US BBB 2016 Statistics Sorted by Industry

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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	2.70
Abrasives	2,125	2,566	2	3,161	0	0%	2	100%	0	0%
Absorbents	191	4,224	0	3,919	0	0%	0	0%	0	0 0%
Abstracters	2,167	2,554	53	2,503	4	67%		33%	0	
Access Control Systems	4,549	1.999	53	1.127	49	92%	4	8%	0	0 0%
Accident Reconstruction Service Accordions	2,265	2,515 3,927	66	2,619	<u></u>	20%	3	80% 3%	63	
Accountants	107,279	264	164	564	105	64%	58	35%	1	1 1%
Accountants - Certified Public	243,660	113	122	698	84	69%	35	29%	3	3 2%
Accounting & Bookkeeping Machines	1,590	2,788	2	3.161	1	50%	1	50%	0	0%
Accounting - Forensic	839	3,305	0	3,919	0	0%	0	0%	0	0%
Accounting Services	57,296	451	94	827	57	61%	33	35%	4	4 4%
Accumulators	1,452	2,867	10	2,149	4	40%	6	60%	0	0%
Acid Proof Equipment & Materials	35	4,797	0	3,919	0	0%	0	0%	0	0%
Acids	122	4.427	0	3.919	0	0%	0	0%	0	0%
Acoustical Consultants	3,345	2,224	1	3,444	1	100%	0	0%	0	0%
Acoustical Materials	1.485	2.850	1	3,444	1	100%	0	0%	0	0%
Acting & Voice Over Training	2,556	2,420	0	3,919	0	0% 100%	0	0% 0%	0	0 0%
Actuaries	615	3,535 3,856	1	3,444 3,919	1		0		0	0%
Acupressure Acupuncturists	366 11,365	3,856 1,324	<u>0</u> 14	3,919 1,901	0	0% 64%	0	0% 36%	0	0%
Ad Word Sponsorship	257	4.061	7	2,387	9	0%	3	100%	0	0%
Addressing Machines & Supplies	49	4,721	1	3,444	0	0%	1	100%	n	0%
Addressing Plate Service	290	3,987		3,919	0	0%	0	0%	n	0%
Adhesives & Glues	2,352	2,492	8	2,299	8	100%	0	0%	0	0%
Adhesives & Gluing Equipment	255	4,066	1	3,444	1	100%	0	0%	ŏ	0%
Adjusters	24,522	810	33	1,378	25	76%	7	21%	1	1 3%
Adjusters - Public	21,825	886	29	1,445	22	76%	6	21%	1	1 3%
Administrative Services	28.185	753	214 27	475	83	39%	5	2% 4%	126	
Administrators - Class Action Settlement	13,458	1,201		1,489	26	96%	1	4%	0	0%
Adoption Services	26,957	767	21	1,657	15	71%	5	24%	1	1 5%
Adult & Continuing Education	40.781	590	70	971	43		22	31%	5	7%
Adult Entertainment	55,212	464	147	609	68	46%	74	50%	5	3%
Adult Foster Care	1.027 21.195	3.150 908	<u>1</u> 76	3.444 929	0 33	0% 43%	43	100% 57%	0	0 0%
Adult Novelties Advance Fee Loan Brokers	21,195 94,337	908 298	258	929 411	33	43% 12%	43 115	45%	<u>0</u> 111	
Advertising - Aerial	94,337	3,196	230	3.161	32 0	0%	113	100%	111	0%
Advertising - Checking Service	537	3,621	1	3,444	1	100%	2	0%	0	0 0%
Advertising - Direct Mail	73.846	374	329	350	263	80%	60	18%	6	5 2%
Advertising - Directory & Guide	85,673	326	1,749	92	1,470	84%	262	15%	17	7 1%
Advertising - Indoor	1,882	2,657	5	2,619	2	40%	1	20%	2	40%
Advertising - Internet	97,053	288	232	444	133	57%	88	38%	11	1 5% 2 0%
Advertising - Mobile	9,577	1,430	475	274	461	97%	12	3%	2	2 0%
Advertising - Motion Picture	161	4.312	0	3.919	0	0%	0	0%	0	0%
Advertising - Newspaper	9,234	1,459	45	1,201	20	44%	20	44%	5	5 11%
Advertising - Outdoor	7,958	1,562	17		11		6	35%	0	0%
Advertising - Periodical	6.111	1.760	111	745	100	90%	11	10%	0	0%
Advertising - Radio	5,260	1,878	16	1,816	15	94%	1	6%	0	0%
Advertising - Shoppers Guides	4,496	2,005	30	1,424	22	73%	8	27%	0	0%
Advertising - Telephone	5,347	1,869	44		15		29	66%	0	0%
Advertising - Television	3,619 3,051	2,163 2,285	6	2,503 2,299	4	67% 13%	1	17% 88%	1	0 0%
Advertising - Transit &Transportation Advertising - Vinyl Phone Book Covers	3.051 204	2,285 4,194	8 E	2,299	1	13%	7	88% 40%	0	0%
Advertising - VIIIVI Phone Book Covers Advertising Agencies & Counselors	147.549	203	377	328	259	69%	112	30%	- 0	5 2%
Advertising Specialties	103,659	203 270	626	219	442	71%	169	27%	15	
Aerial Applicators	676	3,475	020	3,919	0	0%	0	0%	0	0%
Aerial Lift - Repair & Maintenance	280	4.007	1	3,444	1	100%	0	0%		0%
Aerial Patrol & Inspection Service	163	4,306		3,919	0	0%	0	0%	ŏ	0%
Aerosols	172	4,279	0	3.919	0	0%	0	0%	0	0%
Aerospace Industries	3,432	2,200	0	3,919	0	0%	0	0%	0	0%
Aerospace Research & Development	961	3,208	0	3,919	0	0%	0	0%	0	0%
Agates	20	4.889	0	3.919	0	0%	0	0%	0	0%
Agricultural Consultants	1,776	2,703	0	3,919	0	0%	0	0%	0	0%
Agricultural Services	11.669	1.301	12	2.012	6	50%	5	42%	1	1 8%
Agricultural Waste Management	775	3,382	10	2,149	3	30%	7	70%	0	0%
Aids Research & Clinics	3,488 15.141	2,188	3 33	2,929 1.378	2 20	67%	1	33%	0	0 0%
Air Ambulance Service Air Balancing	15.141	1.125 2.955	33	1.378 3.444	28	85% 0%	5	15% 100%	0	0 0%
Air Balancing Air Brushes	1,329	3,583	1	3,444	1	100%	1	0%	0	0 0%
Air Cargo & Package Express Service	6.972	3,583 1,661	48	1,175	21	44%	22	46%	<u> </u>	5 10%
Air Compressors	1,816	2,687	40 5	2,619	<u> </u>	100%		0%	<u> </u>	0 0%
Air conditioning & Heating Contractors - Commercial	145,089	206	247	421	189	77%	55	22%	3	3 1%
Air conditioning & Heating Contractors - Residential	359,628	70	802	190	552	69%	230	29%	20	
Air Conditioning Contractors & Systems	1,299,089	19	2.661	66	2.257	85%	377	14%	27	7 1%
Air Conditioning Equipment - Room Units	5,131	1,897		1,465		75%	6	21%	1	1 4%
Air Conditioning Repair	70,170	392	28 173	552	21 92	53%	70	40%	11	1 6%
		984	63	1.028	32	51%	29	46%	2	2 3%
Air Conditioning Supplies & Parts	18.613						29			. 3/4
Air Conditioning Supplies & Parts Air Conditioning Systems - Cleaning Air Courier Service	18.613 5,046 910	984 1,912 3,249	15		10	67% 25%	4	27% 75%	1	1 7%

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Air Curtains & Screens	89	4.532	0	3,919		0%	0	0%	(0 0%
Air Duct Cleaning Air Duct Repair	93,639	302 3.511	267	405 3.161	142	53% 0%	107	40% 100%	18	8 7% 0 0%
Air Duct Rebair Air Duct Systems	1,253	2,999	2	3,919	0	0%	0	0%		0 0%
Air Flight Attendants	222	4,148	1	3,444	1	100%	Ö	0%	(0 0%
Air Fragrances	2.696	2,377	16	1.816	12	75%	4	25%	(0 0%
Air Motors	35	4,797	0	3,919	0	0%	0	0%	(0 0%
Air Pollution Control	1.046 272	3.137 4.029	0	3,919 3,919	0	0% 0%	0	0% 0%	<u> </u>	0 0%
Air Pollution Measuring Equipment & Service Air Pollution Measuring Service	2/2	4,029	0	3,919	0	0%	0	0%		0 0%
Air Purifying & Cleaning Systems & Equipment	54.024	476	127	679	94	74%	27	21%	6	6 5%
Air Quality Service	7,448	1,611	10	2,149	5	50%	5	50%	(0 0%
Air Sealing	130	4.402	0	3.919	0	0%	0	0%	(0 0%
Aircraft & Aircraft Equipment - Testing	825	3,324	1	3,444	0	0%	1	100%	<u> </u>	0 0%
Aircraft Brokers Aircraft Charter, Rental & Lease	636 10.129	3,512 1 396	21	3,919 1.657	0	0% 33%	11	0% 52%		0 0%
Aircraft Cleaning	263	4,045		3,919	0	0%	11	0%	-	0 0%
Aircraft Dealers	3,463	2,194	4	2,770	4	100%	0	0%	(0 0%
Aircraft Engines	2,110	2,572	2	3,161	2	100%	0	0%	(0 0%
Aircraft Ferrying & Transporting Service	333	3,915	1	3,444	1	100%	0	0%	(0 0%
Aircraft Fixed Based Operator	59	4,664	0	3,919	0	0%	0	0%		0 0%
Aircraft Ground Support & Service Equipment	662 227	3,484 4,137	3	2,929 3,919	2	67% 0%	1	33% 0%		0 0%
Aircraft Hangar Construction Aircraft Instruments	982	4.137 3,184	0	3,919 2,619	0	0% 60%	0	0% 40%		0 0%
Aircraft Manufacturers	1.875	2,664	2	3.161	2	100%	0	0%	(09
Aircraft Parts & Supplies	9,292	1,454	20	1,688	9	45%	10	50%		0 0% 1 5%
Aircraft Rebuilding	398	3,809	2	3,161	2	100%	0	0%	(0 0%
Aircraft Salvage	222	4.148	0	3,919	0	0%	0	0%		0 0%
Aircraft Schools	2,861	2,330	1	3,444	1	100%	0	0%		0 0%
Aircraft Servicing & Maintenance Aircraft Storage	7,234 208	1.635 4,187	3	2,929 2,929	2	67% 67%	1	33% 33%		0 0%
Aircraft Upholsterers	275	4,107	<u> </u>	3,919	0	0%	0	0%		0 0%
Airlines	81.180	339	6,295	20	4,833	77%	1,439	23%	23	3 0%
Airlines - Ticket Agencies	15,445	1,113	95	822	74	78%	18	19%	3	3 3%
Airlines - Training Schools	2.609	2.401	5	2.619	1	20%	4	80%	(0 0%
Airport Designers	25	4,858	0	3,919	0	0%	0	0%	(0 0%
Airport Equipment & Supplies	617	3,532	0	3,919	0	0%	0	0%		0 0%
Airport Parking Reservations Airport Transportation	8.762 15,889	1,502 1,088	44 155	1,211 584	25 116	57% 75%	18 39	41% 25%		0 0%
Airports	1.973	2,616	12	2.012	6	50%	6	50%	(0 0%
Albums	295	3,979	2	3,161	1	50%	1	50%	Ċ	0 0%
Alcoholism Info & Treatment Centers	16,439	1,060	25	1,536	19	76%	6	24%	(0 0%
Alfalfa & Alfalfa Products	246	4.089	0	3,919	0	0%	0	0%		0 0%
All-Terrain Vehicles - ATVs	36,364 334	640 3.912	114	735 3.919	76	67% 0%	36	32% 0%		0 0%
Allovs Alterations - Clothing	22,827	853	94		54		40	43%		0 0%
Alternative Medicine	13,671	1,193	50	1,155	27	54%	21	42%	2	2 4%
Alternators & Generators - Auto Repair	5,929	1.778	34	1.362 2,299	16	47%	18	53%	(0 0%
Alternators & Generators - Retail	2,368	2,486	8		4	50%	4	50%	(0 0%
Aluminum	5,363	1.866	8	2,299	4	50%	4	50%		0 0%
Aluminum Fabricators	21,215	906 1.785	29 12	1,445 2.012	20	69% 67%	8	28% 33%		1 3% 0 0%
Aluminum Products Alzheimer Care, Information & Treatment	5,872 689	1,785 3,455	12	2,012 3,919	8	0%	4	33% 0%		0 0%
Ambulance Service	39.029	611	315	3,919	233	74%	79	25%		3 1%
Ambulances & Hearses	358	3,868	0	3.919	0	0%	0	0%		0 0%
Ammunition	23,008	849	105	779	40	38%	65	62%		0 0%
Ammunition & Reload Equipment & Supplies	9,955	1,408	68	988	27	40%	41	60%	<u> </u>	0 0%
Ammunition Reloading Amplifiers	1.181 3.048	3.054 2.286	20	3.161 1.688	1	50% 65%	1	50% 35%		0 0%
Amusement Devices	3,048	2,286	20	1,536	24		1	35% 4%		0 0%
Amusement Park Equipment	1,023	3,151	3	2,929	24	67%	1	33%	(0 0%
Amusement Parks & Places	38,928	613	650	211	554	85%	91	14%		5 1%
Anchors - Expansion	48	4,726	0	3.919	0	0%	0	0%		0 0%
Anchors - Marine	322	3,940	2	3,161	1	50%	1	50%	(0 0%
Animal & Wildlife Removal	17.951	1.010	58	1.075	25	43%	30	52%	3	3 5% 6 5%
Animal Breeders Animal Brokers & Dealers - Zoo, Circus	37,328 3,146	628 2,261	112	740 2,770	42	38% 100%	64	57% 0%	6	0 0%
Animal Foods - Zoo, Circus	419	3,786	1	3,444	4 0	0%	1	100%		0 0%
Animal Health Products	23,517	832	37	1,309	25	68%	12	32%	(0 0%
Animal Hospitals	56.302	461	448	290	387	86%	59	13%		2 0%
Animal Insemination - Artificial	8,994	1,479	4	2,770	4	100%	0	0%		0 0%
Animal Online Drug & Prescription Services	1,549	2,812	11	2,074	7	64%	3	27%	1	1 99
Animal Registration & Identification	17.645	1.016	<u>9</u> 59	2.223	6 40	67%	3	33%		0 09
Animal Rescue Relocation Animal Shelters	20,705	925 960	59 62	1,067 1,036	40	68% 68%	19	32% 29%	(2 39
Animal Snelters Animal Supplies - Zoo, Circus	19.579	4,050	62	1,036 3,444	42	100%	18	29% 0%		0 09
Animal Transporting - Zoo, Circus	1,306	2,965	0	3,444	0	0%	0	0%	(0 0%
Animals - Nuisance Control - Trapping	24,215	818	127	679	103	81%	21	17%		3 2%
Animation Mechanics - Display, Sign	1,363	2,931	7	2,387	6	86%	1	14%	(0 0%
Annuities	15 164	1 123	21	1.657	20	95%	1	5%	(0 09

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Anodes Anodizing	2 117	5.094 4,440	0	3,919 3,919	0	0% 0%	0	0% 0%		0%
Answering Services	27,306	764	87	862	78	90%	8	9%	1	1 1%
Antennas	12,579	1,247	168	560	165	98%	3	2%	(0%
Anti-Fogging Compounds	38	4,778	0	3,919	0	0%	0	0%		0%
Anti-Freeze Compounds Antique Asian Rugs	89 39	4,532 4,772	0	3,919 3,919	0	0% 0%	0	0% 0%		0 0%
Antique Asian Rugs Antique Oriental Rugs	435	3,768	1	3,444	1	100%	0	0%	(0%
Antiques - Dealers	40,517	595	105	779	66	63%	36	34%	3	3 3%
Antiques - Repair & Restore	6,370	1,726	24	1,562	9	38%	13	54%	2	2 8%
Antiques - Reproductions Antlers, Hides & Mounts	1.781 96	2.701 4.511	7	2.387 3,919	6	86% 0%	1	14% 0%		0 0%
Apartment Finding & Rental Service	72,465	380	404	3,919	243	60%	144	36%	17	7 4%
Apartment Sharing Service	766	3,393	7	2,387	5	71%	2	29%	(0%
Apartments	547,514	47	6,718	18	4,359	65%	2,292	34%	67	
Appliances - Installation Appliances - Major - Dealers	14.092 301.334	1.177 87	70 3,202	971 53	30 2,889	43% 90%	32 280	46% 9%		3 11% 3 1%
Appliances - Major - Dealers Appliances - Major - Parts & Supplies	107,355	263	1.063	53 146	2,889	90% 89%	280 114	11%	33	3 1%
Appliances - Major - Rent & Lease	14,776	1,144	74	943	49	66%	21	28%	4	1 5%
Appliances - Major - Service & Repair	343,697	75	1,664	97	933	56%	680	41%	51	1 3%
Appliances - Major - Wholesale & Manufacturers	29,379	732	1,584	104 507	1,552	98%	29 74	2%	3	3 0%
Appliances - Small - Dealers Appliances - Small - Service & Repair	39,638 99,492	602 282	197 531	507 251	114 226	58% 43%	74 262	38% 49%	43	5% 3 8%
Appliances - Small - Service & Repair Appliances - Small - Supplies & Parts	99,492 11,749	1,296	531	1,082	226 44		12	49% 21%	4.:	1 2%
Appliances - Small - Supplies & Parts Appliances - Small - Wholesale & Manufacturers	19,304	965	195	508	183	94%	12	6%		0%
Appliances - Used	47,077	530	319	360	152	48%	157	49%	10	
Appointment Setting Service	4,555	1,997	20	1,688	19	95%	1	5%	(0%
Appraisal - Jewelry	6.851	1.674	17	1.775	9	53%	8	47%	<u> </u>	0 0%
Appraisal - Management Appraisers	5,609 35,299	1,819 652	12 74	2,012 943	51	58% 69%	22	42% 30%		1 1%
Appraisers - Antiques	4,125	2,069	6	2,503	1	17%	5	83%		0%
Apprenticeship Programs	533	3,630	1	3,444	0	0%	1	100%	Č	0%
Aprons - Domestic & Fancy	71	4.612	1	3.444	1	100%	0	0%		0%
Aprons - Industrial	5	5,042	0	3,919	0	0%	0	0%		0%
Aguaculture Aguariums - Dealers	827 9.393	3.318 1.447	45	3.919 1,201	22	0% 49%	23	0% 51%		0%
Aquariums - Dealers Aquariums - Lease & Maintenance	960	3,210	2	3,161	2	100%	0	0%	(0%
Aguariums - Public	640	3,507	10	2,149	6	60%	4	40%	(0%
Aquariums - Wholesale & Manufacturers	1,395	2,913	6	2,503	6	100%	0	0%	(0%
Aguatic Rescue Relocation	31 3,097	4.822 2.275		3.444 2.387	0	0% 71%	0	0% 0%		1 100%
Arbitration Services Arboretums	23	4,876	7	3,919	5	0%	0	0%		0 0%
Arborist	11.136	1,337	15	1.866	9	60%	5	33%	1	1 7%
Archaeologists	485	3,700	1	3,444	1	100%	0	0%	(0%
Archery Equipment & Supplies	12.296	1.258	30	1.424	20	67%	10	33%	(0%
Archery Instruction	212 558	4,175	1	3,444	1	100% 100%	0	0% 0%		0%
Architects Architects	61.108	3,599 433	<u>1</u> 52	3,444 1.133	27		25	48%		0 0%
Architects Supplies	715	3,435	2	3,161	1	52% 50%	1	50%	(0%
Architectural & Construction Specs	5.516	1,830	14	1,901	4	29%	10	71%	(0%
Armatures - Service & Sales	696	3,447	8	2,299	1	13%	6	75%		1 13%
Armored Car Manufacturing Armored Car Service	228 12,495	4,134 1,250	2	3,161 2,299	2	100% 13%	0	0% 63%		0 0%
Armories	923	3,240	10	2,149	3	30%	7	70%		0%
Army & Navy Goods	4,297	2.036	23	1.589	16	70%	7	30%		0%
Aromatherapy & Essential Oils	6,958	1,664	27	1,489	16	59%	10	37%		1 4%
Art - Painted Oil Portraits	1,339	2,949	10	2,149	3	30%	6	60%		1 10%
Art Galleries, Dealers & Consultants Art Goods	31.648 20.815	699 920	146 1,028	616 152	102 972	70% 95%	40 56	27% 5%		3%
Art Identification & Registration	20,813	4,522	1,028	3.919	9/2	0%	0	0%	(0%
Art Instruction & Schools	4,909	1,936	18	1,756	7	39%	9	50%		2 11%
Art Metal Work	5,074	1,906	22	1,625	4	18%	18	82%	(0%
Art Organizations & Information	793	3,355	11	2.074	1	9%	10	91%	<u> </u>	0 0%
Art Restoration & Conservation Art Supplies	2,227 11.811	2,531 1,291	12 34	2,012 1,362	6	50% 56%	6 15	50% 44%	(0 0%
Artificial Breasts	257	4,061	34 0	3,919	19	0%	12	0%		0%
Artificial Eyes - Human	257 324	3,932	1	3,444	0	0%	1	100%		0%
Artificial Flowers & Plants - Manufacturer Supplies	788	3,365	3	2,929	3	100%	0	0%		0%
Artificial Flowers, Plants & Trees	1,540 192	2,822	5	2,619 3,919	2	40%	3	60%		0%
Artificial Fruits & Foods Artificial Limbs	192 1,018	4.221 3,153	20	3,919 1,688	19	95%	0	0% 5%		0%
Artificial Rock Dog Caves	51	4,710	0	3,919	0	0%	0	0%	(0 0%
Artificial Rock Scapes	166	4,301	<u>1</u>	3,444	0	0%	1	100%		0%
Artificial Turf	18,596	986	28	1,465	18	64%	10	36%		0%
Artist - Makeup	4.941	1.931	24	1.562 3.919	11	46%	13	54%		0 0%
Artist - Touch Up Artists - Commercial	19 1,661	4,894 2,759	0	3,919 2,503	0	0% 33%	0	0% 67%		0 0%
Artists - Commercial Artists - Fine Art	5.635	1,814	D R	2,503	2 Ω	100%	4 n	0%		0 0%
Artists Agents	3,460	2,195	8	2,299	5	63%	3	38%		0%
Asbestos & Asbestos Products	225	4,140		3,919	0	0%	0	0%	(0%

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	9/0	Cmpls Not Settled	%	Cmpls Unable To	
Asbestos Consulting & Testing	7,266	1 631	Complaints	2 770	chipis Settled	75%	1	25%	Pursue	% 0%
Asbestos Removal Service	40,701	591	14	1,901	7	50%	7	50%	0	0%
Asphalt	109,597	258 3,738	276	396	112	41%	149	54%	15	5% 0%
Asphalt Mixing Equipment Assavers	457 62	3,738 4,651	1	3,444 3,919	0	0% 0%	1	100%	0	0%
Assavers Supplies	6	5,025	0	3,919	0	0%	0	0%	0	0%
Assembly & Fabricating Service	4,244	2,044	2	3,161	2	100%	0	0%	0	0%
Asset Evaluators	2.712	2.371	3	2.929	3	100%	0	0%	0	0%
Assisted Living & Adult Family Homes Assisted Living Centers & Adult Family Homes	16,009 53,771	1,081 479	46 40	1,191 1,266	31 27	67% 68%	15 11	33% 28%	0	0% 5%
Association Management	68.918	396	288	385	260		28	10%	0	
Associations	80,753	342	325	356 2,387	271	83%	45	14%	9	3%
Astrologers	5,945	1.776	7		4	57%	3	43%	0	0%
Astronomical Instruments Athletic Organizations	93 54,817	4,521 467	0 162	3,919 567	139	0% 86%	20	0% 12%	0	0% 2%
Attorney Advertising	13.201	1,215	35	1,345	25	71%	9	26%	<u> </u>	3%
Attorneys & Lawyers	1,671,224	13	2,000	83	1,383	69%	572	29%	45	2%
Attornevs & Lawvers - Family	44,481	552	43	1.226	32	74%	11	26%	0	0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	24,739	807	20	1,688	14		6	30%	0	0%
Attorneys & Lawyers - Environmental	308	3,960	0	3,919	. 0	0%	0	0%	0	0% 4%
Attorneys & Lawyers - Immigration & Naturalization	21,275 1.146	904 3,078	28	1,465 3,161	14	50% 100%	13	46% 0%	1	4% 0%
Attorneys & Lawyers - Mass Torts Attorneys & Lawyers - Traffic Law	7,659	3,078 1,590	7	2,387	2	100%	5	71%	0 0	0%
			,		^	0%	,	0%	,	
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	323	3,936	0	3,919	0		0		0	0%
Attorneys & Lawyers - Adoption	1,162 86	3,066	0	3,919	0		0	0%	0	0% 0%
Attornevs & Lawvers - Agriculture Attorneys & Lawyers - Appellate	86 744	4,547 3,409	0	3,919 3,919	0	0 /0	0	0% 0%	0	0%
Attorneys & Lawyers - Appellate Attorneys & Lawyers - Bankruptcy	92.089	304	280	392	80		121	43%	79	28%
Attorneys & Lawyers - Bankruptcy & Taxes	31,178	704	33	1,378	22	67%	10	30%	1	3%
Attorneys & Lawyers - Child Advocacy	257	4,061	0	3,919	. 0	0%	0	0%	0	0%
Attornevs & Lawvers - Civil Attorneys & Lawyers - Collaborative Divorce	8.819 776	1,495 3,380	33 1	1,378 3,444	19 0	58% 0%	14	42% 100%	0	0% 0%
Attorneys & Lawyers - Collections Law	75.649	371	221	464	187		31	14%	3	1%
Attorneys & Lawyers - Condominium Conversion	3	5,071	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Construction Accidents	152	4,339	0	3,919	0		0	0%	0	0%
Attornevs & Lawvers - Construction Defect Attorneys & Lawyers - Consumer Fraud	807 7,102	3,342 1,646	0	3,919 2,770	0	0% 75%	0	0% 25%	0	0% 0%
Attorneys & Lawyers - Consumer Tradd Attorneys & Lawyers - Criminal	41,963	582	24	1.562	15		6	25%	3	13%
Attorneys & Lawyers - Divorce	27,129	766	18	1,756	9	50%	9	50%	0	0%
Attorneys & Lawyers - DUI	6,393	1,725	1	3,444	1	100%	0	0%	0	0%
Attorneys & Lawyers - Elder Law Attorneys & Lawyers - Eminent Domain	8,961 130	1,485 4,402	3	2,929 3,444	2	67% 0%	1	33% 100%	0	0% 0%
Attorneys & Lawyers - Employment & Workers Compensation	5,190	1,889		2,299	4	50%	4	50%	0	
	3,908	2,114	1	3,444				100%	0	0% 0%
Attorneys & Lawyers - Employment Litigation Attorneys & Lawyers - Entertainment & Sports Law	480	3,692	1	3,444	0	0%	1	0%	0	0%
Attorneys & Lawyers - Estate Planning	25,038	798	8	2,299	3	38%	3	38%	2	25%
Attornevs & Lawvers - Home Owners Associations	1.928	2,635	7	2.387	1	14%	6	86%	0	0%
Attorneys & Lawyers - Insurance Law	11,002	1,343	51	1,146	49		1	2%	1	2%
Attorneys & Lawyers - Intellectual Property Attorneys & Lawyers - Juvenile	1,547 281	2,816 4,002	3	2,929 3,919	2	67% 0%	1	33% 0%	0	0% 0%
Attorneys & Lawyers - Juverine Attorneys & Lawyers - Landlord/Tenant	2,479	2,453	3	2,929	2	67%	1	33%	0	0%
Attorneys & Lawyers - Legal Malpractice	2,484	2,451	9	2,223	2	22%	7	78%	0	0%
Attorneys & Lawyers - Lemon law	4,748	1,954	1	3,444	0	0%	1	100%	0	0%
Attorneys & Lawyers - Litigation	18,015 3,429	1,005 2,202	13	1,949	6	46% 50%	7	54% 0%	0	0% 50%
Attorneys & Lawyers - Mediation & Arbitration Attorneys & Lawyers - Medical Malpractice	1.192	3,044	8 0	3,919	<u>4</u>	0%	0	0%	0	0%
Attorneys & Lawyers - Mesothelioma	717	3,431	0	3,919	Ö	0%	0	0%	Ö	0%
Attorneys & Lawyers - Nursing Home Neglect	45	4,741	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Patent	5,483 75.815	1,839	28	3,161 1,465	2	100%	0	0%	0	0% 0%
Attorneys & Lawyers - Personal Injury & Property Damage Attorneys & Lawyers - Product Liability	75.815 1,396	369 2,912	28	1.465 3.444	23	82% 100%	5	18% 0%	0	0%
Attornevs & Lawvers - Real Estate	32,923	686	22	1,625	16		6	27%	0	0%
Attorneys & Lawyers - Securities	187	4,235	0	3,919	0	0%	0	0%	0	0%
Attorneys & Lawyers - Social Security & Disability	19,730	956	10 57	2,149 1,082	10 55		0	0%	0	0% 2%
Attornevs & Lawvers - Tax Attorneys & Lawyers - Trademark	34.488 1,562	664 2,803	57	1.082 3,161	55 2	96% 100%	1	2% 0%	1	2% 0%
Attorneys & Lawyers - Hademark Attorneys & Lawyers - 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%	Ô	0%	Ô	0%
Attorneys & Lawyers – Short Sale	25	4,858	1	3,444	1	100%	0	0%	0	0%
Attorneys Referral Service	30.005 2.878	723 2,326	58 2	1.075	49		9	16% 50%	0	0% 0%
Attorneys Service Bureaus Auction Supplies	2,878	2,326 3,912	2	3,161 2,929	1	50% 67%	1	33%	0 0	0%
Auction Stronies	117,243	245	508	262	349		145	29%	14	3%
		1,184	18	1,756	14		2	17%	1	6%
Audio-Visual Consultants	13,849						J		*1	
Audio-Visual Consultants Audio-Visual Equipment - Dealers Audio-Visual Equipment - Rent & Lease	76.356 3,001	364 2,298	513	258 2,770	341		164	32% 25%	8	

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Audio-Visual Equipment - Supplies & Parts	4.146	2,065	16	1.816	7	44%	9	56%	Pursue	0 0%
Audio-Visual Equipment - Wholesale & Manufacturers	2,261	2,518	23	1,589	11	48%	12	52%	i	0 0%
Audio-Visual Production Services	9,492	1.439	14	1.901	<u>3</u>	21%	6	43%		5 36% 0 0%
Audiologists Audiometers	14,802 84	1,142 4,556	15	1,866 3,919	13	87% 0%	2	13% 0%	(0 0%
Auditory Training Equipment	967	3,201	8	2,299	6	75%	2	25%	(0 0%
Auto & Truck Brokers	40,428	596	113	737	81	72%	28	25%	4	4 4%
Auto - Emissions Testina	983	3.182	8	2,299	5	63%	3	38%		0 0%
Auto - Fleet Maintenance Auto - Fleet Service	2,405 4,326	2,473 2,028	71 45	965 1,201	70 35	99% 78%	10	1% 22%	(0 0%
Auto Accessories	44,610	550	275	398	117	43%	147	53%	11	1 4%
Auto Air Conditioning	8,375	1,533	35	1,345	15	43%	19	54%	•	1 3%
Auto Air Conditioning Equipment	3.586	2.175	13	1.949	4	31%	8	62%		1 8%
Auto Alarms & Security Systems	24,988 13,598	799 1,196	125 33	684 1,378	78 22	62% 67%	46 10	37% 30%		1 1% 1 3%
Auto Appraisers Auto Auctions	46,011	541	179	1,378	105	59%	74	30% 41%		0 0%
Auto Body Repair & Painting	926,207	29	2,233	74	1,472	66%	726	33%	35	5 2%
Auto Body Shop Equipment & Sup	15.633	1.103	67	994	42	63%	24	36%		1 1%
Auto Boosting Services	537	3,621	1	3,444	0	0%	1	100%	(0 0%
Auto Bumpers, Guards & Grilles Auto Customizing	6,611 47,432	1,698 527	12 193	2,012 514	10 71	83% 37%	113	17% 59%		0 0%
Auto Customizing Auto Dealers - Buying Co-Op	4,432	2,010	65	1,008	34		30	46%	`	9 5% 1 2%
Auto Dealers - Antique & Classic	62,363	428	119	710	67	56%	49	41%		3 3%
Auto Dealers - Custom Design & Replica	6,598	1,700	35	1,345	18	51%	17	49%		0 0%
Auto Dealers - Hybrid Vehicles	885	3.267	12	2.012	11	92%	1	8%	<u>)</u>	0 0% 5 0%
Auto Dealers - New Cars Auto Dealers - Online	1,946,351 23,705	9 828	25,364 152	4 597	22,034 100	87% 66%	3,235 51	13% 34%	95	5 0% 1 1%
Auto Dealers - Used Cars	2,875,395	020	15.894	597	11.584	73%	4.080	26%	23(
Auto Detailing	74,806	373	343	344	168	49%	164	48%	11	1 3%
Auto Diagnostic Service	9.161	1.463	27	1,489	17	63%	10	37%	(0 0%
Auto Driving School	22,458	869	148	605	94		43	29%	11	1 7%
Auto Electric Equipment	5,044	1,913	17 43	1,775 1,226	9 26	53%	8	47%		0 0% 1 2%
Auto Electric Service Auto Floor Coverings	12.788 2.741	1,240 2,362	43 14	1,226	26 14	60% 100%	16	37% 0%		0 0%
Auto Hand & Foot Controls	697	3,446	2	3.161	1	50%	0	0%		1 50%
Auto Headlight Restoration	1,059	3,131	5	2,619	1	20%	4	80%		0 0%
Auto Inspection Stations	11,678	1,300	52	1,133	32	62%	17	33%		3 6%
Auto Listing Service	63.470 8,410	422 1,528	182 136	533 636	155 82	85% 60%	26 53	14%		1 1% 1 1%
Auto Lube & Oil - Mobile Auto Machine Shops	8,410 16.138	1,528	136	1,175	25	52%	23	39% 48%		0 0%
Auto Manufacturers & Distributors	67,381	406	2,025	81	1,894	94%	120	6%	11	1 1%
Auto Manufacturers & Distributors - Specialty Body	1,909	2,648	20	1,688	19	95%	1	5%	(0 0%
Auto Manufacturers Equipment & Supplies	5.088	1.903	14	1.901	3	21%	11	79%	(0 0%
Auto Metal & Equipment - Distribution & Manufacturing	2,571 3,199	2,416 2,251	13	2,770 1.949	2	50%	1	25%		1 25% 0 0%
Auto Paint - Mobile Auto Paintless Dent Repair	3,199	2,251 690	38	1,949	20	46% 76%	9	54% 24%		0 0%
Auto Parts & Supplies - Custom Wheels/Rims	28,842	743	108	762	71	66%	34	31%		3 3%
Auto Parts & Supplies - New	522,205	50	2,903	58	2.158	74%	725	25%	20	0 1%
Auto Parts & Supplies - Rebuilt	4,949	1,930	21	1,657	6	29%	15	71%	(0 0%
Auto Parts & Supplies - Used	25.701	785	231	446	138	60%	91	39%		2 1% 6 2%
Auto Parts & Supplies - Used & Rebuilt Auto Parts & Supplies - Wholesale & Manufacturers	79,338 51,334	350 499	393 181	321 538	222 108	56% 60%	165 72	42% 40%		1 1%
Auto Parts - Antique	2,287	2.511	11	2.074	8	73%	3	27%		0 0%
Auto Perform, Race & Sport Equipment	38,411	619	143	622	81	57%	61	43%	1	1 1%
Auto Race Cars	5,443	1.847	9	2,223	4	44%	4	44%		1 11%
Auto Radios & Stereos - Sales & Repair	21,794	887	128 10	674 2,149	90	70%	37	29%		1 1% 0 0%
Auto Radios & Stereos - Wholesale & Manufacturers Auto Registration	1,368 34,615	2,927 662	10 80	2,149	77	80% 90%		20% 5%		4 5%
Auto Renting & Leasing	190,456	148	7,184	16	6,049	84%	1,116	16%	19	9 0%
Auto Repair & Service	1.857.490	12	8,412	13	5,528	66%	2,743	33%	141	
Auto Repair & Service - Airbags	799	3,351	6	2,503	2	33%	4	67%	(0 0%
Auto Repair & Service - Diesel	21,123 11.847	912 1.290	67 98	994 809	35 73	52%	31	46%		1 1%
Auto Repair & Service - Equipment & Supplies Auto Repair - Maintenance	11.847 33,244	1,290 678	98 767	809 194		74% 48%	25 387	26% 50%	10	
Auto Repair - Maintenance Auto Repair - Mobile	47,939	521	201	496	103	51%	95	47%	10	3 1%
Auto Repair - Power Steering	304	3,964	1	3,444	0	0%	1	100%		0 0%
Auto Repair - Shocks	141	4,366	0	3,919	0	0%	0	0%		0 0%
Auto Repair - Steering & Suspension	927	3.236	11	2.074	9	82%	2	18%	(0 0%
Auto Repair - Suspension Auto Repair - Tune-Up	781 1.854	3,372 2,672	15 23	1,866 1,589	6	40% 65%	9	60% 35%	(0 0%
Auto Repair - Vintage	2,661	2,386	10	2,149		50%	8 5	50%		0 0%
Auto Repair - Windade Auto Repair - Windshield, Glass Shops	150,486	196	633	2,143	417	66%	207	33%		9 1%
Auto Repairing - Foreign	28.427	747	70	971	52	74%	18	26%		0 0%
Auto Restoration	29,591	728	50	1,155	17	34%	31	62%		2 4%
Auto Salvage Yards	27.831 33.419	754 676	77 62	923 1,036	45 41	58%	32 17	42%		0 0% 4 6%
Auto Seat Covers, Tops & Upholstery Auto Service - Rust proofing Shops	5,204	1,884	24	1,036	41 14	66% 58%	17	27% 42%	1	0 0%
Auto Service - Rust probling Shops Auto Service - Sound Systems Sales & Service	19.633	958	124	688	93	75%	31	25%	(0 0%
Auto Service - Specialty Parts	13,485	1,199	57	1,082	43	75%	13	23%		1 2%
Auto Service - Steam Cleaning	124	4 423	n	3 010	n	0%	0	0%	-	0 0%

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Auto Service - Window Tinting	57,780	449	214	475	128	60%	78	36%	Pursue 8	e 9 /8 49
Auto Service Contract Companies	149,514	201	811	189	523	64%	219	27%	69	9 9%
Auto Services	85.841	325	622	223	456	73%	153	25%	13	3 29 1 09
Auto Services - Oil & Lube	15,609 4,023	1,107 2,089	361 39	336 1,281	328 30	91% 77%	32	9% 23%	1	1 09 0 09
Auto Smoq Inspection Auto Sunroofs	769	3,385	39	3,444	30 0	0%	1	100%	0	0 09
Auto Transporters & Drive-Away Companies	342,795	76	620	226	374	60%	243	39%	3	3 09
Auto Upholstery Cleaning	1,442	2.875	4	2,770	2	50%	1	25%	1	1 25%
Auto Warranty Plans	97,365	287	465	282	280	60%	116	25%	69 19	
Auto Warranty Processing Service Auto Warranty Service	257,505 95.835	104 290	1,310 484	122 270	1,193 456	91% 94%	98 26	7% 5%	19	9 19
Auto Wrecking	25,224	792	156	581	68	44%	88	56%	0	0 09
Autograph Dealers	4.628	1.982	22	1.625	11	50%	9	41%	2	2 99
Autographic Registers & Supplies	9	4,994	0	3,919	. 0	0%	. 0	0%	0	0 09
Automated Teller Machines Automation Consultants	7,213 1,753	1,638 2 715	22	1,625 3.161	10	45% 0%	12	55% 100%	0	0 09
Automation Consultants Automation Systems & Equipment	8,804	1,497	76	929	70	92%	6	8%	0	0 09
Automobile Dealers - Imported Cars	16.897	1.045	186	525	124	67%	59	32%	3	3 29
Automobile Pre-Paid Maintenance Plans	655	3,492	2	3,161	2	100%	0	0%	0	0 09
Automobile Reconditioned Detailing	956	3,213	5	2,619	3	60%	2	40%	0	0 09
Aviation Consultants Aviation Services	2,409 4,879	2,472 1,941	12	3,919 2,012	0	0% 50%	0	0% 50%	0	0 09
Awards - Production & Engraving	6,694	1,690	10	2,012	7	70%	3	30%	0	0 09
Awnings & Canopies	66,027	410	182	533	120	66%	56	31%	6	6 39
Axles	813	3,332	3	2,929	1	33%	2	67%	0	0 09
Babbitt Metals	9	4,994 1 098	0	3,919 481	<u>0</u> 110	0%	0 96	0%	0	0 09
Baby Accessories & Services Baby Accessories - Wholesale & Manufacturers	15,710 3,506	1,098 2,184	208 64	481 1.016	110 24	53% 38%	96	46% 25%	2	2 19 4 389
Baby Car Seats, Carriages & Strollers	1,629	2,778	23	1,589	18	78%	5	23%	29	0 09
Baby Carriages & Strollers	2,618	2,397	30	1,424	20	67%	10	33%	0	0 09
Baby Foods	449	3,750	10	2,149	8	80%	2	20%	0	0 09
Baby Formula Service	211	4,178	0	3,919	0	0%	0	0%	0	0 09
Baby Shoe Preservation Baby Sitters	24 1,721	4,869 2,727	0	3,919 3,444	0	0% 0%	0	0% 100%	0	0 09
Backflow Prevention Devices & Services	2,556	2,727	4	2,770	4	100%	0	0%	0	0 09
Backflow Testing	4,647	1,977	3	2,929	1	33%	2	67%	Ö	0 09
Bacteriologists	2	5,094	0	3,919	0	0%	0	0%	0	0 09
Badges	678	3.473	0	3.919	0	0%	0	0%	0	0 09
Badges - Manufacturer Supplies Badminton Courts - Public	130 36	4,402 4,786	1	3,444 3,444	0	0% 100%	1	100% 0%	0	0 09
Bag Making Machinery	112	4,462	7	2,387	3	43%	4	57%	0	0 09
Bag Ties	30	4,830	0	3,919	0	0%	0	0%	0	0 09
Bagels	799	3.351	6	2,503	2	33%	4	67%	0	0 09
Bags - Burlap, Canvas & Cotton	1,515 626	2,835 3,523	11	2,074	4	36%	7	64%	0	0 09
Bags - Paper Bags - Plastic	2,710	2,373	12	2,012	<u> </u>	0% 25%	0	0% 75%	0	0 09
Bail Bonds	41,243	587	142	626	78	55%	62	44%	2	2 19
Bakers - Retail	36.938	634	288	385	176	61%	107	37%	5	5 29
Bakers - Wholesale	4,003	2,094	8	2,299	6	75%	2	25%	0	0 09
Bakers Equipment	843	3,300	0	3,919	0	0% 0%	0	0% 0%	0	0 09
Bakers Equipment - Repair Bakers Supplies	150 1,426	4,345 2,888	4	3,919 2,770	4	100%	0	0%	0	0 09
Balancing Equipment	19	4,894	0	3,919	0	0%	0	0%	0	0 09
Balancing Service - Industrial	94	4,518	0	3,919	0	0%	0	0%	0	0 0%
Baling Equipment & Supplies	121	4.430	0	3.919	<u>0</u> 95	0%	_0	0%	0	0 09
Balloons - Manned Balloons - Novelty & Toy	12,515 3,677	1,248 2,150	175	547 2,299	95	54% 100%	76	43% 0%	4	4 29 0 09
Ballroom Dance Instruction	801	3,347	7	2,299	<u>0</u>	86%	1	14%	0	0 09
Ballrooms	1,704	2,733	4	2,770	3	75%	1	25%	0	0 0%
Balls - Glass	1	5.114	0	3.919	0	0%	0	0%	0	0 09
Balls Steel, Bronze, Ceramic	114	4,455	0	3,919	<u>0</u>	0%	0	0%	0	0 09
Bamboo & Bamboo Products Bank Equipment & Supplies	1,155 2,198	3,074 2,544	5	2,619 1,732	5	100% 95%	0	0% 5%	0	0 09
Banking Services	32,421	691	1,692	95	1,626	96%	63	4%	3	3 09
Bankruptcy Assistance & Services	8,608	1.513	22	1.625	9	41%	3	14%	10	0 45%
Bankruptcy Counseling - Federally Certified	786	3,369	0	3,919	0	0%	0	0%	0	0 09
Banks	534,810	48 1,015	11,438	9 953	11,106	97%	309 45	3%	23	3 09 1 19
Banquet Facilities Bar - Fixtures	17.647 141	1.015 4,366	73	953 3,444	27	37% 0%	45	62% 100%	1	0 09
Bar Coding Service	7.768	1,579	7	2,387	6	86%	1	14%	0	0.9
Bar Manufacturer	293	3,983	Ó	3,919	0	0%	0	0%	0	0 09
Bar Supplies	773	3,383	0	3,919	0	0%	0	0%	0	0 09
Barbecue	2.616 13.051	2.398	27	1,489	<u>7</u>	26%	20	74%	0	0 09
Barbecue Equipment & Supplies Barber Schools	13,051 6,440	1,223 1,718	55 10	1,110	31	56% 50%	24	44% 40%	1	1 109
Barbers	17,595	1,019	62	2,149 1,036	35	56%	26	42%	1	1 29
			02	2,050		5070				0 09
Barbers Equipment & Supplies	217	4,162		3,161	1	50%	1	50%		
Barbers Equipment & Supplies Baroe Lines Barn Equipment	217 694 1,253	3,450 2,999	1	3,161 3,444 3,161	1	100% 100%	0	0% 0%	0	0 09

US BBB 2016 Statistics Sorted by Industry

			Sorted by Industry	1		Т			Counta Unable Te	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Barrels & Drums	1.264	2,991	6	2,503	1	17%	5	83%	0	0%
Barrels & Drums - Equipment & Supplies	495 189	3,682	7	2,387	4		3	43%	0	0%
Barrels & Drums - Used Barricades	1,418	4,229 2,897	U	3,919 3,444	0	0% 0%	1	0% 100%	0	0%
Bars & Taverns	14,565	1,155	57	1,082	23	40%	34	60%	Ö	0%
Bartending Instruction	3.974	2.099	15	1.866	5	33%	10	67%	0	0%
Bartending Service	5,235	1,882	17 27	1,775	7	41%	6	35%	4	24%
Barter & Trade Exchanges Baseball Batting Ranges	6.973 1,046	1,660 3,137	2/	1.489 3,161	22	81% 100%	5	19% 0%	0	0%
Baseball Cards & Sports Memorabilia	15,280	1,116	117	723	33		84	72%	0	0%
Baseball Clubs	7.035	1.655	20	1.688	12		7	35%	1	5%
Baseball Pitching Machines	174	4,273	0	3,919	29	0%	0	0%	0	0%
Basement - Contractors Basement - Finishing	14.974 8.470	1.135 1,524	39	1.281 2.299	<u>29</u> 7	74% 88%	10	26% 13%	0	0%
Basement - Remodeling	19,805	953	19	1,732	12		5	26%	2	11%
Basement Waterproofing	48.846	516	83	886	70	84%	10	12%	3	4%
Basketball Clubs	3,061	2,281 3.254	11	2,074	6	55%	5	45%	0	0%
Baskets - Retail Baskets - Wholesale & Manufacturers	903 388	3,254 3,829	7	2,387 3,161	3	43% 50%	4	57% 50%	0	0%
Bat Removal	3,512	2,182	3	2,929	3	100%	0	0%	0	0%
Batching Equipment	20	4,889	0	3,919	0	0%	0	0%	0	0%
Bath Liners	1,034	3,145	3	2,929	3	100%	0	0%	0	0%
Bathing Beaches	3	5.071	0	3,919	0	0%	0	0%	0	0%
Bathroom Accessories	10,408 122,354	1,377 236	36 224	1,329 456	21 158		15 62	42% 28%	0	0%
Bathroom Remodeling Bathroom Remodeling - Walk-In Tubs	23,449	236 837	224 118	456 714	158 80		52 37	28% 31%	4	1%
Baths	12,334	1,255	25	1,536	19	76%	3	12%	3	12%
Baths - Equipment & Supplies	4.964	1.926	22	1.625	15		6	27%	1	5%
Bathtub Refinishing	41,135	588	92	835	45		42	46%	5	5%
Bathtubs & Sinks - Repair & Refinish	57.810	448 4,487	74 0	943 3,919	41	55% 0%	30	41% 0%	3	4%
Baton Twirling Instruction Batteries - Dry Cell - Wholesale & Manufacturers	101 3.657	2,156	28	1,465	24		4	14%	0	0%
Batteries - Storage-Retail	10.084	1,401	46	1,191	37		9	20%	0	0%
Batteries - Storage-Wholesale & Manufacturers	1,637	2,772	4	2,770	3	75%	1	25%	0	0%
Battery Charging Equipment	7.065	1.653	112	740	77		35	31%	0	0%
Battery Repairing & Rebuilding Battery Supplies	2,265 30,549	2,515 712	6 128	2,503 674	<u>1</u> 83	17% 65%	5 45	83% 35%	0	0%
Beads	4,365	2.023	29	1,445	12		14	48%	3	10%
Bearings	3,022	2,296	5	2,619	3	60%	2	40%	0	0%
Beauty Consultant	3,022 12,700	1.243	180	540	153	85%	25	14%	2	1%
Beauty Pageants	12,841	1,237	22	1,625	13	59%	9	41%	0	0% 6%
Beauty Salons Beauty Schools	162,654 31,946	178 695	1,244 124	130 688	686	55% 64%	488 34	39% 27%	70 11	
Beauty Supplies & Equipment	137,898	214	1,215	134	677		523	43%	15	
Beauty Supplies & Equipment Repair	801	3,347	2	3.161	1	50%	1	50%	0	0%
Bed & Breakfast	21,397	898	80	906	52	65%	26	33%	2	3%
Bed Bug Inspection Service	1,478	2,854	3	2,929	<u>0</u>		3	100%	0	
Bed Bug Removal Bed Wetting Aids	14.754 103	1.145 4,480	32	1,393 3,919	27	U-7 /U	4	13% 0%	1	3%
Bedding	43,180	567	261	410	200		45	17%	16	
Beds - Electric & Adjustable	7,096	1,649	79	913	65		2	3%	12	
Beds - Renting	158	4,322	0	3,919	0	0%	0	0%	0	0%
Beds - Retail	34.979 3.045	655 2.287	527	253 2.929	506	96% 67%	20	4%	1	0%
Beds - Wholesale & Manufacturers Bedspreads - Retail	3,045 1.042	2,287 3.141	3	2,929	2	67% 50%	1	33% 50%	0	0%
Bedspreads - Ketali Bedspreads - Wholesale & Manufacturers	372	3,141	4 n	2,770 3,919		0%	- Z	0%	0	0%
Bee Removal	3,407	2,209	4	2,770	2	50%	2	50%	0	0%
Beekeepers	2.669	2,383	4	2.770	4		0	0%	0	
Beekeepers Supplies	1,773	2,705	5	2,619	1	20%	4	80%	0	0%
Beer & Ale - Retail Beer & Ale - Wholesale	2.041 5,118	2,592 1,899	8	2,299 2,387	5	63% 71%	3	38% 29%	0	0%
Beer Coil Cleaning Equipment	28	4,841	0	3,919	0	0%	0	0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	467	3,729	0	3.919	0	0%	0	0%	0	0%
Beer Dispensing & Cooling Equipment	792	3,357	4	2,770	4	100 /0	0	0%	0	0%
Beer Home Brewing Equipment & Supplies	2.030	2,597	6	2.503	3	50%	3	50%	0	0%
Beer, Ale, Wine & Spirits Service Beetle Repellent	1,123	3,092 4,643	13	1,949 3,919	7	54% 0%	6	46% 0%	0	0%
Behavioral Education Services	5.781	1,796	12	2,012	<u> </u>	67%	4	33%	0	0%
Bellows	146	4,355	0	3,919	0	0%	Ó	0%	0	0%
Beltina & Supplies	1.029	3.149	3	2,929	2	67%	1	33%	0	0%
Benches & Work Tables	717	3,431	3	2,929	2	67%	1	33%	0	0%
Benches - Seating Benefit Insurance Software	603 942	3,552 3,225	3	2,929 2,503	3	100% 50%	0	0% 33%	0	0% 17%
Better Business Bureaus	3,276	2,233	106	2,503 774	38		24	23%	44	
Title Darcass	1,461	2,862	4	2,770	2	50%	2	50%	0	0%
Beverage Dispensers										3%
Beverage Dispensers Beverages	12,845	1,236	36	1,329	28		7	19%	1	
Beverages Beverages - Wholesale & Distribution	12,845 6,462	1,236 1,716	36 7	2,387	6	86%	7 1	14%	0	0%
Beverages	12,845	1,236	36 7 7 7 162		28 6 5 101	86% 71%	7 1 2		1 0 0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Bicvcles - Rentina	804	3,345	35	1.345	15	43%	20	57%	0	0% 9%
Bicycles - Repair	2,637	2,394	23	1,589 1,536	13	0, 70	8	35%	2	9% 4%
Bicvcles - Wholesale & Manufacturers Bid Report Service	3.059 975	2.282 3,188	25	1,536 2,387	15 7	60% 100%	9	36% 0%	1	0%
Bill Paying Service	50,259	506	250	419	248		2	1%	0	0%
Billiard Equipment & Supplies	9,045	1.472	20	1.688	18	90%	2	10%	0	0% 0%
Billiard Parlors	1,195	3,042	4	2,770	3	75%	1	25%	0	0%
Billiard Table Repair Billing Service	501 150,185	3.674 198	1,042	3.161 148	0 951	0% 91%	1 90	50% 9%	1	50% 0%
Binders - Loose Leaf	92	4,522	1,042	3,919	931		90	0%	0	
Bindings - Bias & Straight	25	4.858	0	3,919	Ō	0%	Ö	0%	0	0%
Bingo & Gaming Halls	2,292	2,509	6	2,503	3	50%	3	50%	0	0%
Binoculars	1.370 499	2.925	3	2,929	3	100%	0	0%	0	0% 0%
Bins Bio - Chemicals	1,642	3,677 2,770	3	3,444 2,929	2	100% 67%	1	0% 33%	0	0%
Biofeedback Therapists	2,746	2,361	5	2,619	1	20%	4	80%	0	0%
Biological Products	1,712	2,729	4	2,770	3	75%	1	25%	0	0%
Biomedical Products - Research	7.478	1,608	6	2,503	3	50%	3	50%	0	0%
Bird & Wildlife Supply Shops Bird Barriors, Banallants & Controls	3,952 1,674	2,102	8	2,299 3,444	4	50% 100%	4	50% 0%	0	0% 0%
Bird Barriers, Repellents & Controls Bird Feeders & Houses	1,879	2,750 2,660	7	2,387		71%	1	14%	1	14%
Birth Centers	1,315	2,961	11	2,367	3	27%	8	73%	0	14% 0%
Birth Control Information Centers	150	4,345	2	3.161	2	100%	0	0%	0	0%
Bistro	173	4,277	0	3,919	0	0%	0	0%	0	0%
Black Light Equipment & Supplies	41	4.756	1	3,444	1	100%	0	0%	0	0% 0%
Blacksmiths Blankets	1,526 2,397	2,827 2,476	22	3,444 1,625	19		1 2	100% 14%	0	0%
Blasting Contractors	1,924	2,476	0	3,919	0	00 70	0	0%	0	0%
Blasting Equipment & Supplies	587	3,566	0	3,919	0		0	0%	0	0%
Bleachers & Grandstands	365	3.858	0	3.919	0	0%	0	0%	0	0%
Blinds	33,125	680	138	633	113		25	18%	0	0%
Blinds - Cleaning	754	3,399	4	2,770		25%	3	75%	0	0% 0%
Blood Banks & Centers Blowers & Blower Systems	2.443 604	2,462 3,550	8 1	2,299 3,444	<u> </u>	75% 0%	1	25% 100%	0	0%
Blowers - Outdoor	185	4,244	0	3,919	0		0	0%	0	0%
Blueprinting	1,804	2,691	1	3,444	1	100%	0	0%	0	0%
Blueprinting Equipment & Supplies	253	4,077	1	3,444	1	100%	0	0%	0	0%
Boarding - Horses	4.374 2,319	2.021	9	2.223	6	67% 17%	3	33%	0	0% 0%
Boarding Houses Boards Of Trade	2,319	2,498 4,786	0	2,503 3,919	1	0%	5	83% 0%	0	0%
Boat - Charter	12,966	1,229	38	1,299	16		22	58%	0	0%
Boat - Excursion	1,974	2,615	10	2,149	6	60%	4	40%	0	0%
Boat Builders	28.276	751	70	971	52		18	26%	0	0%
Boat Cleaning	1,417	2,898	5	2,619	1	20%	4	80%	0	0% 0%
Boat Club Boat Covers, Tops & Upholstery	1.195 8.973	3.042 1.483	34	3.161 1.362	27	100% 79%	7	0% 21%	0	0%
Boat Dealers	76,694	362	228	452	159		67	29%	2	1%
Boat Equipment & Supplies	20,371	935	77	923	28	36%	48	62%	1	1% 0%
Boat Launching	210	4,181	0	3,919	0	0%	0	0%	0	0%
Boat Launching Sites	324	3.932	0	3.919	0 4	0%	0	0%	0	0% 0%
Boat Lifts Boat Renting & Leasing	3,378 7,579	2,214 1,600	42	2,770 1,245	28		14	0% 33%	0	
Boat Renair	53,488	481	122	698	56	46%	63	52%	3	2%
Boat Storage	3,656	2,158	10	2,149	5	50%	5	52% 50%	0	0%
Boat Transporting	2.641	2.391	5	2.619	3	60%	2	40%	0	0%
Boat Yards	826	3,321	4	2,770	4		0	0%	0	0%
Boating Instruction Boating Instruction - Canoe & Kavak	817 488	3,331 3,694	3	2,929 2,929	1	33% 33%	1	33% 67%	1	33% 0%
Body Care Products	12,932	1,233	55	1,110	18		32	58%	5	9%
Body Waxing Services	2,063	2,583	14	1,901	4		10	71%	0	0%
Boilers - New & Used	3,882	2,117	7	2,387	6	86%	1	14%	0	0%
Boilers - Rental	537	3,621	0	3,919	0	0%	0	0%	0	0%
Boilers - Repair & Cleaning	5.434	1.850 2,973	4	2.770 3.444	3	75%	1	25% 0%	0	0% 0%
Boilers - Sales & Service Boilers - Supplies & Parts	1,290 705	3,439	1	3,444	1	100% 100%	0	0%	0	0%
Bolts & Nuts	3,355	2,221	5	2,619	1	20%	4	80%	0	0%
Bonds - Surety & Fidelity	10.521	1,371	8	2,299	5	63%	3	38%	0	0%
Book, Compact Disc, & DVD Clubs	12.351	1.254	124	688	91		27	22%	6	5%
Bookbinders	2,592	2,407	7	2,387	4	57%	3	43%	0	0%
Bookbinders Equipment & Supplies Bookcases	313 134	3.950 4,388	2	3.161 3,919	0	0% 0%	2	100% 0%	0	0% 0%
Bookkeeping Service	79.652	4,388 349	90	3,919 843	45		41	46%	4	
Books - New	78,139	356	470	279	288		172	37%	10	2%
Books - Textbooks New & Used	72,407	381	432	297	345	80%	74	17%	13	3%
Books - Used & Rare	14.714	1.146	48	1.175	41		7	15%	0	0%
Books - Wholesale	7,015	1,658	27	1,489	24 512		3	11%	0	0% 0%
Booths - Toll, Parking Boots	21,197 7.631	907 1.597	553 43	246 1.226	512		40	7% 26%	1	2%
Bottle Caps & Seals	7.631	4,756	43 0	3,919	31		0	0%	U T	0%
Bottle Return Depot	562	3,592	0	3,919	0		0	0%	0	
	JULI			21222		9 701				

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled	%	Pursue	%
Bottlers Equipment & Supplies Bottles - Used	2.008	2.602 5,071	3	2.929 3.919	1 0	33% 0%	2	67% 0%	0	0% 0%
Bottles - Wholesale & Manufacturers	3.167	2,258	6	2,503	4	67%	2	33%	0	0%
Bounce Houses	5,865	1,786	41	1,252	14		23	56%	4	10% 0%
Boutique - Battling Cancer Related Products Boutique Items - Wholesale & Manufacturers	923 2,189	3,240 2,552	<u>2</u> 87	3,161 862	<u>2</u> 54	100% 62%	33	0% 38%	0	
Boutiques Boutiques	129,501	227	1,088	145	420		616	57%	52	
Bowling	7.296	1.628	56	1.095	34		22	39%	0	0%
Bowling Clothes & Accessories	939	3,229 4.811	12	2,012 3,919	<u>4</u>		8 0	67% 0%	0	0% 0%
Bowling Instruction Bowling Lane Equipment & Supplies	32 373		1	3,444	0	0%	1	100%	0	0%
Bowling Lane Refinish & Repair	6	3.845 5,025	0	3,919	0	0%	0	0%	0	0%
Box Lunches	58	4.672	0	3,919	0	0%	0	0%	0	0% 0%
Box Manufacturers Equipment & Supplies Box Openers	1,074	3,124 4,929	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Boxes - Corrugated & Fiber	4,475	2.007	1	3,444	0		1	100%	0	0%
Boxes - Metal	87	4,542	0	3,919	0	0%	0	0%	0	0%
Boxes - Paper	913	3.246	3	2,929	2	67%	1	33%	0	0% 0%
Boxes - Plastic & Transparent Boxes - Specialty & Fancy	314 470	3,949 3,725	1 3	3,444 2,929	1	100% 33%	2	0% 67%	0	0%
Boxes - Used	49	4,721	0	3,919	0		0	0%	0	0%
Boxes - Wire Bound	5	5,042	0	3,919	0	0%	0	0%	0	0%
Boxes - Wooden	504	3.670	1	3,444	1	100%	0	0%	0	0%
Boxing Gym Bov & Girl Organizations - Supplies	6,594	1,701 4,811	68 0	988 3.919	38 0	56% 0%	26 0	38%	4	6% 0%
Boys Clothing & Furnishings - Retail	11,780	1,294	64	1,016	25	39%	39	61%	0	0%
Boys Clothing & Furnishings - Wholesale & Manufacturers	336	3,909	5	2,619	5	100%	0	0%	0	0%
Braids Braille Cupplies	4.652 40	1.974 4,763	40	1.266	18 0		20	50% 0%	2	5% 0%
Braille Supplies Brake Fluids	40	4,763	0	3,919 3,919	0	0%	0	0%	0	0%
Brake Service	33,493	675	397	320	339	85%	58	15%	0	0%
Brake Service Equipment	1,342	2,945	11	2,074	4	36%	7	64%	0	0%
Brake Shoe Bonding & Exchanging	13 117	4.951	0	3.919	0	0%	0	0% 0%	0	0% 0%
Brakes - Lining - Manufacturers & Distributors Brakes - Manufacturers & Distributors	1.155	4,440 3,074	6	3,919 2,503	<u>U</u>	50%	3	50%	0	0%
Brand Development	9,966	1,407	23	1,589	15	65%	8	35%	0	0%
Branding Equipment	86	4,547	0	3,919	0		0	0%	0	0%
Bras	3.537 185	2.179	7	2.387	5	71% 0%	2	29% 100%	0	0% 0%
Brass Brass Fabricators	20	4,244 4,889		2,929 3,919	0	0%		0%	0	0%
Brass Products	459	3,736	2	3,161	1	50%	1	50%	0	0%
Brazing	47	4,732	0	3,919	0	0%	0	0%	0	0%
Breakfast Nooks & Booths Breastfeeding Supplies & Information	2,776	5.025 2.354	17	3.919 1,775	<u>0</u> 16	0% 94%	0	0% 6%	0	0% 0%
Brew Pub	787	3,368	7	2,387	6		1	14%	0	0%
Brewers	2,312	2,503	5	2,619	5	100%	0	0%	0	0%
Brewers Equipment & Supplies	968	3,196	32	1,393	16		16	50%	0	0%
Brick - Clav - Common & Face Brick - Concrete, Pumice	4.638 9,941	1,980 1,409	32	2,770 1,393	<u>3</u>	75% 34%	21	25% 66%	0	0% 0%
Brick - Fire	281	4.002	0	3,919	0	0%	0	0%	0	0%
Brick - Used	52	4,704	0	3,919	0	0.70	0	0%	0	0%
Brick Preservatives Bridal & Millinery Supplies	465 514	3,730 3,658	0 12	3,919 2,012	0		0	0% 67%	0	0% 0%
Bridal Gown Preservation	197	4,212	3	2,012	2		8 1	33%	0	0%
Bridal Registries	835	3,308	2	3.161	0	0%	1	50%	1	50%
Bridal Shops	40,629	593	424	302	271		140	33%	13	
Bridal Supplies - Wholesale & Manufacturing Bridge Builders	438 2.054	3,762 2,588	2	3,161 3,444	0	0% 100%	2	100% 0%	0	0% 0%
Bridge Clubs	282	4,001	0	3,919	0	0%	0	0%	0	0%
Bridge Instruction	4	5,059	0	3,919	0	0%	0	0%	0	0%
Bridge Operators	986	3,179	22	1,625	22		0	0%	0	0%
Broaching Bronze	10 990	4,977 3.176	0	3,919 2,503	0	0% 83%	0	0% 17%	0	0% 0%
Bronze Powders & Liquids	990	4,994	0	3,919	0	0%	0	0%	0	0%
Bronze Tablets	57	4.678	0	3.919	0	0%	0	0%	0	0%
Bronzing	826 79	3,321	2	3,161	0		2	100%	0	0% 0%
Broom Manufacturers Equipment & Supplies Brooms	79 95	4,569 4,513	0	3,919 3,919	<u>U</u>	0% 0%	0 0	0% 0%	0	0%
Brush Control	296	3,977	1	3,444	0	0%	1	100%	0	0%
Brush Hoaaina	40	4,763	0	3,919	0		0	0%	0	0%
Brush Manufacturers Equipment & Supplies Brushes	120 296	4,434 3,977	0	3,919 3,919	0		0	0% 0%	0	0% 0%
Buckets - Digging & Hoisting	296 166	3,977 4,301	0	3,919	0		0	0%	0	0%
Buckles Buckles	417	3,788	1	3,444	0	0%	1	100%	0	0%
Buffina & Polishina Equipment & Supplies	559	3,598	1	3,444	0		1	100%	0	0%
Building & Development Permits	1,245	3,005 1,895	0	3,919 2,619	<u>0</u>	0%	0	0%	0	0% 0%
Building Cleaning - Exterior Building Construction Consultants	5,133 47,373	1,895	5 82	2,619 896	42		39	20% 48%	1	1%
Building Contractors	551,124	46	626	219	354		257	41%	15	2%
Building Envelope Restoration	103	4,480	0	3,919	0	0%	0	0%	0	0%

US BBB 2016 Statistics Sorted by Industry

			Sorted by Industry			ı	ı		County Haral 1 -	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	e %
Building Inspection	24.846	802	43	1.226	27	63%	14	33%	2	2 5% 0 0%
Building Inspection - Commercial Building Materials	1,237 173.819	3,012 170	2,824	3,919 62	2,764	0% 98%	58	0% 2%		2 0%
Building Materials - Reclaimed & Recycled	978	3,185	4	2,770	2,704	50%	2	50%	Ć	0 0%
Building Restoration & Preservation	40,570	594	65	1,008	45	69%	20	31%	Ċ	0 0%
Buildings - Concrete	8.494	1.521	5	2.619	1	20%	33	60%		1 20%
Buildings - Metal Buildings - Pole & Post Frame	75,957 44.013	366 558	129 55	669 1.110	93 40	72% 73%	33	26% 27%		3 2%
Buildings - Pote & Post Frame Buildings - Portable	38,659	617	85	881	71	84%	13	16%	(0 0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	160,621	182	71	965	61		9	13%		1 1%
Bull Ridina	135	4,385	0	3,919	0	0%	0	0%		0 0%
Bulldozers Rullet Perintent Equipment	1,300	2,970	2	3,161	2	100%	0	0%	(0 0%
Bullet-Resistant Equipment Bulletin & Directory Boards	675 3,470	3.476 2.192	24	2.387 1.562	23	29% 96%	1	71% 4%		0 0%
Bullion Coin Dealers	37,104	631	48	1,175	43	90%	3	6%	2	2 4%
Buovs - Marine	7	5.013	0	3.919	0	0%	0	0%		0 0%
Burglar Alarm Systems - Dealers, Monitoring & Service	420,501 1,466	60 2.859	5,183	26 3,444	5,018	97%	138	3% 0%	27	7 1% 0 0%
Burial Advisory Service Burial Vaults	1,341	2,859	3	2,929	1	100%	3	100%		0 0%
Burlap	15	4,929	0	3,919	0	0%	0	0%	(0 0%
Bus - Sales & Rental	1,001	3,164	12	2,012	5	42%	7	58%		0 0%
Bus Lines	26,723	769	1,196	137	1,121	94%	75	6%	(0 0%
Bus Lines Ticket Agencies Buses - Bodies	1.649 243	2,768 4,098	16	1.816 3,444	10	63% 0%	6	38% 0%		0 0%
Buses - Bodies Buses - Charter & Rental	45.139	4,098 544	155	584	78	50%	64	41%	19	
Buses - Distributors & Manufacturers	367	3,853	133	3,444	1	100%	0	0%		3 8% 0 0%
Buses - Parts & Supplies	257	4,061	1	3,444	1	100%	0	0%	(0 0%
Buses - Repair & Service	604	3,550	0	3.919	0	0%	Ō	0%		0 0%
Buses - Used Bushings	696	3,447 4,604	0	3,919 3,919	0	0%	0	0% 0%	(0 0%
Business & Trade Organizations	33,181	679	148	605	110	74%	37	25%	\	1 1%
Business Brokers	38,832	615	43	1,226	21	49%	19	44%	3	3 7%
Business Consultants	309.193	82	428	299	263	61%	141		24	
Business Credit Builder	15,597	1,108	19	1,732	14	74%	5	26%		0 0%
Business Forms & Systems	39.668 177.464	601 166	69 203	983 493	46 138	67% 68%	23 57	33% 28%		0 0% 8 4%
Business Opportunity Companies Business Plan Preparation	5,815	1,793	203 8	2,299	138	63%	37	38%	<u>8</u>	0 0%
Business Processing Optimization	10.539	1,369	596	235	585	98%	10	2%	Ì	1 0%
Business Promotions - General	29,994	724	86	875	54	63%	32	37%	(0 0%
Business Services - General	213.812	131	870	177	470	54%	331	38%	69	
Butchering Butchers Equipment & Supplies	5,462 250	1,844 4,082	11	2,074 3,444	4	36% 100%	6	55% 0%		1 9% 0 0%
Butter	136	4,383	0	3,919	0	0%	0	0%	(0%
Buttons - Advertising	1,899	2,650	3	2,929	3	100%	0	0%	Č	0 0%
Buttons - Clothina	115	4,448	0	3.919	0	0%	0	0%	(0 0%
Buttons - Manufacturers Equipment & Supplies	389	3,827	1	3,444	1	100%	0	0%	(0 0%
Buying Clubs & Group Purchasing Service Cabanas - Beach & Pool	84,459 207	330 4.191	457	287 3.161	435	95%	10	2% 100%	12	2 3% 0 0%
Cabin, Cottage & Chalet - Rentals	26,497	774	222	461	163	73%	52	23%		7 3%
Cabinet Doors	3,425	2,205	32	1,393	25	78%	7	22%	Ċ	0 0%
Cabinet Equipment & Supplies	11,370	1,323	39		22	56%	17	44%	(0 0%
Cabinet Hardware	2,476	2,455	5	2,619	<u>4</u> 20	80%	1	20%		0 0%
Cabinet Maker Cabinet Manufacturer	12.409 76.933	1,252 360	48 96	1.175 817	20 69	42% 72%	25	52% 28%		3 6% 0 0%
Cabinet Organizers	1.033	3,147	20	3.161	2	100%	27 N	0%	(0 0%
Cabinet Refacing	7,336	1,621	11	2,074	10	91%	1	9%	<u> </u>	0 0%
Cabinet Refinishers	13,201	1,215	11	2,074	4	36%	6	55%		1 9%
Cabinets Cable & Wire Harness Assembly	138.010 558	212 3,599	290	383 3,919	174	60%	110	38% 0%		6 2% 0 0%
Cable & Wire Harness Assembly Cable Networking	558 5.451	3,599 1,845	0 44		13	30%	31	70%	(0 0%
Cable Networking Cable Splicing	967	3,201	2	3,161	2	100%	0	0%	(0 0%
Cable TV, Internet & Telephone Installation Service	63,925	421	768	193	688	90%	74	10%		6 1%
Cabs - Tractor, Truck	618	3.530	3	2,929	2	67%	1	33%		0 0%
Caissons - Structural	8	5,004	<u>0</u>	3,919	0	0%	0	0%		0 0%
Cake Decorating Equipment & Supplies Calculating Service	2.821 87	2,343 4,542	15	1.866 3,919	9	60% 0%	6	40% 0%		0 0%
Calculating Service Calculators, Adding Machines & Supplies	406	3,800	8		1	13%	7	88%	(0 0%
Calendars	8,309	1,536	70	971	70	100%	0	0%	Č	0 0%
California Advance Fee Residential Loan Modification/Mortgage	9,759	1,418	52	1,133	7	13%	42	81%	-	3
Loan Forbearance Services	56,420				· · ·					6 7%
Call Centers Calligraphers	56,420 225	458 4.140	89 0	851 3,919	47 0	53% 0%	36	40% 0%	6	0 0%
Campers - Dealers	20,988	918	72	957	58	81%	14	19%	(0 0%
Campers - Rent & Lease	1,385	2,919	14	1,901	5	36%	9	64%		0 0%
Campers - Service & Repair	2,967	2.308	9	2,223	4	44%	4	44%		1 11%
Campers - Supplies & Parts	527	3,637	1	3,444	1	100%	0	0%	(0 0%
Campers - Wholesale & Manufacturers	80,151	345	254	414	247	97%	6	2%		1 0% 3 1%
Campgrounds & RV Parks Camping Equipment	53.217 9.043	483 1,473	267 162	405 567	<u>197</u> 50	74% 31%	67 112	25% 69%	<u> </u>	0 0%
Camping Equipment - Renting	5045	4 718	3	2.929	0			100%		

			Sorted by Industry			,		,		-
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Camps	17.081	1.039	57	1.082	27	47%	29	51%	1	2%
Cams - Grinding & Cutting	24	4,869	0	3,919	0	0%	0	0%	0	0%
Candle Making Supplies Candles - Retail	1.611 20,004	2.782 946	116	3.444 729	104	100% 90%	10	0% 9%	2	0%
Candles - Wholesale & Manufacturers	52,875	484	126	682	123	98%	2	2%	1	. 1%
Candles - Wickless	738	3.416	3	2,929	1	33%	2	67%	0	0%
Candy & Confectionery - Retail	11,997	1,276	71	965	41		28	39%	2	3%
Candy & Confectionery - Wholesale & Manufacturers Candy & Confectionery Brokers	6.865 524	1,671 3,645	16	1.816 3.444	12	7070	4	25% 100%	0	0%
Candy & Confectionery Manufacturer Equip & Supplies	561	3,596	0	3,919	0		0	0%	0	0%
Candy & Confectionery Manufacturers Supplies	420	3,783	0	3,919	0	0%	0	0%	0	
Canes	2,077	2,582	9	2,223	9	100%	0	0%	0	0%
Caning Supplies	116 152	4,444 4,339	0	3.919 3.444	0	0% 0%	0	0% 100%	0	0%
Canners	38	4,778	1	3,444	0	0%	1	100%	0	0%
Canners Equipment & Supplies	139	4,374	0	3.919	0	0%	0	0%	0	0%
Canoe Rental & Trips	776	3,380	6	2,503	4	07 /0	2	33%	0	0%
Cans	201 43	4.202	1	3.444 3.919	0		1	100%	0	0%
Cans Manufacturers Machinery Canvas - Wholesale & Manufacturers	43 1,542	4,746 2.819	6	3,919 2,503	<u> </u>		2	0% 33%	0	0%
Canvas Goods	5,420	1,853	38	1,299	36		2	5%	0	0%
Capacitors	39	4,772	0	3,919	0	0%	0	0%	0	0%
Caps & Gowns	2.239	2,528	6	2.503	3	50%	3	50%	0	0%
Caps - Wholesale & Manufacturers	43	4,746	0	3,919	<u>0</u> 28	0%	0 37	0%	0	0%
Car Buving Service Car Loading & Unloading	21.670 530	889 3,633	66 0	998 3.919			37	56% 0%	1	0%
Car Pool Information	42	4,749	0	3,919	0		0	0%	0	
Car Service	34.662	661	378	326	338	89%	38	10%	2	1%
Car Wash & Polish	90,347	309	1,519	110	870		597	39%	52	
Car Wash & Polish Equipment & Supplies	3.437	2.198	17	1.775	12	71%	5	29%	0	0%
Carbide Carbide Metals & Products	60 213	4,660 4,170	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Carbine Metals & Floddets Carbon - Activated	191	4,224	0	3,919	0	0%	0	0%	0	0%
Carbon Monoxide Detecting	157	4,328	6	2,503	4	67%	2	33%	0	0%
Carbon Products	492	3.688	0	3.919	0	0%	0	0%	0	0%
Carbonic Gas	274	4,026	0	3,919	0		0	0%	0	0%
Carburetors Card Access Control Systems	3,456 100	2,196 4,490	/	2,387 3.919	6		1	14% 0%	0	0%
Cardboard Systems	39	4,772	0	3,919	0	0%	0	0%	0	0%
Cardio-phlebotomy Training & Certification	63	4,643	0	3,919 3,919	Ō	0%	Ö	0%	0	0%
Career & Outplacement Counseling	32,026	694	34	1,362	18	53%	14	41%	2	6%
Caregivers Resources	2,844	2,337	6 37	2,503	3 18	50%	3 18	50%	0	0% 3%
Cargo & Freight Containers Cargo Stabilizing Devices	13.733 181	1.190 4,257	3/ 0	1,309 3,919	18	49% 0%	18	49% 0%	1	0%
Carnival Supplies	73	4,604	0	3,919	0		0	0%	0	0%
Carnivals	1,130	3,088	2	3,161	1	50%	1	50%	0	0%
Carpenters	98,309	285	109	757	37		68	62%	4	
Carpet & Rug Binding Carpet & Rug Binding Machines	582 236	3.574 4,112	1	3.444 3.444		100% 100%	0	0% 0%	0	0%
Carpet & Rug Binding Machines Carpet & Rug Cleaners	455,117	4,112 53	843	3,444	566		254	30%	23	3%
Carpet & Rug Cleaning Equipment - Rental	1,424	2,890	13	1,949	12		1	8%	0	
Carpet & Rug Cleaning Equipment& Supplies	6,642	1,697	11	2,074	5	45%	6	55%	0	0%
Carpet & Rug Dealers - New	345.875	73	1.571	105	1.446		116	7%	9	1%
Carpet & Rug Dealers - Persian/Oriental Rugs Carpet & Rug Dealers - Used	4,283 10,303	2,040 1,384	30 45	1,424 1,201	29 33	97% 73%	1 12	3% 27%	0	0%
Carpet & Rug Dealers - Used Carpet & Rug Distributors & Manufacturers	10.303 24,747	1.384 806	45 68	988	33 65		12	2/% 3%	1	1%
Carpet & Rug Dyers	735	3,418	0	3,919	0	0%	0	0%	0	0%
Carpet & Rug Measuring	32	4.811	0	3.919	0		0	0%	0	0%
Carpet & Rug Pads, Linings & Accessories	2,891	2,322	2	3,161	2	100%	0	0%	0	0%
Carpet & Rug Renting Carpet & Rug Repair	46 5,734	4.737 1,801	0	3.919 2.503	0	0% 67%	0	0% 33%	0	0%
Carpet & Rug Weavers	854	3,290	1	3,444	1	100%	0	0%	0	0%
Carpet Installation	5.323	1.874	18	1.756	6	33%	10	56%	2	11%
Carpet Layers	18,498	989	25	1,536	12	.0 70	12	48%	1	4%
Carpet Lavers Equipment & Supplies	833 73	3,312	2	3.161		50%	1	50%	0	0%
Carpet Workrooms Carports	73 47.874	4,604 522	304	3,919 375	249	0% 82%	54	0% 18%	1	. 0%
Carriages - Horse	1.455	2.865	6	2,503	4	67%	2	33%	0	0%
Cash Registers & Supplies	2,833	2,340	11	2,074	7	64%	4	36%	0	0%
Casinos	19.456	963	205	489	152	74%	52	25%	1	0%
Casinos - Online Caskets	1,344 7,740	2,944 1,584	1 11	3,444 2.074	0	0% 73%	0	0% 9%	1	100%
Caskets Casters & Glides	7,740	1,584 3,423	11	2,074 3,919	<u>8</u>		1	9% 0%	2	18%
Casters & Gildes Cat Breeders	6,124	1,757	23	1,589	8		14	61%	1	4%
Catalog Designers & Compilers	416	3,790	3	2.929	0	0%	2	67%	1	33%
	4,236	2,047	50	1,155	48	96%	2	4%	0	0%
Catalog Showrooms										
Caterer Equipment & Supplies	381	3,833	5	2,619	1	20%	3	60%	1	20%
			5 170		1 80 1		3 83	60% 49% 0%	7	20% 4% 0 0%

US BBB 2016 Statistics Sorted by Industry

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Cave Exploration Equipment & Supplies	1	5.114	0	3.919	0	0%	0	0%	0	0%
Caverns	99	4,500	0	3,919	0	0%	0	0%	0	0%
Ceiling Cleaning Ceiling Materials	535 526	3.626 3,641	2	3.161 3,919	1	50% 0%	1	50% 0%	0	0% 0%
Ceiling Removal	526	3,641	0	3,919	0	0%	0	0%	0	0%
Cell Phone & Tablet Equipment, Supplies & Repair	180.646	160	3,455	44	2,683	78%	724	21%	48	1%
Cellophane, Cell Materials & Products	1,186	3,048	21	1,657	7	33%	12	57%	2	10%
Cellular Telephone Service & Supplies	257.387	105 3,770	30.013	2,503	29,460	98%	503	2% 0%	50	0% 0%
Cellulite Treatment - Endermologie Cement - Retail	431 2,097	2,577	6	2,503	2	100% 33%	4	67%	0	0%
Cement - Wholesale & Manufacturers	1.093	3.112	1	3,444	0		1	100%	0	
Cemeteries	18,606	985	154	592	112		41	27%	1	1%
Cemetery Equipment & Supplies	2,256	2,520	23	1.589	16		7	30%	0	0%
Centrifugal Machinery Ceramic Products - Decorative	77 1,185	4,579 3,051	0	3,919 2,929	0	0% 33%	0	0% 67%	0	0% 0%
Ceramic Products - Decorative Ceramic Products - Industrial	300	3,031	0	3,919		0%	0	0%	0	0%
Ceramics - Equipment & Supplies	1,313	2,962	7	2,387	5	71%	2	29%	0	0%
Cereals	89	4.532	0	3.919	0		0	0%	0	0%
Chain Letters	1,428	2,886	6	2,503	6	100%	0	0%	0	0%
Chain Link Fence Sales, Service & Contractors Chains	3,843	2,123	10		3	30%	6	60% 0%	1	10% 0%
Chairs - Orthopedic & Lift	339 3,514	3,898 2,181	14	3,161 1,901	10	100% 71%	4	29%	0	0%
Chairs - Rent	3,602	2,171	17	1,775	5	29%	10	59%	2	12%
Chairs - Wholesale & Manufacturers	3,971	2,100	23	1,589	17	74%	6	26%	0	0%
Chalkboards	116	4,444	0	3,919	0	0%	0	0%	0	0%
Chambers Of Commerce	125,454	234 3.172	11	2,074 3,919	9		1	9% 0%	1	9% 0%
Charcoal Charity - Advertising for Publications	995 728	3,1/2 3,426	0 4	3,919 2,770	1	25%	<u>0</u> ع	75%	0	0%
Charity - American Indian	1,063	3,426	1	3,444	1	100%	0	0%	0	0%
Charity - Animal Protection	17.383	1.027	48	1.175	38	79%	10	21%	0	0%
Charity - Arts & Culture	4,663	1,971	7	2,387	4		3	43%	0	
Charity - Blind & Visually Impaired	1,192	3,044	3	2,929	3	100%	0	0%	0	0% 0%
Charity - Cancer Charity - Child Sponsorship	6,310 1,509	1.736 2,837	3	2.929 3.919		67% 0%	1	33% 0%	0	0%
Charity - Children & Youth	20.273	939	21	1,657	14		7	33%	0	0%
Charity - Civil Rights	977	3,187	1	3,444	1	100%	0	0%	0	0%
Charity - Community Development & Civic Organizations	13,091	1,222	26		21	02 70	5	19%	0	0%
Charity - Education & Literacy	7.130	1.642	15	1.866	13		2	13%	0	0% 0%
Charity - Elderly Charity - Environment	3,576 3,255	2,176 2,242	1	2,770 3,444	<u>3</u>	75% 100%	1	25% 0%	0	0%
Charity - Health	13,456	1,202	63	1,028	55	87%	8	13%	0	0%
Charity - Human Services (i.e. assistance to individuals &	42,468	577	66	998	46	70%	20	30%	0	
families)			- 00		40		20		-	0%
Charity - Law & Public Interest Charity - Local	6,962 128,690	1,663	195	2,929 508	<u>3</u>	100% 77%	43	0% 22%	0	0% 1%
Charity - National	42,159	580	30		22		8	27%	0	0%
Charity - Other Charitable Organizations	9,307	1,452	22	1,625	15		6	27%	1	5%
Charity - Police & Firefighter Organizations	8.707	1,505	2	3.161	1	50%	1	50%	0	0%
Charity - Relief & Development	1,238	3,011	0	3,919	0	0%	0	0%	0	0%
Charity - Religious Charity - Veterans & Military	8,462 17,565	1.525 1,022	2	3.161 2,929	2	100%	0	0% 100%	0	0% 0%
Charts	17,303	4,226	5	2,619	0	0%	5	100%	0	0%
Chauffeur Service	1.738	2,720	1	3,444	1	100%		0%	0	0%
Check Cashing Protection Systems	6,361	1,728	78		78		0	0%	0	0%
Check Cashing Service	52.063	492	417		351		57	14%	9	2% 0%
Check Protection & Signing Machines Check Verification & Recovery Service	997 8,778	3,169 1,501	60	3,919 1,060	26	0% 43%	34	0% 57%	0	0%
Checks - Printing	71.866	385	110	748	107		2	2%	1	1%
Cheerleading Instruction	4,081	2,076	29	1,445	14	48%	14	48%	i i	3%
Cheese	1.733	2,721	2	3.161	0		2	100%	0	0%
Cheese - Artisanal	160 6,494	4,319 1,712	1	3,444 2,503	<u>1</u>	100%	0	0% 33%	0	0% 0%
Chemical Cleaning - Industrial Chemical Milling	6,494 253	1,/12 4.077	<u>б</u>	2,503 3,919	<u>4</u>	67%	2	33% 0%	0	0%
Chemical Plant Equipment & Supplies	1,637	2,772	3	2,929	2	67%	1	33%	0	0%
Chemical Production	1.965	2,617	5	2.619	0	0%	5	100%	0	0%
Chemicals	17,556	1,023	38	1,299	26		12	32%	0	0%
Chemicals - Reclaiming Chemists - Analytical & Consulting	67 826	4,627 3,321	0	3,919 3,444	0	0% 0%	0	0% 100%	0	0% 0%
Chemists - Manufacturers	2,755	2,356	149	600	130	87%	19	13%	0	
Chess Instruction	374	3.843	0	3,919	0	0%	0	0%		0%
Chewing Gum	3	5,071	0	3,919	0		0	0%	0	0%
Child Care - In Home	7,235	1,633	10	2,149	7	70%	1	10%	2	20%
Child Care - Infant Child Care Centers	1.802 187.734	2,692 151	380	2.929 325	240	67% 63%	131	33% 34%	0	0% 2%
Child Care Centers Child Care Referral	6,199	1,750	38U 4	2,770	240	50%	131	50%	9 n	0%
Child Parent Development Centers	1,671	2,753	5	2,619	3	60%	2	40%	0	0%
Child Support Enforcement	3,470	2,192	7	2,387	5	71%	2	29%	0	0%
Childproofing Services	260	4.055	1	3,444		100%	0	0%	0	
Children's Play Programs Instruction	1,915	2,642 1 344	105	2,503 779		67% 58%	2	33% 40%	0	0% 2%
Childrens & Family Entertainment	10.9961	1,344	105	779	61	58%	421	40%	2	2%

US BBB 2016 Statistics Sorted by Industry

April Apri		,	,	Sorted by Industry	I		1	1	,	6l	
Calebook Antoning Association 1.100 2.071 3 2.072 2 1800 0 0 0 0 0 0 0 0 0	-	-	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Cmpls Unable To Pursue	e %
College Linds 110 110 110 110 110 110 110 1				400	318	335		56		9	9 2%
Surpex 160 1.00				3		3		0		(0 0%
Chance C				9		3		6			0 0%
Common C	Chimney Builders & Repair			109	757	61	56%	39	36%	Ċ	9 8%
Change Lord Harring				210		138	66%	61		11	
Common Sensor 1,100				9		2		5			2 22%
Control Cont		11 898		<u>U</u>	3.919 1.775	10	59%	6	35%		1 6%
Clinca Dissessore - Secretion S	Chimneys - Prefabricated		4,894	0		0		Ö	0%	ĺ	0 0%
Green A State 1 1 1 1 1 1 1 1 1		1.444		20	1.688	6		14			0 0%
Colors C		9		0				0			0 0%
Construction 1	China - Wholocalo & Manufacturors			22	1.625	- 11	100%	11	50%		0 0%
Change In Frontact 17 172 9 272 18 565 4 445				0		0		0		(0 0%
Chrostents Information Beresson	Chinese Food Products		3.720	9	2,223	5	56%	4	44%		0 0%
Contractors	Chiropractor Information Bureaus			4	2,770	2		2	50%	(0 0%
Colorisation	Chiropractors D.C.			323			73%		26%		3 1% 0 0%
Concider 2,000 2,576 14 1,001 10 71% 3 21%				<u>8</u>				4		(0 0%
Court 12 4.061 0 3.010 0 0.056 0 0.0								3		1	1 7%
Cristian Science Practitioners 13 4.951 1 3.444 1 100% 0 0 % Cristian Science Science Science Science 1.050 1.	Choirs	12	4,961		3,919		0%	Ö	0%	<u> </u>	0 0%
Curistinal LIMES Securitions 6.6 6.033 1 3.444 1 1.00% 0 0.95				1		0		0			1 100%
Curistima Free 15.00				1		1		0			0 0%
Circiana Trees				1		1	100%	14			0 0%
Church Emphasishes											1 1%
Church Functions		7		0		0	0%	0			0 0%
Courte Remarker 16,919 1,044 29 1,281 10 49% 19	Church Furnishings			1		1		0			0 0%
Court Common Court C				4		3		1			0 0%
Coar R Claserte R Tobacco Dealers - Retail 24,691 808 182 533 102 56% 78 43%	Chuto Cleaning		1,044	39	1,281	19	49%	19			0 0%
Capar & Claserette & Tobacco Dealers - Whodesale 3,509 2,183 7 2,367 3 43% 4 57%				182		102		78			2 1%
Case R. Clararette Lichters				7		3		4		i	0 0%
Cases and Ciner Accessories 2,372 2,484 16 1,816 4 25% 12 75%	Cigar & Cigarette Lighters	6,369	1.727	32	1.393	14	44%	18	56%		0 0%
Cincits	Cigar, Cigarette & Tobacco Manufacturers					6		2		(0 0%
Circuit Breakers 394 3,816 1 3,444 0 0% 1 100%				16		4		12			0 0%
Circuit Composition 1,663 2,757 11 2,074 10 91% 0 0%		394		1		0	0%	1	100%		0 0%
Circus Companies				2		0	0%	2		(0 0%
City & Town Planners	Circus Companies	1,663	2,757	**	2,074	10	91%	0	0%	1	1 9%
Clay				0		0		0			0 0%
Clay Products 303 3,065 1 3,444 1 100% 0 0% 0 0% 0 0% 0 0% 0 0				1		0		1			0 0%
Clear Products				0	3,919	0		0			0 0%
Clean Rooms - Installation & Equipment 520 3.652 1 3.444 0 0 0% 1 100%		303	3,965	1		1		0		(0 0%
Cleaners & Diver Squipment & Supplies 732 3.422 2 3.161 0 0% 1 50% Cleaners & Diver Squipment & Supplies 19 4.894 1 3.444 0 0.0% 1 100% Cleaning Compounds 6.580 1.705 135 638 132 98% 3 2% Cleaning Compounds 6.580 1.705 135 638 132 98% 3 2% Cleaning Services 5217.571 129 601 2311 3655 61% 215 36% Cleaning Services - Commercial Office 38.388 620 13 1.949 8 62% 5 38% 62% 5 38% 62% 5 38% 62% 5 38% 62% 5 38% 62% 6 2.593 1 1.70% 4 6.70% 6.20% 6.20% 74 50% 74 50% 6.20% 74 50%				1		0		1			0 0%
Cleaning Services		520	3.652	1	3.444	0		1	100%		0 0% 1 50%
Cleaning Compounds						0		1	100%		0 0%
Cleaning Services 217,571 129 601 231 365 61% 215 36% Cleaning Services - Commercial Office 38,388 620 13 1,949 8 62% 5 38% Cleaning Services - Estate 2,832 2,341 6 2,503 1 17% 4 67% Cleaning Supplies by March 5,505 779 148 605 54 36% 74 50% Cleaning Supplies by Internet 5,507 1,832 16 1,816 7 44% 9 56% Cleaning Supplies by Mail 1,317 2,959 14 1,901 11 79% 3 2,1% Cleaning Supplies by Mail 1,317 2,959 14 1,901 11 79% 3 2,1% Cleaning Supplies by Mail 2,307 2,504 5 2,610 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 2,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 3,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 3,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 3,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 3,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 3,307 2,504 5 2,610 2 40% 0 0% Cleaning Systems Press, Chemical 3,307				135		132		3			0 0%
Cleaning Services - Estate 2,832 2,341 6 2,503 1 17% 4 67% Cleaning Supplies by Internet 5,507 1,832 16 1,816 7 44% 9 55% Cleaning Supplies by Mail 1,317 2,959 14 1,901 11 79% 3 21% Cleaning Supplies by Mail 3,137 2,959 14 1,901 11 79% 3 21% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 5 2,619 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,504 3 2,519 2 2 40% 2 40% Cleaning Systems Press, Chemical 2,307 2,301 3 3,444 0 0 0% 0 0 0 0 0 0 Clinics - Steps Centers 3,326 3 3,229 0 0 0 0 0 0 0 0 0		217,571						215	36%	2:	1 3%
Cleaning Supplies by Internet			620	13		8	62%	5	38%		0 0%
Cleaning Supplies by Internet				6		1		4			1 17%
Cleaning Supplies by Mail 1,317 2,959 14 1,901 11 79% 3 21%						54		74		20	0 14% 0 0%
Cleaning Systems Press. Chemical 2,307 2,504 5 2,619 2 40% 40% 2 40%	Cleaning Supplies by Mail	1.317				11		3		(0 0%
Clerary 246 4,089 1 3,444 0 0% 0 0% 0 0% 0 0% 0 0	Cleaning Systems Press, Chemical	2,307	2,504	5	2.619	2	40%	2	40%		1 20%
Clinics - Cervical Vein 967 3,201 3 2,929 0 0% 2 67% Clinics - Dailysis 893 3,262 0 3,919 0 0% 0 0% Clinics - Pain Management 14,557 1,156 35 1,345 22 63% 13 37% Clinics - Service 13,377 1,206 79 913 57 72% 22 28% Clinicis - Service 131 4,397 0 3,919 0 0% 0 0% Clocks - Components 134 4,388 0 3,919 0 0% 0 0% Clocks - Service & Repair 5,686 1,809 23 1,589 14 61% 8 35% Clocks - Service & Repair 21,381 899 90 843 67 74% 23 26% Clocks - Wholesale & Manufacturers 277 4,015 0 3,919 0 0% 0 0% <t< td=""><td>Clergy</td><td></td><td></td><td>1</td><td></td><td>0</td><td>0%</td><td>0</td><td>0%</td><td></td><td>1 100%</td></t<>	Clergy			1		0	0%	0	0%		1 100%
Clinics - Dialvsis 893 3,262 0 3,919 0 0% 0 0% Clinics - Siena Management 14,557 1,156 35 1,345 22 63% 13 37% Clinics - Siena Centers 13,377 1,206 79 913 57 72% 22 28% Clinics Siena Centers 131 4,397 0 3,919 0 0% 0 0%6 Clocks - Components 134 4,388 0 3,919 0 0%6 0 0%6 Clocks - Dealers 5,686 1,809 2,3 1,589 14 61% 8 35%6 Clocks - Dealers 5,686 1,809 2,3 1,589 14 61% 8 35%6 Clocks - Strucke & Recair 2,138 899 90 843 67 74%6 23 26%6 Clock - Wholesale & Manufacturers 2,77 4,015 0 3,919 0 0%6 0 0%6 <td></td> <td></td> <td></td> <td>879</td> <td></td> <td>576</td> <td>66%</td> <td>291</td> <td></td> <td>12</td> <td>2 1% 1 33%</td>				879		576	66%	291		12	2 1% 1 33%
Clinics - Pain Management 14.557 1.156 35 1.345 22 63% 13 37% Clinics - Sleep Centers 13.77 1.206 79 913 57 72% 22 28% Clinoina Service 131 4.397 0 3.919 0 0%6 0 0%6 Clocks - Components 134 4.388 0 3.919 0 0%6 0 0%6 Clocks - Service & Revair 5.686 1.809 23 1.589 14 6.1%6 8 35%6 Clocks - Service & Revair 21.381 899 90 843 67 74%6 23 26% Clocks - Service & Revair 277 4.015 0 3,919 0 0%6 0 0%6 Closes Service & Revair 277 4.015 0 3,919 0 0%6 0 0%6 Closes Service & Revair 277 4.015 0 3,919 0 0%6 0 0%6				3		0		2			0 0%
Clinics - Sleep Centers 13,377 1,206 79 913 57 22% 22 28% Clioping Service 9131 4,397 0 3,919 0 0% 0 0%6 0 0 0%6 0 0 0%6 0 <td></td> <td></td> <td>1 156</td> <td></td> <td>1 345</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0 0%</td>			1 156		1 345						0 0%
Clocks - Components 134 4,388 0 3,919 0 0% 0 0% 0 0% Clocks - Components 5,686 1,809 23 1,589 14 61% 8 35% Clocks - Service & Revair 21,381 899 90 843 67 74% 23 26% Clocks - Wholesale & Manufacturers 277 4,015 0 3,919 0 0% 0 0% 0 0% Clocks - Wholesale & Manufacturers & Accessories 277, 298 765 60 1,060 39 55% 21 35% Closer Systems & Accessories 37,298 765 60 1,060 39 55% 21 35% Clostres - Industrial - Protective 133 4,394 0 3,919 0 0% 0 0% 0 0% Cloths - Consianment & Resale 45,088 546 409 309 272 67% 92 22% Clothing - Retail 43,949 54 4,039 31 2,080 51% 1,873 46%				79	913	57		22			0 0%
Clocks - Dealers 5,686 1,809 23 1,589 14 61% 8 35% Clocks - Service & Renair 21,381 899 90 843 67 74% 23 26% Clocks - Wholesale & Manufacturers 277 4,015 0 3,919 0 0% 0 Closes - Services & Recessories 27,298 765 60 1,060 39 65% 21 35% Closures - Industrial - Protective 133 4,394 0 3,919 0 0% 0 0% Cloth Cutting 66 4,633 0 3,919 0 0% 0 0% Clothes - Consignment & Resale 45,088 546 409 309 272 67% 92 22% Clothing - Retail 439,498 54 4,039 31 2,080 51% 1,873 46%	Clipping Service	131		0		0		0			0 0%
Clocks - Service & Repair 21,381 899 90 843 67 74% 23 26% 26% 26% 26% 26% 277 4,015 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0		134		0	3,919	. 0		0		(0 0%
Clocks - Wholesale & Manufacturers 277 4,015 0 3,919 0 0%6 0 0%6 Closet Systems & Accessories 27,298 765 60 1,060 39 55%6 21 35%6 Closures - Industrial - Protective 133 4,394 0 3,919 0 0%6 0 0%6 Cloth Cutting 66 4,633 0 3,919 0 0%6 0 0%6 Clothes - Consignment & Resale 45,088 546 409 309 272 57%6 92 22%6 Clothing - Retail 439,498 54 4,039 31 2,080 51%6 1,873 46%6								U			1 4% 0 0%
Closer & Accessories 27,298 765 60 1,060 39 65% 21 35%								23			0 0%
Closures - Industrial - Protective 133 4,394 0 3,919 0 0% 0 0% Cloth Cutting 66 4,633 0 3,919 0 0% 0 0% Clothes - Consignment & Resale 45,088 546 409 309 272 67% 92 22% Clothing - Retail 439,498 54 4,039 31 2,080 51% 1,873 46%				60		39		21			0%
Clothes - Consignment & Resale 45.088 546 409 309 272 67% 92 22% Clothing - Retail 439.498 54 4,039 31 2,080 51% 1,873 46%	Closures - Industrial - Protective	133		0	3,919	0	0%	0	0%	(0 0%
Clothing - Retail 439,498 54 4,039 31 2,080 51% 1,873 46%				0		0		0		(0 0%
										45 86	
	Cloud Services	459,498	5,059	4,039 n	3,919	2,080 n	0%	1,8/3	46% 0%	88	0 0%
Couls services 9 4 3.032 9 3.212 9 0 0.70 0 0.70 0 0.70 Clubs 128,292 750 204 490 100 49% 103 50%		28.292	750	204	490	100		103	50%		1 0%
Clutches 942 3,225 4 2,770 4 100 % 0 0 %	Clutches	942	3,225	4	2,770	4	100%	0	0%	ĺ	0 0%
<u>Coaching - Business</u> 36.136 644 87 862 61 70% 25 29%	Coaching - Business			87		61	70%	25	29%		1 1%
Coachina - Leadership 3,361 2,220 9 2,223 6 57% 3 33% Coachina - Life 16,278 1,065 15 1,866 7 47% 8 53%	Coaching - Leadership			. 9		6		3		(0 0%

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	٥,
Coal & Coke - Retail	521	3,648	1	3.444		0%		100%	Pursue	% 0%
Coal & Coke - Retail Coal & Coke - Wholesale	138	4,379	1	3,444	0	0%	1	0%	0	0% 0%
Coal Brokers	529	3 634	1	3,444	1	100%	0	0%	0	0%
Coal Miners & Shippers	693	3,453	ņ	3,919	Ų	0%	0	0%	n	0%
Coal Washing	16	4,915	0	3,919	0	0%	0	0%	0	0%
Coat Fronts	5	5.042	0	3,919	0	0%	0	0%	0	0% 0%
Coated Fabrics	77	4,579	0	3,919	0	0%	0	0%	0	0%
Coatings - Powder	5.858	1.788	13	1.949	9		4	31%	0	0%
Coatings - Protective	25,040	797	38	1,299	21		15	39%	2	5%
Coatings - Vacuum Deposition	141	4,366	0	3,919	0		0	0%	0	0%
Coats - Wholesale & Manufacturers	870 25	3.275	3	2,929	1	33%	2	67%	0	0% 0%
Coats Of Arms	4.132	4,858 2.068	3	2,929 1.424	12	100%	0	0%	0	0%
Cocktail Lounges			30	1.424 2,929	12	40-70	18	60%	0	0%
Cocktail Mixes Coffee & Tea	28 29,502	4,841 730	121	703	75	0% 62%		100% 21%	20	17%
Coffee & Tea Shops	9,472	1,441	153	703 594	130	85%	20	13%	20	2%
Coffee Break Service & Supplies	6,396	1,724	17	1.775	130	76%	4	24%	0	0%
Coffee Brewing Devices	3,612	2,167	31	1,409	29		2	6%	0	0%
Coffee Roasting & Handling Equipment	2,510	2,441	3	2,929	3	100%	0	0%	0	0%
Coil Winding	45	4,741	0	3,919	Ō	0%	0	0%	ō	0%
Coils - Electric	327	3,925	1	3,444	1	100%	0	0%	0	0%
Coils - Fin	13	4,951	0	3,919	0	0%	0	0%	0	0%
Coils - Plate	3	5.071	0	3.919	0	0%	0	0%	0	0%
Coin & Bill Change Machines	222	4,148	2	3,161	1	50%	1	50%	0	0%
Coin & Bill Count.Sort.Wrap Machines	482	3.707	14	1.901	14		0	0%	0	0% 0% 0%
Coin & Bill Count, Sort, Wrap Services	69	4,620	0	3,919	0		0	0%	0	0%
Coin Cards	123	4,426	1	3,444	1	100%	0	0%	0	0%
Coin Dealers, Supplies	152.887	189	134	643	113		20	15%	1	1% 0%
Coin Wrappers Coins & Tolons Manufacturers	1,555	5,094 2,806	0	3,919	0	0% 60%	0	0%	0	0%
Coins & Tokens - Manufacturers Coins, Stamps & Precious Metals Dealer	1,555 29,247	2,806 737	<u>5</u>	2.619 1,175	30		17	40%	0	0% 2% 0%
Cold Storage Doors & Insulated Panels	29,247	4,123	48	2,929	30	0%	1/	35% 100%	1	0%
Cold Type Composition	16	4,123	<u> </u>	3,919	0		3	0%	0	0%
Collapsible Tubes	5	5,042	0	3,919	ň	0%	0	0%	0	0%
Collectibles	80,323	343	327	354	250		75	23%	2	1%
Collection Agencies	3,071,806	3	16.817	5	14,916	89%	1,431	9%	470	3%
Collection Agencies - Government Loans	4,704	1,964	5	2,619	4	80%	1	20%	0	0%
Collection Systems	98.649	284	402	317	314		78	19%	10	2% 0%
College Admission Counseling	30,826	710	64	1,016	61	95%	3	5%	0	0%
College Savings Plans	781	3.372	3	2,929	3	100%	0	0%	0	0% 0%
Colocation Services	904	3,253	1	3,444	1	100%	0	0%	0	0%
Colon Hydrotherapy - Colonic Therapy	4,851	1,944	0	3,919	0	0%	0	0%	0	0%
Color Cards	40	4.763	0	3,919	0	0%	0	0%	0	0% 0%
Color Consultants	185 118	4,244 4 438	0	3,919	0	0%	0	0%	0	0%
Color Separations - Offset , Photo Engraving Colors & Pigment	118 160	4.438 4.319	0	3,919 3,444	0	0% 100%	0	0% 0%	0	0%
	39	4,319	1	3,444	1		0	0%	0	0%
Columbarium Columns	1.245	3,005	10	2,149	10	100%	0	0%	0	0%
Combs	1,243	5,059	10	3,919	10	0%	0	0%	0	0% 0%
Combustion Controls	99	4,500	0	3,919	ů	0%	0	0%	ů Ú	0%
Comic Books	5,487	1.837	35	1,345	13		22	63%	0	0%
Commercial Blueprint Design	175	4,270	1	3,444	1	100%	0	0%	ō	0%
Commercial Kitchen Rental	899	3,258	1	3,444	1	100%	0	0%	0	0%
Commercial Painting Contractor	16,161	1,070	20	1,688	10	50%	9	45%	1	5%
Commercial Products Manufacturers	35.098	654	273	399	238		33	12%	2	1%
Commercial Products Wholesale & Distributor	30,141	720	434	295	412		19	4%	3	1%
Commercial Roofing	56,324	460	64	1,016	35	55%	28	44%	1	2%
Commercials - Radio & Television	743	3.412	0	3.919	0	0%	0	0%	0	0%
Commissary Contractors	1,279	2,981	8	2,299	3	38%	5	63%	0	0%
Commodity Brokers	6.801	1.681	4	2,770	3	75%		25%	0	0% 0%
Commodity Trading Advisory Service	1,264 47,777	2,991		2,387 469	1	14% 90%	6	86% 8%	0	0%
Communication Consultants Compact Discs, Tapes & Records - Retail	47,777 18.162	523 1.001	<u>220</u> 44	1,211	198		1/	50%	5	2% 2%
					21	48-70				2%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	1,688	2,741	47	1,185	16	34%	31	66%	0	0%
Compactors - Waste - Household - Dealers	246	4,089	2	3,161	1	50%	1	50%	n	0%
Compactors - Waste - Household - Dealers Compactors - Waste - Industrial & Commercial	699	3,442	<u>2</u> 7	2,387	2	29%	<u> </u>	71%	n	0%
Compactors - Waste - Service & Repair	357	3,869	3	2,929	3	100%	n	0%	n	0% 0%
Compactors - Waste - Service & Repair Compactors - Waste - Supplies & Parts	48	4,726	0	3,919	0	0%	0	0%	n	0%
Compactors - Waste - Wholesale & Manufacturers	82	4,560	0	3,919	0	0%	0	0%	0	0%
Comparators	1	5,114	0	3,919	0	0%	0	0%	0	0%
Compasses	10	4,977	0	3,919	0	0%	0	0%	0	0%
Compliance Consulting	22,462	868	95	822	53		21	22%	21	22%
Composting Systems	236	4,112	3	2,929	2	67%	1	33%	0	0%
Compression Clothing/Garments	3.821	2.130	75	939	60		14	19%	1	1%
Compressors	4,494	2,006	5	2,619	1	20%	4	80%	0	0% 0%
Compressors - Rent	53	4,697	0	3,919	0	0%	0	0%	0	0%
Compressors - Repair	792	3.357	0 13	3.919	<u> </u>	0%	0	0% 770/	0	0% 0%
Computer Assisted Design Services	2,152 29,515	2,558		1,949	3	23%	10	77%	0	0%
Computer Business Services	29.515	729	434	295	383	88%	49	11%	2	υ%

US BBB 2016 Statistics Sorted by Industry

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Computer Consultant	54.842 1.270	465 2,989	171	555 3,161	94	55% 100%	65	38% 0%	12	7% 0%
Computer Facilities Management Services Computer Printers Sales & Service	23,463	2,989 836	195	508	171		24		0	
Computer Software Publishers & Developers	221,026	127	3,443	45	2,979	87%	427	12%	37	
Computers - Forensics	1,145	3,080	3,443	3,161	2,373	100%	127	0%	37 0	0%
Computers - Bulletin Boards	284	3,997	0	3,919	0	0%	0	0%	0	
Computers - Cable & Installation	9,005	1,476	29	1,445	15		14		0	0% 0%
Computers - Cleaning Services	6.669	1.694	57	1.082	31	54%	21	37%	5	9%
Computers - Dealers	185,807	154	3,486	43	3,348	96%	129	4%	9	0%
Computers - Disaster Recovery	12,634	1,244	33	1,378	19		13	39%	1	3%
Computers - Furniture	2.265 2,910	2.515 2,318	4	2.770	1	25%	2	50%	1	25%
Computers - Graphics	2,910	2,318	15 35				8	53%	0	0%
Computers - Multimedia	3.101	2,273		1,345		34%		63%	1	3% 0%
Computers - Network Security	31,683	697 279	85 894	881	38 785		47 101	55% 11%	<u>U</u>	1%
Computers - Networks Computers - Programming	100,667 4,294	2,038	22	169 1.625	703	88% 27%	101	68%	0 1	5%
Computers - Rent & Lease	17,986	1,006	509	261	506	99%	13	1%	ń	0%
Computers - Rooms - Installation & Equipment	1,582	2,794	2	3,161	1	50%	1	50%	0	0%
Computers - Security Equip & Systems	9,107	1,466	64		50		11	17%	3	5%
Computers - Service & Repair	299,791	89	1,289	126	722		501	39%	66	
Computers - Supplies & Parts	110,889	253	978	158	857	88%	114	12%	7	1%
Computers - Supplies & Parts Computers - Sys Designers & Consult	80,089	346	216	472	179	83%	35	16%	2	1%
Computers - Time Share	28	4.841	0	3.919	0	0%	0	0%	0	0%
Computers - Training	51,174	500	107	771	64		28	26%	15	
Computers - Used	18.276	994	60	1.060	44		14		2	3%
Computers - Wholesale & Manufacturers	24,436	813	891	170	869		22	2%	0	0%
Computers Hardware, Software & Services	430,084	57	3,489	42	2,935	84%	504	14%	50	1%
Concert Bureaus	999	3.166	30 29	1,424	29		1	3%	0	0% 0%
Concert Halls Concert Performers	1,805	2,690 4,551	29	1,445 3,919	22	76% 0%	/	24% 0%	0	0%
Concert Promoters & Consultants	4,623	1,983	59	1,067	23	39%	36	61%	0	0%
Concessionaires	1,570	2,802	39	3,161	23	0%	36	100%	0	0%
Concierge Services	9,606	1,427	17	1,775	<u> </u>	47%	9	53%	0	0%
Concrete - Custom	27,549	756	108	762	37		64	59%	7	6%
Concrete - Prestressed	641	3,505	0	3,919	0		0	0%	0	0%
Concrete - Ready Mixed	20,774	921	31	1,409	17		13	42%	1	3%
Concrete - Restoration, Sealing & Cleaning	15,407	1,114	49	1,164	24		20	41%	5	10%
Concrete - Stamped & Decorative	47,325	529	137	634	74		63		0	0%
Concrete Additives	210 1,472	4,181 2,856	0	3,919 2,929	0	0%	0	0%	0	0%
Concrete Aggregates	1.472	2.856	3		3	100%	0	0%	0	0%
Concrete Block & Product Molding Machine	600	3,556	2	3,161	0	0%	2	100%	0	0%
Concrete Blocks & Shapes	4,363	2,024	4	2,770	2	50%	2	50%	0	0%
Concrete Breaking Equipment	407	3.799	0	3.919	0	0%	0	0%	0	0%
Concrete Breaking, Cutting, Sawing	7,748 6,677	1,581	4	2,770	3	75%	1	25%	0	0% 0%
Concrete Construction Forms & Accessories	6.677 766.292	1,692	10 1,110	2.149 143		20% 47%	8 545	80% 49%	0	3%
Concrete Contractors Concrete Curing & Treating Materials		2,767	1,110	2,387	52/	29%	545	71%	38	0%
Concrete Mixers	1,651 946	3,219	7		2	100%	3	0%	0	
Concrete Mixers - Renting	54	4,693	0	3.161 3,919	0	0%	0	0%	0	0% 0%
Concrete Mixing Plant Equipment	214	4,167	2	3,161	0	0%	2	100%	0	0%
Concrete Patching Compounds	567	3,587	1	3,444	1	100%	0	0%	0	0%
Concrete Products	17.533	1,025	26		18		8	31%	0	
Concrete Pumpina Service	4,849	1,945	2	3.161	0	0%	2	100%	0	0%
Concrete Reinforcements	2,783	2,352	0	3,919	0	0%	0	0%	0	0%
Concrete Removal	394	3.816	2	3.161	1	50%	1	50%	0	0%
Concrete Repair/Leveling	14,953	1,137	32	1,393	18		14		0	0%
Concrete Vibrators	6	5,025	0	3,919	0	0%	0	0%	0	0%
Condiments & Sauces	1.766	2.711		2,387	3	43%	3	43%	1	14% 2%
Condominiums	26,613 135	772	100	798	65		33	33%	2	
Conduit & Fittings		4.385	0	3.919		0% 670/	0	0%	0	0% 0%
Conference Centers Connectors - Electric	2,126 3,173	2,565 2,256	9	2,223 2,619	<u> </u>	67% 40%	3	33% 60%	0	0%
Consignment Service	3,1/3 17,110	1.037	155	2,619 584	<u>2</u> 68		76	49%	11	
Consignment Service - Automobile	1,110	3,092	123	2,012	7	58%	70	42%	, 11	0%
Consignment Service - Automobile Consignment Service - Furniture	4,563	1.995	57	1.082	28		25	44%	4	7%
Consignment Service - Online	14,467	1,161	49		38		9	18%	2	4%
Construction & Remodeling Services	2,463,842	6	3,630	40	1,759		1,727	48%	144	4%
Construction Equipment Sales / Services	20.023	945	49	1.164	31	63%	17	35%	1	2%
Construction Estimates	5,448	1,846	9	2,223	1	11%	5	56%	3	33%
Construction Management	58.524	445	99		64		31	31%	4	4%
Construction Reports	1,776	2,703	4	2,770	2	50%	2	50%	0	0%
Construction Supplies	4,659	1,972	20	1,688	10		10	50%	0	0%
Consulates & Other Federal Government Representatives	232	4.126	0	3,919	0		0	0%	0	0%
Consultant - Employee Benefit Plans	4,598	1,986	13	1,949	10		3	23%	0	0%
Consultant - Planning	15.805	1.089	21	1.657	12		6	29%	3	14% 0%
Consultant - Public Sector Planning Consultant - Strategic Planning	719 4,560	3,430 1,996	13	3,444 1,949	<u>0</u>	0% 31%	1	100% 38%	0	31%
Consultant - Strategic Planning Consultants - Auto Repair	4,560	3,482	13	2,387	4	86%	5	38% 14%	4	0%
Consultants - Auto Rebail Consultants - Automobile Purchase	18,083	1,003	66		52		14	21%	0	0%
Consultants - Automobile Furchase Consultants - Dental Management	3,273	2 235	12	2,012	9	7570	74	25%	0	0%
Consultants Delital Management	3,2/3	2,233	12	2,012	9	/5%1	31	23%	U	J 70

US BBB 2016 Statistics Sorted by Industry

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Consultants - Medical	15,584	1.109	31	1.409	22	71%	8	26%	1	1 3%
Consultants - Pharmaceutical Consultants - Prison & Sentencing	1,754 1,202	2,714 3.037	1	3,444 2.387	1	100% 86%	0	0% 14%	0	0%
Consultants - Prison & Sentencind Consultants - Security	3,842	2,124	11	2,074	1	9%	10	91%	0	0%
Consultants - Social Media	6,592	1,703	15	1,866	11	73%	3	20%	1	7%
Consultants - Telecommunication	9.002	1.478	27	1,489	17	63%	10	37%	0 48	0%
Consumer Finance & Loan Companies Consumers Cooperative Organizations	1,164,569 7,656	25 1,592	6,062 10	23 2.149	5,774	95% 60%	240	4% 40%	48	3 1%
Contact Lenses	65,095	414	224	456	191	85%	32	14%	1	0%
Containerized Freight Service	4,177	2,058	9	2,223	6	67%	3	33%	0	0%
Content Management Systems	338	3.903	3	2.929	1	33%	2	67%	0	0 0%
Contest Arranging & Judging Contract Manufacturing	1,655 18,271	2,763 995	79	3,919 913	53	0% 67%	25	0% 32%		1%
Contractor - Commercial	88,410	318	92	835	43	47%	48	52%	1	1%
Contractor - Crawl Space	8,125	1,547	13		10		3	23%	0	0%
Contractor - Decorative & Specialty Concrete	12.747	1.241	33	1.378	17	52%	14	42%	2	0 0%
Contractor - Disabled Access Contractor - Flat Roof	1,952 4 035	2,621 2,087	0	3,919 2,223	0	0% 44%	0	0% 56%	0	0%
Contractor - Flat Rool Contractor - Gas	1,412	2,902	3	2,929	2	67%	1	33%		0%
Contractor - General Green Builder	22,418	872	65	1,008	45	69%	19	29%	1	L 2%
Contractor - Hauling	4,164	2,061	6	2,503	4	67%	2	33%	0	0%
Contractor - Home Performance Contractor - Industrial	8,248 6,562	1,538 1,706	37	1,309 2,770	14	38% 50%	21	57% 50%	2	5%
Contractor - Industrial Contractor - Insulation	179,206	1./06	180	2.//0 540	133		42	23%	<u> </u>	5 3%
Contractor - Interior Trim	4.970	1.924	4	2.770	4	100%	0	0%	Ö	0 0%
Contractor - Low Voltage Systems	10,748	1,355	5	2,619	4	80%	1	20%		0%
Contractor - Mechanical Insulation	2,942 17.318	2,315	<u>4</u>	2,770 1,329	3	75%	1	25%	<u>0</u>	0% L 3%
Contractor - Metal Roofing Contractor - Ornamental Iron	17.318 1,278	1.032 2,982	<u> 36</u>	1.329 2,929	21	58% 33%	14	39% 33%	1	1 33%
Contractor - Remodel & Repair	174,715	169	482	271	212	44%	259	54%	11	2%
Contractor - Roofing Spray Foam Insulation	2,519	2,436	9	2,223	3	33%	6	67%	0	2% 0 0%
Contractor - Sheetrock	1,128	3,089	<u>1</u>	3,444	<u>0</u>	0%	1	100%	0	0%
Contractor - Spray Foam Insulation Contractor - Tile Roofing	19.907 2,587	949 2,411	1/	1.775 2,299	11	65% 38%	5	29% 63%	1	0 0%
Contractor - Mater Conditioning	4,963	1.927	13	1,949	8	62%	3	23%	2	15%
Contractors - Acoustical Ceiling	2,816	2,345	0	3,919	0	0%	0	0%	0	0%
Contractors - Ceiling	8,405	1,531	4	2,770	3	75%	1	25%	0	0%
Contractors - Flooring Contractors - Framing	151.876 21,843	192 885	378 12	326 2,012	195	52% 25%	172	46% 67%	11	1 3% 1 8%
Contractors - General	3.658.426	2	3.885	34	2.079	54%	1,688	43%	118	
Contractors - Gutters	39,376	608	87	862	56	64%	29	33%	2	2 2%
Contractors - Plant Maintenance Shutdown	71	4,612	0	3,919	0	0%	0	0%	0	0%
Contractors - Retaining Wall Contractors - Sheet Metal	6.222 3,186	1,748 2,253	6	2,503 3,444	4	67% 100%	2	33% 0%	0	0 0%
Contractors - Solar Energy	154,886	187	474	276	428	90%	44	9%	2	2 0%
Contractors Equipment & Supplies - Dealers & Services	13,945	1,181	30	1,424	19	63%	10	33%	1	1 3%
Contractors Equipment & Supplies - Rent & Lease	10,264	1,386	21	1,657	13	62%	8	38%	0	0%
Controls, Control Sys & Regulators Convenience Stores	9.100 43.112	1.467 568	<u>9</u> 369	2,223 334	170	100% 46%	197	0% 53%		0%
Convention Information	323	3,936	309	3,444	170	0%	197	100%	<u>2</u>	0 0%
Convention Services & Facilities	6,831	1,677	36	1,329	27	75%	8	22%	ĭ	1 3%
Convents & Monasteries	5	5,042	0	3,919	0	0%	0	0%	0	0%
Converters - Electric Conveyors & Conveying Equipment	841 3.315	3.302 2.230	4	2.770 3.919	3	75% 0%	1	25% 0%	0	0%
Cookies & Crackers	2,086	2,230	11	2,074	7	64%	4	36%	0	0%
Cooking Instruction	2,432	2,466	17	1,775	10	59%	7	41%		0%
Cooking Utensils	45,584	542	233	441	196	84%	36	15%	1	1 0%
Cooling Towers Copiers & Copier Supplies	778 44.172	3.378 556	0 171	3.919 555	0 154	90%	0 17	0% 10%	<u>0</u>	0%
Copper Supplies Copper	44,172 170	4,284	1/1	3.919	154	90%	17	0%		0 0%
Copper Products	666	3,481	2	3,161	0	0%	2	100%		0%
Coppersmiths	391	3,824	0	3,919	0	0%	0	0%		0%
Copy & Duplicating Service Copyright Service	20.343 2,259	936 2,519	33	1.378 2.387	19	58% 43%	13	39% 43%		3% 14%
Copyright Service	320	3,942		3,919	<u>3</u>	43% 0%	3 0	0%	1	0 0%
Cord Blood Storage	1,437	2,878	1	3,444	1	100%	0	0%		0%
Cord Sets & Cords - Electric	33	4,806	0	3,919	0	0%	0	0%	0	0%
Cork & Cork Products	139	4.374	0	3,919	0	0%	0	0%	0	0%
Corn Products Cornices - Building	151 55	4,342 4,685	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Corporate Awards	3,665	2,152	1	3,444	0	0%	1	100%	0	0%
Corporate Housing	5,606	1,820	9	2,223	4	44%	5	56%	Ö	0%
Corporate Travel	16,462	1.058	26	1.513	20	77%	6	23%		0%
Corporation Supplies	184 120,334	4,249 238	<u>1</u> 293	3,444 380	<u>1</u> 264	100%	0	0%	0	0 0% L 0%
Correspondence Schools Corrosion Control	120.334 670	238 3,479	293 n	380 3,919	264 n	90%	28	10% 0%	1	0%
Corsets & Girdles	10,530	1,370	119	710	26	22%	92	77%	1	1%
Cosmetic & Toiletry Preparations - Manufacturers	2.367	2,487	4	2.770	2	50%	2	50%	0	0%
Cosmetic Sales	72,874	378	347	342	204	59%	139	40%	4	1 1%
Cosmetic Sales by Internet	119.925	241	985	155	911	92%	66	7%	8	19⁄

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled	%	Pursue	%
Cosmetic Sales by Mail	302	3,968	3	2,929	1	33%	2	67%	0	0%
Cosmetics & Perfumes - Retail	89,475 21,155	314 909	528	252 454	384 150		138	26%	6	1% 2%
Cosmetics - Wholesale & Manufacturers Costume Fabrics, Trim & Accessories	21.155 4.730	1,957	226 112	740	150 101		/2 11	32% 10%	4	0%
Costumes - Masquerade & Theatrical	22,495	866	96	817	49		45	47%	2	2%
Cotton	519	3,656	0	3,919	0	0%	0	0%	0	
Cotton Ginning Equipment & Supplies	187	4,235	0	3,919	0	0%	0	0%	0	0% 0%
Cotton Gins	443	3.757	0	3.919	0		0	0%	0	0%
Cotton Goods - Wholesale & Manufacturers	346	3,892	1	3,444	0	0.70	1	100%	0	0%
Cotton Goods Brokers Cotton Picking Machinery	51 28	4,710 4,841	0	3,919 3,919	0	0%	0	0% 0%	0	0% 0%
Cotton Picking Machinery Cottonseed Products	39	4,841	0	3,919	<u>U</u>		0	0%	0	0%
Counterfeit Money Detection Devices	4	5,059	0	3,919	0	0%	0	0%	0	0%
Countertop - Fabrication	6,788	1,682	15	1,866	12		3	20%	0	0%
Countertops	135,715	216	243	426	179	74%	61	25%	3	1%
Countertops - Concrete	1.304	2.968	3	2,929	2	67%	1	33%	0	0%
Couplings	6	5,025	0	3,919	0	0%	0	0%	0	0%
Coupon Book Promotions	51.655	496 748	1.298	125	1.246		52 32	4%	0	0% 2%
Coupon Services Couriers	28,348 13,430	1,204	135	638 1,589	100	74% 65%	32 8	24% 35%	3 0	0%
Court Reporters	3 661	2,154	5	2,619	4		1	20%	0	0%
Covers - Book, Catalog	3,661 374	3,843	0	3,919	0		0	0%	0	0%
Covers - Protective	12.619	1,245	129	669	106	82%	23	18%	0	0%
CPR Training & Certification	26,263	775	29	1,445	22	76%	6	21%	1	3%
Craft Galleries & Dealers	3.381	2.213 2,505	16	1.816	7	44%	8	50%	1	6%
Craft Instruction	2,304		7	2,387	4		3	43%	0	0% 2%
Craft Supplies	23,340	841	134	643 3.919	96 0		35	26%	3	2% 0%
Crane Service Cranes	8,472 2,863	1,523 2,327	0	3,919 3,919	0		0	0% 0%	0	0%
Cranes - Accessories & Parts	108	4,470	0	3,919	0	0%	0	0%	0	0%
Crankshaft Grinding	149	4,347	0	3,919	0	0%	0	0%	0	0%
Crankshaft Manufacturers	50	4,718	0	3,919	0	0%	0	0%	0	0%
Crawfish Farms	134	4.388	0	3,919	0	0%	0	0%	0	0%
Credit & Debt Counseling	464,148	52	270	403	160		86	32%	24	
Credit - Debt Consolidation Services	398.006	63	677	209	437		215 138	32%	25	
Credit Card - Merchant Services Credit Card Processing Service	205,727 292,130	138 91		87 107	1,726 1,462	92% 94%	138 78	7% 5%	16 14	
Credit Cards & Plans	356,468	71	7,724	157	7,608		76 85	1%	31	
Credit Cards & Plans - Equipment & Supplies	50,527	505	608	229	7,008 593	98%	14	2%	1	0%
Credit Cards - Protection Service	16.938	1.043	56	229 1.095	37		11	20%	8	14%
Credit Repair Services - Advance Fee	127,472	230	317	361	136	43%	163	51%	18	6%
Credit Repair Services - No Advance Fee	187,636	152	306	371	295		11	4%	0	0%
Credit Repair Services – Monitored	49.512	511	86	875	64		22 58	26%	0	0%
Credit Reporting Agencies	113,817	251	3,366	50 153	3,301			2%	7	0% 2%
Credit Services Credit Unions	313.291 225.799	81 120	1.011 2.172	153 75	909 2,034	90%	80 137	8% 6%	22	0%
Cremation Services	59,102	441	74	943	2,034		4	5%	2	3%
Cremation Urns	5.160	1.891	9	2.223	9	100%	0	0%	0	
Crematories	1,997	2,606	4	2,770	2	50%	2	50%	0	0% 0%
Creosote	3	5.071	0	3.919	0	0%	0	0%	0	0%
Crime Scene/Trauma Clean Up	6,023	1,768	2	3,161	2	100%	0	0%	0	0%
Criminologists	4	5,059	0	3,919	0		0	0%	0	0% 0%
Crisis Intervention Service Crowdfunding	862 10,426	3.284 1,375	172	3.444 554	168	0% 98%	1	100% 2%	0	0%
Cruises	60.531	436	1.201	136	1 110	92%	90	7%	1	0%
Crushing & Pulverizing Equipment	811	3,336	0	3,919	0	0%	0	0%	0	0%
Crushing & Pulverizing Service	331	3,920	0	3,919	0	0%	0	0%	0	0%
Crutches	52	4,704	0	3.919	0	0%	0	0%	0	0%
Cryogenics	1,523	2,829	0	3,919	0	0%	0	0%	0	0%
Cryotherapy Cryotherapy	15	4,929	0	3,919	0	0%	0	0%	0	0% 0%
Crystals - Industrial Culverts	129 532	4,408 3,632	0	3,919 3,161	0	0%	2	0% 100%	0	0%
Cunolas	70	4,617	0	3,919	0		n	0%	0	0%
Currency Exchange	7,131	1,641	15	1,866	6	40%		53%	1	7%
Curtains - Wholesale & Manufacturers	424	3,778	1	3,444	0	0%	1	100%	0	0%
Cushions	1,389	2,916	2	3,161	1	50%	1	50%	0	0%
Custom Brokers	5,198	1,887	1	3,444	1	100%	0	0%	0	0%
Custom Framing	4,996 280	1,920 4,007	9	2.223 3.919	6	67%	3	33% 0%	0	0% 0%
Custom Harvesting Custom Synthesis	280 14	4,007 4,944	0	3,919	0		0	0%	0	0%
Custom Synthesis Custom Tile Painting	294	3,982	1	3,444	0		1	100%	0	0%
Customs Consultant	1,272	2,988	4	2,770	1	25%	3	75%	0	0%
Cutlery	41.856	584	30	1,424	24		6	20%	0	0%
Cutting & Slitting Service	186	4,241	0	3,919	0		0	0%	0	0%
Cvber Security	64	4.641	0	3.919	0		0	0%	0	0%
Cylinder Heads - Auto & Motorcycle	3,839	2,125	37	1,309	35		2	5%	0	0%
Cylinders - Air & Hydraulic	2,682	2,380	4	2,770	4		0	0%	0	0% 0%
Cylinders - Gas Cylinders - Hydrostatic Testing	345 23	3.893 4.876	1	3.444 3.919	0	0%	1	100% 0%	0	0%
Cylinders - Hydrostatic Testing Cylinders - Rebuild & Repair	23 370	4,876 3,850	0	3,919	0		0	0%	0	
CAIII I GC 19 - VEDUII O VEDUII	3/0	3,650		7.919	U	. 1%	UI	J%I	- 0	U 70

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	. %
Dairies	2.129	2,563	3	2,929	3	100%	0	0%	0	0%
Dairy Consultants	263	4,045	0	3,919	0	0%	0	0%	0	. 09
Dairy Equipment & Supplies	1,256	2.998 4.643	2	3.161 3.919	1	50% 0%	1	50% 0%	0	0%
Dairy Equipment Repair Dairy Products - Wholesale	2,966	2,309	7	2,387	4	57%	0	43%	0	0 0%
Dance Apparel	3,142	2,263	17	1.775	9	53%	8	47%	0	
Dance Companies	9,603	1,428	74	943	33	45%	40	54%	1	0%
Dancing Instruction	17.001	1.040	56	1.095	41	73%	15	27%	0	0%
Dancing Supplies	1,336	2,952	6	2,503	2	33%	4	67%	0	0%
Darts & Dart Boards	495	3,682	0	3,919	0	0%	0	0%	0	0%
Data Brokers	4.566 22,413	1.991 873	146 155	616 584	126 139	86% 90%	20 15	14%	0	0%
Data Communications Equipment & Systems Data Processing Equipment	519	3.656	155	3.444	139	100%	15	10%	1	0%
Data Processing Equipment - Maintenance	471	3,724	1	3,444	0	0%	1	100%	0	0%
Data Processing Service	19,791	954	77	923	37	48%	26	34%	14	18%
Data Processing Supplies	640	3,507	1	3,444	0	0%	1	100%	0	0%
Data Recovery	16,027	1,079	74		51	69%	22	30%	1	. 1%
Data Systems - Consultants & Designers	16.020	1,080	35	1.345	25	71%	9	26%	1	3%
Dating Service	146,854 23,178	204 844	2,144 645	76 213	806 551	38% 85%	1,326 86	62% 13%	12	1%
Dating Service - Online Day Care - Adults	17,666	1,014	7	2,387	7	100%	00	0%	0	0%
Day Spas	49,580	510	412		207	50%	146	35%		14%
Debris Box Service	68	4.621	- 12	3.919	0	0%	0	0%	0	0%
Debt Relief Education	2,426	2,468	15	1,866	7	47%	8	53%	0	0%
Debt Relief Services	329.530	78	582	238	435	75%	101	17%	46	8%
Debt Relief Services	183,811	157	562	242	317	56%	192	34%	53	9%
Debt Relief Services (Non-compliant with FTC Rule)	15,997	1,082	48	1,175	4	8%	18	38%	26	54%
Debt Repayment Plan Debt Settlement - Canada	34.151 28	668 4,841	125	684 3,919	87	70% 0%	31	25% 0%		6%
Decals	7,743	1,583	103	789	30	38%	57	55%	7	0%
Deck - Repair	5,010	1,916	9	2,223	6	67%	3	33%	0	0%
Deck Builder	28,778	744	62	1,036	31	50%	28	45%	3	5%
Deck Cleaning & Sealing	12.991	1,226	56		36		20	36%	0	0%
Deck Cleaning and Waterproofing	12,140	1,267	12	2,012	11	92%	1	8%	0	0%
Decoration Contractors - Party, Convention	3.418 1.590	2,208	22	1.625 2.929	10	45%	12	55%	0	0%
Defense Contractors Degreasing Equipment & Supplies	1,590	2,788 4,858	3	2,929 3,919	2	67% 0%	1	33% 0%	0	0%
Dehumidifying Equipment	370	3,850	0	3,919	0	0%	0	0%	0	0%
Dehydrating Equipment	12	4,961	0	3,919	0	0%	0	0%	0	0%
Dehydrating Service	68	4.621	Ö	3.919	0	0%	Ō	0%	Ö	0%
Delicatessens	3,455	2,197	30	1,424	17	57%	12	40%	1	3%
Delivery Service	131,849	224	2,417		2,058	85%	333	14%	26	1%
Demagnetizers	7	5.013	0	3.919	0	0%	0	0%	0	0%
Demographic Research Demolition Contractors	127 46 662	4,411	31	3,919 1,409	16	0% 52%	14	0% 45%	0	3%
Demonstration Services	649	3,499		3,919	10	0%	14	0%	<u> </u>	0%
Dental Equipment & Supplies	70,738	389	108		94		13	12%	1	1%
Dental Equipment - Repair & Refinish	1.900	2,649	9	2.223	0	0%	9	100%	0	0%
Dental Hygienists	4,240	2,045	54	1,120	28	52%	26	48%	0	0%
Dental Laboratories	32,938	685	199	500	133	67%	66	33%	0	0%
Dental Service Plans	68,709	399	163		149		13	8%	1	1%
Dental Staffing Dentist - Dental Implants	55 25,245	4,685 789	<u>2</u> 69	3,161 983	52	75%	17	100% 25%	0	0%
Dentist - Dental Surgery	16,608	1,056	89	963 851	74	83%	15	17%	0	0%
Dentist - Orthodontist	29,225	739	130	662	99	76%	30	23%	1	1%
Dentist - Periodontist	4,616	1,984	16		15	94%	1	6%	0	0%
Dentist - Prosthodontist	1,541	2,821	9	2,223	5	56%	4	44%	0	0%
Dentist - Sedation	258	4.059	0	3.919	90	0%	0	0%	Ō	0%
Dentist Information Bureaus Dentistry - Children	1,839 15.014	2,675 1,132	157 79	578 913	39 62	25%	118 16	75%	0	0% 1%
Dentistry - Children Dentistry - Cosmetic	15.014 15,268	1,132 1,117		913 1,110	62 43	78% 78%	16 12	20% 22%	1	0%
Dentists	599,802	41	3,232	52	2,489	77%	727	22%	16	0%
Denturist	9,652	1,426	31	1,409	27	87%	727	6%	2	6%
Deodorants	208	4,187	2	3,161	1	50%	1	50%	0	0%
Deodorizina & Disinfectina	975	3.188	0	3.919	0	0%	0	0%	0	0%
Deodorizing Equipment	15	4,929	0	3,919		0%	_0	0%	0	0%
Department Stores	118,062	242	8,938	12	8,861	99%	71 18	1%	6	3%
Design & Build Contractor Designers - Apparel	18.960 11.214	1,335	30 159	1.424 575	11 73	37% 46%	18 85	60% 53%		1%
Designers - Apparei Designers - Industrial	4,000	2,096	159		73	27%	85	73%	1	0%
Desk Pads & Accessories	4.000	4,965	0	3.919	0	0%	0	0%	0	0%
Desktop Publishing	9,994	1,406	13	1,949	6	46%	6	46%	1	. 89
Destination Management	255	4.066	0	3,919	0	0%	0	0%	0	0%
Detective Agencies	5,688	1,808	11		2	18%	9	82%	0	09
Developmental Disability Services	8.370	1.534	5	2.619	2	40%	3	60%	0	0%
Diabetes Services & Supplies	17,925	1,011	62	1,036	48	77%	13	21%	1	2%
Dials Diamond Buvers	9,537	5,071 1,436	<u>0</u>	3,919 2,929	0	0% 67%	0	0% 33%	0	0%
Diamond Cutters	9,537	3,802	<u> </u>	3.919		0%	Ų	0%	<u> </u>	0%
Diamond Setters	75	4,589	0	3,919	0	0%	0	0%	0	0%
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			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Diamonds	24,479	812	14	1.901	10	71%	4	29%	0	0%
Diamonds - Industrial	84	4,556	1	3,444	0	0%	1	100%	0	0%
Diaper Service	2.739	2,363 5,094	6	2.503	0	0%	6	100%	0	0% 0%
Diaries Dictating Machines & Supplies	310	3,957	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Die Castings	1,302	2,969	0	3,919	0	0%	0	0%	0	0%
Die Cutting	635	3,516	0	3,919	0	0%	0	0%	0	0%
Die Cutting Equipment & Supplies	77	4.579	0	3.919	0	0%	0	0%	0	0% 0%
Diecast Cars - Dealers Dietitians	486 1,429	3,699 2,885	0	3,919 2,619	0	0% 60%	0	0% 20%	0	20%
Differentials - Automobile	769	3,385	7	2,387	5		2	29%	0	
Digital Marketing	18,078	1,004	87	862	58	67%	27	31%	2	2%
Digital Media	19.237	968	178	546	117		61	34%	0	0%
Dining Car Builders Dining Club Plans	1,896	4,994 2,652	36	3,161 1,329	33	0% 92%	2	100% 8%	0	0% 0%
Dinner Theatres	1,107	3,103	30 8	2,299	55	75%	2	25%	0	0%
Disability Access Equipment	8,711	1.504	33	1,378	33		0	0%	0	0%
Disability Remodeling	1.145	3.080	0	3.919	0	0%	0	0%	0	
Disabled Person Assistance	3,617	2,165		2,619	_5_	100%	0	0%	0	0%
Disc Jockeys	25,226	791	119	710	51		58	49%	10	8% 0%
Discotheques Discount Stores	79 88,556	4,569 317	1,457	3,919 113	1.335	0% 92%	116	0% 8%	6	0%
Dishwashing Compounds	67	4,627	1,437	3,919	1,333	0%	0	0%	0	0%
Dishwashing Machines - Dealers	134	4,388	1	3,444	1	100%	0	0%	0	0%
Dishwashing Machines - Service & Repair	536	3.624	1	3,444	1	100%	0	0%	0	0%
Dishwashing Machines - Supplies & Parts	10 204	4,977 4.194	0	3,919 3,919	0	0%	0	0% 0%	0	0% 0%
Disinfectants & Germicides Display Designers & Producers	10.519	4,194 1,372	. 0	3,919 2,299	0	0%	0	100%	0	0%
Display Fixtures & Materials	4,327	2,027	3	2,929	3	100%	0	0%	0	0%
Display Installation Service	1.286	2,976	6	2.503	5	83%	1	17%	0	0%
Disposable Products	456	3,740	0	3,919	0		0	0%	0	
Distillers	2,796	2,349	1	3,444	1	100%	0	0%	0	0% 0%
Distributing Service - Circular, Sample Divers	4.565 580	1.992 3,578	11	2.074 3,161	2	18% 100%	9	82% 0%	0	0%
Divers Equipment & Supplies	3.127	2,265	16	1.816	7	44%	9	56%	0	0%
Diving & Marine Services	2,238	2,530	9	2,223	3	33%	6	67%	0	0%
Diving Instruction	2,640	2,392	26	1,513	12		14	54%	0	0%
Divorce Assistance DNA Testing	7.683	1.587	42 55	1.245	30 49	71% 89%	10	24% 9%	2	5% 2%
Dock Builders	15,765 10.164	1,090	18	1,110 1,756	49 7	39%	3	50%	2	11%
Dock Covers	31	4,822	0	3,919	0	0%	Ő	0%	0	0%
Docks	5,537	1,828	8	2,299	3	38%	3	38%	2	25%
Document Imaging & Scanning Service	16.646	1.052	30	1.424	26		2	7%	2	7%
Dog Breeders	221,377 9,125	126 1,465	335	349 1,309	153		157 13	47% 35%	25	7% 3%
Dog Davcare Doll Clothing & Accessories	772	3,384	3/ 0	3,919		0%	13	0%	0	0%
Doll Houses & Accessories	500	3,676	2	3,161	2	100%	0	0%	0	0%
Doll Manufacturers Equipment & Supplies	16	4.915	0	3.919	0	0%	0	0%	0	0%
Dolls - Collectors	424	3,778	6	2,503	1	17%	5	83%	0	0%
Dolls - Repairing Dolls - Retail	1.002 3,168	3.163 2,257	13	3.161 1,949	1	50% 62%	1	50% 38%	0	0% 0%
Dolls - Wholesale & Manufacturers	222	4,148	3	2,929	0	0%	1	33%	2	67%
Dome Structures	55	4,685	1	3,444	1	100%	0	0%	0	0%
Domestic Abuse Services	311	3,953	1	3,444	0	0 70	1	100%	0	0%
Door & Gate Operating Devices	9.194	1.461	23	1.589	16		7	30%	0	0% 0%
Door Closers & Checks Door Closers & Checks - Repairing	353 167	3,879 4,298	2	3,919 3,161	<u>0</u>	0% 100%	0	0% 0%	0	0%
Door Frames	744	3,409	1	3,444	0	0%	1	100%	0	0%
Door Manufacturer - High Performance	2,359	2,490	8	2,299	5	63%	3	38%	0	0%
Door-to-Door Freezer Food Sales	1.115	3.098	6	2,503	5	83%	1	17%	0	0%
Door-to-Door Sales - Cleaning Supplies	15,335 389	1,115	25	1,536	9	36%	15	60% 0%	1	4% 0%
Door-to-Door Sales - Cosmetics Door-to-Door Sales - Magazines	389 48.445	3,827 519	374	3,161 331	140	100% 37%	221	59%	13	3%
Door-to-Door Sales - Meat	41,256	586	140	632	73		65	46%	2	1%
Door-to-Door Sales - Photography	511	3,662	0	3.919	0	0%	0	0%	0	0%
Doors	85,032 1,097	329 3,109	235	439	164		63	27%	8	3%
Doors - Cellar/Basement/Bilco Doors - Commercial	1,097 2,712	3,109 2,371	5	2,619 2,619	5	100% 100%	0	0% 0%	0	0% 0%
Doors - Commercial Doors - French	142	4,363	1	3,444	<u> </u>		1	100%	0	
Doors - Industrial	131	4,397	. 0	3,919	0	0%		0%	0	0%
Doors - Installation	13,305	1,210	36	1,329	21		14	39%	1	3%
Doors - Patio	912	3,248	6	2,503	1	17%	.5	83%	0	0%
Doors - Repair Doors - Rolling	24.353 983	815 3,182	43	1.226 2,619	24		19	44% 20%	0	0% 0%
Doors - Kolling Doors - Vinvl	983	4,977		3,919	0		U 1	0%	0	0%
Doughnut Machines & Supplies	3	5,071	0	3,919	0		0	0%	0	0%
Doughnuts	1,793	2,696	9	2,223	2	22%	5	56%	2	22%
Dowels	34	4.801	0	3.919	0		0	0%	0	
Drafting Equipment & Supplies Drafting Services	679	3,471 1,481	13	3,919 1,949	<u>0</u> 7	0% 54%	0	0% 46%	0	0% 0%
Draiting Services	8.9821	1.481	13	1.949	7	54%	6.	46%	0.	U%

Automatical				Sorted by Industry							
Section 14 15 15 15 15 15 15 15	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Secretary 1984 According 1985	Drainage Contractors	18.503		22	1.625	11	50%	10	45%	ruisue 1	5%
Content Cont	Drama/Acting Instruction	2,061		5		3		1		1	20%
County C		25.910		83		42		37		4	5% 0%
Security Proceedings 1.5	Draperies - Wholesale & Manufacturers Drapery & Curtain Cleaners	1 147	4,044 3,077	4	3,444 2,770	3 1	75%	1		0	0%
Group Content Service				0		0		0		0	0%
Descript Authorities				0		0		0	0%	0	0%
Description		569	3,584	2	3.161	2		0		0	0%
Tenner Michael 1-950			2,784	4		1		3		0	0%
Greeken 1972				0				0		0	0%
December 1975 197			3,429	0		0		0		0	0%
December 1975 197		7 7	5,013	0	3,919	0		0		0	0%
Description 1,700	Dress Forms - Wholesale & Manufacturers		4,235	2		0	0%	2	100%	0	0%
Description				3		3		0		0	0%
Description Science Sc						3		16		4	17% 7%
Col. Presses 1, 0, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,				15	1,866	7		7		1	0%
Different Antonic Controllers 2,1449 340 152 115 2 115 150 1		3		0		0		0		0	0%
Dilling Association 1,075 2,758 1		23,043		19		2		2		15	
Gillian - Chia Well - 1.46.1	Drilling & Boring Equipment & Supplies	1,676	2,748	1	3,444	1	100%	0	0%	0	0%
Dillion - Oil Verle	Drilling - Gas Well		2,861	1		1		0		0	0%
District				1		1	100%	0		<u> </u>	0%
Days State				1		0		1		0	0%
December December			3./25 2.734	1		0		11	100%	0	0%
Eventury Installation, Pavins & Beaser 19:090 947 172 668 72 2206 91 77.56 2 2 2 2 2 2 2 2 2		10,103	1,400		1,016		64%	21		2	3%
Event Instruction	Driveway Installation, Paving & Repair	19,999	947	129	669	29		91	71%	9	7%
Device Professor 1,2460 1,231 28				0				0		0	0%
Device Tearling Equipment 1,101 3,106 1 3,444 0 6% 0 6% 0 6% 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1										4	2% 0%
Drove Reduction		12,940		28		18		10		0	100%
Done Relation 0,661 1,665 194 512 180 9339 13 779 11				2		2		0		0	0%
Done Servicina Maintenance		6,661		194		180	93%	13		1	1%
Drug As Allorid Screening R Testing 22,233 790 118 714 103 87% 15 13% 10 10 10 10 10 10 10 1	Drone Servicing & Maintenance	8	5.004	1	3,444	0		1		0	0%
Door Devices 1,731 2,118 1		2		0				0		0	0%
Drug Bischers										0	0% 1%
Drug Discogent Provider 16				88		66		21	100%	1	0%
Doughts 1.157 3.070 2 3.161 1 59% 0 0% 1				0		0		0		0	0%
Dry Cleaners 100,430 280 1,704 94 855 5.9% 792 46% 57	Drug Manufacturers	1,157		2	3,161	1		0		1	50%
Dry Cleaners - Equipment - Wholesales						9		2		0	0%
Dry Cleaners - Sel Service 3.500 2.8100 31 1.409 13 42% 16 52% 2 2 2 2 3.500 2 2 2 2 2 2 2 2 2				1.704		855		792		57	3%
Description Control				1 21		12		16		0	6%
Dry Regards 316 3,946 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0	Dry Cleaners - Self Service					8	73%	3		0	0%
Dry Conds - Retail 963 3,206 7 2,387 2 29% 4 5,7% 1						Ö		0		Ő	
Driver Cleanino 13,011 1,224 13 1,949 2 15% 6 46% 5 5		963		7	2.387	2		4		1	14%
Driven France F	Dry Ice			0	3,919	0	0 /0	0		0	0%
Driving Equipment - Industrial 102 4.485 0 3.919 0 0% 0 0% 0 0% 0 0% 0 0				13		2		6		5	38%
Drying Service 175 4,270 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0	Drying Equipment - Industrial			0		0		0		0	0%
Drival Inspectors 823 3,325 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0				0		0		0		0	0%
Drival Contractors Equipment & Supplies 2,527 2,434 3 2,929 2 67% 1 33% 0 0 0 0 0 0 0 0 0				0		Ö	0%	0	0%	Ö	0%
Drivarial Tapina and Texturina 1.261 2.994 1 3.444 1 1.00% 0 0.0% 0 0.0				99		47		51		1	1%
Dr.Wall Toxic - Inspection 161	Drywall Contractors Equipment & Supplies	2,527		3		2		1		<u> </u>	0%
Duck Duck Fittings				1		1		0		0	0%
Dut Cleaning Cloud Cleaning Cloud Cleaning Cloud Cleaning Cle		2 501		5		1	20%	4		0	0%
Dumbaters 105 4.475 0 3.919 0 0% 0 0% 0 Dumpster Services 11,938 1,281 110 748 88 80% 19 17% 3 Due Budies 1,253 2,999 2 3,161 1 50% 1 50% 0 Dust Control Machines & Supplies 1,96 4,214 1 3,444 0 0% 1 100% 0 Dust Control Materials 397 3,812 0 3,919 0 0% 0 0% 0 Dust Control Materials 208 4,187 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% 0 0 0% 0 0 0% 0 0 0 0 0 0				100		56		44		0	0%
Dune Buories 1.253 2.999 2 3.161 1 50% 1 50% 0 0	Dumbwaiters	105	4,475	0	3,919	0	0%	0	0%	0	0%
Dust Collecting Machines & Supplies 196			1,281	110		88		19		3	3%
Dust Collecting Systems 397 3,812 0 3,919 0 0% 0 0% 0 Dust Control Materials 208 4,187 1 3,444 1 100% 0 0% 0 0% 0 Dust Free Shoos 169 4,287 4 2,770 3 7,5% 1 2,5% 0 0 0% 0 0% 0 0 0% 0 0 0% 0 0 0% 0 <td< td=""><td></td><td></td><td></td><td>2</td><td></td><td>1</td><td></td><td>1</td><td></td><td>0</td><td>0%</td></td<>				2		1		1		0	0%
Dust Control Materials 208 4,187 1 3,444 1 100% 0 0% 0 Dusters & Dusting Cloths 5 5,042 0 3,919 0 0% 0 0% 0 Duty Free Shops 169 4,287 4 2,770 3 7,5% 1 2,5% 0 DVD & CD Player Repair 445 3,753 2 3,161 2 100% 0 0% 0 DVD Sales & service 16,702 1,050 215 474 69 3,29% 141 65% 5 Dyers 120 4,434 0 3,919 0 0% 0 0% 0 Dyers Industrial 13 4,951 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				1				1		0	0%
Duty Free Shoos 169 4.287 4 2.770 3 75% 1 25% 0 DVD & CD Player Repair 445 3.753 2 3.161 2 100% 0 0% 0 DVD sales & service 16.702 1.050 215 474 69 3.2% 141 66% 5 Dvers 120 4.434 0 3.919 0 0% 0 0% 0 Dvers - Industrial 13 4.951 0 3.919 0 0% 0 0% 0 Dvers - Industrial 203 4.197 16 1.816 2 13% 14 88% 0 Dynamometers 8.2 4.560 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		397 208	3,812 4 187	1	3,919	<u>U</u>		0		<u> </u>	0%
Duty Free Shoos 169 4.287 4 2.770 3 75% 1 25% 0 DVD & CD Player Repair 445 3.753 2 3.161 2 100% 0 0% 0 DVD sales & service 16.702 1.050 215 474 69 3.2% 141 66% 5 Dvers 120 4.434 0 3.919 0 0% 0 0% 0 Dvers - Industrial 13 4.951 0 3.919 0 0% 0 0% 0 Dvers - Industrial 203 4.197 16 1.816 2 13% 14 88% 0 Dynamometers 8.2 4.560 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		5	5,042	0	3,919	. 0		ől		0	0%
DVD sales & service 16.702 1.050 215 474 69 32% 141 66% 55	Duty Free Shops		4,287	4		3		1	25%	0	0%
Dyers 120 4,434 0 3,919 0 0% 0 0% 0 Dyers - Industrial 13 4,951 0 3,919 0 0% 0 0% 0 Dyes & Dyestuff 203 4,197 16 1,816 2 13% 14 88% 0 Dynamometers 82 4,560 0 3,919 0 0% 0 0% 0 F-Books 3,813 2,132 90 843 80 89% 10 11% 0 E-Cigarette Flavoring 3,830 2,128 21 1,657 9 43% 12 57% 0 E-Cigarettes 37,757 625 341 347 221 65% 118 35% 2 E-learning 16,198 1,067 22 1,625 10 45% 12 55% 0 E-Mail Marketing 11,634 1,304 65 1,088 21				2		2				0	0%
Overs & Dvestuff 13 4,951 0 3,919 0 0% 0 0% 0 Dves & Dvestuff 203 4,197 16 1.816 2 13% 14 88% 0 Dvnamometers 82 4,560 0 3,919 0 0% 0 0% 0 E-Books 3.813 2,132 90 843 80 89% 10 11% 0 E-Cigarette Flavoring 3.830 2,128 21 1.657 9 43% 12 57% 0 E-Cigarettes 37,757 625 341 347 221 65% 118 35% 2 E-Learning 16,198 1,067 22 1,625 10 45% 12 55% 0 E-Mail Marketing 11,634 1,304 65 1,08 21 32% 34 52% 10				215				141		5	2% 0%
Dvestuff 203 4.197 16 1.816 2 13% 14 88% 0 Dynamometers 82 4.560 0 3,919 0 0% 0 0% 0 F-Books 3.813 2.132 90 843 80 89% 10 11% 0 E-Cigarette Flavoring 3.830 2.128 21 1.657 9 43% 12 57% 0 E-Cigarettes 37,757 625 341 347 221 65% 118 35% 2 E-Hall Marketing 16,198 1,067 22 1,625 10 45% 12 55% 0 E-Mail Marketing 11,634 1,304 65 1,008 21 32% 34 52% 10				0			0%	0		0	0%
Dynamometers 82 4,560 0 3,919 0 0% 0 0% 0 E-Books 3,813 2,132 90 843 80 89% 10 11% 0 E-Cigarette Flavoring 3,830 2,128 21 1,657 9 43% 12 57% 0 E-Cigarettes 37,757 625 341 347 221 65% 118 35% 2 E-Leaming 16,198 1,067 22 1,625 10 45% 12 55% 0 Mail Marketing 11,634 1,304 65 1,08 21 32% 34 52% 10						2		14		0	0%
E-Books 3.813 2.132 90 843 80 89% 10 11% 0 E-Clagarette Flavoring 3.830 2.128 21 1.657 9 43% 12 57% 0 E-Clagarettes 37.757 625 341 347 221 65% 118 35% 2 E-Learning 16.198 1.067 22 1.625 10 45% 12 55% 0 E-Mail Marketing 11.634 1,304 65 1,08 21 32% 34 52% 10								0			0%
E-Cigarettes 37,757 625 341 347 221 65% 118 35% 2 E-Learning 16,198 1,067 22 1,625 10 45% 12 55% 0 0 E-Mail Marketing 111,634 1,304 65 1,008 21 32% 34 52% 10	E-Books		2.132		843		89%	10	11%	0	0%
E-Learning 16.198 1.067 22 1.625 10 45% 12 55% 0 E-Mail Marketing 11,634 1,304 65 1,008 21 32% 34 52% 10		3,830							57%	0	0%
E-Mail Marketing 11,634 1,304 65 1,008 21 32% 34 52% 10										2	1%
		16.198									0 70
Ear & Body Piercing 4.024 2.088 13 1.949 12 92% 1 8% 0								34			

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/2
Earthworms	375	3.841	1	3,444	1	100%	0	0%	0	0%
Easels - Wholesale & Manufacturers	46	4,737	0	3,919	0	0%	0	0%	0	0%
Economic Development Organizations	1.682	2.746	4	2.770	3	75%	1	25%	0	0%
Economic Research & Analysis	4,770	1,952	3	2,929	2	67%	0	0%		33%
Editorial Services	3,824 185.044	2,129 155	385	2,299	3 222	38%	5 40	63% 10%	12	
Educational Consultants Educational Materials - Home Schooling	5,132	1,896	29	323 1,445	22	86% 76%	7	24%	13	3%
Educational Research	16.059	1,077	76	929	56	74%	17	22%	3	4%
Egg Processing & Shipping Equipment & Supplies	113	4,459	0	3,919	0	0%	0	0%	0	0%
Eggs	1,074	3,124	1	3,444	0	0%	1	100%	0	0%
Elastic Goods	32	4.811	0	3,919	0	0%	0	0%	0	0%
Elastic Stockings	221 23.905	4,153	26	3,161 1,513	0	0%	2	100%	0	0%
Elderly/Senior Specialty Services		826	26 22		19	73%		19%	2	8%
Electric Bikes Electric Companies	2,314 290,994	2,501 92	4,743	1,625 28	4,566	50% 96%	168	50% 4%	<u>U</u>	0%
Electric Equipment & Supplies - Retail	33.043	682	145	620	4,566	44%	75	52%	6	4%
Electric Equipment & Supplies - Wholesale	10.173	1,392	20	1,688	7	35%	10	50%	3	15%
Electric Equipment - Manufacturers	4.088	2.074	11	2.074	9	82%	2	18%	0	0%
Electric Equipment - Service & Repair	30,228	719	223	458	174		43	19%	6	3%
Electric Equipment - Used	454	3,744	1	3,444	1	100%	0	0%	0	0%
Electric Heating Elements	2,414	2,470	26	1,513	26	100%	0	0%	0	0%
Electric Heating Equipment - Wholesale & Manufacturers	1,820	2,685	12	2,012	6	50%	6	50%	0	0%
Electric Instruments Electric Motor Controls - Wholesale & Manufacturers	574 616	3,582 3,533	0	3,919 3,444	0	0% 0%	0	0% 100%	0	0%
Electric Motor - Dealers & Repairing	15.054	1,129	45	1,201	22	49%	21	47%	<u>U</u>	4%
Electric Motors - Dealers & Rebaining Electric Motors - Manufacturers & Distributors	1,168	3,060	43	3,444	22	0%	1	100%		0%
Electric Motors - Supplies & Parts	6,593	1,702	9	2,223		89%	1	11%	0	0%
Electric Motors - Used	110	4,466	i	3,444	1	100%	0	0%	0	0%
Electric Power Line Construction	1,448	2,870	1	3,444	1	100%	0	0%	0	0%
Electric Scooters	8.007	1.555	132	654	95	72%	35	27%	2	2%
Electric Supplies - Manufacturers	1,963	2,618		2,299	7	88%	1	13%	0	0%
Electric Switchboards	557	3,601	1	3,444	1	100%	12	0%	0	0%
Electric Vehicles Electric Vehicles - Home Charging Station	1.551 121	2,808 4,430	14	1,901 2,770	2	14% 75%	12	86% 25%	0	0%
Electrical Discharge Machines & Supplies	416	3,790	4 0	3,919	3	0%	1	0%	0	0%
Electrical Discharge Machining	241	4.102	0	3,919	0	0%	0	0%	0	0%
Electrical Power Systems (Residential & Commercial) - Backup		.,		-7		73%	-			
Systems	4,100	2,072	11	2,074	8		3	27%	0	0%
Electrical Power Systems Maintenance	3,769	2,136	6	2,503	3	50%	3	50%	0	0%
Electricians	1.258.397	22	828	185	583	70%	222	27%	23	3%
Electricians - Commercial	31,154	705	16	1,816	12	75%	4	25%	0	0%
Electricians - Residential	224,850	122 4,697	241	431	155	64%	83	34%	3	0%
Electroformina Electrolysis	6,238	1,744	- 0	3.919 2.503	0	0% 67%	1	0% 17%	<u>U</u>	17%
Electrolysis Electrolysis Equipment & Supplies	158	4 322	3	2,929	1	33%	2	67%	1	0%
Electronic Equipment & Suppliers - Service & Repair	83,901	332	1,310	122	1,106	84%	189	14%	15	1%
Electronic Equipment & Supplies - Dealers	207,421	137	3,384	49	3,034	90%	295	9%	55	2%
Electronic Equipment & Supplies - Wholesale & Manufacturers	47,635	524	3,005	55	2,950	98%	51	2%	1	
					2,930				-	0%
Electronic Instruments	4.434	2.011	120	707	73	61%	47	39%	0	0%
Electronic Mail Service	6,520	1,710	39	1,281	17	44%	22	56%	0	0%
Electronic Power Supplies Electronic Product Waste Management & E Waste Services	5,420 970	1,853 3,195	23	1,589 2,387	18	78% 29%	3	13% 71%		0%
Electronic Testing Equipment	3,618	2,164	5	2,619	5	100%		0%	0	0%
Electronics - Educational Kits	6,540	1,708	56	1.095	7	13%	40	71%	9	16%
Electronics Research & Development	4,551	1,998	31	1,409	13	42%	17		1	. 3%
Electrostatic Painting	395	3,814	1	3,444	1	100%	0	0%	0	0%
Electrotype Equipment & Supplies	239	4.108	0	3.919	0	0%	0	0%	0	0%
Elevator Consultants	1,555	2,806	2	3,161	0	0%	2	100%	0	0%
Elevator Installation Elevators - Parts	2,576 248	2,413 4,085	5	2.619 3,919	4	80% 0%	1	20% 0%	0	0%
Elevators - Parts Elevators - Sales & Service	22,436	4,085 870	43	1,226	27	63%	16	37%	<u>U</u>	0%
Elevators - Testing Services	326	3.927	1	3,444	0	03%	1	100%	0	0%
Email Service Provider	4,935	1,933	20	1,688	15	75%	3	15%	2	10%
Embalmers	441	3.759	0	3.919	0	0%	0	0%	0	0%
Emblems	946	3,219	0	3,919	0	0%	0	0%	0	0%
Embossing	9	4,994	0	3,919	0	0%	0	0%	0	0%
Embossing Equipment & Supplies	33 1.998	4.806 2.605	<u>0</u>	3.919 2.619	0	0% 20%	0	0% 80%		0%
Embroideries - Uniform Embroidering Machines	1,998 342	2,605 3,895	<u>5</u>	2,619 3,919	1	20%	4	80% 0%	0	0%
Embroidering Machines Embroiderv	29,348	3,895 734	110	3.919 748	58	53%	49	45%	2	3%
Embroidery Design Punching	463	3,731	3	2,929	1	33%	7	67%	<u> </u>	0%
Embroidery Supplies	3.941	2,105	14	1.901	11	79%	3	21%		0%
Emergency Disaster Preparedness Equipment & Supplies	10,397	1,379	28	1,465	22	79%	6	21%	0	0%
Emergency Response Systems - Personal	1.613	2.781	10	2.149	5	50%	4	40%	1	10%
Emergency Rooms	4,225	2,050	108	762	101	94%	7	6%	0	0%
Emergency Shelters	1,707	2,731	3	2,929	3	100%	0	0%	0	0%
Employee Assistance Programs	1.157	3.070	13 193	1.949 514	190	23%	7	54%	3	23%
Employee Benefit Plans Employment Agencies	16,161 245,340	1,070 111	193	514 518	190	98% 58%	3	2% 38%	<u> </u>	4%
LETIDIOVITICAL AGENCIES	245,3401	1111	190	518	111	58%	/2	38%	/	4 1/0

US BBB 2016 Statistics Sorted by Industry

			Sorted by Industry	1						
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Employment Contractors - Temporary Help	43.015	570	36	1,329	13	36%	20	56%	3	8%
Employment Counseling Employment Service	7,444 53.857	1,612 477	3 86	2,929 875	<u>2</u> 49	67% 57%	1 33	33% 38%	0	0%
Employment Service - Administrative Assistant	587	3,566	0	3,919	0		0	0%	0	0%
Employment Service - Employee Leasing	20,095	942	43	1,226	40	93%	3	7%	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 Employment Service - Virtual Assistant	111 4.685	4,463 1,967	1	3,444 2,503	- 0	0% 50%	1	100% 50%	0	0%
Employment Training	29,290	736	57	1,082			28	49%	2	4%
Enameling, Japanning & Lacquering	11	4,965	0	3,919	0		0	0%	0	0%
Encyclopedia & Book Sales	506	3.669	2	3.161	2	100%	0	0%	0	
Encyclopedia & Book Sales by Internet	681	3,465 5.059	10	2,149 3 919	3	30%	7	70%	0	0%
Encyclopedia & Book Sales by Mail Encyclopedias	141	4,366	1	3,919	<u>U</u>	0% 100%	0	0% 0%	0	0%
Endodontics	5,071	1,908	25	1,536	21		4	16%	0	0%
Energy Audits	23,954	824	44	1.211	29	66%	7	16%	8	18%
Energy Conservation Products & Services	101,083	277 2.725	307	370 2.503	219		74	24%	14	5%
Energy Conservation Products - Wholesale & Manufacturers Energy Management & Conservation Consultant	1,725 44,734	2./25 549	41	2,503 1,252	30		2 8	33% 20%	0	7%
Energy Service Companies	178,449	164	968	159	919		46	5%	3	0%
Engineering Consultants	20,410	934	19	1,732	12	63%	7	37%	0	0%
Engineering Contractors - General	50,866	503	31	1,409	16		15	48%	0	0%
Engineering Equipment & Supplies	2,531	2.431	7	2,387	6	86%	1	14%	0	0%
Engineering Reports Engineers - Civil	1,008 22,335	3,160 874	0	3,919 2,223	0	0% 44%	0	0% 56%	0	0%
Engineers - Civil Engineers - Electrical	6,972	1,661	13	1,949	4		9	69%	0	0%
Engineers - Environmental	1,227	3,019	0	3,919	Ö	0%	0	0%	0	0%
Engineers - Mechanical	3.626	2.161	5	2.619			5	100%	0	0%
Engineers - Professional	52,856	485	20	1,688	14		6	30%	0	0%
Engineers - Structural Engines - Diesel	20.081 10,869	943 1,348	40	2,387 1,266	15	100% 38%	25	0% 63%	0	0%
Engines - Fuel Conversion	1,376	2,922	2	3,161	1	50%	1	50%	0	0%
Engines - Fuel Injection Service & Parts	4.736	1,956	11	2,074	7	64%	4	36%	0	0%
Engines - Gas	4,047	2,085	10	2,149	5	50%	5	50%	0	0%
Engines - Gasoline	1.175 99.790	3.057	2	3.161 483	1 150	50%	1 53	50%	0	0% 2%
Engines - Rebuild & Exchange Engines - Supplies, Equipment & Parts	99,790 31,094	281 706	207 69	483 983	150 45		53 21	26% 30%	4	4%
Engravers - Mechanical	1,409	2,904	2	3.161	1	50%	1	50%	0	
Engravers - Metal	1,412	2,902	2	3,161	0	0%	2	100%	0	0%
Engravers - Photo	51	4.710	0	3.919	0	0%	0	0%	0	0%
Engravers - Plastic, Wood	1,071 1,955	3,126 2,620	1	3,444 2,503	0	0% 100%	1	100% 0%	0	0%
Engravers - Stationery Engravers - Glass	216	4,163	2	3,161	<u>b</u>	50%	1	50%	0	0%
Engraving Equipment & Supplies	763	3,394	1	3,444	0		1	100%	0	0%
Entertainers	16.234	1.066	86	875	36	42%	47	55%	3	3%
Entertainment Bureaus	8,883	1,490	39	1,281	22		17	44%	0	0%
Entomologists Envelopes - Retail	32 444	4,811 3,755	1	3,444 3,919	1	100%	0	0% 0%	0	0%
Envelopes - Wholesale & Manufacturers	1,226	3,733	0	3.919	0		0	0%	0	0%
Environmental & Ecological Services	44,516	551	46	1,191	31	67%	13	28%	2	4%
Environmental Consulting & Contracting	16,417	1,062	17	1,775	8		9	53%	0	0%
Environmental Testing & Consulting	12,824	1,239	19	1,732	17		2	11%	0	0%
Environmental, Conservationist & Ecol Org Equestrian Services	2,991 3,913	2,300 2,111	7	2.387 1.949	3	43% 54%	4	57% 31%	0	0% 15%
Equestrian Services Equine nutrition	3,913 129	4,408	13	3,444		100%	4 0	0%		0%
Equine Therapy	1,406	2,907	1	3,444	1	100%	0	0%	0	0%
Equipment Calibration	1,459	2,863	2	3,161	1	50%	1	50%	0	0%
Ergonomic Products & Services	2.739 4.970	2,363 1,924	13	1.949 3.161	7	54% 100%	6	46% 0%	0	0%
Erosion Control Escalators	4,970	1,924 4.878	2	3,161 3,919	2	100%	0	0%	0	0%
Escort Service - Personal	5,604	1,821	1	3,444	0	0%	0	0%	1	100%
Escrow Service	56,355	459	90	843	58	64%	29	32%	3	3%
Estate Liquidators	25.895	782	70	971	35		33	47%	2	3%
Estate Planning & Management	59,438	440	28	1,465	22 83		3 77	11%	3 10	11%
Estates - Appraisals, Sales & Auctions Estheticians	48.943 3.160	515 2,260	170 10	557 2.149	83 8	49% 80%	7/	45% 20%	10 n	0%
Etched Products - Metal, Glass	3,160 994	2,260 3,174	7	2,149 2,387	0		7	100%	0	0%
Etchina Equipment & Supplies	15	4,929	0	3,919	0	0%	0	0%	0	0%
Etiquette School	1,047	3,135	1	3,444	1	100%	0	0%	0	
Evaporating Apparatus Evaporative Coolers - Sales & Service	192 715	4,221 3,435	2	3.161 2,929	2	100% 67%	0	0% 33%	0	0%
Evaporative Coolers - Sales & Service Event Center	7,909	3,435 1,570	83	2,929 886	41	49%	39	47%	3	4%
Event Planners	46.893	533	406	312	229		151	37%	26	6%
Event Planners - Corporate	4,414	2,016	26	1,513	10	38%	15	58%	1	4%
Eviction Service	6.322	1.733	21 112	1.657	12 55		9 54	43%	0	0% 3%
Excavating Contractors Excavating Equipment	340,139 1,977	77 2,614	112	740 2,299	55	49% 75%	54	48% 25%	3	3%
			8	3,919	0		2	25% 0%	0	
Excelsion	14									
Excelsior Executive Search Consultants	14 12,952	4,944 1,230	11	2,074	5	45%	6	55%	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	%
Exercise & Physical Fitness Programs	89.700	312	1.235	131	951	77%	273	22%	11	1%
Exercise Equipment & Machines - Sales	49,510	512 2,098	619	228 1.732	502	81%	111	18%	6	1% 0%
Exercise Equipment & Machines - Service & Repair Exhibit Design & Construction	3.977 2.376	2.098	19	2,770	13	68% 25%	5	32% 50%	<u>U</u>	25%
Expanded Metals	38	4,778	0	3,919	0	0%	0	0%	0	0%
Expansion Joints	265	4.038	0	3,919	0	0%	0	0%	0	
Experimental Work	147	4,352	1	3,444	1	100%	0	0%	0	0% 0%
Explosives	436	3.766	2	3.161	0	0%	2	100%	0	0%
Export Management	778	3,378	2	3,161	0	0%	2	100%	0	0%
Exporters	7,483 789	1,607 3,361	12	2,012 2,770	3	25%	8	67% 0%	1	8% 75%
Express & Transfer Service Extended Warranty Contract Service Companies	212,298	134	1,615	101	1.542	25% 95%	57	4%	16	
Exterior Designers	2.173	2,553	1,015	1.901	1,542	36%	9	64%	0	0%
Exterior Structures - Barn Construction	12,701	1,242	42		15	36%	27	64%	0	0%
Exterior Structures - Gazebos, Arbors, Pergolas	5,468	1,843	12	2,012	7	58%	5	42%	0	0%
Eve Banks	85	4,551	0	3.919	0		0	0%	0	0%
Eyebrow Threading	1,668 24,748	2,756	14 118		11		3 42	21%	0	0% 0%
Evealass Suppliers Eyelets	24./48 305	805 3,963	118	714 3,161	76	64% 100%	42	36% 0%	0	0%
Eyesight Training	915	3,245	8	2,299	3	38%	5	63%	0	0%
Fabric Laminating & Bonding	171	4,282	0	3,919	0		0	0%	0	0%
Fabric Shops	15,072	1,128	101	792	85	84%	15	15%	1	1%
Fabrics - Wholesale & Manufacturers	4.248	2,043	12		- 8	67%	3	25%	1	8%
Facility Maintenance	19,215	969	57		24		33	58%	0	0%
Facility Planning	277 38,127	4.015	0 56	3,919	0 40	0%	0 14	0%	0	0% 4%
Factoring Service Factors	1,800	623 2,693	56	1,095 3,919	40	71% 0%	14	25% 0%	2	0%
Factory Locating Consultants	24	4,869	0	3,919	0		0	0%	0	0%
Fairgrounds	477	3,715	3	2,929	0		2	67%	1	33%
Fallout Shelter Equipment & Supplies	183	4,253	0	3,919	0	0%	0	0%	0	0%
Fallout Shelters - Consultants	56	4,682	0	3,919	0	0%	0	0%	0	0%
Family Planning - Abortion Alternatives	399	3,808	2	3,161	2	100%	0	0%	0	0% 0%
Family Planning - Abortion Services	1.684	2.745 1,506	2	3.161 2,387	<u> </u>	0% 71%	2	100% 29%	0	0%
Family Services Fan Clubs	8,706 734	3,419	9	2,367	9	89%		11%	0	0%
Fans - Attic	760	3,396	1	3,444	0		i	100%	0	0%
Fans - Household	3,733	2,144	13	1,949	7	54%	4	31%	2	15%
Fans - Industrial & Commercial	790	3,360	7	2,387	3	43%	4	57%	0	0%
Fans - Repair	482	3,707	2	3,161	0	0%	2	100%	0	0%
Farm Equipment	39.828 6.556	599	158	576 1,901	126		32	20% 29%	0	0% 0%
Farm Equipment - Repair & Parts Farm Management	1,819	1,707 2,686	14	1,901 3,919	10 0		4	0%	0	0%
Farm Management Systems	281	4,002	0	3,919	0	0%	0	0%	0	0%
Farm Supplies	7,320	1,623	36	1,329	14		22	61%	0	0%
Farmers Market	2.598	2,405	16		6	38%	10	63%	0	0%
Farming Service	9,396	1,446	4	2,770	2	50%	2	50%	0	0%
Farms	23,122	846	53	1,127	25		28	53%	0	0%
Farms - Organic	2.192	2.548	6	2.503 3,919	1 0	17%	5	83%	0	0% 0%
Farms - Urban Fashion Accessories	525 11,568	3,644 1,309	81	903	27	0% 33%	51	0% 63%	2	4%
Fashion Consultants	2,213	2,538	91	2,223	1	11%	8	89%	0	0%
Fashion Designers	4,973	1,923	51		29		18	35%	4	
Fashion Show Producers	443	3,757	4	2.770	0	0%	2	50%	2	50%
Fasteners - Industrial & Construction	5,505	1,833	8	2,299	5	63%	3	38%	0	0%
Fasteners - Textile & Apparel	974	3.191	1	3,444	1	100%	0	0%	0	0%
Fax Equipment & Systems	761 4,184	3,395 2,056		2,929	<u>0</u> 22		3	100%	0	0% 0%
Fax Transmission Service Feather Goods	937	3,230	20	1,513 2,929		0%	3	15% 100%	0	0%
Feathers	255	4,066	0	3,919	0	0%	0	0%	0	0%
Feed - Wholesale & Manufacturers	1.574	2,801	8	2,299	5	63%	3	38%	0	0%
Feed Concentrates & Supplements	436	3,766	1	3,444	0	0%	1	100%	0	0%
Feed Dealers	9,283	1,455	8	2,299	6	75%	2	25%	0	0%
Feed Grinding	29 395	4.834 3,814	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0% 0%
Feed Mill Equipment & Supplies Feeders - Industrial	395	3,814	0	3,919	<u>U</u>	100%	0	0%	0	0%
Feedlot	259	4,058	0	3,919	1	0%	0	0%	0	0%
Felt & Felt Products	31	4,822	0	3,919	0	0%	0	0%		0%
Fence - Sales, Service & Contractors	94.076	299	236	438	161	68%	68	29%	7	3%
Fence Contractors	574,551	45	1,105	144	733	66%	346	31%	26	
Fence Material	2.862	2,328	3	2.929	1	33%	2	67%	0	0%
Fence Posts & Fittings Fence Staining	3,026 5,429	2,292 1,852	5	2,619 2,223	0	0% 89%	5	100% 11%	0	0% 0%
Fence Staining Fences - Rental	5,429	1,852 4 218	9	2,223 3,919	<u>8</u>		1	11%	0	0%
Fences - Vinyl	3,878	2,118	R R	2,299	4		4	50%	n	0%
Fences - Wood	1,289	2,974	5	2,619	1	20%	3	60%	1	20%
Fencing Instruction	1,910	2,647	5	2,619	0	0%	5	100%	0	0%
Ferries	438	3,762	1	3,444	0		1	100%	0	0%
Fertility Specialists	6.285	1.739	18	1.756	14		4	22%	0	0%
Fertilizer Plant Equipment	306 12.861	3,962 1 235	0	3,919	0		0	0%	0	0% 0%
Fertilizers	12.861	1.235	22	1.625	20	91%	2	9%	0	U%

			Sorted by Industry	1					6l. Hbl. 7.	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Fiber & Fiber Products	379	3.836	1	3,444	1	100%	0	0%		0 0%
Fiber Glass Fabricators Fiber Glass Materials	1,228	3,017 4,037	0	3,919 3,919	0	0% 0%	0	0% 0%		0%
Fiber Glass Products	266 2,041	2,592	7	2,387	2	29%	4	57%	1	1 14%
Fiber Optics	5,895	1,782	17	1,775	15	88%	2	12%	(0%
Fiberglass - Bathtubs & Showers	1.010	3,158		2,387	5	71%	1	14%	1	1 14%
Fiberglass - Fabrication & Repair Filing Equipment, Systems & Supplies	5,284 4,201	1,876 2,052	127	2,299 679	127	38% 100%	4	50% 0%		1 13%
Filling Machinery	4,201	4,763	127	3,919	0	0%	0	0%	(0%
Film Scrap	80	4,566	2	3,161	1	50%	1	50%	Č	0%
Filtering Materials & Supplies	5.344	1.873	88	856	59	67%	8	9%	21	
Filters - Air & Gas	4,646	1,978	9	2,223	8	89%	1	11%		0 0%
Filters - Liquid Filters Air & Gas Cleaning	426 422	3.776 3,782	<u>8</u>	2,299 3,919	0	75% 0%	0	25% 0%		0%
Financial Consultants - No License Required	62,410	427	50	1,155	29	58%	19	38%	2	2 4%
Financial Planning Consultants	286.075	97	149	600	104	70%	32	21%	13	3 9%
Financial Planning Kit	1,655 1,396,867	2,763	4.369	2,929	3.866	67%	1 426	33%	77	0 0%
Financial Services Financing	1,396,867	235	4.369 720	29	3.866 665	88% 92%	426 50	10% 7%	- //	7 2% 5 1%
Financing Consultants	42,150	581	82	896	58	71%	23	28%	i	1 1%
Fingerprinting	4,379	2,020	21	1,657	8	38%	13	62%	(0%
Fingerprinting - Live Scan	788	3,365	1	3,444	0	0%	1	100%	(0%
Fingerprinting Equipment	122	4,427	0	3,919	0	0%	0	0%	<u> </u>	0%
Fire & Flood Emergency Service Fire & Smoke & Water Clean Up	5,771 7,799	1,797 1 577	14 22	1,901 1,625	18	64% 82%	5 4	36% 18%	<u>(</u>	1 0%
Fire & Smoke Alarm Systems	43,416	564	52	1,133	42	81%	10	19%	(0%
Fire & Water Damage Restoration	426,831	59	706	206	594	84%	94	13%	18	3 3%
Fire Damage Restoration	10.742	1.356	23	1.589	14	61%	9	39%		0%
Fire Department Equipment & Supplies	2,224 632	2,532 3,518	3	2,929	3	100%	0	0%		0%
Fire Departments Fire Doors & Shutters	13	3.518 4.951	<u>9</u>	2,223 3,919		78% 0%	0	22% 0%		0%
Fire Escapes	276	4,020	0	3,919	0	0%	0	0%	(0%
Fire Exit Devices	43	4,746	1	3,444	1	100%	0	0%	(0%
Fire Extinguishers	11,393	1,322	5	2,619	2	40%	3	60%	() 0%
Fire Extinguishing Fluid Fire Hose	36 85	4.786 4.551	0	3.919 3.919	0	0% 0%	0	0% 0%		0%
Fire Hydrants	343	3,894	0	3,919	0	0%	0	0%		0%
Fire Lookout Stations	29	4,834	0	3.919	0	0%	0	0%	(0%
Fire Mitigation	402	3,804	3	2,929	3	100%	0	0%	(0%
Fire Protection Consultants	8.218	1.540		2.387	6	86%	1 16	14%		0%
Fire Protection Contractor Fire Protection Equipment & Supplies	15,033 21,886	1,130 884	35 21	1,345 1,657	18 10	51% 48%	16	46% 52%		3%
Firearm Manufacturer	5.488	1.836	97	813	77	79%	20	21%	(0%
Fireplace Equipment - Retail	18,879	975	88	856	72	82%	16	18%	Č	0%
Fireplace Equipment - Wholesale & Manufacturers	2.854	2.335	9	2.223	8	89%	0	0%	1	1 11%
Fireplaces	46,960	532	167 0		114	68%	50	30%	3	3 2%
Fireproofing Materials	988 53	3,177 4,697	1	3,919 3,444	<u>U</u>	0% 100%	0	0% 0%		0 0%
Firewood	11.631	1,305	36	1,329	5	14%	29	81%	2	2 6%
Fireworks	5.176	1.890	11	2.074	9	82%	1	9%		1 9%
First Aid Instruction	3,339	2,226	9	2,223	5	56%	4	44%	(0%
First Aid Supplies Fish & Seafood - Retail	1,535 10,941	2,823 1,346	1 46	3,444 1,191	<u>1</u>	100% 54%	0	0% 46%	(0%
Fish & Seafood - Retail Fish & Seafood - Wholesale	10,941 6,005	1,346 1,771	46 5	2.619	25 4	54% 80%	21	20%		0%
Fish & Seafood Wholesale Fish & Seafood Brokers	925	3,238	0	3.919	0	0%	0	0%		0%
Fish By-Products	194	4,216	1	3,444	0	0%	1	100%	(0%
Fish Hatcheries	1,431	2,882	4	2,770 3 919	3	75%	1	25%		0%
Fish Nets Fish Processors	72 439	4.608 3.760	0	3.919 3.444	0	0% 0%	0	0% 100%		0 0%
Fish Processors Equipment	27	4,848		3,444	0	0%	<u> </u>	0%	(0%
Fishermen - Commercial	171	4,282	0	3,919	0	0%	0	0%	<u> </u>	0%
Fishermens Supplies	2,190	2,550	9	2,223	6	67%	1	11%	2	2 22%
Fishery Consultants	313 3,598	3,950		3.444 2.929	1	100%	0	0% 670/	<u> </u>	0 0%
Fishing Bait Fishing Charters	3,598 6.582	2,173 1,704	<u>3</u> 20	2,929 1.688	12	33% 60%	2	67% 40%		0 0%
Fishing Licenses	10	4,977	0	3,919	0	0%	0	0%	(0%
Fishing Piers	1,088	3,115	8	2,299	1	13%	7	88%	Č	0%
Fishing Tackle - Repair & Parts	544	3.616	4	2.770	1	25%	3	75%		0%
Fishing Tackle - Wholesale & Manufacturers	2,317 10.165	2,500 1,393	42	2,770	<u>1</u>	25%	3	75%		0%
Fishing Tackle Dealers Fitness Centers	10.165 142,915	1,393	2,863	1.245 61	1,968	62% 69%	16 858	38% 30%	37	
Fix-It Shops	1,550	2,810	12	2,012	4	33%	7	58%		1 8%
Flag Poles	2.035	2,594	6	2,503	6	100%	Ó	0%	ĺ	0%
Flags & Banners	23,558	830	34	1,362	25	74%	9	26%	(0%
Flags & Banners - Manufacturers Supplies	797	3,354 5,094	11	2.074 3.919	5	45%	6	55%	Č	0 0%
Flame proofing Materials Flanges	2 15	5,094 4,929	0	3,919 3,919	0	0% 0%	0	0% 0%	(0 0%
Flashers - Electric	16	4,929	2	3,919	2	100%	0	0%	(0 0%
Flatware - Table	739	3,415	0	3,919	0	0%	0	0%		0%
Flavoring Extracts	500	3 558	1	3 444	1	100%	0	0%	(0%

								1	Cmpls Unable To	T
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Flavoring Extracts - Raw Materials Flea Markets	937 6,847	3.230 1,676	<u>0</u>	3,919 1,489	13	0% 48%	0	0% 44%	0	7%
Flight Instructor	429	3.773	1	3,444	0	0%	1	100%	0	0%
Flight School	7,018	1,656	21	1,657	11	52%	9	43%	1	5%
Floats - Mechanical	79	4,569	0	3,919	0	0%	0	0%	0	0%
Floats - Parade Flock Manufacturers & Processors	64	4.641 5,004	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Flood assistance	644	3,502	1	3,444	1	100%	0	0%	0	0%
Flood Control Equipment	677	3,474	0	3,919	0	0%	0	0%	0	0%
Floodlights & Search Lights	768	3,388	4	2,770	2	50%	2	50%	0	0%
Floor Coatings - Epoxy/Polyurethane	13.876 67,726	1.182 405	27 182	1.489 533	22 115	81% 63%	5 64	19% 35%	0	2%
Floor Coverings & Installation Floor Laving, Refinishing & Resurfacing	194.452	147	305	372	208	68%	04	30%	3	1%
Floor Machines	768	3,388	2	3,161	1	50%	1	50%	0	0%
Floor Machines - Rent	98	4,504	0	3,919	0	0%	0	0%	0	0%
Floor Machines - Repair	153 102.578	4.335 274	0 207	3.919 483	150	0%	0 54	0% 26%	0	0% 1%
Floor Materials - Retail Floor Refinishing	3,949	2,104	14	1,901	150	72% 36%	54	64%	3	0%
Floor Removal	1,431	2,882	1	3,444	1	100%	0	0%	0	0%
Floor Removal, Resurfacing and Refinishing	1,173	3,059	8	2,299	1	13%	7	88%	0	0%
Floor Resurfacing	780	3,375	6	2,503	2	33%	4	67%	0	0%
Floor Treatment Compounds	865	3,282	10	3,919	0	0%	0	0%	0	10%
Floor Waxing, Polishing & Cleaning Floors - Garage	7.697 6,238	1,586 1,744	10 10	2,149 2,149	2	20% 80%	7	70% 20%	1	10%
Floors - Hardwood	83.011	335	470	2,149	416	89%	50	11%	4	1%
Floors - Industrial	5,220	1,883	11	2,074	3	27%	7	64%	1	9%
Floors - Laminate	1,695	2,735	10	2,149	4	40%	6	60%	0	0%
Floors - Raised	4.068 494	2.078	9	2.223	7	78%	1	11%	1	11%
Floral Design Instruction Florist - Funeral Bouquets & Wreaths	1.158	3,684 3,069	12	3,161 2,012		100% 42%	0	0% 50%	0	8%
Florists - Brokers	213	4,170	4	2,770	2	50%	2	50%	0	0%
Florists - Retail	89,088	316	2,922	57	2,189	75%	719	25%	14	0%
Florists - Wholesale	2.519	2,436	7	2.387	5	71%	2	29%	0	0%
Florists Supplies	1,520	2,832	4	2,770	3	75%	1	25%	0	0%
Flour	90 393	4.528 3.819	0	3.919 3.444	0	0% 100%	0	0% 0%	0	0%
Flowers - Preserved	2,806	2,346	17	1,775	11	65%	5	29%	1	6%
Foam & Sponge Rubber	2,499	2,445	2	3.161	2	100%	0	0%	0	0%
Foil & Foil Products	60	4,660	0	3,919	0	0%	0	0%	0	0%
Folding Machines	8	5.004	0	3.919	0	0%	0	0%	0	0%
Food & Beverage Consultants Food & Beverage Services	1,632 19,098	2,776 970	128	2,619 674	76	80% 59%	1 51	20% 40%	<u> </u>	0% 1%
Food - Sales & Delivery	50.643	504	543	248	412	76%	126	23%	<u> </u>	1%
Food Brokers	5,744	1,799	7	2,387	5	71%	2	29%	0	0%
Food Facilities Consultants	755	3.397	3	2.929	3	100%	0	0%	0	0%
Food Manufacturers, Wholesalers, Distributors	83,723	333	242	428	162	67%	72	30%	8	3%
Food Plans Food Processing Equipment & Supplies	7,373 4,711	1,617 1,961	20	1,688 2,223	11	55% 56%	8	40% 44%	1	5%
Food Products	30,393	714	122	698	77	63%	41	34%	4	3%
Food Products - Organic	5.029	1.915	11	2.074	4	36%	5	45%	2	18%
Food Products Manufacturing Equipment	2,052	2,590	11		9	82%	2	18%	0	0%
Food Products Reconditioning	122	4,427	0	3,919	90	0%	0	0%	0	2%
Food ServiceManagement Food Trucks	9,482 246	1,440 4,089	54	1.120 2,223	39	72% 67%	14	26% 33%	1	0%
Foods - Carry Out	34.082	4,069	444	2,223	287	65%	156	35%	1	0%
Foods - Dehydrated & Freeze-Dried	4,140	2,066	8	2,299	1	13%	7	88%	0	0%
Foods - Gluten Free	74	4,595	0	3,919	0	0%	0	0%	0	0%
Foot Appliances	996	3.170	8	2.299		88%	1	13%	0	0% 4%
Football Clubs Foreclosure Rescue	2,239 9,712	2,528 1.421	23 16	1,589 1,816	11	48% 56%	11	48% 44%	1	0%
Foreclosure Rescue Foreclosure Services	22,062	882	25	1,536	19	76%	6	24%	0	0%
Foreign Currency Exchange Broker	10,617	1,366	27	1,489		30%	15	56%	4	15%
Forensic Loan Audits	11.097	1,340	15	1.866	3	20%	12	80%	0	0%
Foresters - Consulting	3,616	2,166	3	2,929	0	0%	3	100%	0	0%
Forging Equipment	78 689	4,575 3,455	0	3,919	0	0%	0	0%	0	0%
Forgings Forklift Repair & Maintenance	3,031	2,291	5	3,919 2,619	4	0% 80%	1	0% 20%	<u>U</u>	0%
Formal Wear	14.187	1.173	100	798	48	48%	32	32%	20	20%
Foster Child Care	2,083	2,579	0	3,919	0	0%	0	0%	0	0%
Foundation Contractors	253.459	109	361		301		50	14%	10	3%
Foundation Inspection Foundation Repair & House Leveling	1,912 103,202	2,644 272	3 179	2,929 542	1 143	33% 80%	2	67% 18%	0	0%
Foundation Repair & House Leveling Foundations - Education, Philanthropy, Research	20.771	923	31	1,409	143	80% 87%	33	10%	<u></u>	3%
Foundries	5,123	1,898	3	2,929	0	0%	3	100%	0	0%
Foundry Equipment & Supplies	834	3,310	2	3.161	0	0%	2	100%	0	0%
Fountains - Drinking	53	4,697	0	3,919	0	0%	0	0%	0	0%
Fountains - Garden, Display	5,857 1,273	1,789 2.987	13	1,949 2,929	6	46%	7	54%	0	0%
Four Wheel Drive Vehicles - Repair & Service Franchising	1,273	2,987 1,143	<u>3</u>	2,929 1,252	1 27	33% 66%	14	67% 34%	0	0%
Franchising Fraternal Organizations	5.537	1,143	41	2,503		83%	14	17%	<u>U</u>	0%
raterial organizations	. 3,33/	1,020		. 2,303		. 63-70		17 70	U	. 070

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Fraternal Regalia & Supplies	605	3,549	2	3.161	1	50%	1	50%	0	0%
Fraternities & Sororities	95	4,513	1	3,444	1	100%	0	0%	0	0%
Freight Consolidating Freight Forwarding	1.546 94.676	2.817	<u>5</u> 327	2.619 354	240	80% 73%	1 02	20% 25%	0	0%
Freight Traffic Service	7,385	1,614	327	1,281	34		5	13%	0	0%
Frog Dealers	189	4,229	5	2,619	0	0%	0	0%	5	100%
Frozen Custard Machines	59	4,664	1	3,444	0	0%	1	100%	0	0%
Frozen Food Locker Plants	136	4.383	0	3.919	0	0%	0	0%	0	0%
Frozen Foods - Processors Frozen Foods - Retail	753 11.397	3,400 1,321	48	3,444 1,175	20	100% 42%	28	0% 58%	0	0%
Fruit & Vegetable Growers & Shippers	5,914	1,779	16	1.816	13	81%	3	19%	0	0%
Fruits & Vegetables - Retail	9,235	1,458	35	1,345	27	77%	8	23%	0	0%
Fruits & Vegetables - Wholesale	5,240	1.880	2	3.161	2	100%	0	0%	0	0%
Fruits - Dried	290	3,987	0	3,919 3,919	0	0%	0	0%	0	0%
Fruits - Glace Fuel - Biofuels	24 310	4,869 3,957	0	3,919	0	0% 0%	0	0% 0%	0	0%
Fuel - Diesel	3,426	2,204	5	2,619	2	40%	3	60%	0	0%
Fuel - Gasoline	2,939	2,316	60	1.060	30	50%	29	48%	i	2%
Fuel - Marine	34	4,801	0	3,919	0	0%	0	0%	0	0%
Fuel Economizers	2,733	2,367	1	3,444	1	100%	0	0%	0	0%
Fuel Injection Equipment	1,985 15	2,612 4,929	2	3,161 3,444	2	100% 100%	0	0% 0%	0	0%
Fuel Tax Service Fulfillment Services	45,213	4,929 543	1,384	3,444 117	1.126	100% 81%	248	18%	10	1%
Fumigation Services	1,101	3,106	1,364	2,929	3	100%	240	0%	10	0%
Fund Raising Counselors & Orgs	52.392	490	95	822	85	89%	10	11%	0	0%
Fund Raising Games, Merchandise, Supplies	17,324	1,030	28	1,465	22	79%	5	18%	1	4%
Funeral Directors	54,612	468	117	723	85	73%	31	26%	1	1%
Funeral Directors Equipment & Supplies Funeral Escorts	845 283	3,297 3,998	2	3.161 3.919	1	50% 0%	1	50% 0%	0	0%
Funeral Homes	43.073	569	124	5,919	82	66%	42	34%	0	0%
Funeral Related Services	46,853	534	174	549	126	72%	46	26%	2	1%
Funnels	74	4,595	0	3,919	0	0%	0	0%	0	0%
Fur Business - Retail	5.800	1.794	16	1.816	8	50%	7	44%	1	6%
Fur Business - Wholesale & Manufacturers	2,637	2,394	3	2,929	3	100%	0	0%	0	0%
Fur Cleaning & Dveing - Retail Fur Cleaning & Dyeing - Wholesale	200 36	4,205 4,786	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Fur Cuttings	45	4,760	0	3,919	0	0%	0	0%	0	0%
Fur Designers	281	4,002	0	3,919	0	0%	0	0%	0	0%
Fur Dressers & Dyers	13	4,951	0	3,919	0	0%	0	0%	0	0%
Fur Farms - Equipment & Supplies	57 62	4.678 4.651	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Fur Finishers & Liners Fur Novelties & Accessories	1,034	3,145	1	3,919	1	100%	0	0%	0	0%
Fur Skin Dealers & Brokers	609	3,543	0	3,919	0	0%	0	0%	0	0%
Fur Storage	1,126	3,090	14	1,901	1	7%	13	93%	0	0%
Furnace Cleaning	582	3.574	1	3,444	0	0%	1	100%	0	0%
Furnace Sales & Service	5,551	1,827	19	1,732	11	58%	8	42%	0	0%
Furnaces - Industrial Furniture - Childrens	1,626 15,236	2,779 1.118	<u>3</u> 86	2,929 875	49	33% 57%	35	67% 41%	<u> </u>	0%
Furniture - Childrens Furniture - Outdoor	26,622	771	185	527	149	81%	32	17%	4	2%
Furniture - Retail	958,983	28	13.172	8	11.717	89%	1.352	10%	103	1%
Furniture - Rustic	19,887	950	137		89	65%	48	35%	0	0%
Furniture - Unfinished	6,281	1,740	17	1,775	13	76%	4	24%	0	0%
Furniture - Used	11.603 19,008	1.306 973	57 97	1.082 813	32 43	56% 44%	21 52	37% 54%	4	7% 2%
Furniture - Wholesale Furniture Assembly Services	19,008	2.753	37	2,929	43 2	67%	52	33%		0%
Furniture Cleaning	946	3,219	4	2,770	2	50%	2	50%	0	0%
Furniture Cleaning Equipment & Supplies	490	3,690	4	2,770	3	75%	1	25%	0	0%
Furniture Designers & Custom Builders	29.125	740	116	729	50	43%	58	50%	8	7%
Furniture Frames	267	4,036	0	3,919	233	0%	0 28	0%	0	0%
Furniture Manufacturers Furniture Manufacturers Equipment & Supplies	120.028 893	239 3,262	266	407 2,619	233	88% 20%	28	11% 80%	5	0%
Furniture Pads	229	4,133	0	3,919	0	0%	0	0%	0	0%
Furniture Rent & Lease	79,970	347	1.272	128	1.211	95%	61	5%	0	0%
Furniture Repair & Refinish	50,926	502	108	762	52	48%	54	50%	2	2%
Furniture Repair & Refinish Supplies	925	3.238	2	3.161	0	0%	2	100%	0	0%
Furniture Stripping Fuses - Electric	494	3,684 5,094	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Futon Sales	1.962	2,619	13	1,949	Q Q	62%	U	38%	<u>U</u>	0%
Galvanizing	265	4,038	0	3,919	0	0%	0	0%	0	0%
Gambling Abuse & Addiction Info & Treatment	173	4,277	0	3,919	0	0%	0	0%	0	0%
Gambling Machine Supplies and Services	1,443	2,874	15	1,866	6	40%	9	60%	0	0%
Game - Birds, Venison	279 1.157	4,011	3	2,929 3,444	0	0%	2	67%	1	33%
Game Farms Games & Supplies	1.157 39,476	3,070 606	<u>1</u> 222	3,444 461	132	100% 59%	80	0% 36%	10	5%
Gaming Tables	481	3.710	4	2,770	132	50%	2	50%	10	0%
Garage Builders	52,783	486	204	490	162	79%	37	18%	5	2%
Garage Door Repair	60,540	435	204 251	418	162 159	63%	85	34%	7	3%
Garage Doors & Openers	286.368	96	514	257	391	76%	107	21%	16	3%
Garage Organizers	6,864 3.040	1,672 2,288	4 16	2,770 1.816	3	75%	1	25%	0	13%
Garbage Disposal Equipment - Industrial & Commercial	3.040	2.288	16	1.816	6	38%	8	50%	2	13%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Garbage Disposal Equipment - Supplies & Parts	767	3,391	2	3.161	1	50%	1	50%	0	0%
Garbage Disposals - Household	2,674	2,382	34	1,362	20	59%	14	41%	0	09
Garden Centers	12,248	1.260	33	1.378	23		. 8	24%	2	6%
Gardeners	7,337	1,620	17	1,775	5	29%	12	71%	0	0% 0%
Gardening Hand Tools Garment Hangers	1,389	2,916 3,637	12	2,012	8	67% 100%	4	33% 0%	0	0%
Garment Racks	527 391	3,824	<u> </u>	3,919	<u> </u>	0%	0	0%	0	0% 0%
Garment Restoration	220	4.157	2	3,161	2	100%	0	0%	0	0%
Garments - Printing & Lettering	7,309	1,626	26	1,513	16	62%	9	35%	1	4%
Gas - Industrial & Medical - Cylinder & Bulk	2,162	2,556	10	2,149	10		0	0%	0	0%
Gas - Propane	67.910	403	310	366	285	92%	25	8%	0	0%
Gas - Propane - Equipment & Supplies	27,309 14	763 4.944	241	431 3,919	230	95% 0%	11	5% 0%	0	0% 0%
Gas Boosters Gas Burners	14 647	4,944 3,501	1	3,919 3,444	0	0%	0	100%	0	0%
Gas Detectors	187	4,235	0	3,919	0	0%	0	0%	0	0%
Gas Lights	158	4,322	Ö	3.919	Ö	0%	Ö	0%	Ō	0%
Gas Plant Equipment	134	4,388	0	3,919	0	0%	0	0%	0	0%
Gas Power Equipment	1.230	3.016	1	3.444	1	100%	0	0%	0	0%
Gas Recycling Plants	26	4,850	0	3,919 3,444	0	0%	0	0% 0%	0	0% 0%
Gaskets Gasoline - Wholesale	1,352 3,026	2,938 2,292	28	3,444 1,465	17	100% 61%	11	39%	0	0%
Gasoline - Wholesale Gasoline Additives - Manufacturers & Distributors	3,026 926	3,237		2,619	1/ n	0%	11	100%	n	0%
Gasoline Plant Equipment	699	3,442	0	3,919	0	0%	0	0%	0	0%
Gates	8,675	1,509	25	1,536	8	32%	17	68%	0	0%
Gauges & Gages	1.978	2.613	5	2.619	4	80%	1	20%	0	0% 0%
Gavels		5,013	0	3,919		0%	0	0%	0	0%
Gazebos	1,936	2,632	12	2,012	11		1	8%	0	0% 0%
Gears & Gear Cutting Gelatin	680 61	3.467 4,659	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Genealogists	56.510	4,639	231	3,919	226	98%	5	2%	0	0%
Genealogy Services	13,227	1,213	105	779	101	96%	4	4%	0	0% 0% 2%
General Merchandise - Retail	233,844	118	2,005	82	1,456	73%	513	26%	36	2%
General Merchandise - Wholesale	14.508	1.158	64	1.016	32	50%	29	45%	3	5%
Generators	7,971	1,559	25	1,536	14	56%	10	40%	1	4%
Generators - Maintenance	1.480 23.466	2.853 835	<u>4</u>	2.770 1.008	63	75% 97%	1	25% 3%	0	0% 0%
Generators - Electric Generators - Steam	23,466	4,559	0.5	3,919	0.3	0%	0	0%	0	0%
Geochemists	4	5.059	0	3,919	0	0%	0	0%	0	0%
Geographers	17	4,909	0	3,919	Ö	0%	0	0%	0	0%
Geologists	767	3.391	0	3.919	0	0%	0	0%	0	0%
Geologists Supplies	3	5,071	0	3,919	0	0%	0	0%	0	0%
Geophysical Apparatus	20	4,889	0	3,919	0	0%	0	0%	0	0%
Geophysicists Geotechnical Engineering	748 2,303	3,406 2,506	<u>0</u>	3,919 2,770	0	0% 50%	0	0% 50%	0	0%
Geothermal Heating & Cooling	11.216	1,334	12	2,770	10	83%	2	17%	0	0%
Gift Baskets & Parcels	16,181	1,068	106	774	65	61%	39	37%	2	2%
Gift Certificates/Cards	64,693	417	749		657		42	6%	50	2% 7%
Gift Shops	42.882	572	229	449	154	67%	70	31%	5	2% 0%
Gift Wrapping Materials	1,830	2,682	3	2,929	0	0%	3	100%	0	0%
Gift Wrapping Service	87	4.542	0 13	3.919	0	0%	0	0%	0	0% 0%
Giftware - Wholesale & Manufacturers	4,713	1,960 1,894	13 76	1,949 929	69	31% 91%	9	69%	0	0%
Girls Apparel Glass - Beveled, Carved, Ornamental	5,145 8,513	1,518	11	2,074	Q Q	73%	7	9% 27%	0	0%
Glass - Block	8,949	1,486	12	2,012	4	33%	8	67%	0	0%
Glass - Broken	1.626	2,779	2	3.161	0	0%	2	100%	0	0%
Glass - Plate and Window	134,199	218	229	449	145		66	29%	18	8%
Glass - Repair	16,443	1,059	110	748	35	32%	64	58%	11	10%
Glass - Stained & Leaded	5.847 323	1.790 3,936	15	1.866 2.929	9	60% 67%	5	33% 33%	1	7% 0%
Glass - Tempered Glass Beads - Industrial	323 25	4,858	<u>3</u>	3,444	1	100%	U T	0%	0	0%
Glass Blowers	1,166	3,063	3	2,929	ń	0%	3	100%	n	0%
Glass Board - Up Service	1,877	2,662	9	2,223	7	78%	2	22%	0	0%
Glass Circles & Specialty Shapes	176	4.267	0	3,919	0	0%	0	0%	0	0%
Glass Coating & Tinting	15,691	1,099	26	1,513	18	69%	8	31%	0	0%
Glass Coating & Tinting Machinery	74	4,595		3,444	0	0%	1	100%	0	0% 0%
Glass Coating & Tinting Materials Glass Rods & Tubing	292 74	3,984 4,595	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Glass, Mirror & Screen Companies	7.932	1,565	34	1,362	20	59%	11	32%	3	0% 9%
Glassware - Wholesale & Manufacturers	6,705	1,689	24	1,562	14	58%	10	42%	ő	0%
Glassware Decorators	1.280	2,979	5	2.619	3	60%	2	40%	0	0%
Glaziers	6,286	1,738	7	2,387	3	43%	4	57%	0	0%
Global Positioning Systems	11,918	1,284	105	779	97	92%	8	8%	0	0%
Gloves & Mittens - Dress	769	3.385	2	3.161	2	100%	0	0%	0	0%
Gloves - Cleaning & Repairing Gloves - Work & Industrial	42 1,340	4,749 2,948	0	3,919 3,444	0	0% 0%	0	0% 100%	0	0%
Go-Karts	2,990	2,301	3.5	1,589	19	83%	1	100%	0	0%
Go-Karts Manufacturers	115	4,448	0	3,919	0	0%	0	0%	0	0% 0%
Gold Buvers	24,245	817	25	1.536	18	72%	7	28%	0	0%
					0					0%
Gold Leaf Gold Stamping	55 11	4,685 4,965	1	3,444 3,919	0	0% 0%	1	100% 0%	0	0%

Industry Classification	V	Dank her Yes and '	C1-1 ·	Dank by Commister.	Court- C-H1 1	%	Counts Not Cott	%	Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries		Rank by Complaints	Cmpls Settled		Cmpls Not Settled		Pursue	%
Gold, Silver & Platinum Dealers Golf Caddies	179.719 351	162 3,882	342	345 3,919	182 0	53% 0%	156 0	46% 0%	4 0	1% 0%
Golf Carts	27,399	760	100	798	76		24	24%	0	0%
Golf Course Architects	78	4,575	0	3,919	0	0%	0	0%	0	0%
Golf Course Construction	961	3,208	1	3,444	0	0%	1	100%	0	0%
Golf Course Equipment & Supplies Golf Courses - Miniature	1.855 960	2.671 3,210	10	2,149 2,619	- 6	60% 60%	4	40% 20%	0	0% 20%
Golf Courses - Private	5,700	1,804	20	1,688	17		3	15%	0	0%
Golf Courses - Public	5,314	1,875	44	1,211	29		15	34%	0	0%
Golf Equipment & Supplies - Retail	31,670	698	128	674	92		36	28%	0	
Golf Equipment & Supplies - Wholesale & Manufacturers	1.450 329	2.868 3,923	13	1,949 3,919	10		3	23% 0%	0	0% 0%
Golf Equipment - Repair Golf Instruction	2.267	2,514	13	1,949	7	54%	6	46%	0	0%
Golf Practice Ranges	353	3,879	4	2,770	2	50%	2	50%	0	0%
Golf Tours & Promoters	483	3,704	1	3,444	0	0%	1	100%	0	0%
Gourmet Corporate Gifts	298	3.973	3	2.929 2.074	0 11		3	100%	0	0% 0%
Gourmet Shops Government - Auctions & Job Listing Services	4,412 7,559	2,017 1,602	11	2,0/4 1,211	11 9		32	0% 73%	0	7%
Government - City, Village & Township	5,618	1,818	27	1,489	20		32 6	22%	<u> </u>	4%
Government - County	8,831	1,494	16	1,816	13	81%	3	19%	0	0%
Government - State	18.198	998	363	335	279	77%	84	23%	0	0%
Government - US.	17,516	1,026	189	521	151		37	20%	1	1%
Government Contractors	10.265	1,385	129 44	669	129		0 15	0% 34%	0 10	0% 23%
Government Grant Services Government Offices	20,524 14,680	929 1.148	66	1,211 998	19 40		21	34% 32%	10 5	8%
Government Offices - Foreign-Reps	74	1.148 4,595	2	3,161	0	0%	1	50%	1	50%
Graffiti Removal	90	4,528	0	3,919	0	0%	0	0%	0	0%
Grain Brokers	241	4.102	0	3.919	0		0	0%	0	0%
Grain Dealers	829 290	3,315 3,987	0	3,919 3,919	0	0% 0%	0	0%	0	0% 0%
Grain Drying Grain Elevator Builders	827	3,318	0	3,919	<u>U</u>	0%	0	0% 0%	0	0%
Grain Elevators	1,275	2,985	1	3,444	1	100%	0	0%	0	0%
Grain Elevators - Equipment & Supplies	382	3,832	0	3.919	0	0%	0	0%	0	0%
Grain Exchanges	2	5,094	0	3,919	0	0%	0	0%	0	0%
Grain Inspection	44	4.745 5.071	0	3.919 3.919	0		0	0% 0%	0	0% 0%
Grain Inspection Supplies Granite	90,298	310	203	3,919 493	123		76	37%	4	
Grant - Scholarship - Financial Aid Finder Service	14,292	1.166	33	1.378	8		70	21%	18	
Grant Writers	5,345 46.648	1,872	9	2,223	4	44%	5	56%	0	0%
Graphic Designers	46.648	536	105	779	38		54	51%	13	
Grass Trimmers & Tillers	34 152	4,801 4,339	1	3,444 3,919	1	100%	0	0% 0%	0	0% 0%
Gratings Grease Pumping	730	3,425	0	3,919	0	0%	0	0%	0	0%
Grease Traps	2,606	2,402	2	3,161	1	50%	1	50%	0	0%
Greenhouse Builders	1.013	3.156	2	3.161	1	50%	0	0%	1	50%
Greenhouse Equipment & Supplies	2,797	2,348		2,619	4	80%	1	20%	0	0% 0%
Greenhouses	5,391	1,861	10	2,149	7	70%	3	30%	0	
Greeting Card Manufacturers Supplies Greeting Cards - Retail	166 8,904	4.301 1,487	37	3.919 1,309	26	0% 70%	10	0% 27%	1	0% 3%
Greeting Cards - Wholesale & Manufacturers	1,420	2,895	9	2,223	9	100%	0	0%	0	0%
Grill Cleaning	75	4,589	0	3,919	0	0%	0	0%	0	0%
Grilles, Registers & Diffusers	300	3,970	2	3,161	2	200 /0	0	0%	0	
Grinding - Precision & Production Grinding Machines	564 408	3,591 3,797	1	3.444 3,919	0	0% 0%	1	100% 0%	0	0% 0%
Grinding Wheel Dressers	408 75	4,589	0	3,919	<u>U</u>	0%	0 0	0%	0	0%
Grinding Wheels	59	4,664	0	3,919	0	0%	0	0%	0	0%
Grocers - Retail	82,846	336	759	195	569		183	24%	7	1%
Grocers - Wholesale	4.206	2.051	13 73	1.949 953	<u>8</u>	62%	5 24	38%	0	0% 5%
Grocery - Bulk Food Stores Grommets	21,667	890 4,915	73	953 3,919	45	62% 0%	24	33% 0%	4	0%
Ground Maintenance	1,952	2,621	2	3,161	2	100%	0	0%	0	0%
Group Homes	6,490	1,713	3	2,929	3	100%	0	0%	0	0%
Grout Resurfacing & Repair	8.006	1,556	28	1.465	18		10	36%	0	0%
Grouting Compounds	838	3,307	1	3,444	0	0%	1	100%	0	0%
Guard Dogs Guardian Services - Adult & Child	2.727 4,841	2,370 1,947	3	2,929 2,503	0	0% 50%	3	100% 50%	0	0% 0%
Guards - Door & Window	1,689	2,740	7	2,387	<u>3</u> 7		0	0%	0	0%
Guest Ranch	1.038	3.142	16	1.816	5	31%	11	69%	0	0%
Guide Service	4,407	2,018	6	2,503	4	67%	2	33%	0	0%
Guitars & Amplifiers	5.100	1,900	27	1.489	15		12	44%	0	0% 0%
Gumming Service Gun Dealers	108,494	5,071 259	0 747	3,919 197	618		0 111	0% 15%	18	
Gun Safes	1.251	3.003	9	2.223	9		0	0%	10	0%
Gun Safety & Marksmanship Instruction	36,310	643	53	1,127	32	60%	20	38%	1	2%
Gun sights, Scopes & Mounts	18.757	980	109	757	24	22%	79	72%	6	6%
Guns & Gunsmiths	132,492	223	421	304	266		143	34%	12	3% 0%
Guns - Air, BB and Pellet Gutter Cleaning	6,080 20,258	1,763	111 34	745 1.362	37 25		74	67%	0	0% 3%
Gutter Cleaning Gutter Leaf Guards	20,258	940 1,286	34 57	1.362 1.082	25 49		8 ว	24% 4%	1	11%
Gutters & Downspouts	259,278	1,200		339	256		87	24%	16	
		102		333		, ± /01				

US BBB 2016 Statistics Sorted by Industry

	1		Sorted by Industry			ı	1	Г Г	Cmpls Unable To	_
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	9/
Gymnasiums Gymnasiums - Equipment & Supplies	22.539 6,315	865 1,735	603 17	230 1,775	370 11	61% 65%	216	36% 18%		7 3% 3 18%
Gymnastic Equipment & Supplies	2.007	2.603	10	2.149	3	30%	7	70%	Č	0%
Gymnastic Instruction	13,790	1,187	59	1,067	41	69%	14	24%	4	1 7%
Gypsum & Gypsum Products Hail Repair	97 2,575	4,506 2,414	0	3,919 2,387	0	0% 29%	0	0% 71%	(0%
Hair Curlers	153	4,335	2	3,161	1	50%	1	50%	(0%
Hair Drvers	46	4,737	0	3.919	0	0%	0	0%	Ċ	0%
Hair Nets	27	4,848		3,919	0	0%	0	0%	<u> </u>	0%
Hair Ornaments Hair Products and Equipment	1,528 72,487	2,826 379	41 355	1,252 340	40 214	98% 60%	124	2% 35%	17	0 0% 7 5%
Hair Removal - Laser & Electrolysis	26,088	778	252	417	52	21%	80	32%	120	48%
Hair Removing Equipment & Supplies	347	3.891	3	2.929	3	100%	0	0%	0	0%
Hair Replacement	39,763 28,877	600 742	147 321	609 358	117 192	80% 60%	27 123	18%	3	3 2% 5 2%
Hair Styling and Services Hair Weaving	23,411	838	90	843	36	40%	49	38% 54%		- 60/
Halloween Supplies	275	4,023	4	2,770	1	25%	2	50%		1 25%
Halls & Auditoriums	4.161	2,063	16	1.816	5	31%	10	63%		1 6%
Hammocks/Hammock Stands & Chairs Hampers - Wholesale & Manufacturers	76	4,586 5,094	5	2,619 3,919	2	40% 0%	3	60% 0%		0 0%
Hand Painting & Decorating	4,297	2,036	20	1,688	13	65%	7	35%	(0%
Handbags	22,649	863	20 223	458	148	66%	71	32%	4	1 2%
Handbags - Manufacturers Equipment & Supplies	731	3,423	3	2,929	1	33%	2	67%		0%
Handbags - Repairing Handkerchiefs	210	4,181 5.059	0	3,919 3,919	0	0% 0%	0	0% 0%		0%
Handles - Wholesale & Manufacturers	157	4,328	2	3,161	0	0%	2	100%		0%
Handmade Art	484	3,702	4	2,770	1	25%	3	75%	(0%
Handwriting Analysts	157	4,328	1	3,444		100%	0	0%		0%
Handwriting Experts	251 431.931	4,080	<u>4</u> 867	2,770 179	1 350	25% 40%	3 467	75% 54%	(0 0%
Handyman Services Hang Gliding & Instruction	295	3,979	1	3,444	330	100%	467	0%		0%
Hardscapes	14,026	1,178	38	1,299	19	50%	16	42%	3	3 8%
Hardware - Builders	2.048	2,591	8	2,299	3	38%	5	63%		0%
Hardware - Marine Hardware - Retail	484 49.115	3,702 513	199	3,919 500	151	0% 76%	0 46	0% 23%		0 0%
Hardware - Wholesale & Manufacturers	12,248	1,260	35	1.345	27	76%	8	23%		0%
Hardware Consultants	1,175	3,057	6	2,503	5	83%	1	17%	Ċ	0%
Hardwood Floor Contractors	121.583	237	179	542	113	63%	61	34%		3%
Hardwood Floor Maintenance Hatcheries - Poultry	1,413 2,534	2,901 2,430	3	2,619 2,929		40% 100%	3	60% 0%		0 0%
Hats - Clean & Renovate	141	4,366	0	3,919	0	0%	0	0%	(0%
Hats - Retail	6,232	1,746	115	732	33	29%	75	65%	7	7 6%
Hats - Wholesale & Manufacturers Hauling & Clean Up Services	1.676 8,978	2,748 1,482	3	2.929 1,393	3	100% 25%	0	0% 72%		0%
Hawaiian Goods	800	3,350	2	3,161	2	100%	23	0%		0 0%
Hay	2,139	2,560	1	3,444	ī	100%	0	0%	Č	0%
Hay Rides	89	4,532	0	3,919	0	0%	0	0%	(0%
Hazardous & Medical Waste Services Hazardous Material Control & Removal	13.317 1,542	1,209 2,819	288	385 3,444	285	99% 0%	3	1% 100%		0 0%
Health & Diet Food Products - Wholesale & Manufacturing	47,618	525	213	477	134	63%	74	35%		5 2%
Health & Diet Products - Retail	390,925	64	2,867	60	1,984	69%	823	29%	60	2%
Health & Fitness Program Consultants	29,798	726	169	559	105	62%	61	36%	3	3 2%
Health & Medical - General Health & Medical Products	366.909 91.431	67 306	1.794 680	89 208	1.345 418	75% 61%	420 247	23% 36%	15	5 2%
Health & Wellness	137,173	215	489	268	393	80%	88	18%	8	3 2%
Health Care - Placement	5,476	1,842	7	2,387	5	71%	2	29%		0%
Health Care - Staffing	14,835	1,140 4.287	25	1,536	17	68%	6	24%		2 8%
Health Care Linen Service Health Care Management	169 31,529	4,287 701	185	3.444 527	148	0% 80%	35	100% 19%		1%
Health Care Referral	12,990	1.227	108	762	95		13	12%	Ċ	0%
Health Clubs	157,677	185	3,744	37	3,255	87%	423	11%	66	5 2%
Health Maintenance Organizations Health Recording Service	37,124 546	630 3.613	328	352 3.444	286	87%	42	13% 100%	(0 0%
Health Resorts	4,651	1,976	42	1,245	24		17	40%	1	1 2%
Health Savings Administrators	14.191	1.172	87	862	85	98%	2	2%	ĺ	0%
Hearing Aids & Assistive Devices	182,524	158	443	292	339	77%	86	19%	18	3 4%
Hearing Aids Parts & Repairing Heat Exchangers	349 698	3,885 3,444	8	2,299 3,919	6	75% 0%	2	25% 0%		0 0%
Heat Pumps	2,196	2,545	6	2,503	4	67%	2	33%	(0%
Heat Recovery Equipment & Systems	142	4,363	0	3,919	0	0%	0	0%	Ü	0%
Heat Sealing	62	4,651	0	3,919	0	0%	0	0%	<u> </u>	0 0%
Heat Sealing Equipment & Supplies Heat Supply Companies	28 1.327	4,841 2,957	<u>0</u>	3,919 2.012	<u>0</u>	0% 17%	0	0% 83%		0 0%
Heat Treating - Metal	1,220	3,024	12	3,444	1	100%	0	0%		0 0%
Heat Treating - Metal - Equipment & Supplies	188	4,234	0	3,919	0	0%	0	0%	C	0%
Heaters - Automotive	125	4,419	0	3,919	0	0%	0	0%		0%
Heating & Air Conditioning Heating & Air Conditioning - Filters	2,154,465 10,120	7 1,397	3,388 17	48 1.775	2,778 15	82% 88%	556	16% 12%	54	2%
Heating & Cooling Demolition	10.120	4,298	2	3,161	12	0%	0	0%		2 100%
Heating Contractors	241.300	115	305	372	224		79			1%

			Sorted by Industry	ı			1		6l. Hbl. 7.	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	e %
Heating Equipment	13.288 14,906	1.211	24 42	1,562 1,245	15 27	63% 64%	8 15	33% 36%		1 49 0 09
Heating Equipment & Systems Cleaning & Repair Heavy Duty Equipment Repair	5,433	1,139 1.851	9	2 223	3	33%	15	67%		0 09
Heavy Equipment Rubber Tracks	297	3,974	1	3,444	1	100%	0	0%	(0 0%
Helicopters - Parts & Supplies	403	3,803	5	2,619	3	60%	2	40%	(0 0%
Helicopters - Charter, Rent & Lease	1.202	3.037	6	2.503	2	33%	4	67%	<u></u>	0 0%
Hematology Hemp Products	168	5,071 4,292	4	3,919 2,770	<u>U</u>	0% 75%	1	0% 25%		0 0%
Herbs	30,386	715	75	939	43	57%	30	40%	2	2 3%
Hides	295	3,979	0	3,919	0	0%	0	0%		0 0%
High Risk Behavior/Practices	54.264	474	494	265	11	2%	351	71%	132	
Hinges Historical Places	183 272	4,253 4.029	0	3,919 3,444	0	0% 100%	0	0% 0%		0 0%
Historical Structure Preservation	841	3,302	1	3,444	1	100%	0	0%	(0 0%
Hobby & Model Construction Supplies - Retail	35,495	650	190	518	112	59%	73	38%		5 3%
Hobby & Model Construction Supplies - Wholesale &	3,348	2,222	34	1,362	21	62%	10	29%	3	3
Manufacturing	876	3.271	31	2,223		67%	10	33%		9%
Hockey Clubs Hog Farms	379	3,836	<u>9</u>	3,919	0	0%	3 0	0%		0 0%
Hoists	1,035	3,144	0	3,919	0	0%	0	0%	(0 0%
Holding Companies	15,615	1,105	78	919	70	90%	7	9%	1	1 1%
Holistic Practitioners	11,718	1,298	26	1,513	13	50%	13	50%	(0 0%
Home Accessories	14.219	1.170	93	834	57	61%	32	34% 17%		4 4%
Home Automation Home Builders	11,552 2,036,596	1,311	12 3.966	2,012	10 3.331	83% 84%	589	17% 15%	46	
Home Centers	11,400	1,320	39	1,281	28	72%	11	28%	40	0 0%
Home Decor, Accessories & Gifts - Online Retailer	34,532	663	620	226	361	58%	251	40%	8	8 1%
Home Demonstrations	687	3.459	1	3.444	1	100%	0	0%		0 0%
Home Design & Planning	26,133	776	35	1,345	17	49%	15	43%	3	3 9% 0 0%
Home Economics Consultants Home Electronics	1.773 105,007	2,705 267	14 1,630	1.901 99	1,483	57% 91%	116	43% 7%	31	1 2%
Home Electronics - Designers	1,695	2,735	1,030	3,444	1,403	100%	0	0%		0 0%
Home Health Services	306,037	84	244	425	184	75%	59	24%		1 0%
Home Health Services - Skilled	11,769	1,295	3	2,929	2	67%	1	33%	(0 0%
Home Improvements	1.192.276 23.405	23 839	3.685	38 1.378	2,803	76%	819 10	22%	63	3 2%
Home Improvements - Additions Home Inspection Service	23,405 347,060	839 72	33 460	1,3/8	332	64% 72%	10 119	30% 26%		9 2%
Home Owners Associations	16.029	1.078	100	798	72	72%		28%	- C	0 0%
Home Repair & Maintenance	36,992	632	204	490	74	36%	28 111	54%	19	9 9%
Home Sitting Services	2.887	2.323	4	2.770	0	0%	4	100%	(0 0%
Home Staging	4,684	1,968		2,387	3	43%	4	57%	(0 0%
Home Theater Home Warranty Plans	32,895 290,709	687 93	6,581	1,191	6,391	48% 97%	24 136	52% 2%		4 10/
Homeopaths	18,804	978	0,381	2,074	8	73%	3	27%	(0 0%
Honey	2.645	2,390	2	3.161	2	100%	0	0%	Ċ	0 0%
Honeycomb Materials	97	4,506	2	3,161	1	50%	1	50%	(0 0%
Honing Machines & Equipment Hookah Bars	115 165	4,448 4,305	0	3,919	0	0%	0	0%		0 0%
Horse Breeders	5,398	1,858	3	2.929 2,929	2	67% 67%	0	33% 0%	1	1 33%
Horse Dealers	7,222	1,637	18	1,756	15	83%	3	17%		0 0%
Horse Equipment & Supplies	4,578	1,987	20	1,688	14	70%	6	30%	(0 0%
Horse race Handicapping	391	3,824	2	3,161	0	0%	2	100%	(0 0%
Horse Riding/Horse Trail Rides	3.760 1.000	2,139 3,165	30	1.424 3.444	9	30% 0%	20	67% 100%		1 3%
Horse Shoeing Horse Training	1,000 5,391	3,165 1,861	1	3,444 2,299	0	50%	1	100% 50%		0 0%
Horse Transporting	3,103	2,271	5	2,619	3	60%	2	40%		0 0%
Horseshoe Equipment & Supplies	600	3,556	0	3,919	0	0%	0	0%		0 0%
Horticultural Consultants	1.457	2.864	8	2.299	1	13%	7	88%		0 0%
Hose & Tubing - Flexible Metal Hose & Tubing - Rubber & Plastic	262 807	4,050 3,342	0	3,919 3,919	0	0% 0%	0	0% 0%		0 0%
Hose & Tubing - Rubber & Plastic Hose Couplings & Fittings	807 823	3,342 3,325	<u>U</u>	3,919 3,444	0	0%	1	100%		0 0%
Hosiery - Retail	2,975	2,304	12	2,012	9	75%	3	25%	. (0 0%
Hosiery - Wholesale & Manufacturers	866	3,280	- 8	2,299	2	25%	6	75%		0 0%
Hospices	18,472	990	12		9	75%	3	25%	(0 0%
Hospital & Medical Equipment & Supplies	152.611	190 1,787	839 65	183 1,008	698 35	83% E49/	135 30	16% 46%		6 1% 0 0%
Hospital Consultants Hospitality	5,864 1,919	2,639	11	2,074	35	54% 27%	30 8	73%		0 0%
Hospitalization, Medical & Surgical Plans	17,779	1.012	147	609	128	87%	18	12%	1	1 1%
Hospitals	150,678	195	2,129	77	1,685	79%	440	21%	- 4	4 0%
Hostels	841	3.302	19	1.732	15	79%	4	21%		0 0%
Hotel Product Sales Hotels	1,431 173,525	2,882 171	40 6.821	1,266 17	21 4.620	53% 68%	17 2.133	43% 31%	68	
Hotels - Reservations	53.800	478	1,172	138	1,097	94%	72	51% 6%	30	3 09
House & Building Movers	23,700	829	45	1,201	25	56%	17	38%		3 79
House Cleaning	205.621	139	277	395	176	64%	92	33%	g	9 39
House Cleaning Equipment & Supplies	3,639	2,160	13	1,949	8	62%	5	38%		0 09
House Furnishings & Services	7,861	1,573	32	1,393	17	53%	12	38%	3	3 99
Household Management Housewares - Retail	339 21,543	3.898 895	<u>4</u> 135	2.770 638	3 112	75% 83%	23	25% 17%		0 09
	21,343	3 059	133	2 619	112	60%	23	40%		0 09

			Sorted by Industry			Т			Counta Hankla Ta	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Housing Authorities	3.847	2.122	49	1.164	36	73%	13	27%	0	0%
Housing Consultants & Referral Service Hubcaps - Sales	5,697 1,367	1,806 2,929	21	1,657 2,929	11	52% 100%	5	24% 0%	5	0%
Human Factors - Research & Development	2,353	2,491	3	2,929	2		1	33%	0	0%
Human Resources	27,497	758	45	1,201	27	60%	18	40%	0	0%
Human Services Organizations	6.247	1.743	12	2.012	6		3	25%	3	25%
Humane Societies Humidifying Apparatus	1,156 362	3,073 3,864	7	2,387 2.619	7	100% 80%	0	0% 20%	0	0%
Hunting & Fishing Services & Supplies	44,348	555	96	2.619 817	60	63%	31	32%	5	5 5%
Hydraulic Equipment & Supplies	7,809	1,576	28	1,465	7	25%	21	75%	0	0%
Hvdraulic Equipment Repair	5.629	1.816	4	2.770	2	50%	2	50%	0	
Hydrologists	187	4,235	1	3,444 2,619	1	100%	0	0%	0	0%
Hydronic Heating Hydroponics - Equipment & Supplies	451 6,467	3.748 1.714	14	2,619 1,901	12	80% 86%	1	20% 14%	0	0%
Hydroseeding	3,490	2,187	3	2,929	0	0%	3	100%	0	0%
Hvarometers	53	4,697	0	3.919	0	0%	0	0%	0	0%
Hyperbaric Treatment	125	4,419	1	3,444	1	100%	0	0%	0	0%
Hypnotherapists - Hypnotists	21.119 3,664	913 2,153	63 11	1.028 2,074	54 8		8	13% 27%	1	2%
Ice Cream & Frozen Desserts - Dealers	6,406	2,153 1,721	29	1,445	<u>8</u> 13	, , , , ,	3 14	48%	2	7%
Ice Cream & Frozen Desserts - Dealers Ice Cream & Frozen Desserts - Mfq & Dist	1,828	2,683	5	2,619	4	80%	1	20%	0	0%
Ice Cream Cone Manufacturers & Distributors	158	4,322	ī	3,444	1	100%	0	0%	0	0%
Ice Cream Freezers	371	3.848	7	2,387	1	14%	6	86%	0	0%
Ice Cream Manufacturers Equipment	524 76	3,645	2	3,161	0	0%	2	100%	0	0%
Ice Cream Manufacturers Supplies Ice Cream Mixes	76 70	4.586 4.617	0	3.919 3.444	0	0% 100%	0	0% 0%	0	0%
Ice Crushers	11	4,965	0	3,919	0		0	0%	0	
Ice Machine Repair	562	3,592	1	3,444	0	0%	1	100%	0	0%
Ice Making Equipment & Machines	2,340	2,494	7	2,387	2	29%	5	71%	0	0%
Ice Melting Equipment & Supplies	301	3.969	1	3.444	1	100%	0	0%	0	0%
Ice Sculptures Ice Substitutes	116	4,444 4,858	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Identification Bureaus	218	4,160	5	2,619	2	40%	3	60%	0	0%
Identification Card Service	3,950	2,103	10	2,149	8	80%	1	10%	1	10%
Identification Equipment & Supplies	2.701	2.376	14	1.901	9		5	36%	0	0%
Identity Theft Protection & Prevention Services	61,558	431	82	896	75		6	7%	1	1%
Ignition Interlock Devices Image & Graphics Printing	11,285 134,229	1,329 217	70 193	971 514	60 136		10 55	14% 28%	2	0%
Immigration & Naturalization Consultants	23,853	827	95	822	76	80%	16	17%	3	3%
Import Representatives	1.338	2,950	2	3.161	0		2	100%	Ō	0%
Importers	15,719	1,096	43	1,226	12	28%	31	72%	0	0%
Impregnating	655	3,492	2	3,161	2	100%	0	0%	0	0%
Imprinting In-floor Heating	1.450 184	2.868 4,249	<u>3</u>	2,929 3,444	1	33% 100%	2	67% 0%	0	0%
In-Home Autism Therapy	1,581	2 797	5	2 619	3	60%	2	40%	0	0%
In-Home Care	80,846	341	44	1,211	33	75%	11	25%	Ö	0%
Incense	1,224	3,022	6	2,503	3	50%	3	50%	0	
Incentive Programs	22.253	879	94	827	88 0	94%	6	6%	0	0%
Incinerators Incorporating Companies	47 72,359	4,732 383	111	3,919 745	93	0% 84%	16	0% 14%	0	2 2%
Indexing Service - Book, Periodical	72.339	4,878	111	3,919	93		10	0%	0	0%
Indian Goods	2,193	2,547	6	2,503	4	67%	2	33%	Ő	0%
Indoor Sky Divina	118	4.438	0	3.919	0		0	0%	0	0%
Induction Heating Equipment	174	4,273	1	3,444	0	0 /0	1	100%	0	0%
Industrial Consultants Industrial Developments	2,462 1,115	2,456 3,098	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Industrial Equipment & Supplies	78,635	3,096	145	620	109		33	23%	3	3 2%
Industrial Hygiene Consultants	1,305	2,966	0	3.919	0		0	0%	Ō	0%
Industrial Manufacturers	16,731	1,049	21	1,657	14	67%	7	33%	0	0%
Industrial Painting	1.597	2.786	2	3.161	0		2	100%	0	0%
Industrial Products Wholesalers & Distributors Infomercials	32,248 2,505	692 2,442	155	584 1,625	149 19		6 21	4% 9%	0	0%
Information Bureaus	101.968	2,442	524	254	414	79%	82	16%	28	
Information Processing & Retrieval Equipment & Systems	6,342	1,731	19	1,732	9		6	32%	4	21%
Information Technology Services	195.856	145	815	187	514		280	34%	21	
Infrared Equipment	853	3,291 3,796	1	3,444 3,444		100%	0	0%	<u> </u>	0%
Infrared Inspection Ink Cartridge - Refill & Sales	410 18.463	3,796 991	130	3,444 662	1	100% 52%	0 59	0% 45%	0	0%
Inks - Manufacturers Materials	848	3,295	130	3,919	0		59	0%	<u> </u>	
Inks - Print & Lithograph	414	3,792	1	3,444	1	100%	ő	0%	0	0%
Inks - Writing & Marking	491	3,689	7	2,387	7	100%	0	0%	0	0%
Insect Control Devices	1,211	3,032	1	3,444	0		1	100%	0	0%
Inserticides	1.220	3.024 4,929	2	3.161 3,919	1	50% 0%	1	50% 0%	0	0%
Inserts - Screw Thread Inspection Devices - Industrial	1,655	4,929 2,763	2	3,919	1	50%	1	50%	<u> </u>	0%
Instrument Cases	478	3,713	2	3,161	1	50%	1	50%	0	0%
Insulation Contractors Equipment & Supplies	3,364	2,218	4	2,770	4	100%	0	0%	0	0%
Insulation Materials	9.876	1,412	23	1.589	17		5	22%	1	4%
Insulation Materials - Electric	216	4,163 3 915	0	3,919 3 444	0	0%	0	0%	0	0%
Insulation Removal	3331	3,915	1	3.444	1	100%	01	0%	0	U%

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9
Insurance - Accident & Health	68.844	398	237	437	68	29%	11	5%	158	679
Insurance - Auto	262,779 420	100 3.783	1,784	90 3.444	1,582	89% 100%	195	11% 0%	7	09
Insurance - Aviation Insurance - Bonding	2,860	2,331		3,444	0	0%	1	100%	0	09
Insurance - Crop	1,124	3,091	0	3,919	0	0%	0	0%	0	09
Insurance - Dental	7.637	1.595	70	971	65		5	7%	0	09
Insurance - Disability	1,347	2,941	1	3,444	1	100%	0	0%	0	09
Insurance - Employee Benefits	31.908	696	<u>47</u> 20	1.185	46 18	98%	1	2%	0	09
Insurance - Fire & Flood Specialists Insurance - Funeral	8,505 3,235	1,519 2,246	20	1,688 3,444	18	90% 100%	2	10% 0%	0	00
Insurance - Fulleral Insurance - Health	237,361	2,246	1.842	3,444	1.583	86%	245	13%	14	
Insurance - Homeowners	78,617	353	124	688	108	87%	14	11%	2	29
Insurance - Liability	4,511	2.002	7	2,387	5	71%	2	29%	0	09
Insurance - Life	254,308	108	599	232	552	92%	46	8%	1	09
Insurance - Long Term Care	5,000	1,918	2	3,161	2	100%	0	0%	0	09
Insurance - Marine Insurance - Medical Liability	1,381 5,409	2,920 1,855	12	3.919 1.949	0	0% 62%	0	0% 38%	0	09
Insurance - Medicar Liability Insurance - Medicare Advantage Plans	5,409	3 554	13	3,161	δ	50%	3	50%	0	09
Insurance - Medicare Services	11,346	1,327	7	2,387	5	71%	2	29%	0	09
Insurance - Medicare Supplement	3,623	2,162	0	3,919	0	0%	Ō	0%	0	09
Insurance - Property	71,204	387	190	518	184	97%	6	3%	0	09
Insurance - Rental	8,973	1,483	18	1,756	13	72%	2	11%	3	179
Insurance - Senior Products	12.179	1,265	6	2,503	5	83%	1	17%	0	09
Insurance - Travel	29,244	738 1,492	289	384	287	99%	2	1%	0	09 69
Insurance - Viatical Insurance - Vision	8.840 456	1.492 3.740	16	1.816 3,444	8	50% 100%	7	44% 0%	1	09
Insurance - Workers Compensation	29,992	725	22	1,625	22	100%	0	0%	0	09
Insurance Agency	225.288	121	416	307	325	78%	86	21%	5	19
Insurance Agents	33,559	673	132	654	114	86%	18	14%	0	09
Insurance Claim Processing Services	69.333	394	314	364	282 9,382	90%	31	10%	1	09
Insurance Companies	1,918,628 64,644	11 418	9,840 118	11 714	9,382	95% 81%	410	4% 14%	48	49
Insurance Consultants Insurance Inspection & Audits	4,856	1,943	118	3.161	96	50%	1/	50%	5	09
Insurance Rating Bureaus	1,576	2,800	2	3,161	1	50%	1	50%	0	09
Insurance Services	648.880	38	2,510	67	2,335	93%	150	6%	25	19
Insurance Services - Commercial	15,734	1,094	39	1,281	28	72%	11	28%	0	09
Insured Property Replacement Service	13,531	1,197	217	471	216	100%	1	0%	0	09
Interactive Media	9,412	1.444	154	592	149	97%	5	3%	0	09
Intercoms Systems & Services Interior Decorators & Designers	1,587 56,866	2,790 453	<u>3</u> 120	2,929 707	64	67% 53%	52	33% 43%	0	20
Interior Decorators & Designers - Workroom	1,727	2,723	120	2,503	2	33%	32	67%	0	39
Interior Decorators & Designers Supplies	5,652	1,812	49	1,164	36	73%	13	27%	0	09
Interior Designers - Architectural	1.917	2,641	8	2,299	4	50%	3	38%	1	139
Interior Designers - Commercial	1,656	2,762	7	2,387	2	29%	5	71%	0	09
Interior Designers - Registered/Licensed	2,392	2,478	6	2,503	3	50%	3	50%	0	09
Interior Finishing International Trade Consultants	1,419 4.016	2,896 2,091	5	2,619	0	0% 17%	5	100% 67%	0	179
International Frade Consultants Internet - Web Hosting	159,034	184	1,455	2,503 114	1,276	88%	172	12%	7	09
Internet Access Provider	44,042	557	897	168	735	82%	160	18%	2	09
Internet Auction Service	103.131	273	329	350	301	91%	27	8%	1	09
Internet Cafes	1,637	2,772	7	2,387	1	14%	5	71%	1	149
Internet Gaming	94,889	293	1,363	118	1,190	87%	155	11%	18	19
Internet Marketing Services	647.210 327.293	39 79	1.897 4.753	86 27	1.643 4.577	87%	218 159	11% 3%	36 17	29
Internet Selling Services Internet Services	327,293 808.048	79 31	6,228	27	5,582	96% 90%	591	9%	55	
Internet Shopping	1,924,264	10	10,115	10	7,314	72%	2,289	23%	512	50
Internet-Based Telephone Service	6,917	1,665	32	1,393	27	84%	4	13%	1	39
Inventors	4,156	2.064	8	2,299	3	38%	3	38%	2	25%
Inventory Service	5,574	1,824	4	2,770	1	25%	3	75%	0	09
Investigators	117.497	244	158	576	90	57%	58	37%	10	
Investigators - Trademark Infringement Investment Advisory Service	131 126,443	4,397 233	1 152	3,444 597	65	0% 43%	1 74	100% 49%	12	99
Investment Castings	215	4,166	132	3.444	03	0%	74	100%	13	09
Investment Management	36,943	633	74	943	35	47%	34		5	79
Investment Securities	68.033	402	156	581	121	78%	34	22%	1	19 39 59
Investment Seminars	15,960	1,085	40	1,266 1,657	28	70%	11	28%	1	39
Invitations & Announcements	7,744	1,582	21	1,657	11		9	43%	1	59
iPod Sales & Service	163	4.306	2	3.161	1	50%	1	50%	0	09
Iron Iron Work	1,520 25.089	2,832 794	<u>4</u> 66	2,770 998	1 31	25% 47%	34	75% 52%	0	09
Iron Work Ironing Boards	25.089 49	4,721		3,919	31 n	4/% 0%	34 n	52% 0%	1	29
Irrigation Consultants	10.252	1,388	11	2,074	10	91%	1	9%	0	09
Irrigation Equipment	263	4,045	1	3,444	1	100%	0	0%	0	09
Irrigation Systems & Equipment	66,989	408	118	714	93	79%	23	19%	2	29
Irrigation Systems - Install/Design	12.130	1.268		2.074	3	27%	7	64%	1	99
Irrigation Systems - Maintenance/Repair	7,097	1,648	23	1,589	15	65%	8	35%	0	09
	1,084	3,117	2	3,161	1	50%	1	50%	0	1 09
Italian Food Products				2.010		•				^^
Italian Food Products Ivory Goods Jacks	38 1,406	4.778 2,907	0	3.919 3.919	0	0% 0%	0	0% 0%	0	09

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Jade & Jade Goods	5	5,042	0	3,919	0	0%	0	0%	0	0%
Jail Equipment Jalousies	132	4,396 4,834	1	3,444 3,919	0	0% 0%	1	100%	0	0%
Janitor Service	213,102	132	132	654	81	61%	46	35%	5	5 4%
Janitors Equipment & Supplies	11,525	1,313	19	1,732	15	79%	4	21%	0	0%
Japanese Food Products	181	4.257	2	3.161	2	100%	0	0%		0%
Jeans Jet Ski/Personal Watercraft	1,145 5.059	3,080 1,910	3 41	2,929 1,252	1 25	33% 61%	16	67% 39%		0 0%
Jewelers - Retail	626,864	40	2,788	64	2,222	80%	536	19%	30	1%
Jewelers - Supplies	3,241	2,244	5	2,619	2	40%	3	60%	0	0%
Jewelers - Wholesale	15.563	1.110	21	1.657	12	57%	8	38%	1	5%
Jewelry Advisory Service Jewelry Buyers	607 22,271	3,545 877	22	3,919 1.625	12	0% 55%	0	0% 36%		2 9%
Jewelry Castings	1,421	2,893	2	3,161	2	100%	0	0%	0	0%
Jewelry Designers	51,606	497	201	496	99	49%	89	44%	13	3 6%
Jewelry Engravers	681	3.465	10	2,149	2	20%	8	80%	0	0%
Jewelry Findings	4,313 42,371	2,031 578	14 80	1,901	<u>8</u> 51	57% 64%	6 26	43% 33%	0	0%
Jewelry Manufacturers Jewelry Polishing & Plating	642	3,503	0	3,919	0	0%	0	0%	3	0%
Jewelry Repair	12,514	1,249	65	1,008	28	43%	35	54%	2	2 3%
Jewels - Imitation	2,254	2,522	14	1,901	10	71%	4	29%	0	0%
Jigs & Fixtures Jigs & Fixtures - Components	18 11	4,906 4,965	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Jigs & Fixtures - Components Job Listing & Advisory Services	290,121	4,965 94	0 174		124	71%	0 47	27%	2	3 2%
Job Listing & Advisory Services - Advanced Fee	5,556	1.826	13	1.949	7	54%	5	38%	1	1 8%
Judgment Recovery	7,946	1,563	5	2,619	1	20%	4	80%	0) 0%
Juice Extractors	881	3,269	<u>0</u>	3,919	0	0%	0 46	0%	<u>0</u>	0 0%
Juices Juke Boxes	2,544 1,186	2.424 3,048	55	1.110 2,770	7 3	13% 75%	46	84% 25%	2	0 0%
Jumping Balloon Rental	1,047	3,135	8	2,299	1	13%	7	88%	0	0%
Junk Dealers	3,646	2,159	9	2,223	6	67%	2	22%	1	1 11%
Junk Removal	19,377	964	26	1,513	22	85%	4	15%	0	0%
Karaoke Machines & Tapes Karts - Motorized	1.368 1,260	2,927 2,996	7	2,387 2,387	5	71% 43%	2	29% 43%	1	0%
Kennels Equipment & Supplies	830	3,314	4	2,770	3	75%	1	25%	1	0%
Kerosene	124	4,423	0	3,919	0	0%	0	0%	0	0%
Key Control Systems	2,191	2,549	23	1,589	18	78%	5	22%	0	0%
Key Duplication and Cutting Key Holders	2,318 220	2,499 4,157	61	1.048 3,444	6	10% 0%	55 0	90%	0	0 0%
Kickboxing	1.771	2,708	24	1,562	14	58%	10	42%	1	0%
Kilns	265	4,038	0	3,919	0	0%	0	0%	Č	0%
Kitchen & Bath - Design & Remodeling	261,564	101	342	345	221	65%	110	32%	11	1 3%
Kitchen & Bath Design Kitchen Accessories	20.608 24,676	927 809	56 142	1.095 626	36 60	64% 42%	19 81	34% 57%	1	1 2% 1 1%
Kitchen Cabinet Refacing	10.867	1,349	142	1,901	13	93%	1	7%	1	0 0%
Kitchen Cabinets & Equipment - Household	59,037	444	92	835	65	71%	26	28%	ĭ	1 1%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	6,672	1,693	24		9	38%	12	50%	3	3 13%
Kitchen Remodeling	55.405 57	462 4,678	121	703 3,919	68	56% 0%	44	36% 0%	9	9 7% 0 0%
Kite Boarding Kites	190	4,678	<u>U</u>	2,929	2	67%	1	33%		0 0%
Knife Sharpening Devices	2,200	2,542	1	3,444	0	0%	1	100%	0	0%
Knit Goods - Retail	727	3,427	4	2,770	3	75%	1	25%	- 0	0%
Knit Goods - Wholesale & Manufacturers	277	4.015 5.071	<u> </u>	3.919 3.919	0	0%	0	0% 0%	<u>0</u>	0 0%
Knit Goods Blocking Service Knitted Fabrics	90	5,071 4,528	0	3,919 3,919	0	0%	0	0%	0	0%
Knitted Fabrics Knitting Instruction	333	3,915	1	3,444	1	100%	0	0%	0	0 0%
Knitting Machines	151	4,342	0	3,919	0	0%	0	0%	C	0%
Knives - Custom	4.688 1.019	1.966 3.152	<u>27</u>	1.489	7	26% 27%	20	74% 73%	0	0%
Knives - Machine Knobs	1,019 6.211	3,152 1,749	11	2,074 1,775	3	27% 100%	8	73% 0%	0	0 0%
Kosher Food Products	277	4,015	1/	3,444	17	100%	0	0%	0	0 0%
Labeling	3,657	2,156	6	2,503	5	83%	1	17%	Ö	0%
Labeling Equipment	827	3.318	3	2,929	0	0%	3	100%	<u> </u>	0%
Labels - Fabric	1,488 239	2,848 4,108	<u>6</u>	2,503 2,929	2	33% 33%	4	67% 33%	<u>C</u>	0%
Labels - Paper	3,340	2.225	6	2,503	6	100%	0	0%	0	0%
Labels - Plastic, Metal, Foil	905	2,225 3,252	0	3,919	0	0%	0	0%	Ö	0%
Labor Contractors	3.115	2.267	5	2,619	2	40%	3	60%	<u></u>	0%
Labor Organizations Labor Posters	3,605 22,598	2,169 864	239	2,929 434	234	33% 98%	2	67% 2%	0	0%
Labor Posters Labor Relations Consultants	22,598 809	3,340	239 1	434 3,444	234	98%	5	100%	<u> </u>	0 0%
Laboratories - Medical	49,961	507	558	244	481	86%	57	10%	20	4%
Laboratories - Research & Development	12.099	1.270	28	1.465	21	75%	7	25%	0	0%
Laboratories - Testing	114,960	249	101	792	57	56%	40	40%	4	4 4%
Laboratories - Veterinary Laboratory Equipment & Supplies	866 7.917	3.280 1,569		2.770 2,149	2	50% 60%	2	50% 40%	0	0 0%
Laces	7,917	4,915	10	3,919	0	0%	0	0%	0	0 0%
Lacquers - Manufacturers	28	4.841	1	3,444	1	100%	0	0%	Č	0%
Ladders	786	3,369	3	2,929	0	0%	3	100%		0%
Lake & Pond Management	3.067	2,280	2	3.161	2	100%	0	0%	0	0%

Company Comp				Sorted by Industry			ı	1	1		
amenter fungment de legera. 1,015 1,455 1 1,465 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465 1 1,465	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled		Cmpls Unable To Pursue	e %
## STATES AND A LINEAR PROPERTY 1				0		0		0			0 0%
Automatical Property				1		1		0			0 0%
1.500 1.50				1		1		0			0 0%
Am Sedent Chemical All Control 1	Lamp Shade Covers	97	4,506	0	3,919	0	0%	0	0%	Ċ	0 0%
				0		0	0%	0			0 0%
- ABRIA MARIE SOME A READ 3.521 2.502 2.				1		1		0			0 0%
SINGEL STREET 100 100 100 100 100 100 100		3.921		20	1.688	7	35%	13	65%	(0 0%
anne a fondition in Parties 4. 1			3,540	0		0	0%	0	0%	Č	0 0%
annes Affrication		292	3.984	2		0		2		(0 0%
and Chemnal Assertion A 6000	Lamps - Supplies & Parts			4	2,770	2		1			
Anti-Company Part				<u>3</u> 7		3	33% 43%	4	57%		0 0%
According 1,013			816	51	1,146	24		24		3	3 6%
According 1,000	Landfills - Construction Materials			0		0		0			0 0%
antiposes columbris 1,14,161 1,15		1,015	3,155	3		3		0			
anticense (consectors — 1,171,166 — 10 — 2,17 — 70 — 1,066 — 389 — 965 — 469 — 66 — 469 — 66 — 469 — 66 — 469 — 66 — 69 — 69									68% 44%	- 4	2 2%
anticente Contractival - Contractiva										86	
Authority (Continue)				12		10		2		(0 0%
antenance handersenne 120,401 232 273 320 120 44% 146 \$25% 5 3 3 46% 5 3 3 3 46% 5 3 3 3 3 3 4 3 3 3 3	Landscape Designers	92,494	303	161	572				45%		7 4%
anticocation flustreems & Sorobies 2 2 2 77											0 0%
Anguer A										<u> </u>	3%
Anguer A		8,030		25	1,536	14	56%	6	24%	5	20%
Applications	Language Training Aids	3,054		26		22	85%	4	15%		0 0%
another Federal Supplies 177				0		0		0			0 0%
	Lapidaries			0		0		0		(0 0%
Author A	Laser Cosmetic Services	20 995		130		56		52		22	2 17%
1,555 1,566 57 1,131 29 56% 20 38% 3 6 3 3 1 3 3 2 3 3 3 3 3 3 3					1,562		75%	5	21%		1 4%
asis Ferse Surgery 4.192 2.054 14 1901 11 7996 3 2156 0 0 0 0 0 0 0 0 0	Laser Therapy							3		(0 0%
atter - Lough								20		3	3 6%
ade products			2.054	14	1.901	11		3	21%		0 0%
athles	Latex Products			0		0		0		(0 0%
athing contractors 687 3.459 1 3.444 0 0% 1 100% 0 0 1 100% 0 0 0 1 100% 0 0 0 1 100% 0 0 0 0 0 0 0 0 0	Lath	71	4.612	0		0	0%	0	0%		0 0%
Authories 7,634 1,596 130 662 67 52% 56 43% 7 5				3		3		0		(0 0%
Section Sect			3,459	120		67	0% F3%	1	100%		0 0% 7 5%
2,729											4 4%
August Garden Fouriers G.348 1.729 G8 988 43 G3% 22 32% 3 3 4 3 63% 22 32% 3 3 4 3 63% 22 32% 3 3 4 3 63% 22 32% 3 3 4 3 63% 3 2 3 3 6 3 3 4 3 6 3 3 3 3 3 3 3 3				11		2		8		1	1 9%
200 200	Laundry Equipment	6,348	1,729	68		43	63%	22		3	3 4%
200 200				2		0		2	100%		0 0%
awn B Garden Faulment & Supplies - Pethal 1 2,454 2,459 12 2,012 5 42% 7 58% 3 1 awn & Garden Faulment & Supplies - Rental 1 2,454 2,459 12 2,012 5 42% 7 58% 0 0 awn & Garden Pond Dealers & Supplies 5,061 1,909 12 2,012 6 50% 5 42% 1 8 awn & Garden Pond Dealers & Supplies 48,769 5,17 22 461 19 54% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 96 43% 93 46 10 96 41 10 54 48 48 48 36 48 10 10 97 75% 25 24% 2 2 24% 2 2 24% 2				0		0		0			0 0%
awn & Garden Pond Dealers & Supplies 5,061 1,909 12 2,012 6 50% 5 4,2% 1 8 8 8 8 9 6 40% 3 2 2 2 2 2 1 1 1 1 1		71.798	386			225		80		3	3 1%
awn 8 Garden Pond Dealers & Supplies 5.061 1.909 12 2.012 6 50% 5 4.2% 1 8 8 8 8 8 8 9 8 5 4 8 9 8 1 8 8 8 8 9 8 9 8 9 8 9 8 9 9	Lawn & Garden Equipment & Supplies - Rental	2,454	2,459		2,012	5		7	58%	(0 0%
awn Installation Service 2.631 2.396 18 1.756 7 39% 11 61% 0 0 awn Maintenance 700,702 35 2.467 69 1,974 80% 447 18% 46 2 awn Mowers 31,333 703 106 774 79 75% 25 24% 2 2 awn Toxtor Dealers 488 3,694 2 3,161 2 100% 0 0% 0 0% .ead 488 3,694 2 3,161 2 100% 0 0% 0 0% 0 .ead 1,672 2,752 10 2,149 3 30% 7 70% 0 0 .ead Burning 2 5,094 0 3,919 0 0% 0 0% 0 0 .ead Forducts 148 4,349 0 3,919 0 0% 0 0% 0 <th< td=""><td>Lawn & Garden Pond Dealers & Supplies</td><td>5.061</td><td></td><td></td><td></td><td>6</td><td></td><td>5</td><td></td><td></td><td>1 8%</td></th<>	Lawn & Garden Pond Dealers & Supplies	5.061				6		5			1 8%
awn Installation Service 2.631 2.396 18 1.756 7 39% 11 61% 0 0 awn Maintenance 700,702 35 2.467 69 1,974 80% 447 18% 46 2 awn Mowers 31,333 703 106 774 79 75% 25 24% 2 2 awn Toxtor Dealers 488 3,694 2 3,161 2 100% 0 0% 0 0% .ead 488 3,694 2 3,161 2 100% 0 0% 0 0% 0 .ead 1,672 2,752 10 2,149 3 30% 7 70% 0 0 .ead Burning 2 5,094 0 3,919 0 0% 0 0% 0 0 .ead Forducts 148 4,349 0 3,919 0 0% 0 0% 0 <th< td=""><td></td><td></td><td>301</td><td></td><td>631</td><td></td><td>58%</td><td></td><td>40%</td><td>3</td><td>3 2% 7 3%</td></th<>			301		631		58%		40%	3	3 2% 7 3%
awn Maintenance 700,702 35 2,467 69 1,974 80% 447 1.8% 46 2 awn Mowers 31,383 703 106 774 779 75% 25 24% 2 2 awn Mowers - Sharpen & Repair 32,979 684 101 792 59 58% 42 42% 0 0 awn Tractor Dealers 488 3,694 2 3,161 2 100% 0 0% 0 0% awn Tactor Dealers 488 3,694 2 3,161 2 100% 0 0% 0 0% 0 <td></td> <td></td> <td></td> <td></td> <td></td> <td>119</td> <td></td> <td></td> <td></td> <td>, (</td> <td>0 0%</td>						119				, (0 0%
awn Mowers - Sharpen & Repair 32,979 684 101 792 59 58% 42 42% 0 0 0 awn Tractor Dealers 488 3,694 2 3,161 2 100% 0 0% 0 0 awn Lord Control 521 3,648 0 3,919 0 0% 0 0 0% 0				2,467		1,974	80%	447	18%	46	
awn Tractor Dealers 488 3,694 2 3,161 2 100% 0 0% 0 0% 0	Lawn Mowers		703				75%				2 2%
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ead 1.672 2.752 10 2.149 3 30% 7 70% 0 0 ead Abatement 2.544 2.424 1 3.444 0 0% 1 100% 0	Lawii Hactor Dealers Layouts - Office Factory			2		2		0			0 0%
ead Abatement 2,544 2,424 1 3,444 0 0% 1 100% 0 0 ead Burning 2 5,094 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0 ead Products 148 4,349 0 3,919 0 0% 0 0% 0 0% ead Renovator 100 4,490 0 3,919 0 0% 0 0% 0 0% ead Renovator 25 4,858 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			2.752	10		3		7	70%		0 0%
ead Bruning 2 5,094 0 3,919 0 0% 0 0% 0 0 ead Products 148 4,349 0 3,919 0 0% 0 0% 0 0 0 0 0 0 0 0 0 0% 0 </td <td></td> <td></td> <td>2,424</td> <td>1</td> <td>3,444</td> <td>0</td> <td>0%</td> <td>1</td> <td>100%</td> <td>C</td> <td>0 0%</td>			2,424	1	3,444	0	0%	1	100%	C	0 0%
ead Removalor 100 4.490 0 3.919 0 0% 0 0% 0 0% ead Renovator 25 4.858 0 3.919 0 0% 0 0% 0 0% 0 0 ead restin Development 16.37 1.364 7 2.387 4 57% 3 43% 0 0 0 eak Detecting Instruments 2.449 2.460 3 2.929 3 100% 0 0% 0 0 eak Detecting Instruments 7.344 1.615 17 1.775 12 71% 4 24% 1 1 0 eaking Service 58.017 446 243 426 20 82% 41 1.7% 2 1 eather Cleaning 1.446 243 426 20 82% 41 1.7% 2 1 eather Clothing - Retail 1.446 2.872 7 2.387 7 1.00% 0 0 0% 0 0 eather Clothing - Wholesale & Manufacturers 138 4.379 3 2.929 1 3.33% 0 0 0 0 0 0	Lead Burning	2	5,094	0		0	0%	0	0%	(0 0%
Lead Renovator 25				0	3,919	0		0		(0 0%
ead Testing 633 3,517 0 3,919 0 0% 0 0% 0 0 eadership Development 10,637 1,364 7 2,387 4 57% 3 43% 0 0 eak Detection Instruments 2,449 2,460 3 2,929 3 100% 0 0% 0 0 eak Detection 7,384 1,615 17 1,775 12 71% 4 24% 1 0 0 eak Detection 58,017 446 243 426 200 82% 41 1,7% 2 1 eather Clearing 3,699 2,147 13 1,949 3 23% 9 69% 1 8 eather Clothing - Retail 1,446 2,872 7 2,387 7 100% 0 0% 0 0% 0 eather Clothing - Wholesale & Manufacturers 138 4,379 3 2,929 1 33% 0 0 0% 0 0 eather Findings 1 5,114 0 3,919 0 0% 0 0 0 0 0 0 0 0 0				0		0		0			0 0%
eadership Development 10,637 1,364 7 2,387 4 57% 3 43% 0 0 eak Detection Instruments 2,449 2,460 3 2,929 3 100% 0 0% 0 0 eak Detection 7,384 1,615 17 1,775 12 71% 4 24% 1 6 easing Service 58,017 446 243 426 200 82% 41 1,7% 2 1 eather Cleaning 3,659 2,147 13 1,949 3 2,3% 9 69% 1 1 eather Cleaning 1,446 2,872 7 2,387 7 100% 0 0% 0 0 eather Cleaning 6,052 1,765 36 1,329 27 75% 9 25% 0 0 0 eather Clothing - Retail 0 0 0 0 0 0 0 0				0		0		0			0 0%
eak Detection Instruments 2,449 2,460 3 2,929 3 100% 0 0% 0 0 eas Lote ction 7,384 1,615 17 1,775 12 71% 4 24% 0 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,7% 2 1 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1% 1 1,1%	Leadership Development	10,637	1,364	7	2,387	4	57%	3	43%		0%
easing Service 58,017 446 243 426 200 82% 41 17% 2 1 2 1 2 1 2 1 1 1,19 3 2,38% 9 59% 1 2 8 2 2 2 3 2,38% 7 100% 0 0% 0 <th< td=""><td>Leak Detecting Instruments</td><td></td><td>2,460</td><td>3</td><td>2,929</td><td>3</td><td></td><td>0</td><td></td><td></td><td>0 0%</td></th<>	Leak Detecting Instruments		2,460	3	2,929	3		0			0 0%
eather 3.69 2.147 13 1.949 3 23% 9 69% 1 8 eather Cleaning 1.446 2.872 7 2,387 7 100% 0 0% 0 0 eather Clothing - Retail 6.052 1,765 36 1,329 27 75% 9 25% 0 0 eather Flothing - Wholesale & Manufacturers 138 4,379 3 2,929 1 33% 0 0 0% 2 67 eather Flinkers 1 5,114 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0<						12		4			1 6% 2 1%
Leather Clothing - Retail 6,052 1,765 36 1,329 27 75% 9 25% 0 0 Leather Clothing - Wholesale & Manufacturers 138 4,379 3 2,929 1 33% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 <t< td=""><td></td><td></td><td></td><td>13</td><td></td><td>200</td><td>23%</td><td>41</td><td></td><td></td><td></td></t<>				13		200	23%	41			
Leather Clothing - Retail 6,052 1,765 36 1,329 27 75% 9 25% 0 0 Leather Clothing - Wholesale & Manufacturers 138 4,379 3 2,929 1 33% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 <t< td=""><td>Leather Cleaning</td><td>1,446</td><td>2,872</td><td>7</td><td>2,387</td><td>7</td><td>100%</td><td>0</td><td>0%</td><td></td><td>0%</td></t<>	Leather Cleaning	1,446	2,872	7	2,387	7	100%	0	0%		0%
Leather Findings 1 5,114 0 3,919 0 0% 0 0% 0 0 eather Finishers 200 4,205 1 3,444 0 0% 1 100% 0 0 eather Finishers 10 4,977 0 3,919 0 0% 0 0% 0 0% 0 <td>Leather Clothing - Retail</td> <td>6,052</td> <td>1,765</td> <td>36</td> <td>1,329</td> <td>27</td> <td>75%</td> <td>9</td> <td>25%</td> <td></td> <td>0 0%</td>	Leather Clothing - Retail	6,052	1,765	36	1,329	27	75%	9	25%		0 0%
eather Finishers 200 4.205 1 3.444 0 0% 1 100% 0 0 eather Finishers 10 4.977 0 3.919 0 0% 0 0% 0 0% 0		138		3		1		0		- 2	2 67%
Leather Goods - Dealers 7,989 1,557 106 774 83 78% 23 22% 0 0 eather Goods - Realer 2,880 2,324 5 2,619 3 60% 2 40% 0 0 eather Goods - Wholesale & Manufacturers 3,732 2,145 7 2,387 4 57% 3 43% 0 0		200		0	3,919	0		0		(0 0%
Leather Goods - Dealers 7,989 1,557 106 774 83 78% 23 22% 0 0 eather Goods - Realer 2,880 2,324 5 2,619 3 60% 2 40% 0 0 eather Goods - Wholesale & Manufacturers 3,732 2,145 7 2,387 4 57% 3 43% 0 0		10		0	3,444	0		0	0%	(0 0%
Leather Goods - Wholesale & Manufacturers 3,732 2,145 7 2,387 4 57% 3 43% 0 0	Leather Goods - Dealers	7,989	1,557	106	774	83	78%	23	22%		0 0%
				5		3	60%	2	40%		0 0%
eather Goods Manufacturers Sunniles 913 3 246 3 2 929 3 100% 0 0 0%	Leather Goods - Wholesale & Manufacturers Leather Goods Manufacturers Supplies	3,732	2,145 3,246		2,387	4	57% 100%	3	43% 0%	<u> </u>	0 0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Leather Restoration	2.696	2.377	8	2,299	6	75%	2	25%	0	0%
Lecture & Seminar Bureaus	22,182	880	37	1,309	29	78%	6	16%	2	. 5%
Legal Clinics Legal Document Assistance	11.967 133.200	1,279 222	20 449	1.688 289	19 335	95% 75%	109	5% 24%	0	0%
Legal Forms	62,023	430	185	527	155	84%	30	16%	0	0%
Legal Information Services	21.314	902	59	1.067	32	54%	12	20%	15	25%
Legal Printing	130	4,402	1	3,444	0	0%	1	100%	0	0%
Legal Services Plans Lenses	81.037 3,003	340 2,297	55 16	1.110 1,816	30	55% 56%	25	45% 38%	0	0%
Letter Shop Service	348	3,887	10	3,444	1	100%	0	0%	0	0 0%
Lettering Machines	144	4,358	2	3.161	0	0%	2	100%	0	0%
Letters - Sign	1,504	2,840	2	3,161	1	50%	1	50%	0	0%
Levels	247 31	4.086	1	3.444 3,919	0	0% 0%	1	100% 0%	0	0%
Libraries - Circulating & Rental Libraries - Institutional	26	4,822 4,850	0	3,919	0	0%	0	0%	0	0 0%
Libraries - Public	487	3,696	2	3,161	2	100%	0	0%	0	0%
Library Equipment & Supplies	255	4,066	0	3,919	0	0%	0	0%	0	0%
Library Research Service	3.077	2.277	8	2,299	7	88%	1	13%	0	0%
Lice Removal/Protection Services License Services	7,242 19.015	1,632 971	10 62	2,149 1.036	9 51	90% 82%	1	10% 18%	0	0%
Lie Detection Service	5,619	1,817	4	2,770	3	75%	1	25%	0	0%
Life Raft Inflation Equipment	223	4,145	0	3,919	0	0%	0	0%	0	0%
Lift Kits	98	4,504	4	2.770	1	25%	2	50%	1	25%
Lifts	9,404	1,445	11	2,074	6	55%	5	45%	0	0%
Lifts/Elevators - In Home Lighting Consultants	2.053 7,223	2,589 1,636	<u>1</u>	3.444 2,074	1 8	100% 73%	0	0% 27%	0	0%
Lighting Consultants Lighting Equipment - Emergency	8.118	1,636	163	2,074	149	91%	3 14	9%	0	0 0%
Lighting Fixtures - Cleaning	54	4,693	0	3.919	0	0%	0	0%	0	0%
Lighting Fixtures - Repair & Maintenance	1,872	2,667	2	3,161	1	50%	1	50%	0	0%
Lighting Fixtures - Retail	66,580	409	247	421	176	71%	45	18%	26	11%
Lighting Fixtures - Supplies & Parts	4,185 7,932	2,055 1,565	10 20	2,149 1,688	7	70% 70%	2	20% 30%	1	10%
Lighting Fixtures - Wholesale & Manufacturers Lighting Plants	36	4,786	0	3,919	0	0%	0	0%	0) 0%
Lighting Systems & Equipment	12,839	1,238	59	1,067	33	56%	24	41%	2	3%
Lightning Protection Equipment	2,559	2,419	0	3.919	0	0%	0	0%	0	0%
Lights Bulbs & Tubes	13,739	1,189	50	1,155	32	64%	18	36%	0	0%
Lime Limestone	86 3.375	4,547 2,215	0	3,919 2,619	0	0% 80%	0	0% 20%	0	0%
Limousine Service	149,558	2,213	486	2.619	236	49%	225	46%	25	0%
Linen Supply Service	6.772	1.684	15	1.866	9	60%	6	40%	0	0%
Linens - Retail	11,932	1,282	133	649	119	89%	12	9%	2	2%
Linens - Wholesale & Manufacturers	4,336	2,025	14		2	14%	11 50	79%	1	7%
Lingerie Linings - Clothing	23.510 283	833 3,998	240	433 3,919	189	79% 0%	50	21% 0%	1	0%
Linings - Clothing Linings - Plastic, Membrane	2.591	2,408	2	3,161	2	100%	0	0%	0	0%
Linoleum - Wholesale & Manufacturers	6	5,025	0	3,919	0	0%	0	0%	0	0%
Linoleum Dealers	1,164	3,065	3	2,929	2	67%	1	33%	0	0%
Linoleum Lavers Equipment & Supplies	15	4,929	90	3.919	0 40	0% 44%	0 48	0%	0	0%
Liquidators Liquor Brokers	18,144 456	1,002 3,740	90	843 3.161	40	100%	48	53% 0%	<u>2</u>	0 0%
Liquor Stores	22,716	858	104		65		37	36%	2	2 2%
Liquors - Wholesale	1,366	2,930	7	2,387	5	71%	2	29%	0	0%
Literary Agents	2.739	2,363	1	3,444	0	0%	1	100%	0	0%
Lithographic Negatives & Plates	367	3,853 4.965	5	2,619 3,919	2	40%	3	60%	0	0%
Litigation Support	3,999	4,965 2,097	<u> </u>	3,919 2,619	3	60%	2	40%	<u>U</u>	0 0%
Livestock - Commission	18	4,906	Ö	3,919	0	0%	0	0%	0	0%
Livestock Auction Markets	2.031	2,596	6	2.503	4	67%	2	33%	0	0%
Livestock Breeders	3,768	2,137	3	2,929	2	67%	1	33%	0	0%
Livestock Buvers Livestock Equipment & Supplies	606 2,859	3.548 2,333	0	3,919 3,444	0	0% 100%	0	0% 0%	0	0 0%
Livestock Equipment & Supplies Livestock Feeding	1,092	2,333 3,113	2	3,444	0	0%	2	100%	0	0%
Livestock Grooming	14	4,944	0	3,919		0%	0	0%	0	0%
Livestock Hauling	587	3,566	0	3,919	0	0%	0	0%	0	0%
Livestock Order Buvers	62	4.651	0	3,919	0	0%	0	0%	0	0%
Livestock Spraying Loading Dock Equipment	1,503	5,094 2,841	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Loan Acceleration	663	3,483	2	3,919	2	100%	0	0%	0	0%
Loan Modification	137,971	213	579	240	259	45%	272	47%	48	8%
Loan Modification - Auto	947	3.218	1	3.444	1	100%	0	0%	0	0%
Loan Originator	2,860	2,331	17	1,775	2	12%	15	88%	0	0%
Loan Servicing Loans	160,097 1 391 938	183 16	1,047 2,900	147 59	986 2.327	94% 80%	60 417	6% 14%	156	0% 5 5%
Loans - Farm & Ranch	1,391,938	3,116	2,900	3,444	2,32/	100%	417 0	0%	120	0 0%
Loans - Small Business	203.632	142	308	368	258	84%	50	16%	0	0%
Lobbyists	4,175	2,059	1	3,444	1	100%	0	0%	0	0%
Lockers	1,013	3,156	4	2,770	320	75%	1	25%	0	0%
Locks & Locksmiths Locks - Wholesale & Manufacturers	179.764 4,006	161 2.093	885 56	172 1.095	320	36% 11%	466 36	53% 64%	99 14	
Locksmiths Equipment & Supplies	6.063	2,093 1,764	21	1,095	<u>0</u>	43%	36	52%	14	5%
COCKOTTICED COCIDITICITÉ & DUDDICO	0.003	1,/04		1.037		. 43-70	- 11	. 32-701		. 570

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Locomotives	311	3.953	0	3.919	0	0%	0	0%	0	09
Log Cabins, Homes & Buildings	43,411	565	51	1,146	39		12	24%	0	09
Loa Splittina Equipment Loggina Companies	236 22,960	4.112 852	11	3.919 2,074	5	0% 45%	0	0% 55%	0	09 09
Logging Equipment & Supplies	1,581	2,797	3	2,929	0	0%	3	100%	0	09
Logistics	41.754	585	132	654	89		41	31%	2	29
Lot Rental	167	4,298	3	2,929	1	33%	0	0%	2	679
Lotteries - Foreign Lotteries - Local	8.834 2,426	1,493 2,468	<u>3</u>	2,929 2,149	0	0% 60%	2	67% 40%	1	339
Lotteries - State	2,530	2,432	2	3,161	1	50%	0	0%	1	50%
Lottery Buying Club	1.523	2.829	6	2,503	2	33%	3	50%	1	179
Louvers	308	3,960	0	3,919	0	0%	0	0%	0	09
Lubricants Lubricating Devices & Systems	1.943 501	2,624 3,674	4	2,770 3,919	4	100%	0	0% 0%	0	09 09
Lubricating Service - Automotive	22,664	861	407		268		136	33%	3	19
Luggage - Retail	11.237	1.332	90	843	73	81%	14	16%	3	39 09
Luggage - Wholesale & Manufacturers	1,044	3,139	7	2,387	7	100%	0	0%	0	09
Luggage Covers	2.501 21	2.444 4,882	10	2.149 3,444	9	90%	1	10% 100%	0	09 09
Luggage Manufacturers Equipment & Supplies	66	4,633	1	3,444	0	0%	1	100%	0	09
Luggage Repair	587	3,566	7	2,387	1	14%	6	86%	0	09
Lumber - Drying	59	4,664	1	3,444	0		1	100%	0	09
Lumber - Retail	34.928	657	61	1.048	41		20	33%	0	09 09
Lumber - Used Lumber - Wholesale	187 7,502	4,235 1,606	16	3,161 1,816	0	0% 38%	10	100% 63%	0	09
Lumber Carriers	988	3,177	0	3,919	0	0%	0	0%	0	09
Lumber Inspectors	328	3,924	0	3,919	0	0%	0	0%	0	0%
Lumber Mill Representatives	263	4.045	1	3,444	1	100%	0	0%	0	09
Lumber Treating Macaroni	394 99	3,816 4,500	0	3,919 3,919	0	0%	0	0% 0%	0	09
Machine Shops	51,681	495	44		20		24		0	09 09 39
Machine Tools	15,640	1,102	35	1,345	23	66%	11	31%	1	39
Machine Tools - Repair & Rebuild	4.711	1,961	23	1.589	18		5	22%	0	09
Machinery & Equipment - Appraisal Machinery - New	242 11.121	4,100 1,339	24	3,444 1,562	1 16	100% 67%	0	0% 33%	0	09 09
Machinery - New Machinery - Specially Designed	3,699	2,147	4	2,770	2	50%	2	50%	0	09
Machinery - Used	2,862	2,328	11	2,074	7	64%	4	36%	0	0%
Machinery Cleaning	337	3.906	0	3.919	0	0%	0	0%	0	09
Machinery Movers & Erectors Machinery Rebuild & Repair	2,605 5,888	2,403 1.783		3,161 2,074	1	50% 55%	1	50% 27%	0	09 189
Magazine Sales	108.183	260	1,125	141	925		160	14%	40	49
Magazine Sales by Mail	10,422	1,376	151	599	114		36	24%	1	19
Magazine Sales by Telephone	12.938	1.232	125	684	112	90%	8	6%	5	49 09
Magazines - Back Number Magazines - Dealers	29 14.591	4,834 1,153	200	3,919 499	90	0% 45%	107	0% 54%	0	29
Magazines - Dealers Magazines - Distributors	20,932	919	198	503	78		117		3	29
Magazines - Subscription Agents	78,811	351	636	216	491	77%	117	18%	28	49
Magicians	798	3.353	2	3.161	2	100%	0	0%	0	09
Magicians Supplies Magnetic Inspection Equipment	478	3,713 5.013	7	2,387 3,919	2	29% 0%	5	71% 0%	0	09 09
Magnetic Inspection Service	16	4,915	0	3,919	0	0%	0	0%	0	09
Magnets & Magnetic Devices	1,811	2,688	8	2,299	7	88%	1	13%	0	0%
Magnifying Glasses	364	3.860	0	3.919	0		0	0%	0	09
Maids & Butlers Service	15,922 7,472	1,086 1,609	45 76	1,201 929	20 44		24		1	29 39
Mail Box Rental & Receiving Mail Boxes - Manufacturers & Distributors	3,272	2,238	23	1,589	19		30	39% 17%	0	09
Mail Order & Catalog Shopping	361,834	68	3,443	45	2,990	87%	304	9%	149	49
Mailing Containers	548	3.609	1	3,444	1	100%	0	0%	0	0%
Mailing Lists	47,572	526	228	452	75	33%	152	67%	1	09
Mailing Machines & Equipment Mailing Services	11.804 90.705	1,292 308	246 1,926	423 85	242 1,752	98% 91%	171	0% 9%	3	19 09
Mailing Services - Drop Shipper	11,261	1,331	52	1,133	35	67%	171	33%	0	09
Mailing Services - International	5.437	1.849	17	1.775	10	59%	7	41%	0	0%
Malt & Hops	10	4,977	0	3,919	0	0.70	0	0%	0	09
Managed Print Service Managed Service Provider	454 162	3.744 4,311	0	3.919 3,444	0	0%	0	0% 100%	0	09 09
Management Consultants	68,506	400	153	594	97	63%	54		2	19
Management Training	9,693	1.423	32	1,393	26		6	19%	0	09
Manhole Covers	91	4,525	0	3,919	0		0	0%	0	09
Manicuring Managuing Display Figures	733 703	3.420	3	2.929	0	0%	3	100%	0	09 09
Mannequins - Display Fixture Manufactured Homes - Dealers	128,444	3,440 229	328	2,503 352	247	50% 75%	74	50% 23%	7	29
Manufactured Homes - Equipment & Parts	6.983	1.659	24	1.562	13	54%	11		0	09
Manufactured Homes - Parks	45,131	545	118	714	74	63%	39	33%	5	49
Manufactured Homes - Rent & Lease	7.104	1.645	23	1,589	13		10	43%	0	09
Manufactured Homes - Repair & Service Manufactured Homes - Transporting	29,383 22,671	731 860	55 35	1,110 1,345	36 16		18 19	33% 54%	1	29
Manufactured Homes - Transporting Manufactured Homes Distributors & Manufacturers	22,6/1 111.345	252	285		229		19		5	29
Manufactured Homes Equipment & Supplies (Manufacturers)	6,156	1,755	12	2,012	12		0	0%	0	09
Manufactured Offices & Commercial Units	551	3,605	1	3,444	1	100%	0	0%	0	09

			Sorted by Industry	1		ı				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	e %
Manufacturers & Producers	384,486	65	2,496	68	2,284	92%	195	8%	17	7 1%
Manufacturers Agents & Representatives Mapping Services	9,525 2,124	1,437 2,567	9	2,223 2.619	b	67% 80%	3	33% 20%		0 0%
Maps - Dealers	1,070	3,127	8	2,299	7	88%	1	13%		0 0%
Maps - Publishers & Distributors	2,292	2,509	19	1,732	13	68%	5	26%	1	1 5%
Marble & Granite Installation, Stonework Fabrication	84.051	331	207		112	54%	94	45%		1 0%
Marble & Terrazzo Cleaning & Service Marble - Cultured	4,136 9,003	2,067 1,477	3	2,929 2,387	2	67% 43%	1	33% 57%	(0 0%
Marble - Cultured Marble - Natural	15,552	1,111	12	2,012	5	42%	7	58%	(0 0%
Marijuana - Accessories	36	4,786	10		4	40%	6	60%	Č	0 0%
Marijuana - Grower	21	4.882	2	3.161	1	50%	1	50%		0 0%
Marijuana - Medical Dispensary	1,695	2,735	12 0	2,012 3,919	7	58%	5	42%		0 0%
Marijuana - Processor Marijuana - Products	1,231	5.071 3.015	27	1,489	16	0% 59%	11	0% 41%		0 0%
Marijuana - Retail	363	3,863	5	2,619	4	80%	1	20%	(0 0%
Marijuana Sales & Services	1.641	2.771	9	2.223	2	22%	7	78%		0 0%
Marinas	19,726 24,969	957 801	72 36	957 1.329	48	67%	21	29%	3	3 4% 1 3%
Marine Contractors Marine Electric Service	24,969 659	3,488	36 0	1,329 3,919	24	67% 0%	11	31% 0%		0 0%
Marine Electronic Equipment & Supplies	8,259	1,537	24		22	92%	2	8%	(0 0%
Marine Equipment & Supplies	13,281	1,212	29 97	1,445	12	41%	17	59%	(0 0%
Marine Sales & Service	38,461	618	97	813	59	61%	37	38%		1 1%
Marine Surveyors	2,299	2,507	3	2,929	0	0% 87%	3	100%		0 0%
Market Research & Analysis Market Survey Companies	224,649 78.539	123 354	475 305	274 372	412 170	87% 56%	61 115	13% 38%	20	0 7%
Marketing - Dental	1,294	2,972	70	971	41	59%	29	41%	20	0 0%
Marketing - Home Based Business	85,033	328	161	572	155	96%	5	3%	j	1 1%
Marketing Consultants	210.181	135	637	215	496	78%	113	18%	28	8 4%
Marketing Consultants - Mobile	1,357	2,937	3	2,929 178	2	67%	1 147	33%	(0 0%
Marketing Programs & Services Marketing Software	660.896 21,129	911	869 61	1,048	711 41	82% 67%	147	17% 30%		2 3%
Marking & Coding Equipment	326	3,927	3	2,929	3	100%	0	0%	(0 0%
Marriage Brokers	1.670	2,755	5	2,619	5	100%	0	0%	(0 0%
Marriage, Family, Child, Individual Counselors	40,690	592	68	988	47	69%	16	24%	5	5 7%
Martial Arts Martial Arts Supplies & Equipment	36.920 3.261	635 2,241	199	500 2,299	123	62% 63%	69	35% 38%	7	7 4%
Martial Arts Supplies & Equipment Masks	619	3,529	2	3,161	2	100%	3	0%		0 0%
Mason Contractors	301.801	86	375	330	175	47%	185	49%	15	5 4%
Mason Contractors Equipment & Supplies	3,423	2,206	7	2,387	5	71%	2	29%	(0 0%
Masonry Panels - Prefabricated	3.765	2.138 1.517	5	2.619	0 11	0%	5	100%		0 0%
Massage Equipment & Supplies Massage School	8,523 4,319	2,030	21 8	1,657 2,299	11 8	52% 100%	9	43% 0%	1	0 0%
Massage Therapeutic	18.261	996	201	496	125	62%	67	33%		9 4%
Massage Therapists	62,762	426	621	225	360	58%	67 227	37%	34	+ 5/1
Masts & Spars	10	4,977	0	3.919	0	0%	0	0%		0 0%
Matches Matchial Handling Equipment	7 021	5,025	0	3,919	0	0%	0	0%		0 0%
Material Handling Equipment Maternity Clothes	7,921 1,924	1,568 2,637	19	2,223 1,732	/ A	78% 21%	15	22% 79%		0 0%
Mathematicians	67	4,627	0	3,919	0	0%	0	0%	(0 0%
Mats & Matting	4.334	2.026	27	1,489	17	63%	10	37%	(0 0%
Mattress Makers Supplies	3,918	2,110	17		13	76%	4	24%	(0 0%
Mattresses Classing	204,665	140 4,604	1,932	84 3,919	1,725	89% 0%	197	10% 0%	10	0 1%
Mattresses - Cleaning Mattresses - Renovating	901	3,257	1	3,919	0	0%	1	100%		0 0%
Mausoleums	829	3,315	5	2.619	2	40%	3	60%		0 0%
Mayonnaise & Salad Dressings	49	4,721	0	3,919	0	0%	0	0%		0 0%
Meal Preparation Service	3,210	2,250	25	1,536 2 929	20	80%	5	20%		0 0%
Measurement & Metrology Measuring Tapes & Rules	568 11	3.586 4.965	3	2,929 3,919	1	33% 0%	2	67% 0%		0 0%
Meat - Bulk & Itinerant	21.569	4,965 894	405	3,919	45		288	71%	72	2 18%
Meat - Processing	12,021	1,274	27	1,489	17	63%	7	26%		3 11%
Meat - Retail	53,752	480	147	609	87	59%	59	40%		1 1%
Meat - Smokehouses Meat - Wholesale	460 20,472	3.735 932	1 12	3.444 2.012	0	0% 25%	1	100% 58%		0 0%
Meat Brokers	4,571	1.990	12	2,012	3	25% 55%	/	36%		1 9%
Meat Choppers & Grinders	543	3,617	1	3,444	1	100%	0	0%		0%
Meat Packers	14,462	1,162	17	1,775	4	24%	12	71%	j	1 6%
Meat Packers Equipment & Supplies	642	3.503	1	3,444	1	100%	0	0%		0 0%
Meat Patty Molding Machines	68.241	5,094 401	0 69	3,919 983	0 49	0% 71%	0	0%		0 0%
Mechanical Contractors Media Buying Service	68,241 603	401 3,552	69	983 2,223	49	71% 44%	19	28% 56%		0 0%
Media Consultant	20,418	933	82	896	59	72%	23	28%	(0 0%
Mediation Services	11.459	1.316	37	1,309	27	73%	6	16%	4	4 11%
Mediation Services - Divorce	1,102	3,104	2	3,161	1	50%	1	50%	(0 09
Medical - Dental Discount Plans	56.672 51.987	454 493	94	827 331	67	71%	25	27%		2 2%
Medical Alarms Medical Alert Companies	51,987 8,114	493 1,549	374 40	331 1,266	367 26	98% 65%	6 14	2% 35%	1	0 0%
Medical Billing Services	59.065	443	370	333	265		100	27%		5 19
Medical Business Administration	18,191	999	44	1,211	36	82%	8	18%		0 09
Medical Case Management	5 198	1 887	2	2 929	2	67%	1	33%	(0 09

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	•
Medical Coding	1,405	2,909	Complaints	2 387	Cmpis Settled	71%	Cmpis Not Settled	29%	Pursue	9 9 09
Medical Diagnostic Testing Facilities	9,366	1,448	62	1,036	41	66%	21	34%	0	09
Medical Equipment & Supplies	224.500	124	1.227	133	934	76%	282	23%	11	1 19
Medical House Calls	661 15.008	3,485 1,133	2 142	3,161 626	1 110	50% 77%	1 32	50% 23%	0	09
Medical Imaging Services Medical Record Service	14,222	1,133	46	1,191	38	83%	32 7	15%	1	1 29
Medical Service Organizations	34,936	656	133	649	84	63%	49	37%	0	09
Medical Spa	5.362	1.867	31	1.409	21	68%	10	32%	0	09
Medical Staffing	13,637	1,195	17	1,775	15	88%	2 15	12%	0	09
Medical Testing Companies Medical Tourism	24,817 3.145	804 2,262	80	906 2,929	64	80% 100%	15	19% 0%	1	0 09
Medical Transcription	11,353	1,326	7	2,387	4	57%	3	43%	0	09
Medicines - Patent & Proprietary	813	3.332	9	2,223	7	78%	2	22%	0	09
Medicines - Preventative Dogs & Cats	2,477	2,454	20	1,688	3	15%	16	80%	1	1 59
Meditation Instruction Meeting Management	1,278 788	2,982 3,365	4	2,770 3,444	2	50% 100%	0	0% 0%	2	2 509 0 09
Mens Clothing & Furnishings - Retail	39,607	603	168	560	103	61%	65	39%	0	09
Mens Clothing & Furnishings - Wholesale & Manufacturers	2.543	2,426	7	2.387	2	29%	4	57%	1	1 149
Mental Health Services	44,943	547	72		58	81%	14	19%	0	09
Menu Service	145	4,357	1	3,444	0	0%	1	100%	0	09
Merchandise Brokers Merchandising Service	1,425 9,590	2,889 1,429	10	2,149 1,424	12	30% 40%	14	70% 47%	U	
Messenger Service	2,365	2,488	2	3.161	2	100%	0	0%	0	09
Metal Cleaning	1,274	2,986	2	3,161	2	100%	0	0%	0	09
Metal Cleaning Equipment	88	4,539	0	3.919	0	0%	0	0%	0	09
Metal Detecting Fauinment	26 2.676	4,850 2,381	0	3,919	0	0% 67%	0	0%	0	09
Metal Detecting Equipment Metal Fabricating Machinery	2,676 944	2,381 3,224	3	2,929 3,444	2	67% 100%	1	33% 0%	0	09
Metal Fabricators	22,793	854	29	1,445	16	55%	13	45%	0	09
Metal Finishers	6.876	1.670	12	2.012	5	42%	7	58%	0	09
Metal Finishers Equipment & Supplies	586	3,571	1	3,444	0	0%	1	100%	0	09
Metal Powder Fabricators	1,988	2,611	0	3,919	0	0%	0	0%	0	09
Metal Rolling & Forming Metal Salvage Yards	1.067 11,982	3,128 1,278	14	3,444 1,901	1	100% 43%	7	0% 50%	0	1 79
Metal Sawing & Cut-Off Service	149	4,347	14	3,919	0	0%	ó	0%	1	09
Metal Shapes - Extruded	1,215	3,029	0	3,919	0	0%	0	0%	0	09
Metal Slitting & Shearing	260	4,055	1	3,444	0	0%	1	100%	0	09
Metal Specialties	5.514	1.831	5	2.619	3	60%	2	40%	0	09
Metal Spinning Metal Stamping	249 3,398	4,083 2,210	1	3,444 3,919	1	100% 0%	0	0% 0%	0	09
Metal Stamping Equipment	66	4,633	0	3,919	0	0%	0	0%	0	09
Metallizing	139	4,374	0	3,919	0	0%	0	0%	0	09
Metallizing Equipment	5	5.042	0	3.919	0	0%	0	0%	0	09
Metallurgists	161 364	4,312 3.860	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0 09
Metallurgists Equipment & Supplies Metals - Base	225	4,140	0	2,223	0	0%	9	100%	0	09
Metals - Clad	946	3,219	0	3,919	0	0%	Ő	0%	0	09
Metals - Corrugated	143	4,361	0	3.919	0	0%	0	0%	0	09
Metals - Precious - Sheet, Wire, Tubing	1,879	2,660	1	3,444	1	100%	0	0%	0	09
Metals - Precoated Metaphysical Supplies & Service	253 968	4.077 3,196	1	3.444 3,444	1	100% 100%	0	0% 0%	0	09
Metaphysicians	212	4.175		3,444	0	0%	0	0%	0	0 09
Meteorological Consultants	78	4,575	Ŏ	3.919	0	0%	0	0%	0	09
Meteorological Instruments	32	4,811	0	3,919	0	0%	0	0%	0	09
Meters	1.145	3.080	6	2.503	2	33%	4	67%	0	09
Meters - Repair Mexican Food Products	520 1,284	3,652 2,978	1 6	3,444 2,503	1 2	100% 50%	0	0% 50%	0	09
Mexican Imports	1,204	4,335	0	3,919	0	0%	0	0%	0	0 09
Mezzanines & Platforms	3	5,071	0	3,919	0	0%	0	0%	0	09
Microfilm Service, Equipment & Supplies	348	3.887	0	3.919	0	0%	0	0%	0	09
Micrometers	2	5,094	0	3,919	0	0%	0	0%	0	09
Microphones Microscopes	2.601	4,153 2,404	1	3,444 2,619	1	100% 100%	0	0%	0	09
Microscopes Microwave Communications	622	3,527	<u> </u>	3,919	0	0%	0	0%	0	09
Microwave Ovens - Dealers	6	5.025	Ŏ	3.919	0	0%	0	0%	0	09
Microwave Ovens - Service & Repair Microwave Ovens - Supplies & Parts	265 36	4,038	1	3,444	0	0%	1	100%	0	09
Microwave Ovens - Supplies & Parts	36	4,786	0	3,919	0	0%	0	0%	0	09
Midwives Military Goods	1.731 17,381	2,722 1,028	23	2,387 1,589	4 16	57% 70%	3	43% 26%	0	09
Milk Distributor	244	4,096	23	3,444	U	0%	1	100%		09
Millinery - Retail	163	4,306	3	2,929	1	33%	2	67%	0	09
Millinery - Wholesale & Manufacturers	62	4,651	0	3,919	0	0%	0	0%	0	09
Milling Cutters	31	4.822	1	3,444	0	0%	1	100%	0	09
Milling Machines Millwork	551 14.247	3,605 1,168	17	3,444 1,775	0	0% 65%	1	100% 35%	0	09
Millwrights	2,211	2,539	17 N	3,919	, i	0%	n	0%	<u>U</u>	09
			Ų		U	J-70	· ·	U-70		
	2,820	2,344	1	3,444	11	100%	0	0%	U	09
Mineral Exploration Minerals Miniatures - Collectors	2,820 2,974 3,544	2,344 2,305 2,178	1 3 13	3,444 2,929 1,949	1 1	100% 33% 69%	0 2	67% 31%	0	09

			Sorted by Industry	,		•				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Mining Consultants	521	3,648	0	3.919	0	0%	0	0%		0 0%
Mining Development Mining Equipment & Supplies	127 3.603	4,411 2,170	0	3,919 2,223	0	0% 44%	0	0% 56%	(0 0%
Mirrors	5,983	1,772	9	2,223	8	89%	1	11%	(0 0%
Mirrors - Manufacturers Supplies	462	3,733	1	3,444	0	0%	1	100%		0 0%
Mirrors - Resilver Missile & Rocket Components - Manufacturers	138 19	4,379 4,894	1	3,444 3,919	<u>0</u>	0% 0%	0	100% 0%		0 0%
Missile & Rocket Manufacturers	55	4.685	0	3,919	0	0%	0	0%	(0 0%
Missile & Rocket Research & Development	521	3,648	0	3,919	0	0%	0	0%		0 0%
Missing Person Services Missions	213 928	4,170 3,235	<u>0</u>	3,919 3,444	<u>0</u>	0% 100%	0	0% 0%		0 0%
Misting Systems & Services	1,115	3,098	11	2,074	11	100%	Ö	0%	(0 0%
Mixing & Agitation Machinery	232	4.126	0	3,919		0%		0%		0 0%
Mobile Apps Mobile Refrigeration	65,289 1,219	413 3,026	555 7	245 2,387	412	74% 86%	135	24% 14%	8	8 1% 0 0%
Mobile Telephone Equipment & Supplies	18.307	993	185	527	82	44%	98	53%		5 3%
Mobile Telephone Service	11,228	1,333	193	514	145	75%	39	20%	9	
Model Car Race Centers Model Makers	383 1,658	3.830 2,761		3.161 2,149	2	100% 70%	0	0% 30%		0 0%
Modeling & Acting - Training	10,108	1,398	15	1,866	14	93%	1	7%	(0 0%
Modeling & Simulation	364	3,860	3	2,929	1	33%	2	67%	(0 0%
Modeling & Talent Agencies Modeling - Advance Fee	201,765 3,497	143 2.185	136	636 3.161	91	67% 0%	35	26% 100%	10	0 7%
Modeling - Advance Fee Modeling Schools	21,290	2,185 903	26	3,161 1,513	18		2	100%		5 19%
Modular Homes	40.921	589	61	1.048	38	62%	22	36%	j	1 2%
Modular/Mobile Home - Foundation Services	4,304 4,447	2,034	22 10	1,625	13 6	59% 60%	8	36%		1 5%
Mold & Mildew Inspection Mold & Mildew Inspection/Removal/Remediation	4,447 63,250	2,009 423	10 61	2,149 1.048	48	60% 79%	11	40% 18%	<u></u>	2 3%
Mold & Mildew Remediation	13,492	1,198	20	1,688	15	75%	4	20%	Í	1 5%
Mold Consulting & Testing	6.186	1.752	6	2.503	4	67%	2	33%		0 0%
Moldings Molds	2,372 6.109	2,484 1.762		3,161 2,619	1	50% 40%	1 3	50% 60%	(0 0%
Money Order Systems	625	3,524	9	2,223	4	44%	5	56%	(0 0%
Money Orders & Transfers	67,773	404	777	192	758	98%	18	2%		1 0%
Monogram & Initial Machines Monograms	146 11,280	4.355 1.330	230	3.161 448		100% 17%	185	0% 80%		0 0%
Monorail Systems	3	5,071	0	3,919	0	0%	0	0%	Č	0 0%
Monuments	46.969	531	221	464	123	56%	88	40%	10	
Monuments - Cleaning & Restoration	88 10	4,539 4.977	1	3,444 3,919	0	0%	1	100%	(0 0%
Moorage Mopeds	2,752	2,358	16	3.919 1.816	13	0% 81%	3	0% 19%		0 0%
Mops - Wholesale & Manufacturers	31	4,822	0	3,919	0	0%	0	0%	Ċ	0 0%
Mortgage Bankers	656.207	37	1.446 3.333	115 51	1.415	98%	27 370	2%	26	4 0% 6 1%
Mortgage Brokers Mortgage Lender	1,191,849 408,708	24 62	3,333 842	182	2,927 761	88% 90%	370 75	11% 9%	35	6 1%
Mosaics	299	3,972	0	3,919	0	0%	0	0%	Ċ	0 0%
Mosquito Control	8,736	1,503	11	2,074	9	82%	2	18%		0 0%
Motel & Hotel Consultants Motel & Hotel Equipment & Supplies	861 680	3,285 3,467	13	1,949 3,161	10	77% 100%	3	23% 0%		0 0%
Motel & Hotel Management	2.593	2,406	40	1,266	22	55%	18	45%	Ċ	0 0%
Motels	38,156	622	1,476	112	783	53%	679	46%	14	
Motels - Reservation Service Mothproofing	892 79	3,265 4,569	13 n	1,949 3,919		15% 0%	11	85% 0%	(0 0%
Motion Picture Equipment & Supplies	185	4,244	0	3,919	0	0%	0	0%		0 0%
Motion Picture Equipment & Supplies - Repair	31	4.822	0	3.919	0	0%	0	0%		0 0%
Motion Picture Film Distributors & Exchange Motion Picture Film Editing	1,377 1,723	2,921 2,726	7 3	2,387 2,929		100%	0	0% 100%	(0 0%
Motion Picture Film Libraries	21	4.882	1	3,444	0	0%	1	100%		0 0%
Motion Picture Film Storage	21	4,882	0	3,919	0	0%	0	0%		0 0%
Motion Picture Laboratories Motion Picture Producers & Studios	15 2,462	4.929 2.456	0	3.919 2,503	0	0% 0%	0	0% 100%		0 0%
Motion Picture Projection Service	47	4,732	1	3,444	1	100%	0	0%		0 0%
Motion Picture Representatives	70	4.617	0	3.919	0	0%	0	0%		0 0%
Motion Picture Research Service	12 138	4,961 4,379	0	3,919 3,919	0	0%	0	0%		0 0%
Motion Picture Special Effects Motion Picture Technicians	138	5,004	0	3,919	0	0% 0%	0	0% 0%	(0%
Motivational & Self Improvement Training	19,860	951	49	1,164	30	61%	19	39%	Ċ	0 0%
Motor coach Companies Motor Home - Carnot & Unhalstory Cleaning	2.382 35	2,481 4,797	8	2,299 3,919	5	63% 0%	2	25% 0%		1 13%
Motor Home - Carpet & Upholstery Cleaning Motor Homes	14.108	1,176	50	1,155	43	86%	6	12%	1	
Motor Homes - Rent & Lease	3,346	2,223	13	1,949	7	54%	6	46%	Ó	1 2% 0 0%
Motor Scooters - Dealers	26,132	777	232	444	116	50%	111	48%	5	5 2%
Motorcycle Riding Instruction Motorcycle Sales - Consignments	1,519 1,360	2.834 2.935	12 17	2.012 1,775	<u>8</u> 11	67% 65%	4	33% 18%		0 09
Motorcycles - Customizina	8.815	1,496	28	1,465	9	32%	17	61%		2 79
Motorcycles - Dealers	133,301	221	834	184	606	73%	221	26%	7	7 19
Motorcycles - Renting & Leasing Motorcycles - Repairing & Service	6,033 30,076	1,767 722	40 130	1,266 662	34 65	85% 50%	6 62	15% 48%		0 09 3 29
Motorcycles - Repairing & Service Motorcycles - Supplies & Parts	69,105	722 395	458	285	323	71%	135	29%		0 0%
Mountain Climbing Equipment	546	3.613	1	3,444	1	100%	0	0%		

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	
Mountain/Rock Climbing Instruction	567	3.587	. 3	2.929	. 3	100%	. 0	0%	Pursue 0	% 0%
Movers	1,317,510	17	5,710	25	4,061	71%	1,538	27%	111	2%
Movers - International	10.330 3.301	1.381 2.231	39	1,281 2,619	29		8	21%	2	5% 0%
Movers - Office Moving & Storage Company	3,301 306,951	2,231 83	2.035	2,619 80	1,315	100% 65%	681	0% 33%	30	
Moving Assistance - Packing, Unpacking, Organizing	8.081	1.551	2,033	1.211	21	48%	22	50%	1	
Moving Brokers	87,503	322	706	206	562	80%	144	20%	0	2% 0%
Moving Equipment Rental	4.079	2.077	20	1.688	11		9	45%	0	0%
Moving Sales Moving Services - Labor & Materials	844 76,420	3,299	0 361	3,919	0 218		0 135	0% 37%	<u>0</u> 8	0% 2%
Moving Supplies Moving Supplies	1,835	363 2,677	301	336 2,770	1	25%	133	75%	0	0%
MRI (Magnetic Resonance Imaging)	10,398	1,378	53	1,127	37	70%	15	28%	1	2%
Mud Jacking Contractors	22,972	851	10	2.149	7	70%	3	30%	0	0%
Mufflers & Exhaust Systems	29,038	741	198	503	119		79	40%	0	0%
Mulches Multi-Level Selling Companies	10,069 277,274	1,402 99	16 594	1,816 236	11 562		22	25% 4%	10	6% 2%
Murals	1,347	2,941	394	3,919	362		0	0%	10	0%
Museums	1.875	2,664	16	1.816	9		6	38%	1	6%
Mushrooms	898	3,259	2	3,161	2	100%	0	0%	0	0%
Music & Messaging Services	4,606	1,985	40	1,266	36		4	10%	0	0%
Music - Sheet Music Arrangers & Composers	2,384 1,361	2,480 2,933	3	2,929 2,387	2	67% 43%	1	33% 57%	0	0% 0%
Music Arrangers & Composers Music Boxes	1,361	2,933 3,109	0	2,387 3,919	<u>3</u>	43% 0%	4 0	57% 0%	0	0%
Music Copyists	423	3,780	1	3,444	1	100%	0	0%	0	0%
Music Distribution Service	11.901	1.287	223	458	208	93%	15	7%	0	0%
Music Instruction - Instrumental	15,648	1,101	52	1,133	40		10	19%	2	4%
Music Instruction - Vocal	1,435	2,880	5	2,619	3	60%	0	0%	2	40%
Music Publishers Music Shells	16.174 2.459	1.069 2.458	22	1.625 3,919	13 0	55 /0	9	41% 0%	0	0% 0%
Music Writers Supplies	158	4,322	1	3,919	0	0%	1	100%	0	0%
Musical Instruments - Dealers	51,000	501	315	362	268	85%	44	14%	3	1%
Musical Instruments - Rental	438	3,762	4	2,770	2	50%	2	50%	0	0%
Musical Instruments - Repair	4.923	1.935	15	1.866	8	53%	7	47%	0	0%
Musical Instruments - Supplies & Accessories	13,757	1,188	126	682	111 15		11	9%	4	3% 0%
Musical Instruments - Wholesale & Manufacturers Musicians	2.114 3.758	2,571 2,140	20	1.688 1.589	15 8		5 15	25% 65%	0	0%
Mutual Funds	7,866	1,572	104	787	90		14	13%	0	0%
Myofunctional Therapy	679	3,471	3	2,929	0		3	100%	Ō	0%
Myotherapy	140 39,589	4,372	0	3,919	0	0%	0	0%	0	0%
Nail Salons		604	720	203	363		333	46%	24	
Nailing Machinery	19 126	4,894 4,414	0	3,919 3,161	0	0% 0%	0	0%	0	0% 0%
Nails & Tacks Name Plates	202	4,200	0	3,161	0	0%	0	100%	0	0%
Name Plates - Holders	41	4,756	0	3,919	0		0	0%	0	0%
Nanny Service	17.628	1.018	48	1.175	37	77%	11	23%	0	
Natural Gas Companies	82,674	337	1,598	103	1,492	93%	104	7%	2	0%
Natural Stone Restoration & Cleaning	3,428	2,203	4	2,770	2	50%	2	50%	0	0%
Naturist Nudist Camps, Resorts & Parks Naturist Nudist Communities	85 24	4,551 4,869	0	3.919 3,919	<u>U</u>	0% 0%	0	0% 0%	0	0% 0%
Naturopaths	4.714	1,959	6	2,503	5	83%	1	17%	0	0%
Nautical Instruments	74	4,595	1	3,444	0	0%	1	100%	0	0%
Naval Architects	115	4,448	0	3,919	0		0	0%	0	
Naval Stores	40 372	4.763	1	3,444	1	100%	0	0%	0	0% 0%
Navigation Consultants	3/2	3,846 3,965	0	3,919 3,919	0	0%	0	0%	0	0%
Neckwear - Retail Neckwear - Wholesale & Manufacturers	10	3,965 4,977	0	3,919	0		0	0%	0	0%
Needles	55	4,685	1	3,444	1	100%	0	0%	0	0%
Needlework Supplies - Retail, Wholesale, Manufacturing	1.141	3.085	4	2.770	2	50%	2	50%	0	0%
Nets & Netting	741	3,413	0	3,919	0	0%	0	0%	0	0%
Network Cabling Installation	1.784 640	2.699 3,507	4.	2.770 2,929	4	100% 0%	0	0% 100%	0	0% 0%
News Dealers News Publications - Trade, Association	25,763	783	254	2,929	228		25	100%	1	0%
News Service	5,905	1.780	87	862	78		8	9%	1	1%
Newspaper Distributors	7,375	1,616	435	294	431	99%	4	1%	0	0%
Newspaper Feature Syndicates	640	3,507	2	3.161	2	100%	0	0%	0	0%
Newspapers Night Clubs	68,899	397	2,810	63	2,592 49	92% 49%	214	8%	4	
Night Clubs Night Vision Equipment	16,120 271	1,074	99	806 3 919	49	49%	48	48% 0%	2	2% 0%
Noise Control Consultants	963	3,206	3	2,929	3	100%	0	0%	0	0%
Non - Woven Fabrics	92	4,522	0	3,919	0	0%	0	0%	0	0%
Non Profit Organizations - General Membership	33,754	671	107	771	77	72%	29	27%	1	1%
Noodles	48	4,726	0	3,919	0	0%	0	0%	0	0%
Not Elsewhere Classified Not Elsewhere Classified After Investigation	61.014	434	886	171	350 4		502	57%	34	4% 0%
Not Elsewhere Classified After Investigation Notaries Public	198 11.450	4,210 1,317	20	2,619 1.688			1	20% 15%	0	5%
Notions - Retail	89	4,532	20	3,161		0%	2	100%	0	0%
Notions - Wholesale & Manufacturers	274	4,026	1	3,444	1	100%	0	0%	0	0%
Novelties - Retail	18.820	977	113	737	59	52%	35	31%	19	
Novelties - Wholesale & Manufacturers	1,942	2,626	5	2,619	5	100%	0	0%	0	0%
Nozzles	151	4.342	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 Pursue	%
Nuclear Energy Consultants	339	3.898	0	3.919	0	0%	0	0%	0	0%
Nuclear Reactor - Manufacturers	4	5,059	0	3,919	0	0%	0	0%	0	0%
Numismatics Nurseries - Plants, Trees	2.022 72.395	2,599 382	533	3.444 250	1 365	100% 68%	0 163	0% 31%	0	0% 1%
Nursery Stock Dealers	10,666	1,362	67	250 994	20		163 47	70%	5	0%
Nurserymen Equipment & Supplies	1.053	3.133	3	2.929	3	100%	0	0%	0	
Nurses	6,022	1,769	5	2,619	2	40%	3	60%	0	0% 0%
Nurses Registries	3.285	2.232	2	3.161	1	50%	1	50%	0	0%
Nurses Schools	32,222	693	52	1,133	32	UZ /0	20	38%	0	0% 0%
Nurses-Practitioners Nursing Home Information & Referral	2,828 2,434	2,342 2,464	4	2,770 2,929		75% 33%	1	25% 67%	0	0%
Nursing Homes	73,842	375	122	698	81	66%	38	31%	3	2%
Nursuries - Bonsai	431	3,770	2	3,161	1	50%	1	50%	0	0%
Nut Cracking & Shelling Machines	233	4,123	0	3,919	0		0	0%	0	0%
Nutrition	16,644	1,054	26	1,513	11		15	58%	0	0%
Nutritionists	11.931 5,396	1,283 1,859	5 16	2,619 1,816	4 14			20%	0	0% 6%
Nuts - Edible Nylon Fabrics	5,396	4,595	10	3,919	14		1	6% 0%	1	0%
Obituary Notification Service	649	3,499	3	2,929	3	100%	0	0%	0	0%
Observatories	51	4,710	0	3,919	0	0%	0	0%	0	0%
Occupational Health - Nursing Services	4,884	1,940	6	2,503	4		2	33%	0	0%
Occupational Therapists	4,862	1,942	16	1,816	10		4	25%	2	13%
Oceanographers	6	5.025	0	3.919	0	9 70	0	0%	0	0% 0%
Oceanographic Equipment Odor Neutralizer	89 1.832	4,532 2,681	0	3,919 2,929	0	0% 67%	0	0% 33%	0	0%
Office & Desk Space Rental Service	1,832	1,363	32	1,393	22		10	31%	0	0%
Office Buildings	3,434	2,199	16	1,816	11		5	31%		0%
Office Equipment	4,765	1,953	38	1.299	29	76%	9	24%	0	0%
Office Furniture & Equipment	52,414	489	84	883	51		26		7	8%
Office Furniture & Equipment - Installation	11.448	1.318	3 17	2,929	1 15	33%	2	67%	0	0% 0%
Office Furniture & Equipment - Rental & Leasing Office Furniture & Equipment - Repair & Refinishing	11,028 1,741	1,341 2,719	1/	1,775 3,161	15	88% 50%		12% 50%	0	0%
Office Furniture & Equipment - Repair & Retinishing Office Furniture & Equipment - Used	2,729	2,719	6	2,503	3	50%	2	33%	1	17%
Office Furniture & Equipment - Wholesale & Manufacturing	1,531	2,824	8	2,299	7	88%	1	13%	0	0%
Office Records - Destruction	853	3.291	0	3.919	0	0%	0	0%	0	0%
Office Records Stored	6,409	1,720	26	1,513	10		15		1	4%
Office Supplies	108,079	261	931	162	861		66		4	0% 1%
Office Supplies - Sale by Deceptive Telemarketing Office Supplies - Sale by Telemarketing	61,292 8,199	432 1,543	523	255 1,465	344 17		172	33% 39%	/	0%
Offset Printing Repair	71	4,612	20	3 919	1/		11	0%	0	0%
Oil & Gas Exploration & Development	36,716	637	101	792	47	47%	50	50%	4	4%
Oil - Crude - Purchasing	1,414	2,900	1	3,444	0		1	100%	0	0%
Oil Additives - Manufacturers & Distributors	1.140	3,086	1	3.444	0	0%	1	100%	0	0%
Oil Burners	5,888	1,783 3 573	6	2,503 3,919	<u>5</u>	83%	1	17%	0	0% 0%
Oil Handling Equipment Oil Hole Covers	584 15	4,929	0	3,919	<u>U</u>	0%	0	0% 0%	0	0%
Oil Land Leases	7,354	1,618	6	2,503	4		1	17%	1	17%
Oil Marketers	1.005	3.161	1	3,444	0	0%	1	100%	0	0% 0%
Oil Mill Machinery	243	4,098	0	3,919	0	0.70	0	0%	0	0%
Oil Operators	1,241	3,008	1 12	3,444	1	100%	0	0%	0	0%
Oil Producers Oil Properties	5,483 967	1,839 3,201	12	2,012 3,919	7	58% 0%	2	17% 0%	3	25% 0%
Oil Property Management	1,432	2,881	11	2,074	5	45%	6	55%	0	0%
Oil Refiners	1,397	2,911	11	2,074	8		3	27%	0	0%
Oil Refiners Equipment & Supplies	448	3.752	0	3.919	0	0%	0	0%	0	0%
Oil Reports	121	4,430	0	3,919	0	0.70	0	0%	0	0%
Oil Royalties	4,326	2,028	3	2,929	2	67%	1	33%	0	0%
Oil Seeds Oil Tank Installation	8 140	5.004 4,372	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0% 0%
Oil Tank Removal	4,721	1,958	5	2,619	5	100%	0	0%	0	0%
Oil Well Cementing	534	3,628		3,919	0	0%	0	0%	0	0%
Oil Well Drilling Mud & Additives	216	4,163	0	3,919	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies	1.143	3.084	0	3.919	0		0	0%	0	0%
Oil Well Equipment & Supplies - Rental	490	3,690	0	3,919	0	0%	0	0%	0	0% 0%
Oil Well Fire Extinguishing Oil Well Fishing Tools	577	5.114 3,580	0	3,919 3,919	0	• / / /	0	0% 0%	0	0%
Oil Well Logging & Perforating	219	4,159	0	3,919	0		0	0%	0	0%
Oil Well Services	4.575	1.988	0	3.919	0	0%	0	0%	0	0%
Oil Well Surveyors	169	4,287	0	3,919	0	0%	0	0%	0	0%
Oilcloth	3	5.071	0	3.919	0		0	0%	0	0%
Oilfield Consultants Oilfield Equipment	3,033 2,986	2,290 2,302	1	3,444 3,444	0		1	100% 100%	0	0% 0%
Oilfield Equipment & Supplies	2,986 8,580	2,302 1,514	1	3,444 3,444	0		1	100%	0	0%
Oilfield Hauling	3,891	2,116	0	3,919	0	0%	0	0%	0	0%
Oilfield Service	25,696	786	5	2,619	1	20%	2	40%	2	40%
Oilfield Supplies	1,838	2,676	0	3,919	0	0%	0	0%	0	0%
Oils - Animal & Fish	5	5,042	0	3,919	0	0%	0	0%	0	0%
Oils - Cutting Oils - Essential	54,027	5.114 475	0 60	3,919 1,060	0 59	0% 98%	0	0% 2%	0	0% 0%
Oils - Essential Oils - Fuel	143,059	208		1,060	388		22	2% 8%	0	1%
Olia Tuci	142,0391	200	423	3031	300	92%	32	870	3	1.70

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Oils - Fuel - Treatment Compounds	694	3,450	0	3,919	0	0%	0	0%		0 0%
Oils - Hydrogenated Oils - Industrial	472	5,094 3,723	2	3,919 3,161	0	0% 0%	0	0% 100%		0 0%
Oils - Industrial Oils - Lubricating	2,903	2,319	12	2,012	8	67%	3	25%	1	1 8%
Oils - Petroleum	5,408	1,856	9	2,223	6	67%	3	33%	(0%
Oils - ReRefined	19	4.894	0	3.919	0	0%	0	0%		0%
Oils - Road Oils - Vegetables	42 290	4,749 3,987	0	3,919 3,919	0	0% 0%	0	0% 0%		0 0%
Oils - Vedetables Oils - Waste	3,101	2,273	6	2,503	5	83%	1	17%	(0 0%
Olive Oil	1,162	3,066	0	3,919	0	0%	0	0%	Č	0%
Olives	144	4.358	0	3,919	0	0%	0	0%		0%
Online Dance Tutorials	52 36,066	4,704	98	3,919	90	0%	0	0%		0 0%
Online Drug & Prescription Services Online Drug & Prescription Services - Unapproved Foreign	752	645 3,402	<u>98</u> 1	809 3,444	90 1	92% 100%	<u>5</u>	5% 0%		0 0%
Online Education	90,222	311	427	300	348	81%	70	16%	ġ	2%
Online Event Registration	12.611	1.246	188	523	179	95%	9	5%		0%
Online Investigative News	629 23.475	3,521 834	0 134	3,919 643	0 126	0%	0	0% 5%		0 0%
Online Payments Online Publications	23,4/5 13,875	1,183	134 91	839	126 52	94% 57%	32	35%		7 8%
Online Retailer	1,273,973	20	13,186	7	7,799	59%	4,373	33%	1,014	
Online Shipping Broker	6,732	1,687	28	1,465	5	18%	14	50%	9	32%
Online Social Media/Networking	94,885	294	3,153	54	3,091	98%	53	2%	<u></u>	0%
Online Travel Agency	175.521 38	167 4,778	1.637	98 3,919	1.464	89% 0%	134 0	8% 0%	39	2%
Opera Companies Optical Equipment & Supplies	28.201	4,778 752	118	3,919 714	108	92%	9	8%	1	1 1%
Optical Goods - Retail	97,943	286	562	242	384	68%	171	30%		7 1%
Optical Goods - Service & Repair	16,074	1,075	95	822	70	74%	23	24%	2	2 2%
Optical Goods - Wholesale & Manufacturers	3.040	2.288	52	1.133	47	90%	5	10%	<u> </u>	0 0%
Optical Imaging Equipment & Systems Opticians	1,872 39,547	2,667 605	581	2,619	501	40% 86%	76	40% 13%		1 1%
Optometric Information Bureaus	114	4,455	381	2,929	0	0%	3	100%	(0%
Optometrists	75,604	372	505	263	399	79%	103	20%	3	3 1%
Orchard Equipment & Supplies	131	4.397	0	3,919	0	0%	0	0%		0%
Orchards	1,287 819	2,975 3,330	6	2,503 2,619	5	83% 40%	1	17%		0 0%
Orchestras & Bands Orchestras & Bands - Competitions	819 59	3,330 4,664	<u>5</u>	3,444	<u>2</u>	40% 0%	<u> </u>	60% 100%		0 0%
Orchid Growers	585	3,572	0	3,919	Ö	0%	0	0%	(0%
Ore	3	5.071	0	3.919	0	0%	0	0%	(0%
Organ & Tissue Banks	3,001	2,298		3,444	1	100%	0	0%		0%
Organic Soil Fertilizer Organic/Green Products	1,494 5,391	2.844 1.861	<u>5</u>	2.619 2.074	<u>4</u> 8	80% 73%	3	0% 27%		20%
Organizing Services - Household & Business	6,339	1,732	14	1,901	13	93%	1	7%	(0%
Organs	1,441	2.876	2	3.161	2	100%	0	0%	(0%
Organs - Tune & Repair	1,204	3,036	0	3,919	0	0%	0	0%	(0 0%
Oriental Goods - Retail Oriental Goods - Wholesale & Manufacturers	708 131	3,438 4,397	4	2.770 2,929	2	0% 67%	4	100% 33%		0 0%
Ornamental Metal Work	14,472	1,160	19	1,732	14	74%	4	21%	1	1 5%
Orthopedic Appliances	6.902	1.667	25	1.536 2,223	20	80%	4	16%	1	1 4%
Outboard Motors	4,288	2,039	9			78%	2	22%		0%
Outboard Motors - Repair	3,369	2.216	<u>5</u>	2.619	<u>3</u> 12	60%	19	40%		0 0%
Outdoor Kitchens Outfitters	10,474 2,540	1,373 2,427	8	1,409 2,299	3	39% 38%	5	61% 63%	(0 0%
Outlets - Stores, Factory, Mills	9.672	1.425	73	953	50	68%	23	32%		0%
Outpatient Surgery Centers	2,332	2,495	13	1,949	9	69%	4	31%	(0%
Outplacement Consultants	1,549	2.812		3,444	1	100%	0	0%	<u> </u>	0 0%
Ovens - Bakers Ovens - Brick Pizza	134 482	4,388 3,707	3	2,929 3,161	2	67% 0%	1	33% 100%	(09
Ovens - Industrial	245	4.094	0	3.919		0%	0	0%		0%
Oxygen	7,639	1,593	28	1,465	17	61%	11	39%		0%
Oxygen Producing Equipment	1.833	2.680	3	2,929	3	100%	0	0%		0%
Oxygen Therapy Equipment Ozone Machines	3,930 1,531	2,108 2,824	14	1,901 3,444	10	71% 100%	2	14% 0%	2	2 14%
Package Design & Development	1,531	2,824	1	2,770	1	100%	0	0%		0 0%
Packaging Machinery	2,035	2,594	3	2,929		67%	0	0%	1	1 33%
Packaging Materials	13.698	1.192	18	1.756	12	67%	6	33%		0%
Packaging Service	12,024	1,273	68 12	988	44 10	65%	18	26%		5 9%
Packing & Crating Service Packing - Mechanical	6,343 192	1,730 4,221	12	2,012 3,444	10	83% 0%	2	17% 100%	(0 0%
Paging Equipment & Service	3,273	2,235	17	1,775	8	47%	9	53%	(0 0%
Pain Management Services	18.170	1.000	66	998	35	53%	31	47%		0%
Paint - Automotive	717	3,431	17	1,775	6	35%	11	65%		0%
Paint - Retail	17,549	1,024	37	1,309	18	49%	16	43%	3	8%
Paint - Wholesale & Manufacturers Paint Manufacturing Equipment & Materials	5,442 1,582	1.848 2,794	27 10	1.489 2,149	7	26% 90%	20	74% 10%		0 0%
Paint Manufacturing Equipment & Materials Paint Manufacturing Materials	672	3.478	10	3,444	1	100%	0	0%	(0%
Paint Removers - Manufacturers	101	4,487	0	3.444 3,919	0	0%	0	0%		0%
Paint Removing	2,109	2,573	3	2,929	1	33%	2	67%		0%
Paintball - Games & Supplies	2.320	2.497	22	1.625		36%	14	64%		0%
Painters - Commercial or Residential Painters Equipment & Supplies	54,332	473 2 347	198	503	71	36% 11%	120	61% 89%	7	7 4%

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	
Painting - Faux Finishing	4.430	2.014		2.619	4	80%	1	20%	(0 0%
Painting Contractors Pallets & Skids	1,269,747 8,413	21 1.527	1,326	120 3.161	700	53% 50%	562	42% 50%	64	4 59 0 09
Paneling	655	3,492	<u>2</u>	3,161	1	0%	0	0%		0 0%
Pants	9	4,994	Ŏ	3,919	0	0%	Ö	0%	Č	0 0%
Paper & Document Shredding	21,463	896	13	1.949	8	62%	5	38%		0 0%
Paper & Plastic Cups, Containers	1,991 351	2,609	49	1,164	29	59%	20	41%		0 0%
Paper - Adhesive - Pressure Sensitive Paper - Corrugated	351 223	3.882 4,145	0	3,919 3,919	0	0% 0%	0	0% 0%		0 0%
Paper Boxboard	263	4,045	Ŏ	3,919	0	0%	Ö	0%	Č	0 0%
Paper Brokers & Mill Reps	91	4.525	0	3.919	0	0%	0	0%	(0 0%
Paper Converters	319	3,944	1	3,444	0	0%	1	100%		0 0%
Paper Cutting & Drilling Machines Paper Distributors	42 2,707	4.749 2.374	2	3.919 3.161	2	0% 100%	0	0% 0%		0 0%
Paper Hangers - Wall covering	933	3,234	0	3,919	0	0%	ő	0%	(0 0%
Paper Hangers Equipment & Supplies	30	4.830	0	3.919	0	0%	0	0%	(0 0%
Paper Manufacturers	2,505 72	2,442	0	3,919 3,919	0	0%	0	0%		0 0%
Paper Mill Machinery Paper Products	9,834	4.608 1,415	<u>0</u>	3,919 2,387	0	0% 29%	0	0% 71%		0 0%
Paper Shredding Machines	429	3,773	0	3,919	0	0%	0	0%	(0 0%
Paper Towels	16	4,915	0	3,919	0	0%	0	0%	(0 0%
Paper Tubes & Cores	89	4,532	0	3,919	0	0%	0	0%		0 0%
Parachute Jumping Instruction	668	3,480		3.161	2	100%	.0	0%	Ç	0 0%
Parachutes Paralegals	487 22,774	3,696 856	14 65	1,901 1,008	<u>0</u>	0% 57%	14		(0 0%
Paralegais Paramedics	144	4,358	<u>65</u>	1,008 3,444	3/ n	0%	2/	42% 0%		1 2% 1 100%
Parapsychologists	147	4,352	1	3,444	0	0%	1	100%		0 0%
Parasail Service & Supplies	211	4.178	3	2,929	3	100%	0	0%		0 0%
Parcel Post Assembly Service	1,043	3,140	4	2,770	1	25%	1	25%	2	2 50%
Pardon Services	161 2,218	4.312 2,535	0	3.919 2,619	0	0%	0	0% 0%		0 0%
Parenting Classes Parking Area Maintenance & Marking	11.893	1,289	<u></u>	1,775	7	100% 41%	6	35%	4	4 24%
Parking Attendant Service	7,927	1,567	146	616	69		77	53%	(0 0%
Parking Facilities	54,589	469	1,170	139	792	68%	336	29%	42	
Parking Meters	510 1.551	3,667	20	1.688	17	85%	3	15%		0 0%
Parking Stations & Garages - Construction Parking Stations & Garages - Equipment & Supplies	1,551 839	2,808 3,305	25	1,536 2,299	7	28% 13%	18	72% 75%		0 0%
Parks	1,584	2,791	<u>0</u>	2,299	10	91%	1	9%		0 0%
Parties - Children	2,206	2,541	15	1,866	7	47%	8	53%	Ċ	0 0%
Partitions	1.422	2.892	1	3,444	1	100%	0	0%	(0 0%
Party Facilities	5,819	1,792	52	1,133	24	46%	28	54%		0 0%
Party Planning Party Plans - In-Home	13,153 13,141	1,220 1,221	64	1,016 2,387	25	39% 57%	22	34% 43%	1/	0 0%
Party Supplies	44,430	553	320	359	178	56%	134	42%		8 3%
Party Supplies - Renting	17,323	1.031	91	839	42	46%	36	40%	13	3 14%
Passive Home Building	143	4,361	0	3,919	0	0%	0	0%	(0 0%
Passport & Visa Services	54,529	471	257 35	412	106	41%	150	58%		1 0%
Patent Agents Patent Searchers	16.645 3,364	1.053 2,218	35	1.345 2,503	31	89% 67%	3	9% 0%		2 33%
Paternity Tests & Services	355	3,874	1	3,444	1	100%	0	0%	(0 0%
Patio & Deck Builders	75,857	368	109	757	61	56%	44	40%	4	4 4%
Patio Builder	4,691	1,965	13	1,949	8	62%	5	38%	(0 0%
Patio Cover	5.699 910	1.805 3.249	8	2,299 3,161	6	75% 50%	2	25% 50%	<u></u>	0 0%
Patio Design Patio Equipment & Supplies	7,783	1,578	24	1,562	17	71%	7	29%		0 0%
Patio, Porch & Deck Enclosures	70,562	390	149	600	120	81%	24	16%		5 3%
Pattern Makers	810	3,338	2	3,161	1	50%	1	50%	Č	0 0%
Pattern Makers Equipment & Supplies	14	4,944	0	3,919	0	0%	0	0%		0 0%
Pavement & Floor Marking Services	4,573	1,989	10	2,149	4	40%	6	60%		0 0%
Pavement & Floor Marking Supplies & Equipment Paving Contractors	163 574,671	4.306 44	1,033	3.919 150	573	0% 55%	415	0% 40%	45	0 0% 5 4%
Paving Equipment	1,109	3,102	0	3,919	0	0%	0	0%		0 0%
Paving Materials	3.834	2.126	4	2,770	2	50%	2	50%		0 0%
Paving Stones	2,497	2,446	4	2,770	1	25%	3	75%	(0 0%
Paving, Painting, Home Improvement - Itinerant Workers	9.183	1,462 514	28 272	1.465 401	2 177	7%	18 89	64%	8	8 29% 6 2%
Pawnbrokers Pay Phone Booths - Equipment & Service	48,984 180	4,261	3	2,929	1//	65% 33%	2	33% 67%		0 0%
Payday Loans	413.539	61	1.389	116	715	51%	307	22%	367	7 26%
Payment Processing Service	242,210	114	3,678	39	3,637	99%	37	1%	4	
Pavroll Service	64.104	420	263	408	243	92%	19	7%		1 0% 0 0%
Peanut Products Pearls	247 871	4,086 3,274	0	3,919 3,919	0	0%	0	0% 0%	<u> </u>	0 0%
Pen Pal Lists	1,206	3,274	29	3,919 1,445	18	62%	11	38%		0 09
Pennants	3	5,071	0	3,919	0	0%	0	0%	(0 09
Penny Auctions	13.409	1,205	79	913	74	94%	3	4%	2	2 39
Pens & Pencils - Retail	1,646	2,769	8	2,299	5	63%	3	38%	(0 09
Pens & Pencils - Wholesale & Manufacturers	576	3,581	3	2,929	1 25	33%	2	67%		0 09
Pension & Profit Sharing Plans Perforated Materials	11.529	1,312 4,951	30	1.424 3.919	25	83% 0%	5	17% 0%		0 09
Perforating Machines	13	4,931 5,059	0		0		0	0%		

US BBB 2016 Statistics Sorted by Industry

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Perfume - Wholesale & Manufacturers	8.876	1.491	41	1.252	21	51%	20	49%	0	0% 0%
Perfumes - Raw Materials & Supplies Perfuming - Fabric, Paper	234	4,120 5.042	1	3,444 3,919	0	0% 0%	1	100% 0%	0	0%
Perlite & Perlite Products	160	4,319	0	3,919	0		0	0%	0	0%
Permanent Make Up	8,527	1,515	76	929	69	91%	7	9%	0	0%
Personal Chef	1.705	2.732	5	2.619	3	60%	1	20%	1	20%
Personal Organizer Personal Security Guard Service	752 7,979	3,402 1,558	1	3,444 2.074	1	100% 55%	0	0% 45%	0	0% 0%
Personal ServiceBureaus	7.979	4,518	0	3,919	0		0	0%	0	0%
Personal Services	39,392	607	130	662	73		54	42%	3	2%
Personal Trainers	17,964	1.008	101	792	53		47	47%	1	1%
Personnel Consultants	8,481 1,103,466	1,522	8 3 621	2,299 41	3 284	75%	1 316	13%	1	13% 1%
Pest Control Services Pest Control Supplies & Equipment	1,103,466	1,164	3,621	1,866	3,284 13	91% 87%	316	9% 0%	21	13%
Pet Boarding & Kennels	114,560	250	117	723	81		35	30%	1	1%
Pet Boarding - Dogs	18.760	979	37	1.309	24		13	35%	0	0%
Pet Cemeteries, Crematories & Supplies	11,125	1,338 2,585	11 16	2,074 1,816	<u>9</u>	0Z /0	2	18%	0	0% 0%
Pet Clothing Designer Pet Day Care	5,823	2,585 1,791	16 16	1,816 1,816	<u>8</u> 11		8	50% 31%	0	0%
Pet Exercising Service	3,555	2,177	3	2,929	2	67%	1	33%	0	0%
Pet Fencing & Containment Systems	7,280	1,630	30	1,424	11		18	60%	1	3% 5%
Pet Finding Service	35,227	653	21	1,657	19		1	5%	1	
Pet Foods - Wholesale & Manufacturers	25.724	784	55	1.110	37	67%	16	29%	2	4% 1%
Pet Grooming Pet Grooming - Mobile	93,687 7,528	300 1,604	246	423 2,223	133	54% 78%	110	45% 22%	3 n	0%
Pet Health Plans	12,226	1,262	118	714	117		1	1%	0	0%
Pet Jewelery	168	4,292	3	2,929	2	67%	1	33%	0	0%
Pet Kenneling Services	4.374	2.021	10	2,149	7	70%	3	30%	0	0%
Pet Services	43,002	571	83	886	50		31	37%	2	2%
Pet Shops Pet Sitting Services	99.079 34,667	283 660	455 64	288 1,016	327 55		125	27% 14%	3 0	1% 0%
Pet Supplies & Foods - Retail	94,434	297	597	234	461	77%	124	21%	12	2%
Pet Supplies & Foods - Wholesale	7,209	1.639	41	1.252	22	54%	19	46%	0	0%
Pet Training	24,163	820	36	1,329	21		15	42%	0	0%
Pet Training - Dog	32.689	689 2.933	71	965	50		21	30%	0	0% 13%
Pet Training - Electronic/ecollar Pet Transporting	1,361 12,000	2,933 1,275	8 44	2,299 1,211	<u> </u>	75% 7%	33	13% 75%	1 8	18%
Pet Waste Removal	2,447	2,461	5	2,619	1	20%	4	80%	0	
Petroleum	8,126	1,546	14	1,901	11	79%	3	21%	0	0%
Petroleum Products	8.625	1.511	24	1.562	12	30-701	11	46%	1	4%
Pewter	75 19	4,589 4,894	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Pewterware Pharmaceutical Machinery	190	4,894	0	3,919	0	0%	0	0%	0	0%
Pharmaceutical Products - Research	16,348	1,064	16	1,816	12		4	25%	0	0%
Pharmaceutical Products - Wholesale & Manufacturing	21.269	905	106	774	68	64%	35	33%	3	3%
Pharmaceutical Suppliers - Foreign	1,496	2,842	2	3,161	0	0%	2	100%	0	0%
Pharmacies Dharmacies Taffurian Complete	131,220 856	226 3,287	985	155 3.161	901	91% 100%	69	7% 0%	15	2% 0%
Pharmacies - Infusion Services Pharmacies - Specialty	7,071	1,652	34	1,362	30	88%	4	12%	0	0%
Pharmacies - Specialty - Hemophillia	62	4,651	0	3,919	0	0%	0	0%	0	0%
Pharmacy - Compounding	19,946	948	61	1,048	43		15	25%	3	5%
Phlebotomy Training & Certification	4,236	2,047	2	3,161	1	50%	1 22	50%	0	0%
Photo Booth Rentals	4.564 1.345	1,994 2,943	56	1.095 2.387	19	34% 43%	33	59% 43%	4.	7% 14%
Photo Copying Photo Electric Cells & Equipment	211	4,178	0	3,919	<u>3</u>	0%	J	0%	1	0%
Photo Finishing - Retail	8,887	1,489	238	435	174		64	27%	0	0%
Photo Finishing - Wholesale	601	3,555	2	3,161	2	100%	0	0%	0	0%
Photo Imaging Service	10.983 744	1.345	118	714	57		61	52%	0	0% 0%
Photo Retouching	744 523	3,409 3,647	1	3,444 3,444	1	100%	0	0% 0%	0	0%
Photogrammetric Equipment & Supplies Photographers	56,650	3.647 455	639	3,444 214	245	100% 38%	372	58%	22	
Photographers - Aerial	7,093	1,650	23	1,589	7	30%	15	65%	1	4%
Photographers - Commercial	25.085	795	109	757	61	56%	43	39%	5	5%
Photographers - Pet	361	3,865	4	2,770	2	50%	2	50%	0	0% 7%
Photographers - Portrait Photographers - School	64.145 1,241	419 3.008	551 18	247 1,756	330 17		184	33% 6%	37	7% 0%
Photographers - Sports	616	3,008 3,533	20	1,688	4		16	80%	0	
Photographers - Wedding	20.056	944	181	538	64	35%	109	60%	8	4%
Photographic Color Prints & Trans.	1,881	2,658	10	2,149	7		2	20%	1	10%
Photographic Darkroom Rental	103	4.480	0	3.919	0	0%	0	0%	.0	0%
Photographic Equipment & Supplies - Retail	104,633	268	479	272	360		105	22%	14	3%
Photographic Equipment & Supplies - Wholesale & Manufacturing	3,431	2,201	11	2,074	10	91%	1	9%	0	0%
Photographic Equipment - Repair	4,184	2,056	30	1,424	23		7	23%	0	0%
Photographic Mounts	1.773	2.705	1	3.444	1	100%	0	0%	0	0%
Photographic Research Service	809	3,340	. 0	3,919	0		0	0%	0	0%
Photographs - Stock Photography Sales	7,464 13.828	1,610 1,185	38 100	1,299 798	3 <u>5</u> 38	92% 38%	3 58	8% 58%	0	0% 4%
Photography Sales Photography Sales by Mail	13.828 1,221	1,185 3,023	100 27	798 1,489			58 17	58% 63%	4 n	0%
			110	748	24		86	78%	0	

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Photography Schools	2.124	2.567	10	2.149	5	50%	5	50%	0	0%
Physical Therapists	42,594	575	130	662	93	72%	35	27%	2	2%
Physical Therapy Equipment Physician - Nephrology	886 494	3.266 3,684	9	2,223 3,161	5	56% 100%	2	22% 0%	2	22% 0%
Physicians & Surgeons - Allergy	3,249	2,243	28	1,465	21	75%	7	25%	0	0%
Physicians & Surgeons - Anesthesiologists	12,262	1,259	87	862	49	56%	37	43%	1	1%
Physicians & Surgeons - Cardiology Services	5,954	1,774	25	1,536	20	80%	5	20%	0	0%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive	89,462	315	279	393	214	77%	61	22%	4	1%
Surgery Physicians & Surgeons - Dermatology	26,719	770	387	322	133	34%	249	64%	5	1%
Physicians & Surgeons - Ear, Nose & Throat	4.019	2.090	51	1.146	45		6	12%	0	0%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	2,535	2,429	10	2,149	4	40%	6	60%	0	
	22,728	857	207	483	156	75%	48	23%	2	0% 1%
Physicians & Surgeons - Family Practice Physicians & Surgeons - Gastroenterology	7,667	1,589	61	1,048	41		48 19	31%	<u>3</u>	2%
Physicians & Surgeons - Hormone Replacement Therapy	14,496	1,159	25	1.536	18	72%	5	20%	2	8%
Physicians & Surgeons - Industrial Medicine	612	3,538	2	3,161	1	50%	1	50%	0	0%
Physicians & Surgeons - Internal Medicine	13.191	1.218	79	913	55		22	28%	2	3%
Physicians & Surgeons - Maxillofacial	3,338	2,227	18	1,756	15 739		3	17%	0 18	0% 2%
Physicians & Surgeons - Medical-M.D. Physicians & Surgeons - OB/GYN	145,552 15,993	205 1,083	1,040	149 817	739 63	71% 66%	283	27% 30%	18	
Physicians & Surgeons - Oncology	2,200	2,542	12	2,012	7	58%	5	42%	0	0%
Physicians & Surgeons - Ophthalmology	30.126	721	132	654	112	85%	20	15%	0	0%
Physicians & Surgeons - Orthopedic Surgery	35,524	649	149	600	113		35	23%	1	1%
Physicians & Surgeons - Osteopathic-D.O.	10.018	1.405	17	1.775	11	65%	.5	29%	1	6%
Physicians & Surgeons - Pediatrics Physicians & Surgeons - Pulmonary Diseases	15,976 2,397	1,084 2.476	117 13	723 1.949	99 10		18	15% 23%	0	0% 0%
Physicians & Surgeons - Palinonary Diseases Physicians & Surgeons - Radiology	23.145	2,476 845	220	469	174		3 46	21%	0	0%
Physicians & Surgeons - Sports Medicine	1,779	2,702	7	2,387	1/4	14%	6	86%	0	0%
Physicians & Surgeons - Urology	4,797	1,949	21	1.657	16	76%	5	24%	0	0%
Physicians & Surgeons - Vascular	430	3,772	3	2,929	3	100%	0	0%	0	
Physicians & Surgeons - Weight Reduction	33,064	681	40	1,266	30	75%	10	25%	0	0% 0%
Physicians & Surgeons Equipment & Supplies Physicians & Surgeons Equipment - Repair & Refinish	1,228 527	3.017 3,637	- b	2,503 3,444	5	83% 100%	1	17% 0%	0	0%
Physicians & Surgeons Equipment - Repair & Reminish Physicians & Surgeons Information Bureaus	804	3,345	0	3,919	1	0%	0	0%	0	0%
Physicians - Specialists	57,889	447	263	408	181	69%	80	30%	2	1%
Physicians - Surgeons & Neurosurgeons	5,725	1,802	36	1,329	26	72%	9	25%	1	3%
Physicians Assistants	753	3,400	0	3.919	0		0	0%	0	0%
Physicists Piano & Organ Moving	194 10,106	4,216 1,399	12	3,161	<u> </u>	0% 42%	2	100% 58%	0	0% 0%
Pianos	9,427	1,442	20	1,688	12	60%	7	35%	1	5%
Pianos - Parts	109	4,469	0	3,919	0		0	0%	0	0%
Pianos - Restoration & Refinishing	789	3,361	0	3.919	0	0%	0	0%	0	0%
Pianos - Tuning & Repair	7,639	1,593	6	2,503	4	07 /0	2	33%	0	0%
Pickles & Pickle Products Picnic Equipment & Supplies	230 66	4.131 4,633	1	3.444 3.919	1	100%	0	0% 0%	0	0% 0%
Picnic Grounds	48	4,033	0	3,919	0		0	0%	0	
Picture Frames - Dealers	6.463	1,715	32	1.393	13	41%	19	59%	0	0%
Picture Frames - Manufacturers Supplies	2,747	2,360	7	2,387	1	14%	6	86%	0	0%
Picture Frames - Restore & Repair	258	4.059	1	3,444	0	0%	1	100%	0	0%
Picture Frames - Wholesale & Manufacturers Picture Framing	923 1.472	3,240 2.856	1	3,444 3,444	0	0% 100%	1	100%	0	0% 0%
Picture Framing Picture Hangers - Wholesale & Manufacturers	25	4,858	0	3,444	1		0	0%	0	0%
Picture Hanging Service	378	3,838	1	3,444	1	100%	0	0%	0	0%
Picture Restoring	297	3,974	0	3,919	0	0%	0	0%	0	0%
Pictures	1,296	2,971	7	2,387	0	0%	7	100%	0	0%
Pies	528	3,636	0	3,919 2,299	0	0%	0	0%	0	0% 0%
Pilates Pile Driving	1.605 1.417	2.783 2.898	8	2,299 3,444	<u>5</u>	63% 100%	3 n	38% 0%	0	0%
Pile Driving Equipment	5	5.042	0	3,919	0	0%	0	0%	0	0%
Piling	226	4,138	0	3,919	0	0%	0	0%	0	0%
Pillows	52,684	487	132	654	102		30	23%	0	0%
Pillows - Renovating	15	4,929	0	3.919	0	0%	0	0%	0	0% 0%
Pilot Car Service Pilots - Marine	903 102	3,254 4,485	0	3,919 3,444	0	0% 100%	0	0% 0%	0	0%
Pinata Sales	177	4,265	0	3,919	0	0%	0	0%	0	0%
Pinball Sales & Service	1,685	2,743	10	2,149	2	20%	8	80%	0	0%
Pine Straw	999	3.166	1	3.444	0	0%	1	100%	0	0%
Pins - Common, Safety	985 1.911	3,181	0	3,919	0	0%	0	0%	0	
Pins - Lapel Pipe	1.911 3,104	2.645 2,270	8	2,299 3,161	8 1	100% 100%	0	0% 0%	0	0% 0%
Pipe & Boiler Covering Contractors	3,104 607	3,545	2	3,161	<u>2</u>		2	100%	0	0%
Pipe & Boiler Covering Contractors Pipe & Boiler Covering Materials	3	5,071	0	3,919	0		0	0%	0	0%
Pipe & Valve Fitters	1,370	2,925	0	3,919	0	0%	0	0%	0	0%
Pipe & Valve Fitters - Gas	246	4.089	0	3,919	0	0%	0	0%	0	0%
Pipe - Used	7	5,013	0	3,919	0	0%	0	0%	0	0%
Pipe Bending & Fabricating Pipe Cutting & Threading	1,259 265	2,997 4,038	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Pipe Cutting & Threading Equipment	75	4,589	1	3,444	1	100%	0	0%	0	0%
Pine Fittings	1 123	3,092	0	3,919	0		0	0%	0	

			Sorted by Industry			•				
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/6
Pipe Hangers	48	4.726	0	3,919	0	0%	0	0%		0 0%
Pipe Inspection Pipe Line Companies	1,505 1,509	2,839 2.837	<u>2</u>	3,161 3,919	2	100%	0	0% 0%		0 0%
Pipe Line Contractors	14,574	1,154	15	1,866	11	73%	4	27%	(0%
Pipe Line Equipment	806	3,344	1	3,444	0	0%	1	100%	(0%
Pipe Line, Oil & Gas Wholesaler & Distributors	5.670	1.810	41		38	93%	3	7% 0%	<u></u>	0 0%
Pipe Lining & Coating Pipe Locating Equipment	2,055 100	2,587 4,490	<u> </u>	3,919 3,919	0	0% 0%	0	0%		0%
Pipe Reconditioning	168	4,292	0	3,919	0	0%	0	0%		0%
Pipe Sealing - Industrial	189	4,229	0	3,919	0	0%	0	0%		0%
Pipe Thawing	126	4.414	0	3.919		0%	0	0%		0%
Pipes & Smokers Articles Piping Contractors	5,048 3,699	1,911 2.147	92	835 2,503	44	48% 50%	48	52% 50%		0 0%
Pistons	181	4,257	2	3.161	<u> </u>	50%	1	50%	(0%
Pivots - Precision Instrument	62	4,651	0	3,919	0	0%	0	0%	Č	0%
Pizza	30.341	717	624	221	271	43%	338	54%	15	5 2%
Planetariums Plants - Interior Design & Maintenance	20 3.386	4,889 2 211	14	3,919 1,901	0	0% 14%	12	0% 86%	(0 0%
Plants - Interior Design & Maintenance Plants - Retail	9,017	1,474	91	839	51	56%	28	31%	12	
Plants - Wholesale	1,582	2,794	3	2,929	2	67%	1	33%	(0%
Plaques	2,298	2,508	2	3,161	1	50%	0	0%		1 50%
Plasma Centers	5,090	1,902	22	1,625	10		12	55%		0%
Plaster Plaster Craft Products & Supplies	2.024 168	2,598 4,292	1	3.444 3,919	1	100% 0%	0	0% 0%		0%
Plaster Products & Supplies Plaster Products - Ornamental	100	4,292	<u>U</u>	3,919	0	0%	0	0%		0 0%
Plasterers Equipment & Supplies	37	4,784	0	3,919	0	0%	0	0%		0%
Plastering Contractors	34,811	659	38	1,299	17	45%	21	55%	(0%
Plastics - Extruders	789	3.361	0	3,919	0	0%	0	0%		0%
Plastics - Fabricating, Finishing & Decor Plastics - Fabrics, Film, Sheets - Prod.	2,217 1,232	2,536 3.014	0	3,919 2,929	0	0% 33%	0	0% 33%	(0 0%
Plastics - Fabrics, Film, Sheets - Prod.	1,199	3,039	<u> </u>	3,919	1	0%	0	0%		0%
Plastics - High Pressure Laminates	199	4,208	0	3,919	Ő	0%	0	0%	(0%
Plastics - Machinery & Equipment	262	4.050	0	3,919	0	0%	0	0%	(0%
Plastics - Molders	6,914	1,666	2	3,161	2	100%	0	0%		0%
Plastics - Products - Finished Wholesale & Manufacturers	13.658 1.237	1.194 3.012	16	1.816 3.919	10	63% 0%	5	31% 0%		0 0%
Plastics - Raw Materials, Powder, Liquid Plastics - Reinforced	32	4,811	0	3,919	0	0%	0	0%		0 0%
Plastics - Research & Consulting	869	3,277	3	2,929	3	100%	0	0%	(0%
Plastics - Rods, Sheets - Sup Center	325	3,930	1	3,444	1	100%	0	0%	(0%
Plastics - Scrap	453	3.746	2	3.161	0	0%	2	100%		0%
Plastics - Vacuum, Pressure, Thermoform Plating	456 7,753	3,740 1,580	16	3,919 1,816	0	0% 38%	0	0% 56%		0%
Plating Equipment & Supplies	461	3,734	2	3.161	0	0%	2	100%		0%
Playground Equipment	14,311	1,165	52	1,133	35	67%	16	31%		1 2%
Plavgrounds	1.562	2.803	2	3.161	1	50%	1	50%	(0%
Playing Cards	1,185	3,051	8	2,299	5	63%	3	38%	(0%
Pleating Machines Plumbers	203 2,549,082	4,197	3,764	3,919	2,898	77%	811	0% 22%		5 1%
Plumbers - Commercial	12,211	1,264	18	1,756	2.030	33%	11	61%		1 6%
Plumbing - Renovation & Repair	19.785	955	86	875	45	52%	40	47%		1 1%
Plumbing Drains & Sewer Cleaning	152,033	191	346	343	258	75%	78	23%	10	
Plumbing Fixtures, Parts, Supplies - Retail	43,550	563 3,940	133	649 3,919	114	86% 0%	18	14% 0%		1 1%
Plumbing Fixtures, Parts, Supplies - Used Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	11.987	1,277	43	1,226	29	67%	14	33%		0%
Plumbing Plan Services	2.132	2,562	7	2,387	6	86%	1	14%		0%
Plywood & Veneers	1,199	3,039	1	3,444	0	0%	1	100%	(0%
Pneumatic Equipment Components	511	3,662	0	3,919	0	0%	0	0%	<u>(</u>	0%
Pneumatic Tube Equipment & Systems Podiatrists	126 16,860	4.414 1.046	0 87	3.919 862	0 66	0% 76%	20	0% 23%		0%
Podiatrists Podiatrists Equipment & Supplies	156	4,332	1	3,444	0	0%	20 0	0%	1	1 100%
Podiatrists Reference Service	6	5,025	0	3,919	0	0%	0	0%		0%
Point of Sale Systems	29,673	727	221	464	209	95%	11	5%		1 0%
Poison Control Centers	21	4.882	0	3,919	Ō	0%	0	0%		0%
Pole Fitness Pole Line Contractors	172 168	4,279 4,292	3	2,929 3,919	1	33% 0%	2	67% 0%	(0%
Pole Line Contractors Pole Line Equipment	11	4,292 4,965	<u> </u>	3,919	0	0%	0	0%		0%
Poles	88	4,539	1	3,444	1	100%	0	0%		0%
Police & Fire Organizations	18.740	981	7	2.387	2	29%	5	71%		0%
Police Departments	657	3,490	0	3,919	0	0%		0%	(0%
Police Equipment Polishes	8.316 238	1.535 4,110	<u>70</u>	971 3,444	20	29% 100%	49 0	70% 0%		1 1%
Political Organizations	2.145	2,559	12	2,012	4	33%	8	67%	(0 0%
Polyethylene Materials & Products	536	3.624	1	3,444	1	100%	0	0%		0%
Polyurethane Products	1,057	3,132	2	3,161	2	100%	0	0%	(09
Ponzi Schemes	1.182	3.053	4	2.770	1	25%	3	75%		09
Pool Tables Sales Pools - Therapy	1,726 337	2,724 3,906	5	2,619 2,503	3	60% 33%	1	20% 67%		20%
Pop-up Stores	337 15	3,906 4,929	<u> </u>	2,503 3.161	2	33% 0%	2	100%	<u>(</u>	0 0%
Popcorn & Supplies	2,665	2,385	4	2,770	3	75%	1	25%	(0%
Popcorn Machines	587	3 566	i	3 919	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	%
Porcelain Enamel Repair & Refinish	9,272	1.456	19	1.732	11	58%	8	42%	0	0%
Porcelain Enameling	48	4,726	1	3,444	1	100%	0	0%	0	0%
Porcelain Products	255	4.066	0	3.919	0	0%	0	0%	0	0%
Porch Shades	625	3,524	0	3,919	0	0%	0	0%	0	0% 0%
Port Authorities	67	4,627	4	2,770	0	0%	4	100%	0	
Portable Buildings - Moving Portfolios	567 801	3.587 3,347		2.929 3,444	<u>3</u>	100% 100%	0	0% 0%	0	0% 0%
Post Cards - Manufacturers & Distributors	1,692	2,739	10	2,149	- 8	80%	2	20%	0	0%
Post Offices	2,128	2,564	24	1,562	13		11	46%	0	0%
Post-Construction Clean Up	6,646	1,696	3	2,929	2		1	33%	0	
Posters	3.819	2.131 4,007	10	2.149 3,161	9	90%	1	10%	0	0%
Potato Chips	280	4,007	2	3,161	0		2	100%	0	0% 0%
Potatoes - Processed Pottery	254 4,226	4.075 2,049	16	3.919 1,816	10	0% 63%	0	0% 31%	0	6%
Pottery Equipment & Supplies	230	4,131	10	2,929	10	100%		0%		0%
Poultry - Retail	445	3.753	0	3,919	0	0%	0	0%	0	0%
Poultry - Wholesale	420	3,783	1	3,444	1	100%	0	0%	0	0%
Poultry Brokers	222	4.148	1	3,444	1	100%	0	0%	0	0%
Poultry Equipment & Supplies	3,133	2,264	2	3,161	1	50%	1	50%	0	0%
Poultry Farms	4,100	2,072	5	2,619	4	80%	1	20%	0	0%
Poultry Services	747	3,407 2,993	1	3,444 3,161	0		1	100%	0	0% 0%
Powder Processing - Industrial Power Plant Consultants	1,263 968	2,993 3,196	2	3,161 3,161	2	100% 100%	0	0% 0%	0	0%
Power Plant Consultants Power Plant Equipment	968 562	3,196 3,592	2	3,161 3,919			0	0%	0	0%
Power Plant Equipment - Repairing	242	4,100	n	3,919	0	0%	n	0%	n	0%
Power Take - Offs	16	4,915	0	3,919	0	0%	0	0%	0	0%
Power Transmission Equipment	2,574	2,415	7	2,387	6	86%	1	14%	0	0%
Precious, Semi-Precious & Synthetic	2.733	2.367	4	2.770	3	75%	0	0%	1	25%
Premium Goods	694	3,450	15	1,866	15		0	0%	0	0%
Prepaid Debit/Credit Cards	181.520	159	3.944	33	3.870	98%	66 10	2%	8	0% 0%
Prescription Benefit Consultants Preserves, Jams & Jellies	51,392 493	498 3,687	148	605 3,444	138	93% 100%	10	7% 0%	0	0%
Presses - Power	493	4,741	1	3,444	1	0%	1	100%	0	0%
Presses - Power-Equipment	1,101	3,106	1	3,444	1	100%	Ů	0%	0	0%
Pressing Machines - Clothes	63	4,643	0	3,919	0	0%	0	0%	0	0%
Pressure Washers	5,154	1,892	16	1,816	9	56%	7	44%	0	0%
Pressure Washing	109,681	256	134	643	76	57%	46		12	
Pressurization Equipment	63	4.643	0	3.919	0		0	0%	0	
Pretzels	475	3,717 3,885	3	2,929	3	100%	0	0%	0	0%
Price Marking Equipment & Supplies Print Cutters	349	3,885 5,025	0	3.919 3.919	0	0%	0	0% 0%	0	0% 0%
Printed & Etched Circuits	627	3,522	1	3,444	0		1	100%	0	0%
Printed & Etched Circuits Printer & Printer Supplies- Manufacturer	4,565	1.992	20	1,688	13		7	35%	0	0%
Printers	69,383	393	133	649	74		40	30%	19	
Printers - Business Forms	8.015	1,554	22	1.625	18		4	18%	0	0%
Printers - Cellophane, Foil	17	4,909	0	3,919	0	0%	0	0%	0	0%
Printers - Glass, Metal, Plastic	260	4,055	0	3,919	0		0	0%	0	0%
Printers - Letterpress	511	3.662	4	2,770	1	25%	3	75%	0	0% 0%
Printers - Glass, Metal, Plastic - 3D Printing	1,482 5,500	2,851 1.835	41 16	1,252 1.816	38		3	7% 13%	0	19%
Printing Brokers Printing Equipment	4,793	1,950	10	2,149	7	70%	3	30%	<u>3</u>	0%
Printing Plates	174	4,273	0	3,919	0		0	0%	0	
Printing Repair	100	4,490	0	3,919	0	0%	0	0%	0	0%
Printing Rollers	170	4,284	0	3,919	0	0%	0	0%	0	0%
Printing Supplies	7,293	1,629	35	1.345	24		11	31%	0	0%
Printing Technician	234	4,120	6	2,503	2	33 /0	4	67%	0	0%
Private Health Services Plans	8,610 42,298	1,512 579	11 49	2,074 1.164	<u>9</u> 37	82% 76%	2	18%	0	0% 8%
Prize Promotions Process Servers	42,298 19,540	962	49 53	1,164			81 31	16% 58%	4	2%
Product Development & Marketing	76,798	361	293	380	279		31 11	4%	3	1%
Product Sales - General	75,939	367	355	340	218		116	33%	21	
Product Sales via Telephone	9,129	1,464	29	1,445	17	59%	12	41%	0	0%
Professional Employer Organization	3.713	2.146	1	3,444	0		1	100%	0	0%
Professional Fundraiser	20,578	928	43	1,226	31		9	21%	3	7%
Professional Organizations	32.844	688	89	851	82		7	8%	0	0% 0%
Professional Organizer Professional Services - General	1,427 117,546	2,887 243	186	3,161 525	0 145		2	100% 17%	0	5%
Programmed Instruction	880	3,270	100	2.770	143	50%	32	50%	9	0%
Project Management	5,742	1,800	24	1,562	20		4	17%	0	0%
Projection Apparatus	1,168	3,060	3	2,929	2	67%	1	33%	0	0%
Promotional Products	37,568	627	87	862	36	41%	47	54%	4	5%
Promotional Products - Non-Wearable	1,545	2,818	12	2,012	1	8%	11	92%	0	0%
Promotional Products - Wearable	16.627	1.055	143	622	106		25		12	
Proofreading	631	3,519	1	3,444		100%	0	0%	0	0% 0%
Propane Gas Plumbing Propellers	529 685	3.634	1	3,444		100% 50%	0	0% 50%	0	0%
Propellers Property Maintenance	87,991	3,462 321	157	3,161 578	91		65	50% 41%	1	1%
Property Management	1.636.307	14	8,408	14	6.755		1.611	19%	42	0%
Property Management - Industrial & Commercial	40,028	598	195	508	157		36	18%	2	1%
Property Tax Lenders	6,502	1.711	16	1.816	15		1	6%	0	

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled		Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Prosthetic Devices	12.451	1.251	62	1.036	21	34%	41	66%	0	0% 0%
Protein Purification Psychiatrists & Psychiatric Services	126 22,785	4,414 855	60	3,161 1.060	47	50% 78%	12	50% 20%	1	2%
Psychics	29,367	733	73	953	37		32	44%	4	5%
Psychologist Information & Referral Services	6,821	1,679	37	1,309	37		0	0%	0	0%
Psychologists	22,992 5,379	850	37 13	1,309	23	62%	14	38%	0	0% 0%
Psychotherapist Pub	5,379	1,865 3,467	13	1,949 1,949	8	62% 38%	5 8	38% 62%	0	0%
Pub Food	228	4,134	1	3,444	1	100%	0	0%	0	0%
Public Opinion Analysts	3,807	2,133	3	2,929	3	100%	0	0%	0	
Public Relations Counselors	12.328	1.256	20	1.688 2,770	9		11	55%	0	0% 0%
Public Speaker Public Speaking Instruction	527 934	3,637 3,232	4	2,770	4	100%	0	0% 100%	0	0%
Public Utility Consultants	10,839	1,350	39	1,281	29		10	26%	0	0%
Publicity Service	3,851	2,121	19	1,732	14	74%	5	26%	0	0%
Publishers - Book	188.639	150	900	167	536		354	39%	10	1%
Publishers - Directory & Guide Publishers - Internet Guides	88,289 4,787	319 1.951	648 17	212 1.775	492 15		105	16% 12%	51	8% 0%
Publishers - Internet Guides Publishers - Magazine	36,367	639	287	388	178		103	36%	6	2%
Publishers - Periodical	148,236	202	909	164	832		70	8%	7	1%
Publishers Representatives	2,562	2,418	8	2,299	3	38%	4	50%	1	13% 2%
Publishing Consultants	20,275	938	52	1,133	29		22	42%	1	
Pullevs Pulp & Pulp Products	24 148	4.869 4,349	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Pumping Contractors	4.061	2.079	6	2,503	1	17%	5	83%	0	0%
Pumps - Dealers	7,903	1,571	7	2,387	6	86%	1	14%	0	0%
Pumps - Service & Repair	14,969	1,136	15	1,866	9	60%	5	33%	1	7%
Pumps - Supplies & Parts Pumps - Wholesale & Manufacturers	971 1,941	3.194 2,628	4 3	2.770 2,929	1	25% 67%	3	75% 33%	0	0% 0%
Punch Presses	1,941	5,025	0	3,919	<u>2</u>	0%	0	0%	0	0%
Punches	33	4,806	0	3,919	0	0%	0	0%	0	0%
Puppets & Marionettes	214	4,167	0	3,919	0	0%	0	0%	0	0%
Pyramid Companies Ouarries	5.394	1.860	14	1.901 3,444	2	14%	11	79% 100%	1	7% 0%
Ouartz	1,716 352	2,728 3.881	0	3,444	0		0	0%	0	0%
Quickbooks Training & Support	1,892	2,654	5	2,619	5	100%	0	0%	0	0%
Quilting	1,853	2,673	4	2,770	2	50%	2	50%	0	0%
Ouilting - Instruction	62	4.651	0	3.919	0	0% 80%	0	0%	0	0% 0%
Quilting Materials & Supplies Ouilts	1,943 2,488	2,624 2,449	10	2,619 2.149	<u>4</u>	60%	3	20% 30%	1	10%
Quilts - Renovating	36	4,786	0	3,919	0	0%	0	0%	Ô	0%
Race Track Equipment & Supplies	380	3,834	4	2,770	2	50%	2	50%	0	0%
Race Tracks	4.422	2.015	46	1.191	12		30	65%	4	9% 0%
Rack Merchandise Service Racks	275 1.486	4,023 2,849	0	3,919 2,619	0	0.70	0	0% 0%	0	
Racquetball Court Construction	33	4,806	0	3,919	0	0%	0	0%	0	0%
Racquetball Courts - Private	477	3,715	3	2,929	1	33%	2	67%	0	0%
Racquetball Courts - Public	10	4.977	0	3.919	0	0%	0	0%	0	0% 0%
Racquetball Equipment & Supplies Radar Equipment	42 856	4,749 3,287	15	3,919 1.866	0 14		0	0% 0%	1	7%
Radiant Heating	1,083	3,119	0	3,919	0		0	0%	0	0%
Radiator Covers & Enclosures	511	3,662	3	2,929	2	67%	1	33%	0	
Radiator Sales	1.768	2,709	3	2,929	1	33%	2	67%	0	0% 0%
Radiators - Automotive Radio Communication Equipment & Systems	13,220 11,595	1,214 1,307	39	1,281 1,589	27	69% 35%	12 14	31% 61%	0	4%
Radio Direction Finders	11.595	5,094	23	3,919	0		0	0%	0	0%
Radio Program Producers	236	4,112	1	3,444	0	0%	1	100%	0	0%
Radio Program Survevs	8	5.004	0	3.919	0	0%	0	0%	0	0%
Radio Station Equipment Radio Station Reps	350 254	3,884 4,075	2	3,161 3,919	2	100%	0	0% 0%	0	0% 0%
Radio Station Rebs Radio Stations & Broadcast Companies	27,525	757	880	174	860		16	2%	4	
Radioactive Materials	77	4,579	0	3,919	0	0%	0	0%	0	0%
Radioactivity & Radiation Instruments, Supplies & Services	38	4,778	0	3.919	0	0-701	0	0%	0	0%
Radios - Citizen Band	1,794 3.081	2,695 2,276	4	2,770 1,949	2	50%	2	50%	0	0% 0%
Radiotelephone Communication - Equipment & Systems Radiotelephone Communications - Common Carrier	483	3,704	13	2,619	3	38% 60%	8 2	62% 40%	0	0%
Radon Mitigation	26,740	768	14	1,901	13	93%	1	7%	0	0%
Radon Testing & Service	34,463	666	41	1.252	28	68%	9	22%	4	10%
Raft Trips & Tours	1,159	3,068	2	3,161		50%	1	50%	0	0%
Railings Railroad Car Leasing	4.305 214	2.033 4,167	7	2.387 3,919	4		2	29% 0%	1	14% 0%
Railroad Car Leasing Railroad Cars - Manufacturers	380	3,834	0	3,919	0		0	0%	0	0%
Railroad Contractors	2,786	2,350	0	3,919	0	0%	0	0%	0	0%
Railroad Equipment & Supplies	1,525	2,828	0	3,919	0	0%	0	0%	0	0%
Railroad Ties - Dealers	265 80	4.038	1	3,444	1	100%	0	0% 0%	0	0% 0%
Railroad Ties - Wholesale & Manufacturers Railroads	2,190	4,566 2,550	82	3,919 896	62	0% 76%	20	24%	0	0%
Railroads - Freight	741	3,413	0	3,919	0	0%	0	0%		0%
Railroads - Ticket Agencies	182	4,255	0	3,919	0	0%	0	0%	0	0%
Rails & Accessories	207	4.191	2	3.161	2	100%	0	0%	0	0%

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpis Unable 10 Pursue	9/
Rainwater Harvesting Systems	636	3.512	1	3.444	0	0%	1	100%	0	09
Rainwear Ranches	100 6.124	4,490 1,757	1	3,444 1,625	1	100%	0	0%	0	0 09
Range Hoods & Canopies	7,107	1./5/	11		8	36% 100%	14	64% 0%	<u>U</u>	0 09
Ranges & Ovens - Dealers	176	4,267	0	3,919	0	0%	0	0%	0	09
Ranges & Ovens - Service & Repair	255	4.066	1	3.444	1	100%	0	0%	0	09
Ranges & Ovens - Supplies & Parts	32	4,811	2	3,161	2	100%	0	0%	0	09
Ranges & Ovens - Wholesale & Manufacturers	357 9		6	2.503	5	83%	1	17%	0	09
Rattan, Reeds & Willows Ravioli	58		0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Rayon Fabrics	5	5,042	0	3,919	0	0%	0	0%	0	09
Razors & Razor Blades	13,442	1,203	11	2,074	11	100%	0	0%	0	09
Reading Instruction	11.793	1.293	14	1.901	13	93%	1	7%	0	09
Real Estate	810,317	30	2,925	56	2,214	76%	690	24%	21	19
Real Estate - Commercial	20,279 749	937 3,405	50	1,155 2,929	31	62% 67%	19	38% 33%	0	09
Real Estate - Industrial Real Estate - Rent to Own	33,554	3,405 674	46	1,191	24	52%	22	33% 48%	<u>U</u>	09
Real Estate - Rentals by Individuals	55,351	463	299	377	169	57%	127	42%	3	3 19
Real Estate - Short Sale	3,071	2,279	3	2,929	1	33%	2	67%	0	09
Real Estate Agents	103,656	271	437	293	303	69%	126	29%	8	3 29
Real Estate Appraisers	81,605	338	117	723	84		29	25%	4	39
Real Estate Brokers	33,701 87,385	672 323	78	919 609	56 102	72%	20 43	26%	2	2 39
Real Estate Consultants Real Estate Developers	87.385 145,067	323 207	147 273	399	102 211	69% 77%	43 56	29% 21%		19
Real Estate Developers Real Estate Investors	232,175	119	248	420	179	72%	65	26%	4	29
Real Estate Loan Modification	10,165	1,393	35	1,345	15	43%	17	49%	3	1 29 3 99
Real Estate Loans	73,046	377	72	957	55	76%	15	21%	2	39
Real Estate Maintenance Protection Plan	115.437	247	3.393	47		100%	. 0	0%	0	09
Real Estate Rental Service	171,191	172 755	719 49	205	506 34	70%	191	27%	22	2 3%
Real Estate Schools Real Estate Services	27.630 151,712	/55 193	632	1.164 218	34 507	69% 80%	14 118	29% 19%	1 7	7 1%
Recorded Information	3,264	2,239	17	1,775	16	94%	1	6%	0	0%
Recording Instruments - Industrial & Scientific	285	3,995	1	3,444	1	100%	0	0%	0	0%
Recording Service - Sound & Video	18,403	992	37	1,309	20	54%	16	43%	1	1 3%
Recordina Studio Equipment	1.337	2.951	1	3,444	1	100%	0	0%	0	0%
Records - Phono - Manufacturers Equipment & Supplies	34 4.963	4,801	0 27	3,919	<u>0</u>	0%	0	0%	0	0%
Records Management Recreation Centers	9,015	1,927 1,475	59	1,489 1.067	41	70% 69%	18	30% 31%	0	0 0%
Recreation Program Consultants	1,186	3,048	1	3,444	0	0%	1	100%	0	0%
Recreational Vehicles - Carpet & Upholstery Cleaning	226	4,138	0	3,919	0	0%	0	0%	0	0%
Recreational Vehicles - Dealers	220,230	128	1,203	135	1,066	89%	131	11%	6	5 0%
Recreational Vehicles - Equipment, Parts, Supplies	38,864	614	211		178	84%	32	15%	1	1 0%
Recreational Vehicles - Rent & Lease	19.268	967	84 143	883	53 90	63%	31 52	37%	0	0%
Recreational Vehicles - Repair & Service Recreational Vehicles - Storage	39,195	609 2 536	143	622 2.149	90	63% 60%	52	36% 40%	1	0 0%
Recreational Vehicles - Storage Recreational Vehicles - Transportation	4,505	2,004	15	1.866	5	33%	10	67%	0	0%
Recruiting - Armed Forces	41		0		0	0%	0	0%	0	0%
Recruiting - Technical	2.638	2,393	6	2.503	4	67%	2	33%	0	0%
Recruitment Services	20,763	924	54		34		18	33%	2	2 4%
Rectifiers - Electric Recycling - Computers & Other Electronics	29 33,042	4.834 683	512	3,919 259	194	0% 38%	173	0% 34%	0 145	0%
Recycling - Computers & Other Electronics Recycling - Metal	5,942	1,777	512	2,387	194	38% 86%	1/3	14%	145	0%
Recycling Centers	26,519	773	70	971	45	64%	21	30%	4	1 6%
Recycling Services	24,068	821	81	903	42	52%	36	44%	3	3 4%
Reels	208	4.187	1	3.444	1	100%	0	0%	0	0%
Referral - Auto Repair	1,077	3,123	4	2,7,70	1	25%	3	75%	0	0%
Referral - Contractor Referral - Debt Relief Services	77,936 24,510	357 811	884 20	173 1.688	691	78% 100%	193	22% 0%	<u>U</u>	0 0%
Referral - Doctor	11,504	1,314	88	856	56	64%	32	36%	0	0 0%
Referral - Storage Facility	554	3,603	3	2,929	2	67%	1	33%	0	0%
Reflectors	6	5,025	0	3,919	0	0%	0	0%	0	0%
Reflexologists	902	3,256	5	2,619	0	0%	5	100%	0	0%
Refractories	715		1	3,444	Ō	0%	1	100%	0	0%
Refreshment Stands Refrigeration Equipment - Commercial - Sales & Service	59 30,812	4,664 711	13 76	1,949 929	37	0% 49%	7	54% 50%	6	1 1%
Refrigeration Equipment - Commercial - Sales & Service Refrigeration Equipment - Supplies & Parts	30.812 4,238	2,046	13	1,949	3/	49% 38%	38 g	62%	1	0 0%
Refrigerators & Freezers - Dealers	2,492	2,448	6	2,503	4	67%	2	33%	0	0%
Refrigerators & Freezers - Rent & Lease	153	4,335	0	3.919	0	0%	0	0%	0	0%
Refrigerators & Freezers - Service & Repair	11,736	1,297	63	1,028	28	44%	34	54%	1	1 2%
Refrigerators & Freezers - Supplies & Parts	196	4.214	0	3.919	Ō	0%	0	0%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers Rehabilitation Products - Pediatric	1,332 1,005	2,953 3,161	2	3,161 3,161	1	50% 100%	1	50% 0%	0	0 09
Rehabilitation Services	1,005	3,161 548	108	762	70	65%	38	35%	<u>U</u>	09
Reiki Therapy	44.870	3,786	108	3,919	0	0%	0	0%	0	09
Relavs	197	4,212	0	3,919	0	0%	0	0%	0	09
Religious Goods	10,249	1,389	63	1,028	40	63%	23	37%	0	09
Religious Organizations	9,555	1,433	23	1,589	14		7	30%	2	99
Reloader Schemes	2,517	2.438	6	2,503	0	0% 75%		83%		179
Relocation Service Remodeling Services	167,037 300.692	174 88	430 745	298 199	321 314	75% 42%	101 405	23% 54%	<u>8</u> 26	3 2%
Remodeling Services	300,692	881	/45	199	314	42%	405	54%	26	/1 39

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpis Unable 10 Pursue	9/0
Remodeling Services - Foreclosed Property Rendering Companies	1.747 942	2.717 3.225	4	2.770 3,919	1	25% 0%	1	25% 0%	2	50%
Renewable Energy	5 639	1,813	12	2,012	6	50%	5	42%	1	1 8%
Renovation Inspection	869	3,277	9	2,223	2	22%	7	78%	0	0%
Rent to Own	6,022	1,769	18	1,756	14		4	22%	0	0%
Rental Service Stores & Yards	15.632	1.104	135	638	90 554	67%	44	33%	1	1%
Rental Vacancy Listing Service Repossession Service	43,783 78 413	560 355	623 242	222 428	554 151	89% 62%	67 84	11% 35%		7 3%
Reptiles	7,562	1,601	37		22		15	41%	0	0%
Reserve Study	209	4,186	1	3,444	0	0%	1	100%	0	0%
Resident Buvers	2,485	2,450	<u>3</u>	2,929	<u>3</u>	100%	0	0%	0	0%
Resilient & Vinyl Flooring	3,471 439	2,191 3.760	16	1,816 3,919	15	94%	1	6% 0%	0	0%
Resorts	110,550	255	1,245	129	994	80%	243	20%	8	3 1%
Respirators	581	3,576	2	3,161	1	50%	1	50%	0	0%
Rest Homes	1.328	2.956	2	3.161	2	100%	0	0%	0	0%
Rest Homes - Info & Placement Bureaus Restaurant Equipment & Supplies	184 49.850	4,249 509	0 147	3,919 609	100	0%	35	0% 24%	0	0%
Restaurant Equipment & Subblies Restaurant Equipment - Repair & Service	13,001	1,225	21		110	68% 52%	35 10	48%	12	0%
Restaurant Management	8,801	1,498	94	827	69	73%	25	27%	0	0%
Restaurant Work Wear & Supplies	47	4,732	0	3,919	0	0%	0	0%	0	0%
Restaurants	379,494	66	4,316	30	2,326	54%	1,905	44%	85	
Restaurants - Breakfast	1,358 65,692	2.936 411	16 496	1.816	<u>5</u> 454	31%	11 40	69%	0	0%
Resume Service Retail Stores	51,966	411	496 944	264 160	454 566	92% 60%	40 341	8% 36%	27	7 4%
Retirement & Life Care Communities & Homes	39,193	610	70	971	58	83%	12	17%	0	0%
Retirement Planning Service	96,356	289	87	862	66	76%	20	23%	1	1%
Retreat Facilities	2.386	2,479	6		<u>3</u> 74	50%	3	50%	0	0%
Reverse Mortgage Ribbon Printing	42,738 107	574 4,473	80	906 3,919	74	93%	4	5% 0%	2	0%
Ribbons	883	3,268	31	1,409	<u>U</u>	100%	0	0%	<u> </u>	0%
Rice	262	4,050	0	3,919	0	0%	0	0%	0	0%
Riding Academies	1.032	3.148	7	2,387	1	14%	1	14%	5	71%
Riding Apparel & Equipment	1,146	3,078	4	2,770	3	75%	1	25%	0	0%
Rifle & Pistol Ranges	3.162 1.316	2,259 2,960	11	2.074 3.919	9	82% 0%	2	18% 0%	0	0%
Riggers Riggers Equipment & Supplies	1,453	2,866	1	3,919	0	0%	1	100%	0	0%
Right of Way Acquisition Service	547	3,611	0	3,919	Ō	0%	0	0%	Ö	0%
Rings - Retaining	10	4,977	0	3,919	0	0%	0	0%	0	0%
Ringtones	77	4.579	0	3.919	0	0%	0	0%	0	0%
Risk Management Rivets	5,240 67	1,880 4,627	9	2,223 3,919	<u>6</u>	67% 0%	2	22% 0%	1	11%
Road Building Contractors	22,320	876	20	1.688	12	60%	7	35%	1	5%
Road Building Equipment	110	4,466	200	3,919	0	0%	0	0%	Ô	5% 0 0%
Road Oiling & Dust Control	474	3.718	0	3.919	0	0%	0	0%	0	0%
Road Service - Automotive	34,861	658	405	313	361	89%	41		3	3 1%
Robots Rock Shops	1,391 2,102	2,915 2,575	14	1,901 2,929	13	93% 67%	1	7% 33%	0	0%
Rockfall Mitigation	2.102	4,878	0	3,919	- 2	0%	0	0%	0	0%
Rodeos	535	3,626	2	3.161	1	50%	1	50%	Ö	0%
Rods - Threaded	213	4,170	0	3,919	0	0%	0	0%	0	0%
Rollers	58	4,672	0	3,919	0	0%	0	0%	0	0%
Rolling Mill Machinery Roof Cleaning & Stain Removal	21,104	4.834 914	21	3,919 1,657	<u>0</u>	0% 76%	0	0% 24%	0	0%
Roof Cooling Systems	1.122	3.095	1	3,444		0%	1	100%	0	0%
Roof Decks	2,344	2,493	4	2,770	2	50%	2	50%	0	0%
Roof Structures	4,048	2,084	12	2,012	6	50%	4	33%	2	2 17%
Roofing Contractors	4.738.212	1 1,678	6.102 14	22 1,901	4.160 10	68% 71%	1.681	28% 29%	261	1 4% 0 0%
Roofing Equipment & Supplies Roofing Materials	6,826 19.011	972	40		32	80%	7	18%	1	1 3%
Roofing Service Consultants	27,344	762	29	1,445	20	69%	8	28%	1	1 3%
Rooming Houses	1,478	2,854	2	3,161	1	50%	1	50%	0	0%
Roommate Referral Service	15.025	1.131	119	710	105		4	3%	10	8%
Rope Rope Caligina	396	3,813	2	3,161	0	0%	2	100%	0	0%
Rope Splicing Rotogravure Printers		5.094 4,710	1	3,444 3,919	0	0% 0%	1	100% 0%	0	0 0%
Routing Service - Air, Highway & Marine	272	4,710	2	3,161	0	0%	2	100%	0	0%
Rubber - Crude	22	4,878	0	3.919	0	0%	0	0%	0	0%
Rubber - Synthetic	548	3,609	0	3,919	0	0%	0	0%	0	0%
Rubber Bands	198	4.210	0	3.919		0%	0	0%	Õ	0%
Rubber Clothing & Footwear Rubber Products	590 5,601	3,564 1,822	7	2,387 1,409		29% 52%	15	57% 48%	1	0 0%
Rubber Stamps	4,406	2.019	20	1,409	6	30%	11	55%	3	15%
Rubber Stamps - Manufacturers Equipment & Supplies	290	3,987	1	3,444	0	0%	1	100%	0	0%
Rubber Working Machinery	77	4,579	0	3.919	0	0%	0	0%	0	0%
Rubbish & Garbage Removal	200,539	144	2,244	73	1,688	75%	496	22%	60	3%
Rubbish & Garbage Removal Contractors Equipment Rulers & Yardsticks	2,783	2,352 4.961	8	2,299 3,919	7	88% 0%	1	13%	0	0 0%
Rust Preventatives & Removers	12 895	4,961 3,261	0	3,919	<u> </u>	0%	0	0%	<u> </u>	0%
Rustproofing & Undercoating - Auto	2,078	2,581	5	2,619	3	60%	2	40%	0	

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Rustproofing - Industrial	235	4.117	2	3.161	0	0%	1	50%	ruisue 1	50%
Saddlery & Harness	6,898	1,668	25	1,536	15	60%	10	40%	0	
Safe & Vault Movers Safe Deposit Box Rental	1.199 1.065	3.039 3.129	0	3.919 3.444	0	0% 0%	0	0% 100%	0	0% 0%
Safes & Vaults	13,959	3,129 1,180	22	1,625	10	45%	7	32%	<u>U</u>	23%
Safes & Vaults - Opening & Repairing	330	3,921	0	3,919	0	0%	0	0%	0	0%
Safety & Rescue Equipment Sales & Services	6,193	1,751	9	2,223	5	56%	3	33%	1	11%
Safety Cans	17	4,909	0	3.919	0	0%	0	0%	0	0%
Safety Consultants Safety Equipment & Clothing	41,859 16,468	583 1.057	34 61	1,362 1,048	23 42	68% 69%	10 19	29% 31%	1	3% 0%
Sailmakers	1,548	2,814	5	2,619	42	60%	2	40%	0	0%
Salads	255	4,066	0	3,919	0	0%	0	0%	0	0%
Sales & Order Books	7.050	1.654	13	1.949	5	38%	7	54%	1	8%
Sales Lead Generation	90,741	307	292	382	228	78%	59	20%	5	2%
Sales Organizations Sales Presentations	11,493 876	1,315 3,271	23	1,589 2,770	9	39% 25%	13	57% 75%	1	4% 0%
Sales Promotion Service	15.216	1,120	58	1.075	36	62%	5	9%	17	29%
Sales Training	12,389	1,253	12	2,012	7	58%	5	42%	0	0%
Salt	1,241	3,008	0	3,919	0	0%	0	0%	0	0%
Saltwater Pools - Equipment & Supplies	3,871	2,120	124	688	16		108	87%	0	0%
Salvage - Marine	954 53	3,215 4,697	3	2,929 3,919	2	67%	1	33% 0%	0	0% 0%
Sample Cards & Books Sample Cases	53 115	4,697 4,448	0	3,919 3,444	0	0% 0%	0	100%	0	0%
Sanctuaries - Wild Life	313	3,950		3,444	0	0%	n n	0%	0	0%
Sand & Gravel	28.586	745	16	1.816	12	75%	4	25%	0	0%
Sand & Gravel Handling Equipment	545	3,615	0	3,919	0	0%	0	0%	0	0%
Sandblasting	12,313	1,257	5	2,619	4	80%	1	20%	0	0%
Sandblasting Equipment & Supplies	1.482 2,751	2,851 2,359	0 42	3.919 1,245	0 18	0% 43%	0	0% 55%	0	0% 2%
Sandwiches Sanitariums	2,/51	2,359 5,094	42	3,919	18	0%	23	0%	1	0%
Sanitary Napkins	5	5,042	0	3,919	0	0%	0	0%	0	0%
Sanitation Consultants	8,213	1,542	403	316	395	98%	8	2%	0	0%
Sash Operating Devices	157	4.328	0	3.919	0	0%	0	0%	0	0%
Satellite Communication - Common Carrier	11,357	1,325	469	281	401		66	14%	2	0%
Satellite Equipment & Supplies	64.734 10.042	416 1.403	155 27	584 1,489	101 25	65% 93%	47	30% 7%	7	5% 0%
Sauna Equipment & Supplies Sausage Casings	75	4,589		3,919		0%	0	0%	0	0%
Sausages	1.332	2,953	1	3,444	1	100%	Ő	0%	0	0%
Savings & Loan Association - Reps	52	4,704	0	3,919	0	0%	0	0%	0	0%
Savings & Loan Associations	15.726	1.095	56	1.095	39	70%	16	29%	1	2%
Sawdust & Shavings	334	3,912	0	3,919	0	0%	0	0%	0	0% 0%
Sawmill Equipment & Supplies Sawmills	511 7.321	3,662 1.622	<u>1</u>	3,444 3,444	1	100%	1	0% 100%	0	0%
Saws	6,434	1,719	23	1,589	16	70%	7	30%	0	0% 0%
Saws - Sharpen & Repair	689	3,455	2	3,161	1	50%	0	0%	1	50%
Scaffolding & Aerial Lifts	4,037	2,086	7	2,387	5	71%	2	29%	0	0%
Scales	6,303	1,737	14		3	21%	11	79%	0	0%
Scales - Repair Scalp Care	392 781	3.822 3,372	0	3,919 2,929	1	0% 33%	2	0% 67%	0	0% 0%
Scenery Studio	104	4,478	0	3,919	1	0%	0	0%	0	0%
Scholarships & Financial Aid	57,202	452	299	377	285		12	4%	2	1%
Scholastic Prep Courses, Books & Materials	17,132	1,035	149	600	75	50%	57	38%	17	11%
School Furniture & Equipment	6.275	1.741	<u>5</u> 25	2.619	<u>5</u> 17	100%	0	0%	0	0% 0%
School Information School Lunch Ordering & Management	8,409 636	1,529 3.512	25	1,536 3,919	1/	68%	8	32% 0%	0	0%
School Supplies	10,025	3,512 1,404	30	1,424	29		1	3%	0	0%
Schools - Academic - Elementary & Secondary	20,695	926	45	1,201	34		11	24%	0	0%
Schools - Academic - College Preparatory	4,271	2.041	14	1.901	10		4	29%	0	0%
Schools - Academic - Colleges & Universities	212,978	133	1,230	132	1,067	87%	149	12%	14	1%
Schools - Academic - Pre & Kindergarten	21.060	915 901	69 83	983 886	47 61		21 17	30%	1	1% 6%
Schools - Academic - Special Education Schools - Business & Vocational	21,361 280,845	901	83 540	249	411	73% 76%	92	20% 17%	37	7%
Schools - Dental Assistant	3,230	2,247	9	2,223	8	89%	1	11%	0	0%
Schools - General Interest	42,530	576	117	723	58	50%	39	33%	20	17%
Schools - Holistic	2,979	2,303	3	2,929	2	67%	1	33%	0	0%
Schools - Home Study	25,487	788	44	1,211	24		10 12	23%	10	23%
Schools - Online Trading & Investment Schools - Private	4,711 30,908	1,961 709	16 37	1,816 1,309	<u>4</u> 27	25% 73%	12	75% 16%	0	0% 11%
Schools - Surgical 1st Assistant	201	4,202	3/ 0	3,919	0	0%	0	0%	0	0%
Schools - Insurance Adjuster Training	393	3.819	0	3,919	0	0%	0	0%	0	0%
Scientific Apparatus & Instruments	3,074	2,278	21	1,657	19	90%	2	10%	0	0%
Scientists	1,376	2,922	2	3,161	2	100%	0	0%	0	0%
Scientists - Pharmaceutical Scooters - Medical	53 7,965	4.697 1,561	30	3,919 1,424	0 24	0% 80%	0	0% 20%	0	0% 0%
Scooters - Medical Scooters - Repair	1,351	2,939	3U R	2,299	<u>24</u>	80% 75%	1	13%	1	13%
Scoreboards	1,392	2,939	1	3,444	1	100%	0	0%	<u> </u>	0%
Scrap Metals	15,748	1,093	21	1,657	12	57%	8	38%	1	5%
Scrap Rubber	473	3.720	0	3,919	0	0%	0	0%	0	0%
Scrapbooking	3,833	2,127	19	1,732	8	42%	11	58%	0	0%
Screen Enclosures	44.369	554	74	943	52	70%	19	26%	3	4%

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	0/
Screen Manufacturers Equipment & Supplies	1.243	3.007	2	3.161	2	100%	0	0%	0	0%
Screen Printing	43,755	561	179		67	37%	106	59%	6	3%
Screen Printing - Equipment & Supplies Screen Repair	1.880 19,615	2.659 959	44	3,444 1,211	21	100% 48%	21	0% 48%	2	0% 5%
Screening & Sifting Equipment	271	4,033	1	3,444	1	100%	0	0%	0	0%
Screening - Background & Employment	83.183	334	189		155	82%	33	17%	1	1%
Screening - Tenant	21,656	891	134		129	96%	5	4%	0	0%
Screens - Decorative Screens - Door & Window	1.248 38.305	3.004 621	<u>6</u> 71	2,503	53	50% 75%	3 17	50% 24%	0	0% 1%
Screens - Security Door	1,307	2,964	1	3,444	1	100%	0	0%	0	0%
Screens - Windows	1.681	2,747	4	2,770	2	50%	2	50%	0	0%
Screw Machine Products	920	3,244	0	3,919	0	0%	0	0%	0	0%
Screw Machines & Equipment Screws	65 231	4.639 4.129	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Sculptors	783	3,371	5	2,619	0	0%	5	100%	0	0%
Sculptors Equipment & Supplies	19	4,894	1	3,444	1	100%	0	0%	0	0%
Seal Coating	53,468	482	108		54	50%	53	49%	1	1%
Sealing - Pavement	8,986 14,643	1.480 1,152	33 28	1,378 1,465	19 24	58% 86%	11	33% 14%	3	9% 0%
Seals - Notary & Corporation Seals - O-Ring	311	3,953	20	3,161	24	0%	2	100%	0	0%
Seals - Oil, Grease	432	3,769	0	3,919	0	0%	0	0%	0	0%
Seals - Security	366	3,856	0	3,919	0	0%	0	0%	0	0%
Search Engine Marketing	8.155	1.544	77		39	51% 51%	37	48%		1% 6%
Search Engine Optimization Services Searchers of Records	30,971 160,963	707 180	63 583	1,028	32 515	51% 88%	27 61	43% 10%	<u>4</u> 7	1%
Seat Belts	1,408	2,906	6	2,503	4	67%	2	33%	0	0%
Seating Companies	835	3,308	0		0	0%	0	0%	0	0%
Second Hand Stores	2,219	2,534	34		20	59%	13	38%		3% 28%
Secret Shopper Security Cameras	52,089 14.654	491 1.151	39 66	1,281 998	10	26% 52%	18 30	46% 45%	11	3%
Security Control Equipment & System Monitors	360,450	69	2,266	72	2,036	90%	198	9%	32	1%
Security Guard & Patrol Service	100,740	278	75	939	42	56%	28	37%	5	7%
Security Systems Consultants	62.073	429	310		260	84%	43	14%		2%
Seed Cleaning Equipment Seeding	316 733	3,946 3,420	0	3,919 3,161	0	0% 50%	0	0% 50%	0	0%
Seeds & Bulbs - Retail	10.826	1,351	26	1,513	12	46%	12	46%	2	8%
Seeds & Bulbs - Wholesale	1,994	2,607	5	2,619	5	100%	0	0%	0	0%
Seismic Retrofit	401	3.805	0		0	0%	0	0%	0	0%
Seismograph Equipment & Supplies Seismograph Service	17 33	4,909 4.806	0	3,919 3,919	0	0%	0	0%	0	0%
Self Defense	5,788	1,795	24		13	0% 54%	11	0% 46%	0	0%
Self Defense Devices	7,235	1,633	39	1,281	12	31%	26	67%	i	3%
SemiConductor Devices	2,434	2,464	18		17	94%	1	6%	0	0% 0%
Seminar Marketing Seminars & Training - Wealth Building & Real Estate Results not	3,053	2,284	9	2,223	6	67%	3	33%	0	0%
Substantiated	43,224	566	39	1,281	29	74%	10	26%	0	0%
Seminars & Training – Wealth Building & Real Estate	9,710	1,422	41	1,252	33	80%	8	20%	0	0%
Senior Care Information and Resources	23.103	847	21	1.657	18	86%	3	14%	0	0%
Senior Citizens Service Organization	14,165	1,175		2,387	4	57%	3	43%	0	0%
Senior Home Care Senior Housing/Living	22,329 7,853	875 1,574	29 40		20	69% 68%	13	31% 33%	0	0% 0%
Senior Move Manager	1,655	2,763	5	2,619	4	80%	1	20%	0	0%
Seniors Moving & Delivery Services	949	3,217	2	3.161	1	50%	1	50%	0	0%
Separators	25	4,858	0		0	0%	0	0%	0	0%
Septic Tanks & Systems Cleaning Septic Tanks & Systems Contractors & Dealers	94,939 127,008	292 231	155 173		105 124	68% 72%	48 47	31% 27%	2	1%
Septic Tanks & Systems Contractors & Dealers Septic Tanks & Systems Wholesale & Manufacturers	2,062	2,584	5	2,619	3	60%	2	40%	0	0%
Septic Tanks - Treatment Supplies	9.080	1,469	47	1.185	43	91%	3	6%	i	2%
Service Animals - Dogs	9,570	1,431	19		9	47%	7	37%	3	16%
Service Animals - Training Service Stations - Gasoline & Oil	1,252 75,968	3,002	6 744		409	67% 55%	2 318	33% 43%	17	0% 2%
Service Stations - Gasoline & Oil Services - General	108,078	365 262	744 511		249		247	48%	17	3%
ServiceStation Equipment	1.685	2,743	5	2.619	2	40%	3	60%	0	0%
ServiceStation Supplies	212	4,175	0	3,313	0	0%	0	0%	0	0%
Sewage Disposal Systems	3.910 496	2.112	43		36	84% 0%	7	16%	0	0%
Sewage Treatment Equipment Sewer Cleaner Vacuum Service	63	3,680 4,643	<u>2</u> 1	3,161 3,444	0	0%	1	100% 100%	0	0%
Sewer Cleaning Equipment & Supplies	1.305	2,966		3,444	0	0%	1	100%	0	0%
Sewer Contractors	29,344	735	54		35	65%	19	35%	0	0%
Sewer Inspection	2.000	2,604	2	3.161	2	100%	0	0%	0	0%
Sewer Pipe Sewing Contractors	378 4.003	3,838 2,094	<u>1</u>	3,444 2,074	1 7	100% 64%	0 4	0% 36%	0	0%
Sewing Contractors Sewing Instruction	829	3,315	3	2,929	1	33%	2	67%	0	0%
Sewing Machines - Dealers	16,973	1,041	47	1,185	32	68%	13	28%	2	4%
Sewing Machines - Industrial & Commercial	686	3,461	1	3,444	0	0%	1	100%	0	0%
Sewing Machines - Service & Repair	5,358 2,247	1,868 2,526	16 45		11	69% 27%	4	25% 73%	1	6% 0%
Sewing Machines - Supplies & Parts Sewing Machines - Wholesale & Manufacturers	2,247 831	2,526 3,313	45 11		12		33	73% 9%	0	0%
Shade Sails	181	4,257	1	3,444	10	100%	0	0%	0	0%
Shafting	7	5.013	0	3,919	0	0%	0	0%	0	

			Sorted by Industry	,		ı		•		
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	e %
Sharpening Service	4.908	1,937	12	2.012	8	67%	4	33%		0 0%
Shavers - Electric Shavers - Electric Repair	1,078 117	3,122 4,440	<u>5</u>	2,619 3,919	0	80%	1	20% 0%		0 0%
Shears & Scissors	1,989	2,610	12	2,012	9	75%	3	25%	(0 0%
Sheepskin Specialties	378	3,838	0	3,919	0	0%	0	0%	(0 0%
Sheet Metal Equipment & Supplies	3.910	2.112		2.770	2	50%	1	25% 24%		1 25% 0 0%
Sheet Metal Work Shells - Marine	21,398 276	897 4.020	21	1,657 3.161	16	76% 100%	5	0%		0 0%
Shelving	4,313	2,031	13	1,949	5	38%	8	62%		0 0%
Shielding - Magnetic, Electrostatic	166	4,301	0	3,919	0	0%	0	0%		0 0%
Shims	17	4.909	0	3,919	0	0%	0	0%		0 0%
Shingles Ship Brokers	1,118 502	3,097 3,673	2	3,161 3,161	1	50% 50%	1	50% 50%		0 0%
Ship Builders & Repair	958	3,212	0	3,161	0	0%	0	0%	(0 0%
Ship Chandlers	71	4,612	0	3,919	0	0%	0	0%	Č	0 0%
Ship Cleaning	1	5.114	0	3,919	0	0%	0	0%		0 0%
Ship Registers	1 30	5,114 4,830	0	3,919 3,919	0	0% 0%	0	0% 0%	(0 0%
Ship Wreckers Shipping Masters	21,589	4.830 893	129	669	60	47%	67	52%		2 2%
Shipping Room Supplies	5,072	1,907	12	2,012	8	67%	4	33%	Ċ	0 0%
Shirts - Custom Made	25,653	787	492	266	256	52%	231	47%	5	5 1%
Shirts - Wholesale & Manufacturers	2,121	2,569 4,575	6	2,503 3,919	5	83%	1	17%		0 0%
Shock Absorbers Shoe Dyers	78 24	4,575 4,869	0	3,919 3,919	0	0% 0%	0	0% 0%		0 0%
Shoe Findings & Supplies	964	3,205	1	3,444	0	0%	1	100%	(09
Shoe Laces	26	4,850	0	3,919	0	0%	0	0%	(0 0%
Shoe Machinery	72	4,608	0	3,919	0	0%	0	0%	(0 0%
Shoe Manufacturers Supplies	625	3.524		2,770	4 67	100%	0 74	0%		0 0% 4 9%
Shoe Repair Shoe Shining	14,180 398	1,174 3,809	155	584 2.929	67 0	43% 0%	74	48% 100%	14	0 0%
Shoe Trees	154	4,334	0	3,919	0	0%	0	0%		0 0%
Shoes - Custom Made	6,397	1,723	53	1,127	10	19%	42	79%		1 2%
Shoes - Orthopedic	21.017	916	62	1.036	47		14	23%		1 2%
Shoes - Retail	166,072	175	1,629 135	100	1,189 127	73%	392	24%	48	8 3% 1 1%
Shoes - Wholesale & Manufacturers Shoplifting Prevention Devices	10.314 161	1.382 4.312	132	638 2,929	127	94% 67%	1	5% 33%		0 0%
Shoppers News Publications	5,970	1,773	11		10	91%	1	9%	(0 0%
Shopping Carts & Baskets	278	4.013	0	3.919	0	0%	0	0%	(0 0%
Shopping Centers & Malls	6,768	1,685	24 115	1,562	13	54%	9	38%		2 8%
Shopping Service - Personal Shopping Service - Protective, Comparative	11.910 37.744	1.285 626	115 56	732 1.095	39 53	34% 95%	75	65% 5%		1 1%
Shoring	429	3,773	0	3,919	0	0%	0	0%	(0 0%
Shoring Contractors	849	3,294	2	3.161	1	50%	1	50%	(0 0%
Shortening	2	5,094	0	3,919	0	0%	0	0%	() 0%
Shot Peening	80	4.566	0	3,919	0	0%	0	0%		0 0%
Shovels - Power Show Cases	16 335	4,915 3,911	2	3,919 3,161	0	0% 0%	0	0% 100%		0 0%
Shower Curtains - Wholesale & Manufacturers	81	4,563	0	3,919	0	0%	0	0%	(0 0%
Shower Doors & Enclosures	24,841	803	56	1,095	36	64%	15	27%	5	5 9%
Shower Pan Replacement	360	3.866	0	3.919	0	0%	0	0%		0 0%
Shredding Services	3,602	2,171	2	3,161	2	100%	0	0%	(0 0%
Shuffleboards Shutters	72.081	4,664 384	110	3,919 748	69	0% 63%	38	0% 35%	(3 3%
Shuttle Bus	10,924	1,347	62	1,036	27	44%	33	53%	2	2 3%
Siding Cleaning	698	3,444	3	2,929	3	100%	0	0%	Ċ	0 0%
Siding Contractors	304,205	85	474	276	372	78%	89	19%	13	3 3%
Siding Materials	3,969 22,265	2,101	8 161	2,299 572	6	75%	2 81	25%	(0 0%
Signals	22,265 163	878 4,306	161 n	3,919	80 n	50% 0%	81 n	50% 0%		0 0%
Signs	85.210	327	233	441	113	48%	116	50%		4 2%
Signs - Digital	2,857	2,334	14	1,901	4	29%	10	71%		0 0%
Signs - Equipment & Supplies	2,516	2,440	5	2,619	3	60%	2	40%	(0 0%
Signs - Erectors & Hangers Signs - Exit Signs	850 330	3.293 3,921	1	3.444 3.919	0	0% 0%	1	100% 0%		0 0%
Signs - Exit Signs Signs - Maintenance & Repair	1 120	3,921 3,096	3	3,919 2,929	1	33%	2	67%	<u>(</u>	0 0%
Signs - Neon	2,668 51	2,384	27	1,489	5	19%	22	81%	(0 0%
Signs - Photoluminescent	51	4,710	1	3,444	0	0%	1	100%	(0 0%
Silage Covering	111	4.463	0	3,919	0	0%	0	0%		0 0%
Silicones Silicones	223	4,145 4,129	3	2,929 3.161	0	0% 0%	3	100% 100%	(0 0%
Silks - Wholesale & Manufacturers Silversmiths & Goldsmiths	231 810	4,129 3,338	2	2,929	1	33%	2	100% 67%		0 0%
Silverware	1,940	2,629	0	3,919	0	0%	0	0%	(0 09
Silverware Clean, Repair & Replate	367	3.853	2	3.161	2	100%	0	0%	Č	0 09
Singing Telegrams	261	4,054	1	3,444	0	0%	0	0%		1 1009
Sink Manufacturers	843	3.300	7	2,387	4	57%	3	43%	Č	0 09
Sirens & Horns Sitting Services	241 19,564	4,102 961	<u>6</u> 212	2,503 478	3 212	50% 100%	3	50% 0%	(0 09
Skate Sharpening	79	4,569	212	3.161	0	100%	2	100%		0 09
Skateboard Parks & Rinks	873	3,273	8	2,299	5	63%	3	38%		0 0%
Skateboards & Equipment	9.059	1,471	94		30	32%	62	66%	-	2 29

Industry Classification Skating Equipment & Supplies Skating Instruction Skating Rinks Skating Rinks - Installation, Equipment & Supplies Ski Centers & Resorts Ski Equipment - Retail Ski Equipment - Retail	Inquiries 1.166 104 3.789 130 1,674 357	Rank by Inquiries 3.063 4,478 2.135	Complaints 6 2	Rank by Complaints	Cmpls Settled	% 50%	Cmpls Not Settled	% 50%	Cmpls Unable To Pursue	%
Skating Instruction Skating Rinks - Skating Rinks - Installation, Equipment & Supplies Ski Centers & Resorts Ski Equipment - Repair Ski Equipment - Retail	104 3,789 130 1,674	4,478 2.135	6 2		3	50%	2	FOO	Fulsuc	
Skatino Rinks - Installation, Equipment & Supplies - Skatino Rinks - Installation, Equipment & Supplies - Ski Centers & Resorts - Ski Equipment - Repair - Ski Equipment - Retail - Ski Equipment - Ski Equipme	3.789 130 1,674	2.135	2				ت		0	0%
Skating Rinks - Installation, Equipment & Supplies Ski Centers & Resorts Ski Equipment - Repair Ski Equipment - Retail	130 1,674			3,161	1	50%	1	50%	0	0%
Ski Centers & Resorts Ski Equipment - Repair Ski Equipment - Retail	1,674	4,402	19 0	1.732 3,919	13	68%	6	32% 0%	0	0% 0%
Ski Equipment - Repair Ski Equipment - Retail		2,750	43	1,226	34	0% 79%	9	21%	0	0%
Ski Equipment - Retail		3,869	3	2,929	2	67%	1	33%	0	0%
	5,400	1,857	23	1,589	15	65%	8	35%	0	0%
Ski Equipment - Wholesale & Manufacturers	169	4.287	1	3,444	1	100%	0	0%	0	0%
Ski Equipment Rental	675	3,476	3	2,929	1	33%	2	67%	0	0%
Ski Instruction	176	4,267	2	3,161	2	100%	0	0%	0	0% 0%
Ski Lift Equipment Ski Tours	25 236	4.858 4,112	1	3.919 3.444	0	0% 0%	0	0% 100%	0	0%
Skin Care	255 155	107	3 844	3,444	2.616		1,145	30%	83	29
Skip Tracing	6,257	1,742	13	1,949	10		3	23%	0	2%
Sky Diving	2,241	2,527	20		6	30%	12	60%	2	10%
Skylights	10.188	1.391	11	2.074	10	91%	1	9%	0	0%
Skylights - Distributors	543 354	3,617	3	2,929	3	100%	0	0%	0	0%
Slate Sleep Disorders - Sleep Apnea	354 4,998	3.878 1,919	1 26	3,444 1,513	1 7	100%	10	0% 73%	0	0%
Sleep Disorders - Sleep Apriea Sleep Disorders - Snoring	4,998	1,919	26		19	27% 79%	19	21%	0	0%
Slicing Machines	13	4,951	0	3,919	10	0%	0	0%	0	0%
Slides & Film Strips	249	4,083	0	3,919		0%	0	0%	Ŏ	0%
Slings	139	4.374	0	3.919	0	0%	0	0%	0	0%
Slip Covers	1,280	2,979	8	2,299	3	38%	5	63%	0	0%
Slippers - Wholesale & Manufacturers	240	4.107	1 110	3.444 748	1 62	100%	0 47	0%	0	0% 1%
Small Engine Repair Smart Phone Software Support	33,265 812	677 3.335	110	1.949	62	56% 38%	4/	43% 46%	1	15%
Smart Prione Software Support Smelters & Refiners - Base Metals	356	3,335	13	3,161	1	38% 50%	n b	0%	1	50%
Smelters & Refiners - Precious Metals	4,886	1,939	3	2,929	2	67%	1	33%	0	0%
Smelters & Refiners Equipment & Supplies	170	4,284	0	3.919	0	0%	0	0%	0	0% 0% 0%
Smoke Abatement Equipment	103	4,480	0	3,919	0	0%	0	0%	0	0%
Smoke Detectors & Alarms	2,569	2,417	4	2,770	4	100%	0	0%	0	0%
Smoke Odor Counteracting Service	114 85	4.455 4,551	0	3,919 3,444	0	0% 100%	0	0% 0%	0	0% 0%
Smoke Stacks Smokers Information & Treatment	5.482	1.841	20	1,445	24	83%	U	17%	0	0%
Snow Making Machines	13	4,951	0	3,919	0	0%	0	0%	0	0%
Snow Melting Systems	186	4,241	0	3,919	0	0%	0	0%	0	0%
Snow Removal Equipment	1.942	2.626	7	2.387	7	100%	0	0%	0	0%
Snow Removal Service	22,419	871	80	906	36	45%	34	43%	10	13%
Snow Removal Service - Commercial	2.011	2.601 4.436	5	2.619	4		1	20%	0	0% 0%
Snow Removal Service - Roof Snowmobile Tours	119 26	4,436 4,850	<u> </u>	3,919 3,444	0	0% 100%	0	0% 0%	0	0%
Snowmobiles	6,177	1,753	75	939	65	87%	10	13%	0	0%
Soap Dispensers	87	4,542	1	3,444	0	0%	1	100%	0	0% 0%
Soaps & Detergents	5.042	1.914	15	1.866	10	67%	5	33%	0	0%
Soccer Clubs	3,323	2,228	26		13		13	50%	0	0%
Social Security Services	48,376	520	41 18	1,252	38		3	7%	0	0% 0%
Social Service Organizations Social Workers	13.201 4,842	1,215 1,946	18 12	1.756 2,012	12	67% 67%	5	33% 17%	2	17%
Sod & Sodding Service	23,225	843	61	1,048	39	64%	21	34%	1	2%
Soda Fountain Equipment	868	3,279	3	2,929	0	0%	3	100%	0	0%
Soda Fountain Equipment - Repairing	108	4,470	0	3,919	0	0%	0	0%	0	0%
Soda Fountain Shops	186	4,241	0	3.919	0	0%	0	0%	0	0%
Soda Fountain Supplies	207	4,191	4	2,770	2	50%	2	50%	0	0%
Soffit & Fascia	148 609	4.349 3,543	<u>0</u>	3.919	0	100%	0	0%	0	0% 0%
Soil Conditioners Soil Conservation Service	526	3,543	<u>2</u>	3,161 3,919		100% 0%	0 0	0% 0%	n n	0%
Soil Solidification	348	3,887	1	3,444	0	0%	1	100%	0	0%
Soil Testing	1,464	2,860	3	2,929	3	100%	Ô	0%	0	0%
Solar Energy Equipment & Systems Dealers	133,402	219	463	283	380	82%	75	16%	8	2%
Solar Energy Equipment & Systems Manufacturing & Distribution	15,140	1,126	40	1,266	34	85%	6	15%	0	0%
Solar Energy Equipment & Systems Supplies & Parts	8.415	1.526	16	1.816	6	38%	10	63%	0	0%
Solar Energy Products - Retail	34,437	667	77		57		19	25%	1	1%
Solar Energy Products Service & Repair	17,703	1.013	51	1.146	30		21	41%	0	0%
Solar Energy Research & Development	4,507	2,003	3	2,929	3	100%	0	0%	0	0%
Solar Energy System Design & Installation	164,701	177	515	256	465		36	7%	14	3%
Solar Panel Cleaning	1.036	3.143	0	3.919	0	0%	0	0%	0	0% 0%
Solder Soldering Equipment	5 116	5,042 4,444	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Soliciting Organizations	17,961	1,009	22	1,625	11	50%	7	32%	4	18%
Solvents	182	4,255	0	3,919	0	0%	0	0%	0	0%
Solvents - Reclaiming	5	5,042	0	3,919	0	0%	0	0%	0	0%
Sorting Equipment	610	3,540	0	3,919	0	0%	0	0%	0	0%
Sound Control Structures & Equipment	355	3.874	1	3,444	1	100%	0	0%	0	0%
Sound Effect Records	2,536	2,428	3	2,929	1	33%	2	67%	0	0%
Sound Level Testing - Industrial	60	4,660	0	3,919	70	0% 70%	0 30	0%	0	0%
Sound Systems & Equipment Soundproofing	18.513 615	987 3,535	100	798 2,619	/0	70% 100%	30	30% 0%	0	0%
Souvenir Milk Caps	315	3,535	2	2,619	2	100%	0	0%	0	09

Robert Complete				Sorted by Industry							
Second	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%		0/
Comment Comm	-			. 37		30	81%	7	19%	Pursue	09
Section Property		333	3,915	0	3,919	0		0		0	0%
South Book Common 170 17	Sov Bean Products	338	3.903	1	3,444	1	100%	0	0%	0	09 09
Since A part of Standard Standard Standard Standard 1242 150	Spark Plugs	21				0	0%	. 0		0	09
Stand Bull Marker Springer 1,000								48		7	39 49
Stand Button 11-1-12- 12								36		2	39
Season S								12		4	99
Science Students	Speakers - Rebuild & Repair	1,947	2,623	5		3		2	40%	0	99 09
General Ad Discord Control Ad Discord Control Ad Discord Control Discord C	Speakers - Wholesale & Manufacturers	986	3,179	17	1,775	11		6	35%	0	09
Second Applications	Speech & Language Pathologists			13		10				0	09
Construction				2		2		0		0	09
Search Barles	Speed Reducers			0		0		0		0	09 25%
South Sout	Speedoffielers Snerm Banks			3		3		0		0	09
Self-Control Fouriers & Mercels 226 4.42 1 3.444 1 1.96% 0 90 0 0 0 0 0 0 0				32		6		25		1	39 09
Special 111 1.465				1		1	100%	0		0	0%
Spring				0		0		0		0	09
Special Content				1		0		1		0	09 149
Sect_Infine Sect_ Sect_				14		5		7		2	149
Section Communication Co				3		3				0	09 09
Specimen 190, 201 149 1,107 128 1,107 128 1,107 129 1,107 149 1,107			2,511	12		5	42%	6		1	89
Social Colors Montanes 14.42	Sporting Goods - Retail		149	1,302	124	1,103		187	14%	12	19
Secrit A. Bernaten 16.055	Sporting Goods - Wholesale & Manufacturers	14,442	1.163		886	61	73%	22		0	09
Scort International										6	29
Sport Namorabilis	Sports Bar Charles Hagnitality	7,611		37		15		22		0	09 09
Sport Properties Section Sec				2		2		25		10	189
Southwest - Retail 470 875 176 469 57% 347 46% 26							67%			2	69
Sportspare - Winderslein & Brandfatturers	Sportswear - Retail					499	57%	347		29	69 39 09
Searchine Southernet	Sportswear - Wholesale & Manufacturers			43		38	88%	5	12%	0	0%
Specimes Application App				1		1		0	0%	0	09
Springs - Automotive - Sales & Service 3,666 2,168 12 2,012 7 58% 5 42% 0				4		1		3		0	09
Springs Coll. Flat Distribution & Shirtle Statement 1,110 3,101 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0		487 2.606	3,696	12	2.503	1 7		5	43%	0	09 09
Springles - Allowed - Free 4.061 2.079 3 2.299 2 57% 0 0.9% 1	Springs - Automotive - Sales & Service Springs - Coil Flat - Distributors & Manufacturing		3 101	12		, 0		0		0	09
Springer - Automatic - Fire 17,248 1,034 10 2,149 8 80% 2 20% 0 0 0 0 0 0 0 0 0				3		2		0		1	339
ServiceNes	Sprinklers - Automatic - Fire	17,248	1,034	10	2,149	8		2		0	09
Squash Courts - Private 95 4,513 0 3,919 0 0.9% 0		4		0	3.919	0		0		0	09
Stables				0		0		0		0	09
Sables 7,659 1,590 1,4 1,901 9 64% 5 36% 0 Starliums, Arena & Athletic Fields 3,936 2,107 64 1,016 42 66% 2,2 34% 0 Starliums, Control 1,5291				<u>U</u>		0		0		0	09
Stadings - Ferbinal 1929 1966 25 1,536 14 5856 10 40% 1 1 1 1 1 1 1 1 1				14		9		5		0	09 09
Staffine 19,291 9566 25 1,536 14 55% 10 40% 1 10.00% 1 10	Stadiums, Arenas & Athletic Fields					42		22		0	09
Stair Creads 14,928 1,138 20 1,688 17 85% 3 15% 0 0 0 0 0 0 0 0 0	Staffing - Technical	19,291		25	1,536	14	56%	10		1	49
State Stat								4		0	09
State				20	1.688	17		3		0	09 09
Stamp Machines				<u>U</u>		0		0		0	0.0
Stamps 9 4,994 1 3,444 1 100% 0 0 0 0 0 0 0 0 0				0		0		0		0	09
Stamps - Collectors 10,671 1,361 16 1,816 12 75% 4 25% 0 0 Catales Stackers 68 4,621 0 3,919 0 0% 0 0% 0 0 0 0 0				1		1		Ő		0	09
State Stat	Stamps - Collecting Supplies		4,402	1		1	100%	0	0%	0	09
State Finding State Findin	Stamps - Collectors			16		12		4		0	09
State Fairs 324 3,932 3 2,929 3 100% 0 0% 0 0% 0 0% 0 0% 0 0				0		0		Ō		0	09 09
Static Controls 84 4.556 0 3.919 0 0.9% 0 0.9% 0 0.9% 0 0.5	Starters - Engine State Faire		3,661	1		1 2		0	0%	0	09
Stationers - Retail 2,549 2,423 10 2,149 7 70% 3 30% 0 0 0 0 0 0 0 0 0				<u>3</u>		<u> </u>		0		0	09
Stationery - Wholesale & Manufacturers	Stationers - Retail			10		7	70%	3		0	09
Statuary 725 3,428 0 3,919 0 0% 0 0% 0 0% 0 0% 0 0	Stationery - Wholesale & Manufacturers	1,217	3.027	17	1.775	5	29%	12		0	09
Steam Bath Equipment & Supplies 1,596 2,787 6 2,503 1 17% 5 83% 0 0	Statistical Service	952	3,216	2		0	0%	2		0	09
Steam Cleaning - Automotive 99 4,500 0 3,919 0 0.9% 0 0.9% 0 0.9% 0	Statuary		3,428	0		0		0		0	09
Stean Cleanina - Industrial 1.874 2.666 8 2.299 7 88% 1 13% 0 0				6		1		5		0	09 09
Steam Cleaning Equipment 2,968 2,307 40 1,266 17 43% 23 58% 0 0 5 team Specialties 2.04 4,194 1 3,444 1 100% 0 0 % 0 0 % 0 0 % 0 0				. 0		7		0		0	09
Steam Trans 68 4.621 0 3.919 0 0% 0 0% 0 0% 0 0% 0 0			2.307	40	1.266	17	43%	23	58%	0	09
Steam Trans 68 4.621 0 3.919 0 0% 0 0% 0 0% 0 0% 0 0	Steam Specialties	204	4,194	1		1	100%	0	0%	0	0%
Steamship Companies 682 3.464 5 2.619 5 100% 0 0% 0 0	Steam Traps	68	4.621	0	3.919	0	0%	0	0%	0	09
Steel & Brass Stamps 8 5,004 5 2,619 2 40% 3 60% 0 0				1		1		0		0	09
Steel - Used 105 4,475 0 3,919 0 0% 0 0% 0 0% 0	Steamship Companies			5		5		Õ		0	09 09
Steel Detailers - Structural 4.057 2.081 2 3.161 1 50% 1 50% 0 Steel Distributors & Warehouses 9.551 1.435 4 2.770 4 100% 0 0% 0 Steel Frectors 16.427 1.061 9 2.223 6 57% 3 33% 0 Steel Fabricators 9 2.233 6 57% 3 33% 0 Steel Mills 9 2.233 6 57% 12 40% 1 Steel Mills 1,401 2.910 2 3,161 1 50% 1 50% 0 Steel Processing 8 Descriptions 3,672 2,151 0 3,919 0 0% 0 0% 0 Steel Processing & Fabricating Equipment 823 3,325 0 3,919 0 0% 0 0 0% 0				5	2,619	2		3	60%	0	09
Steel Distributors & Warehouses 9,551 1,435 4 2,770 4 100% 0 0% 0 Steel Frectors 16,427 1,061 9 2,223 6 67% 3 33% 0 Steel Fabricators 35,948 646 30 1,424 17 57% 12 40% 1 Steel Mills 1,401 2,910 2 3,161 1 50% 1 50% 0 Steel Processing 3,672 2,151 0 3,919 0 0% 0 0% 0 Steel Processing & Fabricating Equipment 823 3,325 0 3,919 0 0% 0 0% 0				2		1		1		0	09
Steel Frectors 16.427 1.061 9 2.223 6 67% 3 33% 0 Steel Fabricators 35.948 646 30 1.424 17 57% 12 40% 1 Steel Mills 1.401 2.910 2 3.161 1 50% 1 50% 0 Steel Processing 7 2.151 0 3.919 0 0% 0 0% 0 Steel Processing & Fabricating Equipment 823 3.325 0 3,919 0 0% 0 0% 0		9,551		4		4		0		0	09
Steel Fabricators 35,948 646 30 1,424 17 57% 12 40% 1 Steel Mills 1,401 2,910 2 3,161 1 50% 1 50% 0 Steel Processing 3,672 2,151 0 3,919 0 0% 0 0% 0 Steel Processing & Fabricating Equipment 823 3,325 0 3,919 0 0% 0 0% 0	Steel Erectors	16.427	1.061	9	2,223	6	67%	3	33%	0	09
Steel Processing 3.672 2.151 0 3.919 0 0% 0 0% 0 Steel Processing & Fabricating Equipment 823 3,325 0 3,919 0 0% 0 0% 0		35,948	646	30	1,424	17	57%	12	40%	1	39 09
Steel Processing & Fabricating Equipment 823 3,325 0 3,919 0 0% 0 0% 0				2		1		1		0	09
				0		0		0		0	09
Steeple Jacks 341 3.896 0 3.919 0 0% 0 0%				0		0		0		0	09

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To	%
Steeples & Spires	8	5.004		3,919		0%		0%	Pursue 0	0%
Steering Systems & Equipment	660	3,486	2	3,161	2	100%	0	0%	0	0%
Stem cell nutrition	1.212	3.030	1	3,444	0	0%	1	100%	0	0%
Stencil Cutting Machines	11	4,965	0	3,919	0	0%	0	0%	0	0%
Stencils & Stencil Supplies	189		1	3,444 3,919	1	100%	0	0%	0	0%
Stenographers - Public Stenographic Machines & Supplies	589 95	3,565 4,513	<u>U</u>	3,919	0	0% 0%	0	0% 0%	0	0% 0%
Sterilizing Apparatus	90	4,513	0	3,919	0	0%	0	0%	0	0%
Sterilizing Service	103	4,480	0	3,919	Ö	0%	0	0%	0	0%
Stevedoring Contractors	108	4,470	0	3,919	0		0	0%	0	0%
Stock & Bond Brokers	19.850	952	76	929	57	75%	17	22%	2	3%
Stock & Bond Transfer Agents	15,713 2,786	1,097 2,350	33	1,378 1,589	29	88% 4%	4	12% 74%	0	0% 22%
Stock Certificates Stock Exchanges	1,091	2,350 3,114	23	1,589 2,503	1 2	50%	1/	74% 50%	5	0%
Stock Quotation Boards & Systems	1,492	2,845	5	2,619	4	80%	1	20%	0	0%
Stock Yards	235	4.117	0	3.919	0	0%	0	0%	0	0%
Stone - Cast	2,614	2,399	2	3,161	0	0%	2	100%	0	0%
Stone - Crushed	1.695	2,735	5	2,619		100%	0	0%	0	0%
Stone - Natural	23,361 2,253	840	39 10	1,281 2,149	32	82% 40%	7	18% 60%	0	0% 0%
Stone Cutters Stone Setting	7,398	2,523 1,613	10		7	50%	7	50%	0	0%
Stone Setting Stone Setting - Interlocking Pavers	31,638	700	59	1,901	31	53%	24	41%	4	7%
Stone Slinger	1	5.114	0	3.919	0	0%	0	0%	0	0%
Stools	184	4,249	1	3,444	0	0%	1	100%	0	0%
Storage - Data	6.850	1.675	235	439	85	36%	149	63%	1	0% 0%
Storage - Liquid & Bulk	507	3,668	0	3,919	0	0%	. 0	0%	0	0% 0%
Storage Units - Household & Commercial	95,734	291	1,760 55	91	1,538	87%	216	12%	6	
Storage Units - Portable Store Fixtures	5,346 3,106	1.870 2,269	55	1.110 2,619	34	62% 60%	20	36% 40%	1	2% 0%
Store Fixtures - Used	49	4,721	1	3,444	1	100%	0	0%	0	0%
Store Fronts	2,330	2,496	6	2,503	4		2	33%	0	0% 0% 0%
Storm Shelters	22,492	867	24	1,562	17	71%	7	29%	0	0%
Storm Windows & Doors	31.500	702	105	779	90		11	10%	4	4%
Storm Windows & Doors - Repair	5,583	1,823	16 74	1,816	4 50	25%	7	44%	5	31%
Stoves - Wood, Coal Strainers - Wholesale & Manufacturers	23.937	825 5,094		943 3,919	50	68% 0%	22	30% 0%	2	3% 0%
Strapping & Strapping Equipment	200	4,205	0	3,919	0	0%	0	0%	0	0%
Street Cleaning	823	3,325	0	3,919	0	0%	0	0%	0	0%
Street Cleaning Equipment	161	4,312	1	3,444	1	100%	0	0%	0	0%
Street Lighting Standards & Equipment	310	3,957	0	3.919	0	0%	0	0%	0	0%
Stress Relief Equipment & Supplies - Industrial	119	4,436	0	3,919	0	0%	0	0%	0	0% 0%
Strippers - Mechanical Structural Imaging	10 40	4,977 4,763	0	3,919	0	0% 0%	0	0% 0%	0	0%
Structural Integration	922	3,243	0	3,919	0	0%	0	0%	0	0%
Structural Support - Underground	468	3.728	Ö	3.919	Ö		0	0%	Ö	0%
Stucco & Exterior Coating Contractors	49,900	508	58	1,075	35	60%	22	38%	1	2%
Stucco Manufacturers & Distributors	383	3,830	0	3,919	0	0%	0	0%	0	0%
Student Exchange Programs	10.628	1.365	<u>3</u> 64	2.929	45	67%	1 19	33%	0	0% 0%
Student Housing Studio Rental	6,818 1,216	1,680 3.028	10	1,016 2,149	43	70% 30%	19	30% 60%	1	10%
Stump Grinding	1,927	2,636	3	2,929	0	0%	3	100%	0	0%
Stump Removal & Grinding	9,096	1,468	18	1,756	5	28%	13	72%	0	0%
Sugar Brokers & Wholesalers	16	4.915	0	3.919	0	0%	0	0%	0	0%
Sugar Refiners	52	4,704	0	3,919	0	0%	0	0%	0	0%
Suicide Prevention Service	7 2,835	5.013	0 20	3.919	0	0%	0 11	0% 55%	0	0% 5%
Suits - Custom Made Sump Pump Contractors	793	2,339 3,355	20 0	1,688 3,919	0	40%	11	0%	<u>1</u>	0%
Sundries Stores	1.168	3,060	10	2,149	5	50%	5	50%	0	0%
Sunglasses	27,389	761	311	365	206	66%	86	28%	19	6%
Sunroom & Solarium Design & Construction	24,988	799	82	896	46	56%	28	34%	8	10%
Support Groups	2,737	2,366	6	2,503	3	50%	3	50%	0	0%
Surface Plates	40	4,763	0	3,919	0	0%	0	0%	0	0% 0%
Surfboards Surfing Instruction	1.914 451	2.643 3.748	2	2,299 3,161	5	63% 50%	3	38% 50%	0	0%
Surgical Appliances & Supplies	4.123	2,070	43	1,226	33		10	23%	0	0%
Surgical Centers	8,094	1,550	32	1,393	19	59%	13	41%	0	0%
Surgical Instruments	2,880	2,324	5	2,619	3	60%	1	20%	1	20% 5%
Surplus & Salvage Merchandise	21.144	910	57	1.082	33		21	37%	3	5%
Surrogacy	4,201	2,052	3	2,929	3	100%	0	0%	0	0%
Surveillance Equipment, Sales & Service Surveying Instruments	7.725 1.080	1.585 3,120	51	1.146 3.444	38		12	24% 0%	1	2% 0%
Surveying Instruments Surveyors - Aerial	1,080	3,120 4,208	1	3,444	1	100% 100%	0	0%	0	0%
Surveyors - Cargo	56	4,682	n i	3,919	0	0%	0	0%	n	0% 0%
Surveyors - Land	106,514	265	87	862	54	62%	30	34%	3	3%
Survival Products & Supplies	14.835	1.140	123	696	84	68%	36	29%	3	2%
Swaging	0	5,129	1	3,444	1	100%	0	0%	0	0% 2%
Swap Shops	3,487 40	2,189 4.763	63	1,028 3,919	62		0	0%	1	2% 0%
Sweaters Sweaters - Trimming Service	40	4.763 5.025	0	3.919 3.919	0	0% 0%	0	0% 0%	0	0%
Sweepers - Power	653	3,495	<u> </u>	3,919	n	0%	0	0%	n	0%
OWCCDCI3 TOWCI	033	3,493	U	3,919		0%	U	0%1	U	

			Sorted by Industry							
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Sweeping Compounds	1	5.114	0	3.919	0	0%	0	0%	0	0%
Sweeping Service - Power	1,993 80,276	2,608 344	168	3,919 560	0 118	0% 70%	0	0%	0	0%
Sweepstakes Swim Spas	660	3,486	108	3,444	118	0%	34	20% 100%	10	10% 0%
Swimming Instruction	6,318	1,734	43	1,226	29	67%	13	30%	1	2%
Swimming Pool Contractors, Dealers, Design	796.865	32	1.550	108	1.196		322	21%	32	
Swimming Pool Cover Sales & Service	4,978	1,922	13	1,949	10	77%	3	23%	0	0%
Swimming Pool Enclosures Swimming Pool Equipment & Supplies	15.006 88.036	1,134 320	34 400	1.362 318	25 279	74% 70%	117	26% 29%	4	0% 1%
Swimming Pool Kits	355	3,874	2	3,161	1	50%	1	50%	0	0%
Swimming Pool Manufacturers & Distributors	13.800	1.186	233	441	230		3	1%	0	
Swimming Pool Service & Repair	244,056	112	492	266 957	300 59	61%	181	37%	11	2% 1%
Swimming Pools & Hot Tubs Swimming Pools - Leak Detection & Repair	14.678 3,178	1.150 2.255		2,299	59	82% 38%	12	17% 63%	1	0%
Swimming Pools - Maintenance	25,954	780	87	862	36		46	53%	5	6%
Swimming Pools - Private	11.560	1.310	50	1.155	26	52%	24	48%	0	0%
Swimming Pools - Public	1,782 651	2,700	9	2,223	2	22%	6	67%	1	11%
Swimming Pools - Removal Swimming Pools - Above Ground	5,204	3,496 1,884	2	3,919 3,161	0	0% 100%	0	0% 0%	0	0%
Swimmer & Accessories	12,215	1,263	102	791	58		42	41%	2	2%
Switches - Electric	473	3,720	0	3,919	0	0%	0	0%	0	0%
Swords	3,496	2,186	17	1,775	4		13	76%	0	0%
Synagogues	15	4,929	1	3,444	1	100%	0	0%	0	0% 0%
Syrups Systems & Software Testing	392 1.630	3,822 2,777	<u> </u>	3,919 2,503	. U	0% 50%	3	0% 50%	0	0%
T-Shirts	154,794	188	1,273	127	893	70%	336	26%	44	3%
Table Pads	3,587	2,174	10	2,149	5	50%	4	40%	1	10%
Table Suppliers	29	4.834	0	3,919	0	0%	0	0%	0	0%
Table Tennis Equipment	348 32	3,887 4,811	1	3,444 3,919	1	100% 0%	0	0% 0%	0	0%
Table Tennis Facilities Table Tops	641	3,505	<u> </u>	3,919	0		0	0%	0	0% 0% 0%
Tables - Folding	613	3,537	3	2,929	1	33%	2	67%	0	0%
Tags	1.876	2,663	9	2,223	6	67%	2	22%	1	11%
Tailoring Instruction	9	4,994	0	3,919	0	0%	0	0%	0	0%
Tailors Tailors Cumplies	9.739 40	1.419 4.763	62	1.036 3.919	37		25	40% 0%	0	0% 0%
Tailors Supplies Talent Listing Service	73,066	376	82	896	79		1	1%	2	2%
Talent Representation	2,080	2,580	4	2,770	0		3	75%	1	25%
Tank Cleaning	1,583	2,793	0	3,919	0	0%	0	0%	0	0%
Tank Heads	15	4.929	0	3.919	0	0%	0	0%	0	0% 0%
Tank Lining & Coating Tank Testing & Inspection	578 2,404	3,579 2,474	1	3,444 3,919	0	0% 0%	1	100% 0%	0	0%
Tanks - Concrete	2,404	4,020	0	3,919	0	0%	0	0%	0	0%
Tanks - Fiber Glass, Plastic	1,510	2,836	2	3,161	2	100%	0	0%	0	0% 0%
Tanks - Metal	1.522	2.831	0	3.919	0	0%	0	0%	0	0%
Tanks - Repair	1,548	2,814	3	2,929	1	33%	2	67%	0	0%
Tanks - Used Tanks - Wooden	10	4,977 5,114	0	3,919 3,919	0	0%	0	0% 0%	0	0%
Tanners	449	3,750	3	2,929	0	0%	2	67%	1	33%
Tanners Equipment & Supplies	341	3,896	0	3.919	0	0%	0	0%	0	0%
Tanning Salons	30,455	713	568	241	332		187		49	
Tanning Salons Equipment & Supplies	5,008	1,917 5.042	13	1,949 3,919	5	38% 0%	8	62% 0%	0	0% 0%
Tape Applying & Dispensing Machines Tape Recorders	117	4,440	4	2,770	1	25%	3	75%	0	0%
Tape Recorders - Sound - Service & Repair	36	4,786	0	3,919	0	0%	0	0%	0	0%
Tape Recorders - Sound - Supplies & Parts	19	4,894	0	3,919	0	0%	0	0%	0	0%
Tapes	224	4,143	1	3,444	1	100%	0	0%	0	0%
Tapes - Adhesive-Dispensers Tapes - Industrial	279 281	4.011 4.002	1	3.444 3.919	1	100%	0	0% 0%	0	0% 0%
Tapes - Industrial Tapes - Sound - Dealers	58	4,672	0	3,919	0	0%	0	0%	0	0%
Tapes - Sound - Wholesale & Manufacturers	97	4,506	0	3,919	0	0%	0	0%	0	0%
Tapestries	325	3,930	0	3,919	0	0%	0	0%	0	0%
Tariff Bureaus	2,655	5.094	<u> </u>	3.919	0	0%	Õ	0% 14%	0	0% 0%
Tarps Tattoos	2,655 38.982	2,387 612	182	2,387	83		97	14% 53%	2	1%
Tattoos Tattoos - Removed	3,531	2,180	64	1,016	12		39	61%	13	20%
Tax Reporting Service	12,165	1,266	36	1,329	19	53%	15	42%	2	6%
Tax Return Preparation	520.923	51	1.512	111	1.009	67%	452	30%	51	3%
Tax Return Preparation - OTR Truck Drivers	551	3,605 1,833	1	3,444 1,513	1 19	100%	0	0% 27%	0	0%
Tax Software Taxes - Consultants & Representatives	5.505 255,542	1.833	26 622	1,513	19 540	73% 87%	77	12%	<u>U</u>	0% 1%
Taxes - Enrolled Agent	6,453	1,717	7	2,387	6		1	14%	0	0%
Taxes - Negotiators	15,213	1.121	15	1.866	10	67%	5	33%	0	0%
Taxes - Property Tax Consultants	30,362	716	24	1,562	21	88%	3	13%	0	0%
Taxicabs	52,532 20,519	488	270 72	403 957	123 40		132	49%	15	6% 4%
Taxidermists Taxidermists Equipment & Supplies	20,519 193	931 4,218	72	957 3,919	40	56% 0%	29	40% 0%	3	4% 0%
Tea - Manufacturer & Importer	956	3,213	7	2,387	2	29%	- U	71%	0	0%
Teachers Agencies	8,496	1,520	4	2,770	3	75%	1	25%	0	0%
Tear Gas		5.013	n	3 919	Ō		0	0%		0%

			Sorted by Industry							
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Technical Manual Preparation	3,659	2.155	14	1.901	3	21%	10	71%	1	7%
Technology - Litigation Support	3,241	2,244	23	1,589	3	13%	20	87%	0	0%
Teeth Whitening Services Telecommunication Design	22.032 2,649	883 2,389	174	549 3,161	143 0	82% 0%	29	17% 100%	2	1% 0%
Telecommunication Design Telecommunication Equipment & Systems Dealers	17,976	1,007	221	464	194	88%	25	11%	2	1%
Telecommunication Equipment & Systems Service & Repair	20.524	929	61		44		16		1	2%
Telecommunications Equipment - Disability	23,336	842	284		270	95%	14	5%	0	0%
Teleconference Service	1.761 129	2.713 4.408		2.387 3.919	2	29% 0%	5	71% 0%	0	0% 0%
Telegrams - Novelty Telegraph Service	318	3,945	0	3,919	0	0%	0	0%	0	0%
Telemarketing Services	85.923	324	207	483	96	46%	80	39%	31	15%
Telemeter Equipment	31	4,822	0	3,919	0	0%	0	0%	0	0%
Telephone & Television Cable Contractors Telephone 900 Number Resellers	14.710 210	1,147 4,181	59	1.067 3.161	36	61% 50%	21	36% 50%	2	3% 0%
Telephone Answering Equipment & Systems	6,125	1,756	13	1,949	10		2	15%	1	8%
Telephone Communications	590.117	42	32,191	1	31.951	99%	219	1%	21	0%
Telephone Equipment & Systems Dealers	46,484	538	599	232	464	77%	134	22%	1	0%
Telephone Equipment & Systems Service & Repair	15.751	1.092	81 4	903	39	48%	41	51%	1	1% 0%
Telephone Equipment & Systems Supplies & Parts Telephone Equipment & Systems Wholesale & Manufacturing	1,448 1,470	2,870 2,858		2,770 2,074	2	50% 73%	2	50% 27%	0	0%
Telephone Pre-Paid Card Sales & Distribution	34,101	669	1,543	109	1,464	95%	75	5%	4	0%
Telephone Service - Long Distance	36,326	641	187	524	124	66%	60	32%	3	0% 2%
Telephone Solicitation Companies	4.172	2.060	8	2,299	0	0%	2	25%	6	75%
Telescopes Teletypewriters & Systems	1,764	2,712 4.965	11	2,074 3,444	7	64% 100%	4	36% 0%	0	0%
Teletypewriters Message Service	86	4,547	0	3,919	Ô	0%	0	0%	0	0%
Teletypewriters Supplies	1	5,114	0	3,919	0	0%	0	0%	0	0%
Television & Radio - Dealers	23,555	831	156		83		66	42%	7	4%
Television & Radio - Rent & Lease Television & Radio - Service & Repair	114 42.834	4,455 573	<u>3</u> 276	2,929 396	154	33% 56%	106	67% 38%	0	0%
Television & Radio - Service & Rebail Television & Radio Broadcast Schools	3,801	2,134	1	3,444	134	100%	106	0%	10	6% 0% 0%
Television & Radio Parts - Retail	8,688	1,508	29	1,445	20	69%	9	31%	0	0%
Television & Radio Parts - Wholesale & Manufacturers	9.561	1.432	142	626	138		2	1%	2	1%
Television - Cable, CATV & Satellite	258,602 40,106	103 597	29,468 802	190	29,063 795	99% 99%	389	1% 1%	16	0% 0%
Television Home Shopping Television Program Distributors	1,350	2,940	802 22	1,625	795 17	77%	4	18%	1	5%
Television Program Producers	2,954	2,313	6	2,503	1	17%	5	83%	Ō	0%
Television Station Equipment	3.420	2.207	10	2.149	7	70%	3	30%	0	0%
Television Station Reps	57 24.190	4,678 819	132	3,444 654	0	0%	1	100%	0	0% 0%
Television Stations & Broadcast Companies Television Sys & Equipment - Closed Circuit	24.190 560	3,597	132	2,619	91	69% 20%	41	31% 60%	1	20%
Temperature Measuring Materials	286	3,993	3	2,929	3	100%	0	0%	0	0%
Templates	234	4.120	0	3.919	0	0%	0	0%	0	0%
Tennis Court Construction Tennis Court Enclosures	2,903 14	2,319 4 944	2	3,161	1	50%	1	50%	0	0%
Tennis Court Enclosures Tennis Court Resurfacing	271	4,033	3	2,929	2	0% 67%	1	0% 33%	0	0%
Tennis Courts - Private	650	3,497	2	3,161	2	100%	0	0%	Ö	0%
Tennis Courts - Public	185	4.244	1	3,444	0	0%	1	100%	0	0%
Tennis Equipment & Supplies	1,852	2,674	12	2,012	11	92%	1	8%	0	0% 0%
Tennis Instruction Tents	978 2,838	3.185 2,338		2.503 2,223	3	50% 56%	3	50% 44%	0	0%
Tents - Rental	5,097	1,901	15	1,866	9	60%	6	40%	0	0%
Terminals - River & Marine	287	3.992	0	3.919	0	0%	0	0%	0	0%
Termite Control	18,660	982	23	1,589	19		4	17%	0	0%
Terra Cotta Terrazzo	30 437	4.830 3,765	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0% 0%
Terrazzo Equipment & Supplies	26	4,850	0	3,919	0	0%		0%	0	0%
Test Publishers	16.941	1.042	116	729	106	91%	6	5%	4	3%
Testing Apparatus	1,894	2,653	13	1,949	5	38%	6	46%	2	15%
Textile Brokers Textile Converting	995 232	3.172 4,126	2	3.161 3.919	0	0% 0%	2	100% 0%	0	0% 0%
Textile Converting Textile Engravers	79	4,569	0	3,919	0	0%		0%	0	0%
Textile Fibers	1.010	3.158	2	3.161	0	0%	2	100%	0	0%
Textile Mill Supplies	593	3,560	3	2,929	3	100%	0	0%	0	0%
Textile Printing Equipment & Supplies Theater Stage Play Houses	581 2,380	3.576 2,482	3	2,929 1,489	18	67% 67%	1	33% 30%	0	0% 4%
Theaters	10,220	1,390	208	481	132	63%	75	36%	1	0%
Theatrical & Stage Lighting Equipment	2.108	2.574	3	2,929	1	33%	2	67%	0	0%
Theatrical Agencies	2,313	2,502	6	2,503	3	50%	3	50%	0	0%
Theatrical Equipment & Supplies Theatrical Make-Up	992 125	3.175 4,419	2	3.161 3,919	2	100%	0	0% 0%	0	0% 0%
Theatrical Make-Up Theatrical Managers & Producers	618	3,530	1	3,919	1	100%	0	0%	0 0	0%
Therapeutic and Educational Supplies	610	3,540		3.444	1	100%	0	0%	0	0%
Therapy Dogs	36	4,786	0	3,919	0	0%	0	0%	0	0%
Thermal Remediation	169	4.287	0	3,919 3,919	Ď	0%	0	0%	0	0%
Thermocouples Thermograph Equipment & Supplies	3 13	5,071 4,951	0	3,919 3,444	0	0% 100%	0	0% 0%	0	09
Thermographers Thermographers	142	4,363		3,444	0	0%	0	0%	0	09
Thermography - Infrared	417	3,788	7	2,387	2	29%	5	71%	0	0%
Thermometers	113	4,459	1	3,444	1	100%	0	0%	0	09

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Thermostats Thread	909 59	3,251 4,664	3	2,929 3,919	2	67% 0%	1	33% 0%	0	0% 0%
Thread Rolling, Cutting & Grinding	91	4,525	0	3,919	0	0%	0	0%	0	0%
Threat & Fraud Assessment	336	3,909	0	3,919	0	0%	0	0%	0	0%
Thrift Shops	15,222 77,537	1,119 359	107 207	771 483	59 176		41 26	38%	7	7% 2%
Ticket Broker Ticket Issuing Machines	77.537 256	4,065	207 0	483 3,919	1/6	85% 0%	26 0	13% 0%	<u>5</u>	0%
Ticket Sales - Events	295.372	90	2,325	71	2.093	90%	229	10%	3	0%
Tickets & Coupons - Printers & Suppliers	4,431	2,013	25	1,536	14		11	44%	0	0%
Tile & Grout Cleaning	16,757	1,048	32 37	1,393	15		15 16	47%	2	6% 8%
Tile & Marble Tile - Ceramic - Contractors & Dealers	14.537 131,491	1.157 225	37 185	1,309 527	18 84	49% 45%	98	43% 53%	3	2%
Tile - Ceramic - Manufacturers & Distributors	5.086	1.904	9	527 2,223	4		4	44%	1	11%
Tile - Non-Ceramic - Contractors & Dealers	12,045	1,272	22	1,625	14		8	36%	0	0%
Tile - Non-Ceramic - Manufacturers & Distributors	1,811	2,688 2,252	5 12	2,619 2.012	4	80% 42%	1 7	20%	0	0% 0%
Tile Restoration Tile Sales	3.196 7,341	1,619	12	1,816	<u>5</u>		6	58% 38%	0	0%
Tilling	58	4,672	2	3.161	1	50%	1	50%	0	
Timber & Timberland Companies	13,479	1,200	11	2,074	8	73%	3	27%	0	0%
Timber Framing	543	3,617	0	3,919	0		0	0%	0	0%
Time Cards & Racks Time Locks	235 323	4,117 3,936	4	2,770 3,919	2	50% 0%	2	50% 0%	0	0% 0%
Time Recorders	593	3,560	0	3,919	0	0%	0	0%	0	0%
Time Stamps	74	4,595	0	3,919	0	0%	0	0%	0	0%
Timeshare Advocates	116.576	246	103	789	93		6	6%	<u>4</u> 18	4%
Timeshare Companies Timeshare Deed and/or Title Transfer	160,922 151,603	181 194	908 198	165 503	709 149		181 37	20% 19%	18 12	
Timeshare Resale and Rental Marketing	251,291	110	911	163	384		422	46%	105	12%
Timing Devices	97	4,506	0	3,919	0	0%	0	0%	0	0%
Tin	5	5,042	0	3,919	0	0%	0	0%	0	0%
Tin ware	1 52	5,114 4,704	0	3,919 3,919	0	0%	0	0% 0%	0	0% 0%
Tiny Houses	203	4,704	2	3,161	2	100%	0	0%	0	0%
Tire Additives & Sealants	283	3,998	0	3,919	0	0%	0	0%	0	0%
Tire Changing Equipment	513	3,659	4	2.770	4	100%	0	0%	0	0%
Tire Dealers Tire Distributors & Manufacturers	203,932 13,185	141 1,219	1,615 229	101 449	1,142 226	71% 99%	458	28% 1%	15	1% 0%
Tire Repair	4,432	2.012	78	919	40		38	49%	0	
Tire Retread & Repair	11,019	1,342 3,297	90	843	51	57%	39	43%	0	0%
Tire Retread & Repair - Equipment & Supplies	845		8	2,299	5	63%	3	38%	0	0%
Tire Storage	233	4,123	<u>0</u> 89	3,919	<u>0</u> 43	0%	0	0%	0	0% 0%
Tires - Commercial Sales & Service Titanium	9,555	1,433 4,621	89	851 3.919	43 0	48%	46	52% 0%	0	0%
Title Companies & Agents	195,292	146	384	324	299		78	20%	7	2%
Title Loans	36.870	636	175	547	128	73%	46	26%	1	1%
Titling Service - Television & Motion Pictures	19	4,894	1	3,444	0	0%	1	100%	0	0% 0%
Tobacco Buyers Tobacco Growers	54 37	4,693 4,784	1	3,444 3,919	0	0% 0%	1	100%	0	0%
Tobacco Growers Equipment & Supplies	63	4,643	2	3,161	1	50%	1	50%	0	0%
Tobacco Leaf - Wholesale	297	3.974	1	3,444	1	100%	0	0%	0	0%
Tobacco Machinery	21	4,882	0	3,919	0	0%	0	0%	0	
Tobacco Warehouses Toilet Seats	496 598	3,680 3,558	10	3,161 2,149	1	50% 90%	0	0% 10%	1	50% 0%
Toilets - Composting	244	4,096	1	3,444	0		1	100%	0	0%
Toilets - Portable	10.703	1,358	27	1.489	13	48%	14	52%	0	0%
Toner Cartridges	16,390	1,063	88	856	46		39	44%	3	3%
Tool & Die Makers Tool & Die Makers Equipment & Supplies	6,774 847	1,683 3,296	5	2,619 3,919	3	60% 0%	1	20% 0%	1	20%
Tool & Utility Sheds	36,547	3,296 638	105	779	79		15	14%	11	
Tool Designers	1,212	3.030	3	2,929	2	67%	1	33%	0	0%
Tool Grinding - Industrial	458	3,737	2	3,161	0	0%	2	100%	0	0%
Tool Holders Tool Salvage Companies	2,196 444	2,545 3.755	19	1,732 3,919	19	100%	0	0%	0	0% 0%
Tool Salvage Companies Tools - Cutting	444 4,928	3.755 1.934	13	3,919 1,949	<u>0</u> 7	0% 54%	0 6	0% 46%	0	0%
Tools - Electric	10.261	1,387	43	1,226	26		16	37%	1	2%
Tools - Hand	15,453	1,112 4,029	96	817	82	85%	14	15%	0	0%
Tools - Hydraulic	272 1,226		0	3,919 3,161	0		0	0%	0	0% 0%
Tools - Pneumatic Tools - Power Actuated	1,226 3,025	3.020 2,294	26	3.161 1,513	13	50% 50%	12	50% 46%	0	4%
Tools - Rent	6.880	1,669	19	1.732	14	74%	4	21%	1	
Topsoil	7,101	1,647	9	2,223	5	56%	4	44%	0	5% 0%
Tortilla & Tamale Making Equipment	56	4,682	0	3,919	0		0	0%	0	0%
Touch Screen Equipment Tourist Information	371 7.935	3,848 1,564	15	3,444 1,866	0 10		1 4	100% 27%	0	0% 7%
Tourists Attractions	7,309	1.626	76	929	54		18	24%	4	5%
Tourists Homes	483	3,704	1	3,444	1	100%	0	0%	0	0%
Tournaments	736	3,417	12	2,012	5	42%	6	50%	1	8%
Tournaments - Golf Tours - Operators & Promoters	221 115,203	4,153 248	0 238	3.919 435	0 182		0 53	0% 22%	0	0% 1%

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Towel Supply Service	1.276	2.984	5	2.619	2	40%	3	60%	0	09
Towels - Cloths-Wholesale & Manufacturers	1,600	2,785	10	2,149	7	70%	3	30%	0	09
Towels - Industrial	10 9,245	4.977	0 33	3.919	0 18	0%	0	0%	0	09 09
Towers Towing - Automotive	525,525	1,457 49	33 2 714	1,378	1.427		1,237	45% 46%	50	29
Towing - Heavy Equipment	863	3,283	5	2.619	2	40%	3	60%	0	0%
Towing - Marine	1,176	3,056	3	2,929	1	33%	2	67%	0	09
Tov Manufacturers Supplies	751 60.083	3,404 438	<u>4</u> 747	2.770	2	50%	2 81	50%	0	09 19
Toys - Retail Toys - Wholesale & Manufacturers	16,063	1,076	121	197 703	656 100		20	11% 17%	10	19
Tractor Dealers	20,772	922	72	957	56		14		2	3%
Tractor Distributors & Manufacturers	4,641	1,979	4	2,770	3	75%	1	25%	0	09
Tractor Equipment & Parts	11.652	1.302	49	1.164	31		18	37%	0	09
Tractor Mowing Tractor Rent & Lease	503 780	3,672 3,375	0	3,919 2,929	0	0% 67%	0	0% 33%	0	09 09
Tractor Repair & Service	5,657	1,811		2,299	6	75%	2	25%	0	0%
Tractor Work	717	3,431	1	3,444	1	100%	0	0%	0	0%
Trade Shows, Expositions & Fairs	13,361	1,207	83	886	45		37	45%	1	19
Trademark Agents & Consultants	8,790	1,499	14		9	04-70	5	36%	0	09 09
Trading Stamps Traffic & Parking Consultants	1,308 10,709	2,963 1,357	10 143	2,149 622	132	20% 92%	11	80% 8%	0	09
Traffic Control & Flagging Service	3,179	2,254	1	3,444	1	100%	0	0%	0	0%
Traffic Engineers & Planning Service	1.577	2.799	25	1.536	23	92%	2	8%	0	09
Traffic School	25,049	796	38	1,299	37		1	3%	0	09
Traffic Signs, Signals & Equipment Trailer Hitches	4.049 8.139	2.083 1.545	4 11	2,770 2,074	2	50% 36%	2	50% 64%	0	09 09
Trailer Fitches Trailer Sales	38,787	616	76	929	50	66%	25		1	19
Trailer Storage	1.134	3.087	10	2.149	8	80%	2	20%	0	0%
Trailers - Automotive Utility	18,867	976	46	1,191	30	65%	16	35%	0	0%
Trailers - Boat	6.169	1.754		1.866	5 43	33%	10	67%	0	09 29 09
Trailers - Camping & Travel Trailers - Equipment & Parts	17,629 10.334	1,017 1,380	10	1,095 2,149	43 8	77% 80%	12	21% 20%	0	09
Trailers - Horse	4,539	2,000	7	2,387	5	71%	2	29%	0	09
Trailers - Rent & Lease	9,321	1,450	21	1,657	14	67%	7	33%	0	0%
Trailers - Repair & Service	12.868	1.234	20	1.688	10		10	50%	0	09 89
Trailers - Transporting Trailers - Truck	5,082 7,074	1,905 1,651	24	1,562 2,387	3	13% 71%	19	79% 29%	2	09
Training - Video Instruction Tapes	5,697	1,806	25	1.536	14		11	44%	0	0%
Training Programs	343,820	74	425	301	329	77%	89	21%	7	29 09
Trampolines	4,748	1.954	27	1.489	14		13	48%	0	09
Transcription Service Transfers - Dry	9,064 42	1,470 4,749	6	2,503 3,919	4	67%	2	33% 0%	0	09 09
Transformers	822	3,329	0	3,919	0	0%	0	0%	0	09
Transit Lines	1,362	2,932	13	1,949	11	85%	2	15%	0	09 09
Transitional Housing	2.916	2.317	20	1.688	12		8	40%	0	0%
Translators & Interpreters	43,726	562	37 0		16 0		21		0	09 09
Translators Equipment Transmissions - Automobile	54 318.185	4,693 80	1,318	3,919 121	885		395	0% 30%	38	39
Transmissions - Truck, Tractor	3,123	2,266	20	1,688	14	70%	6	30%	0	09
Transportation Consultants	21.717	888	58	1.075	20	34%	38	66%	0	0%
Transportation Services	222,255	125	1,561	106	830		703	45%	28	29 09
Trap & Skeet Ranges Trapping Equipment & Supplies	51 414	4,710 3,792	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Travel & Moving Services	10,684	1,359	29	1,445	11	38%	17	59%	1	39
Travel & Tourism Development and Education	5.762	1.798	6	2,503	3	50%	3	50%	0	0%
Travel Agencies & Bureaus	785,319	33	5,831	24	5,322	91%	461	8%	48	19
Travel Agent Mills Travel Clubs	4,453 289,183	2,008	1,360	1,513	1 077	12% 79%	19 245	73% 18%	38	159 39
Travel Escorts	2,652	2,388	1,360	3,444	1.0//	0%	243	100%	0	09
Travelers Checks	255	4,066	0	3,919	0	0%	0	0%	0	0%
Treatment Centers & Rest Homes - Information & Placement	2,611	2,400	6	2,503	3	50%	3	50%	0	09
Tree Climbing Instruction	1.076.977	5,013	1.726	3,919	773	0% 45%	851	0% 49%	102	09 69
Tree Service Tree Service - Pruning	1.0/6.9//	1,280	1./26	1,625	7/3	45% 14%	851 17		102	99
Tree Service - Transplant	1,094	3,111	2	3.161	0	0%	2	100%	0	09
Tree Service Equipment & Supplies	1,441	2,876	0	3,919	0	0%	0	0%	0	0%
Trenching Contractors	1,791	2,697	6	2,503	5	83%	1	17%	0	09
Tricks & Jokes Trike Conversions, Sales & Service	622 996	3.527 3,170	0	3,919 3,444	0	0% 100%	0	0% 0%	0	09 09
Trophies	11,710	1,299	28	1,465	22	79%	6	21%	n	0%
Tropical Fish	8,214	1,541	49	1,164	24	49%	25	51%	0	09 09
Truck accessories	15,161	1,124	50	1,155	34	68%	16	32%	0	0%
Truck Bedliner	3.023	2,295	5	2,619	3	60%	2	40%	0	09
Truck Bedliner - Spray On Truck Bodies	4,898 2.014	1,938	5	2,619 2,770	5	100%	0	0%	0	09 09
Truck Bodies Truck Caps & Shells	2,014 5,567	2.600 1,825	13	2,770 1,949	10	50% 77%	2	50% 23%	0	09
Truck Dealers	63,187	424	221	464	153		67	30%	1	09 09
Truck Driver Leasing	1.584	2.791	5	2.619	2	40%	3	60%	0	09
Truck Driver Training	16,853	1,047	28	1,465	21	75%	7	25%	0	09
Truck Equipment & Parts	25.189	793	61	1.048	46	75%	14	23%	1	29

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
Truck Manufacturers & Distributors	4.011	2.092	7	2,387	3	43%	4	57%	0	0%
Truck Painting & Lettering	755	3,397	1	3,444	1	100%	0	0%	0	0%
Truck Permits	1.768	2.709	3	2,929		33%	1	33%	1	33%
Truck Refrigeration Equipment	1,206	3,034	1 022	2,619	1.005	100%	28	0%	0	0% 0%
Truck Rent & Lease Truck Repair & Service	16,138 77,648	1,072 358	1,033 185	150 527	1,003	97% 61%	71	3% 38%	2	
Truck Service & Repair - Mobile	3,321	2,229	6	527 2,503	5	83%	1	17%	0	1% 0%
Truck Stops	2,955	2,312	4	2,770	2	50%	2	50%	0	0%
Truck Terminals	100	4,490	0	3,919	0	0%	0	0%	0	0%
Truck Washing & Cleaning	1,934	2,634	2	3,161	1		1	50%	0	
Truck Washing & Cleaning - Equipment & Supplies	485 101,793	3.700	123	3.444	<u>1</u>	100%	0 58	0%	0	0% 2%
Trucking Trucking - Dump	101,793	276 1.328	123	696 2,503	62	50% 83%	58	47% 17%	3	0%
Trucking - Heavy Hauling	46,300	539	41	1,252	28		12	29%	1	2%
Trucking - Light Hauling	13,333	1,208	6	2,503	4	67%	2	33%	0	0%
Truckina - Liquid Or Dry Bulk	2.158	2,557	0	3.919	0	0%	0	0%	0	0%
Trucking - Motor Freight	21,377	900	51	1,146	25		26	51%	0	0%
Trucking - Water Hauling	4.057	2.081	1	3.444	0		1	100%	0	0%
Trucking Transportation Brokers	65,473	412	77	923	62		14	18%	1	1% 29%
Trucks - Forklifts	2,411	2,471	19	2,387 1.732	<u>3</u> 14	43%	2	29%	2	0%
Trucks - Industrial Trusses - Construction	5,632 4,085	1,815 2,075	19 4	1,/32 2,770	14	74% 75%	5	26% 25%	0	0%
Trusses - Construction Trusses - Medical & Surgical	241	4,102	1	3,444	<u>3</u>	0%	1	100%	0	0%
Trust Companies	28,325	749	62	1,036	56	90%	6	10%	0	0%
Tube Bending & Fabricating	556	3,602	0	3.919	0	0%	0	0%	0	0%
Tube Cleaning & Expanding Equipment	32	4,811	0	3,919	0		0	0%	0	0%
Tube Fittings	121	4,430	1	3,444	1	100%	0	0%	0	0%
Tubing - Metal	406	3.800	0 21	3.919	0 10		0	0%	0	0% 0%
Tuck Pointing Tunneling Contractors	12,098 273	1,271 4,028	21	1,657 3,919	10	48% 0%	11	52% 0%	0	0%
Turbines Turbines	2/3 870	4.028 3,275	0	3,919	<u>U</u>	0%	0	0%	0	0%
Turbochargers	1,897	2,651	6	2,503	3	50%	3	50%	0	0%
Turnstiles	47	4,732	0	3,919	0	0%	0	0%	0	0%
Turntables	291	3,986	0	3,919	0	0%	0	0%	0	0%
Tutorina	57.657	450	146	616	100		40	27%	6	4%
Tuxedo Sales & Rentals	896	3,260	6	2,503	3	50%	3	50%	0	0%
Twines & Cordage	77	4,579	0	3,919	0	0%	0	0%	0	0% 0%
Two-Wav Radio Sales & Service Typesetting	1.633 360	2,775	2	3.161	1	50% 0%	1	50% 0%	0	0%
Typewriters	401	3,866 3,805	8	3,919 2,299		100%	0	0%	0	0%
Typewriters - Supplies & Attachments	158	4,322	2	3.161	2	100%	0	0%	0	0%
Typographers	973	3,192	1	3,444	0	0%	1	100%	0	0%
U-Catch Fishing	127	4.411	0	3.919	0	0%	0	0%	0	0%
Ultrasonic Equipment & Supplies	280	4,007	2	3,161	2	100%	0	0%	0	0%
Ultrasound - Medical Ultrasound - Nonmedical	3.384 1.911	2.212 2.645	4	2.770 2.619	4	100% 80%	0	0% 20%	0	0% 0%
Ultraviolet Ray Lamps & Apparatus	1,911	2,645 4,229	5	3,161	2	100%	1	0%	0	0%
Umbrellas	1.688	2 741	23	1,589	19		4	17%	0	
Umbrellas - Repairing	7	2,741 5,013	0	3,919	0		Ö	0%	0	0% 0%
Unclaimed Funds Retrieval Services	120.018	240	63	1.028	56	89%	7	11%	0	0%
Underground Sprinkler Lawn Sprinkler Parts	1,751	2,716	8	2,299	7	88%	1	13%	0	0%
Underwear - Wholesale & Manufacturers	1,285	2,977	20	1,688	16		4	20%	0	
Unemployment Representation	141 5,484	4,366 1,838	25	3,919 1,536	0 17	0% 68%	0 8	0% 32%	0	0% 0%
Uniform Supply Service Uniforms	34,484	1,030	194	512	174		56	29%	4	2%
Uniforms - Accessories	2,553	2,422	18	1,756	134	03/0	9	50%	0	0%
Uniforms - Medical	6,686	1,691	162	567	76		86	53%	0	0%
Universal Joints	1	5.114	0	3.919	0	0%	0	0%	0	0%
Upholsterers	54,830	466	142	626	74		62	44%	6	4%
Upholsterers Supplies	1.885	2.656	4	2.770	4		0	0%	0	0% 7%
Upholstery & Carpet Cleaning Upholstery and Rug Cleaning	46,495	537 2,698	115	732 3,161	42	37% 50%	65	57% 50%	8	7% 0%
Upholstery Fabrics - Retail	1,790 7,675	1,588	24	1,562	11		10	42%	2	13%
Upholstery Fabrics - Retail Upholstery Fabrics - Wholesale & Manufacturers	813	3,332	24	3,161	0	0%	2	100%	0	0%
Urban Farmer	26	4,850	. 0	3,919	0	0%	0	0%	0	0%
Urgent Care Centers	17,283	1,033	242	428	155	64%	85	35%	2	1%
Utilities Underground - Installation	3,753	2,141	3	2,929	1	33%	2	67%	0	0%
Utilities Underground - Locating	7,507	1.605	4	2.770	4	100%	. 0	0%	0	0%
Utility Contractors	46,074	540 1,353	298 91	379 839	281 85	94%	17 6	6%	0	0% 0%
Utility Submetering & Billing Utility Tax Refunds for Manufacturers & Business	10.766	1,353 4,621	91	839 3,444	85	93% 100%	6	7% 0%	0	0%
Vacation Certificates & Vouchers	141,289	210	937	3,444 161	580	62%	276	29%	81	9%
Vacation Certificates & Vodiciers Vacation Rentals	209,719	136	982	157	708		250	25%	24	
Vacation Time Share	150,099	199	2,084	79	1,998	96%	82	4%	4	0%
Vacuum Cleaners - Household - Dealers	133.394	220	377	328	246	65%	114	30%	17	
Vacuum Cleaners - Industrial & Commercial	423	3,780	1	3,444	1	100%	0	0%	0	0%
Vacuum Cleaners - Service & Repair	20,215	941	58	1,075	34		23	40%	1	2%
Vacuum Cleaners - Supplies & Parts	8.901	1.488 1.747	31 66	1,409 998	29 60		2	6% 9%	0	0% 0%
Vacuum Cleaners - Wholesale & Manufacturers Vacuum Cleaning - Industrial	6,224 611	1,747 3,539	66	998 3,919	60		6	9% 0%	0	
vacuum ciediiniu - muusmai	6111	3,539	. 01	3.9191	0	1%	01	0%	0	U70

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Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/
Vacuum Cleaning Systems	17.114	1.036	39	1.281	33	85%	6	15%	0	0%
Vacuum Equipment & Systems	8,527 10,589	1,515	26 56	1,513	21	81%		19%	0	
Valet Service Valves	10.589 3.109	1.367 2.268	56	1.095 3.444	31	55% 0%	25	45% 100%	0	09
Valves - Repairing	339	3,898	0	3,919	0	0%	0	0%	0	0%
Van Conversions & Accessories	8.021	1,553	37	1,309	22	59%	10	27%	5	14%
Vanity Publishers	8,406	1,530	57	1,082	27	47%	29	51%	1	. 2%
Vaporizers	7,596	1.599	83	886	42	51%	41	49%	0	0%
Variable Speed Drives	81 393	4,563 3,819	2 10	3,161	2	100% 50%	0	0% 50%	0	0%
Variety Store Merchandise - Wholesale Variety Stores	7,313	1,625	97	2,149 813	40	41%	54	56%	3	3%
Vehicle Graphics	4,300	2,035	9	2,223	2	22%	7	78%	0	0%
Vehicle Sales - Manufacturing Companies	3.736	2.143	24	1.562	18	75%	6	25%	0	0%
Vehicle Transport Services	36,312	642	110	748	68	62%	40	36%	2	2%
Vending Machines	35,894	648	74	943	42	57%	30	41%	2	3%
Vending Machines - Supplies & Parts Venetian Blinds - Dealers	10.812 17.579	1.352 1.020	19	1.732 762	94	32% 87%	12	63% 12%	1	1%
Venetian Blinds - Beairs	17,579	4,906	100	3.919	0	0%	0	0%	1	0%
Venetian Blinds - Repair & Cleaning	2,758	2,355	3	2,929	2	67%	1	33%	0	0%
Venetian Blinds - Supplies & Parts	569	3,584	0	3,919	0	0%	0	0%	0	0%
Venetian Blinds - Wholesale & Manufacturers	2,584	2,412	4	2,770	4	100%	0	0%	0	0%
Ventilating Contractors	2,754	2,357	1	3,444	1	100%	0	0%	0	0%
Ventilating Equipment	4.107	2,071 2,042	0	3.919	0	0% 67%	Ŏ	0%	0	11%
Ventilating Systems - Cleaning Vermiculite	4,259 74	2,042 4,595	9	2,223 3,919	<u>b</u>	0%	2	22% 0%	1	0%
Vertical Blinds	10,762	1,354	25	1,536	13	52%	12	48%	0	0%
Vessels - Pressure	105	4,475	0	3,919	0	0%	0	0%	0	0%
Veterans & Military Organizations	13.977	1.179	24	1.562	19	79%	4	17%	1	4%
Veterinarians	156,541	186	458	285	368	80%	90	20%	0	0%
Veterinarians Equipment & Supplies	3.487	2,189 3,807	10	2.149 2,770	6	60%	2	20%	2	20%
Veterinarians Information & Referral Veterinary Emergency	400 2,430	3,807 2,467	17	1,775	12	50% 76%	2	50% 24%	0	0%
Veterinary Emergency Veterinary Internal Medicine	368	3.852	4	2,770	3	75% 75%	1	25%	0	0%
Veterinary Physical Therapy & Rehabilitation	228	4,134	1	3,444	0	0%	1	100%	0	0%
Veterinary Surgery	1,496	2.842	3	2,929	2	67%	1	33%	0	0%
Vials	63	4,643	1	3,444	1	100%	0	0%	0	0%
Vibration Control	251	4,080	0	3,919	0	0%	0	0%	0	0%
Vibration Measurement Vibrators - Industrial	245 19	4.094 4,894	0	3,919 3,919	0	0% 0%	0	0% 0%	0	0%
Video Editing	8.705	1,507	24	1,562	6	25%	15	63%	3	13%
Video Equipment - Sales & Rentals	5,151	1,893	16	1,816	12	75%	4	25%	0	0%
Video Equipment - Service & Repair	2,695	2,379	4	2,770	2	50%	2	50%	0	0%
Video Equipment - Supplies & Parts	789	3.361	6	2,503	1	17%	5	83%	0	0%
Video Equipment - Wholesale & Manufacturers	811	3,336	0	3,919	0 565	0%	0	0%	0	0%
Video Games - Dealers Video Games - Rent & Lease	35.902 7.969	647 1,560	845 157	180 578	565 150	67% 96%	260 4	31% 3%	20	2%
Video Games - Kent & Lease Video Games - Service & Repair	9,494	1,438	52	1,133	130		37	71%	1	2%
Video Games - Supplies & Parts	14,276	1,167	128	674	79	62%	49	38%	0	0%
Video Games - Wholesale & Manufacturers	15,913	1,087	813	188	776	95%	37	5%	0	0%
Video Gaming Establishments	1.270	2.989	17	1.775	10	59%	7	41%	0	0%
Video Production Services	37,844	624	120	707	67		48	40%	5	4%
Video Tape Duplication Service Video Tapes & Discs - Dealers	3,230 6,852	2,247 1,673	6 121	2,503 703	<u>1</u>	17%	5 76	83%	0	18%
Video Tapes & Discs - Dealers Video Tapes & Discs - Wholesale & Manufacturers	6.852 479	1.6/3 3,712	121	2,770	2 <u>3</u>	19% 50%	/b	63% 50%	22	18%
Video Tapes & Discs - Wholesale & Manuacturers Video Tapes & Discs Sales & Rentals	15.765	1.090	124	688	79	64%	37	30%	<u>U</u> 8	6%
Videoconferencing Services	3,263	2,240	11		10		1	9%	0	0%
Videographers	4,798	1,948	54	1,120	19	35%	30	56%	5	9%
Videographers - Wedding	1.824	2.684	30	1,424	10 55	33%	18	60%	2	7%
Videotape, CD, & DVD Duplication & Transfer Services	15,613	1,106	66	998	55	83%	11	17%	0	0%
Vinyl Decking Vinyl Repair	303 2,496	3.965 2,447	0	3,919 2,299	0	0% 38%	0	0% 63%	0	0%
Violins	2,496 972	3,193	δ 1	3,444	<u>3</u>	38% 0%		100%	<u>U</u>	0%
Virtual Currency	680	3,467	5	2,619	1	20%	4	80%	0	0%
Virtual Tours	453	3,746	9	2,223	4	44%	5	56%	0	0%
Visual Control Systems	100	4.490	0	3.919	0	0%	0	0%	0	0%
Visual Impairment Products & Services	420 214	4,710	2	3,161 96	2	100%	0	0%	0	0%
Vitamins & Food Supplements Voice Mail Services	428,314 513	3 650	1,669	96 2 770	1,160	70% 50%	457	27% 50%	52	3%
VOIP (Voice Over Internet Protocol) Sales & Service	12,971	1,228	256	413	241	94%	15	6%	0	0%
Volleyball Club	700	3,441	6	2,503	1	17%	4	67%	1	17%
Voting Equipment	201	4,202	0	3,919	Ō	0%	0	0%	Ô	0%
Wait Staff	66	4,633	1	3,444	1	100%	0	0%	0	0%
Walkway Design	550	3.608	1	3,444	0	0%	1	100%	0	0%
Wall & Ceiling Texturing	175	4,270	0	3,919	0	0%	0	0%	0	09
Wall Bed Manufacturer Wall Bed Sales	125 133	4.419 4.394	0	3,919 3,919	0	0% 0%	0	0% 0%	0	09
Wall Cleaning	278	4,013	0	3,919	0	0%	0	0%	0	0%
Wall Coatings	1.940	2.629	0	3.919	0	0%	0	0%	0	0%
Wallboard & Plasterboard	457	3,738	0	3,919	0	0%	0	0%	0	0%
Wallpaper Hangers	1.936	2.632	-	3,444		0%		100%		0%

US BBB 2016 Statistics Sorted by Industry

	1	1		1	1	1	ı	т	Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpis Unable 10 Pursue	e 9
Wallpaper Removing Wallpapers & Wall coverings - Wholesale & Manufacturing	975 607	3.188 3,545	1	3,444 3,919	0	0% 0%	1	100% 0%	0	0 09
Wallpapers & Wallcoverings - Wholesale & Mandiacturing Wallpapers & Wallcoverings - Retail	5.709	1.803	36	1,329	19	53%	17	47%	0	09
Warehouses - Cold Storage	2,950	2,314	2	3,161	1	50%	1	50%	0	0 09
Warehouses - Merchandise	9,772	1,417	83	886	59 11	71%	24	29%	0	0 09
Warehousing Services Washers	8.231 286	1,539 3,993	13 13	1,949 1,949	11	85% 38%	2	15% 62%	0	0 09
Washing Machines & Drvers - Coin Metered	2,526	2,435	51	1,146	25	49%	23	45%	3	3 69
Washing Machines & Dryers - Dealers	1,084	3,117	16	1,816	11	69%	5	31%	0	0 09
Washing Machines & Dryers - Rent & Lease	104,465	269	94		85	90%	9	10%	0	0 09
Washing Machines & Dryers - Service & Repair	3.365 218	2,217 4,160	43	1,226 2,929	13	30% 67%	28	65% 33%	2	2 59 0 09
Washing Machines & Dryers - Supplies & Parts Washing Machines & Dryers - Wholesale & Manufacturers	4	5.059	<u></u>	3,444		100%	0	0%	0	0 09
Washing Machines - Industrial	46	4,737	Ō	3,919	0	0%	0	0%	Č	0 09
Waste - Cotton, Wool	34	4,801	0	3,919	0	0%	0	0%	0	0 09
Waste Containers Waste Paper	10.569 82	1,368 4,560	147	609 3,919	109	74% 0%	38	26% 0%	0	0 09
Waste Reduction, Disposal, Recycle Equipment	13.723	1,191	132	3,919 654	95	72%	34	26%		3 29
Waste Reduction, Disposal, Recycle Eduloment Waste Reduction, Recycle Service - Industrial	17,344	1,029	98	809	59	60%	38	39%	1	1 19
Watch Bands	3,276	2,233	34	1,362	32	94%	2	6%	0	0 09
Watches - Dealers	167,506	173	476	273	365	77%	94	20%	17	7 49
Watches - Service & Repair Watches - Wholesale & Manufacturers	28,575 14.679	746 1,149	125 60	684 1,060	81	65% 65%	43 21	34% 35%	1	1 19
Watches - Wholesale & Manufacturers Watchmakers Equipment & Supplies	14.679 139	1,149 4,374	60	1,060 3,919	39	65% 0%	21	35% 0%	0	0 09
Watchmens Clocks & Systems	940	3,228	2	3,919		100%	0	0%		0 09
Water & Sewer Line Protection	89,649	313	226	454	226	100%	0	0%	0	0 09
Water - Bottled & Bulk	7,130	1,642	32	1,393	21	66%	11	34%	0	0 09
Water Analysis Water Companies - Rettled Bulk	6.723	1.688	4	2.770	3	75%	1	25%	<u>c</u>	0 09 7 19
Water Companies - Bottled, Bulk Water Companies - Utility	37,256 59,100	629 442	908 818	165 186	881 653	97% 80%	20 163	2% 20%	/	2 09
Water Combanies - Othick Water Conservation	1,939	2,631	5	2,619	4	80% 80%	103	20%		0 09
Water Coolers	6,400	1,722	114	735	61	54%	52	46%	1	1 19
Water Coolers - Bottle less	333	3.915	9	2.223	3	33%	6	67%	0	0 09
Water Coolers - Equipment & Supplies	2,248	2,525	13	1,949	3	23%	10	77%	0	0 09
Water Craft Repair Water Damage Restoration	238 64.959	4.110 415	<u>3</u> 122	2,929 698	98	33% 80%	22	0% 18%		2 679
Water Filtration & Purification Equipment	186,374	153	419	305	344	82%	70	17%		5 19
Water Gardens Fountains & Ponds	7,318	1,624	13	1,949	8	62%	3	23%	2	2 15%
Water Heater - Tankless	2,277	2,513	21	1,657	21	100%	0	0%	0	0 09
Water Heaters - Dealers	8.782	1.500	54	1.120	50	93%	3	6%	1	1 29
Water Heaters - Parts & Supplies Water Heaters - Repairing	859 4,669	3,286 1,970	<u>1</u> 21	3,444 1,657	1 17	100% 81%	0	0% 19%	0	0 09
Water Heaters - Wholesale & Manufacturers	5,952	1,370	162	567	157	97%	5	3%		09
Water Leak Detection	3,752	2,142	3	2,929	2	67%	1	33%	č	0 09
Water Main Contractors	2.588	2,410	4	2.770	3	75%	1	25%	0	0 09
Water Mitigation	1,918	2,640	5	2,619	2	40%	3	60%	0	0 09
Water Pollution Control Water Skiing Equipment & Supplies	520 1.190	3,652 3,046	0	3,919 3,161	0	0% 0%	0	0% 100%		0 09
Water Skilling Instruction	1.190	4,466	0	3,161	0	0%	0	0%	,	0 09
Water Softening & Conditioning Equipment Service & Supplies	109,665	257	216	472	181	84%	28	13%	7	7 39
Water Supply Systems	7,558	1,603	71	965	32	45%	37	52%	2	2 39
Water Taxi Service	855	3.289	5	2.619	4	80%	1	20%	0	0 09
Water Treatment Equipment, Service & Supplies	67,114	407	133	649	111	83%	19	14%	3	3 29
Water Well Drilling & Service Water Well Drilling Equipment & Supplies	110.820 5,203	254 1,886	98 5	809 2,619	63	64% 80%	35 1	36% 20%	0	0 09
Water Wells - Inspection	792	3,357	1	3,444	1	100%	0	0%	0	0 09
Water Wells - Pumps Sales & Service	9,307	1,452	12	2.012	8	67%	4	33%	Č	0 09
Water Works Contractors	6,122	1,759	11	2,074	6	55%	5	45%	0	0 09
Water Works Equipment & Supplies	520	3.652	0	3.919	0	0%	0	0%	0	0 09
Water/Pool Heating - Solar Waterbeds - Dealers	1,424 2,256	2,890 2,520	3	2,929 2,503	3	100% 67%	0	0% 33%	0	0 09
Waterbeds - Dealers Waterbeds - Supplies & Parts	2,236	4.685	1	3,444	0	0/%	1	100%	0	0 09
Waterbeds - Wholesale & Manufacturers	100	4,490	0	3,919	0	0%	Ô	0%	O C	0 09
Waterproofing Contractors	183 823	156	302	376	255	84%	40	13%	7	7 29
Waterproofing Materials	7,161 567	1,640	10	2,149	5	50%	4	40%	1	1 109
Wax Weather Forecast Service	567 745	3,587 3,408	5	2,619 2,619	4	80% 60%	1	20% 40%	0	0 09
Weather Instruments	2,166	3,408 2,555	<u>5</u>	2,619		25%	2	75%	U	0 09
Weather Institutions Weather Stripping	338	3,903	1	3,444		0%	1	100%		09
Weather Vanes	285	3,995	4	2,770	1	25%	3	75%	0	0 09
Weatherization	2,362	2,489	4	2,770	2	50%	2	50%	0	0 09
Weaving & Mending	172	4,279	ŏ	3,919 3,919	0	0%	0	0%	<u>0</u>	0 09
Weaving Supplies & Equipment Web Conferencing	161 893	4,312 3,262	0	3,919 2,929	0	0% 67%	1	0% 33%	0	0 09
Web Design	217,337	130	726	2.929	359	49%	349	48%	18	8 29
				202					10	0 09
Webbing	2,399	2,475	34	1,362	20	59%	14	41%		
	2,399 94 9,216	2,475 4,518 1,460	34 8 39	1,362 2,299 1,281	20 3 17	59% 38% 44%	14 5 22	41% 63% 56%	0	0 09

		1		I		<u> </u>			Cmpls Unable To	
Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Pursue	%
Wedding Officiant Wedding Supplies & Services	9,318 17,570	1.451	7 100	2,387 798	<u>4</u> 66	57% 66%	3 31	43% 31%	0	0% 3%
Wedding Supplies & Services Weed Control Equipment & Supplies	463	1,021 3.731	100	3.919	00	0%	21	0%	<u> </u>	0%
Weed Control Service	10,682	1,360	28	1,465	21	75%	6	21%	1	4%
Weighers	179	4,262	0	3,919	0	0%	0	0%	0	0%
Weight Control Services	178,350 1,835	165 2,677	734	201 3,444	588	80% 100%	123	17% 0%	23	3% 0%
Welcome ServiceFor Newcomers Welding	54,431	472	54	1,120	25	46%	29	54%	0	0%
Welding Equipment & Supplies	9,416	1,443	18	1,756	12	67%	6	33%	0	0%
Welding Equipment - Rent	35	4,797	1	3,444	1	100%	0	0%	0	0%
Welding Equipment - Repair	2.210	2,540	3	2,929	1	33% 0%	2	67% 0%	0	0% 0%
Welding Inspectors Wellpoint & Dewatering Systems	324 339	3,932 3,898	0	3,919 3,919	<u> </u>	0%	0	0%	0	0%
Western Apparel	11,426	1,319	47	1,185	38	81%	9	19%	0	0%
Wheel Align, Frame & Axle Service Equipment & Supplies	779	3,377	4	2,770	3	75%	1	25%	0	0%
Wheel Alignment, Frame & Axle Service - Auto	9,739	1.419	19	1.732	10	53%	9	47%	0	0% 0%
Wheel Chairs & Ramps Wheel Chairs	15,672 9.869	1,100 1 413	41 83	1,252 886	28 64		13 18	32% 22%	0	1%
Wheelchair & Disability Transportation	21,630	892	29	1,445	22		5	17%	2	7%
Wheels	30,301	718	84	883	45	54%	38	45%	1	1%
Whirlpool Bath Equipment & Supplies	999	3,166	4	2,770	1	25%	3	75%	0	0%
Wholesalers & Distributors	150,306 469	197 3,726	655	210 2,770	554		97	15% 0%	4	1% 0%
Wicker Products Wigs & Hairpieces	75,779	3.726 370	407	2.770 310	213	100% 52%	0 183	0% 45%	<u>0</u> 11	
Winches	115	4,448	0	3.919	0	0%		0%	0	0%
Wind Energy Systems	2,965	2,310	3	2,929	0	0%	3	100%	Ö	0%
Winding Machinery	10	4,977	0	3,919	0		0	0%	0	
Window Classics	481	3.710	0 134	3.919	0		0 76	0% 57%	0	0% 1%
Window Cleaning Window Cleaning Equipment & Supplies	106,261 408	266 3.797	134	643 3,919	<u>56</u>	42% 0%	/6	57% 0%	2	0%
Window Coverings	22,652	862	40	1,266	36		4	10%	0	
Window Security Laminates	147	4,352	0	3,919	0	0%	0	0%	Ō	0%
Window Shades	24.386	814	124	688	104		19	15%	1	1%
Window Shades - Cleaning & Repair	1,342	2,945	1	3,444	1	100%	0	0%	0	0%
Window Shades - Equipment & Supplies Window Shades - Repair	4.652 124	1.974 4.423	11	2.074 3.919	<u>8</u>	73% 0%	3	27% 0%	0	0% 0%
Window Strades - Repair Window Tinting & Coating - Commercial	4,654	1,973	15	1,866	7	47%	8	53%	0	0%
Window Tinting & Coating - Residential	5,279	1.877	4	2.770	2	50%	2	50%	Ō	0%
Windows	433,666	55	1,120	142	849		184	16%	87	
Windows & Doors - Installation & Service	94.722 1.409	295 2,904	253	416 3,161	209		36	14% 50%	8	3% 0%
Windows - Egress Windows - Installation & Service	579,931	2,904 43	1,132	3,161	945	50% 83%	151	13%	36	
Windows - Repairing	16.660	1,051	31	1,409	19	61%	10	32%	2	6%
Windows - Vinyl	6,755	1,686	20	1,688	15		2	10%	3	15%
Windows - Wells & Covers	4.163	2.062	0	3.919	0		0	0%	0	0%
Windows - Wood	688 179	3,458	0	3,919 2,387	0	0% 14%	0	0% 86%	0	0% 0%
Windshield Wipers Wine Bar	547	4,262 3,611	5	2,367		100%	0	0%	0	0%
Wine Brokers	658	3,489	0	3,919	0	0%	0	0%	0	0%
Wine Cellars	693	3.453	5	2.619	3	60%	2	40%	0	0%
Wine Storage Equipment	1,857	2,669	11	2,074	9	02.70	1	9%	1	9%
Winemaking Equipment & Supplies Wineries	1,080 9,890	3,120 1,411	43	3,919 1,226	<u>0</u> 26	0% 60%	15	0% 35%	0	0% 5%
Wines - Retail	30.945	708	153	594	127		26	17%	0	0%
Wines - Wholesale	1,492	2,845	11	2.074	6	55%	5	45%	Ö	0%
Wiping Cloths	365	3,858	0	3,919	0		0	0%	0	
Wire & Cable - Electric	4,994 2.117	1,921	9	2,223	5	56%	4	44%	<u>0</u>	0% 25%
Wire & Cable - Non-Electric Wire Cloth	2,117	2,570 4,756	4	2,770 3,919	0		3 0	75% 0%	1	25% 0%
Wire Harnesses - Electrical	946	3,219	2	3,161	2	0 70	0	0%	0	
Wire Products	2,224	2,532	6	2,503	6		0	0%	0	
Wire Rope	375	3,841	0	3,919	0	0%	0	0%	0	
Wire Stitching Machines & Supplies	39	4.772	0	3.919	0	0%	0	0%	0	0% 0%
Wire Straighten & Cut Wire Strippers	11	4,965 5.025	0	3,919 3,919	0		0	0% 0%	0	
Wire Wrapping Service & Equipment	81	4,563	1	3,919	1	100%	0	0%	0	
Womens Apparel - Retail	91,594	305	1,008	154	510	51%	489	49%	9	1%
Womens Apparel - Wholesale & Manufacturers	7,018	1.656	23	1.589	18		4	17%	1	4%
Wood Carving Wood Finishing	2,250 4,950	2,524	16 13		6		9	56%	1	6% 0%
Wood Finishing Wood Preservatives	4,950 534	1,929 3,628	13	1,949 3,919	0		9	69% 0%	0	
Wood Preserving	2.137	2,561	4	2,770	1		2	50%	1	
Wood Products - Sawdust & Shavings	1,211	3.032	5	2.619	2	40%	3	60%	0	0%
Wood Technologists	168	4,292	0	3,919	0	0%	0	0%	0	
Wood Turning	126 43.839	4.414	0 101	3.919	<u>0</u> 38		0 58	0%	<u>0</u>	
Woodworking Woodworking Equipment & Supplies	43,839 4,534	559 2,001	101 15	792 1,866	38		58	57% 47%	5	5% 0%
Woodworking Equipment & Supplies Woodworking Tools - Retail	630	3,520	2	3.161	<u>0</u>		1	47% 50%	0	
Wool	193	4,218	1	3,444	0	0%	0	0%	1	
Woolen Goods - Wholesale & Manufacturers	41	4 756		3 444	1	100%	0	0%	0	

US BBB 2016 Statistics Sorted by Industry

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	9/0
Word Process System, Consultant, Designer	87	4.542	0	3,919	0	0%	0	0%	0	0%
Word Processing Service	657	3,490	2	3.161	0	0%	2	100%	0	0%
Work Clothes - Retail	3,941	2,105	10	2,149	8	80%	1	10%	1	10%
Work Clothes - Wholesale & Manufacturers	210	4,181	2	3,161	0	0%	2	100%	0	0%
Work-At-Home Companies	237,866	116	336	348	78	23%	213	63%	45	13%
Writer	1,799	2,694	10	2,149	1	10%	8	80%	1	10%
Writer - Freelance	6,608	1,699	11	2,074	7	64%	4	36%	0	0%
Writers - Business	2,964	2.311	10	2,149	4	40%	5	50%	1	10%
X-Ray Apparatus & Supplies	1,660	2,760	2	3,161	1	50%	1	50%	0	0%
X-Ray Duplicating Services	95	4,513	0	3,919	0	0%	0	0%	0	0%
X-Ray Labs - Industrial	1,492	2.845	10	2,149	5	50%	5	50%	0	0%
X-Ray Labs - Medical & Dental	8,670	1,510	58	1,075	45	78%	13	22%	0	0%
X-Ray Protection	552	3.604	0	3.919	0	0%	0	0%	0	0%
Yacht Brokers	10,460	1,374	15	1,866	11	73%	4	27%	0	0%
Yacht Charter Broker	7,810	1,575	9	2,223	4	44%	4	44%	1	11%
Yarn - Retail	2,484	2,451	13	1,949	6	46%	7	54%	0	0%
Yarn - Wholesale & Manufacturers	592	3,562	4	2,770	4	100%	0	0%	0	0%
Yellow Page Advertising	27,437	759	474	276	207	44%	251	53%	16	3%
Yoga Instruction	9,348	1,449	61	1,048	36	59%	23	38%	2	3%
Yoga Supplies	1,890	2,655	7	2,387	4	57%	2	29%	1	14%
Yogurt	1,102	3,104	7	2,387	5	71%	2	29%	0	0%
Youth Organizations & Centers	9,919	1,410	28	1,465	21	75%	7	25%	0	0%
Zinc Oxide	3	5.071	0	3.919	0	0%	0	0%	0	0%
Zippers	255	4,066	0	3,919	0	0%	0	0%	0	0%
Zippers - Repair	26	4.850	0	3,919	0	0%	0	0%	0	0%
Zoological Gardens	356	3,872	1	3,444	1	100%	0	0%	0	0%
Zoos	2,451	2,460	11	2,074	11	100%	0	0%	0	0%