garbage Disposal Equipment - Supplies & Parts Garment Restoration	767 220	3,392 4,158	2	3,161 3.161	2	50% 100%	1	50% 0%	0	0%
Glass - Broken	1,626	2,780	2	3.161	0	0%	2	100%	0	0%
Gloves & Mittens - Dress	769	3,386	2	3,161	2	100%	0	0%	0	0%
Government Offices - Foreign-Reps	74	4,596	2	3,161	0	0%	1	50%	1	50%
Grease Traps Greenhouse Builders	2,606 1,013	2,402 3,157	2	3.161 3,161	1	50% 50%	1	50% 0%	0	0% 50%
Grilles, Registers & Diffusers	300	3,971	2	3,161	2	100%	0	0%	0	0%
Ground Maintenance	1.952	2,622	2	3,161	2	100%	Ö	0%	Ö	0% 0%
Hair Curlers	153	4,336	2	3.161	1	50%	1	50%	0	0%
Handles - Wholesale & Manufacturers	157	4,329	2	3,161	0	0%	2	100%	0	0% 0%
Hawaiian Goods Heating & Cooling Demolition	800 167	3,351 4,299	2	3,161 3.161	2	100% 0%	0	0% 0%	0	100%
Honey	2,645	2,390	2	3.161	2	100%	0	0%	0	0%
Honeycomb Materials	97	4,507	2	3,161	1	50%	1	50%	0	0%
Horse race Handicapping	391	3,825	2	3,161	0	0%	2	100%	0	0%
Ice Cream Manufacturers Equipment	524	3,646	2	3.161	0	0%	2	100%	0	0% 0%
Import Representatives Impregnating	1,338 655	2,951 3,493	2	3,161 3,161	2	0% 100%	2	100% 0%	0	0%
Industrial Painting	1,597	2,787		3,161	0	0%	2	100%	0	0%
Insecticides	1,220	3.025	2	3.161	1	50%	1	50%	0	0%
Inspection Devices - Industrial	1,655	2,764	2	3,161	1	50%	1	50%	0	0%
Instrument Cases	478 5,000	3,714	2	3,161	1	50%	1	50%	0	0% 0%
Insurance - Long Term Care Insurance - Medicare Advantage Plans	5,000	1.918 3.555	2	3,161 3,161	1	100% 50%	1	0% 50%	0	0%
Insurance Inspection & Audits	4,856	1,943	2	3,161	1	50%	1	50%	0	0%
Insurance Rating Bureaus	1,576	2,801	2	3,161	1	50%	1	50%	0	0%
iPod Sales & Service	163	4.307	2	3.161	1	50%	1	50%	0	0% 0%
Italian Food Products Japanese Food Products	1,084 181	3,118 4,258	2	3,161 3,161	1	50% 100%	1	50% 0%	0	0%
Japanese Food Products Jewelry Castings	1,421	2.894	2	3,161	2	100%	0	0%	0	0%
Lake & Pond Management	3.067	2,280	2	3.161	2	100%	0	0%	0	0% 0%
Lamps - Repair	292	3,985	2	3,161	0	0%	2	100%	0	0%
Lapidary Equipment & Supplies	177	4,266	2	3,161	1	50%	1	50%	0	0% 0%
Laundry Supplies Lawn Tractor Dealers	539 488	3,621 3,695	2	3,161 3,161	2	0% 100%	0	100% 0%	0	0%
Lettering Machines	144	4,359	2	3,161	0	0%	2	100%	0	0%
Letters - Sign	1,504	2,841	2	3,161	1	50%	1	50%	0	0%
Libraries - Public	487	3.697	2	3,161	2	100%	0	0%	0	0%
Lighting Fixtures - Repair & Maintenance Linings - Plastic, Membrane	1,872 2,591	2,668 2,408	2	3,161 3,161	1	50% 100%	1	50% 0%	0	0% 0%
Liquor Brokers	456	3,741	2	3,161	2	100%	0	0%	0	0%
Livestock Feeding	1,092	3,114	2	3.161	0	0%	2	100%	0	0%
Loan Acceleration	663	3,484	2	3,161	2	100%	0	0%	0	0%
Lotteries - State	2,530	2,432	2	3,161	1	50%	0	0%	1	50% 0%
Lumber - Used	187 2,605	4,236 2,403	2	3,161 3,161	0	0% 50%	2	100% 50%	0	0%
Machinery Movers & Erectors Magicians	798	3,354	2	3,161	2	100%	0	0%	0	0%
Marijuana - Grower	21	4.883	2	3.161	1	50%	1	50%	0	0%
Masks	619	3,530	2	3.161	2	100%	0	0%	0	0%
Mediation Services - Divorce	1,102	3,105	2	3,161	1	50%	1	50%	0	0% 0%
Medical House Calls Messenger Service	661 2,365	3,486 2,489	2	3,161 3,161	1	50% 100%	1	50% 0%	0	0%
Metal Cleaning	1,274	2,489	2	3,161	2	100%	0	0%	0	0%
Model Car Race Centers	383	3,831	2	3,161	2	100%	0	0%	0	0%
Modeling - Advance Fee	3,497	2,185	2	3,161	0	0%	2	100%	0	0%
Moldings Managem 9 Initial Machines	2.372 146	2,485 4,356	2	3,161 3,161	1	50%	1	50%	0	0% 0%
Monogram & Initial Machines Motel & Hotel Equipment & Supplies	146 680	4,356 3,468	2	3,161	2	100% 100%	0 n	0% 0%	0	
Mushrooms	898	3,466	2	3,161	2	100%	0	0%	0	0%
Nails & Tacks	126	4.415	2	3.161	0	0%	2	100%	0	0%
Newspaper Feature Syndicates	640	3,508	2	3,161	2	100%	0	0%	0	0%
Notions - Retail Nurses Registries	89	4,533	2	3,161	0	0%	2	100%	0	0% 0%
	3.285 431	2.232 3.771	2	3.161 3,161	1	50% 50%	1	50% 50%	0	0%
					1	50%	1	50%	0	0%
Nursuries - Bonsai	1,741	2,720	2	3.161						
	1,741 472	3,724	2	3,161	0	0%	2	100%	0	0%
Nursuries - Bonsai Office Furniture & Equipment - Repair & Refinishing Oils - Industrial Oraans	1,741 472 1,441	3.724 2.877	2 2 2	3.161 3.161	0	0% 100%	2	100% 0%	0	0% 0%
Nursuries - Bonsai Office Furniture & Equipment - Repair & Refinishing Oils - Industrial	1,741 472	3,724	2 2 2 2	3.161	0	0%	2 0	100%	0	0%

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/0
Parachute Jumping Instruction	668	3,481	2	3,161	2	100%	0	0%	0	0%
Patio Design	910	3,250	2	3,161	1	50%	1	50%	0	0%
Pattern Makers	810	3,339	2	3.161	1	50%	1	50%	0	0%
Pharmaceutical Suppliers - Foreign	1,496 856	2,843	2	3,161	0	0%	2	100%	0	0%
Pharmacies - Infusion Services Phlebotomy Training & Certification	4,236	3,288 2,047	2	3,161 3,161		100% 50%	0	0% 50%	0	0% 0%
Photo Finishing - Wholesale	601	3,556	2	3,161	2	100%	0	0%	0	0%
Physician - Nephrology	494	3,685	2	3,161	2	100%	0	0%	0	0%
Physicians & Surgeons - Industrial Medicine	612	3,539	2	3,161	1	50%	1	50%	0	0%
Physicists	194	4.217	2	3.161	0	0%	2	100%	0	0%
Pipe	3,104	2,270	2	3,161	2	100%	0	0%	0	0%
Pipe & Boiler Covering Contractors	607 1,505	3,546 2,840	2	3,161 3.161	0	0%	2	100%	0	0% 0%
Pipe Inspection Pistons	1.505	4,258	2	3,161	1	100% 50%	1	0% 50%	0	0%
Plagues	2,298	2,509	2	3,161	1	50%	0	0%	1	500/
Plastics - Molders	6.914	1,666	2	3.161	2	100%	0	0%	0	0%
Plastics - Scrap	453	3.747	2	3.161	0	0%	2	100%	0	0%
Plating Equipment & Supplies	461	3,735	2	3,161	0	0%	2	100%	0	0%
Playgrounds	1,562 1.057	2,804	2	3,161	1	50%	1	50% 0%	0	0% 0%
Pop-up Stores	1.057	3.133 4.930	2	3.161 3.161	2	100% 0%	0	100%	0	0%
Potato Chips	280	4.930	2	3,161	0	0%	2	100%	0	0%
Poultry Equipment & Supplies	3,133	2,264	2	3,161	1	50%	1	50%	0	0%
Powder Processing - Industrial	1,263	2,994	2	3.161	2	100%	0	0%	0	0%
Power Plant Consultants	968	3,197	2	3,161	2	100%	0	0%	0	0%
Professional Organizer	1,427	2,888	2	3,161	0	0%	2	100%	0	0%
Propellers Protein Durification	685 126	3.463 4.415	2	3.161 3.161	1	50% 50%	1	50% 50%	0	0% 0%
Protein Purification Radio Station Equipment	350	4.415 3.885	2	3,161	1	100%	1	0%	0	0%
Raft Trips & Tours	1,159	3,069	2	3,161	1	50%	1	50%	0	0%
Rails & Accessories	207	4,192	2	3,161	2	100%	0	0%	0	0%
Ranges & Ovens - Supplies & Parts	32	4,812	2	3,161	2	100%	0	0%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers	1,332	2,954	2	3,161	1	50%	1	50%	0	0%
Rehabilitation Products - Pediatric	1,005	3,162	2	3,161	2	100%	0	0%	0	0%
Respirators Rest Homes	581 1,328	3.577 2,957	2	3,161 3,161	1	50% 100%	1	50% 0%	0	0% 0%
Rodeos	535	3,627	2	3,161	1	50%	1	50%	0	0%
Rooming Houses	1,478	2,855	2	3,161	1	50%	1	50%	0	0%
Rope	396	3.814	2	3.161	0	0%	2	100%	0	0%
Routing Service - Air, Highway & Marine	272	4,030	2	3,161	0	0%	2	100%	0	0%
Rustproofing - Industrial	235	4,118	2	3,161	0	0%	1	50%	1	50% 50%
Saws - Sharpen & Repair Scientists	689 1,376	3,456 2,923	2	3,161 3,161	1	50% 100%	0	0% 0%	1	0%
Screen Manufacturers Equipment & Supplies	1,243	3,008	2	3,161	2	100%	0	0%	0	0%
Seals - O-Ring	311	3,954	2	3,161	0	0%	2	100%	0	0%
Seeding	733	3,421	2	3,161	1	50%	1	50%	0	0%
Seniors Moving & Delivery Services	949	3,218	2	3,161	1	50%	1	50%	0	0%
Sewage Treatment Equipment	496	3,681	2	3,161	0	0%	2	100%	0	0%
Sewer Inspection	2.000 276	2.605	2	3.161	2	100%	0	0%	0	0% 0%
Shells - Marine Shingles	1.118	4.021 3.098	2	3.161 3,161	1	100% 50%	1	0% 50%	0	0%
Ship Brokers	502	3,674	2	3,161	1	50%	1	50%	0	0%
Shoring Contractors	849	3,295	2	3,161	1	50%	1	50%	0	0%
Show Cases	335	3,912	2	3,161	0	0%	2	100%	0	0%
Shredding Services	3,602	2,171	2	3,161	2	100%	0	0%	0	0%
Silks - Wholesale & Manufacturers	231 367	4.130 3.854	2	3.161 3.161	0	0%	2	100%	0	0% 0%
Silverware Clean, Repair & Replate Skate Sharpening	367 79	3,854 4,570	2	3,161	2	100% 0%	2	0% 100%	0	0%
Skating Instruction	104	4,479	2	3,161	1	50%	1	50%	0	0%
Ski Instruction	176	4,268	2	3,161	2	100%	0	0%	0	0% 50%
Smelters & Refiners - Base Metals	356	3.873	2	3.161	1	50%	0	0%	1	50%
Soil Conditioners	609	3,544	2	3,161	2	100%	0	0%	0	0%
Speech Aid Devices	107	4,474	2	3,161	2	100%	0	0%	0	0% 0%
Sports Hospitality Statistical Service	968 952	3.197 3,217	2	3.161 3,161	2	100% 0%	0	0% 100%	0	0%
Steel Detailers - Structural	4,057	2,081	2	3,161	1	50%	1	50%	0	0%
Steel Mills	1,401	2,911	2	3,161	1	50%	1	50%	0	0%
Steering Systems & Equipment	660	3,487	2	3.161	2	100%	0	0%	0	0%
Stone - Cast	2,614	2,399	2	3,161	0	0%	2	100%	0	0%
Surfing Instruction	451	3,749	2	3,161	1	50%	1	50%	0	0%
Swimming Pools Above Cround	355 5 204	3.875	2	3.161	1	50%	1	50%	0	0% 0%
Swimming Pools- Above Ground Tanks - Fiber Glass, Plastic	5,204 1,510	1,884 2,837	2	3,161 3,161	2	100% 100%	0	0% 0%	0	0%
Telecommunication Design	2,649	2,037	2	3,161		0%	2	100%	0	0%
Telephone 900 Number Resellers	210	4.182	2	3.161	1	50%	1	50%	0	0%
Tennis Court Construction	2,903	2,319	2	3,161	1	50%	<u> </u>	50%	0	0%
Tennis Courts - Private	650	3,498	2	3,161	2	100%	0	0%	0	0%
Textile Brokers	995	3.173	2	3.161	0	0%	2	100%	0	0%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints		,					
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Textile Fibers	1,010	3,159	2	3,161	0	0%	2	100%	0	0%
Theatrical Equipment & Supplies	992	3.176	2	3.161	2	100%	0	0%	0	0% 0%
Tilling Tiny Houses	58 203	4.673 4,198	2	3.161 3,161	2	50% 100%	11 n1	50% 0%	0 n	0%
Tobacco Growers Equipment & Supplies	63	4,644	2	3,161	1	50%	1	50%	0	0%
Tobacco Warehouses	496	3,681	2	3.161	1	50%	0	0%	1	50%
Tool Grinding - Industrial	458	3,738	2	3,161	0	0%	2	100%	0	0%
Tools - Pneumatic	1,226 1.094	3,021	2	3,161	1	50%	1	50%	0	0% 0%
Tree Service - Transplant Truck Washing & Cleaning	1.094	3.112 2.635	2	3.161 3.161	1	0% 50%	1	100% 50%	0	0%
Two-Way Radio Sales & Service	1,633	2,776	2	3,161	1	50%	1	50%	0	0%
Typewriters - Supplies & Attachments	158	4,323	2	3,161	2	100%	0	0%	0	0%
Ultrasonic Equipment & Supplies	280	4.008	2	3.161	2	100%	0	0%	0	0%
Ultraviolet Ray Lamps & Apparatus	189 1,790	4,230 2,699	2	3,161	2	100% 50%	0	0% 50%	0	0% 0%
Upholstery and Rug Cleaning Upholstery Fabrics - Wholesale & Manufacturers	813	3,333	2	3,161 3,161	1	0%	2	100%	0	0%
Variable Speed Drives	81	4,564	2	3.161	2	100%	0	0%	0	0%
Visual Impairment Products & Services	51	4,711	2	3,161	2	100%	0	0%	0	0%
Warehouses - Cold Storage	2,950	2,314	2	3,161	1	50%	1	50%	0	0%
Watchmens Clocks & Systems	940 1,190	3.229 3.047	2	3.161 3.161	2	100%	0	0% 100%	0	0% 0%
Water Skiing Equipment & Supplies Windows - Egress	1,190 1,409	3,047 2,905	2	3,161 3,161	0	0% 50%	2	100% 50%	01	0%
Wire Harnesses - Electrical	946	3,220	2	3,161	2	100%	0	0%	0	0%
Woodworking Tools - Retail	630	3.521	2	3.161	1	50%	1	50%	0	0%
Word Processing Service	657	3,491	2	3,161	0	0%	2	100%	0	0%
Work Clothes - Wholesale & Manufacturers	210	4,182	2	3,161	0	0%	2	100%	0	0%
X-Ray Apparatus & Supplies Acoustical Consultants	1,660 3.345	2.761 2.224	2	3.161 3.444	1	50%	1	50% 0%	0	0% 0%
Acoustical Consultants Acoustical Materials	1,485	2,224	1	3,444	1	100% 100%	0	0%	n	0%
Actuaries	615	3,536	1	3,444	1	100%	0	0%	0	0%
Addressing Machines & Supplies	49	4,722	1	3.444	0	0%	1	100%	0.	0%
Adhesives & Gluing Equipment	255	4,067	1	3,444	1	100%	0	0%	0	0%
Adult Foster Care	1,027 537	3,151 3,622	1	3,444 3,444	0	0% 100%	1	100%	0	0% 0%
Advertising - Checking Service Aerial Lift - Repair & Maintenance	280	4,008	1	3,444	1	100%	0	0%	0	0%
Air Balancing	1,329	2,956	1	3,444	Ô	0%	1	100%	0	0%
Air Brushes	570	3,584	1	3,444	1	100%	0	0%	0	0%
Air Flight Attendants	222	4.149	1	3.444	1	100%	0	0%	0	0%
Aircraft & Aircraft Equipment - Testing Aircraft Ferrying & Transporting Service	825 333	3.325 3,916	1	3.444 3.444	0	0% 100%	1	100%	0	0% 0%
Aircraft Schools	2,861	2,330	1	3,444	1	100%	0	0%	0	0%
Animal Foods - Zoo, Circus	419	3,787	1	3,444	Ō	0%	1	100%	0	0%
Animal Supplies - Zoo, Circus	262	4,051	1	3,444	1	100%	0	0%	0	0%
Antique Oriental Rugs	435	3,769	1	3,444	1	100%	0	0%	0	0%
Apprenticeship Programs	533 71	3,631 4,613	1	3,444	0	0%	1	100%	0	0% 0%
Aprons - Domestic & Fancy Aquatic Rescue Relocation	71 31	4,613	1	3.444 3,444	1	100% 0%	0	0% 0%	1	100%
Archaeologists	485	3,701	1	3,444	1	100%	0	0%	0	0%
Archery Instruction	212	4.176	1	3,444	1	100%	Ō	0%	0	0%
Archery Ranges	558	3.600	1	3.444	1	100%	0	0%	0	0%
Artificial Eyes - Human	324	3,933	1	3,444	0	0%	1	100%	0	0%
Artificial Rock Scapes	166 457	4,302 3,739	1	3,444 3,444	0	0% 0%	1	100%	0	0% 0%
Asphalt Mixing Equipment Attorneys & Lawyers - Collaborative Divorce	776	3,381	1	3,444	0	0%	†	100% 100%	n	0%
Attorneys & Lawyers - DUI	6,393	1,725	1	3,444	1	100%	0	0%	0	0%
Attornevs & Lawvers - Eminent Domain	130	4.403	1	3.444	0	0%	1	100%	0	0%
Attorneys & Lawvers - Employment Litigation	3.908	2.114	1	3,444	0	0%	1	100%	0	0% 0%
Attorneys & Lawyers - Lemon law Attorneys & Lawyers - Product Liability	4,748 1,396	1,954 2,913	1	3,444 3,444	0	0% 100%	1	100%	0	0%
Attorneys & Lawyers - Product Liability Attorneys & Lawyers - Short Sale	25	4.859	1	3,444	1	100%	n	0%	n	0%
Auto Boosting Services	537	3.622	1	3,444	0	0%	1	100%	0	0%
Auto Repair - Power Steering	304	3,965	1	3,444	0	0%	1	100%	0	0%
Auto Sunroofs	769	3,386	1	3,444	0	0%	1	100%	0	0%
Baby Sitters Radges - Manufacturer Supplies	1.721 130	2.728 4,403	1	3.444 3,444	0	0% 0%	1	100% 100%	0	0% 0%
Badges - Manufacturer Supplies Badminton Courts - Public	130 36	4,403 4,787	1	3,444 3,444	1	100%	1	100%	0	0%
Bar - Fixtures	141	4,767	1	3,444	0	0%	1	100%	0	0%
Barge Lines	694	3,451	i	3,444	1	100%	Ō	0%	0	0%
Barricades	1,418	2,898	1	3,444	0	0%	1	100%	0	0%
Bins	499	3,678	1	3,444	1	100%	0	0%	0	0% 0%
Bird Barriers, Repellents & Controls Black Light Equipment & Supplies	1.674 41	2.751 4.757	1	3.444 3.444	1	100% 100%	0	0% 0%	0	0%
Blacksmiths	1,526	2,828	1	3,444		0%	1	100%	0	0%
Blowers & Blower Systems	604	3,551	1	3,444	0	0%	1	100%	n	0%
Blueprinting	1.804	2,692	1	3,444	1	100%	Ô	0%	Ŏ	0%
Blueprinting Equipment & Supplies	253	4,078	1	3,444	1	100%	0	0%	0	0%
Boilers - Sales & Service	1,290	2,974	1	3,444	1	100%	0	0%	0	0%
Boilers - Supplies & Parts	705	3.440	1	3.444	1	100%	0	0%	0.	0%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints	,	,					
Industry Classification	Inquiries	Rank by Inquiries	Complaints		Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Bowling Lane Equipment & Supplies	373	3,846	1	3,444	0	0%	1	100%	0	0%
Boxes - Corrugated & Fiber	4.475	2.007	1	3,444	0	0%	1	100%	0	0% 0%
Boxes - Plastic & Transparent Boxes - Wooden	314 504	3,950 3,671		3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Bridge Builders	2,054	2,589	1	3,444	1	100%	0	0%	0	0%
Brush Control	296	3,978	1	3,444	0	0%	1	100%	0	0%
Buckles	417	3,789	1	3,444	0	0%	1	100%	0	0%
Buffing & Polishing Equipment & Supplies	559	3,599	1	3,444	0	0%	1	100%	0	0%
Burial Advisory Service	1.466	2.860	1	3.444	1	100%	0	0%	0	0%
Buses - Bodies	243 367	4.099 3.854	1	3.444	0	0%	0	0% 0%	1	100%
Buses - Distributors & Manufacturers Buses - Parts & Supplies	257	4,062	1	3,444 3,444	1	100% 100%	0	0%	0	0%
Butchers Equipment & Supplies	250	4,083	1	3,444	1	100%	0	0%	0	0%
Buttons - Manufacturers Equipment & Supplies	389	3,828	1	3,444	1	100%	0	0%	Ö	0%
Campers - Supplies & Parts	527	3,638	1	3,444	1	100%	0	0%	0	0%
Candle Making Supplies	1.611	2,783	1	3,444	1	100%	0	0%	0	0% 0%
Candy & Confectionery Brokers	524	3,646	1	3,444	0	0%	1	100%	0	0%
Caning Supplies	152 38	4,340 4,779	1	3,444	0	0%	1	100%	0	0% 0%
Canners Cans	201	4,779	1	3,444 3,444	0	0% 0%	1	100% 100%	0	0%
Carpet & Rug Binding	582	4.203 3.575	1	3,444	1	100%	U 1	0%	0 0	0%
Carpet & Rug Binding Machines	236	4,113	1	3,444	1	100%	nl	0%	n	0%
Carpet & Rug Weavers	854	3,291	1	3,444	1	100%	0	0%	0	0%
Casinos - Online	1.344	2.945	1	3.444	0	0%	0	0%	1	100%
Caulking Contractors	4,940	1,932	1	3,444	1	100%	0	0%	0	0%
Cement - Wholesale & Manufacturers	1,093	3,113	1	3,444	0	0%	1	100%	0	0%
Charity - American Indian	1.063 977	3.131 3.188	1	3,444 3,444	1	100%	0	0%	0	0% 0%
Charity - Civil Rights Charity - Environment	3,255	2,242	+	3,444	1	100% 100%	0	0% 0%	0	0%
Chauffeur Service	1,738	2,721	1	3,444	1	100%	0	0%	0	0%
Cheese - Artisanal	160	4,320	1	3,444	1	100%	0	0%	0	0%
Chemists - Analytical & Consulting	826	3,322	1	3,444	0	0%	1	100%	0	0%
Childproofing Services	260	4,056	1	3,444	1	100%	0	0%	0	0%
China - Wholesale & Manufacturers	533	3,631	1	3,444	1	100%	0	0%	0	0%
Choreographers	55	4.686		3.444	0	0%	0	0%	1	100%
Christian Science Practitioners Christian Science Reading Rooms	13 66	4,952 4,634	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Church Furnishings	1,387	2,919	1	3,444	1	100%	0	0%	0	0%
Circuit Breakers	394	3,817	1	3,444	Ô	0%	1	100%	0	0% 0%
City & Town Planners	498	3,679	1	3,444	0	0%	1	100%	0	0%
Clay Products	303	3,966	1	3,444	1	100%	0	0%	0	0%
Clean Room Facilities	426	3.777	1	3,444	0	0%	1	100%	0	0%
Clean Rooms - Installation & Equipment	520	3,653	1	3,444	0	0%	1	100%	0	0%
Cleaners & Dyers Supplies	19 246	4,895 4,090	1	3,444 3,444	0	0% 0%	1	100%	0	0% 100%
Clergy Coal & Coke - Retail	521	3,649	1	3,444	0	0%	1	100%	U 1	0%
Coal Brokers	529	3,635	1	3,444	1	100%	0	0%	0	0%
Coils - Electric	327	3,926	1	3,444	1	100%	0	0%	0	0%
Coin Cards	123	4,427	1	3.444	1	100%	0	0%	0	0%
Colocation Services	904	3,254	1	3,444	1	100%	0	0%	0	0%
Colors & Pigment	160	4,320	1	3,444	1	100%	0	0%	0	0%
Commercial Blueprint Design	175 899	4,271 3,259	1	3,444 3,444	1	100%	0	0%	0	0% 0%
Commercial Kitchen Rental Concrete Patching Compounds	567	3,259	+	3,444	1	100% 100%	0	0% 0%	0	0%
Consultant - Public Sector Planning	719	3,431	1	3,444	0	0%	1	100%	0	0%
Consultants - Pharmaceutical	1.754	2,715	1	3,444	1	100%	0	0%	0	0%
Contractor - Sheetrock	1.128	3,090	1	3,444	0	0%	1	100%	0	0%
Contractors - Sheet Metal	3,186	2,253	1	3,444	1	100%	0	0%	0	0%
Convention Information	323	3,937	1	3,444	0	0%	1	100%	0	0%
Cord Blood Storage	1.437 3.665	2,879 2,152		3.444	1	100%	0	0%	0	0% 0%
Corporate Awards Corporation Supplies	3,665	2.152 4.250		3.444 3.444	0	0% 100%	1	100%	0	0%
Cotton Goods - Wholesale & Manufacturers	346	3,893	1	3,444	0	0%	1	100%	0	0%
Crisis Intervention Service	862	3,285	1	3,444	0	0%	î	100%	0	0%
Curtains - Wholesale & Manufacturers	424	3,779	i	3,444	0	0%	i	100%	0	0%
Custom Brokers	5,198	1,887	1	3,444	1	100%	0	0%	0	0%
Custom Tile Painting	294	3,983	1	3,444	0	0%	1	100%	0	0%
Cylinders - Gas	345	3.894	1	3,444	0	0%	1	100%	0	0%
Data Processing Equipment - Maintenance	519 471	3,657 3,725	1	3,444 3,444	1	100% 0%	0	0% 100%	0	0% 0%
Data Processing Equipment - Maintenance Data Processing Supplies	640	3,725 3,508	1	3,444 3,444	0	0%	11	100%	0	0%
Diamonds - Industrial	84	4,557	1	3,444	0	0%	1	100%	n	0%
Dishwashing Machines - Dealers	134	4,389	1	3,444	1	100%	n n	0%	n	0%
Dishwashing Machines - Service & Repair	536	3,625		3,444	1	100%	0	0%	0	0%
Distillers	2,796	2,349	1	3,444	1	100%	0	0%	0	0%
Dome Structures	55	4,686	1	3,444	1	100%	0	0%	0	0%
Domestic Abuse Services	311 744	3,954	1	3,444	0	0%	1	100%	0	0% 0%
Door Frames	744	3,410	1	3,444	. 0	0%	1	100%	0	. 0%

US BBB 2016 Statistics Sorted by Complaints

<u></u>			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Doors - French	142	4,364	1	3,444	0	0%	1	100%	0	0%
Draperies - Wholesale & Manufacturers	264	4.045	1	3,444	1	100%	0	0%	0	0%
Drilling & Boring Equipment & Supplies Drilling - Gas Well	1,676 1,463	2,749 2,862	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0% 0%
Drilling - Gas Weil Drilling - Geothermal	562	3,593	1	3,444	1	100%	0	0%	0	0%
Drilling - Oil Well	3.102	2,272	1	3,444	0	0%	1	100%	0	0%
Drills	469	3,727	1	3,444	0	0%	1	100%	0	0%
Drive Shafts	1,702	2,735	1	3,444	0	0%	1	100%	0	0%
Driving Training Equipment	1.101	3.107 5.005	1	3,444 3,444	0	0% 0%	0	100%	1	100%
Drone Servicing & Maintenance Drug Brokers	1,743	2,719	1	3,444	0	0%	1	100% 100%	0	0%
Dry Cleaners - Equipment - Wholesales	1,834	2,680	1	3,444	1	100%	0	0%	0	0%
Drvwall Taping and Texturing	1.261	2.995	1	3,444	1	100%	0	0%	0	0%
Duplicating Machines & Supplies	196	4,215	1	3,444	0	0%	1	100%	0	0%
Dust Control Materials Earthworms	208 375	4,188 3,842	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Earthworms	1,074	3.842	1	3,444	0	0%	1	100%	0	0% 0%
Electric Equipment - Used	454	3,745	1	3,444	1	100%	Ô	0%	0	0%
Electric Motor Controls - Wholesale & Manufacturers	616	3,534	1	3,444	0	0%	1	100%	0	0%
Electric Motors - Manufacturers & Distributors	1.168	3.061	1	3,444	0	0%	1	100%	0	0%
Electric Motors - Used	110	4.467	1	3,444	1	100%	0	0%	0	0% 0%
Electric Power Line Construction Electric Switchboards	1,448 557	2,871 3,602	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Electric Switchboards Electrostatic Painting	395	3,602	1	3,444	1	100%	n	0%	n	0%
Elevators - Testing Services	326	3,928	1	3,444	0	0%	1	100%	0	0%
Employment Service - Government, Co, Fraternal	2,850	2,336	1	3,444	1	100%	0	0%	0	0%
Employment Service - Union Talent Signatory	111	4,464	1	3,444	0	0%	1	100%	0	0%
Encyclopedias Engravers - Plastic, Wood	141 1,071	4.367 3.127	1	3.444 3.444	1	100%	0	0% 100%	0	0% 0%
Engraving Equipment & Supplies	763	3,127	1	3,444	0	0%	1	100%	0	0%
Entomologists	32	4.812	1	3,444	1	100%	Ů	0%	0	0%
Equine nutrition	129	4,409	î	3,444	î	100%	0	0%	0	0%
Equine Therapy	1,406	2,908	1	3,444	1	100%	0	0%	0	0%
Escort Service - Personal	5,604	1,821	1	3,444	0	0%	0	0%	1	100%
Etiquette School	1.047 147	3.136	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0% 0%
Experimental Work Fans - Attic	760	4,353 3,397	1	3,444	<u> </u>	0%	1	100%	0	0%
Fasteners - Textile & Apparel	974	3,192	1	3,444	1	100%	Ô	0%	0	0% 0%
Feed Concentrates & Supplements	436	3,767	1	3,444	0	0%	1	100%	0	
Feeders - Industrial	337	3,907	1	3,444	1	100%	0	0%	0	0%
Ferries	438	3,763	1	3,444	0	0%	1	100%	0	0% 0%
Fiber & Fiber Products Fingerprinting - Live Scan	379 788	3.837 3,366	-	3,444 3,444	1	100% 0%	1	0% 100%	0	0%
Fire Exit Devices	43	4,747	1	3,444	1	100%	0	0%	0	0%
Fireproofing Materials	53	4,698	1	3,444	1	100%	0	0%	0	0%
First Aid Supplies	1.535	2.824	1	3,444	1	100%	0	0%	0	0%
Fish By-Products	194	4,217	1	3,444	0	0%	1	100%	0	0%
Fish Processors Fishery Consultants	439 313	3,761 3,951	1	3,444 3,444	0	0% 100%	1	100%	0	0% 0%
Flavoring Extracts	598	3,559	1	3,444	1	100%	0	0%	0	0%
Flight Instructor	429	3,774	1	3,444	Ô	0%	1	100%	0	0%
Flood assistance	644	3,503	1	3,444	1	100%	0	0%	0	0%
Floor Removal	1.431	2,883	1	3.444	1	100%	0	0%	0	0%
Flour Ersterpities & Sergrities	393 95	3,820	1	3,444	1	100%	0	0%	0	0% 0%
Fraternities & Sororities Frozen Custard Machines	95 59	4,514 4,665	1	3,444 3,444	1	100%	1	0% 100%	0	0%
Frozen Foods - Processors	753	3,401	1	3,444	1	100%	0	0%	0	0%
Fuel Economizers	2,733	2,367	1	3,444	1	100%	0	0%	0	0%
Fuel Tax Service	15	4,930	1	3,444	1	100%	0	0%	0	0%
Fur Novelties & Accessories	1.034 582	3.146 3.575	1	3.444	1	100%	0	100%	0	0% 0%
Furnace Cleaning Game Farms	582 1,157	3.5/5 3.071	1	3.444 3.444	0	0% 100%	1 n	100% 0%	01	0%
Gas Burners	647	3,502	1	3,444	0	0%	1	100%	0	0%
Gas Power Equipment	1.230	3.017	1	3.444	1	100%	0	0%	0	0%
Gaskets	1,352	2,939	1	3,444	1	100%	0	0%	0	0%
Glass Beads - Industrial	25 74	4,859 4,596	1	3,444 3,444	1	100%	0	100%	0	0% 0%
Glass Coating & Tinting Machinery Gloves - Work & Industrial	1,340	4.596 2.949	1	3,444 3,444	0	0%	1	100% 100%	01	0%
Gold Leaf	55	4,686	1	3,444	0	0%	1	100%	nl	0%
Golf Course Construction	961	3,209	1	3,444	0	0%	1	100%	0	0%
Golf Tours & Promoters	483	3.705	1	3,444	0	0%	1	100%	0	0%
Grain Elevators	1,275	2,986	1	3,444	1	100%	0	0%	0	0%
Grass Trimmers & Tillers Grinding - Procision & Production	34 564	4,802 3,592	1	3,444 3,444	1	100%	0	100%	0	0% 0%
Grinding - Precision & Production Grouting Compounds	564 838	3,592	1	3,444	0	0% 0%	1	100% 100%	0	0%
		4,329	+			100%	1	0%	<u> </u>	0%
Handwriting Analysts	157	4,329		3,444		100%				
Handwriting Analysts Hang Gliding & Instruction Hav	157 295	3,980 2,561	1	3,444 3,444 3,444	1	100% 100% 100%	0	0% 0%	0	0%

US BBB 2016 Statistics Sorted by Complaints

Miles Mile				Sorted by Complaints							
Transport of Aberraria 1.50 3.65 3.6	Industry Classification		Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	-	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
State 1969				1		0		1		0	0%
Teach Printers 1-20				1		0		1		0	0%
Transparent Colored Fronts				1		0		1		0	0% 0%
Section 1972 1972 1973 1974 1975	Heavy Equipment Pubber Tracks			1		1		0		0	0%
Billation Biochains Decorpolition 54 3-560 3				1		1		0		0	0%
Miles Decisions - Decision	Historical Structure Preservation			1		1	100%	0		0	0%
1600 1.000				1		1		0		0	0%
Rest Control Control Filter Filte				1		1		0		0	0% 0%
100 100	Hose Countings & Fittings		3,100	1		0		1	100%	0	0%
Size				1		1		0		0	0%
Gr. Chem. Fig. Fi	Hyperbaric Treatment	125		1	3.444	1	100%	0		0	0%
Les Healthin Binder				1		1		0		0	0% 0%
Indeed (Feelings			4,618	1		1		0		0	0%
Indeed (Feelings				1		1		0		0	0% 0%
Infraced Federal Contents 9.53 3.722 1.444 1.10026 0.0				î		1	100%	0		0	0%
Inflament				1		0		1		0	0%
1985 - Front & Lutherspane 415 3.793 4464 1 100% 1 100				1		1		0		0	0% 0%
Insect Control Devices	Intrared Inspection Inks - Print & Lithograph	410		1		1		0		0	0%
Insultation Accordance 131				1		0		1		0	0%
Engranges - Dendrift						1		Ô		0	0%
Total Tota			3,784	1	3,444	1	100%	0	0%	0	0%
Touristance 1,000		2,860		1		0		1		0	0%
Financiase - Vision 456 3,741 1 3,444 1 100% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0		1.34/		1		1		0		0	0% 0%
Insestments 1 3 4.398 1 3.444 0 9% 1.00% 0 0 1.00% 0 0 0 0 0 0 0 0 0	Insurance - Funeral Insurance - Vision		2,246 3,741	1		1	100%	0		0	0%
Installan Equipment 1,00				1		0		1		0	0%
Jail Equipment 132 4.377 1 3.444 0 0 ** 5 1 100% 0 0 0 0 0 0 0 0 0	Investment Castings	215		1	3.444	0	0%	1	100%	0	0%
	Irrigation Equipment			1		1		0		0	0% 0%
Softe Sharmening Devices 2,200 2,541 1 3,444 1 1,00% 0 0 0 0 0 0 0 0 0				1		0		1		0	100%
Soliton prioritation 333 3,916 1 3,444 1 1,09% 0 0 0 0 0 0 0 0 0				1		0		1		0	0%
Sosher Food Products				1		1		0		0	0%
Lamination Equipment & Supplies 1,016 3,155 1 3,444 1 1,00% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Kosher Food Products	277	4,016	1		1		0		0	0%
Lamination Equipment & Supplies 1,016 3,155 1 3,444 1 1,00% 0 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0		809		1		0		1		0	0% 0%
Lammations Plastic, Paper 1,177 3,056 1 3,444 1 100% 0 0 9% 0		28		1		1	100%	0		0	0%
Jamp Shades - Cleanina Repainin 36 4,787 1 3,444 0 0.9% 1 100% 0 0.9% 0 0.0% 0 0				1		1		0		0	0%
Lishbung Contractors 687 3.466 1 3.444 0 0.96 1 100% 0				1		1		0		0	0%
Leather Finishers 200 4,206 1 3,444 0 0.9% 1 100% 0	Lathing Contractors	687	3,460	1	3,444	0	0%	1	100%	0	0%
Lead Printing				1		0		1		0	0%
Letter Shop Service				1		0		1		0	0% 0%
Levels				1		1		<u></u>		0	0%
Lifts/Elevators - In Home				1	3,444	0		1		0	0%
Livestock Equipment & Supplies 2,859 2,333 1 3,444 1 100% 0 0 0% 0 0 0% 0 0 0 0 0 0		2.053	2.590	1	3.444	1	100%	0		0	0%
Loan Modification - Auto			2,363	1		0	0%	1		0	0%
Loans - Farm & Ranch 1.085 3.117 1 3.444 1 100% 0 0 0% 0 0 0% 0 0 0 0 0 0 0 0				1		1		0		0	0% 0%
Lobbyids				1		1		0 n		0	0%
Lugagae Covers 21 4,883 1 3,444 0 0 0%6 1 100%6 0 0 1 100%6 0 0 1 100%6 0 0 1 100%6 0 0 1 100%6 0 0 1 100%6 0 0 1 100%6 0 0 1 100%6 0 0 0 0 0 0 0 0 0			2,059	1		1		0		0	0%
Lumber - Drylina 59 4.665 1 3.444 0 0.9% 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 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0.0% 0 0.0	Luggage Covers		4,883	1	3,444	0	0%	1	100%	0	0%
Lumber MII Representatives 263 4.046 1 3.444 1 100% 0 0% 0 Machieny & Equipment - Appraisal 242 4.101 1 3.444 1 100% 0 0% 0 Malino Containers 548 3.610 1 3.444 1 100% 0 0% 0 Manufactured Offices & Commercial Units 162 4.312 1 3.444 0 0% 1 100% 0 Mattresses - Renovatino 901 3.258 1 3.444 1 100% 0 0% 0 Meat - Smackhouses 460 3.736 1 3.444 0 0% 1 100% 0 Meat Packers Equipment & Supplies 543 3.618 1 3.444 1 100% 0 0% 1 100% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0 0 0 0 <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>0</td> <td></td> <td>1</td> <td></td> <td>0</td> <td>0%</td>				1		0		1		0	0%
Machinery & Equipment - Appraisal 242 4,101 1 3,444 1 100% 0 0% 0 Mailling Containers 548 3,610 1 3,444 1 100% 0 0% 0 Manufactured Offices & Commercial Units 162 4,312 1 3,444 1 100% 0 0% 1 100% 0 Mattresses - Renovating 901 3,258 1 3,444 1 100% 0 0% 1 100% 0 Meat - Smokehouses 460 3,736 1 3,444 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 <td< td=""><td></td><td></td><td></td><td>1</td><td></td><td>0</td><td></td><td>1</td><td></td><td>0</td><td>0% 0%</td></td<>				1		0		1		0	0% 0%
Mailing Containers 548 3,610 1 3,444 1 100% 0 0% 0 Managed Service Provider 162 4,312 1 3,444 0 0% 0 0% 0 Maufreduced Offices & Commercial Units 551 3,606 1 3,444 0 0% 0 0% 0 Mattresses - Renovating 901 3,258 1 3,444 0 0% 1 100% 0 Mattresses - Renovating 901 3,258 1 3,444 0 0% 1 100% 0 Meat - Sinches 460 3,736 1 3,444 0 0% 1 100% 0 Meat Packers Equipment & Supplies 642 3,504 1 3,444 1 100% 0 0% 0 Meeting Management 788 3,366 1 3,444 1 100% 0 0% 0 0% 0 Metal End From Incore	Machinery & Equipment - Appraisal			1		1		n		n	0%
Managed Service Provider 162 4.312 1 3.444 0 0% 1 100% 0 0% 0 0% 0 0% 0 0% 0 0		548	3.610	1		1		0		0	0%
Matresses - Renovating 901 3,258 1 3,444 0 0% 1 100% 0 Meat - Smokehouses 460 3,736 1 3,444 0 0% 1 100% 0 Meat Choppers & Grinders 543 3,618 1 3,444 1 100% 0 0% 0 Meat Packers Equipment & Supplies 642 3,504 1 3,444 1 100% 0 0% 0 Meeting Management 788 3,366 1 3,444 1 100% 0 0% 0 Meeting Management 788 3,366 1 3,444 1 100% 0 0% 0 Meeting Management 788 3,366 1 3,444 1 100% 0 0% 0 Metal Fabricating Machinery 944 3,225 1 3,444 1 100% 0 0% 0 Metal Finishers Equipment & Supplies 586 3,572 1 3,444 0 0 0% 1 100% 0 Metal Rolling & Forming 1,067 3,129 1 3,444 1 100% 0 0% 0 Metal Rolling & Forming 260 4,056 1 3,444 0 0 0% 1 100% 0 Metal Siltting & Shearing 260 4,056 1 3,444 0 0 0% 1 100% 0 Metal Siltting & Shearing 249 4,084 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661	Managed Service Provider	162	4.312	1	3.444	0	0%	1	100%	0	0%
Meat - Smokehouses				1		1		0		0	0%
Meat Choppers & Grinders 533 3,618 1 3,444 1 100% 0 0% 0 Meat Packers Equipment & Supplies 642 3,504 1 3,444 1 100% 0 0% 0 Meetin Management 788 3,266 1 3,444 1 100% 0 0% 0 Menu Service 145 4,358 1 3,444 0 0% 1 100% 0 Metal Forman 944 3,225 1 3,444 1 100% 0 0% 0 Metal Rollina & Formina 556 3,572 1 3,444 0 0% 1 100% 0 Metal Rollina & Formina 1,067 3,129 1 3,444 1 100% 0 0% 0 Metal Spinning 260 4,056 1 3,444 0 0% 1 100% 0 0% 0 0% 0 0% 0				1		0		1		0	0% 0%
Meat Packers Equipment & Supplies 642 3,504 1 3,444 1 100% 0 0% 0 Meetin Management 788 3,366 1 3,444 1 100% 0 0% 0 Menu Service 145 4,358 1 3,444 0 0% 1 100% 0 Metal Florishers Equipment & Supplies 586 3,572 1 3,444 1 100% 0 0% 0 Metal Rollino & Formina 1,067 3,129 1 3,444 1 100% 0 0% 0 Metal Siltrina & Shearing 260 4,056 1 3,444 0 0% 1 100% 0 Metals S-pinning 249 4,084 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing </td <td></td> <td></td> <td></td> <td>1</td> <td>3,444 3,444</td> <td>1</td> <td>100%</td> <td>n i</td> <td></td> <td>0</td> <td>0%</td>				1	3,444 3,444	1	100%	n i		0	0%
Meetin Management 788 3.366 1 3.444 1 100% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0 0% 0		642	3,504	1	3,444	1	100%	0	0%	0	0%
Metal Fabricating Machinery 944 3,225 1 3,444 1 100% 0 0% 0 Metal Finishers Equipment & Supplies 586 3,572 1 3,444 0 0% 1 100% 0 Metal Rolling & Forming 1,667 3,129 1 3,444 1 100% 0 0% 0 Metal Silitting & Shearing 260 4,056 1 3,444 0 0% 1 100% 0 Metal Silitting & Shearing 249 4,084 1 3,444 1 100% 0 0% 0 Metal Silitting & Shearing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metal Silver, Coated 253 4,078 1 3,444 1 100% 0 0% 0 Metal Silver, Silv	Meeting Management	788	3,366	1	3.444	1	100%	0	0%	0	0%
Metal Finishers Equipment & Supplies 586 3,572 1 3,444 0 0% 1 100% 0 Metal Rollina & Formina 1,067 3,129 1 3,444 1 100% 0 0% 0 Metal Silittina & Shearina 260 4,055 1 3,444 0 0% 1 100% 0 Metal Sipinnina 249 4,084 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet. Wire. Tubina 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet. Wire. Tubina 253 4,078 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet. Wire. Tubina 253 4,078 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet. Wire. Tubina 253 4,078 1 3,444 1 100% 0 0% 0				1		0		1		0	0%
Metal Rolling & Forming 1,067 3,129 1 3,444 1 100% 0 0% 0 Metal Sitting & Shearing 260 4,056 1 3,444 0 0% 1 100% 0 Metal Spinning 249 4,084 1 3,444 1 100% 0 0% 0 Metals - Preclous - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Preclose - Sheet, Wire, Tubing 253 4,078 1 3,444 1 100% 0 0% 0 Metals - Preclose - Sheet, Wire, Tubing 968 3,197 1 3,444 1 100% 0 0% 0 Meters - Repair 520 3,653 1 3,444 1 100% 0 0 0% 0				1		1		0		0	0% 0%
Metal Slitting & Shearing 260 4,056 1 3,444 0 0% 1 100% 0 Metal Spinning 249 4,084 1 3,444 1 100% 0 0% 0 Metals - Precious - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Precioused 253 4,078 1 3,444 1 100% 0 0% 0 Metaphysical Supplies & Service 968 3,197 1 3,444 1 100% 0 0% 0 Meters - Repair 520 3,653 1 3,444 1 100% 0 0% 0				1		1		1		0	0%
Metal Spinning 249 4,084 1 3,444 1 100% 0 0% 0 Metals - Preclous - Sheet, Wire, Tubing 1,879 2,661 1 3,444 1 100% 0 0% 0 Metals - Preclous - Sheet, Wire, Tubing 0 0% 0 0% 0 0 0% 0 0 0% 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0% 0 0 0% 0 0 0 0 0 0 0% 0		260	4,056	1	3,444	0	0%	1	100%	nl	0%
Metals- Precoated 553 4,078 1 3,444 1 100% 0 0% 0 Metaphysical Supplies & Service 968 3,197 1 3,444 1 100% 0 0% 0 Meters - Repair 520 3,653 1 3,444 1 100% 0 0% 0	Metal Spinning	249	4,084	1	3,444	1	100%	0	0%	0	0%
Metaphysical Supplies & Service 968 3,197 1 3,444 1 100% 0 0% 0 Meters - Repair 520 3,653 1 3,444 1 100% 0 0% 0				1		1		0		0	0%
Meters - Repair 520 3,653 1 3,444 1 100% 0 0% 0		253		1		1	100%	0	0%	0	0%
				1		1		0		0	0% 0%
	Micronhones		3,053 4 154	1	3,444	1	100%	n l	0%	0	0%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints	T	,					
Industry Classification	Inquiries	Rank by Inquiries	Complaints		Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Microwave Ovens - Service & Repair	265	4,039	1	3,444	0	0%	1	100%	0	0%
Milk Distributor	244	4.097	1	3,444	0	0%	1	100%	0	0%
Milling Cutters	31 551	4.823	1	3,444	0	0%	1	100%	0	0% 0%
Milling Machines Mineral Exploration	2,820	3,606 2,344	1	3,444 3,444	1	0% 100%	1	100%	0	0%
Mining Companies	3,873	2,119	1	3,444	0	0%	1	100%	0	0%
Mirrors - Manufacturers Supplies	462	3,734	1	3,444	0	0%	1	100%	0	0%
Mirrors - Resilver	138	4,380	1	3,444	0	0%	1	100%	0	0%
Missions	928	3.236	1	3,444	1	100%	0	0%	0	0%
Monuments - Cleaning & Restoration	88	4.540	1	3.444	0	0%	1	100%	0	0% 0%
Motion Picture Film Libraries	21 47	4,883	1	3,444	0	0%	1	100%	0	0%
Motion Picture Projection Service Mountain Climbing Equipment	546	4,733 3,614	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Music Copyists	423	3,781	i	3,444	1	100%	0	0%	0	0%
Music Writers Supplies	158	4,323	1	3,444	0	0%	1	100%	0	0%
Nautical Instruments	74	4,596	1	3.444	0	0%	1	100%	0	0% 0%
Naval Stores	40	4.764	1	3.444	1	100%	0	0%	0	0%
Needles	55	4,686	1	3,444	1	100%	0	0%	0	0%
Notions - Wholesale & Manufacturers	274	4,027	1	3,444	1	100%	0	0%	0	0%
Numismatics Oil - Crude - Purchasing	2.022 1.414	2,600 2,901	1	3.444 3.444	1	100% 0%	1	0% 100%	01	0%
Oil Additives - Manufacturers & Distributors	1,140	3,087	1	3,444	0	0%	1	100%	nl	0%
Oil Marketers	1,005	3,162	1	3,444	0	0%	1	100%	0	0%
Oil Operators	1,241	3,009	1	3,444	1	100%	0	0%	0	0%
Oilfield Consultants	3,033	2,290	1	3,444	0	0%	1	100%	0	0%
Oilfield Equipment	2,986	2,302	1	3,444	0	0%	1	100%	0	0%
Oilfield Equipment & Supplies	8,580	1.514	1	3,444	0	0%	1	100%	0	0% 0%
Online Drug & Prescription Services - Unapproved Foreign Orchestras & Bands - Competitions	752 59	3.403 4.665	1	3.444 3.444	1	100%	0	0% 100%	0	0%
Organ & Tissue Banks	3,001	2,298	1	3,444	1	100%	1	0%	0	0%
Outplacement Consultants	1,549	2,813	i	3,444	1	100%	0	0%	0	0%
Ozone Machines	1,531	2,825	1	3,444	1	100%	0	0%	0	0%
Packing - Mechanical	192	4,222	1	3,444	0	0%	1	100%	0	0%
Paint Manufacturing Materials	672	3,479	1	3,444	1	100%	0	0%	0	0%
Paper Converters	319	3.945	1	3.444	0	0%	1	100%	0	0%
Paramedics	144 147	4,359 4,353	1	3,444 3,444	0	0% 0%	0	0% 100%	1	100%
Parapsychologists Partitions	1,422	4,353 2,893	1	3,444	0	100%	1	0%	0	0%
Paternity Tests & Services	355	3,875	1	3,444	1	100%	0	0%	0	0% 0%
Perfumes - Raw Materials & Supplies	234	4,121	1	3,444	Ô	0%	1	100%	0	0%
Personal Organizer	752	3,403	1	3,444	1	100%	0	0%	0	0%
Photo Retouchina	744	3.410	1	3,444	1	100%	0	0%	0	0%
Photogrammetric Equipment & Supplies	523	3,648	1	3,444	1	100%	0	0%	0	0%
Photographic Mounts	1,773 527	2,706 3,638	1	3,444	1	100%	0	0%	0	0% 0%
Physicians & Surgeons Equipment - Repair & Refinish Pickles & Pickle Products	230	3,638 4,132	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Picture Frames - Restore & Repair	258	4,060	1	3,444	i i	0%	1	100%	- V	0%
Picture Frames - Wholesale & Manufacturers	923	3,241	i	3,444	0	0%	1	100%	0	0%
Picture Framing	1,472	2.857	1	3,444	1	100%	0	0%	Ō	0%
Picture Hanging Service	378	3.839	1	3,444	1	100%	0	0%	0	0%
Pile Driving	1,417	2,899	1	3,444	1	100%	0	0%	0	0%
Pilots - Marine	102	4,486	1	3,444	1	100%	0	0%	0	0%
Pine Straw Pipe Cutting & Threading Equipment	999 75	3,167 4,590	1	3.444 3,444	0	0% 100%	1	100%	0	0% 0%
Pipe Cutting & Inreading Equipment Pipe Line Equipment	75 806	4,590 3,345	1	3,444	1	0%	1	0% 100%	0	0%
Plaster	2.024	2,599	1	3,444	1	100%	U 1	0%	0	0%
Plastics - Rods, Sheets - Sup Center	325	3.931		3,444	1	100%		0%		0%
Plywood & Veneers	1,199	3,040	1	3,444	0	0%	1	100%	0	0%
Podiatrists Equipment & Supplies	156	4,333	1	3,444	0	0%	0	0%	1	100%
Poles	88	4,540	1	3.444	1	100%	0	0%	0	0%
Polishes	238 536	4.111 3.625	1	3,444	1	100%	0	0%	0	0% 0%
Polyethylene Materials & Products Porcelain Enameling	536 48	3,625 4,727	1	3,444 3,444	1	100% 100%	0	0% 0%	0	0%
Portfolios	801	3,348	1	3,444	1	100%	0) nl	0%	0	0%
Poultry - Wholesale	420	3,784	1	3,444	1	100%	nl	0%	n l	0%
Poultry Brokers	222	4,149	1	3,444	1	100%	0	0%	0	0%
Poultry Services	747	3,408	1	3,444	0	0%	1	100%	0	0%
Preserves, Jams & Jellies	493	3.688	1	3,444	1	100%	0	0%	0	0%
Presses - Power	45	4,742	1	3,444	0	0%	1	100%	0	0%
Presses - Power-Equipment	1,101	3,107		3,444	1	100%	0	0%	0	0% 0%
Printed & Etched Circuits Professional Employer Organization	627 3.713	3.523 2,146	1	3.444 3.444	0	0% 0%	1	100% 100%	01	0%
Proofreading	631	3,520	1	3,444	1	100%	U 1	0%	0	0%
Propried ling Propried Gas Plumbing	529	3,635	1	3,444	1	100%	n	0%	0	0%
Pub Food	228	4.135	1	3,444	1	100%	0	0%	0	0%
Quarries	1,716	2,729	1	3,444	0	0%	1	100%	0	0%
Radio Program Producers Railroad Ties - Dealers	236	4,113	1	3,444	0	0% 100%	1	100%	0	0%

US BBB 2016 Statistics Sorted by Complaints

	Т		Sorted by Complaints	T	1	Г	т			
Industry Classification	Inquiries	Rank by Inquiries	Complaints		Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Rainwater Harvesting Systems	636 100	3,513 4,491	1	3,444 3,444	0	0% 100%	1	100% 0%	0	09 09
Rainwear Ranges & Ovens - Service & Repair	100 255	4.491 4.067	1	3.444 3.444	1	100%	0	0%	0	09
Recording Instruments - Industrial & Scientific	285	3,996	1	3,444	î	100%	Ö	0%	0	09
Recording Studio Equipment	1,337	2,952	1	3,444	1	100%	0	0%	0	09
Recreation Program Consultants Reels	1.186 208	3.049 4.188	1	3.444 3.444	0	0% 100%	1	100% 0%	0	09 09
Refractories Refractories	208 715	4,188 3,436	1	3,444	1	0%	1	100%	0	09
Reserve Study	209	4.187	1	3,444	0	0%	1	100%	0	09
Riggers Equipment & Supplies	1.453	2.867	1	3,444	0	0%	1	100%	0	09
Roof Cooling Systems	1,122	3,096 5,095	1	3,444	0	0%	1	100%	0	09 09
Rope Splicing Rubber Stamps - Manufacturers Equipment & Supplies	290	3,988	1	3,444 3,444	0	0% 0%	1	100% 100%	0	09
Safe Deposit Box Rental	1,065	3,130	1	3,444	0	0%	1	100%	0	09
Sample Cases	115	4,449	1	3,444	0	0%	1	100%	0	09
Sausages	1.332	2,954	1	3,444	1	100%	0	0%	0	09 09
Sawmill Equipment & Supplies Sawmills	511 7.321	3.663 1.622	1	3.444 3.444	1	100% 0%	1	0% 100%	01	09
Scoreboards	1,392	2,915	1	3,444	1	100%	0	0%	0	09
Screen Printing - Equipment & Supplies	1.880	2.660	1	3,444	1	100%	0	0%	0	09
Screening & Sifting Equipment	271	4.034	1	3,444	1	100%	0	0%	0	09 09
Screens - Security Door Sculptors Equipment & Supplies	1,307 19	2,965 4,895	1	3,444 3,444	1	100% 100%	0	0% 0%	0	09
Sewer Cleaner Vacuum Service	63	4,895	1	3,444	0	0%	1	100%	0	0%
Sewer Cleaning Equipment & Supplies	1,305	2,967	i	3,444	0	0%	1	100%	0	09
Sewer Pipe	378	3,839	1	3,444	1	100%	0	0%	0	09
Sewing Machines - Industrial & Commercial	686 181	3.462 4.258	1	3,444 3,444	0	0% 100%	1	100%	0	09 09
Shade Sails Shoe Findings & Supplies	181 964	4,258 3,206	†	3,444 3,444	U U	100%	1	0% 100%	n	09
Signs - Erectors & Hangers	850	3,294	1	3,444	0	0%	1	100%	0	09
Sians - Photoluminescent	51	4.711	1	3,444	0	0%	1	100%	0	09
Singing Telegrams	261 169	4,055 4,288	1	3,444 3,444	0	0%	0	0% 0%	1	1009
Ski Equipment - Wholesale & Manufacturers Ski Tours	236	4,288	1	3,444	1	100% 0%	1	100%	0	09
Slate	354	3.879	1	3,444	1	100%	Ô	0%	0	0%
Slippers - Wholesale & Manufacturers	240	4,108	1	3,444	1	100%	0	0%	0	09
Smoke Stacks	85	4,552	1	3,444	1	100%	0	0%	0	09
Snowmobile Tours Soap Dispensers	26 87	4.851 4.543	1	3,444 3,444	0	100% 0%	1	0% 100%	0	09 09
Soil Solidification	348	3,888	1	3,444	0	0%	1	100%	0	09
Sound Control Structures & Equipment	355	3,875	1	3,444	1	100%	0	0%	0	09
Sov Bean Products	338 224	3,904 4,144	1	3,444	1	100%	0	0% 0%	0	09 09
Spill Control Equipment & Materials Spinologists	111	4,144	1	3,444 3,444	1	100% 0%	1	100%	0	09
Spray On Siding	498	3,679	1	3,444	1	100%	0	0%	0	09
Stamp Pads	9	4.995	1	3,444	1	100%	0	0%	0	09
Stamps - Collecting Supplies	130	4,403	1	3,444	1	100%	0	0%	0	09 09
Starters - Engine Steam Specialties	512 204	3,662 4,195	1	3,444 3,444	1	100% 100%	0	0% 0%	0	09
Steamship Agencies	277	4.016	1	3,444	1	100%	0	0%	0	09
Stem cell nutrition	1,212	3,031	1	3,444	0	0%	1	100%	0	09
Stencils & Stencil Supplies	189	4,230	1	3,444	1	100%	0	0%	0	09 09
Stools Store Fixtures - Used	184 49	4.250 4,722	1	3.444 3,444	0	0% 100%	1	100% 0%	0	09
Street Cleaning Equipment	161	4,313	1	3,444	1	100%	0	0%	0	09
Survevina Instruments	1.080	3.121	1	3.444	1	100%	0	0%	0	09
Surveyors - Aerial	199	4,209	1	3,444	1	100%	0	0%	0	09 09
Swaging Swim Spas	0 660	5,130 3,487	1	3,444 3,444	1	100%	0	0% 100%	0	09
Synagogues	15	4,930	1	3,444	1	100%	0	0%	0	09
Table Tennis Equipment	348	3.888	î	3,444	1	100%	0	0%	0	09
Tank Lining & Coating	578	3,580	1	3,444	0	0%	1	100%	0	09
Tapes Tapes - Adhesive-Dispensers	224 279	4,144 4,012	1	3,444 3,444	1	100%	0	0%	0	09 09
Tax Return Preparation - OTR Truck Drivers	551	3,606	1	3,444	1	100% 100%	0	0% 0%	0	09
Teletypewriters & Systems	11	4,966	1	3,444	1	100%	0	0%	0	09
Television & Radio Broadcast Schools	3.801	2.134	1	3,444	1	100%	0	0%	0	09
Television Station Reps	57 185	4.679	1	3,444	0	0%	1	100%	0	09 09
Tennis Courts - Public Theatrical Managers & Producers	185 618	4,245 3,531	1	3,444 3,444	1	0% 100%	n 1	100%	0 n	09
Therapeutic and Educational Supplies	610	3.541	1	3,444	1	100%	0	0%	0	0%
Thermograph Equipment & Supplies	13	4,952	1	3,444	1	100%	0	0%	0	09
Thermometers	113	4,460 4,895	1	3,444	1	100%	0	0%	0	09
THE CONTRACTOR OF STATE OF STA				3,444	. 01	0%	1	100%	01	09
Titling Service - Television & Motion Pictures Tobacco Buyers	19 54		1		Λ.		-1		Λ.	Uo'
Titling Service - Television & Motion Pictures Tobacco Buvers Tobacco Leaf - Wholesale	54 297	4.694 3,975	1	3,444 3,444	0	0% 100%	1	100% 0%	0	09 09
Tobacco Buvers	54	4.694	1 1 1	3,444	0 1 0	0%	1 0 1	100%	0 0 0	

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints		-	_	-	-	-	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Tourists Homes	483	3,705	1	3,444	1	100%	0	0%	0	0%
Tractor Work	717	3,432	1	3,444	1	100%	0	0%	0	0% 0%
Traffic Control & Flagging Service Travel Escorts	3.179 2,652	2,254 2,388	1	3,444 3,444	0	100% 0%	1	0% 100%	0	0%
Trike Conversions, Sales & Service	996	3,171	1	3,444	1	100%	0	0%	0	0%
Truck Painting & Lettering	755	3,398	1	3,444	1	100%	0	0%	0	0%
Truck Washing & Cleaning - Equipment & Supplies	485	3,701	1	3,444	1	100%	0	0%	0	0%
Trucking - Water Hauling Trusses - Medical & Surgical	4,057	2,081 4,103	1	3,444 3,444	0	0% 0%	1	100%	0	0% 0%
Tube Fittings	241 121	4,431	1	3,444	1	100%	0	100% 0%	0	0%
Typographers	973	3,193	î	3,444	Ô	0%	1	100%	0	0%
Utility Tax Refunds for Manufacturers & Business	68	4,622	1	3,444	1	100%	0	0%	0	0%
Vacuum Cleaners - Industrial & Commercial	423	3.781	1	3.444	1	100%	0	0%	0	0% 0%
Valves Ventilating Contractors	3,109 2,754	2,268 2,357	1	3,444 3,444	0	0% 100%	1	100% 0%	0	0%
Veterinary Physical Therapy & Rehabilitation	2,734	4,135	1	3,444	0	0%	1	100%	0	0%
Vials	63	4,644	ı î	3,444	1	100%	Ô	0%	0	0%
Violins	972	3,194	1	3,444	0	0%	1	100%	0	0%
Wait Staff	66	4,634	1	3,444	1	100%	0	0%	0	0%
Walkway Design	550	3.609 2.633	+	3,444 3,444	0	0% 0%	1	100%	0	0% 0%
Wallpaper Hangers Wallpaper Removing	1.936 975	2,633 3,189	1	3,444 3,444	0	0%	1	100% 100%	0	0%
Washing Machines & Dryers - Wholesale & Manufacturers	4	5,060	1	3,444	1	100%	0	0%	0	0%
Water Heaters - Parts & Supplies	859	3,287	1	3,444	1	100%	0	0%	0	0%
Water Wells - Inspection	792	3,358	1	3,444	1	100%	0	0%	0	0%
Waterbeds - Supplies & Parts	55	4,686	1	3,444	0	0%	1	100%	0	0%
Weather Stripping	338 1.835	3,904 2,678	1	3,444	0	0%	1	100%	0	0% 0%
Welcome ServiceFor Newcomers Welding Equipment - Rent	1.835	4,798	†	3.444 3.444	†	100% 100%	0	0% 0%	0	0%
Window Shades - Cleaning & Repair	1,342	2,946	1	3,444	Î	100%	0	0%	0	0%
Wire Wrapping Service & Equipment	81	4,564	1	3,444	1	100%	0	0%	0	0%
Wool	193	4,219	1	3,444	0	0%	0	0%	1	100%
Woolen Goods - Wholesale & Manufacturers	41 356	4,757	1	3,444	1	100%	0	0%	0	0% 0%
Zoological Gardens Absorbents	191	3,873 4,225	1	3,444 3,919	1	100%	0	0% 0%	0	0%
Accounting - Forensic	839	3,306	0	3,919	0	0%	0	0%	0	0%
Acid Proof Equipment & Materials	35	4,798	0	3,919	0	0%	0	0%	0	0%
Acids	122	4,428	0	3.919	0	0%	0	0%	0	0%
Acting & Voice Over Training	2,556	2,420	0	3.919	0	0%	0	0%	0	0%
Acupressure Addressing Plate Service	366 290	3,857 3,988	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Addressing Place Service Advertising - Motion Picture	161	4,313	0	3,919	0	0%	0	0%	0	0%
Aerial Applicators	676	3,476	0	3,919	0	0%	0	0%	0	0%
Aerial Patrol & Inspection Service	163	4,307	0	3,919	0	0%	0	0%	0	0%
Aerosols	172	4,280	0	3,919	0	0%	0	0%	0	0%
Aerospace Industries	3,432	2.200	0	3,919	0	0%	0	0%	0	0% 0%
Aerospace Research & Development Agates	961 20	3,209 4,890	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Agricultural Consultants	1.776	2,704	0	3,919	0	0%	0	0%	0	0%
Air Curtains & Screens	89	4.533	0	3.919	0	0%	0	0%	0	0%
Air Duct Systems	1,253	3,000	0	3,919	0	0%	0	0%	0	0%
Air Motors	35	4,798	0	3,919	0	0%	0	0%	0	0% 0%
Air Pollution Control Air Pollution Measuring Equipment & Service	1.046 272	3.138 4,030	0	3,919 3,919	0	0% 0%	0	0% 0%	01	0%
Air Pollution Measuring Equipment & Service Air Pollution Measuring Service	272	4,030	0	3,919	0	0%	0	0%	0	0%
Air Sealing	130	4,403	0	3.919	0	0%	0	0%	0	0%
Aircraft Brokers	636	3.513	0	3.919	0	0%	0	0%	0	0%
Aircraft Cleaning	263	4,046	0	3,919	0	0%	0	0%	0	0% 0%
Aircraft Fixed Based Operator Aircraft Hangar Construction	59 227	4,665 4,138	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Aircraft Hangar Construction Aircraft Salvage	227	4,138	0 n	3,919	0 0	0%	0 0	0%	0	0%
Aircraft Upholsterers	275	4,024	0	3,919	0	0%	0	0%	0	0%
Airport Designers	25	4,859	0	3,919	0	0%	0	0%	0	0%
Airport Equipment & Supplies	617	3.533	0	3.919	0	0%	0	0%	0	0%
Alfalfa & Alfalfa Products	246 334	4,090	0	3,919	0	0%	0	0%	0	0% 0%
Alloys Alzheimer Care, Information & Treatment	334 689	3,913 3,456	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Ambulances & Hearses	358	3,436	0	3,919	n	0%	0	0%	n	0%
Anchors - Expansion	48	4,727	0	3,919	0	0%	0	0%	0	0%
Animal Transporting - Zoo, Circus	1,306	2,966	0	3,919	0	0%	0	0%	0	0%
Anodes	2	5.095	0	3.919	0	0%	0	0%	0	0%
Anodizing	117 38	4,441 4,779	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
			0		0		0	0%	0	0%
Anti-Freeze Compounds		V E33	Λ							
Anti-Freeze Compounds	89 39	4.533 4.773	0	3.919 3.919	0	0% 0%	0		n	0%
	89	4,773 4,512	0 0 0	3.919 3.919 3,919	0	0% 0%	0 0 0	0% 0% 0%	0 0	0% 0%
Anti-Freeze Compounds Antique Asian Rugs	89 39	4,773	0 0 0	3.919	0	0%	0	0%	0 0 0	0%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Arboretums	23	4,877	0	3,919	0	0%	0	0%	0	0%
Art Identification & Registration	92 257	4.523 4.062	0	3.919 3.919	0	0% 0%	0	0%	0	0% 0%
Artificial Breasts Artificial Fruits & Foods	257 192	4,062	<u>U</u>	3,919	0	0%	0	0% 0%	0	0%
Artificial Rock Dog Caves	51	4,711	0	3,919	0	0%	0	0%	0	0%
Artist - Touch Up	19	4,895	Ö	3.919	0	0%	0	0%	Ō	0%
Asbestos & Asbestos Products	225	4,141	0	3,919	0	0%	0	0%	0	0%
Assayers	62	4,652	0	3,919	0	0%	0	0%	0	0%
Assavers Supplies	6	5.026	0	3.919	0	0 /0	0.	0%	0	0%
Astronomical Instruments Attorneys & Lawyers - Environmental	93 308	4.522 3.961	0	3.919 3.919	0	0% 0%	01	0% 0%	0	0% 0%
			0		U				U	0 70
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	323	3,937	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Adoption	1,162	3,067	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Agriculture	86	4,548	0	3,919	0		0	0%	0	0%
Attornevs & Lawvers - Appellate	744 257	3,410	0	3.919	0	0%	0	0%	0	0%
Attornevs & Lawvers - Child Advocacv	257	4.062	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Condominium Conversion	3 152	5,072	0	3,919	0	0%	0	0%	0	0% 0%
Attorneys & Lawyers - Construction Accidents Attorneys & Lawyers - Construction Defect	807	4,340 3,343	<u> </u>	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Attorneys & Lawyers - Construction Defect Attorneys & Lawyers - Entertainment & Sports Law	489	3.693	0	3.919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Intertainment & Sports Law Attorneys & Lawyers - Juvenile	281	4,003	0	3,919	0		0	0%	0	0%
Attorneys & Lawyers - Medical Malpractice	1,192	3,045	0	3,919	0			0%		0%
Attornevs & Lawvers - Mesothelioma	717	3.432	0	3.919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Nursing Home Neglect	45	4,742	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Securities	187	4,236	0	3,919	0	0%	0	0%	0	0%
Audiometers	84 141	4,557 4,367	0	3,919 3,919	0	0%	0	0%	0	0% 0%
Auto Repair - Shocks Auto Service - Steam Cleaning	141	4.36/ 4.424	0	3,919	0	0% 0%	0	0%	0	0%
Autographic Registers & Supplies	9	4,995	0	3,919	0	0%	0	0%	0	0%
Aviation Consultants	2,409	2,473	0	3,919	0		0	0%	0	0%
Babbitt Metals	9	4,995	0	3,919	0	0%	0	0%	0	0%
Baby Formula Service	211	4,179	0	3,919	0	0%	0	0%	0	0%
Baby Shoe Preservation	24	4,870	0	3,919	0	0 70	0	0%	0	0%
Bacteriologists	2	5.095	0	3,919	0	0%	0	0%	0	0% 0%
Badges Bag Tipe	678	3,474 4,831	0	3,313	0	0% 0%	0	0% 0%	0	0%
Bag Ties Bags - Paper	626	3,524	0	3,919 3,919	0	0%	0	0%	0	0%
Bakers Equipment	843	3,301	0	3,919	0	0%	0	0%	0	0%
Bakers Equipment - Repair	150	4,346	0	3,919	0	0%	0	0%	Ö	0%
Balancing Equipment	19	4,895	0	3,919	0	0%	0	0%	0	0%
Balancing Service - Industrial	94	4.519	0	3.919	0		0	0%	0	0%
Baling Equipment & Supplies	121	4,431	0	3,919	0	0%	0	0%	0	0%
Balls - Glass	114	5,115 4.456	0	3,919 3,919	0	0,0	0	0% 0%	0	0% 0%
Balls Steel, Bronze, Ceramic Bankruptcy Counseling - Federally Certified	786	3,370	0	3,919	0	0%	0	0%	0	0%
Bar Manufacturer	293	3,984	0	3,919	0	0%	0	0%	0	0%
Bar Supplies	773	3,384	0	3,919	0	0%	0	0%	0	0%
Barometers	17	4.910	0	3.919	0	0%	0	0%	0	0%
Barrels & Drums - Used	189	4.230	0	3.919	0	0%	0	0%	0	0%
Baseball Pitching Machines	174	4,274	0	3,919	0	0%	0	0%	0	0%
Batching Equipment	20	4,890	0	3,919	0	0%	0	0%	0	0% 0%
Bathing Beaches Baton Twirling Instruction	3 101	5.072 4,488	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Bed Wetting Aids	101	4,488	<u>U</u>	3,919	0	0%	0 0	0%	<u> </u>	0%
Beds - Renting	158	4,323	0	3,919	0	0%	0	0%	0	0%
Bedspreads - Wholesale & Manufacturers	372	3.847	0	3,919	0	0%	o o	0%	Ŏ	0%
Beer Coil Cleaning Equipment	28	4,842	0	3,919	0	0%	0	0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	467	3,730	0	3,919	0	0%	0	0%	0	0%
Beetle Repellent	63	4.644	0	3,919	0	0%	0	0%	0	0% 0%
Bellows Binders - Loose Leaf	146 92	4.356 4.523	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Binders - Loose Lear Bindings - Bias & Straight	92	4,523 4,859	0	3,919	0	0%	0	0%	0	0%
Bistro	173	4,839	0	3,919	0	0%	n	0%	0	0%
Blasting Contractors	1,924	2,638	0	3,919	0	0%	01	0%	0	0%
Blasting Equipment & Supplies	587	3,567	0	3,919	0	0%	0	0%	0	0%
Bleachers & Grandstands	365	3.859	0	3.919	0	0%	0	0%	0	0%
Blowers - Outdoor	185	4,245	0	3.919	0	0%	0	0%	0	0%
Boards Of Trade	36	4,787	0	3,919	0	0%	0	0%	0	0%
Boat Launching	210 324	4,182 3,933	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Boat Launching Sites Boilers - Rental	324 537	3,933 3,622	<u>U</u>	3,919	0	0%	01 01	0%	<u> </u>	0%
Bookcases	134	4,389	n	3,919	n	0%	n	0%	n	0%
Bottle Caps & Seals	41	4,757		3,919		0%	0	0%	0	0%
Bottle Return Depot	562	3.593	0	3.919	0	0%	o o	0%	ŏ	0%
Bottles - Used	3	5,072	0	3,919	0	0%	0	0%	0	0%
Bowling Instruction	32	4,812	0	3,919	0	0%	0	0%	0	0%
Bowling Lane Refinish & Repair	6	5.026	0	3.919	0	0%	0	0%	0	0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	9/0
Box Lunches	58	4,673		3,919		0%	. 0	0%	Pursue 0	0%
Box Manufacturers Equipment & Supplies	1.074	3,125	0	3,919	0	0%	Ö	0%	0	0%
Box Openers	15	4.930	0	3.919	0	0%	0	0%	0	0%
Boxes - Metal	87	4,543	0	3,919	0	0%	0	0%	0	0% 0%
Boxes - Used Boxes - Wire Bound	49	4,722 5,043	0	3,919 3,919	0	0% 0%	0	0%	0	0%
Boy & Girl Organizations - Supplies	32	4,812	0	3,919	0	0%	0	0%	0	0%
Braille Supplies	40	4,764	0	3,919	0	0%	0	0%	0	0%
Brake Fluids	11	4.966	0	3.919	0	0%	0	0%	0	0%
Brake Shoe Bonding & Exchanging	13 117	4.952 4.441	0	3.919	0	0%	0	0%	0	0% 0%
Brakes - Lining - Manufacturers & Distributors Branding Equipment	86	4,441	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Brass Fabricators	20	4,890	0	3,919	0	0%	0	0%	0	0%
Brazing	47	4,733	0	3,919	0	0%	0	0%	0	0%
Breakfast Nooks & Booths	6	5,026	0	3,919	0	0%	0	0%	0	0%
Brick - Fire	281 52	4.003 4.705	0	3,919	0	0%	0	0%	0	0% 0%
Brick - Used Brick Preservatives	52 465	4./05 3.731	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Bridge Clubs	282	4,002	0	3,919	0	0%	0	0%	0	0%
Bridge Instruction	4	5.060	0	3.919	0	0%	0	0%	0	0%
Broaching	10	4.978	0	3.919	0	0%	0	0%	0	0%
Bronze Powders & Liquids	9	4,995	0	3,919	0	0%	0	0%	0	0%
Bronze Tablets Broom Manufacturers Equipment & Supplies	57 79	4,679 4,570	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Brooms Brooms	79 95	4,570 4,514	0	3,919 3,919	0 n	0%	<u>U</u>	0%	0	0%
Brush Hogging	40	4,764	0	3,919	0	0%	0	0%	Ŏ	0%
Brush Manufacturers Equipment & Supplies	120	4,435	0	3.919	0	0%	0	0%	0	0%
Brushes	296	3.978	0	3.919	0	0%	0	0%	0	0%
Buckets - Digging & Hoisting	166	4,302	0	3,919	0	0%	0	0%	0	0%
Building & Development Permits	1,245 103	3,006 4,481	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Building Envelope Restoration Building Inspection - Commercial	1,237	3,013	0	3,919	0	0%	0	0%	0	0%
Bull Riding	135	4,386	0	3,919	ő	0%	0	0%	0	0%
Buoys - Marine	7	5,014	0	3,919	0	0%	0	0%	0	0%
Burlap	15	4.930	0	3.919	0	0%	0	0%	0	0%
Buses - Repair & Service	604	3,551	0	3,919	0	0%	0	0%	0	0% 0%
Buses - Used Bushings	696 73	3,448 4,605	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Butter	136	4,384	0	3.919	0	0%	0	0%	0	0%
Buttons - Clothing	115	4,449	0	3,919	Ö	0%	Ŏ	0%	0	0%
Cable & Wire Harness Assembly	558	3,600	0	3,919	0	0%	0	0%	0	0%
Caissons - Structural	8	5,005	0	3.919	0	0%	0	0%	0	0%
Calculating Service Calligraphers	87 225	4,543 4,141	0	3,919 3,919	0	0% 0%	0	0%	0	0% 0%
Cams - Grinding & Cutting	24	4,870	0	3,919	0	0%	0	0%	0	0%
Candy & Confectionery Manufacturer Equip & Supplies	561	3,597	0	3,919	0	0%	0	0%	0	0%
Candy & Confectionery Manufacturers Supplies	420	3,784	0	3,919	0	0%	0	0%	0	0%
Caning	116	4,445	0	3,919	0	0%	0	0%	0	0%
Canners Equipment & Supplies	139	4.375	0	3,919	0	0%	0	0%	0	0% 0%
Cans Manufacturers Machinery Capacitors	43 39	4.747 4.773	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Caps - Wholesale & Manufacturers	43	4,747	0	3,919	0	0%	0	0%	0	0%
Car Loading & Unloading	530	3,634	0	3,919	ő	0%	Ö	0%	0	0%
Car Pool Information	42	4,750	0	3,919	0	0%	0	0%	0	0%
Carbide	60	4,661	0	3,919	0	0%	0	0%	0	0%
Carbon - Activated	213 191	4.171 4.225	0	3,919	0	0% 0%	0	0%	0	0% 0%
Carbon - Activated Carbon Products	191 492	4,225 3,689	<u> </u>	3,919 3,919	0 n	0%	<u> </u>	0% 0%	0	0%
Carbonic Gas	274	4,027	0	3,919	0	0%	0	0%	0	0%
Card Access Control Systems	100	4,491	0	3.919	0	0%	0	0%	0	0%
Cardboard	39	4.773	0	3,919	0	0%	0	0%	0	0%
Cardio-phlebotomy Training & Certification	63	4,644	0	3,919	0	0%	0	0%	0	0% 0%
Cargo Stabilizing Devices Carnival Supplies	181 73	4,258 4,605	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Carnival Subblies Carpet & Rug Dyers	735	3,419	0	3,919	0	0%	0	0%	0	0%
Carpet & Rug Measuring	32	4,812	0	3,919	0	0%	0	0%	Ŏ	0%
Carpet & Rug Renting	46	4.738	0	3.919	0	0%	0	0%	0	0%
Carpet Workrooms	73	4.605	0	3,919	0	0%	0	0%	0	0%
Casters & Glides	731	3,424	0	3,919	0	0%	0	0%	0	0% 0%
Caulking Materials & Equipment Cave Exploration Equipment & Supplies	241	4,103 5,115	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Caverns Caverns	99	4,501	0	3,919	0	0%	0	0%	0	0%
Ceiling Materials	526	3,642	0	3,919	0	0%	0	0%	0	0%
Ceiling Removal	526	3.642	0	3.919	0	0%	0	0%	0	0%
Centrifugal Machinery	77	4.580	0	3,919	0	0%	0	0%	0	0%
Ceramic Products - Industrial	300	3,971	0	3,919	0	0%	0	0%	0	0% 0%
Cereals Chalkboards	89 116	4,533 4,445	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
CHAIKDUALUS	1161	4,445	0	3.919		0%1	0	0%	0	0%

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Charcoal	995	3,173	n	3,919	n	0%	·	0%	Pursue	0%
Charity - Child Sponsorship	1 509	2.838	0	3,919	0	0%	0	0%	0	0%
Charity - Relief & Development	1.238 997	3.012	0	3.919	0	0%	0	0%	0	0%
Check Protection & Signing Machines	997	3,170	0	3,919	0	0%	0	0%	0	0%
Chemical Milling	253	4,078	0	3,919	0	0%	0	0%	0	0%
Chemicals - Reclaiming	67	4.628	0	3.919	0	0%	0	0%	0	0%
Chess Instruction	374	3,844 5.072	0	3,919	0	0% 0%	0	0%	0	0% 0%
Chewing Gum Chillers - Liquid	174	4,274	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Chimney Lining Materials	636	3,513	0	3.919	0	0%	0	0%	0	0%
Chimneys - Prefabricated	19	4,895	Ö	3,919	ő	0%	0	0%	0	0%
China & Glassware - Renting	9	4,995	0	3,919	0	0%	0	0%	0	0%
China Decorators	1	5.115	0	3.919	0	0%	0	0%	0	0%
Chlorinators	101	4,488	0	3,919	0	0%	0	0%	0	0%
Choirs	12	4,962 5,014	0	3,919	0	0%	0	0%	0	0% 0%
Chucks Chute Cleaning	10	5.014 4.978	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Cinders	16	4.916	0	3,919	0	0%	0	0%	0	0%
Cistern Builders	96	4,512	0	3,919	0	0%	0	0%	0	0%
Clamps	156	4,333	0	3,919		0%	0	0%	0	0%
Clav	6	5.026	0	3.919	0	0%	0	0%	0	0%
Clinics - Dialysis	893	3,263	0	3,919	0	0%	0	0%	0	0%
Clipping Service	131	4,398	0	3,919	0	0%	0	0%	0	0%
Clocks - Components	134 277	4,389	Ŏ	3.919	Ď	0%		0%	0	0%
Clocks - Wholesale & Manufacturers Closures - Industrial - Protective	133	4,016 4,395	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Closures - Industrial - Protective Cloth Cutting	133	4,395 4,634	0	3,919 3,919	0	0%	0	0%	0	0%
Cloud Services	4	5.060	0	3,919	0	0%	0	0%	0	0%
Coal & Coke - Wholesale	138	4,380	Ö	3,919	Ö	0%	Ŏ	0%	0	0%
Coal Miners & Shippers	693	3,454	0	3,919	0	0%	0	0%	0	0%
Coal Washing	16	4.916	0	3.919	0	0%	0	0%	0	0%
Coat Fronts	5	5,043	0	3,919	0	0%	0	0%	0	0%
Coated Fabrics	77	4,580	0	3,919	0	0%	0	0%	0	0% 0%
Coatings - Vacuum Deposition Coil Winding	141 45	4,367 4,742	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Coils - Fin	13	4,742	0	3,919	0	0%	0	0%	0	0%
Coils - Plate	3	5,072	0	3,919	ň	0%	0	0%	0	0%
Coin & Bill Count.Sort.Wrap Services	69	4,621	Ů.	3,919	ő	0%	0	0%	0	0%
Coin Wrappers	2	5.095	0	3,919	0	0%	0	0%	0	0%
Cold Type Composition	16	4,916	0	3,919	0	0%	0	0%	0	0%
Collapsible Tubes	5	5,043	0	3,919	0	0%	0	0%	0	0% 0%
Colon Hydrotherapy - Colonic Therapy	4.851 40	1,944 4,764	0	3.919	0	0% 0%	0	0% 0%	0	0%
Color Cards Color Consultants	185	4,764	0	3,919 3,919	0	0%	0	0%	0	0%
Color Separations - Offset , Photo Engraving	118	4,439	0	3,919	0	0%	0	0%	0	0%
Columbarium	39	4,773	0	3,919	0	0%	0	0%	0	0%
Combs	4	5,060	0	3,919	0	0%	0	0%	0	0%
Combustion Controls	99	4,501	0	3,919	0	0%	0	0%	0	0%
Commercials - Radio & Television	743	3.413	0	3.919	0	0%	0	0%	0	0%
Compactors - Waste - Supplies & Parts	48 82	4.727	0	3.919	0	0%	0	0%	0	0% 0%
Compactors - Waste - Wholesale & Manufacturers Comparators	82	4,561 5,115	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Compasses	10	4,978	0	3,919	0	0%	0	0%	0	0%
Compressors - Rent	53	4,698	0	3,919	0	0%	0	0%	0	0%
Compressors - Repair	792	3,358	0	3,919	0	0%	0	0%	0	0%
Computers - Bulletin Boards	284	3.998	0	3.919	0	0%	0	0%	0	0%
Computers - Time Share	28	4.842	0	3.919	0	0%	0	0%	0	0%
Concert Performers	85	4,552	0	3,919	0	0%	0	0%	0	0%
Concrete - Prestressed	641	3,506	0	3,919	0	0%	0	0%	0	0%
Concrete Additives Concrete Breaking Equipment	210 407	4.182 3.800	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Concrete Breaking Equipment Concrete Mixers - Renting	407 54	3,800 4,694	0	3,919 3,919	0 n	0%	<u>U</u>	0%	0 0	0%
Concrete Reinforcements	2,783	2,352	0	3,919	0	0%	0	0%	0	0%
Concrete Vibrators	6	5.026	0	3,919	0	0%	<u> </u>	0%	Ō	0%
Conduit & Fittings	135	4,386	0	3,919	0	0%	0	0%	0	0%
Consulates & Other Federal Government Representatives	232	4,127	0	3,919	0	0%	0	0%	0	0%
Contest Arranging & Judging	1.655 1.952	2.764	0	3,919	0	0%	0	0%	0	0% 0%
Contractor - Disabled Access	1.952 2.816	2.622 2.345	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Contractors - Acoustical Ceiling Contractors - Plant Maintenance Shutdown	2,816 71	2,345 4,613	0	3,919 3,919	0	0%	0	0%	U	0%
Convents & Monasteries	/1	5.043	0	3,919	0	0%	<u> </u>	0%	0 0	0%
Conveyors & Conveying Equipment	3,315	2,230	0	3,919	0	0%	0	0%	0	0%
Cooling Towers	778	3,379	0	3,919	0	0%	0	0%	0	0%
Copper	170	4,285	0	3.919	0	0%	0	0%	0	0%
Coppersmiths	391	3.825	0	3.919	0	0%	0	0%	0	0%
Copywriting	320	3,943	0	3,919	0	0%	0	0%	0	0%
Cord Sets & Cords - Electric	33	4,807	0	3,919	0	0%	0	0%	0	0% 0%
Cork & Cork Products	139	4,375	0	3.919	. 0	0%	0	0%	0	U,

US BBB 2016 Statistics Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Corn Products	151	4,343	0	3,919	0	0%	0	0%	Pursue 0	0%
Cornices - Buildina	55	4,686	0	3.919	0	0%	0	0%	0	0%
Corrosion Control	670 519	3,480	0	3.919	0	0%	0	0%	0	0%
Cotton Cotton Ginning Equipment & Supplies	519 187	3,657 4,236	0	3,919	0	0% 0%	0	0%	0	0% 0%
Cotton Ginning Equipment & Supplies Cotton Gins	443	3,758	0	3,919	0	0%	0	0% 0%	0	0%
Cotton Goods Brokers	51		0		0	0%	0	0%	0	0%
Cotton Picking Machinery	28	4,842	0	3,919	0	0%	0	0%	0	0%
Cottonseed Products	39	4.773	0	3.919	0	0%	0	0%	0	0%
Counterfeit Money Detection Devices	4	5.060 5.026		3,919	0	0% 0%	0	0%	0	0% 0%
Couplings Covers - Book, Catalog	374	3,844	0	3,919	0		0	0% 0%	0	0%
Crane Service	8,472	1,523	0	3,919	0	0%	0	0%	0	0%
Cranes	2,863	2,327	Ö	3,919	Ŏ	0%	0	0%	0	0%
Cranes - Accessories & Parts	108	4,471	0	3,919	0	0%	0	0%	0	0%
Crankshaft Grinding	149	4,348	0	3.919	0	0%	0	0%	0	0%
Crankshaft Manufacturers	50	4.719		3.919	0	0%	0	0%	0	0%
Crawfish Farms Creosote	134	4,389 5,072	0	3,919	0	0% 0%	0	0% 0%	0	0%
Criminologists	3 4	5,060	0	3,919	0	0%	0	0%	0	0%
Crushing & Pulverizing Equipment	811	3,337	0	3,919	0	0%	0	0%	0	0%
Crushing & Pulverizing Service	331	3,921	0	3,919	0	0%	0	0%	0	0%
Crutches	52	4,705	0	3,919	0	0%	0	0%	0	0%
Cryogenics	1.523	2.830	0	3.919	Ŏ	0%	0	0%	0	0%
Cryotherapy Crystals - Industrial	15 129	4,930 4,409	0	3,919 3,919	0	0% 0%	0	0%	0	0%
Cupolas	70	4,409	0	3,919	0	0%	0	0%	0	0%
Custom Harvesting	280	4,018	0	3,919	0	0%	0	0%	0	0%
Custom Synthesis	14	4,945	0	3,919	0	0%	0	0%	0	0%
Cutting & Slitting Service	186	4,242	0	3,919	0	0%	0	0%	0	0%
Cyber Security	64	4,642	0	3.919	0	0%	0	0%	0	0%
Cylinders - Hydrostatic Testing	23	4,877	0	3,919	0	0%	0	0%	0	0%
Cylinders - Rebuild & Repair Dairy Consultants	370 263	3,851 4,046	0	3,919	0		0	0% 0%	0	0%
Dairy Consultants Dairy Equipment Repair	63	4,644	0	3,919	0	0%	0	0%	0	0%
Darts & Dart Boards	495	3,683	0	3,919	0	0%	0	0%	0	0%
Debris Box Service	68	4,622	0	3,919	0	0%	0	0%	0	0%
Debt Settlement - Canada	28 25	4.842	0	3.919	0	0%	0	0%	0	0% 0%
Degreasing Equipment & Supplies Dehumidifying Equipment	25 370	4.859 3.851	0	3,919	0	0% 0%	0	0% 0%	0	0%
Dehydrating Equipment Dehydrating Equipment	12	4,962	0	3,919	0	0%	0	0%	0	0%
Dehydrating Service	68	4,622	0		0		0	0%	0	
Demagnetizers	7	5,014	0	3,919	0	0%	0	0%	0	0%
Demographic Research	127	4,412	0	3,919	0		0	0%	0	0%
Demonstration Services	649	3,500	0	3,919	0		0	0%	0	0%
Dentist - Sedation	258 975	4.060	0	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Deodorizing & Disinfecting Deodorizing Equipment	15	3,189 4,930	0	3,919 3,919	0	0%	0	0%	0	0%
Desk Pads & Accessories	11	4,966	0	3,919	0	0%	0	0%	0	0%
Destination Management	255	4,067	0	3,919	0	0%	0	0%	0	0%
Dials	3	5,072	0	3,919	0		0	0%	0	0%
Diamond Cutters	405	3,803	0	3,919	0	0%	0	0%	0	0%
Diamond Setters Diarries	75 2	4,590 5,095	0	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Dictating Machines & Supplies	310	3,958	0	3,919 3,919	<u>U</u>	0%	0	0%	0	0%
Die Castings	1,302	2,970	0	3,919	0	0%	0	0%	0	0%
Die Cuttina	635	3.517	0	3.919	0	0%	0	0%	0	0%
Die Cutting Equipment & Supplies	77		0	3,919	0	0 70	0	0%	0	0%
Diecast Cars - Dealers	486	3,700	0	3,313	0	0%	0	0%	0	0%
Disability Remodeling	1.145 79	3.081 4.570	0	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Discothegues Dishwashing Compounds	79 67	4,5/0	0	3,919	0	0%	0	0%	0	0%
Dishwashing Machines - Supplies & Parts	10	4,978	0	3,919	0	0%	n	0%	0	0%
Disinfectants & Germicides	204	4.195	0	3,919	0	0%	0	0%	0	0%
Disposable Products	456	3,741	0	3,919	0	0%	0	0%	0	0%
Dock Covers	31	4,823	0	3,919	0	0%	0	0%	0	0%
Doll Clothing & Accessories	772 16	3.385 4.916	0	3,919	0	0%	0	0%	0	0% 0%
Doll Manufacturers Equipment & Supplies Door Closers & Checks	16 353	4.916 3.880	0	3,919	0	0% 0%	0	0% 0%	0	0%
Door-to-Door Sales - Photography	511	3,663	0	3,919	0	0%	0	0%	0	0%
Doors - Industrial	131	4,398	0	3,919	0	0%	0	0%	0	0%
Doors - Vinyl	10	4,978	0	3,919	0	0%	0	0%	0	0%
Doughnut Machines & Supplies	3	5,072	0	3,919	0	0%	0	0%	0	0%
Dowels	34	4.802	0	3,919	0	0%	0	0%	0	0%
Drafting Equipment & Supplies Drapery & Curtain Fabric - Wholesale & Manufacturers	679 213	3.472 4,171	0	3,919	0	0% 0%	0	0% 0%	0	0%
Drapery & Curtain Fabrics - Wholesale & Mandiacturers Drapery & Curtain Fabrics - Retail	1,261	2,995	0	3,919	0		n	0%	0	0%
	67	4.628		3,919	0		0	0%	•	0%

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Dredging	723	3,430	0	3,919	0	0%	0	0%	0	0%
Dredging Machinery	7	5.014	0	3,919	0	0%	0	0%	0	0% 0%
Drill Presses Driveway Preparation	413	5.072 3,796	<u> </u>	3,919 3,919	<u>0</u>	0% 0%	0) nl	0% 0%	0	0%
Drop Cloths	2	5,095	0	3,919	0	0%	0	0%	0	0%
Drug Discovery Provider	16	4,916	0	3.919	0	0%	0	0%	0	0%
Dry Erase Boards	316	3,947	0	3,919	0	0%	0	0%	0	0% 0%
Dry Ice Drvers - Hand	591 696	3,564 3,448	<u>0</u>	3,919	0	0% 0%	0	0% 0%	0	0%
Drving Equipment - Industrial	102	4,486	0	3,919	0	0%	0	0%	0	0%
Drying Service	175	4,271	0	3,919	0	0%	0	0%	0	0%
Drywall - Inspectors	823	3,326	0	3,919	0		0	0%	0	0% 0%
Drywall Toxic - Inspection Dumbwaiters	161 105	4.313 4,476	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Dust Collecting Systems	397	3,813	0	3,919	0		0	0%	0	0%
Dusters & Dusting Cloths	5	5.043	Ō	3.919	Ō	0%	0	0%	Ō	0%
Dvers	120	4.435	0	3.919	0	0%	0	0%	0	0%
Dyers - Industrial	13	4,952	0	3,919	0	0%	0	0%	0	0%
Dynamometers Easels - Wholesale & Manufacturers	82 46	4,561 4,738	0	3,919	<u> </u>	0% 0%	0	0% 0%	0	0% 0%
Egg Processing & Shipping Equipment & Supplies	113	4,460	0	3,919	0	0%	0	0%	0	0%
Elastic Goods	32	4,812	0	3,919	0	0%	0	0%	0	0%
Electric Instruments	574	3,583	0	3,919	0		0	0%	0	0%
Electrical Discharge Machines & Supplies	416	3.791	0	3.919	0	0%	0	0%	0	0% 0%
Electrical Discharge Machining Electroforming	241 53	4,103 4,698	<u> </u>	3,919 3,919	<u>U</u>	0% 0%	0) 01	0% 0%	0	0%
Electrotype Equipment & Supplies	239	4.109	0	3,919	0	0%	0	0%	0	0%
Elevators - Parts	248	4.086	0	3.919	0	0%	0	0%	0	0%
Embalmers	441	3,760	0	3,919	0	0%	0	0%	0	0%
Emblems	946	3,220	0	3,919	<u> </u>	0% 0%	0	0%	0	0% 0%
Embossing Embossing Equipment & Supplies	33	4.995 4,807	<u> </u>	3,919 3,919	0	0%	0	0% 0%	0	0%
Embroidering Machines	342	3,896	0	3,919	0	0%	0	0%	0	0%
Employment Service - Administrative Assistant	587	3,567	0	3,919	0	0%	0	0%	0	0%
Enameling, Japanning & Lacquering	11	4.966	0	3.919	0	0%	0	0%	0	0%
Encyclopedia & Book Sales by Mail Engineering Reports	4 1,008	5,060 3,161	0	3,919 3,919	0		0	0% 0%	0	0% 0%
Engineering Reports Engineers - Environmental	1,008	3,161	0	3,919	0	0%	0	0%	0	0%
Engravers - Photo	51	4.711	0	3,919	Ö	0%	0	0%	0	0%
Envelopes - Retail	444	3,756	0	3,919	0	0%	0	0%	0	0%
Envelopes - Wholesale & Manufacturers	1,226	3,021	0	3,919	0	0%	0	0%	0	0% 0%
Escalators Etching Equipment & Supplies	22 15	4.879 4,930	<u> </u>	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Excelsior	14	4,945	0	3.919	0		0	0%	0	0%
Expanded Metals	38	4,779	0	3,919	0	0%	0	0%	0	0%
Expansion Joints	265	4.039	0	3.919	0	0%	0	0%	0	0%
Eye Banks Fabric Laminating & Bonding	85 171	4,552 4,283	0	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Facility Planning & Bonding	277	4,263	0	3,919	0	0%	0	0%	0	0%
Factors	1,800	2,694	0	3,919	0	0%	0	0%	0	0%
Factory Locating Consultants	24	4,870	0	3,919	0	0%	0	0%	0	0%
Fallout Shelter Equipment & Supplies	183	4,254	0	3,919	0	0%	0	0%	0	0% 0%
Fallout Shelters - Consultants Farm Management	56 1,819	4.683 2,687	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Farm Management Systems	281	4,003	0	3,919	0	0%	0	0%	0	0%
Farms - Urban	525	3.645	0	3.919	0	0%	0	0%	0	0%
Feathers	255	4.067	0	3.919	0	0%	0	0%	0	0%
Feed Grinding	29	4,835	0	3,919	0	0%	0	0%	0	0% 0%
Feed Mill Equipment & Supplies Feedlot	395 259	3,815 4,059	0	3,919	0	0% 0%	0	0% 0%	0	0%
Felt & Felt Products	259 31	4.059 4.823	<u> </u>	3,919	0	0%	n	0%	0	0%
Fences - Rental	193	4,219	0	3,919	0	0%	0	0%	0	0%
Fertilizer Plant Equipment	306	3,963	0	3,919	0	0%	0	0%	0	0%
Fiber Glass Fabricators	1.228	3.018	0	3.919	0	0% 0%	0	0%	0	0% 0%
Fiber Glass Materials Filling Machinery	266 40	4,038 4,764	0	3,919 3,919	<u> </u>		0) 01	0% 0%	0	0%
Filters Air & Gas Cleaning	422	3,783	0	3,919	0	0%	0	0%	0	0%
Finaerprintina Equipment	122	4.428	0	3.919	0	0%	0	0%	0	0%
Fire Doors & Shutters	13	4,952	0	3,919	0	0%	0	0%	0	0%
Fire Escapes	276 36	4,021	0	3,919	0	0%	0	0%	0	0% 0%
Fire Extinauishina Fluid Fire Hose	36 85	4.787 4,552	<u> </u>	3,919	<u>0</u>	0% 0%	01 01	0% 0%	0	0%
Fire Hydrants	343	3,895	0	3,919	0	0%	0	0%	0	0%
Fire Lookout Stations	29	4.835	0	3.919	0	0%	0	0%	0	0%
Fireproofing	988	3.178	0	3.919	0	0%	0	0%	0	0%
Fish & Seafood Brokers	925 72	3,239 4,609	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Fish Nets Fish Processors Equipment	72	4,609 4.849	<u> </u>	3,919	<u>U</u>	0%	0) 01	0%	0	0%
II ISH FTOCESSOLS EUUIDINENE	2/	4.849	U	3,919	U	1 0%	U	J%I	U	070

US BBB 2016 Statistics Sorted by Complaints

Table				Sorted by Complaints							
Table	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled			%
Section 1		171		0		0		0		0	0%
Color		10		0		0		0		0	0%
Information 1,14		15		0		0		0		0	0%
Second Second Second 137 139				0		0		0		0	0%
Size Prof. Size	Flavoring Extracts - Raw Materials	937	3.231	Ö	3.919	Ö	0%	0	0%	0	0%
Section Sect				0		0		0		0	0%
Final Canada Shallacest				0		0		0		0	0%
Section Sect				0		0		0		0	0% 0%
Section 15 15 15 15 15 15 15 1	Floor Machines - Pent	98		0	3,919	0		0		U 0	0%
Stort Insertant Consourch				0		0		0		0	0%
Sold Authorises			3,283	0		0		0		0	0%
Signate Number				0				0		0	
South Column Colu	Foil & Foil Products		4,661	0		0		0		0	0%
South Column Colu				0		0		0		0	0%
Group Grou				0		0	0%	0		0	0%
General Company				0		0		0		0	0%
Sentange 10 10 10 10 10 10 10 1	Forainas			0		0		0		0	
Fines Food Lobor Fuels	Foster Child Care		2.580	0	3.919	0		0		0	0%
Firsts Dead				0		0		0		0	0% 0%
Frosts - Claude 24			4,384	0		0		0		0	0%
Fuel Published 10 2,058 0 3,010 0 0 0 0 0 0 0 0 0				0		0		0		0	0%
Full - Harming	Fuel - Biofuels	310	3,958	0	3,919	0	0%	0	0%	0	0%
Funds	Fuel - Marine	34		0	3.919	0		0	0%	0	0%
Fuel Clasman & Decenies - Meetal 200 4,200 0 3,111 0 0 0 0 0 0 0 0 0	Funeral Escorts			0		0	0%	0		0	0%
Face Channon & Devine - Wholestack Face Channon & Chemic - Wholestack Face Chemic - Wholesta				0		0		0		0	0%
Face Cuttings				0		0		0		0	0%
Face Designers 281		45		0		0	0%	0		0	0%
Face Part Foundary Face Fac		281		0		0		0		0	0%
Further Finders & Lines				0		0		0		0	0%
Fur Stan Deleters & 609 3,544 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0				0		0		0		0	0%
Furniture Parles		62		0			0%	0		0	0%
Furniture Strippine		267	3,344 4.037	0	3,919	0	0%	0		0	0%
Furniture Stripping		229		0	3,919	0		0		0	0%
Galvanizinn	Furniture Stripping	494	3,685	0	3,919	0	0%	0	0%	0	0%
Gambling Abuse & Addiction Info & Treatment 173		2		0		0		0		0	0%
Gament Racks 391 3,825 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0		265		0	3.919	0		0		0	
Gas Debeters 14 4,495 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0				0		0		0		0	0%
Sas Detectors			4.945	0	3,919	0		0		0	0%
Gas Plant Equipment 134 4,389 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0				Ō		Ō		0		Ō	0%
Gas Recycling Plants 669 3,443 0 3,919 0 0,96				0		0		0		0	0%
Gasoline Plant Equipment 699 3.443 0 3.919 0 0% 0 0% 0 0% 0 0% 0 0				0	3,919	0		0		0	0%
Savels		26		0		0		0		0	0%
Gears & Gear Cutting		7		0		0	0%	0		U 0	0%
Gelatin		680		Ů.		0		0		0	0%
Seochamists				0	3.919	0	0%	0	0%	0	0%
Georaphers 17				0		0		0		0	0%
Geologists Supplies 3,392 0 3,919 0 0,96				0		0		0		0	0%
Geolosists Supplies 3 5.072 0 3.919 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0.96 0 0.96				0		0		0		0	0%
Geophysical Apparatus 20 4,890 0 3,919 0 0%6 0 0%6 0 0%6 0 0%6 0 0 0%6		3		0		0		0		0	0%
Geophysicists 748 3.407 0 3.919 0 0% 0 0% 0 0% 0 0% 0 0		20		0		0		0		0	0%
Glass Circles & Specialty Shapes	Geophysicists			0	3.919	0		0		0	0%
Glass Coating & Tinting Materials 292 3,985 0 3,919 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0 0 0% 0	Gift Wrapping Service			0		0	0%	0		0	0%
Glass Rods & Tubino 74 4,596 0 3,919 0 0% 0 0% 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0 0 0 0% 0				0		0		0		0	0%
Gloves - Cleaning & Repairing 42 4.750 0 3.919 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0 0.96 0.96 0 0.96 0 0.96 0.96 0 0.96				0		0		0		0	0%
Go-Karts Manufacturers		42	4,750	0	3,919	0	0%	0	0%	0	0%
Gold Stamping 11 4,966 0 3,919 0 0,06	Go-Karts Manufacturers	115	4,449	0	3,919	0	0%	0	0%	0	0%
Golf Course Architects 78 4,576 0 3,919 0 0.9% 0.9% 0.				0	3.919	0		0		0	0%
Golf Equipment - Repair 329 3,924 0 3,919 0 0%6 0 0%6 0 0% 0 0 Graffitt Removal 90 4,529 0 3,919 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0 0%6 0				Ŏ		0		0		0	0%
Grafift Removal 90 4.529 0 3,919 0 0% 0 0% 0 0% 0<				0	3,919	0		0		0	0%
Grain Brokers 241 4,103 0 3,919 0 0% 0 0% 0 0% Grain Dealers 829 3,316 0 3,919 0 0%6 0 <td< td=""><td></td><td></td><td></td><td>0</td><td></td><td>0</td><td></td><td>n</td><td></td><td>n</td><td>0%</td></td<>				0		0		n		n	0%
Grain Dealers 829 3,316 0 3,919 0 0% 0 0% 0 0 Grain Dealers 290 3,988 0 3,919 0 0% 0 0% 0 0 Grain Elevator Builders 827 3,319 0 3,919 0 0% 0 0% 0 0 Grain Elevators - Equipment & Supplies 382 3,833 0 3,919 0 0% 0 0% 0 0% 0 0 0% 0 0% 0		241	4.103	0		0	0%	0	0%	0	0%
Grain Drving 290 3.988 0 3.919 0 0% 0 0% 0 0 Grain Elevator Builders 827 3.319 0 3.919 0 0% 0 0% 0	Grain Dealers	829	3,316	0	3,919	0	0%	0	0%	0	0%
Grain Elevators - Equipment & Supplies 382 3,833 0 3,919 0 0% 0 0% 0 0% Grain Exchanges 2 5,095 0 3,919 0 0% 0 0% 0 0% 0 0	Grain Drving			0		0		0		0	0%
Grain Exchanges 2 5,095 0 3,919 0 0% 0 0% 0 0 %	Grain Elevator Builders			0		0	0%	0	0%	0	0%
		382		0		0		0		0	0%
	Grain Exchanges Grain Inspection	44	5,095 4.746	0	3,919	0	0%	0	0%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	9/0
Grain Inspection Supplies	3	5,072		3,919		0%	. 0	0%	Pursue 0	0%
Gratings	152	4,340	0	3,919	0	0%	Ö	0%	0	0%
Grease Pumping	730	3.426	0	3.919	0	0%	0	0%	0	0%
Greeting Card Manufacturers Supplies	166	4,302	0	3,919	0	0%	0	0%	0	0%
Grill Cleaning	75	4,590	0	3,919	0	0%	0	0%	0	0% 0%
Grinding Machines Grinding Wheel Dressers	408 75	3.798 4,590	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Grinding Wheels	59	4,665	0	3,919	0	0%	0	0%	0	0%
Grommets	16	4,916	0	3,919	0	0%	0	0%	0	0%
Gummina Service	3	5.072	0	3.919	0	0%	0	0%	ol.	0%
Gypsum & Gypsum Products	97	4,507	0	3,919	0	0%	0	0%	0	0%
Hair Dryers	46	4,738	0	3,919	0	0%	0	0%	0	0%
Hair Nets	27	4.849	0	3.919	0	0%	0	0%	0	0%
Hampers - Wholesale & Manufacturers	210	5,095 4,182	0	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Handbags - Repairing Handkerchiefs	210	5.060	0	3,919 3,919	0	0%	0	0%	0	0%
Hardware - Marine	484	3,060	0	3,919	0	0%	0	0%	0	0%
Hats - Clean & Renovate	141	4,367	0	3,919	ő	0%	0	0%	0	0%
Hay Rides	89	4,533	0	3,919	0	0%	0	0%	0	0%
Heat Exchangers	698	3,445	0	3.919	0	0%	0	0%	0	0%
Heat Recovery Equipment & Systems	142	4.364	0	3.919	0	0%	0	0%	0	0%
Heat Sealing	62	4,652	0	3,919	0	0%	0	0%	0	0%
Heat Sealing Equipment & Supplies	28	4,842	0	3,919	0	0%	0	0%	0	0% 0%
Heat Treating - Metal - Equipment & Supplies Heaters - Automotive	188 125	4,235 4,420	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Hematology	125	5,072	0 n	3,919	0 n	0%	<u> </u>	0%	0 0	0%
Hides	295	3,980	0	3,919	n	0%	n	0%	0	0%
Hinges	183	4,254	0	3.919	0	0%	0	0%	ŏ	0%
Hog Farms	379	3,837	0	3,919	0	0%	0	0%	0	0%
Hoists	1,035	3,145	0	3,919	0	0%	0	0%	0	0%
Honing Machines & Equipment	115	4,449	0	3.919	0	0%	0	0%	0	0%
Horseshoe Equipment & Supplies	600	3,557	0	3,919	0	0%	0	0%	0	0% 0%
Hose & Tubing - Flexible Metal Hose & Tubing - Rubber & Plastic	262 807	4,051 3,343	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Hydrometers	53	4,698	0	3,919	0	0%	0	0%	0	0%
Ice Cream Manufacturers Supplies	76	4,587	0	3,919	ő	0%	0	0%	0	0%
Ice Crushers	11	4,966	0	3,919	0	0%	0	0%	0	0%
Ice Sculptures	116	4,445	0	3.919	0	0%	0	0%	0	0%
Ice Substitutes	25	4.859	0	3.919	0	0%	0	0%	0	0%
Incinerators	47	4,733		3,919	0	0%	0	0%	0	0%
Indexing Service - Book, Periodical	22	4,879	0	3,919	0	0%	0	0%	0	0% 0%
Indoor Sky Diving Industrial Consultants	118 2,462	4,439 2,456	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Industrial Consultants Industrial Developments	1,115	3,099	0	3,919	0	0%	0	0%	0	0%
Industrial Hygiene Consultants	1,305	2,967	0	3,919	ő	0%	0	0%	0	0%
Inks - Manufacturers Materials	848	3,296	0	3,919	0	0%	0	0%	0	0%
Inserts - Screw Thread	15	4,930	0	3,919	0	0%	0	0%	0	0%
Insulation Materials - Electric	216	4,164	0	3,919	0	0%	0	0%	0	0%
Insurance - Crop	1.124	3.092	0	3.919	0	0%	0	0%	0	0% 0%
Insurance - Marine Insurance - Medicare Supplement	1.381 3.623	2,921 2,162	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Insurance - Medicare Supplement Ironing Boards	3,623	2,162 4,722	0	3,919	0	0%	0	0%	0	0%
Ivory Goods	38	4,779	0	3,919	0	0%	0	0%	, o	0%
Jacks	1,406	2,908	0	3,919	0	0%	0	0%	0	0%
Jacks - Repair	135	4,386	0	3,919	0	0%	0	0%	0	0%
Jade & Jade Goods	5	5.043	0	3.919	0	0%	0	0%	0	0%
Jalousies	29	4.835	0	3.919	0	0%	0	0%	0	0%
Jewelry Advisory Service	607	3,546		3,919	0	0%	0	0%	0	0%
Jewelry Polishing & Plating	642	3,504	0	3,919	0	0%	0	0%	0	0% 0%
Jias & Fixtures Jias & Fixtures - Components	18 11	4.907 4.966	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Juice Extractors	881	4,966 3,270	0 n	3,919 3,919	0 n	0%	<u> </u>	0%	0 0	0%
Kerosene	124	4,424	0	3,919	0	0%	0	0%	0	0%
Kilns	265	4.039		3,919	0	0%	<u> </u>	0%	ő	0%
Kite Boarding	57	4,679	0	3,919	0	0%	0	0%	0	0%
Knit Goods - Wholesale & Manufacturers	277	4,016	0	3,919	0	0%	0	0%	0	0%
Knit Goods Blocking Service	. 3	5.072	0	3.919	0	0%	0	0%	0	0% 0%
Knitted Fabrics	90 151	4.529 4.343	0	3.919 3.919	<u> </u>	0% 0%		0%	0	0%
Knitting Machines Labels - Plastic, Metal, Foil	151 905	4,343 3,253	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Laces	905 16	3,253 4,916	0	3,919	0	0%	<u> </u>	0%	0	0%
Laminated Structural Products	355	3,875	0	3,919	0	0%	0	0%	0	0%
Laminations - Motor & Transformer	41	4,757	0	3,919	0	0%		0%	0	0%
Lamp Shade Covers	97	4,507	0	3.919	0	0%		0%	0	0%
Lamp Shade Frames & Supplies	474	3.719	0	3.919	0	0%	0	0%	0	0%
Lamp Shades - Wholesale & Manufacturers	115	4,449	0	3,919	0	0%	0	0%	0	0%
Lamps - Health	610	3,541	0	3,919	0	0%	0	0%	0	0%
Landfills - Construction Materials	414	3.793	0	3.919	0	0%	0	0%	0	0%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0/0
Lanyards	58	4,673	0	3,919	0	0%	0	0%	Pursue 0	0%
Lapidaries	72	4,609	0	3.919	Ō	0%	0	0%	0	0%
Latex - Liquid	6	5.026	0	3.919	0	0%	0	0%	0	0%
Latex Products	202 71	4,201	0	3,919	0	0%	0	0%	0	0%
Lath Law & Financial Printers	100	4,613 4,491	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Law Books	178	4,265	0	3,919	0	0%	0	0%	0	0%
Layouts - Office, Factory	521	3,649	0	3,919	0	0%	0	0%	0	0%
Lead Burning	2	5.095	0	3.919	0	0%	0	0%	0	0%
Lead Products	148 100	4.350 4.491	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0% 0%
Lead Removal Lead Renovator	25	4,491	0	3,919	0	0%	0	0%	0	0%
Lead Testing	633	3,518	0	3,919	0	0%	0	0%	0	0%
Leather Findings	1	5,115	0	3,919	0	0%	0	0%	0	0%
Leather Finishes	10	4,978	0	3,919	0	0%	0	0%	0	0%
Libraries - Circulating & Rental	31 26	4.823 4.851	0	3,919 3,919	0	0% 0%	0	0%	0	0% 0%
Libraries - Institutional Library Equipment & Supplies	26 255	4,851 4,067	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Life Raft Inflation Equipment	223	4,146	0	3,919	0	0%	0	0%	0	0%
Lighting Fixtures - Cleaning	54	4,694	Ö	3,919	ő	0%	Ö	0%	0	0%
Lighting Plants	36	4.787	0	3.919	0	0%	0	0%	0	0%
Lightning Protection Equipment	2,559	2,419	0	3,919	0	0%	0	0%	0	0%
Lime	86	4,548	0	3,919	0	0%	0	0%	0	0% 0%
Linings - Clothing Linoleum - Wholesale & Manufacturers	283 6	3,999 5,026	0	3,919 3,919	0	0% 0%	0	0% 0%	01	0%
Linoleum Layers Equipment & Supplies	15	4,930	0	3,919	0	0%	0	0%	n	0%
Lithographic Negatives & Plates	11	4,966		3.919		0%	0	0%	0	0%
Livestock - Commission	18	4.907	0	3,919	0	0%	0	0%	0	0%
Livestock Buyers	606	3,549	0	3,919	0	0%	0	0%	0	0%
Livestock Grooming	14	4,945	0	3,919	0	0%	0	0%	0	0% 0%
Livestock Hauling Livestock Order Buyers	587 62	3,567 4,652	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Livestock Spraying	2	5,095	0	3,919	0	0%	0	0%	0	0%
Loading Dock Equipment	1,503	2,842	0	3,919	ő	0%	0	0%	0	0%
Locomotives	311	3,954	0	3.919	0	0%	0	0%	0	0%
Log Splitting Equipment	236	4,113	0	3,919	0	0%	0	0%	0	0%
Louvers	308	3,961	0	3,919	0	0%	0	0%	0	0% 0%
Lubricating Devices & Systems Lumber Carriers	501 988	3.675 3.178	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Lumber Inspectors	328	3,925	0	3,919	0	0%	0	0%	0	0%
Lumber Treating	394	3,817	0	3,919	0	0%	Ō	0%	0	0%
Macaroni	99	4.501	0	3.919	0	0%	0	0%	0	0%
Machinery Cleaning	337	3,907	0	3,919	0	0%	0	0%	0	0%
Magazines - Back Number	29	4,835 5,014	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Magnetic Inspection Equipment Magnetic Inspection Service	16	4,916	0	3,919	0	0%	0	0%	0	0%
Magnifying Glasses	364	3,861	0	3,919	0	0%	0	0%	0	0%
Malt & Hops	10	4,978	0	3,919	0	0%	0	0%	0	0%
Managed Print Service	454	3,745	0	3.919	0	0%	0	0%	0	0%
Manhole Covers	91	4.526	0	3,919	0	0%	0	0%	0	0% 0%
Marijuana - Processor Marine Electric Service	659	5,072 3,489	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Masts & Spars	10	4,978	0	3,919	0	0%	0	0%	n	0%
Matches	6	5,026	0	3,919	0	0%	0	0%	0	0%
Mathematicians	67	4,628	0	3,919	0	0%	0	0%	0	0%
Mattresses - Cleaning	73	4.605	0	3,919	0	0%	0	0%	0	0%
Mavonnaise & Salad Dressings Measuring Tapes & Rules	49 11	4.722 4,966	0	3,919 3,919	Ď.	0% 0%	0	0% 0%	0	0% 0%
Meat Patty Molding Machines	2	4,966 5,095	0	3,919 3,919	0	0%	<u>U</u>	0%	0	0%
Metal Cleaning Equipment	88	4,540	0	3,919	0	0%		0%	0	0%
Metal Cleaning Machines	26	4.851	0	3,919	0	0%	0	0%	0	0%
Metal Powder Fabricators	1,988	2,612	0	3,919	0	0%	0	0%	0	0%
Metal Sawing & Cut-Off Service	149	4,348	0	3,919	0	0%	0	0%	0	0%
Metal Shapes - Extruded Metal Stamping	1.215 3,398	3.030 2,210	0	3,919 3,919	0	0% 0%	0	0%	0	0% 0%
Metal Stamping Metal Stamping Equipment	3,398	4,634	0	3,919	0 n	0%	<u> </u>	0% 0%	n n	0%
Metallizing	139	4,375	0	3,919	0	0%	0	0%	0	0%
Metallizing Equipment	5	5.043	0	3,919	0	0%	0	0%	0	0%
Metallurgists	161	4,313	0	3,919	0	0%	0	0%	0	0%
Metallurgists Equipment & Supplies	364	3,861	0	3,919	0	0%	0	0%	0	0% 0%
Metals - Clad	946 143	3,220 4,362	0	3,919	0	0% 0%	0	0% 0%	0	09
Metals - Corrugated Metaphysicians	212	4,362 4,176	0	3,919 3,919	0	0%	<u> </u>	0%	η	09
Meteorological Consultants	78	4,176	0	3,919	n	0%	0	0%	n	0%
Meteorological Instruments	32	4.812		3,919	0	0%	0	0%	0	0%
Mexican Imports	153	4,336	0	3,919	0	0%	0	0%	0	0%
Mezzanines & Platforms	3	5,072	0	3,919	0	0%	0	0%	0	0%
Microfilm Service, Equipment & Supplies	348	3.888	0	3.919	1 0	0%	0	0%	0	0%

US BBB 2016 Statistics Sorted by Complaints

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Micrometers	2	5,095	0	3,919	0	0%	0	0%	0	0%
Microwave Communications	622	3.528	0	3,919	0	0%	0	0%	0	0%
Microwave Ovens - Dealers	6 36	5.026	0	3.919	0	0%	0	0%	0	0%
Microwave Ovens - Supplies & Parts Millinery - Wholesale & Manufacturers	62	4,787 4,652	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Millwrights	2 211	2,540	0	3,919	0	0%	0	0%	0	0%
Mining Consultants	521	3,649	0	3,919	0	0%	0	0%	0	0%
Mining Development	127	4,412	0	3,919	0	0%	0	0%	0	0%
Missile & Rocket Components - Manufacturers	19	4.895	0	3.919	0	0%	0	0%	0	0%
Missile & Rocket Manufacturers	55 521	4,686	0	3,919	0	0%	0	0%	0	0%
Missile & Rocket Research & Development	213	3,649 4,171	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Missing Person Services Mixing & Agitation Machinery	213	4,171	0	3,919	0	0%	0	0%	0	0%
Monorail Systems	3	5,072	0	3,919	0	0%	0	0%	0	0%
Moorage	10	4,978	0	3,919	0	0%	0	0%	0	0%
Mops - Wholesale & Manufacturers	31	4.823	0	3.919	0	0%	0	0%	0	0%
Mosaics	299	3.973	0	3.919	0	0%	0	0%	0	0%
Mothproofing	79	4,570	0	3,919	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies	185	4,245	0	3,919	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies - Repair Motion Picture Film Storage	31 21	4.823 4.883	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Motion Picture Film Storage Motion Picture Laboratories	15	4,883	0	3,919	0	0%	0	0%	0	0%
Motion Picture Representatives	70	4,618	0	3,919	0	0%	0	0%	0	0%
Motion Picture Research Service	12	4.962	0	3.919	0	0%	0	0%	Ō	0%
Motion Picture Special Effects	138	4,380	0	3,919	0	0%	0	0%	0	0%
Motion Picture Technicians	8	5,005	0	3,919	0	0%	0	0%	0	0%
Motor Home - Carpet & Upholstery Cleaning	35	4.798	0	3.919	0	0%	0	0%	0	0%
Moving Sales Murals	844 1,347	3.300 2.942	0	3.919 3,919	0	0% 0%	0	0% 0%	0	0%
Music Boxes	1,097	3,110	0	3,919	0	0%	0	0%	0	0%
Music Shells	2,459	2,458	0	3,919	0	0%	0	0%	0	0%
Myotherapy	140	4,373	0	3,919	0	0%	0	0%	0	0%
Nailing Machinery	19	4,895	0	3,919	0	0%	0	0%	0	0%
Name Plates	202	4,201	0	3,919	0	0%	0	0%	0	0%
Name Plates - Holders	41	4,757	0	3,919	0	0%	0	0%	0	0%
Naturist Nudist Camps, Resorts & Parks	85 24	4,552 4,870	0	3,919	0	0% 0%	0	0% 0%	0	0%
Naturist Nudist Communities Naval Architects	24 115	4,870	0	3,919 3,919	0	0%	0	0%	0	0%
Navigation Consultants	372	3.847	0	3,919	0	0%	0	0%	0	0%
Neckwear - Retail	303	3,966	ő	3,919	0	0%	0	0%	0	0%
Neckwear - Wholesale & Manufacturers	10	4,978	0	3,919	0	0%	0	0%	0	0%
Nets & Nettina	741	3.414	0	3.919	0	0%	0	0%	0	
Night Vision Equipment	271	4,034	0	3,919	0	0%	0	0%	0	0%
Non - Woven Fabrics	92 48	4,523 4.727	0	3,919	0	0% 0%	0	0%	0	0%
Noodles Nozzles	48 151	4,727	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Nuclear Energy Consultants	339	3,899	0	3,919	0	0%	0	0%	0	0%
Nuclear Reactor - Manufacturers	4	5,060	0	3,919	0	0%	0	0%	0	0%
Nut Cracking & Shelling Machines	233	4,124	Ö	3.919	0	0%	Ō	0%	Ö	0%
Nylon Fabrics	74	4,596	0	3.919	0	0%	0	0%	0	0%
Observatories	51	4,711	0	3,919	0	0%	0	0%	0	0%
Oceanographers	6	5,026	0	3,919	0	0%	0	0%	0	0%
Oceanographic Equipment	89	4.533	0	3.919	0	0%	0	0%	0	
Office Records - Destruction Offset Printing Repair	853 71	3,292 4,613	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Oil Handling Equipment	584	3,574	0	3,919	0	0%	0	0%	n	0%
Oil Hole Covers	15	4,930	n	3.919	0	0%		0%		0%
Oil Mill Machinery	243	4,099	0	3,919	0	0%	0	0%	0	0%
Oil Properties	967	3,202	0	3,919	0	0%	0	0%	0	0%
Oil Refiners Equipment & Supplies	448	3.753	0	3.919	0	0%	0	0%	0	0%
Oil Reports	121	4.431 5.005	Ď	3,919	0	0% 0%	0	0%	0	0%
Oil Seeds Oil Tank Installation	8 140	5,005 4,373	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Oil Well Cementing	534	4,373 3.629	0 n	3,919 3,919	0	0%	0	0%	n l	0%
Oil Well Drilling Mud & Additives	216	4,164	0	3,919	0	0%	0	0%	n	0%
Oil Well Equipment & Supplies	1,143	3,085	0	3,919	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies - Rental	490	3.691	0	3.919	0	0%	0	0%	0	0%
Oil Well Fire Extinauishina	1	5.115	0	3,919	0	0%	0	0%	0	0%
Oil Well Fishing Tools	577	3,581	0	3,919	0	0%	0	0%	0	0%
Oil Well Logging & Perforating	219	4,160	0	3,919	0	0%	0	0%	0	0%
Oil Well Services Oil Well Surveyors	4.575 169	1,988 4,288	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Oilcloth	3 109	5,072	0 n	3,919	0	0%	0	0%	n l	0%
Oilfield Hauling	3.891	2.116	0	3,919	0	0%	0	0%	n	0%
					0		0	0%	0	0%
Oilfield Supplies	1.838	2,677		3.919		U%1				
Oilfield Supplies Oils - Animal & Fish	1.838 5	5,043	0	3,919 3,919	0	0% 0%	0	0%	0	0%
Oilfield Supplies	1.838 5 1 694		0		0 0	0% 0% 0%	0 0 0	0% 0% 0%	0 0	

			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	0,
Oils - Hydrogenated	2	5,095		3,919	n	0%		0%	Pursue 0	09
Oils - ReRefined	19	4.895		3,919		0%	0	0%	0	09
Oils - Road	42 290	4,750	0	3.919	0	0%	0	0%	0	09
Oils - Vegetables	290	3,988	0	3,919	0	0%	0	0%	0	09
Olive Oil	1,162	3,067	0	3,919	0	0%	0	0%	0	09
Olives	144	4,359	0	3.919	0	0%	0	0%	0	09
Online Dance Tutorials	52 629	4,705	0	3,919	0	0%	0	0%	0	09 09
Online Investigative News Opera Companies	38	3,522 4,779	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Orchard Equipment & Supplies	131	4,779	0	3,919	0	0%	0	0%	0	09
Orchid Growers	585	3,573	0	3,919	0	0%	0	0%	0	09
Ore	3	5,072	0	3,919	0	0%	0	0%	0	09
Organs - Tune & Repair	1,204	3.037	0	3,919	0	0%	0	0%	0	09
Ovens - Industrial	245	4,095	0	3,919	0	0%	0	0%	0	09
Paint Removers - Manufacturers	101 655	4,488	0	3,919	0	0%	0	0%	0	09
Paneling	655	3,493 4 995	0	3,919 3,919	0	0% 0%	0	0%	0	09 09
Pants Paper - Adhesive - Pressure Sensitive	351	4,995 3,883	0	3,919	0	0%	0	0% 0%	0	09
Paper - Corrugated	223	4,146	0	3,919	0	0%	0	0%	0	09
Paper Boxboard	263	4.046	0	3,919	0	0%	0	0%	0	09
Paper Brokers & Mill Reps	91	4,526	0	3,919	0	0%	0	0%	0	09
Paper Cutting & Drilling Machines	42	4,750	0	3,919	0	0%	0	0%	0	09
Paper Hangers - Wall covering	933	3,235	0	3,919	0	0%	0	0%	0	09
Paper Hangers Equipment & Supplies	30	4.831	0	3.919	0	0%	0	0%	0	09
Paper Manufacturers	2,505	2,442	0	3,919	0	0%	0	0%	0	09
Paper Mill Machinery	72	4,609	0	3,919	0	0%	0	0%	0	09
Paper Shredding Machines	429 16	3.774 4.916	0	3.919	0	0%	0	0%	0	09 09
Paper Towels Paper Tubes & Cores	16 89	4,916 4,533	0	3.919 3.919	0	0% 0%	0	0% 0%	0	09
Pardon Services	161	4,313	0	3,919	0	0%	0	0%	0	09
Passive Home Building	143	4,362	0	3,919	0	0%	0	0%	0	09
Pattern Makers Equipment & Supplies	14	4,945	0	3,919	0	0%	0	0%	0	09
Pavement & Floor Marking Supplies & Equipment	163	4,307	0	3,919	0	0%	0	0%	0	09
Paving Equipment	1,109	3,103	0	3,919	0	0%	0	0%	0	09
Peanut Products	247	4.087	0	3.919	0	0%	0	0%	0	09
Pearls	871	3,275	0	3,919	0	0%	0	0%	0	09
Pennants	3	5,072	0	3,919	0	0%	0	0%	0	09
Perforated Materials	13	4.952 5.060	0	3,919	0	0%	0	0%	0	09 09
Perforating Machines Perfuming - Fabric, Paper	4.	5.060	0	3.919 3,919	0	0% 0%	0	0% 0%	0	09
Perlite & Perlite Products	160	4,320	0	3,919	0	0%	0	0%	0	09
Personal ServiceBureaus	94	4,519	0	3,919	0	0%	0	0%	0	09
Pewter	75	4,590	0	3,919	0	0%	0	0%	0	09
Pewterware	19	4,895	0	3,919	0	0%	0	0%	0	09
Pharmaceutical Machinery	190	4,227	0	3,919	0	0%	0	0%	0	09
Pharmacies - Specialty - Hemophillia	62	4.652	0	3.919	0	0%	0	0%	0	09
Photo Electric Cells & Equipment	211	4,179	0	3,919	0	0%	0	0%	0	09
Photographic Darkroom Rental	103	4,481	0	3,919	0	0%	0	0%	0	09
Photographic Research Service	809	3.341	0	3.919	0	0%	0	0%	0	09 09
Physicians & Surgeons Information Bureaus	804 753	3.346 3.401	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Physicians Assistants Pianos - Parts	109	4,470	0	3,919	0	0%	0	0%	0	09
Pianos - Restoration & Refinishing	789	3,362	0	3,919	0	0%	0	0%	0	09
Picnic Equipment & Supplies	66	4,634	0	3,919	0	0%	0	0%	0	09
Picnic Grounds	48	4,727	0	3,919	0	0%	0	0%	0	09
Picture Hangers - Wholesale & Manufacturers	25	4.859	0	3.919	0	0%	0	0%	0	09
Picture Restorina	297	3.975	0	3.919	0	0%	0	0%	0	09
Pies	528	3,637	0	3,919	0	0%	0	0%	0	09
Pile Driving Equipment	5	5,043	0	3,919	0	0%	0	0%	0	09
Piling	226	4.139	0	3.919	0	0%	0	0%	0	09 09
Pillows - Renovating Pilot Car Service	15 903	4.930 3,255	0	3.919 3,919	0	0% 0%	0	0% 0%	0	09
Pinata Sales	903 177	4,266	0	3,919	0	0%	0	0%	0	09
Pins - Common, Safety	985	3,182	0	3,919	0	0%	0	0%	n	09
Pipe & Boiler Covering Materials	3	5,072	0	3,919	0	0%	0	0%	n	09
Pipe & Valve Fitters	1,370	2,926		3,919		0%	0	0%		09
Pipe & Valve Fitters - Gas	246	4.090	0	3.919	0	0%	0	0%	0	09
Pipe - Used	7	5.014	0	3.919	0	0%	0	0%	0	09
Pipe Bending & Fabricating	1,259	2,998	0	3,919	0	0%	0	0%	0	09
Pipe Cutting & Threading	265	4,039	0	3,919	0	0%	0	0%	0	09
Pipe Fittings	1.123	3.093	0	3.919	0	0%	0	0%	0	09
Pipe Hangers	48 1,509	4,727	0	3,919	0	0%	0	0%	0	09 09
Pipe Line Companies Pipe Lining & Coating	2,055	2,838 2,588	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Pipe Locating Equipment	2.055	2,588 4,491	0	3,919	0	0%	0	0%	0	09
	168	4,293	0	3,919	0	0%	0	0%	0	09
Pine Reconditioning										
Pipe Reconditioning Pipe Sealing - Industrial	189	4,230	0	3,919	0	0%	0	0%	n	09

US BBB 2016 Statistics Sorted by Complaints

·			Sorted by Complaints							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/
Pivots - Precision Instrument	62	4,652	0	3,919	0	0%	0	0%	0	09
Planetariums	20	4.890	0	3.919	0	0%	0	0%	0	09 09
Plaster Craft Products & Supplies Plaster Products - Ornamental	168 100	4.293 4.491	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Plasterers Equipment & Supplies	37	4,785	0	3,919	0	0%	0	0%	0	09
Plastics - Extruders	789	3,362	0	3,919	0	0%	0	0%	0	0%
Plastics - Fabricating, Finishing & Decor	2,217	2,537	0	3,919	0	0%	0	0%	0	09
Plastics - Foam	1,199	3,040	0	3,919	0	0%	0	0%	0	09
Plastics - High Pressure Laminates Plastics - Machinery & Equipment	199 262	4.209 4.051	0	3.919 3.919	0	0% 0%	0	0% 0%	0	09 09
Plastics - Raw Materials, Powder, Liquid	1.237	3.013	0	3,919	0	0%	0	0%	0	09
Plastics - Reinforced	32	4,812	0	3,919	0	0%	0	0%	0	09
Plastics - Vacuum, Pressure, Thermoform	456	3,741	0	3.919	0	0%	0	0%	0	09
Pleating Machines	203	4,198	0	3,919	0	0%	0	0%	0	09 09
Plumbing Fixtures, Parts, Supplies - Used Pneumatic Equipment Components	322 511	3,941 3,663	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Pneumatic Tube Equipment & Systems	126	4,415	0	3,919	0	0%	0	0%	0	0%
Podiatrists Reference Service	6	5,026	0	3,919	0	0%	0	0%	0	0%
Poison Control Centers	21	4,883	0	3,919	0	0%	0	0%	0	09
Pole Line Contractors	168 11	4.293 4.966	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09 09
Pole Line Equipment Police Departments	657	4,966 3,491	0	3,919 3,919	0	0%	0	0%	n	09
Popcorn Machines	587	3,567	0	3,919	0	0%	0	0%	0	09
Porcelain Products	255	4.067	0	3,919	0	0%	0	0%	0	0%
Porch Shades	625	3,525	0	3,919	0	0%	0	0%	0	09
Potatoes - Processed Poultry - Retail	254 445	4,076 3,754	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09 09
Power Plant Equipment	562	3.754 3.593	0	3,919	0	0%	0	0%	0	09
Power Plant Equipment - Repairing	242	4,101	0	3,919	0	0%	0	0%	0	09
Power Take - Offs	16	4,916	0	3,919	0	0%	0	0%	0	09
Pressing Machines - Clothes	63	4.644	0	3,919	0	0%	0	0%	0	09
Pressurization Equipment	63 349	4,644 3,886	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09 09
Price Marking Equipment & Supplies Print Cutters	549	5,026	0	3,919	0	0%	0	0%	0	09
Printers - Cellophane, Foil	17	4,910	0	3,919	0	0%	0	0%	0	09
Printers - Glass, Metal, Plastic	260	4,056	0	3,919	0	0%	0	0%	0	0%
Printing Plates	174	4,274	0	3,919	0	0%	0	0%	0	09
Printing Repair Printing Rollers	100 170	4.491 4.285	0	3.919 3.919	0	0% 0%	0	0% 0%	0	09 09
Pulleys	24	4,283	0	3,919	0	0%	0	0%	0	09
Pulp & Pulp Products	148	4,350	0	3,919	0	0%	0	0%	0	0%
Punch Presses	6	5.026	0	3.919	0	0%	0	0%	0	09
Punches Dunante & Marianatta	33 214	4,807	0	3,919	0	0%	0	0% 0%	0	09 09
Puppets & Marionettes Quartz	352	4,168 3,882	0	3,919 3,919	0	0% 0%	0	0%	0	09
Ouilting - Instruction	62	4,652	0	3,919	0	0%	0	0%	0	09
Quilts - Renovating	36	4,787	0	3,919	0	0%	0	0%	0	0%
Rack Merchandise Service	275	4,024	0	3,919	0	0%	0	0%	0	09
Racquetball Court Construction	33 10	4.807	0	3.919	0	0%	0	0%	0	09 09
Racquetball Courts - Public Racquetball Equipment & Supplies	10 42	4,978 4,750	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Radiant Heating	1.083	3,120	0	3,919	0	0%	0	0%	0	09
Radio Direction Finders	2	5,095	0	3,919	0	0%	0	0%	0	0%
Radio Program Surveys	8	5,005	0	3,919	0	0%	0	0%	0	09
Radio Station Reps	254 77	4,076	0	3,919	0	0%	0	0%	0	09 09
Radioactive Materials Radioactivity & Radiation Instruments, Supplies & Services	38	4.580 4.779	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Railroad Car Leasing	214	4,168	0	3,919	0	0%	0	0%	0	0%
Railroad Cars - Manufacturers	380	3,835	0	3,919	0	0%	0	0%	0	0%
Railroad Contractors	2,786	2,350	0	3,919	0	0%	0	0%	0	09
Railroad Equipment & Supplies	1.525 80	2.829	0	3,919	0	0% 0%	0	0%	0	09
Railroad Ties - Wholesale & Manufacturers Railroads - Freight	741	4,567 3,414	0	3,919 3,919	0	0%	0	0% 0%	0	09
Railroads - Ticket Agencies	182	4,256	0	3,919	0	0%	0	0%	0	0%
Ranges & Ovens - Dealers	176	4,268	0	3,919	0	0%	0	0%	0	0%
Rattan, Reeds & Willows	9 58	4,995	0	3,919	0	0%	0	0%	0	09
Ravioli Ravon Fabrics	58	4.673 5.043	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09 09
Rayon Fabrics Records - Phono - Manufacturers Equipment & Supplies	5 34	5.043 4.802	0	3,919	0	0%	0	0%	n	09
Recreational Vehicles - Carpet & Upholstery Cleaning	226	4,139	0	3,919	0	0%	0	0%	0	09
Recruiting - Armed Forces	41	4,757	0	3,919	0	0%	0	0%	0	0%
Rectifiers - Electric	29	4,835	0	3,919	0	0%	0	0%	0	09
Reflectors Refrigerators & Freezers - Rent & Lease	6 153	5,026 4,336	0	3,919 3,919	0	0%	0	0%	0	09 09
Refrigerators & Freezers - Rent & Lease Refrigerators & Freezers - Supplies & Parts	153 196	4.336 4.215	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Reiki Therapy	419	3,787	0	3,919	0	0%	0	0%	0	09
Relays Rendering Companies	197 942	4,213 3,226	0	3,919 3 919	0	0% 0%	0	0% 0%	0	09 09

US BBB 2016 Statistics Sorted by Complaints

						. 1		. 1	Cmpls Unable To	$\overline{}$
Industry Classification	Inquiries	Rank by Inquiries	Complaints		Cmpls Settled	%	Cmpls Not Settled	%	Pursue	9/6
Resins Rest Homes - Info & Placement Bureaus	439 184	3,761 4,250	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Restaurant Work Wear & Supplies	184 47	4,733	0	3.919	0	0%	0	0%	0	0%
Ribbon Printing	107	4,474	0	3,919	0	0%	0	0%	0	0%
Rice	262	4,051	0	3,919	0	0%	0	0%	0	0%
Riggers	1.316	2,961	0	3.919	0	0%	0	0%	0	0%
Right of Way Acquisition Service	547	3,612	0	3,919	0	0%	0	0%	0	0%
Rings - Retaining	10	4,978		3,919	0	0%	0	0%	0	0%
Ringtones	77 67	4.580	0	3.919	0	0% 0%	0	0% 0%	0	0%
Rivets Road Building Equipment	110	4.628 4,467	0	3.919 3.919	0	0%	0	0%	0 0	0%
Road Oiling & Dust Control	474	3,719	0	3,919	0	0%	0	0%	0	0%
Rockfall Mitigation	22	4,879	0	3,919	0	0%	0	0%	0	0%
Rods - Threaded	213	4,171	0	3,919	0	0%	0	0%	0	0%
Rollers	58	4,673	0	3,919	0	0%	0	0%	0	0%
Rolling Mill Machinery	29 51	4.835	0	3.919	0	0%	0	0%	0	0%
Rotogravure Printers	51 22	4.711 4.879	0	3.919 3,919	0	0% 0%	0	0% 0%	0	0%
Rubber - Crude Rubber - Synthetic	548	3,610	0	3,919	0	0%	0	0%	0	0%
Rubber Bands	198	4,211	0	3,919	0	0%	0	0%	0	
Rubber Working Machinery	77	4,580	0	3,919	0	0%	0	0%	n	0%
Rulers & Yardsticks	12	4,962	0	3,919	0	0%	0	0%	0	0%
Rust Preventatives & Removers	895	3,262	0	3,919	0	0%	0	0%	0	0%
Safe & Vault Movers	1,199	3.040	0	3.919	0	0%	0	0%	0	0%
Safes & Vaults - Opening & Repairing	330	3,922	0	3,919	0	0%	0	0%	0	0%
Safety Cans Salads	17 255	4,910 4,067	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Salads Salt	255 1,241	3,009	0	3.919 3.919	0	0%	0	0%	0	0%
Sample Cards & Books	53	4,698	0	3,919	0	0%	0	0%	0	0%
Sanctuaries - Wild Life	313	3,951	0	3,919	0	0%	0	0%	0	0%
Sand & Gravel Handling Equipment	545	3.616	0	3.919	0	0%	0	0%	0	0%
Sandblasting Equipment & Supplies	1,482	2,852	0	3,919	0	0%	0	0%	0	0%
Sanitariums	2	5,095	0	3,919	0	0%	0	0%	0	0%
Sanitary Napkins	5 157	5,043	0	3,919	0	0%	0	0%	0	0%
Sash Operating Devices Sausage Casings	75	4,329 4,590	0	3.919 3,919	0	0% 0%	0	0% 0%	0	
Savings & Loan Association - Reps	52	4,705	0	3,919	0	0%	0	0%	0	0%
Sawdust & Shavings	334	3.913	0	3,919	0	0%	0	0%	0	09
Scales - Repair	392	3,823	0	3.919	0	0%	0	0%	0	0%
Scenery Studio	104	4,479	0	3,919	0	0%	0	0%	0	0%
School Lunch Ordering & Management	636	3,513	0	3,919	0	0%	0	0%	0	0%
Schools - Surgical 1st Assistant	201	4.203	0	3.919	0	0%	0	0%	0	
Schools - Insurance Adjuster Training	393 53	3,820 4,698	0	3,919	0	0% 0%	0	0% 0%	0	0%
Scientists - Pharmaceutical Scrap Rubber	473	3,721	0	3,919 3,919	0	0%	0	0%	0	0%
Screw Machine Products	920	3,245	Ů	3,919	0	0%	0	0%	ů Ú	0%
Screw Machines & Equipment	65	4,640	0	3,919	0	0%	0	0%	0	0%
Screws	231	4,130	0	3,919	0	0%	0	0%	0	0%
Seals - Oil, Grease	432	3.770	0	3.919	0	0%	0	0%	0	0%
Seals - Security	366	3.857	0	3.919	0	0%	0	0%	0	0%
Seating Companies	835	3,309	0	3,919	0	0%	0	0%	0	0%
Seed Cleaning Equipment	316 401	3,947 3,806	0	3,919	0	0% 0%	0	0%	0	0%
Seismic Retrofit Seismograph Equipment & Supplies	17	4,910	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Seismograph Service	33	4,807	0	3,919	0	0%	0	0%	0	0%
Separators	25	4,859	Ō	3,919	Ō	0%	0	0%	Ö	0%
ServiceStation Supplies	212	4,176	0	3.919	0	0%	0	0%	0	0%
Shafting	7	5,014	0	3,919	0	0%	0	0%	0	0%
Shavers - Electric Repair	117	4,441	0	3,919	0	0%	0	0%	0	0%
Sheepskin Specialties	378 166	3.839	0	3.919 3.919	0	0%	0	0%	0	0%
Shielding - Magnetic, Electrostatic Shims	166	4.302 4.910	0	3,919	0	0% 0%	0	0% 0%	0	0%
Shiris Ship Builders & Repair	958	3,213	0 n	3,919	0	0%	0	0%	n l	0%
Ship Chandlers	71	4,613	0	3,919	0	0%	0	0%	0	0%
Ship Cleaning	1	5,115	0	3,919	0	0%	0	0%	0	0%
Ship Registers	1	5,115	0	3,919	0	0%	0	0%	0	0%
Ship Wreckers	30	4.831	0	3.919	0	0%	0	0%	0	0%
Shock Absorbers	78	4.576	Ŏ	3.919	0	0%	0	0%	0	0%
Shoe Dyers	24	4,870	0	3,919	0	0%	0	0%	0	0%
Shoe Laces Shoe Machinery	26 72	4,851 4,609	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Shoe Trees	154	4,809	0	3,919	0	0%	0	0%	n	0%
Shopping Carts & Baskets	278	4,014	0	3,919	0	0%	0	0%	0	0%
Shoring Carts & Baskets	429	3,774	0	3,919	Ů	0%	0	0%	0	0%
Shortening	2	5.095	0	3.919	0	0%	0	0%	0	0%
Shot Peening	80	4,567	0	3,919	0	0%	0	0%	0	0%
Shovels - Power	16	4,916	0	3,919	0	0%	0	0%	0	0%
Shower Curtains - Wholesale & Manufacturers	R1	4.564		3 010		0%		0%		0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Shower Pan Replacement	360	3,867	0	3,919	0	0%	0	0%	0	0%
Shuffleboards	59	4.665	0	3.919	0	0%	0	0%	0	0%
Signals	163	4.307	0	3.919	0	0%	0	0%	0	0% 0%
Signs - Exit Signs	330 111	3,922 4,464	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Silage Covering Silverware	1,940	2,630	0	3,919	<u> </u>	0%	0	0%	0	0%
Skating Rinks - Installation, Equipment & Supplies	130	4,403	Ö		0	0%	0	0%	0	0%
Ski Lift Equipment	25	4,859	0	3,919	0		0	0%	0	0%
Slicing Machines	13	4,952	0	3.919	0	0%	0	0%	0	0%
Slides & Film Strips Slings	249 139	4.084 4.375	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0% 0%
Smelters & Refiners Equipment & Supplies	170	4,285	0	3,919	0	0%	0	0%	0	0%
Smoke Abatement Equipment	103	4,481	0	3,919	0	0%	Ö	0%	0	0%
Smoke Odor Counteracting Service	114	4,456	0	3,919	0	0%	0	0%	0	0%
Snow Making Machines	13	4,952	0	3,919	0	0%	0	0%	0	0%
Snow Melting Systems	186 119	4.242 4.437	0	3,919 3,919	0	0%	0	0%	0	0% 0%
Snow Removal Service - Roof Soda Fountain Equipment - Repairing	119	4,437	0	3,919	<u>U</u>	0% 0%	0	0% 0%	0	0%
Soda Fountain Shops	186	4,242	0	3,919	0	0%	0	0%	0	0%
Soffit & Fascia	148	4,350	0	3,919	Ō	0%	Ö	0%	Ō	0%
Soil Conservation Service	526	3,642	0	3,919	0	0%	0	0%	0	0%
Solar Panel Cleaning	1,036	3,144	0	3,919	0	0%	0	0%	0	0%
Solder Soldering Equipment	5 116	5,043 4,445	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Solvents	116	4,445	0	3,919	<u>U</u>	0%	0 0	0%	0 0	0%
Solvents - Reclaiming	5	5,043	0	3,919	0	0%	0	0%	0	0%
Sortina Equipment	610	3.541	0	3,919	Ō	0%	Ō	0%	Ō	0%
Sound Level Testing - Industrial	60	4.661	0	3.919	0	0%	0	0%	0	0%
Souvenirs - Wholesale & Manufacturers	333	3,916	0	3,919	0	0%	0	0%	0	0%
Spark Plugs	21 76	4,883 4,587	0	3,919 3,919	0	0%	0	0%	0	0% 0%
Speed Reducers Spill Control Service	16	4,587	0	3,919	<u>U</u>	0% 0%	0	0% 0%	U 0	0%
Springs - Coil, Flat - Distributors & Manufacturing	1,110	3,102	0	3,919	0		0	0%	0	0%
Sprockets	4	5,060	0	3,919	0		0	0%	0	0%
Square Dance Apparel	65	4.640	0	3.919	0	0%	0	0%	0	0%
Squash Courts - Private	95	4,514	0	3,919	0	0%	0	0%	0	0%
Stabilizers	113 650	4,460 3,498	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Stair Treads Stakes	14	4,945	0	3,919	<u>U</u>	0%	0	0%	0	0%
Stamp Machines	42	4,750	0	3,919	0	0%	0	0%	0	0%
Staples, Staplers & Tackers	68	4,622	0	3,919	0	0%	0	0%	0	0%
Static Controls	84	4,557	0		0		0	0%	0	
Statuary	725 99	3,429	0	3,919	0	0%	0	0%	0	0% 0%
Steam Cleaning - Automotive Steam Traps	68	4,501 4,622	0	3,919 3,919	<u> </u>	0.70	0	0%	0	0%
Steel - Used	105	4,476	0	3,919	0	0%	0	0%	0	0%
Steel Processing	3,672	2,151	0	3,919	0	0%	0	0%	0	0%
Steel Processing & Fabricating Equipment	823	3,326	0	3,919	0	0%	0	0%	0	0%
Steeple Jacks	341	3.897	0	3.919	0	0%	0	0%	0	0%
Steeples & Spires Stencil Cutting Machines	8 11	5.005 4.966	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Stenographers - Public	589	3,566	0	3,919	<u>U</u>	0%	n o	0%	0 0	0%
Stenographic Machines & Supplies	95	4,514	0	3,919	0	0%	0	0%	0	0%
Sterilizing Apparatus	90	4,529	0	3,919	0	0%	0	0%	0	0%
Sterilizing Service	103	4,481	0	3,919	0	0%	0	0%	0	0%
Stevedoring Contractors	108 235	4.471 4.118	0	3,919 3,919	0	0%	0	0%	0	0% 0%
Stock Yards Stone Slinger	235	4,118 5,115	0	3,919	0	0% 0%	0	0% 0%	0	0%
Storage - Liquid & Bulk	507	3,669	0		0	0%	0	0%	0	0%
Strainers - Wholesale & Manufacturers	2	5.095	0	3.919	0	0%	0	0%	0	0%
Strapping & Strapping Equipment	200	4,206	0	3,919	0	0%	0	0%	0	0%
Street Cleaning	823	3,326	0	3,919	0	0%	0	0%	0	0%
Street Lighting Standards & Equipment Stress Relief Equipment & Supplies - Industrial	310 119	3,958 4,437	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Stress Relief Edulpment & Supplies - Industrial Strippers - Mechanical	119	4,437 4,978	0	3,919	<u> </u>	0%	0 0	0%	0 0	0%
Structural Imaging	40	4,764	0	3,919	0	0%	0	0%	0	0%
Structural Integration	922	3,244	0	3.919	0	0%	0	0%	0	0%
Structural Support - Underground	468	3.729	0	3.919	0	0%	0	0%	0	0%
Stucco Manufacturers & Distributors	383	3,831	0	3,919	0	0%	0	0%	0	0% 0%
Sugar Brokers & Wholesalers Sugar Refiners	16 52	4,916 4,705	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Suicide Prevention Service	7	5,014	0	3,919	<u> </u>	0%	0	0%	0	0%
Sump Pump Contractors	793	3,356	0	3,919	0	0%	0	0%	0	0%
Surface Plates	40	4,764	0	3.919	0	0%	0	0%	0	0%
Surveyors - Cargo	56	4.683	Ō	3,919	0	0%	0	0%	0	0%
Sweaters Sweaters Frimming Convice	40	4,764	0	3,919	0	0% 0%	0	0%	0	0% 0%
Sweaters - Trimming Service Sweepers - Power	653	5,026 3,496	0	3,919 3,919	0	0%	0	0%	0	0%
Sweepers - Power	653	3.496	0	3.919	0	0%	01	0%	0.	U%

US BBB 2016 Statistics Sorted by Complaints

			Sorted by Complaints		,			•		
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Sweeping Compounds	1	5,115	0	3,919	0	0%	0	0%	0	0%
Sweeping Service - Power	1.993	2,609	0	3.919	0	0%	0	0%	0	09/ 09/
Swimming Pools - Removal Switches - Electric	651 473	3,497 3,721	0	3.919 3,919	0	0% 0%	0	0% 0%	0	0%
Syrups	392	3,823	0	3,919	0	0%	0	0%	0	0%
Table Suppliers	29	4,835	0	3,919	0	0%	0	0%	0	0%
Table Tennis Facilities	32	4,812	0	3,919	0	0%	0	0%	0	0%
Table Tops	641	3,506	0	3,919	0	0%	0	0%	0	0%
Tailoring Instruction	9	4.995	0	3.919	0	0%	0	0%	0	0%
Tailors Supplies	40 1,583	4.764	0	3.919	0	0%	0	0%	0	0%
Tank Cleaning	1,583 15	2,794 4,930	0	3,919	0	0%	0	0%	0	0% 0%
Tank Heads Tank Testing & Inspection	2,404	2,475	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Tanks - Concrete	2,404	4,021	0	3,919	0	0%	0	0%	0	0%
Tanks - Metal	1,522	2,832	0	3,919	0	0%	0	0%	0	0%
Tanks - Used	10	4,978	0	3,919	0	0%	0	0%	0	0%
Tanks - Wooden	1	5.115	0	3.919	0	0%	0	0%	0	0% 0%
Tanners Equipment & Supplies	341	3,897	0	3,919	0	0%	0	0%	0	0%
Tape Applying & Dispensing Machines	5	5,043	0	3,919	0	0%	0	0%	0	0%
Tape Recorders - Sound - Service & Repair	36	4.787	0	3.919	0	0%	0	0%	0	
Tape Recorders - Sound - Supplies & Parts	19 281	4.895	Ō	3.919	0	0%	0	0%	0	0%
Tapes - Industrial	281 58	4,003	0	3,919	0	0%	0	0%	0	0%
Tapes - Sound - Dealers Tapes - Sound - Wholesale & Manufacturers	58 97	4,673 4,507	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Tapes - Sound - Wholesale & Manufacturers Tapestries	325	3,931	0	3,919	0	0%	0	0%	0	0%
Tariff Bureaus	323	5,095	0	3,919	0	0%	0	0%	0	0%
Taxidermists Equipment & Supplies	193	4,219	0	3,919	0	0%	0	0%	0	0%
Tear Gas		5.014	0	3.919	0	0%	0	0%	0	0%
Telegrams - Novelty	129	4,409	0	3,919	0	0%	0	0%	0	0%
Telegraph Service	318	3,946	0	3,919	0	0%	0	0%	0	0%
Telemeter Equipment	31	4.823	0	3.919	0	0%	0	0%	0	0%
Teletypewriters Message Service	86	4,548	0	3,919	0	0%	0	0%	0	0%
Teletypewriters Supplies	1	5,115	0	3,919	0	0%	0	0%	0	0%
Templates	234	4,121	0	3,919	0	0%	0	0%	0	09 09
Tennis Court Enclosures Terminals - River & Marine	14 287	4.945 3,993	0	3.919	0	0% 0%	0	0% 0%	0	
Terra Cotta	30	4,831	0	3,919 3,919	0	0%	0	0%	0	0%
Terrazzo	437	3,766	0	3,919	0	0%	0	0%	0	0%
Terrazzo Equipment & Supplies	26	4,851	0	3.919	0	0%	0	0%	0	0% 0%
Textile Converting	232	4,127	0	3,919	0	0%	0	0%	0	0%
Textile Engravers	79	4,570	0	3,919	0	0%	0	0%	0	0%
Theatrical Make-Up	125	4,420	0	3.919	0	0%	0	0%	0	
Therapy Dogs	36	4,787	0	3,919	0	0%	0	0%	0	0%
Thermal Remediation	169	4,288	0	3,919	0	0%	0	0%	0	0%
Thermocouples	3	5,072	0	3,919	0	0%	0	0%	0	09/ 09/
Thermographers Thread	142 59	4,364 4,665	0	3.919	0	0% 0%	0	0% 0%	0	0%
Thread Rolling, Cutting & Grinding	91	4,526	0	3,919 3,919	0	0%	0	0%	0	0%
Threat & Fraud Assessment	336	3,910	0	3,919	0	0%	0	0%	0	0%
Ticket Issuing Machines	256	4,066	0	3.919	0	0%	0	0%	0	0%
Timber Framing	543	3,618	0	3,919	0	0%	0	0%	0	0%
Time Locks	323	3,937	0	3,919	0	0%	0	0%	0	0%
Time Recorders	593	3,561	0	3.919	0	0%	0	0%	0	0%
Time Stamps	74	4,596	0	3,919	0	0%	0	0%	0	0%
Timing Devices	97	4,507	0	3,919	0	0%	0	0%	0	0%
Tin	5	5.043 5.115	0	3.919 3.919	0	0% 0%	0	0%	0	09/ 09/
Tin ware Tinning	52	4,705	0	3,919	0	0%	0	0% 0%	0	0%
Tire Additives & Sealants	283	3,999	0	3,919	0	0%	0	0%	0	0%
Tire Storage	233	4,124	0	3,919	0	0%	0	0%	0	0%
Titanium	68	4 622	0	3,919	0	0%	0	0%	0	0%
Tobacco Growers	37	4,785	0	3,919	0	0%	0	0%	ő	0%
Tobacco Machinery	21	4,883	0	3,919	0	0%	0	0%	0	0%
Tool & Die Makers Equipment & Supplies	847	3.297	0	3.919	0	0%	0	0%	0	09
Tool Salvage Companies	444	3,756	0	3,919	0	0%	0	0%	0	0%
Tools - Hydraulic	272	4,030	0	3,919	0	0%	0	0%	0	
Tortilla & Tamale Making Equipment	56	4.683	0	3.919	0	0%	0	0%	0	09/ 09/
Tournaments - Golf	221	4.154	0	3.919	0	0%	0	0%	0	0%
Towels - Industrial Tractor Mowing	10 503	4,978 3,673	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Transfers - Dry	503 42	3,673 4,750	0	3,919	0	0%	0	0%	0	0%
Transformers	822	3,330	0	3,919	0	0%	0	0%	n	0%
Translators Equipment	54	4,694	0	3,919	0	0%	0	0%	0	0%
Trap & Skeet Ranges	51	4,711	0	3,919	0	0%	0	0%	0	0%
Trapping Equipment & Supplies	414	3,793	0	3.919	0	0%	0	0%	0	0%
						201		0%	0	0%
Travelers Checks	255	4,067	0	3,919	- 0	0%	0		- 0	0 /
	255 7 1 441	4,067 5,014 2,877	0	3,919 3,919 3,919	0	0% 0% 0%	0	0% 0% 0%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Tricks & Jokes	622	3,528	0	3,919	0	0%	0	0%	0	0%
Truck Terminals	100	4.491	0	3.919	0	0%	0	0%	0	0%
Trucking - Liquid Or Dry Bulk Tube Bending & Fabricating	2.158 556	2.558 3,603	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Tube Cleaning & Expanding Equipment	32	4,812	0	3,919	0	0%	0	0%	0	0%
Tubing - Metal	406	3,801	0	3,919	0	0%	0	0%	0	0%
Tunneling Contractors	273	4,029	0	3,919	0	0%	0	0%	0	0%
Turbines	870	3,276	0	3,919	0	0%	0	0%	0	0%
Turnstiles	47	4.733	0	3.919	0	0%	0	0%	0	0%
Turntables Twines & Cordage	291 77	3.987 4,580	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Typesetting	360	3,867	0	3,919	0	0%	0	0%	0	0%
U-Catch Fishing	127	4,412	0	3,919	Ō	0%	Ō	0%	0	0%
Umbrellas - Repairing	7	5,014	0	3,919	0	0%	0	0%	0	0%
Unemployment Representation	141	4,367	0	3,919	0	0%	0	0%	0	0%
Universal Joints Urban Farmer	26	5.115 4.851	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0% 0%
Vacuum Cleaning - Industrial	611	3,540	0	3,919	0	0%	0	0%	0	0%
Valves - Repairing	339	3,899	0	3,919	0	0%	0	0%	0	0%
Venetian Blinds - Repair	18	4.907	0	3.919	0	0%	0	0%	0	0%
Venetian Blinds - Supplies & Parts	569	3.585	0	3,919	0	0%	0	0%	0	0%
Ventilating Equipment Vermiculite	4,107 74	2,071 4,596	0	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Vessels - Pressure	105	4,596 4,476	0	3,919 3,919	0	0%	<u>U</u>	0%	0	0%
Vibration Control	251	4,081	0	3,919	0	0%	0	0%	0	0%
Vibration Measurement	245	4,095	0	3,919	0	0%	0	0%	0	0%
Vibrators - Industrial	19	4.895	0	3.919	0	0%	0	0%	0	0%
Video Equipment - Wholesale & Manufacturers	811 303	3.337	0	3.919	0	0%	0	0%	0	0% 0%
Vinyl Decking Visual Control Systems	100	3,966 4,491	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Voting Equipment	201	4,203	0	3,919	0	0%	0	0%	0	0%
Wall & Ceiling Texturing	175	4,271	0	3,919	0	0%	0	0%	0	0%
Wall Bed Manufacturer	125	4,420	0	3,919	0	0%	0	0%	0	0%
Wall Bed Sales	133	4,395	0	3,919	0	0%	0	0%	0	0% 0%
Wall Cleaning Wall Coatings	278 1,940	4.014 2,630	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Wallboard & Plasterboard	457	3,739	0	3,919	0	0%	0	0%	0	0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	607	3,546	0	3.919	Ō	0%	Ō	0%	0	0%
Washing Machines - Industrial	46	4.738	0	3.919	0	0%	0	0%	0	0%
Waste - Cotton, Wool	34	4,802	0	3,919	0	0%	0	0%	0	0% 0%
Waste Paper Watchmakers Equipment & Supplies	82 139	4,561 4,375	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Water Pollution Control	520	3,653	0	3,919	0	0%	0	0%	0	0%
Water Skiing Instruction	110	4,467	0	3,919	0	0%	0	0%	0	0%
Water Works Equipment & Supplies	520	3,653	0	3,919	0	0%	0	0%	0	0%
Waterbeds - Wholesale & Manufacturers	100	4,491	0	3.919	0	0%	0	0%	0	0% 0%
Weaving & Mending Weaving Supplies & Equipment	172 161	4,280 4,313	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Weed Control Equipment & Supplies	463	3,732	0	3,919	0	0%	0	0%	0	0%
Weighers	179	4,263	0	3,919	Ö	0%	ő	0%	0	0%
Welding Inspectors	324	3,933	0	3,919	0	0%	0	0%	0	0%
Wellpoint & Dewatering Systems	339	3,899	0	3,919	0	0%	0	0%	0	0%
Winches Winding Machinery	115 10	4,449 4,978	0	3,919 3,919	0	0% 0%	0	0%	0	0% 0%
Windmills	481	4,978 3,711	0	3,919	0	0%	<u> </u>	0% 0%	n	0%
Window Cleaning Equipment & Supplies	408	3,798	0	3,919		0%	0	0%	0	0%
Window Security Laminates	147	4,353	0	3.919	0	0%	0	0%	0	0%
Window Shades - Repair	124	4,424	0	3,919	0	0%	0	0%	0	0%
Windows - Wells & Covers	4,163	2,062	0	3,919	0	0%	0	0%	0	0% 0%
Windows - Wood Wine Brokers	688 658	3.459 3.490	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Winemaking Equipment & Supplies	1,080	3,490	0	3,919	0	0%	0	0%	0	0%
Wiping Cloths	365	3,859	0	3,919	0	0%	0	0%	0	0%
Wire Cloth	41	4.757	0	3,919	0	U-70	0	0.70	0	0%
Wire Rope	375	3,842	0	3,919	0	0%	0	0%	0	0% 0%
Wire Stitching Machines & Supplies Wire Straighten & Cut	39 11	4,773 4,966	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Wire Strippers	6	5.026	0	3.919	0	0%	0	0%	0	0%
Wood Preservatives	534	3,629	0	3,919	0	0%	0	0%	0	0%
Wood Technologists	168	4,293	0	3,919	0	0%	0	0%	0	0%
Wood Turning	126	4,415	0	3,919	0		0	0%	0	0%
Word Process System, Consultant, Designer	87 95	4,543	0	3,919	0	U 70	0	0 70	0	0% 0%
X-Ray Duplicating Services X-Ray Protection	95 552	4,514 3,605	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Zinc Oxide	332	5,072	0	3.919	0	0%	0	0%	0	0%
Zippers	255	4,067	0		0	0%	0		0	0%
Zippers - Repair	26	4,851	0	3.919	0	0%	0	0%	0	0%