

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Telephones	504,831	50	33,321	1	32,987	99%	255	1%	79	0%
Cable TV	253,255	100	32,789	2	32,508	99%	259	1%	22	0%
Cell Phone Supplies	269,146	92	32,559	3	32,020	98%	498	2%	41	0%
New Car Dealers	1,761,845	11	24,327	4	20,798	85%	3,422	14%	107	0%
Online Retailer	1,845,327	10	17,427	5	10,410	60%	6,543	38%	474	3%
Collections Agencies	2,321,628	6	16,344	6	14,856	91%	1,207	7%	281	2%
Used Car Dealers	2,481,223	4	15,191	7	10,855	71%	4,097	27%	238	2%
Furniture Stores	1,015,977	27	12,420	8	10,879	88%	1,383	11%	158	1%
Bank	515,098	49	11,008	9	10,597	96%	380	3%	31	0%
Insurance Companies	1,857,190	9	9,331	10	8,927	96%	375	4%	29	0%
Home Warranty Plans	448,055	56	9,230	11	8,840	96%	351	4%	39	0%
Online Shopping	1,119,530	23	9,070	12	6,840	75%	1,920	21%	310	3%
Property Management	1,572,919	12	8,187	13	6,624	81%	1,509	18%	54	1%
Department Stores	115,306	256	8,169	14	7,929	97%	198	2%	42	1%
Auto Repair	1,449,841	14	7,693	15	5,276	69%	2,292	30%	125	2%
Credit Cards and Plans	275,962	90	7,692	16	7,555	98%	107	1%	30	0%
Hotels	186,753	156	7,291	17	5,010	69%	2,243	31%	38	1%
Skin Care	559,962	44	6,705	18	4,302	64%	2,238	33%	165	2%
Airlines	52,994	476	6,599	19	6,098	92%	488	7%	13	0%
Apartments	456,039	55	6,579	20	4,120	63%	2,369	36%	90	1%
Roofing Contractors	5,585,169	1	6,307	21	4,240	67%	1,826	29%	241	4%
Moving Companies	1,525,407	13	6,232	22	4,210	68%	1,875	30%	147	2%
Auto Renting and Leasing	186,924	155	6,148	23	5,165	84%	959	16%	24	0%
Internet Service	717,589	33	5,673	24	4,946	87%	673	12%	54	1%
Burglar Alarm Systems	427,628	59	5,235	25	5,066	97%	155	3%	14	0%
Consumer Finance Companies	948,730	28	4,997	26	4,770	95%	183	4%	44	1%
Clothing	636,726	36	4,963	27	2,792	56%	2,050	41%	121	2%
Social Media Marketing	146,101	202	4,819	28	4,740	98%	73	2%	6	0%
Travel Agency	808,949	30	4,780	29	4,239	89%	507	11%	34	1%
Ecommerce	468,361	53	4,776	30	4,590	96%	161	3%	25	1%
Restaurants	427,245	60	4,592	31	2,436	53%	2,070	45%	86	2%
Wholesale Electronic Supplies	53,190	473	4,485	32	4,195	94%	285	6%	5	0%
Home Improvement	1,343,593	19	4,453	33	3,515	79%	864	19%	74	2%
Credit Reporting Agencies	90,320	306	4,279	34	4,207	98%	60	1%	12	0%
General Contractor	3,967,671	2	4,146	35	2,131	51%	1,876	45%	139	3%
Electric Companies	247,953	103	3,833	36	3,662	96%	168	4%	3	0%
Financial Services	1,406,017	16	3,787	37	3,415	90%	317	8%	55	1%
Construction Services	2,695,927	3	3,751	38	1,736	46%	1,846	49%	169	5%
Dating Services	140,466	210	3,705	39	3,561	96%	132	4%	12	0%
Home Builders	2,140,860	7	3,703	40	3,067	83%	609	16%	27	1%
Payment Processing Services	212,233	131	3,689	41	3,623	98%	63	2%	3	0%
Loans	1,256,492	21	3,619	42	3,051	84%	442	12%	126	3%
Plumber	2,480,371	5	3,595	43	2,685	75%	850	24%	60	2%
Health Products	409,486	63	3,550	44	1,974	56%	1,438	41%	138	4%
Building Materials	167,755	181	3,450	45	3,366	98%	80	2%	4	0%
Tablet Equipment	155,627	190	3,379	46	2,648	78%	692	20%	39	1%
Pest Control	1,039,822	25	3,372	47	2,897	86%	445	13%	30	1%
Heating and Air Conditioning	2,070,862	8	3,333	48	2,729	82%	551	17%	53	2%
Catalog Shopping	381,068	71	3,315	49	2,958	89%	342	10%	15	0%
Health Club	142,507	206	3,275	50	2,864	87%	385	12%	26	1%
Electronic Equipment Dealers	177,221	169	3,218	51	2,899	90%	313	10%	6	0%
Delivery Service	137,103	213	3,145	52	2,815	90%	300	10%	30	1%
Dentist	553,725	45	3,131	53	2,369	76%	737	24%	25	1%
Computer Hardware	463,701	54	2,942	54	2,370	81%	520	18%	52	2%
Prepaid Credit Cards	63,028	416	2,876	55	2,826	98%	30	1%	20	1%

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Fitness Center	120,403	243	2,843	56	1,944	68%	851	30%	48	2%
Major Appliance Dealers	294,018	85	2,842	57	2,541	89%	237	8%	64	2%
Jewelry Stores	618,987	38	2,835	58	1,979	70%	828	29%	28	1%
Towing Company	383,822	69	2,764	59	1,364	49%	1,361	49%	39	1%
Mortgage Broker	1,047,548	24	2,761	60	2,593	94%	148	5%	20	1%
Event Ticket Sales	407,712	64	2,708	61	2,482	92%	215	8%	11	0%
Newspaper	54,631	461	2,671	62	2,473	93%	192	7%	6	0%
New Auto Parts	437,409	58	2,575	63	1,964	76%	587	23%	24	1%
Real Estate	769,809	31	2,529	64	1,809	72%	686	27%	34	1%
Credit Union	232,800	116	2,485	65	2,297	92%	183	7%	5	0%
Lawn Maintenance	630,289	37	2,449	66	1,974	81%	438	18%	37	2%
Home Accessories	59,777	432	2,400	67	2,140	89%	223	9%	37	2%
Retail Florist	134,525	216	2,375	68	2,034	86%	326	14%	15	1%
Coupon Books	57,176	443	2,365	69	2,330	99%	34	1%	1	0%
Air Conditioning Contractor	1,127,732	22	2,313	70	1,885	81%	408	18%	20	1%
Garbage Removal	176,360	171	2,270	71	1,807	80%	437	19%	26	1%
Computer Dealers	177,868	168	2,182	72	2,033	93%	132	6%	17	1%
Moving and Storage Companies	352,155	74	2,160	73	1,452	67%	675	31%	33	2%
Security System Monitors	337,197	77	2,104	74	1,858	88%	211	10%	35	2%
Auto Body Repair and Painting	710,467	34	2,087	75	1,313	63%	743	36%	31	1%
Hospital	135,000	214	2,059	76	1,674	81%	380	18%	5	0%
Home Electronics	176,614	170	2,040	77	1,868	92%	148	7%	24	1%
Transportation	195,041	148	2,037	78	473	23%	1,551	76%	13	1%
Landscape Contractors	1,360,881	17	1,999	79	986	49%	937	47%	76	4%
Auto Manufacturers	49,337	504	1,911	80	1,788	94%	115	6%	8	0%
Online Travel Agency	176,308	172	1,827	81	1,653	90%	162	9%	12	1%
Major Appliance Services	369,745	72	1,795	82	1,013	56%	703	39%	79	4%
Insurance Services Office	502,068	51	1,776	83	1,580	89%	162	9%	34	2%
Information Bureaus	117,310	247	1,757	84	1,605	91%	127	7%	25	1%
Mattress	201,021	140	1,721	85	1,479	86%	221	13%	21	1%
Vacation Timeshare	149,169	197	1,711	86	1,656	97%	40	2%	15	1%
Storage Units	127,084	226	1,704	87	1,379	81%	314	18%	11	1%
Auto Insurance	225,443	120	1,681	88	1,435	85%	233	14%	13	1%
Vitamins and Supplements	381,144	70	1,672	89	1,162	69%	466	28%	44	3%
Health	350,919	75	1,668	90	1,169	70%	479	29%	20	1%
Computer Software Developers	199,365	144	1,645	91	1,463	89%	158	10%	24	1%
Lawyers	1,411,760	15	1,645	91	1,175	71%	428	26%	42	3%
Car Wash	84,739	320	1,603	93	923	58%	605	38%	75	5%
Banking Services	30,441	719	1,600	94	1,532	96%	67	4%	1	0%
New Carpet	330,722	79	1,585	95	1,465	92%	112	7%	8	1%
Extended Warranty Contract Service Companies	205,953	137	1,579	96	1,426	90%	100	6%	53	3%
Retail Shoes	213,998	127	1,578	97	1,094	69%	440	28%	44	3%
Tire Dealers	178,042	166	1,561	98	1,105	71%	437	28%	19	1%
Motel	36,597	627	1,556	99	821	53%	716	46%	19	1%
Not Elsewhere Classified	123,317	237	1,549	100	605	39%	878	57%	66	4%
Internet Marketing Services	653,370	35	1,533	101	1,292	84%	210	14%	31	2%
Tree Service	1,028,967	26	1,517	102	641	42%	770	51%	106	7%
Mailing Services	78,473	345	1,508	103	1,326	88%	176	12%	6	0%
Credit Card Merchant Services	199,516	143	1,483	104	1,379	93%	98	7%	6	0%
Natural Gas Companies	69,269	381	1,462	105	1,357	93%	105	7%	0	0%
Dry Cleaners	100,616	281	1,450	106	767	53%	651	45%	32	2%
Pool Contractors	728,273	32	1,445	107	1,087	75%	339	23%	19	1%
Wholesale Major Appliances	29,977	728	1,431	108	1,384	97%	34	2%	13	1%
Web Hosting	151,717	195	1,428	109	1,275	89%	138	10%	15	1%
Electronic Equipment Repair	77,497	353	1,409	110	1,234	88%	164	12%	11	1%

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Tax Return Preparation	401,325	66	1,397	111	918	66%	450	32%	29	2%
Online Gaming	72,297	367	1,391	112	1,026	74%	360	26%	5	0%
Sporting Goods Retail	200,609	142	1,391	112	1,103	79%	268	19%	20	1%
Health Insurance	217,985	126	1,375	114	1,238	90%	129	9%	8	1%
Painting Contractors	1,355,798	18	1,346	115	682	51%	617	46%	47	3%
Womens Clothing	104,950	271	1,340	116	555	41%	739	55%	46	3%
Beauty Salon	212,289	130	1,330	117	728	55%	540	41%	62	5%
Magazine Sales	115,539	255	1,295	118	1,001	77%	269	21%	25	2%
Medical Equipment	200,891	141	1,290	119	999	77%	281	22%	10	1%
Hotel Reservation	65,556	399	1,284	120	1,219	95%	62	5%	3	0%
Auto Warranty Processing	241,212	113	1,281	121	1,224	96%	36	3%	21	2%
RV Dealers	207,122	134	1,244	122	1,070	86%	159	13%	15	1%
Camping Equipment	13,098	1,224	1,224	123	64	5%	589	48%	571	47%
Beauty Supplies	142,172	207	1,203	124	591	49%	556	46%	56	5%
Directory Advertising	105,776	264	1,184	125	969	82%	178	15%	37	3%
General Merchandise	121,906	239	1,182	126	774	65%	379	32%	29	2%
Transmission	238,318	114	1,182	126	818	69%	325	27%	39	3%
Cosmetics Sales	129,450	224	1,165	128	965	83%	196	17%	4	0%
Pre-Paid Phone Card	23,175	846	1,157	129	1,082	94%	73	6%	2	0%
Discount Stores	69,892	378	1,147	130	992	86%	141	12%	14	1%
Timeshare Companies	161,340	185	1,147	130	954	83%	165	14%	28	2%
Travel Club	242,253	111	1,145	132	891	78%	217	19%	37	3%
Business Process Management	16,361	1,061	1,138	133	1,131	99%	6	1%	1	0%
Resort	95,424	294	1,132	134	936	83%	191	17%	5	0%
Credit Card Processing Services	243,152	110	1,123	135	1,048	93%	66	6%	9	1%
Fence Contractors	572,612	43	1,098	136	696	63%	373	34%	29	3%
Parking Facilities	54,698	460	1,085	137	774	71%	298	27%	13	1%
Boutique	87,222	313	1,069	138	261	24%	735	69%	73	7%
Auto Services	178,590	165	1,068	139	769	72%	279	26%	20	2%
Cruises	41,055	586	1,063	140	961	90%	101	10%	1	0%
Concrete Contractors	880,302	29	1,052	141	481	46%	537	51%	34	3%
Residential Air Conditioning Contractors	400,986	67	1,021	142	699	68%	279	27%	43	4%
Retail Stores	64,966	402	1,010	143	564	56%	421	42%	25	2%
Window Installation	604,331	40	1,000	144	802	80%	159	16%	39	4%
College and University	195,951	146	991	145	826	83%	148	15%	17	2%
T Shirts	113,251	257	987	146	576	58%	338	34%	73	7%
Custom Shirts	33,005	673	981	147	751	77%	229	23%	1	0%
High Risk Free Trial Offers	26,999	773	976	148	502	51%	474	49%	0	0%
Paving Contractors	579,152	42	964	149	520	54%	393	41%	51	5%
Exercise Programs	90,944	305	947	150	766	81%	171	18%	10	1%
Medical Doctor	129,950	223	944	151	638	68%	295	31%	11	1%
Windows	498,694	52	931	152	770	83%	139	15%	22	2%
Grocery Store	79,561	340	928	153	709	76%	214	23%	5	1%
Payday Loans	402,847	65	928	153	666	72%	153	16%	109	12%
Rental Listings	40,596	591	925	155	830	90%	40	4%	55	6%
Credit Services	243,255	109	918	156	811	88%	85	9%	22	2%
Retail Sportswear	63,916	412	913	157	494	54%	403	44%	16	2%
Vacation Rentals	188,051	152	912	158	692	76%	185	20%	35	4%
Loan Servicing	139,722	211	901	159	848	94%	52	6%	1	0%
Computer Parts	104,975	270	891	160	734	82%	155	17%	2	0%
Clinic	117,297	248	886	161	605	68%	272	31%	9	1%
Rental Furniture	52,568	478	885	162	846	96%	39	4%	0	0%
Mortgage Banker	550,619	46	882	163	853	97%	20	2%	9	1%
Handyman	521,570	48	877	164	334	38%	495	56%	48	5%
Hospital Supplies	145,839	203	877	164	726	83%	143	16%	8	1%

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Major Appliance Parts	93,204	301	869	166	758	87%	105	12%	6	1%
Bus Lines	23,010	850	862	167	785	91%	71	8%	6	1%
Truck Rentals	15,763	1,086	861	168	842	98%	19	2%	0	0%
Computer Repair	293,318	86	846	169	396	47%	386	46%	64	8%
Publishers Periodical	226,343	117	845	170	783	93%	61	7%	1	0%
Vacation Certificates and Vouchers	172,810	176	834	171	533	64%	239	29%	62	7%
Utility Water Company	44,383	543	820	172	695	85%	125	15%	0	0%
Network Computer	71,614	371	814	173	724	89%	87	11%	3	0%
Carpet and Rug Cleaners	417,773	62	808	174	545	67%	243	30%	20	2%
Food Delivery	55,101	456	804	175	666	83%	130	16%	8	1%
Retail Optical Goods	147,509	199	787	176	687	87%	99	13%	1	0%
Toys	54,071	469	781	177	613	78%	132	17%	36	5%
Electrician	1,266,273	20	780	178	537	69%	233	30%	10	1%
Contractor Referral	125,010	234	773	179	730	94%	43	6%	0	0%
Nail Salon	36,394	629	771	180	361	47%	386	50%	24	3%
Radio Stations	27,030	772	766	181	750	98%	16	2%	0	0%
Solar Energy Contractors	203,534	139	762	182	689	90%	64	8%	9	1%
Pharmacy	117,291	249	752	183	686	91%	56	7%	10	1%
Energy Service Company	252,574	102	751	184	698	93%	51	7%	2	0%
Market Research	197,401	145	750	185	691	92%	54	7%	5	1%
Searchers of Records	185,548	159	750	185	655	87%	92	12%	3	0%
Video Game Dealers	30,790	709	748	187	578	77%	156	21%	14	2%
Moving Brokers	104,636	272	738	188	603	82%	132	18%	3	0%
Auto Maintenance	46,230	534	736	189	383	52%	339	46%	14	2%
Real Estate Rentals	147,330	200	716	190	488	68%	220	31%	8	1%
Mortgage Lenders	386,881	68	711	191	656	92%	52	7%	3	0%
Motorcycle Dealers	115,818	253	711	191	527	74%	169	24%	15	2%
Office Supplies	86,589	315	711	191	639	90%	69	10%	3	0%
Fire and Water Damage Restoration	445,450	57	709	194	600	85%	102	14%	7	1%
Debt Consolidation Services	424,778	61	708	195	500	71%	148	21%	60	8%
Billing Services	98,776	287	704	196	608	86%	91	13%	5	1%
Bottled Water Companies	32,578	679	702	197	688	98%	12	2%	2	0%
Locksmith	163,582	183	702	197	269	38%	371	53%	62	9%
Wholesale Video Games	17,032	1,033	699	199	656	94%	39	6%	4	1%
Rustic Furniture	66,462	393	692	200	199	29%	493	71%	0	0%
TV Home Shopping	31,328	700	691	201	660	96%	28	4%	3	0%
Information Technology Services	223,919	121	690	202	408	59%	262	38%	20	3%
TV Program Distributors	7,489	1,590	688	203	678	99%	7	1%	3	0%
Marketing Programs	613,143	39	686	204	520	76%	152	22%	14	2%
Web Design	269,088	93	677	205	320	47%	336	50%	21	3%
Internet Providers	43,412	556	676	206	560	83%	115	17%	1	0%
Gas Station	68,062	386	646	207	359	56%	271	42%	16	2%
Massage Therapist	68,760	383	644	208	373	58%	242	38%	29	5%
Marketing Consultant	221,028	122	643	209	343	53%	262	41%	38	6%
Sanitation Consultants	8,224	1,526	641	210	639	100%	2	0%	0	0%
Legal Document Help	275,952	91	639	211	473	74%	137	21%	29	5%
Weight Loss	160,820	186	636	212	539	85%	91	14%	6	1%
Pizza	35,606	640	634	213	266	42%	357	56%	11	2%
Timeshare Resale and Rental Marketing	212,536	129	626	214	302	48%	246	39%	78	12%
Financing	132,843	220	623	215	551	88%	65	10%	7	1%
Building Contractors	594,881	41	619	216	342	55%	259	42%	18	3%
Money Orders	48,235	521	614	217	593	97%	20	3%	1	0%
Wholesale Computers	17,570	1,018	611	218	590	97%	13	2%	8	1%
Pet Supplies	105,252	267	602	219	469	78%	124	21%	9	1%
Photographer	61,101	422	597	220	208	35%	349	58%	40	7%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Business Services	171,609	178	593	221	298	50%	246	41%	49	8%
Producers	71,654	370	589	222	506	86%	75	13%	8	1%
Publishers Book	218,921	124	585	223	388	66%	128	22%	69	12%
Car Service	168,520	180	583	224	557	96%	25	4%	1	0%
Consignment Clothes	72,782	365	583	224	433	74%	94	16%	56	10%
Amusement Parks	31,152	706	581	226	498	86%	80	14%	3	1%
Windshield Repair	127,005	228	570	227	395	69%	171	30%	4	1%
Children's Clothing Stores	63,257	414	565	228	423	75%	117	21%	25	4%
Publishers Directory	93,944	298	562	229	431	77%	115	20%	16	3%
Small Appliance Services	97,817	290	555	230	234	42%	294	53%	27	5%
Auto Transportation	333,551	78	554	231	326	59%	223	40%	5	1%
Online Auctions	120,759	242	554	231	531	96%	21	4%	2	0%
Health and Wellness	218,654	125	553	233	397	72%	141	25%	15	3%
Auctioneer	117,344	246	542	234	411	76%	107	20%	24	4%
Garage Doors	286,563	88	536	235	401	75%	119	22%	16	3%
Gymnasium	51,127	490	535	236	333	62%	193	36%	9	2%
Tax Consultant	259,760	97	532	237	433	81%	87	16%	12	2%
Event Planner	56,283	447	528	238	188	36%	329	62%	11	2%
Solar Energy Equipment Dealers	150,771	196	527	239	355	67%	147	28%	25	5%
Business School	246,770	105	524	240	377	72%	116	22%	31	6%
Insurance Agency	246,786	104	524	240	425	81%	95	18%	4	1%
Real Estate Services	187,079	154	524	240	404	77%	110	21%	10	2%
Perfume	115,883	252	520	243	366	70%	149	29%	5	1%
Debt Relief Services	280,720	89	518	244	377	73%	121	23%	20	4%
Photography Equipment	132,142	221	516	245	420	81%	83	16%	13	3%
Optometrist	59,711	433	514	246	395	77%	113	22%	6	1%
Auto Warranty Services	105,795	263	513	247	472	92%	32	6%	9	2%
Cable Installation	48,626	515	513	247	379	74%	124	24%	10	2%
Remodel Contractors	209,365	133	512	249	213	42%	277	54%	22	4%
Subscription Agents	64,768	405	511	250	414	81%	88	17%	9	2%
Tanning Salons	30,082	726	511	250	267	52%	205	40%	39	8%
Optician	41,373	581	506	252	453	90%	51	10%	2	0%
Watch Dealers	157,090	189	506	252	382	75%	113	22%	11	2%
Home Inspection	350,043	76	504	254	361	72%	137	27%	6	1%
Cleaning Services	246,559	106	501	255	287	57%	197	39%	17	3%
Sunglasses	30,170	724	497	256	233	47%	254	51%	10	2%
Auto Service Contract Companies	188,532	151	494	257	372	75%	77	16%	45	9%
High Risk Behavior/Practices	47,885	523	494	257	48	10%	280	57%	166	34%
Pool Service	206,437	136	491	259	289	59%	194	40%	8	2%
Medical Lab	40,577	592	490	260	427	87%	62	13%	1	0%
Buying Clubs	59,779	431	489	261	461	94%	25	5%	3	1%
Veterinarian	133,432	218	489	261	348	71%	138	28%	3	1%
Wigs	79,131	341	478	263	270	56%	188	39%	20	4%
Online Dating Services	21,461	890	472	264	412	87%	56	12%	4	1%
Exercise Machines	48,833	512	469	265	346	74%	111	24%	12	3%
Remodeling	246,106	107	469	265	146	31%	310	66%	13	3%
Water Purification Equipment	206,458	135	465	267	364	78%	89	19%	12	3%
Life Insurance	244,136	108	460	268	412	90%	44	10%	4	1%
Mobile Apps	69,897	377	460	268	353	77%	103	22%	4	1%
State Government	22,999	851	456	270	381	84%	75	16%	0	0%
Credit Card Equipment	34,962	649	453	271	437	96%	13	3%	3	1%
Computer Rental	10,794	1,337	450	272	449	100%	1	0%	0	0%
Plant Nursery	64,274	410	450	272	202	45%	242	54%	6	1%
Advertising Agencies	159,041	188	445	274	348	78%	89	20%	8	2%
Auto Lube	20,733	910	437	275	345	79%	88	20%	4	1%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Collection Systems	80,748	334	437	275	377	86%	47	11%	13	3%
Auto Accessories	51,482	485	436	277	246	56%	176	40%	14	3%
Furniture Manufacturers	134,599	215	433	278	368	85%	57	13%	8	2%
Real Estate Agent	107,224	262	433	278	301	70%	129	30%	3	1%
Auto Warranty Plans	121,461	241	431	280	310	72%	74	17%	47	11%
Pet Shop	107,930	261	431	280	313	73%	115	27%	3	1%
Spa	55,506	451	428	282	198	46%	171	40%	59	14%
Used Auto Parts	31,330	698	425	283	286	67%	132	31%	7	2%
Water Heater Dealers	41,887	575	423	284	387	91%	33	8%	3	1%
Fulfillment Services	43,781	552	422	285	356	84%	47	11%	19	5%
Gunsmiths	88,604	309	422	285	289	68%	130	31%	3	1%
Dog Breeders	226,202	119	420	287	154	37%	203	48%	63	15%
Hearing Assistive Devices	173,234	175	419	288	327	78%	85	20%	7	2%
Business Consultant	309,424	81	416	289	292	70%	108	26%	16	4%
Limo Service	134,260	217	415	290	204	49%	191	46%	20	5%
Toll Booth	16,558	1,058	415	290	367	88%	46	11%	2	0%
Hair Products	52,128	480	411	292	233	57%	173	42%	5	1%
Wedding Supplies	55,056	457	411	292	274	67%	108	26%	29	7%
Convenience Store	30,458	718	409	294	183	45%	212	52%	14	3%
Online Education	159,379	187	408	295	338	83%	61	15%	9	2%
Relocation Services	180,308	163	406	296	316	78%	80	20%	10	2%
Mobile Advertising	4,334	2,020	403	297	401	100%	1	0%	1	0%
Commercial Manufacturers	31,374	696	400	298	367	92%	32	8%	1	0%
Roadside Assistance	32,180	687	399	299	366	92%	31	8%	2	1%
Debt Relief Service	153,282	193	397	300	192	48%	150	38%	55	14%
Siding Contractors	319,212	80	397	300	297	75%	86	22%	14	4%
Child Care Centers	191,833	150	396	302	256	65%	132	33%	8	2%
Fuel Oil	116,471	251	394	303	347	88%	46	12%	1	0%
Carry Out Food	30,613	714	393	304	213	54%	177	45%	3	1%
Pool Supplies	93,449	300	393	304	297	76%	93	24%	3	1%
Animal Hospital	48,590	517	390	306	349	89%	41	11%	0	0%
Audio Visual Equipment	58,173	439	389	307	298	77%	87	22%	4	1%
Commercial Products Wholesale and Distributor	38,181	615	389	307	358	92%	30	8%	1	0%
Loan Modification	89,131	308	389	307	149	38%	131	34%	109	28%
Computer Services	32,128	688	388	310	322	83%	55	14%	11	3%
Gun Dealers	83,146	324	388	310	249	64%	131	34%	8	2%
Advertising Specialties	96,354	292	384	312	237	62%	138	36%	9	2%
Telephone System Dealers	38,825	608	383	313	321	84%	60	16%	2	1%
Cell Phone Equipment	22,032	873	381	314	238	62%	133	35%	10	3%
Flooring Contractors	174,155	173	378	315	208	55%	154	41%	16	4%
Motorcycle Supplies	55,493	452	377	316	236	63%	139	37%	2	1%
Collectibles	78,143	347	376	317	328	87%	38	10%	10	3%
Cabinets	140,763	209	375	318	179	48%	181	48%	15	4%
Freight Forwarding	82,102	328	369	319	273	74%	93	25%	3	1%
Mason Contractors	356,667	73	369	319	154	42%	186	50%	29	8%
Training Program	155,420	191	369	319	255	69%	108	29%	6	2%
Gutters	265,178	95	367	322	271	74%	80	22%	16	4%
Bathroom Design	300,037	83	360	323	244	68%	111	31%	5	1%
Heating Contractors	301,217	82	350	324	280	80%	65	19%	5	1%
Medical Billing	64,868	404	350	324	225	64%	114	33%	11	3%
Textbooks	66,868	390	348	326	295	85%	34	10%	19	5%
Manufactured Homes Sales	102,194	277	346	327	283	82%	56	16%	7	2%
Title Agent	165,630	182	346	327	262	76%	72	21%	12	3%
Investment Security	72,604	366	341	329	318	93%	21	6%	2	1%
Timeshare Transfer	220,395	123	341	329	231	68%	88	26%	22	6%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Lube Service	17,157	1,031	339	331	197	58%	136	40%	6	2%
New Books	48,840	511	335	332	230	69%	94	28%	11	3%
Auto Detailing	79,104	342	334	333	151	45%	175	52%	8	2%
Electronic Cigarettes	50,163	498	332	334	233	70%	88	27%	11	3%
Lawn and Garden	60,632	423	331	335	264	80%	61	18%	6	2%
Product Development and Marketing	80,242	338	331	335	309	93%	20	6%	2	1%
Administrative Services	26,231	782	328	337	107	33%	8	2%	213	65%
Educational Consultant	161,997	184	328	337	258	79%	59	18%	11	3%
Deceptive Telemarketing Office Supply Sales	44,351	544	327	339	189	58%	120	37%	18	6%
Used and Rebuilt Auto Parts	60,097	428	327	339	202	62%	116	35%	9	3%
Genealogy	68,137	385	326	341	319	98%	7	2%	0	0%
Interactive Media	5,490	1,838	326	341	319	98%	7	2%	0	0%
Real Estate Development	152,016	194	325	343	241	74%	82	25%	2	1%
Apartment Rental Service	56,720	446	324	344	189	58%	122	38%	13	4%
Medical Alarm	46,869	531	324	344	312	96%	11	3%	1	0%
Moving Services	70,616	374	324	344	194	60%	121	37%	9	3%
Bed Sales	36,632	626	319	347	300	94%	19	6%	0	0%
Electric Equipment Repair	32,489	681	318	348	275	86%	41	13%	2	1%
Floor Installation	180,966	162	317	349	210	66%	99	31%	8	3%
Travel Insurance	36,293	631	317	349	309	97%	7	2%	1	0%
Vacuum Cleaners	94,185	297	316	351	192	61%	113	36%	11	3%
Coffee and Tea	39,374	603	315	352	260	83%	52	17%	3	1%
Sewer Cleaning	140,927	208	315	352	233	74%	76	24%	6	2%
Doors	91,285	304	313	354	243	78%	66	21%	4	1%
Gift Shop	50,866	491	313	354	192	61%	113	36%	8	3%
Tour Operators	127,328	225	313	354	240	77%	73	23%	0	0%
Portrait Photographers	57,165	444	312	357	200	64%	101	32%	11	4%
Waterproofing Contractors	209,388	132	311	358	258	83%	39	13%	14	5%
Credit Repair No Advanced Fee	187,111	153	309	359	279	90%	11	4%	19	6%
Hardware Sales	48,250	520	309	359	233	75%	73	24%	3	1%
Brake Service	28,461	746	306	361	216	71%	85	28%	5	2%
Data Storage	8,441	1,502	306	361	293	96%	7	2%	6	2%
Insurance Claims Processing	54,759	459	306	361	257	84%	37	12%	12	4%
Security Systems Consultants	66,209	397	306	361	248	81%	54	18%	4	1%
Hot Tub Dealers	92,801	302	304	365	228	75%	71	23%	5	2%
Hardwood Floors	84,912	318	303	366	246	81%	57	19%	0	0%
Advance Fee Brokers	93,938	299	302	367	28	9%	140	46%	134	44%
Utility Contractors	38,643	609	301	368	275	91%	24	8%	2	1%
Bill Paying Services	39,702	600	300	369	294	98%	6	2%	0	0%
Commercial Air Conditioning Contractors	170,702	179	298	370	203	68%	86	29%	9	3%
Association Management	62,417	417	295	371	251	85%	42	14%	2	1%
Consignment Services	14,799	1,126	294	372	68	23%	170	58%	56	19%
Correspondence Schools	154,869	192	293	373	270	92%	20	7%	3	1%
Plastic Surgery	96,085	293	290	374	197	68%	69	24%	24	8%
Real Estate Investing	298,872	84	290	374	227	78%	56	19%	7	2%
Hair Styling	25,850	787	286	376	154	54%	128	45%	4	1%
Publishers Magazine	38,382	612	286	376	138	48%	144	50%	4	1%
Foundation Contractors	256,093	99	285	378	212	74%	61	21%	12	4%
Credit and Debt Counseling	544,572	47	284	379	202	71%	57	20%	25	9%
Monogram	10,503	1,354	284	379	119	42%	158	56%	7	2%
Garage Door Repair	77,838	350	281	381	163	58%	104	37%	14	5%
Bedding	47,330	526	280	382	218	78%	54	19%	8	3%
Rentals by Owner	52,895	477	280	382	150	54%	125	45%	5	2%
Chiropractors D.C.	130,222	222	279	384	214	77%	60	22%	5	2%
House Cleaning	195,527	147	279	384	179	64%	87	31%	13	5%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Mens Clothing	30,631	712	272	386	123	45%	133	49%	16	6%
Theatre	15,962	1,079	272	386	148	54%	121	44%	3	1%
Drone Sales	7,584	1,579	268	388	255	95%	11	4%	2	1%
Manufactured Home Manufacturers	103,145	274	268	388	221	82%	47	18%	0	0%
Storm Windows and Doors	97,543	291	268	388	236	88%	32	12%	0	0%
Ambulance Services	29,186	739	267	391	221	83%	45	17%	1	0%
Payroll Services	60,271	425	266	392	249	94%	16	6%	1	0%
Sports and Recreation	25,128	807	265	393	146	55%	109	41%	10	4%
Purses	21,718	884	261	394	178	68%	68	26%	15	6%
Tobacco Store	29,496	732	261	394	147	56%	107	41%	7	3%
HMOs	34,125	662	260	396	220	85%	40	15%	0	0%
Propane	49,312	505	260	396	236	91%	23	9%	1	0%
Used Appliances	27,123	769	260	396	108	42%	140	54%	12	5%
Asphalt	105,550	265	258	399	94	36%	133	52%	31	12%
Lingerie	38,117	616	258	399	186	72%	68	26%	4	2%
Check Cashing Services	54,518	463	257	401	205	80%	47	18%	5	2%
Electronics Recycling	32,353	682	255	402	187	73%	67	26%	1	0%
Urgent Care Clinic	15,489	1,098	255	402	166	65%	89	35%	0	0%
Solar Energy Design	117,367	245	254	404	217	85%	26	10%	11	4%
Campgrounds	48,605	516	252	405	197	78%	53	21%	2	1%
Commercial Painter	81,476	331	252	405	101	40%	143	57%	8	3%
Specialists	53,020	475	252	405	164	65%	85	34%	3	1%
Associations	144,748	204	251	408	211	84%	35	14%	5	2%
Resume Services	64,923	403	251	408	206	82%	31	12%	14	6%
Boat Dealers	71,306	372	250	410	184	74%	66	26%	0	0%
Carport	54,081	468	250	410	206	82%	44	18%	0	0%
Fashion Accessories	15,100	1,114	249	412	137	55%	109	44%	3	1%
Fence Sales	98,127	289	249	412	145	58%	95	38%	9	4%
Health and Medical Products	75,676	358	247	414	114	46%	118	48%	15	6%
Martial Arts	39,774	598	247	414	143	58%	101	41%	3	1%
Truck Dealers	53,036	474	246	416	190	77%	54	22%	2	1%
Magazines Sales	43,678	555	244	417	81	33%	143	59%	20	8%
Digital Advertising	95,103	295	241	418	132	55%	54	22%	55	23%
Air Duct Cleaning	98,189	288	240	419	140	58%	80	33%	20	8%
Electrical Contractors	241,815	112	240	419	185	77%	52	22%	3	1%
Landscape Maintenance	133,205	219	240	419	99	41%	135	56%	6	3%
Leasing Services	61,528	420	240	419	208	87%	32	13%	0	0%
Scholarships and Financial Aid	49,027	510	240	419	229	95%	9	4%	2	1%
Wholesale Small Appliances	21,893	876	240	419	218	91%	22	9%	0	0%
Driving Lessons	64,565	407	239	425	175	73%	62	26%	2	1%
Window and Door Installation	125,833	231	239	425	187	78%	48	20%	4	2%
Dental Supplies	90,018	307	238	427	219	92%	19	8%	0	0%
Pawnbroker	42,232	573	238	427	159	67%	76	32%	3	1%
Property Maintenance	105,236	268	238	427	141	59%	91	38%	6	3%
Contact Lenses	105,456	266	237	430	187	79%	46	19%	4	2%
Direct Mail Advertising	64,464	409	237	430	176	74%	60	25%	1	0%
Home Health Care	258,312	98	237	430	165	70%	67	28%	5	2%
Taxi	45,153	539	233	433	106	45%	114	49%	13	6%
Mailing Equipment	13,755	1,187	231	434	229	99%	2	1%	0	0%
Small Business Loans	173,459	174	231	434	191	83%	36	16%	4	2%
Credit Repair Advanced Fee	112,429	258	228	436	97	43%	114	50%	17	7%
Countertops	125,570	232	227	437	150	66%	70	31%	7	3%
Water Softener Supplies	116,935	250	227	437	189	83%	36	16%	2	1%
Fax Service	6,451	1,711	224	439	214	96%	10	4%	0	0%
Signs	78,352	346	224	439	125	56%	95	42%	4	2%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Employment Background Check	81,847	330	223	441	170	76%	51	23%	2	1%
Gift Cards	51,819	483	222	442	198	89%	21	9%	3	1%
Data Communication Equipment	20,878	905	221	443	217	98%	4	2%	0	0%
Lawn Care	53,254	472	221	443	118	53%	97	44%	6	3%
Retail Photo Finishing	9,409	1,420	221	443	164	74%	57	26%	0	0%
Computer System Designers	94,883	296	219	446	160	73%	50	23%	9	4%
Employee Benefit Plan	17,013	1,034	219	446	214	98%	5	2%	0	0%
Custom Shoes	7,160	1,626	218	448	183	84%	31	14%	4	2%
Floor Coverings	79,888	339	218	448	141	65%	71	33%	6	3%
Rebuilt Engines	70,554	375	218	448	151	69%	64	29%	3	1%
Telecommunication Equipment	23,227	844	218	448	194	89%	20	9%	4	2%
Art	17,731	1,011	217	452	77	35%	21	10%	119	55%
Window Glass	121,547	240	217	452	141	65%	72	33%	4	2%
Work-At-Home Companies	252,773	101	217	452	66	30%	117	54%	34	16%
Digital Media	27,252	767	216	455	153	71%	63	29%	0	0%
Newspaper Distributors	6,336	1,726	216	455	211	98%	3	1%	2	1%
Propane Supplies	19,938	933	216	455	202	94%	13	6%	1	0%
Bathroom Remodel	146,695	201	215	458	162	75%	52	24%	1	0%
Charity - Local	118,175	244	215	458	152	71%	63	29%	0	0%
Music Instrument Store	49,845	500	215	458	172	80%	35	16%	8	4%
Repossession Services	55,477	453	215	458	137	64%	68	32%	10	5%
Party Supplies	42,911	564	214	462	121	57%	88	41%	5	2%
Retail Floor Materials	104,635	273	214	462	166	78%	42	20%	6	3%
Sales Lead Generation	109,943	259	214	462	145	68%	65	30%	4	2%
Water and Sewer Line Protection	82,725	326	214	462	212	99%	2	1%	0	0%
Candles	25,371	800	213	466	48	23%	164	77%	1	0%
Passports and Visas	68,568	384	213	466	89	42%	121	57%	3	1%
Food Manufacturer	62,012	418	212	468	159	75%	42	20%	11	5%
Healthcare Management	34,457	656	211	469	171	81%	39	18%	1	0%
Home Repair	54,108	467	211	469	78	37%	121	57%	12	6%
Pet Grooming	81,427	332	211	469	127	60%	81	38%	3	1%
Retail Light Fixtures	66,792	391	211	469	152	72%	58	27%	1	0%
Casino	19,709	944	210	473	154	73%	56	27%	0	0%
Dentist Information Bureaus	2,312	2,510	210	473	72	34%	138	66%	0	0%
Laser Hair Removal	29,421	733	208	475	119	57%	58	28%	31	15%
Long Distance Phone Service	35,196	647	208	475	144	69%	62	30%	2	1%
Monuments	43,891	551	208	475	125	60%	77	37%	6	3%
Market Survey	69,364	380	207	478	156	75%	47	23%	4	2%
Wholesale Auto Parts	46,631	533	206	479	106	51%	93	45%	7	3%
Body Care	14,123	1,164	205	480	112	55%	90	44%	3	1%
Industrial Property Management	41,698	578	205	480	161	79%	42	20%	2	1%
Event Center	15,888	1,082	204	482	124	61%	76	37%	4	2%
Wholesale Campers	66,432	394	204	482	200	98%	3	1%	1	0%
Yellow Pages Advertising	16,677	1,054	204	482	133	65%	69	34%	2	1%
Baseball Cards	18,318	989	202	485	111	55%	86	43%	5	2%
Collection Attorney	59,959	430	202	485	150	74%	31	15%	21	10%
Energy Conservation Products	87,602	311	202	485	161	80%	36	18%	5	2%
Granite	86,257	316	202	485	128	63%	69	34%	5	2%
Recycling Services	22,687	856	202	485	45	22%	157	78%	0	0%
Electric Scooter	15,183	1,110	201	490	169	84%	32	16%	0	0%
Electronic Instruments	6,640	1,689	201	490	41	20%	127	63%	33	16%
Retail Bakers	63,283	413	201	490	105	52%	92	46%	4	2%
Tattoos	40,598	590	201	490	96	48%	96	48%	9	4%
Cosmetic Manufacturers	24,068	827	199	494	156	78%	41	21%	2	1%
Sitting Services	16,076	1,073	199	494	199	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Family Practice	20,100	927	198	496	135	68%	62	31%	1	1%
Multi-Level Sales	226,343	117	198	496	171	86%	26	13%	1	1%
Wholesale Health Products	40,571	593	198	496	90	45%	103	52%	5	3%
Home Based Business Marketing	50,629	495	197	499	189	96%	7	4%	1	1%
Point of Sale Systems	33,474	670	197	499	184	93%	8	4%	5	3%
Sightseeing Tours	25,656	794	197	499	104	53%	87	44%	6	3%
Bicycle Dealers	36,186	632	196	502	137	70%	54	28%	5	3%
Awnings	66,407	395	195	503	117	60%	74	38%	4	2%
Gift Baskets	20,559	917	195	503	71	36%	122	63%	2	1%
Retail Hobby Supplies	31,278	701	194	505	138	71%	53	27%	3	2%
Trade Publications	24,006	829	194	505	179	92%	15	8%	0	0%
Furniture Designers	35,407	645	193	507	93	48%	90	47%	10	5%
Property Insurance	70,091	376	193	507	183	95%	10	5%	0	0%
Steel Fabrication	41,840	576	192	509	185	96%	6	3%	1	1%
Muffler	20,601	913	191	510	106	55%	84	44%	1	1%
Tire Manufacturers	7,128	1,630	190	511	183	96%	7	4%	0	0%
Caterer	91,671	303	189	512	79	42%	101	53%	9	5%
Chimney Cleaning	143,744	205	189	512	119	63%	65	34%	5	3%
TV and Radio Repair	35,023	648	189	512	99	52%	82	43%	8	4%
TV Stations	17,202	1,029	189	512	149	79%	39	21%	1	1%
Timeshare Advocates	204,830	138	188	516	160	85%	27	14%	1	1%
Online Car Dealers	39,192	605	186	517	137	74%	47	25%	2	1%
Auto Auction	35,550	641	185	518	109	59%	72	39%	4	2%
Business Opportunities	125,876	230	185	518	149	81%	32	17%	4	2%
Radiology	20,400	922	185	518	132	71%	50	27%	3	2%
Small Appliance Dealers	27,116	770	185	518	114	62%	69	37%	2	1%
Voice Over Internet Protocol Sales and Service	12,619	1,251	185	518	182	98%	2	1%	1	1%
Granite Installation	85,402	317	183	523	105	57%	73	40%	5	3%
Mobile Auto Repair	37,785	620	183	523	99	54%	77	42%	7	4%
Security Cameras	21,852	879	183	523	131	72%	50	27%	2	1%
Online Payment	20,613	912	182	526	175	96%	7	4%	0	0%
Ammunition Supplies	14,871	1,124	181	527	43	24%	126	70%	12	7%
Games	28,461	746	180	528	77	43%	101	56%	2	1%
Online Event Registration	9,962	1,392	180	528	154	86%	24	13%	2	1%
Wedding Photographers	25,120	809	180	528	48	27%	115	64%	17	9%
Fireplace	58,660	436	179	531	130	73%	42	23%	7	4%
Job Listing Service	268,873	94	179	531	144	80%	35	20%	0	0%
Title Loans	33,702	668	179	531	109	61%	61	34%	9	5%
Uniform	32,019	691	179	531	137	77%	40	22%	2	1%
General Services	18,055	1,002	178	535	60	34%	106	60%	12	7%
Truck Repair	60,471	424	178	535	129	72%	49	28%	0	0%
Ink Cartridge Refill	22,356	863	177	537	145	82%	32	18%	0	0%
Promotional Products	52,021	482	177	537	71	40%	100	56%	6	3%
Cooking Utensils	32,062	689	176	539	144	82%	30	17%	2	1%
Logistics	51,263	488	176	539	118	67%	55	31%	3	2%
Food and Beverage Services	23,298	843	175	541	90	51%	72	41%	13	7%
Insulation Contractors	177,973	167	175	541	133	76%	36	21%	6	3%
RV Equipment	31,619	694	175	541	135	77%	35	20%	5	3%
Jewelry Designers	57,996	440	174	544	89	51%	76	44%	9	5%
Music Distribution Companies	12,679	1,243	172	545	139	81%	33	19%	0	0%
VoIP Phone	16,954	1,038	172	545	160	93%	10	6%	2	1%
Blinds	42,946	562	171	547	103	60%	57	33%	11	6%
Charter Bus	37,401	623	171	547	92	54%	77	45%	2	1%
Kitchen Accessories	29,256	737	171	547	64	37%	107	63%	0	0%
Musical Instrument Rental	5,136	1,883	171	547	169	99%	2	1%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Designer Apparel	13,295	1,211	170	551	69	41%	97	57%	4	2%
Driving School	40,432	594	170	551	85	50%	70	41%	15	9%
Employment Agencies	186,523	157	170	551	103	61%	58	34%	9	5%
Product Sales	38,567	610	170	551	95	56%	61	36%	14	8%
Optical Equipment	26,918	774	169	555	154	91%	15	9%	0	0%
Virtual Currency	8,359	1,513	169	555	145	86%	24	14%	0	0%
Printers	69,739	379	168	557	71	42%	91	54%	6	4%
Vehicle Transport	68,959	382	168	557	93	55%	71	42%	4	2%
ATV	40,675	589	167	559	117	70%	47	28%	3	2%
Balloons Manned	8,290	1,519	166	560	17	10%	83	50%	66	40%
Digital Marketing	100,568	282	166	560	109	66%	54	33%	3	2%
Family Entertainment	14,621	1,138	166	560	93	56%	71	43%	2	1%
Sportswear Manufacturer	6,100	1,745	166	560	105	63%	60	36%	1	1%
Water Damage Restoration	74,456	363	166	560	119	72%	44	27%	3	2%
Health Consultants	41,270	583	165	565	82	50%	73	44%	10	6%
Medicine Consultant	34,472	655	165	565	159	96%	5	3%	1	1%
Protective Covers	13,343	1,207	165	565	132	80%	32	19%	1	1%
Septic Tank Contractors	99,734	284	165	565	113	68%	51	31%	1	1%
Airport Transportation	16,005	1,077	164	569	128	78%	35	21%	1	1%
Bulk Food Store	21,418	892	164	569	106	65%	58	35%	0	0%
Ceramic Tile Contractors	123,292	238	164	569	78	48%	80	49%	6	4%
Copier	42,294	571	164	569	136	83%	27	16%	1	1%
Landscape Design	99,064	286	164	569	93	57%	60	37%	11	7%
Mobile Auto Lube and Oil	8,871	1,471	164	569	91	55%	71	43%	2	1%
Therapeutic Massage	18,235	992	164	569	93	57%	64	39%	7	4%
Shutters	80,471	335	162	576	99	61%	63	39%	0	0%
TV and Radio Dealers	24,463	820	161	577	66	41%	77	48%	18	11%
Window Cleaning	115,783	254	161	577	84	52%	74	46%	3	2%
Air Conditioning Repair	70,637	373	160	579	85	53%	67	42%	8	5%
Cabin rentals	23,499	839	160	579	120	75%	28	18%	12	8%
Foreign Currency Exchange Broker	25,332	802	160	579	121	76%	23	14%	16	10%
Industrial Supply	87,555	312	160	579	121	76%	36	23%	3	2%
Orthopedic Surgeon	34,544	654	160	579	137	86%	22	14%	1	1%
Accountant	127,027	227	158	584	89	56%	66	42%	3	2%
Craft Supplies	25,321	803	158	584	88	56%	59	37%	11	7%
Car Dealers	14,420	1,147	157	586	124	79%	33	21%	0	0%
Estate Appraisal	51,773	484	157	586	86	55%	70	45%	1	1%
Christmas Tree	14,128	1,163	156	588	88	56%	68	44%	0	0%
Funeral Services	50,789	492	156	588	114	73%	40	26%	2	1%
Personal Trainer	21,287	897	156	588	125	80%	28	18%	3	2%
Cable Contractors	22,932	852	155	591	78	50%	76	49%	1	1%
Car Window Tinting	42,738	566	155	591	75	48%	75	48%	5	3%
Dermatologist	23,882	830	155	591	107	69%	48	31%	0	0%
Insured Property Replacement Service	8,080	1,534	155	591	155	100%	0	0%	0	0%
Satellite Supplies	51,372	487	155	591	96	62%	52	34%	7	5%
Employment Services	65,245	401	154	596	62	40%	86	56%	6	4%
Farm Equipment	31,809	693	154	596	108	70%	45	29%	1	1%
Wholesalers and Distributors	45,293	537	154	596	93	60%	61	40%	0	0%
Orthodontist	32,222	686	153	599	104	68%	39	25%	10	7%
Septic Tank Cleaning	76,431	356	153	599	100	65%	52	34%	1	1%
Dental Plans	38,965	606	152	601	136	89%	16	11%	0	0%
Graphic Printing	148,208	198	152	601	89	59%	62	41%	1	1%
Laundry	7,225	1,614	152	601	64	42%	83	55%	5	3%
Telemarketing Services	80,361	337	152	601	76	50%	58	38%	18	12%
Car Stereos	24,681	816	151	605	98	65%	52	34%	1	1%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Snow Removal Services	44,530	541	151	605	91	60%	42	28%	18	12%
Auto Customization	41,827	577	150	607	76	51%	73	49%	1	1%
Computer Consultant	52,128	480	150	607	101	67%	45	30%	4	3%
Financial Planning Consultants	263,449	96	150	607	106	71%	32	21%	12	8%
Investigator	125,259	233	150	607	101	67%	37	25%	12	8%
Precious Metal Dealers	123,878	236	150	607	124	83%	25	17%	1	1%
Crowdfunding	13,453	1,199	149	612	145	97%	4	3%	0	0%
Decorative Concrete	47,053	529	149	612	82	55%	65	44%	2	1%
Imported Car Dealers	17,288	1,027	149	612	118	79%	31	21%	0	0%
Coupon Service	27,258	766	148	615	121	82%	26	18%	1	1%
Home Accessories Online	9,332	1,431	148	615	94	64%	36	24%	18	12%
Battery Supplies	30,576	715	147	617	102	69%	41	28%	4	3%
Manufactured Home Park	37,795	619	146	618	70	48%	70	48%	6	4%
Candy	15,101	1,113	145	619	52	36%	92	63%	1	1%
Pharmaceutical Manufacturing	19,886	937	145	619	92	63%	51	35%	2	1%
Real Estate Consultant	83,406	323	145	619	102	70%	41	28%	2	1%
RV Repair	34,863	651	145	619	87	60%	55	38%	3	2%
Sprinkler System	77,119	354	145	619	101	70%	37	26%	7	5%
Baby Accessories	15,256	1,109	144	624	63	44%	59	41%	22	15%
Art Consultant	32,718	678	143	625	88	62%	55	38%	0	0%
Hunting Gear	60,213	426	143	625	80	56%	61	43%	2	1%
Insurance	22,265	868	143	625	142	99%	1	1%	0	0%
Pet Boarding	99,566	285	143	625	103	72%	38	27%	2	1%
Swimwear	14,135	1,162	143	625	70	49%	71	50%	2	1%
Hazardous Waste Services	13,964	1,178	142	630	139	98%	3	2%	0	0%
Carpenter	102,957	275	141	631	44	31%	90	64%	7	5%
Foundation Repair	100,825	279	141	631	86	61%	50	35%	5	4%
Legal Services	76,788	355	141	631	106	75%	31	22%	4	3%
Medical Plans	18,057	1,001	141	631	116	82%	21	15%	4	3%
Wholesale Shoes	8,439	1,505	141	631	123	87%	13	9%	5	4%
Coin Dealers	126,530	229	140	636	111	79%	28	20%	1	1%
Excavating Contractors	290,581	87	140	636	76	54%	61	44%	3	2%
Homeowners Insurance	77,654	352	140	636	108	77%	31	22%	1	1%
Investment Advisory Services	138,058	212	140	636	76	54%	54	39%	10	7%
Janitor Service	193,996	149	140	636	72	51%	62	44%	6	4%
Wholesale Toys	17,930	1,005	140	636	91	65%	47	34%	2	1%
Physical Therapist	43,061	559	139	642	105	76%	34	24%	0	0%
Pool Manufacturers	11,357	1,301	139	642	135	97%	4	3%	0	0%
Wholesale Candles	18,833	972	139	642	138	99%	1	1%	0	0%
Woodworking	49,029	508	139	642	44	32%	91	65%	4	3%
Aromatherapy	12,214	1,263	138	646	35	25%	103	75%	0	0%
Custom Rims	27,465	760	138	646	87	63%	50	36%	1	1%
Gutters Contractors	51,432	486	138	646	70	51%	66	48%	2	1%
Landscaping Clean Up	17,789	1,009	138	646	39	28%	90	65%	9	7%
Medical Imaging	14,556	1,141	138	646	100	72%	36	26%	2	1%
Pressure Washing	101,247	278	138	646	81	59%	53	38%	4	3%
Upholstery Cleaning	44,344	545	138	646	63	46%	69	50%	6	4%
Patios and Decks	81,067	333	136	653	66	49%	68	50%	2	1%
Cabinet Manufacturers	74,613	361	135	654	84	62%	43	32%	8	6%
Animal Breeding	44,419	542	134	655	38	28%	90	67%	6	4%
Incentive Programs	21,570	886	134	655	118	88%	15	11%	1	1%
Interior Designer	82,022	329	134	655	69	51%	62	46%	3	2%
Medical Service Organization	47,863	524	134	655	91	68%	37	28%	6	4%
Trucking	80,437	336	134	655	72	54%	59	44%	3	2%
Management Consultant	66,390	396	133	660	83	62%	48	36%	2	2%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Retail Wine	34,142	661	133	660	111	83%	16	12%	6	5%
Restaurant Equipment	47,683	525	132	662	77	58%	52	39%	3	2%
Holding Company	16,921	1,041	130	663	119	92%	10	8%	1	1%
Patio Enclosures	75,781	357	130	663	90	69%	35	27%	5	4%
Rehabilitation	40,150	597	130	663	85	65%	41	32%	4	3%
Video Game Rental	7,895	1,546	130	663	121	93%	9	7%	0	0%
Waste Containers	10,588	1,347	130	663	88	68%	42	32%	0	0%
Driveway Installation	31,115	707	129	668	43	33%	72	56%	14	11%
Garage Builders	58,789	435	129	668	97	75%	30	23%	2	2%
Industrial Recycling	19,230	959	129	668	78	60%	42	33%	9	7%
License Services	35,412	644	129	668	80	62%	47	36%	2	2%
Magazine Distributors	15,428	1,104	129	668	76	59%	45	35%	8	6%
Boat Repair	39,766	599	128	673	68	53%	55	43%	5	4%
Commercial Tire Service	10,045	1,387	128	673	65	51%	62	48%	1	1%
Kitchen Cabinets and Equipment	68,023	387	128	673	91	71%	37	29%	0	0%
Mobile Phone Service	14,000	1,176	128	673	87	68%	37	29%	4	3%
Parking Attendant	8,574	1,492	128	673	68	53%	58	45%	2	2%
Seal Coating	54,440	464	128	673	59	46%	63	49%	6	5%
Furniture Repair	42,271	572	127	679	67	53%	55	43%	5	4%
Ophthalmology	29,116	741	127	679	102	80%	25	20%	0	0%
Concert Promoters	10,198	1,377	126	681	110	87%	16	13%	0	0%
Foods	32,228	685	126	681	86	68%	36	29%	4	3%
Marine Sales and Service	33,754	666	126	681	91	72%	33	26%	2	2%
Traffic School	32,913	675	126	681	124	98%	0	0%	2	2%
Shoe Repair	13,262	1,214	125	685	51	41%	69	55%	5	4%
Water Treatment Equipment	77,980	348	125	685	103	82%	21	17%	1	1%
Dental Laboratory	27,418	761	124	687	78	63%	46	37%	0	0%
Video Tape Rentals	11,765	1,286	124	687	84	68%	38	31%	2	2%
DVD Sales	9,735	1,404	123	689	88	72%	29	24%	6	5%
Motorcycle Repair	21,769	882	123	689	71	58%	51	41%	1	1%
Religious Goods	9,735	1,404	123	689	88	72%	33	27%	2	2%
Identity Theft Protection	78,491	344	122	692	113	93%	9	7%	0	0%
Laser Cosmetic Services	24,690	815	122	692	68	56%	47	39%	7	6%
Nursing Home	66,735	392	122	692	63	52%	59	48%	0	0%
Online Pharmacy	67,280	388	122	692	84	69%	38	31%	0	0%
Rental Service Stores & Yards	20,309	923	122	692	101	83%	21	17%	0	0%
Video Production Services	38,846	607	122	692	60	49%	59	48%	3	2%
Cemetery	17,682	1,014	121	698	83	69%	37	31%	1	1%
Funeral Homes	44,144	547	121	698	74	61%	47	39%	0	0%
Video Dealer	5,217	1,870	121	698	94	78%	24	20%	3	2%
Eyeglass Suppliers	35,469	642	120	701	91	76%	29	24%	0	0%
Marketing Software	33,985	664	120	701	86	72%	33	28%	1	1%
Pillows	181,678	161	120	701	111	93%	8	7%	1	1%
Plumbing Fixtures	43,375	557	120	701	97	81%	23	19%	0	0%
Wholesale Vacuum Cleaners	6,871	1,656	120	701	114	95%	6	5%	0	0%
Clubs and Organizations	25,660	793	119	706	61	51%	35	29%	23	19%
Watch Repair	25,610	795	119	706	74	62%	45	38%	0	0%
Bail Bonds	31,604	695	118	708	48	41%	63	53%	7	6%
Business Coach	49,259	506	118	708	74	63%	43	36%	1	1%
CPA	233,655	115	118	708	87	74%	31	26%	0	0%
Debt Repayment Plan	23,683	834	118	708	58	49%	60	51%	0	0%
Online Cosmetic Sales	3,127	2,277	117	712	83	71%	27	23%	7	6%
Custom Concrete	33,719	667	116	713	44	38%	71	61%	1	1%
Linens	11,807	1,285	116	713	97	84%	17	15%	2	2%
Masquerade Costumes	19,703	945	116	713	54	47%	60	52%	2	2%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
SAT Prep Courses	14,596	1,139	116	713	77	66%	35	30%	4	3%
Variety Store	5,365	1,851	116	713	19	16%	95	82%	2	2%
Bankruptcy Attorney	87,769	310	115	718	100	87%	11	10%	4	3%
Commercial Photographer	23,154	847	115	718	66	57%	41	36%	8	7%
Auto Wrecking	18,777	976	114	720	59	52%	54	47%	1	1%
Dental Discount Plans	57,261	442	114	720	81	71%	32	28%	1	1%
Graphic Designer	61,779	419	114	720	51	45%	49	43%	14	12%
Hardwood Floor Contractors	105,190	269	114	720	69	61%	40	35%	5	4%
Printer Sales and Service	15,528	1,095	114	720	104	91%	9	8%	1	1%
Walk-In Tubs	21,203	898	114	720	60	53%	43	38%	11	10%
Antenna	12,821	1,237	113	726	111	98%	2	2%	0	0%
Auto Listing Service	58,926	434	113	726	100	88%	11	10%	2	2%
Pediatrician	13,254	1,215	113	726	91	81%	21	19%	1	1%
Better Business Bureau	4,978	1,913	112	729	30	27%	35	31%	47	42%
Tutoring	55,809	449	112	729	80	71%	28	25%	4	4%
Wholesale Furniture	24,163	824	112	729	69	62%	42	38%	1	1%
Athletic Organizations	54,560	462	111	732	90	81%	21	19%	0	0%
Beauty School	29,676	729	111	732	67	60%	37	33%	7	6%
Chimney Repair	74,556	362	111	732	64	58%	43	39%	4	4%
Hair Weave	23,481	840	111	732	41	37%	68	61%	2	2%
Motor Scooters	19,663	947	111	732	70	63%	39	35%	2	2%
Musical Instrument Supplies and Accessories	13,009	1,226	111	732	88	79%	20	18%	3	3%
Traffic Consultants	12,626	1,249	111	732	91	82%	11	10%	9	8%
Funeral Director	54,345	465	110	739	88	80%	21	19%	1	1%
Medical Testing	21,880	877	110	739	36	33%	74	67%	0	0%
Sunroom Construction	33,267	671	110	739	98	89%	7	6%	5	5%
Talent Agencies	172,292	177	110	739	69	63%	37	34%	4	4%
Window Shades	27,187	768	110	739	89	81%	20	18%	1	1%
Business Associations	35,814	637	109	744	94	86%	10	9%	5	5%
Drug Testing	19,527	950	109	744	106	97%	3	3%	0	0%
SEO Services	42,142	574	109	744	48	44%	56	51%	5	5%
Childrens' Furniture	12,828	1,235	108	747	76	70%	27	25%	5	5%
OBGYN	12,537	1,257	108	747	75	69%	32	30%	1	1%
Small Engine Repair	24,145	825	108	747	69	64%	31	29%	8	7%
Accounting	65,580	398	107	750	61	57%	40	37%	6	6%
Answering Service	84,666	321	107	750	102	95%	3	3%	2	2%
Global Positioning Systems	15,437	1,103	107	750	97	91%	10	9%	0	0%
Pet Services	61,440	421	107	750	60	56%	43	40%	4	4%
Plumbing Renovation	31,363	697	107	750	52	49%	53	50%	2	2%
Wholesale Industrial Products	31,021	708	107	750	97	91%	10	9%	0	0%
Commercial Contractors	102,942	276	106	756	41	39%	63	59%	2	2%
Outdoor Furniture	22,023	874	106	756	89	84%	17	16%	0	0%
Adult Entertainment	49,387	503	105	758	59	56%	45	43%	1	1%
Bed and Breakfast	23,446	841	105	758	69	66%	35	33%	1	1%
Bulletin Board	19,728	943	105	758	104	99%	1	1%	0	0%
Makeup	8,359	1,513	105	758	78	74%	25	24%	2	2%
News Services	5,583	1,826	105	758	87	83%	15	14%	3	3%
Restaurant Management	8,265	1,523	105	758	93	89%	12	11%	0	0%
Upholsterer	49,028	509	105	758	53	50%	48	46%	4	4%
Airline Ticket Agency	18,985	965	104	765	70	67%	22	21%	12	12%
Electric Supplies	30,621	713	104	765	43	41%	56	54%	5	5%
Shipping Masters	21,415	893	104	765	46	44%	56	54%	2	2%
Laboratory Testing	212,712	128	103	768	59	57%	44	43%	0	0%
Condominium	22,549	858	102	769	63	62%	38	37%	1	1%
Luggage	12,159	1,267	102	769	81	79%	21	21%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Teeth Whitening	12,974	1,227	102	769	79	77%	23	23%	0	0%
Car Racing Equipment	30,004	727	101	772	64	63%	37	37%	0	0%
Irrigation Equipment	58,506	437	101	772	64	63%	20	20%	17	17%
Meat Retail	50,469	497	101	772	65	64%	35	35%	1	1%
Sound System	16,636	1,057	101	772	80	79%	19	19%	2	2%
Beads	3,951	2,097	100	776	72	72%	7	7%	21	21%
Embroidery	25,351	801	100	776	50	50%	50	50%	0	0%
Kitchen Design	25,946	786	100	776	52	52%	45	45%	3	3%
Mailing Lists	30,756	710	100	776	49	49%	50	50%	1	1%
Manufacturing Chemist	3,866	2,117	100	776	99	99%	1	1%	0	0%
Safety Consultants	49,033	507	100	776	72	72%	27	27%	1	1%
Self Laundry Service	6,376	1,720	100	776	51	51%	42	42%	7	7%
HOA	16,056	1,075	99	783	69	70%	30	30%	0	0%
Meat Sales	28,921	743	99	783	59	60%	36	36%	4	4%
Mutual Funds	9,173	1,441	99	783	92	93%	7	7%	0	0%
Trailer Sales	35,429	643	99	783	76	77%	21	21%	2	2%
Investment Management	42,951	561	98	787	52	53%	44	45%	2	2%
Kitchen Remodel	65,263	400	98	787	62	63%	32	33%	4	4%
Non Profit Organizations	33,536	669	98	787	60	61%	34	35%	4	4%
Packaging Service	13,799	1,185	98	787	33	34%	62	63%	3	3%
Uniform Accessories	3,143	2,270	98	787	89	91%	9	9%	0	0%
Bridal Shops	13,579	1,195	97	792	65	67%	29	30%	3	3%
Car Sound Systems	13,664	1,190	97	792	69	71%	27	28%	1	1%
Charity - Health	15,768	1,085	97	792	76	78%	21	22%	0	0%
Clothing Alterations	19,760	941	97	792	43	44%	45	46%	9	9%
Dumpster Service	14,213	1,156	97	792	67	69%	29	30%	1	1%
Housewares	25,411	799	97	792	80	82%	15	15%	2	2%
Land Surveyor	82,837	325	97	792	60	62%	34	35%	3	3%
Paralegal	28,084	753	97	792	39	40%	45	46%	13	13%
Accident Insurance	53,308	471	96	800	60	63%	9	9%	27	28%
Antique Dealers	35,855	636	96	800	48	50%	44	46%	4	4%
Labor Posters	18,369	987	96	800	93	97%	1	1%	2	2%
Mechanical Contractors	75,642	359	96	800	65	68%	30	31%	1	1%
Real Estate Broker	48,756	513	96	800	72	75%	24	25%	0	0%
Lawn Mower	25,786	788	95	805	61	64%	30	32%	4	4%
Liquor Store	18,627	982	95	805	55	58%	39	41%	1	1%
Novelties	19,008	964	95	805	56	59%	35	37%	4	4%
Screen Printing	45,197	538	95	805	46	48%	45	47%	4	4%
Air Purification Systems	50,685	493	94	809	62	66%	22	23%	10	11%
Compliance Consulting	30,418	720	94	809	51	54%	10	11%	33	35%
Credit Repair Services	41,292	582	94	809	71	76%	23	24%	0	0%
Facility Maintenance	21,076	904	94	809	23	24%	71	76%	0	0%
Lawn Mower Repair	19,939	932	94	809	49	52%	37	39%	8	9%
Wholesale Sporting Goods	10,733	1,342	94	809	80	85%	13	14%	1	1%
Auto Brokers	39,605	602	93	815	73	78%	18	19%	2	2%
Book, Compact Disc, and DVD Club	13,236	1,216	93	815	69	74%	17	18%	7	8%
Office Furniture	53,713	470	93	815	48	52%	40	43%	5	5%
Podiatrist	14,783	1,128	93	815	64	69%	28	30%	1	1%
Psychiatrist	20,831	907	93	815	70	75%	21	23%	2	2%
Water Well Drilling	84,846	319	93	815	66	71%	26	28%	1	1%
Drug Abuse Information	48,269	519	92	821	72	78%	19	21%	1	1%
Educational Research	15,142	1,111	92	821	79	86%	12	13%	1	1%
Hair Replacement	42,635	568	92	821	75	82%	15	16%	2	2%
Merchandise Warehouse	10,753	1,339	92	821	66	72%	25	27%	1	1%
Online Publications	14,921	1,120	92	821	65	71%	18	20%	9	10%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Plastic Cups	3,592	2,173	92	821	51	55%	41	45%	0	0%
Trucking Transportation Brokers	57,479	441	92	821	65	71%	27	29%	0	0%
Vaporizer	12,071	1,272	92	821	51	55%	40	43%	1	1%
Clock Repair	19,262	958	91	829	49	54%	35	38%	7	8%
Dental Surgery	14,703	1,136	91	829	60	66%	31	34%	0	0%
Duct Cleaning	82,457	327	91	829	55	60%	29	32%	7	8%
Modular Buildings	108,314	260	91	829	82	90%	9	10%	0	0%
Auto Upholstery	25,414	798	90	833	48	53%	41	46%	1	1%
Data Recovery	20,583	914	90	833	64	71%	24	27%	2	2%
Energy Management Consultant	46,166	535	90	833	81	90%	8	9%	1	1%
Hot Tub Service and Repair	27,394	762	90	833	43	48%	47	52%	0	0%
Leather Dealers	8,545	1,495	90	833	64	71%	24	27%	2	2%
Pool Maintenance	35,616	639	90	833	48	53%	38	42%	4	4%
Portable Buildings	29,319	736	90	833	74	82%	14	16%	2	2%
RV Rental	25,016	810	90	833	68	76%	21	23%	1	1%
Tailor	9,797	1,398	90	833	37	41%	51	57%	2	2%
Utility Billing	14,305	1,152	90	833	87	97%	3	3%	0	0%
Drywall Contractors	185,788	158	89	843	38	43%	47	53%	4	4%
Expositions	13,367	1,204	89	843	33	37%	53	60%	3	3%
Shuttle Bus	7,578	1,581	89	843	43	48%	44	49%	2	2%
Telecommunication Equipment Repair	19,088	961	89	843	76	85%	13	15%	0	0%
Video Game Supplies	9,157	1,445	89	843	35	39%	44	49%	10	11%
Cleaning Supplies	25,150	806	88	848	54	61%	31	35%	3	3%
Custom Curtains	28,113	752	88	848	34	39%	53	60%	1	1%
Personal Services	27,347	763	88	848	29	33%	24	27%	35	40%
Anesthesiologist	11,898	1,278	87	851	69	79%	18	21%	0	0%
Auto Alarms	20,224	925	87	851	47	54%	36	41%	4	5%
Auto Salvage Yards	19,321	953	87	851	44	51%	43	49%	0	0%
Barber	19,321	953	87	851	35	40%	47	54%	5	6%
Bathtub Repair	55,221	455	87	851	58	67%	25	29%	4	5%
Building Metal	54,296	466	87	851	59	68%	24	28%	4	5%
Classic Car Dealers	46,731	532	87	851	49	56%	38	44%	0	0%
Continuing Education	42,319	570	87	851	67	77%	18	21%	2	2%
Emergency Room	4,691	1,955	87	851	75	86%	12	14%	0	0%
Essential Oils	41,073	585	87	851	61	70%	25	29%	1	1%
Golf Carts	21,323	895	87	851	45	52%	41	47%	1	1%
Modular Homes	42,709	567	87	851	66	76%	20	23%	1	1%
Night Club	15,496	1,097	87	851	44	51%	41	47%	2	2%
Publishing Consultant	19,953	930	87	851	38	44%	47	54%	2	2%
Retirement Homes	41,480	579	87	851	60	69%	27	31%	0	0%
Swimming Pools	20,677	911	87	851	40	46%	46	53%	1	1%
Wedding Consultant	20,083	929	87	851	57	66%	27	31%	3	3%
Wheels	25,127	808	87	851	48	55%	37	43%	2	2%
Camper Dealers	15,732	1,087	86	869	57	66%	29	34%	0	0%
Screen Enclosures	46,981	530	86	869	62	72%	24	28%	0	0%
Survival Supplies	15,488	1,099	86	869	48	56%	37	43%	1	1%
Hand Tools	16,872	1,043	85	872	63	74%	21	25%	1	1%
Railroad	2,062	2,600	85	872	53	62%	32	38%	0	0%
Ticket Brokers	26,122	784	85	872	65	76%	19	22%	1	1%
Tool Shed	32,839	677	85	872	51	60%	29	34%	5	6%
Escrow Services	34,281	659	84	876	44	52%	37	44%	3	4%
Nutrition	16,648	1,056	84	876	51	61%	33	39%	0	0%
Optical Repairs	13,689	1,189	84	876	61	73%	22	26%	1	1%
Pet Insurance	19,107	960	84	876	84	100%	0	0%	0	0%
Retread Tires	8,403	1,507	84	876	45	54%	38	45%	1	1%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmppls Settled	%	Cmppls Not Settled	%	Cmppls Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Yoga Instructor	14,737	1,132	84	876	43	51%	31	37%	10	12%
Mental Health Services	42,505	569	83	882	52	63%	30	36%	1	1%
Real Estate Appraiser	72,183	368	83	882	52	63%	30	36%	1	1%
Ammunition	16,657	1,055	82	884	25	30%	57	70%	0	0%
Basement Waterproofing	63,062	415	82	884	68	83%	11	13%	3	4%
Car Restoration	27,039	771	82	884	47	57%	32	39%	3	4%
Gutter Guards	17,920	1,006	82	884	79	96%	2	2%	1	1%
Merchandising Services	8,742	1,481	82	884	23	28%	56	68%	3	4%
Student Housing	7,794	1,558	82	884	48	59%	33	40%	1	1%
Thrift Shop	12,627	1,248	82	884	47	57%	33	40%	2	2%
Wearable Promotional Products	15,526	1,096	82	884	49	60%	30	37%	3	4%
Auto Repair Equipment	11,564	1,290	81	892	51	63%	30	37%	0	0%
Charity - Human Services (i.e. assistance to individuals & families)	47,085	528	81	892	67	83%	14	17%	0	0%
Children Dentist	14,049	1,169	81	892	62	77%	19	23%	0	0%
Commercial Roofing	77,834	351	81	892	50	62%	29	36%	2	2%
Pain Management	17,158	1,030	81	892	40	49%	30	37%	11	14%
Solar Energy Products	38,083	617	81	892	62	77%	17	21%	2	2%
Test Publishers	14,746	1,131	81	892	76	94%	5	6%	0	0%
Animal Trapping	24,514	818	80	899	55	69%	24	30%	1	1%
Bar	13,785	1,186	80	899	45	56%	34	43%	1	1%
Light Bulbs	15,869	1,084	80	899	63	79%	16	20%	1	1%
No License Required Financial Consultants	180,171	164	80	899	40	50%	40	50%	0	0%
Radio Communication Equipment and Systems	9,814	1,397	80	899	62	78%	18	23%	0	0%
Valet Service	9,046	1,454	80	899	47	59%	32	40%	1	1%
Bathtub Refinishing	40,676	588	79	905	46	58%	32	41%	1	1%
Commercial Refrigeration	30,561	716	79	905	19	24%	60	76%	0	0%
Electric Generator	19,797	938	79	905	73	92%	6	8%	0	0%
Home Design	31,219	703	79	905	36	46%	37	47%	6	8%
Insurance Agent	35,313	646	79	905	50	63%	27	34%	2	3%
Marijuana Products	3,236	2,247	79	905	17	22%	62	78%	0	0%
Marina	18,237	991	79	905	54	68%	24	30%	1	1%
Personal Shopper	10,855	1,333	79	905	19	24%	50	63%	10	13%
E-Books	4,362	2,014	78	913	70	90%	7	9%	1	1%
Formal Wear	13,333	1,208	78	913	51	65%	23	29%	4	5%
Photo Booth Rental	5,207	1,872	78	913	27	35%	50	64%	1	1%
Special Education	32,240	684	78	913	46	59%	29	37%	3	4%
Contract Manufacturing	17,442	1,022	77	917	43	56%	33	43%	1	1%
Industrial Manufacturers	16,969	1,037	77	917	72	94%	5	6%	0	0%
Stucco	60,200	427	77	917	47	61%	29	38%	1	1%
Wood Stoves	18,003	1,003	77	917	57	74%	18	23%	2	3%
Concierge Service	17,333	1,023	76	921	47	62%	29	38%	0	0%
Golf Equipment	30,558	717	76	921	54	71%	21	28%	1	1%
Retirement Planning Services	100,649	280	76	921	57	75%	17	22%	2	3%
Vending Machines	48,361	518	76	921	48	63%	25	33%	3	4%
Fireplace Equipment Manufacturers	2,688	2,401	75	925	37	49%	31	41%	7	9%
Health Resorts	5,970	1,766	75	925	44	59%	31	41%	0	0%
Photography for Sale	11,482	1,293	75	925	29	39%	37	49%	9	12%
Professional Services	67,251	389	75	925	51	68%	20	27%	4	5%
Wholesale Books	6,698	1,685	75	925	66	88%	9	12%	0	0%
Wholesale Grocers	8,077	1,536	75	925	69	92%	5	7%	1	1%
Access Control Systems	8,360	1,512	74	931	74	100%	0	0%	0	0%
Glass Repair	17,563	1,019	74	931	36	49%	35	47%	3	4%
Roommate Referral Service	16,816	1,046	74	931	66	89%	8	11%	0	0%
Sports Promoter	11,224	1,305	74	931	32	43%	33	45%	9	12%
Bullion Coin Dealers	28,064	754	73	935	63	86%	10	14%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Disability Telecommunications Equipment	14,778	1,129	73	935	59	81%	13	18%	1	1%
DJs	25,321	803	73	935	25	34%	38	52%	10	14%
Fabric Shop	14,712	1,135	73	935	59	81%	13	18%	1	1%
Fashion Designers	7,505	1,588	73	935	46	63%	21	29%	6	8%
Financing Consultants	37,748	621	73	935	55	75%	15	21%	3	4%
Gasoline	3,608	2,171	73	935	31	42%	40	55%	2	3%
Government Contractors	7,755	1,562	73	935	69	95%	4	5%	0	0%
Immigration Consultant	36,073	633	73	935	55	75%	18	25%	0	0%
Marine Electronics	8,045	1,540	73	935	67	92%	4	5%	2	3%
Security Guards	87,195	314	73	935	40	55%	33	45%	0	0%
Sod	18,062	999	73	935	44	60%	29	40%	0	0%
Venetian Blind Dealers	16,792	1,047	73	935	66	90%	7	10%	0	0%
Building Restoration	47,120	527	72	948	36	50%	33	46%	3	4%
Dance Company	11,359	1,300	72	948	34	47%	36	50%	2	3%
Interlock Device	10,261	1,374	72	948	59	82%	13	18%	0	0%
Pet Transport	12,169	1,266	72	948	8	11%	51	71%	13	18%
Fundraising Counselors and Organizations	44,895	540	71	952	60	85%	9	13%	2	3%
Magazine Dealers	6,955	1,646	71	952	46	65%	22	31%	3	4%
Online Shipping Broker	17,290	1,026	71	952	35	49%	27	38%	9	13%
Portable Storage Units	9,662	1,408	71	952	48	68%	19	27%	4	6%
Taxidermy	15,111	1,112	71	952	27	38%	44	62%	0	0%
Television & Radio Parts - Wholesale and Manufacturers	7,174	1,622	71	952	71	100%	0	0%	0	0%
Auto Body Shop Equipment	14,296	1,154	70	958	32	46%	37	53%	1	1%
Check Printing	78,530	343	70	958	69	99%	0	0%	1	1%
Deck Builder	44,025	548	70	958	38	54%	31	44%	1	1%
Insurance Consultant	56,235	448	70	958	57	81%	12	17%	1	1%
Internal Medicine	10,746	1,340	70	958	48	69%	21	30%	1	1%
Legal Forms	64,531	408	70	958	43	61%	25	36%	2	3%
Mail Box Rental	7,264	1,606	70	958	42	60%	28	40%	0	0%
Nursery Stock	9,705	1,407	70	958	20	29%	49	70%	1	1%
Photo Imaging	8,212	1,527	70	958	50	71%	19	27%	1	1%
Architect	75,084	360	69	967	35	51%	32	46%	2	3%
Business Travel	18,648	980	69	967	49	71%	20	29%	0	0%
Divorce Assistance	12,797	1,239	69	967	52	75%	14	20%	3	4%
Landscape Architect	55,325	454	69	967	33	48%	34	49%	2	3%
Medical Spa	9,637	1,411	69	967	42	61%	24	35%	3	4%
Stamp Dealers	30,113	725	69	967	53	77%	16	23%	0	0%
Tire Repair	2,915	2,327	69	967	32	46%	36	52%	1	1%
Adjustable Beds	7,323	1,599	68	974	58	85%	9	13%	1	1%
Compression Clothing	2,579	2,430	68	974	55	81%	11	16%	2	3%
Computer Training	51,185	489	68	974	54	79%	11	16%	3	4%
Dental Implants	25,677	792	68	974	48	71%	20	29%	0	0%
Gun Equipment	11,361	1,299	68	974	23	34%	44	65%	1	1%
Iron Works	21,617	885	68	974	31	46%	35	51%	2	3%
Legal Information Services	23,746	832	68	974	43	63%	24	35%	1	1%
Motor Freight Trucking	21,745	883	68	974	27	40%	40	59%	1	1%
Music Store	18,198	993	68	974	26	38%	42	62%	0	0%
Outlet Stores	6,847	1,659	68	974	40	59%	28	41%	0	0%
Party Planning	14,039	1,170	68	974	22	32%	42	62%	4	6%
Sleep Center	13,236	1,216	68	974	56	82%	12	18%	0	0%
Animal Shelter	19,324	951	67	986	37	55%	30	45%	0	0%
Battery Retail	10,800	1,336	67	986	38	57%	29	43%	0	0%
Marriage Counselor	36,854	625	67	986	49	73%	15	22%	3	4%
Psychic	20,576	915	67	986	41	61%	26	39%	0	0%
Search Engine Marketing	10,318	1,366	67	986	28	42%	32	48%	7	10%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Tractor Dealers	16,214	1,066	67	986	54	81%	11	16%	2	3%
Air Conditioning Parts	18,806	974	66	992	44	67%	19	29%	3	5%
Auto Registration	32,528	680	66	992	57	86%	8	12%	1	2%
Bookkeeping Services	77,952	349	66	992	27	41%	31	47%	8	12%
Camping Trailer	14,182	1,158	66	992	51	77%	14	21%	1	2%
Data Processing Services	21,488	888	66	992	35	53%	28	42%	3	5%
Dog Training	35,771	638	66	992	27	41%	34	52%	5	8%
Herbs	30,239	723	66	992	28	42%	36	55%	2	3%
Interlocking Pavers	28,411	748	66	992	32	48%	33	50%	1	2%
Party Supply Rentals	17,477	1,021	66	992	31	47%	33	50%	2	3%
Pipes and Smokers Articles	4,854	1,931	66	992	23	35%	43	65%	0	0%
Truck Parts	23,871	831	66	992	43	65%	20	30%	3	5%
Adult Novelties	15,592	1,093	65	1,003	27	42%	35	54%	3	5%
Automation Equipment	10,124	1,382	65	1,003	58	89%	7	11%	0	0%
Banquet Facilities	15,992	1,078	65	1,003	28	43%	26	40%	11	17%
Construction Management	64,687	406	65	1,003	33	51%	27	42%	5	8%
Custom Knives	6,612	1,693	65	1,003	41	63%	24	37%	0	0%
Diesel Repair	18,130	997	65	1,003	37	57%	26	40%	2	3%
Engine Equipment	30,241	722	65	1,003	31	48%	32	49%	2	3%
Instrument Lessons	17,292	1,025	65	1,003	40	62%	24	37%	1	2%
Jewelry Repair	12,848	1,234	65	1,003	33	51%	32	49%	0	0%
Laboratory Research	22,465	860	65	1,003	53	82%	11	17%	1	2%
Sweepstakes	41,444	580	65	1,003	34	52%	14	22%	17	26%
Trust Company	32,940	674	65	1,003	53	82%	12	18%	0	0%
Appliance Installation	17,297	1,024	64	1,015	38	59%	26	41%	0	0%
Beauty Consultant	6,604	1,695	64	1,015	32	50%	25	39%	7	11%
Car Buying	30,271	721	64	1,015	41	64%	20	31%	3	5%
Detergent	48,183	522	64	1,015	60	94%	4	6%	0	0%
Doctor Referral	12,198	1,264	64	1,015	37	58%	26	41%	1	2%
Flags	43,013	560	64	1,015	56	88%	8	13%	0	0%
Furnace Repair	24,953	811	64	1,015	48	75%	16	25%	0	0%
Water Coolers	8,979	1,460	64	1,015	4	6%	59	92%	1	2%
Wheelchair	8,632	1,488	64	1,015	50	78%	13	20%	1	2%
Construction Supplies	7,833	1,552	63	1,024	52	83%	10	16%	1	2%
Door Screens	36,338	630	63	1,024	46	73%	16	25%	1	2%
Green Contractors	27,680	759	63	1,024	36	57%	26	41%	1	2%
Wholesale Hobby Supplies	6,067	1,754	63	1,024	47	75%	16	25%	0	0%
Cosmetic Dentistry	17,085	1,032	62	1,028	44	71%	17	27%	1	2%
Entertainer	16,787	1,049	62	1,028	31	50%	24	39%	7	11%
Fireplace Equipment	17,579	1,016	62	1,028	48	77%	10	16%	4	6%
Junk Removal	29,595	731	62	1,028	29	47%	29	47%	4	6%
Public Utility Consultants	12,097	1,271	62	1,028	52	84%	9	15%	1	2%
Vacuum Cleaners Repair	15,605	1,090	62	1,028	28	45%	30	48%	4	6%
Adult Family Homes	50,638	494	61	1,034	41	67%	17	28%	3	5%
Appliance Rental	19,543	949	61	1,034	32	52%	24	39%	5	8%
Estate Liquidators	25,573	796	61	1,034	38	62%	19	31%	4	7%
Laundry Equipment	5,739	1,797	61	1,034	37	61%	20	33%	4	7%
Plant Store	8,779	1,476	61	1,034	45	74%	15	25%	1	2%
Savings and Loan Associations	14,000	1,176	61	1,034	37	61%	23	38%	1	2%
Vacuum Cleaning Systems	13,921	1,182	61	1,034	38	62%	22	36%	1	2%
Wholesale Optical Goods	2,967	2,314	61	1,034	59	97%	2	3%	0	0%
Business Promotion	18,782	975	60	1,042	33	55%	25	42%	2	3%
Gymnastics Classes	18,508	984	60	1,042	34	57%	26	43%	0	0%
Machine Tools	14,058	1,168	60	1,042	47	78%	13	22%	0	0%
Tenant Screening	17,610	1,015	60	1,042	56	93%	4	7%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Cabinet Maker	20,435	921	59	1,046	33	56%	24	41%	2	3%
Camp	15,384	1,105	59	1,046	27	46%	31	53%	1	2%
Electric Tools	11,969	1,274	59	1,046	28	47%	31	53%	0	0%
Incorporation	84,584	322	59	1,046	52	88%	7	12%	0	0%
Lawyer Referral Service	25,271	805	59	1,046	48	81%	11	19%	0	0%
Manufactured Home Repair	24,475	819	59	1,046	38	64%	21	36%	0	0%
Mediation Services	18,198	993	59	1,046	45	76%	13	22%	1	2%
Recreation Center	8,923	1,466	59	1,046	35	59%	24	41%	0	0%
Security Systems	9,262	1,434	59	1,046	34	58%	23	39%	2	3%
Solar Energy Equipment	16,922	1,040	59	1,046	41	69%	18	31%	0	0%
Technology Litigation	2,196	2,543	59	1,046	3	5%	8	14%	48	81%
Wedding Videographer	2,108	2,582	59	1,046	11	19%	45	76%	3	5%
Appraiser	34,597	652	58	1,058	45	78%	13	22%	0	0%
Closet Organizers	22,744	855	58	1,058	41	71%	13	22%	4	7%
Emergency Lighting Equipment	5,258	1,866	58	1,058	39	67%	19	33%	0	0%
Hot Tub Parts	12,134	1,268	58	1,058	43	74%	14	24%	1	2%
Magazine Advertising	8,484	1,499	58	1,058	48	83%	10	17%	0	0%
Playground Equipment	13,434	1,200	58	1,058	31	53%	26	45%	1	2%
Real Estate Loans	55,039	458	58	1,058	41	71%	14	24%	3	5%
Reverse Mortgage	50,133	499	58	1,058	44	76%	14	24%	0	0%
Shower Doors	25,711	791	58	1,058	36	62%	21	36%	1	2%
Stock Transfer Agents	18,241	990	58	1,058	46	79%	12	21%	0	0%
Toner Cartridges	15,598	1,091	58	1,058	40	69%	17	29%	1	2%
Used Furniture	8,760	1,478	58	1,058	25	43%	28	48%	5	9%
Barbecue	3,903	2,111	57	1,070	53	93%	4	7%	0	0%
Boat Builders	21,996	875	57	1,070	48	84%	9	16%	0	0%
Factoring Service	45,322	536	57	1,070	48	84%	9	16%	0	0%
Farm Supply	8,801	1,474	57	1,070	36	63%	21	37%	0	0%
Health Savings Administrators	14,117	1,165	57	1,070	56	98%	1	2%	0	0%
Meal Prep	4,450	2,001	57	1,070	31	54%	10	18%	16	28%
Mold Removal	64,071	411	57	1,070	45	79%	10	18%	2	4%
Pen Pals	1,234	3,021	57	1,070	26	46%	29	51%	2	4%
Power Actuated Tools	4,232	2,047	57	1,070	51	89%	4	7%	2	4%
Refrigerator Repair	10,808	1,335	57	1,070	22	39%	34	60%	1	2%
Solar Energy Product Services	16,143	1,070	57	1,070	29	51%	16	28%	12	21%
Used Books	12,172	1,265	57	1,070	42	74%	15	26%	0	0%
Carpet Manufacturers	20,450	920	56	1,082	51	91%	5	9%	0	0%
Commercial Real Estate	21,151	901	56	1,082	36	64%	20	36%	0	0%
Garden Center	13,200	1,219	56	1,082	33	59%	22	39%	1	2%
Home Theater Systems	34,593	653	56	1,082	30	54%	26	46%	0	0%
Household Fans	4,291	2,029	56	1,082	52	93%	4	7%	0	0%
Lighting Systems	13,271	1,212	56	1,082	24	43%	31	55%	1	2%
Private School	29,109	742	56	1,082	37	66%	15	27%	4	7%
Small Appliance Parts	16,183	1,068	56	1,082	36	64%	17	30%	3	5%
Surveillance Equipment	12,605	1,252	56	1,082	37	66%	18	32%	1	2%
Brand Development	16,756	1,051	55	1,091	28	51%	27	49%	0	0%
Check Cashing Protection Systems	5,545	1,833	55	1,091	51	93%	4	7%	0	0%
Employee Leasing	13,609	1,193	55	1,091	53	96%	2	4%	0	0%
Farm	18,327	988	55	1,091	29	53%	23	42%	3	5%
Food Service Management	10,142	1,380	55	1,091	43	78%	10	18%	2	4%
Multimedia Computer	4,072	2,076	55	1,091	12	22%	42	76%	1	2%
Telephone Equipment Repair	14,165	1,159	55	1,091	29	53%	23	42%	3	5%
Tile and Marble	20,559	917	55	1,091	32	58%	21	38%	2	4%
Window Coverings	28,243	749	55	1,091	29	53%	24	44%	2	4%
CPR Certification	27,725	758	54	1,100	45	83%	9	17%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Employee Benefits Insurance	35,968	634	54	1,100	45	83%	7	13%	2	4%
Gun Safety	38,409	611	54	1,100	44	81%	9	17%	1	2%
International Movers	11,569	1,289	54	1,100	28	52%	15	28%	11	20%
Prosthetic	10,997	1,325	54	1,100	35	65%	19	35%	0	0%
School Supplies	10,893	1,331	54	1,100	53	98%	1	2%	0	0%
Stock Brokers	18,910	968	54	1,100	31	57%	21	39%	2	4%
Window Repair	20,818	908	54	1,100	38	70%	16	30%	0	0%
Auto Diagnosis	12,061	1,273	53	1,108	41	77%	12	23%	0	0%
Construction Equipment	19,933	934	53	1,108	33	62%	20	38%	0	0%
Diagnostic Testing	9,046	1,454	53	1,108	36	68%	17	32%	0	0%
Drop Shipper Mailing Services	9,278	1,433	53	1,108	32	60%	18	34%	3	6%
Filing Systems	2,855	2,350	53	1,108	52	98%	1	2%	0	0%
Fishing Tackle	9,480	1,417	53	1,108	32	60%	17	32%	4	8%
Hats	5,858	1,784	53	1,108	19	36%	32	60%	2	4%
Professional Fundraiser	22,323	864	53	1,108	49	92%	4	8%	0	0%
Basement Contractors	23,699	833	52	1,116	39	75%	7	13%	6	12%
Deck Waterproofing	17,983	1,004	52	1,116	46	88%	6	12%	0	0%
Foreign Auto Repair	21,513	887	52	1,116	41	79%	10	19%	1	2%
Kindergarten	21,104	903	52	1,116	33	63%	19	37%	0	0%
Landscape Supply	26,549	779	52	1,116	33	63%	19	37%	0	0%
Office Supplies Sales by Phone	7,252	1,610	52	1,116	43	83%	9	17%	0	0%
Orthopedic Shoes	25,732	790	52	1,116	46	88%	6	12%	0	0%
Professional Organizations	34,193	660	52	1,116	42	81%	9	17%	1	2%
Senior Living	10,736	1,341	52	1,116	35	67%	17	33%	0	0%
Air Cargo	5,267	1,864	51	1,125	21	41%	26	51%	4	8%
BBQ Supplies	14,890	1,122	51	1,125	40	78%	11	22%	0	0%
Call Center	43,772	553	51	1,125	35	69%	16	31%	0	0%
Jewelry Manufacturers	43,713	554	51	1,125	26	51%	23	45%	2	4%
Private Pool	9,906	1,394	51	1,125	24	47%	27	53%	0	0%
Psychologist	23,108	848	51	1,125	43	84%	8	16%	0	0%
Roofing Materials	22,300	867	51	1,125	43	84%	7	14%	1	2%
Washer and Dryer Repair	3,067	2,290	51	1,125	41	80%	6	12%	4	8%
Boat Rentals	7,170	1,623	50	1,133	26	52%	24	48%	0	0%
Boat Supplies	21,858	878	50	1,133	25	50%	24	48%	1	2%
Compounding Pharmacy	19,744	942	50	1,133	42	84%	7	14%	1	2%
Concert Bureaus	1,231	3,025	50	1,133	39	78%	11	22%	0	0%
Lumber Store	31,214	704	50	1,133	36	72%	14	28%	0	0%
Process Server	19,322	952	50	1,133	18	36%	23	46%	9	18%
Real Estate School	33,868	665	50	1,133	38	76%	12	24%	0	0%
Recycling Center	18,070	998	50	1,133	24	48%	25	50%	1	2%
Skateboards	5,422	1,845	50	1,133	11	22%	39	78%	0	0%
Specialty Auto Parts	14,221	1,155	50	1,133	35	70%	7	14%	8	16%
Tourist Attractions	6,493	1,708	50	1,133	28	56%	22	44%	0	0%
Gastroenterology	6,885	1,652	49	1,144	39	80%	10	20%	0	0%
Hypnotherapists	20,761	909	49	1,144	32	65%	7	14%	10	20%
Network Security	24,107	826	49	1,144	24	49%	21	43%	4	8%
Protective Coatings	24,371	821	49	1,144	22	45%	27	55%	0	0%
Rent to Own	6,645	1,688	49	1,144	30	61%	18	37%	1	2%
Satellite Communication	8,664	1,484	49	1,144	34	69%	14	29%	1	2%
Smoke Alarm Systems	43,166	558	49	1,144	33	67%	15	31%	1	2%
Stair Lift	17,865	1,007	49	1,144	49	100%	0	0%	0	0%
Talent Listing	100,436	283	49	1,144	46	94%	3	6%	0	0%
Welding	48,639	514	49	1,144	24	49%	25	51%	0	0%
Animal Rescue	20,179	926	48	1,154	28	58%	20	42%	0	0%
Audio Visual Equipment Wholesale	2,089	2,590	48	1,154	16	33%	32	67%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Energy Audit	21,168	900	48	1,154	35	73%	13	27%	0	0%
General Engineering Contractor	56,956	445	48	1,154	25	52%	21	44%	2	4%
Marine Contractors	26,188	783	48	1,154	18	38%	29	60%	1	2%
Online Consignment	11,216	1,307	48	1,154	42	88%	6	13%	0	0%
Safety Clothing	16,771	1,050	48	1,154	35	73%	13	27%	0	0%
Secret Shopper	50,626	496	48	1,154	14	29%	21	44%	13	27%
Telecommunication Consultants	10,940	1,327	48	1,154	33	69%	15	31%	0	0%
Bowling	8,060	1,538	47	1,163	32	68%	15	32%	0	0%
Dental Hygienist	4,034	2,085	47	1,163	21	45%	26	55%	0	0%
Dental Insurance	9,166	1,444	47	1,163	42	89%	5	11%	0	0%
Dog Daycare	10,698	1,343	47	1,163	28	60%	19	40%	0	0%
Email Marketing	12,717	1,242	47	1,163	16	34%	14	30%	17	36%
Entertainment Bureau	9,376	1,425	47	1,163	40	85%	7	15%	0	0%
Farmers Market	9,179	1,440	47	1,163	11	23%	33	70%	3	6%
Heating System Repair	22,803	854	47	1,163	36	77%	11	23%	0	0%
Leather Clothing	6,124	1,742	47	1,163	35	74%	12	26%	0	0%
Liquidators	18,061	1,000	47	1,163	30	64%	15	32%	2	4%
Media Consultant	10,980	1,326	47	1,163	17	36%	30	64%	0	0%
Race Tracks	4,995	1,912	47	1,163	20	43%	27	57%	0	0%
Sports Memorabilia	10,265	1,373	47	1,163	29	62%	16	34%	2	4%
Tax Reporting Service	13,171	1,220	47	1,163	28	60%	18	38%	1	2%
Water Heater Manufacturers	2,047	2,605	47	1,163	42	89%	4	9%	1	2%
Boys Clothing	13,374	1,203	46	1,178	21	46%	25	54%	0	0%
Butler Service	15,487	1,100	46	1,178	20	43%	25	54%	1	2%
Cremation	58,445	438	46	1,178	42	91%	4	9%	0	0%
DNA Testing	22,146	872	46	1,178	34	74%	12	26%	0	0%
Ear Nose and Throat Doctor	4,347	2,018	46	1,178	36	78%	10	22%	0	0%
Massage Supplies	13,324	1,209	46	1,178	28	61%	18	39%	0	0%
MRI	7,677	1,568	46	1,178	26	57%	20	43%	0	0%
Packing Service	10,640	1,345	46	1,178	27	59%	18	39%	1	2%
Police Equipment	6,030	1,760	46	1,178	29	63%	13	28%	4	9%
Wholesale Bikes	2,812	2,364	46	1,178	27	59%	19	41%	0	0%
Wholesale Pet Supplies	6,798	1,668	46	1,178	38	83%	7	15%	1	2%
City Government	3,952	2,096	45	1,189	33	73%	12	27%	0	0%
Concrete Restoration	19,320	955	45	1,189	19	42%	23	51%	3	7%
Corporate Event Planners	5,916	1,776	45	1,189	25	56%	20	44%	0	0%
Elevator Service	24,009	828	45	1,189	31	69%	14	31%	0	0%
Home Party Planning	11,868	1,280	45	1,189	42	93%	1	2%	2	4%
House Movers	18,754	977	45	1,189	17	38%	26	58%	2	4%
Motor Homes	11,725	1,287	45	1,189	32	71%	11	24%	2	4%
Party Facilities	4,214	2,052	45	1,189	17	38%	24	53%	4	9%
Transportation Consultants	18,696	978	45	1,189	24	53%	20	44%	1	2%
Utility Trailers	13,425	1,201	45	1,189	34	76%	11	24%	0	0%
Wedding Chapel	9,637	1,411	45	1,189	19	42%	23	51%	3	7%
Western Clothing	9,220	1,438	45	1,189	30	67%	12	27%	3	7%
Wholesale Watches	13,264	1,213	45	1,189	24	53%	21	47%	0	0%
Animal Health Products	24,634	817	44	1,202	26	59%	18	41%	0	0%
Auto Appraiser	14,438	1,145	44	1,202	30	68%	8	18%	6	14%
Boxing Gym	4,252	2,040	44	1,202	21	48%	21	48%	2	5%
Carpet Layers	18,857	971	44	1,202	18	41%	20	45%	6	14%
Couriers	16,848	1,045	44	1,202	21	48%	20	45%	3	7%
Employment Training	19,908	935	44	1,202	14	32%	15	34%	15	34%
Faux Jewels	1,583	2,815	44	1,202	11	25%	33	75%	0	0%
Health Care Referral	10,246	1,376	44	1,202	40	91%	4	9%	0	0%
Home Care	73,449	364	44	1,202	34	77%	9	20%	1	2%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Home Renovation	43,915	550	44	1,202	31	70%	12	27%	1	2%
Mobile Dry Cleaning	1,468	2,874	44	1,202	32	73%	12	27%	0	0%
Nursing School	21,454	891	44	1,202	34	77%	9	20%	1	2%
Oriental Carpet Dealers	5,643	1,821	44	1,202	37	84%	7	16%	0	0%
Picture Frame Dealers	6,396	1,718	44	1,202	31	70%	12	27%	1	2%
Public Golf Courses	8,748	1,479	44	1,202	32	73%	11	25%	1	2%
Shopping Mall	9,230	1,437	44	1,202	18	41%	24	55%	2	5%
Spiritualist	7,589	1,577	44	1,202	39	89%	3	7%	2	5%
Animal Removal	21,476	889	43	1,219	28	65%	14	33%	1	2%
Co-Op Car Dealers	7,396	1,597	43	1,219	25	58%	18	42%	0	0%
Coin Manufacturers	1,330	2,965	43	1,219	31	72%	8	19%	4	9%
Diabetic Supplies	16,197	1,067	43	1,219	28	65%	15	35%	0	0%
Home Center	10,907	1,329	43	1,219	22	51%	19	44%	2	5%
Home Furnishings	8,558	1,494	43	1,219	24	56%	16	37%	3	7%
Metal Roofing Contractors	26,851	775	43	1,219	23	53%	19	44%	1	2%
Overstock Merchandise	13,050	1,225	43	1,219	18	42%	22	51%	3	7%
Roofing Consultants	28,744	744	43	1,219	25	58%	18	42%	0	0%
Souvenirs Retail	3,164	2,263	43	1,219	34	79%	9	21%	0	0%
Travel Services	12,774	1,240	43	1,219	20	47%	20	47%	3	7%
Truck Accessories	12,820	1,238	43	1,219	28	65%	14	33%	1	2%
Videographers	4,798	1,938	43	1,219	11	26%	30	70%	2	5%
Auto Machine Shop	10,442	1,356	42	1,232	20	48%	20	48%	2	5%
Cargo Container	15,009	1,116	42	1,232	22	52%	18	43%	2	5%
Cocktail Bar	4,331	2,022	42	1,232	19	45%	23	55%	0	0%
Communication Consultant	55,694	450	42	1,232	21	50%	20	48%	1	2%
Home Additions	28,647	745	42	1,232	29	69%	13	31%	0	0%
Non-Compliant Debt Relief Services	14,737	1,132	42	1,232	13	31%	20	48%	9	21%
Paint	15,612	1,089	42	1,232	19	45%	21	50%	2	5%
Pardon Services	13,171	1,220	42	1,232	25	60%	4	10%	13	31%
Pet Sitting	38,248	614	42	1,232	29	69%	13	31%	0	0%
Sales Organization	10,902	1,330	42	1,232	33	79%	8	19%	1	2%
Self Improvement Coach	19,631	948	42	1,232	24	57%	17	40%	1	2%
Septic Tank Treatment	8,049	1,539	42	1,232	40	95%	0	0%	2	5%
Soccer Clubs	3,719	2,149	42	1,232	18	43%	24	57%	0	0%
Swimming Lessons	5,704	1,809	42	1,232	19	45%	22	52%	1	2%
Tattoo Removal	4,921	1,918	42	1,232	7	17%	6	14%	29	69%
Unclaimed Funds Retrieval Services	124,449	235	42	1,232	34	81%	7	17%	1	2%
Adjuster	27,987	756	41	1,248	26	63%	14	34%	1	2%
Automobile Purchasing Consultant	34,049	663	41	1,248	37	90%	4	10%	0	0%
Home Schooling Materials	6,214	1,732	41	1,248	20	49%	21	51%	0	0%
Land for Sale	31,867	692	41	1,248	24	59%	16	39%	1	2%
Medical Alert Systems	9,132	1,446	41	1,248	26	63%	15	37%	0	0%
Medical Business Administration	15,048	1,115	41	1,248	24	59%	17	41%	0	0%
Sewage Disposal	3,727	2,147	41	1,248	31	76%	10	24%	0	0%
Sewer Contractors	27,969	757	41	1,248	27	66%	14	34%	0	0%
TV Parts	7,211	1,618	41	1,248	19	46%	14	34%	8	20%
Airport Parking Reservations	6,872	1,655	40	1,257	16	40%	24	60%	0	0%
Art Supplies	14,424	1,146	40	1,257	11	28%	29	73%	0	0%
Battery Charging	3,517	2,186	40	1,257	10	25%	30	75%	0	0%
Christmas Lights	13,362	1,205	40	1,257	27	68%	13	33%	0	0%
Computer Cleaning Service	4,054	2,081	40	1,257	14	35%	24	60%	2	5%
Dental X-Rays	6,193	1,737	40	1,257	27	68%	11	28%	2	5%
Hospital Consultants	4,766	1,942	40	1,257	28	70%	12	30%	0	0%
Hotel Products	1,360	2,946	40	1,257	18	45%	22	55%	0	0%
Motorcycle Customization	7,886	1,548	40	1,257	15	38%	24	60%	1	3%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Patio Furniture	9,375	1,426	40	1,257	35	88%	5	13%	0	0%
Senior Services	30,659	711	40	1,257	26	65%	14	35%	0	0%
Ski Resorts	2,405	2,485	40	1,257	29	73%	11	28%	0	0%
Used Computers	22,520	859	40	1,257	32	80%	7	18%	1	3%
Wholesale Plumbing Supplies	11,032	1,323	40	1,257	34	85%	6	15%	0	0%
Alternator Repair	5,466	1,841	39	1,271	20	51%	18	46%	1	3%
Aquarium Dealers	9,784	1,400	39	1,271	15	38%	24	62%	0	0%
Building Construction Consultants	29,393	734	39	1,271	17	44%	22	56%	0	0%
Business Credit Builder	18,886	970	39	1,271	35	90%	4	10%	0	0%
Charter Boat	10,508	1,353	39	1,271	22	56%	17	44%	0	0%
Coin Operated Washer and Dryer	2,403	2,486	39	1,271	25	64%	11	28%	3	8%
Document Scanning Service	20,564	916	39	1,271	33	85%	6	15%	0	0%
Franchise	14,452	1,144	39	1,271	26	67%	13	33%	0	0%
Government Offices	11,225	1,304	39	1,271	18	46%	17	44%	4	10%
Guitar	4,931	1,916	39	1,271	31	79%	8	21%	0	0%
Housing Consultants	4,823	1,935	39	1,271	21	54%	12	31%	6	15%
Itinerant Bulk Meat	14,362	1,149	39	1,271	18	46%	19	49%	2	5%
Legal Clinic	17,222	1,028	39	1,271	32	82%	7	18%	0	0%
Penny Auctions	11,315	1,302	39	1,271	35	90%	4	10%	0	0%
Radiator	11,065	1,320	39	1,271	21	54%	17	44%	1	3%
Snoring	5,220	1,869	39	1,271	21	54%	18	46%	0	0%
Wineries	9,072	1,451	39	1,271	21	54%	18	46%	0	0%
Construction	1,701	2,762	38	1,288	9	24%	24	63%	5	13%
Designer Pet Clothes	1,499	2,859	38	1,288	22	58%	16	42%	0	0%
Human Factors	3,227	2,252	38	1,288	36	95%	2	5%	0	0%
Human Resources	23,619	835	38	1,288	29	76%	8	21%	1	3%
Insurance Lawyer	8,078	1,535	38	1,288	36	95%	2	5%	0	0%
Natural Stone	21,847	880	38	1,288	25	66%	11	29%	2	5%
Newspaper Advertising	7,737	1,565	38	1,288	22	58%	15	39%	1	3%
Record Storage	7,067	1,635	38	1,288	8	21%	28	74%	2	5%
Saltwater Pool Supplies	4,251	2,041	38	1,288	9	24%	29	76%	0	0%
Seafood Retail	11,466	1,296	38	1,288	25	66%	12	32%	1	3%
Surgical Center	6,401	1,717	38	1,288	29	76%	8	21%	1	3%
Water Supply System	6,002	1,764	38	1,288	20	53%	18	47%	0	0%
Weight Reduction Physician	12,646	1,246	38	1,288	21	55%	17	45%	0	0%
Beauty Equipment Repairs	817	3,356	37	1,301	36	97%	1	3%	0	0%
Beverage	10,477	1,355	37	1,301	31	84%	6	16%	0	0%
Button Manufacturers	1,406	2,911	37	1,301	4	11%	31	84%	2	5%
Charity - Other Charitable Organizations	8,165	1,531	37	1,301	18	49%	11	30%	8	22%
Circular Distributing Services	3,862	2,118	37	1,301	26	70%	10	27%	1	3%
College Admissions Counselor	29,632	730	37	1,301	37	100%	0	0%	0	0%
Comparative Shopping Service	31,227	702	37	1,301	37	100%	0	0%	0	0%
Dance Instruction	19,020	963	37	1,301	27	73%	9	24%	1	3%
Decals	4,842	1,933	37	1,301	6	16%	26	70%	5	14%
Demolition Contractors	42,918	563	37	1,301	25	68%	11	30%	1	3%
Electrical	5,828	1,788	37	1,301	29	78%	8	22%	0	0%
Electronic Educational Kits	4,996	1,911	37	1,301	6	16%	31	84%	0	0%
Furniture Consignment	3,698	2,152	37	1,301	22	59%	12	32%	3	8%
Generator	10,153	1,379	37	1,301	23	62%	14	38%	0	0%
Medical Marijuana Dispensaries	3,265	2,242	37	1,301	20	54%	17	46%	0	0%
Office Equipment	6,410	1,716	37	1,301	19	51%	18	49%	0	0%
Personal Injury Lawyer	72,073	369	37	1,301	32	86%	5	14%	0	0%
Pet Training	22,561	857	37	1,301	22	59%	15	41%	0	0%
Pictures	1,452	2,887	37	1,301	1	3%	36	97%	0	0%
Printer and Printer Supplies Manufacturer	9,657	1,409	37	1,301	33	89%	4	11%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Prize Promotions	20,093	928	37	1,301	24	65%	9	24%	4	11%
Public Adjuster	27,269	765	37	1,301	32	86%	5	14%	0	0%
Sewing Machine Dealers	14,004	1,174	37	1,301	23	62%	12	32%	2	5%
Stock Photos	9,169	1,443	37	1,301	37	100%	0	0%	0	0%
Bathroom Accessories	11,033	1,322	36	1,325	22	61%	11	31%	3	8%
Bike Rental	1,849	2,688	36	1,325	29	81%	5	14%	2	6%
Car Dent Repair	33,150	672	36	1,325	26	72%	10	28%	0	0%
Data Systems Consultants	15,438	1,102	36	1,325	24	67%	11	31%	1	3%
Driveway Sealer	8,604	1,489	36	1,325	11	31%	22	61%	3	8%
Marijuana Sales and Services	4,167	2,063	36	1,325	18	50%	18	50%	0	0%
Oil and Gas Exploration	32,272	683	36	1,325	15	42%	19	53%	2	6%
Pole Barn	35,931	635	36	1,325	26	72%	10	28%	0	0%
Radon Testing	29,334	735	36	1,325	27	75%	8	22%	1	3%
Accordion	306	4,017	35	1,334	12	34%	10	29%	13	37%
Aerial Photographer	6,866	1,657	35	1,334	19	54%	14	40%	2	6%
Alternative Medicine	14,003	1,175	35	1,334	19	54%	15	43%	1	3%
Billiard Supplies	8,137	1,532	35	1,334	27	77%	8	23%	0	0%
Bins	2,142	2,566	35	1,334	4	11%	31	89%	0	0%
Cabinet Doors	3,788	2,130	35	1,334	22	63%	13	37%	0	0%
Cabinet Supplies	10,416	1,358	35	1,334	18	51%	17	49%	0	0%
Canvases	8,739	1,482	35	1,334	31	89%	3	9%	1	3%
Charity - Animal Protection	18,133	996	35	1,334	25	71%	10	29%	0	0%
Civil Lawyer	7,908	1,545	35	1,334	3	9%	31	89%	1	3%
Costume Fabrics	4,031	2,087	35	1,334	29	83%	5	14%	1	3%
Dog Boarding	16,100	1,071	35	1,334	26	74%	8	23%	1	3%
E-cigarette Liquid	4,310	2,026	35	1,334	16	46%	16	46%	3	9%
Girdles	4,619	1,977	35	1,334	4	11%	30	86%	1	3%
Hotel Management	3,162	2,265	35	1,334	23	66%	11	31%	1	3%
Importers	14,691	1,137	35	1,334	16	46%	18	51%	1	3%
Medical Transportation	16,524	1,059	35	1,334	22	63%	11	31%	2	6%
Nanny Services	17,695	1,012	35	1,334	21	60%	9	26%	5	14%
New Machinery	11,480	1,294	35	1,334	17	49%	17	49%	1	3%
Paper Products	8,861	1,472	35	1,334	27	77%	7	20%	1	3%
Real Estate Lawyer	26,066	785	35	1,334	26	74%	9	26%	0	0%
Recruitment Services	20,461	919	35	1,334	13	37%	21	60%	1	3%
Screen Repair	22,464	861	35	1,334	12	34%	22	63%	1	3%
Social Security Services	36,515	628	35	1,334	31	89%	4	11%	0	0%
Tax Software	6,542	1,700	35	1,334	27	77%	7	20%	1	3%
Trailer Parts	9,123	1,448	35	1,334	29	83%	6	17%	0	0%
Uniform Supply Service	5,560	1,831	35	1,334	25	71%	10	29%	0	0%
Weed Control Services	11,124	1,314	35	1,334	27	77%	7	20%	1	3%
Auto Inspection Stations	11,215	1,308	34	1,362	22	65%	11	32%	1	3%
Business Forms and Systems	32,856	676	34	1,362	21	62%	12	35%	1	3%
Cutlery	43,955	549	34	1,362	26	76%	8	24%	0	0%
Divorce Lawyers	23,302	842	34	1,362	19	56%	12	35%	3	9%
Epoxy Floor Coating	18,890	969	34	1,362	16	47%	18	53%	0	0%
Find A Pet	44,254	546	34	1,362	25	74%	8	24%	1	3%
Greeting Card Store	7,853	1,549	34	1,362	19	56%	15	44%	0	0%
Home Performance Contractor	9,352	1,429	34	1,362	15	44%	17	50%	2	6%
Identification Card Service	5,712	1,806	34	1,362	26	76%	8	24%	0	0%
Manufactured Home Rental	5,811	1,790	34	1,362	18	53%	14	41%	2	6%
Motorcycle Rental	7,145	1,628	34	1,362	28	82%	6	18%	0	0%
Not Substantiated Wealth Building Training	25,496	797	34	1,362	30	88%	4	12%	0	0%
Outdoor Kitchens	10,281	1,371	34	1,362	17	50%	13	38%	4	12%
Sandwich	3,779	2,134	34	1,362	19	56%	14	41%	1	3%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Sauna Equipment	12,424	1,258	34	1,362	28	82%	6	18%	0	0%
Trade Exchange	5,712	1,806	34	1,362	27	79%	6	18%	1	3%
Vanity Publisher	6,576	1,696	34	1,362	10	29%	24	71%	0	0%
Arena	4,480	1,995	33	1,379	20	61%	12	36%	1	3%
Baking Supplies	1,716	2,751	33	1,379	12	36%	3	9%	18	55%
Baths	11,864	1,281	33	1,379	30	91%	2	6%	1	3%
Building Inspector	29,243	738	33	1,379	21	64%	12	36%	0	0%
Calendars	5,521	1,837	33	1,379	33	100%	0	0%	0	0%
Car Bumpers	6,808	1,667	33	1,379	22	67%	11	33%	0	0%
Comic Book	6,163	1,739	33	1,379	15	45%	17	52%	1	3%
Copy Services	22,433	862	33	1,379	23	70%	10	30%	0	0%
Disability Access	9,760	1,403	33	1,379	27	82%	6	18%	0	0%
Ecological Services	40,169	596	33	1,379	25	76%	8	24%	0	0%
Glass Company	10,354	1,362	33	1,379	17	52%	14	42%	2	6%
Sports Bar	6,035	1,759	33	1,379	10	30%	22	67%	1	3%
Tractor Parts	8,661	1,485	33	1,379	18	55%	15	45%	0	0%
Tropical Fish	6,008	1,762	33	1,379	19	58%	10	30%	4	12%
Video Game Services	7,709	1,567	33	1,379	23	70%	10	30%	0	0%
Auto Manufacturer Equipment	4,627	1,973	32	1,394	18	56%	12	38%	2	6%
Auto Smog Inspection	4,627	1,973	32	1,394	13	41%	18	56%	1	3%
Barn Construction	14,334	1,151	32	1,394	15	47%	14	44%	3	9%
Book Orders	6,843	1,661	32	1,394	9	28%	23	72%	0	0%
Cosmetic Sales	11,883	1,279	32	1,394	10	31%	21	66%	1	3%
Credit Card Protection Services	13,362	1,205	32	1,394	15	47%	10	31%	7	22%
Criminal Lawyer	38,022	618	32	1,394	21	66%	10	31%	1	3%
Dental Marketing	1,517	2,846	32	1,394	24	75%	8	25%	0	0%
Design Contractor	24,183	823	32	1,394	14	44%	18	56%	0	0%
Dining Club Plans	1,692	2,765	32	1,394	31	97%	1	3%	0	0%
Elementary School	18,475	985	32	1,394	22	69%	9	28%	1	3%
Girls Apparel	1,207	3,041	32	1,394	9	28%	23	72%	0	0%
Laser Eye Surgery	23,058	849	32	1,394	20	63%	7	22%	5	16%
Modular Home Foundation	4,479	1,996	32	1,394	19	59%	11	34%	2	6%
Pool Enclosures	14,927	1,119	32	1,394	23	72%	8	25%	1	3%
Printing Equipment	5,066	1,899	32	1,394	6	19%	25	78%	1	3%
Snowmobile	5,047	1,903	32	1,394	27	84%	5	16%	0	0%
Surgical Supplies	3,820	2,125	32	1,394	31	97%	1	3%	0	0%
Wholesale Gasoline	2,286	2,517	32	1,394	19	59%	13	41%	0	0%
Aluminum Fabrication	19,667	946	31	1,413	20	65%	11	35%	0	0%
Auto Electric Service	9,420	1,419	31	1,413	16	52%	15	48%	0	0%
Bounce House	5,927	1,771	31	1,413	11	35%	18	58%	2	6%
Car Tune-Up	1,918	2,655	31	1,413	12	39%	19	61%	0	0%
Carpet Installation	7,223	1,615	31	1,413	6	19%	24	77%	1	3%
Coffee Brewing	3,861	2,119	31	1,413	15	48%	16	52%	0	0%
Computer Programming	5,089	1,892	31	1,413	11	35%	17	55%	3	10%
Concrete Products	16,158	1,069	31	1,413	22	71%	9	29%	0	0%
Denturist	10,048	1,386	31	1,413	21	68%	9	29%	1	3%
Gutter Cleaning	26,263	781	31	1,413	18	58%	12	39%	1	3%
Hair Ornaments	1,311	2,977	31	1,413	25	81%	5	16%	1	3%
Hot Tub Rental	21,306	896	31	1,413	30	97%	1	3%	0	0%
Household Garbage Disposal	2,908	2,329	31	1,413	17	55%	12	39%	2	6%
Immigration Lawyer	20,848	906	31	1,413	24	77%	7	23%	0	0%
Manufactured Home Transport	16,266	1,064	31	1,413	14	45%	16	52%	1	3%
Medical Records	11,451	1,298	31	1,413	23	74%	8	26%	0	0%
Oxygen	9,966	1,390	31	1,413	16	52%	15	48%	0	0%
Rebuilt Auto Parts	4,174	2,062	31	1,413	11	35%	20	65%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Archery Equipment	8,271	1,521	30	1,431	19	63%	11	37%	0	0%
Audiologist	14,305	1,152	30	1,431	24	80%	6	20%	0	0%
Business Form Printer	7,840	1,551	30	1,431	20	67%	10	33%	0	0%
Chemicals	16,732	1,052	30	1,431	22	73%	8	27%	0	0%
Contractors Equipment	13,618	1,192	30	1,431	29	97%	1	3%	0	0%
Delicatessen	4,721	1,951	30	1,431	14	47%	16	53%	0	0%
Diesel Engine	7,831	1,553	30	1,431	14	47%	16	53%	0	0%
Firewood	11,096	1,316	30	1,431	10	33%	15	50%	5	17%
Foreclosures	26,641	777	30	1,431	16	53%	12	40%	2	7%
Gates	9,053	1,453	30	1,431	10	33%	20	67%	0	0%
Heavy Haul Trucking	34,296	658	30	1,431	13	43%	15	50%	2	7%
Industrial Trucks	5,213	1,871	30	1,431	20	67%	10	33%	0	0%
Kickboxing	2,222	2,537	30	1,431	12	40%	18	60%	0	0%
Machine Shop	40,394	595	30	1,431	17	57%	13	43%	0	0%
Mobility Scooter	6,898	1,649	30	1,431	19	63%	11	37%	0	0%
Plastering Contractors	34,407	657	30	1,431	21	70%	8	27%	1	3%
Private Golf Courses	7,476	1,592	30	1,431	16	53%	13	43%	1	3%
Ready Mixed Concrete	16,971	1,036	30	1,431	22	73%	8	27%	0	0%
Saddle	5,525	1,835	30	1,431	19	63%	10	33%	1	3%
Social Media Consultant	10,647	1,344	30	1,431	11	37%	18	60%	1	3%
Tile and Grout Cleaning	16,792	1,047	30	1,431	22	73%	8	27%	0	0%
Urologist	4,164	2,064	30	1,431	25	83%	5	17%	0	0%
Wheelchair Ramps	15,318	1,106	30	1,431	22	73%	8	27%	0	0%
Wholesale Chairs	4,478	1,997	30	1,431	19	63%	11	37%	0	0%
Wholesale Florist	3,390	2,217	30	1,431	6	20%	22	73%	2	7%
Boat Covers	6,548	1,699	29	1,456	17	59%	11	38%	1	3%
Bulbs	8,963	1,461	29	1,456	18	62%	10	34%	1	3%
Deck Cleaning	14,486	1,143	29	1,456	18	62%	10	34%	1	3%
Door Repair	23,615	836	29	1,456	21	72%	6	21%	2	7%
Employment Contractors	34,882	650	29	1,456	10	34%	18	62%	1	3%
Fire Clean Up	8,931	1,465	29	1,456	20	69%	9	31%	0	0%
Glass Coating	12,774	1,240	29	1,456	14	48%	14	48%	1	3%
Hardscaping	17,576	1,017	29	1,456	18	62%	11	38%	0	0%
International Mailing Services	4,371	2,012	29	1,456	21	72%	8	28%	0	0%
Irrigation Design	13,312	1,210	29	1,456	11	38%	15	52%	3	10%
Language Training Aids	4,152	2,068	29	1,456	24	83%	5	17%	0	0%
Log Cabins	39,650	601	29	1,456	20	69%	9	31%	0	0%
Medical Uniforms	5,112	1,887	29	1,456	29	100%	0	0%	0	0%
Notary Public Seals	12,388	1,261	29	1,456	11	38%	18	62%	0	0%
Pension and Profit Sharing Plans	9,001	1,458	29	1,456	27	93%	2	7%	0	0%
Permanent Makeup	7,818	1,556	29	1,456	17	59%	12	41%	0	0%
Senior Home Care	26,626	778	29	1,456	21	72%	6	21%	2	7%
Sound Recording	14,147	1,160	29	1,456	17	59%	10	34%	2	7%
Vacuum Equipment	8,286	1,520	29	1,456	21	72%	8	28%	0	0%
Wholesale Paint	5,200	1,874	29	1,456	15	52%	14	48%	0	0%
Alcoholism Information	15,273	1,108	28	1,476	13	46%	12	43%	3	11%
Artificial Turf	18,515	983	28	1,476	14	50%	12	43%	2	7%
Assisted Living Facilities	18,407	986	28	1,476	20	71%	8	29%	0	0%
Audio Visual Equipment Repair	5,563	1,830	28	1,476	16	57%	10	36%	2	7%
Bank Equipment	3,197	2,259	28	1,476	27	96%	0	0%	1	4%
Baskets Wholesale	1,094	3,116	28	1,476	13	46%	15	54%	0	0%
Business Brokers	32,048	690	28	1,476	10	36%	17	61%	1	4%
Clock Dealers	5,759	1,794	28	1,476	23	82%	5	18%	0	0%
Commercial Electrician	37,707	622	28	1,476	12	43%	16	57%	0	0%
Concrete Bricks	11,040	1,321	28	1,476	12	43%	14	50%	2	7%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Custom Car Dealers	6,004	1,763	28	1,476	13	46%	14	50%	1	4%
Electronic Power Supplies	4,154	2,066	28	1,476	22	79%	6	21%	0	0%
Email Service Providers	9,255	1,435	28	1,476	14	50%	7	25%	7	25%
Flea Markets	7,202	1,619	28	1,476	11	39%	15	54%	2	7%
Gasoline Engine	1,441	2,895	28	1,476	26	93%	2	7%	0	0%
Glassware	26,677	776	28	1,476	20	71%	6	21%	2	7%
Go-Karts	3,243	2,246	28	1,476	24	86%	4	14%	0	0%
Government Grant Services	19,065	962	28	1,476	5	18%	11	39%	12	43%
Heating Equipment	17,514	1,020	28	1,476	18	64%	10	36%	0	0%
Housing Authority	3,474	2,198	28	1,476	24	86%	4	14%	0	0%
Irrigation Repair	7,977	1,543	28	1,476	17	61%	10	36%	1	4%
Key Control Systems	2,255	2,526	28	1,476	19	68%	8	29%	1	4%
Laser	12,542	1,256	28	1,476	19	68%	8	29%	1	4%
Lecture and Seminar Bureaus	23,211	845	28	1,476	24	86%	4	14%	0	0%
Medical Consultants	19,788	939	28	1,476	23	82%	4	14%	1	4%
Metal Fabrication	23,568	838	28	1,476	15	54%	13	46%	0	0%
Pain Management Clinics	10,045	1,387	28	1,476	18	64%	10	36%	0	0%
Sales Promotion Services	12,677	1,244	28	1,476	20	71%	6	21%	2	7%
Tree Pruning Service	11,467	1,295	28	1,476	14	50%	13	46%	1	4%
Upholstery Fabric	8,450	1,500	28	1,476	11	39%	16	57%	1	4%
Wholesale Meat	14,059	1,167	28	1,476	9	32%	17	61%	2	7%
Air Gun	5,382	1,849	27	1,507	10	37%	17	63%	0	0%
Axles	854	3,325	27	1,507	4	15%	23	85%	0	0%
CD Duplication	13,568	1,196	27	1,507	23	85%	4	15%	0	0%
Class Action Settlement Administrator	12,622	1,250	27	1,507	19	70%	8	30%	0	0%
Cleaning Compounds	3,826	2,124	27	1,507	21	78%	5	19%	1	4%
Concert Hall	1,626	2,797	27	1,507	18	67%	6	22%	3	11%
Diet Plans	6,427	1,713	27	1,507	18	67%	6	22%	3	11%
Dolls	2,873	2,346	27	1,507	18	67%	9	33%	0	0%
Electric Heating Element	1,939	2,645	27	1,507	27	100%	0	0%	0	0%
Frozen Food Companies	8,196	1,529	27	1,507	5	19%	21	78%	1	4%
Management Training	8,884	1,469	27	1,507	16	59%	11	41%	0	0%
Marine Equipment	12,938	1,229	27	1,507	17	63%	10	37%	0	0%
On Hold Music	3,579	2,176	27	1,507	19	70%	8	30%	0	0%
Post Offices	2,082	2,593	27	1,507	9	33%	17	63%	1	4%
Transporting Trailers	7,259	1,609	27	1,507	16	59%	11	41%	0	0%
Veterans Organizations	12,880	1,232	27	1,507	20	74%	6	22%	1	4%
Wholesale Lighting Fixtures	7,525	1,586	27	1,507	18	67%	9	33%	0	0%
Attorney Advertising	8,993	1,459	26	1,524	16	62%	10	38%	0	0%
Baseball Club	6,080	1,749	26	1,524	17	65%	9	35%	0	0%
Bath Supplies	8,194	1,530	26	1,524	19	73%	5	19%	2	8%
Beekeeping Supplies	2,065	2,599	26	1,524	6	23%	20	77%	0	0%
Boots	7,343	1,598	26	1,524	16	62%	9	35%	1	4%
Catalog Showroom	3,163	2,264	26	1,524	24	92%	2	8%	0	0%
Commercial Insurance Services	15,452	1,101	26	1,524	21	81%	5	19%	0	0%
Computer Cable Installation	7,805	1,557	26	1,524	17	65%	9	35%	0	0%
Concrete Leveling	21,381	894	26	1,524	15	58%	9	35%	2	8%
Convention Facilities	6,766	1,671	26	1,524	17	65%	9	35%	0	0%
Document Shredding	18,968	966	26	1,524	23	88%	2	8%	1	4%
Dressmaker	3,998	2,090	26	1,524	10	38%	16	62%	0	0%
Electric Bike	2,850	2,352	26	1,524	20	77%	4	15%	2	8%
Gold Buyers	38,265	613	26	1,524	20	77%	6	23%	0	0%
Holistic Health Practitioner	13,812	1,183	26	1,524	14	54%	11	42%	1	4%
Incense	1,733	2,743	26	1,524	12	46%	14	54%	0	0%
Mobile Auto Painting	2,435	2,473	26	1,524	15	58%	10	38%	1	4%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Party Decoration Contractors	3,191	2,261	26	1,524	3	12%	22	85%	1	4%
Religious Organizations	9,555	1,415	26	1,524	18	69%	8	31%	0	0%
Ribbon	920	3,253	26	1,524	22	85%	4	15%	0	0%
Scientific Instruments	3,919	2,107	26	1,524	24	92%	2	8%	0	0%
Scrapbook	4,955	1,915	26	1,524	6	23%	20	77%	0	0%
Service Dogs	13,648	1,191	26	1,524	11	42%	15	58%	0	0%
Spice	5,188	1,877	26	1,524	7	27%	18	69%	1	4%
Tile Sales	6,213	1,733	26	1,524	17	65%	8	31%	1	4%
Trademark Consultant	13,694	1,188	26	1,524	19	73%	6	23%	1	4%
Trailer Repair	11,616	1,288	26	1,524	15	58%	9	35%	2	8%
Van Conversions	7,279	1,604	26	1,524	24	92%	2	8%	0	0%
Auto Air Conditioning	6,420	1,714	25	1,552	15	60%	10	40%	0	0%
Baby Accessories Wholesale	5,051	1,902	25	1,552	15	60%	9	36%	1	4%
Body Waxing	2,976	2,312	25	1,552	17	68%	8	32%	0	0%
Brake Equipment	1,644	2,789	25	1,552	16	64%	9	36%	0	0%
Breakfast	1,774	2,723	25	1,552	9	36%	15	60%	1	4%
Chimney Sweeper	14,587	1,140	25	1,552	16	64%	9	36%	0	0%
Commercial Landscape Contractors	16,914	1,042	25	1,552	13	52%	11	44%	1	4%
Contractors Equipment Rental	10,861	1,332	25	1,552	16	64%	9	36%	0	0%
Decorative Concrete Contractor	12,927	1,230	25	1,552	13	52%	9	36%	3	12%
Electronic Development	3,831	2,123	25	1,552	10	40%	14	56%	1	4%
Firearm Manufacturer	3,801	2,128	25	1,552	13	52%	12	48%	0	0%
Guide Advertising	4,327	2,024	25	1,552	14	56%	11	44%	0	0%
Healthcare Staffing	13,803	1,184	25	1,552	17	68%	8	32%	0	0%
Hormone Replacement Therapy	16,712	1,053	25	1,552	20	80%	5	20%	0	0%
Jet Ski	4,550	1,985	25	1,552	18	72%	7	28%	0	0%
Office Ergonomics	2,934	2,318	25	1,552	20	80%	4	16%	1	4%
Parking Lot Maintenance	12,968	1,228	25	1,552	12	48%	11	44%	2	8%
Property Tax Consultants	41,141	584	25	1,552	23	92%	2	8%	0	0%
Risk Management	7,133	1,629	25	1,552	14	56%	11	44%	0	0%
Sewing Machine Parts	2,375	2,494	25	1,552	5	20%	20	80%	0	0%
Telescope	2,614	2,419	25	1,552	11	44%	14	56%	0	0%
Theater Stage Play Houses	2,316	2,509	25	1,552	14	56%	11	44%	0	0%
Trampoline	5,057	1,901	25	1,552	16	64%	9	36%	0	0%
Unfinished Furniture	3,966	2,095	25	1,552	21	84%	4	16%	0	0%
Vehicle Sales Manufacturing Companies	3,248	2,245	25	1,552	18	72%	7	28%	0	0%
Youth Organization Center	8,956	1,462	25	1,552	17	68%	8	32%	0	0%
Business Law Attorney	31,330	698	24	1,578	22	92%	1	4%	1	4%
Cardiologist	4,631	1,971	24	1,578	17	71%	7	29%	0	0%
Career Counseling	26,422	780	24	1,578	14	58%	8	33%	2	8%
Circus Companies	6,294	1,730	24	1,578	18	75%	6	25%	0	0%
Debt Relief Education	7,018	1,643	24	1,578	9	38%	15	63%	0	0%
Electric Motor Repair	9,963	1,391	24	1,578	14	58%	10	42%	0	0%
Frozen Dessert Dealers	7,748	1,563	24	1,578	13	54%	9	38%	2	8%
Funeral Flowers	1,369	2,940	24	1,578	3	13%	21	88%	0	0%
Garments - Printing & Lettering	6,436	1,712	24	1,578	13	54%	10	42%	1	4%
Geothermal Heat Pump	9,655	1,410	24	1,578	19	79%	4	17%	1	4%
Guest Ranch	964	3,215	24	1,578	7	29%	17	71%	0	0%
Horse Equipment	4,271	2,037	24	1,578	13	54%	11	46%	0	0%
Leather	3,160	2,266	24	1,578	6	25%	18	75%	0	0%
Map Dealers	979	3,204	24	1,578	23	96%	1	4%	0	0%
Mulch	8,268	1,522	24	1,578	17	71%	7	29%	0	0%
Network Cabling	5,696	1,811	24	1,578	13	54%	10	42%	1	4%
Non-Ceramic Tile Contractors	9,987	1,389	24	1,578	4	17%	18	75%	2	8%
Office Space Rental	9,072	1,451	24	1,578	11	46%	13	54%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Recorded Information	6,500	1,707	24	1,578	22	92%	2	8%	0	0%
Second Hand Stores	3,109	2,278	24	1,578	13	54%	10	42%	1	4%
Sporting Goods Repair	3,740	2,142	24	1,578	9	38%	4	17%	11	46%
Sword	2,482	2,463	24	1,578	18	75%	6	25%	0	0%
Webbing	2,419	2,479	24	1,578	12	50%	12	50%	0	0%
Allergist	3,462	2,203	23	1,601	18	78%	5	22%	0	0%
Animation Mechanics	1,343	2,959	23	1,601	21	91%	2	9%	0	0%
Art Schools	5,339	1,854	23	1,601	13	57%	9	39%	1	4%
Automotive Paint	1,243	3,018	23	1,601	3	13%	20	87%	0	0%
Baby Food	578	3,617	23	1,601	4	17%	8	35%	11	48%
Bottled Water	7,058	1,637	23	1,601	14	61%	9	39%	0	0%
Braids	2,283	2,519	23	1,601	5	22%	16	70%	2	9%
Car Decals	4,916	1,919	23	1,601	7	30%	14	61%	2	9%
Cell Material	1,453	2,886	23	1,601	4	17%	15	65%	4	17%
Cleaning Supplies Sales	12,122	1,269	23	1,601	13	57%	9	39%	1	4%
Coffee & Tea Shops	2,907	2,330	23	1,601	3	13%	20	87%	0	0%
College Preparatory School	6,062	1,755	23	1,601	8	35%	9	39%	6	26%
Currency Exchange	8,914	1,467	23	1,601	10	43%	11	48%	2	9%
Dock Builders	9,394	1,422	23	1,601	12	52%	11	48%	0	0%
Drainage Contractors	23,600	837	23	1,601	12	52%	9	39%	2	9%
Family Lawyer	37,036	624	23	1,601	12	52%	9	39%	2	9%
Grout Repair	7,546	1,584	23	1,601	12	52%	11	48%	0	0%
Gymnasium Equipment	5,814	1,789	23	1,601	15	65%	8	35%	0	0%
Infertility	5,937	1,770	23	1,601	18	78%	5	22%	0	0%
Kitchen Cabinets	9,389	1,424	23	1,601	9	39%	14	61%	0	0%
Moving Equipment Rental	4,085	2,074	23	1,601	14	61%	9	39%	0	0%
Music Publishing Companies	14,787	1,127	23	1,601	19	83%	3	13%	1	4%
Natural Marble	12,629	1,247	23	1,601	15	65%	7	30%	1	4%
Notary Public	16,008	1,076	23	1,601	16	70%	7	30%	0	0%
Organic Products	5,228	1,868	23	1,601	14	61%	9	39%	0	0%
Paving, Painting, Home Improvement - Itinerant Workers	7,271	1,605	23	1,601	4	17%	15	65%	4	17%
Plasma Donation	3,342	2,228	23	1,601	14	61%	9	39%	0	0%
Preserved Flowers	4,199	2,058	23	1,601	11	48%	12	52%	0	0%
Professional Engineer	59,987	429	23	1,601	11	48%	12	52%	0	0%
Refreshment Stand	543	3,657	23	1,601	0	0%	23	100%	0	0%
Rent to Own Real Estate	28,217	750	23	1,601	16	70%	7	30%	0	0%
Rescue Equipment	7,222	1,616	23	1,601	5	22%	6	26%	12	52%
Sharpening	4,070	2,078	23	1,601	10	43%	13	57%	0	0%
Ski Equipment	7,029	1,641	23	1,601	15	65%	7	30%	1	4%
Spray Foam Insulation Contractors	22,302	866	23	1,601	13	57%	9	39%	1	4%
Surgeons	5,572	1,827	23	1,601	12	52%	10	43%	1	4%
Tankless Water Heaters	2,881	2,340	23	1,601	20	87%	3	13%	0	0%
Tower	5,134	1,884	23	1,601	11	48%	10	43%	2	9%
Trailer Leasing	7,078	1,634	23	1,601	12	52%	11	48%	0	0%
Wholesale Underwear	2,001	2,620	23	1,601	15	65%	8	35%	0	0%
Aircraft Charter	9,390	1,423	22	1,641	9	41%	13	59%	0	0%
Amusement Devices	3,088	2,284	22	1,641	18	82%	3	14%	1	5%
Cat Breeders	7,168	1,624	22	1,641	6	27%	13	59%	3	14%
Charity - Community Development & Civic Organizations	14,021	1,172	22	1,641	17	77%	5	23%	0	0%
Commercial Cleaning Services	39,308	604	22	1,641	15	68%	6	27%	1	5%
Debt Relief Service Referral	52,565	479	22	1,641	17	77%	4	18%	1	5%
Environmental Testing	12,236	1,262	22	1,641	18	82%	4	18%	0	0%
Information Processing	11,856	1,283	22	1,641	13	59%	8	36%	1	5%
Lock Manufacturers	2,982	2,310	22	1,641	8	36%	13	59%	1	5%
Locksmith Supplies	5,468	1,840	22	1,641	8	36%	14	64%	0	0%

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Maternity Clothes	1,716	2,751	22	1,641	6	27%	16	73%	0	0%
Mats	4,577	1,981	22	1,641	13	59%	9	41%	0	0%
Ornamental Metal Work	12,421	1,259	22	1,641	13	59%	9	41%	0	0%
Outfitters	1,720	2,748	22	1,641	11	50%	9	41%	2	9%
Packaging Supplies	12,665	1,245	22	1,641	10	45%	12	55%	0	0%
Patio Contractor	5,570	1,828	22	1,641	10	45%	11	50%	1	5%
Petroleum Products	6,981	1,644	22	1,641	11	50%	11	50%	0	0%
Restaurant Equipment Repair	11,093	1,317	22	1,641	15	68%	7	32%	0	0%
Road Contractors	19,894	936	22	1,641	8	36%	14	64%	0	0%
Termite Control	16,087	1,072	22	1,641	16	73%	6	27%	0	0%
Used Carpet	7,985	1,542	22	1,641	18	82%	4	18%	0	0%
Video Editing	9,077	1,450	22	1,641	12	55%	10	45%	0	0%
Wealth Building Seminars	12,562	1,255	22	1,641	20	91%	2	9%	0	0%
Wholesale Womens Apparel	8,652	1,486	22	1,641	11	50%	10	45%	1	5%
Aviation Services	5,884	1,779	21	1,665	12	57%	9	43%	0	0%
Baby Car Seats	1,407	2,910	21	1,665	17	81%	4	19%	0	0%
Bankruptcy Assistance	10,319	1,365	21	1,665	10	48%	8	38%	3	14%
Breastfeeding	3,057	2,291	21	1,665	21	100%	0	0%	0	0%
Brewing Supplies	1,556	2,830	21	1,665	2	10%	19	90%	0	0%
Chain Link Fence Contractors	5,564	1,829	21	1,665	9	43%	12	57%	0	0%
Charity - Education & Literacy	9,186	1,439	21	1,665	14	67%	7	33%	0	0%
Charity Foundations	20,268	924	21	1,665	20	95%	0	0%	1	5%
Cheerleading Classes	2,921	2,324	21	1,665	11	52%	10	48%	0	0%
Data Brokers	1,664	2,782	21	1,665	17	81%	4	19%	0	0%
Esthetician	4,544	1,986	21	1,665	9	43%	8	38%	4	19%
Fire Protection Contractor	14,349	1,150	21	1,665	9	43%	12	57%	0	0%
Insulation Materials	8,872	1,470	21	1,665	13	62%	8	38%	0	0%
Manufactured Home Parts	5,481	1,839	21	1,665	5	24%	16	76%	0	0%
Manufacturer Representative	9,586	1,413	21	1,665	15	71%	6	29%	0	0%
Meat	4,781	1,939	21	1,665	7	33%	12	57%	2	10%
Periodontist	5,081	1,895	21	1,665	18	86%	3	14%	0	0%
Reptiles	8,211	1,528	21	1,665	7	33%	14	67%	0	0%
Roof Cleaning	24,856	812	21	1,665	10	48%	8	38%	3	14%
Safe	8,822	1,473	21	1,665	6	29%	14	67%	1	5%
Self Defense	5,921	1,772	21	1,665	14	67%	6	29%	1	5%
Sheet Metal Fabrication	19,273	957	21	1,665	15	71%	5	24%	1	5%
Shipping Room Supplies	4,462	2,000	21	1,665	10	48%	11	52%	0	0%
Stamp Collecting	7,742	1,564	21	1,665	9	43%	12	57%	0	0%
Tool Rental	6,704	1,684	21	1,665	15	71%	5	24%	1	5%
Wallpaper	4,359	2,015	21	1,665	15	71%	6	29%	0	0%
Wholesale Lumber	7,178	1,620	21	1,665	11	52%	10	48%	0	0%
Auto Repair	3,914	2,109	20	1,692	19	95%	0	0%	1	5%
Baby Strollers	1,748	2,732	20	1,692	19	95%	1	5%	0	0%
Churches	17,823	1,008	20	1,692	11	55%	7	35%	2	10%
Crating Service	8,400	1,508	20	1,692	15	75%	5	25%	0	0%
Custom Suits	2,900	2,334	20	1,692	11	55%	9	45%	0	0%
Dance Apparel	2,495	2,458	20	1,692	14	70%	6	30%	0	0%
Display Designer	13,964	1,178	20	1,692	16	80%	3	15%	1	5%
Emergency Disaster Preparedness	10,417	1,357	20	1,692	12	60%	8	40%	0	0%
Eviction	6,816	1,665	20	1,692	13	65%	7	35%	0	0%
Fashion Consultant	2,095	2,587	20	1,692	0	0%	20	100%	0	0%
Fishing Charters	4,392	2,007	20	1,692	8	40%	12	60%	0	0%
Football Club	2,150	2,559	20	1,692	10	50%	9	45%	1	5%
Fundraising Supplies	13,958	1,180	20	1,692	11	55%	9	45%	0	0%
Furniture Assembly Service	2,724	2,388	20	1,692	12	60%	8	40%	0	0%

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Graphics Computer	3,631	2,168	20	1,692	7	35%	12	60%	1	5%
Horseback Riding	3,708	2,150	20	1,692	12	60%	8	40%	0	0%
Janitor Supplies	11,899	1,277	20	1,692	16	80%	4	20%	0	0%
Museum	3,691	2,154	20	1,692	13	65%	7	35%	0	0%
Musical Instrument Repair	4,134	2,069	20	1,692	10	50%	10	50%	0	0%
Neon Signs	3,384	2,219	20	1,692	5	25%	15	75%	0	0%
Online Trading School	10,181	1,378	20	1,692	12	60%	7	35%	1	5%
Patent Agent	14,992	1,117	20	1,692	12	60%	8	40%	0	0%
Pet Containment System	6,904	1,648	20	1,692	17	85%	0	0%	3	15%
Piano	8,946	1,463	20	1,692	11	55%	6	30%	3	15%
Pilates	2,428	2,476	20	1,692	13	65%	6	30%	1	5%
Portable Toilet	9,792	1,399	20	1,692	13	65%	7	35%	0	0%
Product Sales by Phone	7,020	1,642	20	1,692	13	65%	7	35%	0	0%
Project Management	7,849	1,550	20	1,692	16	80%	4	20%	0	0%
Property Tax Lenders	6,792	1,669	20	1,692	20	100%	0	0%	0	0%
Semiconductor Devices	1,625	2,799	20	1,692	13	65%	7	35%	0	0%
Telephone Advertising	3,563	2,178	20	1,692	12	60%	8	40%	0	0%
Tile Restoration	3,881	2,115	20	1,692	9	45%	9	45%	2	10%
Translators	42,751	565	20	1,692	13	65%	7	35%	0	0%
Truck Driver Training	14,136	1,161	20	1,692	10	50%	9	45%	1	5%
Umbrella	1,216	3,032	20	1,692	6	30%	12	60%	2	10%
Vinyl Windows	7,097	1,632	20	1,692	15	75%	5	25%	0	0%
Water Well Pumps	8,512	1,498	20	1,692	14	70%	6	30%	0	0%
Wholesale Jewelry	15,598	1,091	20	1,692	12	60%	7	35%	1	5%
Wholesale Lamps	2,163	2,555	20	1,692	3	15%	17	85%	0	0%
Workers Compensation Insurance	17,004	1,035	20	1,692	15	75%	5	25%	0	0%
Bartending School	5,625	1,823	19	1,732	8	42%	9	47%	2	11%
Basement Remodeling	21,812	881	19	1,732	13	68%	6	32%	0	0%
Basketball Clubs	2,330	2,506	19	1,732	12	63%	7	37%	0	0%
Car Rust Proofing	4,799	1,937	19	1,732	18	95%	1	5%	0	0%
Commercial Painting Contractors	18,811	973	19	1,732	8	42%	10	53%	1	5%
Computer Disaster Recovery	10,770	1,338	19	1,732	10	53%	7	37%	2	11%
Electric Heating Manufacturers	1,816	2,705	19	1,732	15	79%	4	21%	0	0%
Farm Equipment Parts	5,296	1,860	19	1,732	9	47%	10	53%	0	0%
Fire Damage Restoration	11,158	1,312	19	1,732	14	74%	5	26%	0	0%
Grant, Scholarship and Financial Aid Finder Service	16,256	1,065	19	1,732	7	37%	6	32%	6	32%
Home Study	22,914	853	19	1,732	8	42%	6	32%	5	26%
Jewelry Findings	3,742	2,141	19	1,732	10	53%	7	37%	2	11%
Landscape Lighting	11,074	1,319	19	1,732	8	42%	11	58%	0	0%
Loan Originator	10,131	1,381	19	1,732	12	63%	7	37%	0	0%
Military Gear	14,195	1,157	19	1,732	9	47%	10	53%	0	0%
Moped	1,641	2,791	19	1,732	9	47%	10	53%	0	0%
Online Photography Sales	1,481	2,867	19	1,732	10	53%	9	47%	0	0%
Orthopedic Appliances	7,602	1,576	19	1,732	14	74%	4	21%	1	5%
Radio Advertising	4,378	2,010	19	1,732	13	68%	5	26%	1	5%
Real Estate Maintenance Protection Plan	3,475	2,196	19	1,732	18	95%	0	0%	1	5%
Renewable Energy	9,173	1,441	19	1,732	15	79%	4	21%	0	0%
Sales Training	11,136	1,313	19	1,732	16	84%	3	16%	0	0%
Saw	6,307	1,728	19	1,732	12	63%	7	37%	0	0%
Specialty Pharmacy	5,966	1,768	19	1,732	16	84%	3	16%	0	0%
Truck Trailer	5,765	1,792	19	1,732	12	63%	7	37%	0	0%
Tuxedo Rentals	1,015	3,175	19	1,732	12	63%	7	37%	0	0%
Watch Bands	3,543	2,181	19	1,732	15	79%	4	21%	0	0%
Wholesale Electric Supplies	11,857	1,282	19	1,732	16	84%	3	16%	0	0%
Wholesale Musical Instruments	1,715	2,754	19	1,732	10	53%	7	37%	2	11%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Wholesale Perfume	7,124	1,631	19	1,732	10	53%	8	42%	1	5%
Wholesale Photography Equipment	1,737	2,739	19	1,732	17	89%	2	11%	0	0%
Woodworking Equipment	4,039	2,083	19	1,732	14	74%	5	26%	0	0%
Antique Restoration	6,690	1,686	18	1,764	11	61%	6	33%	1	6%
Beauty Pageants	10,286	1,370	18	1,764	9	50%	9	50%	0	0%
Bike Repair	2,566	2,435	18	1,764	7	39%	11	61%	0	0%
Caskets	6,073	1,751	18	1,764	11	61%	6	33%	1	6%
Chimes	1,864	2,683	18	1,764	5	28%	13	72%	0	0%
Consumer Cooperative Organizations	8,447	1,501	18	1,764	14	78%	3	17%	1	6%
Cutting Tools	4,856	1,928	18	1,764	9	50%	9	50%	0	0%
Deck Repair	5,725	1,801	18	1,764	10	56%	8	44%	0	0%
Doll Collectors	732	3,428	18	1,764	13	72%	5	28%	0	0%
Door and Gate Operating Devices	9,245	1,436	18	1,764	15	83%	2	11%	1	6%
Endodontics	3,781	2,133	18	1,764	14	78%	3	17%	1	6%
Engineering Consultant	24,707	813	18	1,764	5	28%	13	72%	0	0%
Exercise Equipment Repair	2,838	2,356	18	1,764	6	33%	10	56%	2	11%
Eyebrow Threading	1,192	3,054	18	1,764	8	44%	9	50%	1	6%
Fertilizer	10,259	1,375	18	1,764	16	89%	2	11%	0	0%
Gas Distributors	5,740	1,796	18	1,764	15	83%	2	11%	1	6%
Golf Lessons	3,541	2,182	18	1,764	7	39%	8	44%	3	17%
Gourmet Shop	5,245	1,867	18	1,764	10	56%	5	28%	3	17%
Hydraulic Equipment	7,441	1,594	18	1,764	2	11%	15	83%	1	6%
Interior Designer Supplies	4,638	1,968	18	1,764	11	61%	6	33%	1	6%
Inventor	7,280	1,603	18	1,764	14	78%	4	22%	0	0%
Millwork	14,967	1,118	18	1,764	11	61%	7	39%	0	0%
Parking Garage Construction	2,266	2,523	18	1,764	7	39%	11	61%	0	0%
Photo Printing	2,762	2,383	18	1,764	14	78%	4	22%	0	0%
Physical Therapy Supplies	1,499	2,859	18	1,764	1	6%	17	94%	0	0%
Printing Supplies	7,232	1,612	18	1,764	8	44%	10	56%	0	0%
Psychologist Referral Service	5,150	1,881	18	1,764	18	100%	0	0%	0	0%
Razors	6,344	1,723	18	1,764	16	89%	2	11%	0	0%
Real Estate Loan Modification	5,440	1,843	18	1,764	4	22%	14	78%	0	0%
Rolling Doors	1,088	3,123	18	1,764	0	0%	18	100%	0	0%
RV Storage	2,797	2,371	18	1,764	14	78%	4	22%	0	0%
School Photographers	1,454	2,883	18	1,764	17	94%	1	6%	0	0%
Senior Care	24,315	822	18	1,764	17	94%	1	6%	0	0%
Stone Setting	10,545	1,349	18	1,764	8	44%	9	50%	1	6%
Tent Rentals	5,069	1,898	18	1,764	8	44%	10	56%	0	0%
Tourist Information	7,051	1,639	18	1,764	10	56%	8	44%	0	0%
Wholesale Boutique Clothing	1,638	2,793	18	1,764	12	67%	6	33%	0	0%
Advance Fee Residential Loan Modification (CA)	7,263	1,607	17	1,801	5	29%	12	71%	0	0%
Airplane Parts	9,485	1,416	17	1,801	10	59%	7	41%	0	0%
Army Gear	2,834	2,359	17	1,801	13	76%	3	18%	1	6%
Audio-Visual Production Services	9,368	1,427	17	1,801	8	47%	8	47%	1	6%
Bench Seat	914	3,257	17	1,801	17	100%	0	0%	0	0%
Blood Bank	2,597	2,425	17	1,801	10	59%	7	41%	0	0%
Bus Line Tickets	873	3,297	17	1,801	13	76%	4	24%	0	0%
Carbon Monoxide Detector	249	4,139	17	1,801	15	88%	2	12%	0	0%
Charity - Children & Youth	21,187	899	17	1,801	9	53%	8	47%	0	0%
Cleaning Supplies by Internet	4,808	1,936	17	1,801	7	41%	10	59%	0	0%
Commercial Window Tinting	4,423	2,003	17	1,801	10	59%	7	41%	0	0%
Diamond	29,152	740	17	1,801	14	82%	3	18%	0	0%
Door Installation	6,706	1,681	17	1,801	9	53%	7	41%	1	6%
Fabric Manufacturers	4,725	1,950	17	1,801	10	59%	7	41%	0	0%
Fleet Services	2,658	2,409	17	1,801	10	59%	7	41%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Food Processing Equipment	5,180	1,879	17	1,801	11	65%	6	35%	0	0%
Fruits and Vegetables Retail	6,568	1,697	17	1,801	8	47%	9	53%	0	0%
Garden Fountains	5,306	1,858	17	1,801	8	47%	9	53%	0	0%
Heat Pump	10,108	1,384	17	1,801	11	65%	6	35%	0	0%
Home Automation	14,024	1,171	17	1,801	12	71%	5	29%	0	0%
Horse Dealers	6,182	1,738	17	1,801	7	41%	10	59%	0	0%
Hybrid Car Dealers	1,019	3,174	17	1,801	14	82%	3	18%	0	0%
In Home Child Care	7,427	1,595	17	1,801	9	53%	7	41%	1	6%
Indian Products	1,733	2,743	17	1,801	2	12%	15	88%	0	0%
Land Clearing	18,640	981	17	1,801	8	47%	9	53%	0	0%
Language School	10,287	1,369	17	1,801	11	65%	5	29%	1	6%
Litigation Lawyer	14,113	1,166	17	1,801	16	94%	1	6%	0	0%
Mailbox Manufacturers	2,684	2,402	17	1,801	11	65%	6	35%	0	0%
Mattress Supplies	2,098	2,586	17	1,801	14	82%	2	12%	1	6%
Meat Packers	10,099	1,385	17	1,801	5	29%	12	71%	0	0%
Medical Staffing	9,583	1,414	17	1,801	13	76%	3	18%	1	6%
Model Training	11,218	1,306	17	1,801	12	71%	5	29%	0	0%
Mold Inspection	8,900	1,468	17	1,801	8	47%	9	53%	0	0%
Mud Jacking Contractors	22,237	870	17	1,801	15	88%	2	12%	0	0%
Office Movers	4,565	1,983	17	1,801	12	71%	4	24%	1	6%
Pool Leak Detection	8,647	1,487	17	1,801	11	65%	6	35%	0	0%
Psychotherapist	5,365	1,851	17	1,801	11	65%	5	29%	1	6%
Radiotelephone Equipment	3,044	2,293	17	1,801	8	47%	8	47%	1	6%
Rubber Products	5,868	1,781	17	1,801	12	71%	4	24%	1	6%
Sanitary Landfill	836	3,336	17	1,801	16	94%	1	6%	0	0%
Social Service Organizations	14,764	1,130	17	1,801	12	71%	5	29%	0	0%
Solar Energy Parts	8,101	1,533	17	1,801	11	65%	6	35%	0	0%
Technical Staffing	16,307	1,063	17	1,801	9	53%	8	47%	0	0%
Tents	3,383	2,220	17	1,801	10	59%	7	41%	0	0%
Transit Advertising	3,971	2,093	17	1,801	1	6%	14	82%	2	12%
Waste Reduction, Disposal, Recycle Equipment	2,978	2,311	17	1,801	12	71%	5	29%	0	0%
Wholesale Candy	3,947	2,099	17	1,801	13	76%	3	18%	1	6%
Wholesale General Merchandise	3,855	2,120	17	1,801	10	59%	7	41%	0	0%
Wholesale Pet Foods	6,212	1,734	17	1,801	13	76%	4	24%	0	0%
Wholesale Stationery	1,234	3,021	17	1,801	4	24%	13	76%	0	0%
Arbors	4,297	2,028	16	1,851	14	88%	2	13%	0	0%
Audio Visual Equipment Supplies	4,523	1,989	16	1,851	9	56%	7	44%	0	0%
Audio-Visual Consultant	13,566	1,197	16	1,851	10	63%	6	38%	0	0%
Auto Repair Referral	1,181	3,063	16	1,851	4	25%	12	75%	0	0%
Awards	8,587	1,490	16	1,851	8	50%	8	50%	0	0%
Brewers	4,404	2,006	16	1,851	12	75%	3	19%	1	6%
Cemetery Equipment	2,006	2,618	16	1,851	9	56%	7	44%	0	0%
Clean Up Services	8,064	1,537	16	1,851	9	56%	6	38%	1	6%
Condiments and Sauces	1,882	2,678	16	1,851	1	6%	14	88%	1	6%
County Government	6,835	1,664	16	1,851	13	81%	3	19%	0	0%
Cylinder Head	2,325	2,507	16	1,851	5	31%	11	69%	0	0%
Embroidery Supplies	2,805	2,368	16	1,851	5	31%	11	69%	0	0%
Fiber Optics	5,672	1,815	16	1,851	13	81%	3	19%	0	0%
Fingerprinting	4,215	2,051	16	1,851	6	38%	9	56%	1	6%
Flight School	6,705	1,683	16	1,851	12	75%	4	25%	0	0%
Gardener	7,649	1,572	16	1,851	7	44%	8	50%	1	6%
Hostel	1,321	2,969	16	1,851	11	69%	4	25%	1	6%
Hydroponics Equipment	5,722	1,804	16	1,851	12	75%	3	19%	1	6%
Invitations	5,183	1,878	16	1,851	9	56%	7	44%	0	0%
Jewelry Appraisal	5,193	1,875	16	1,851	7	44%	9	56%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Jewelry Buyers	22,187	871	16	1,851	6	38%	10	63%	0	0%
Laundry Consultants	2,090	2,589	16	1,851	6	38%	10	63%	0	0%
Meat Processing	9,085	1,449	16	1,851	10	63%	5	31%	1	6%
Miniatures	2,066	2,597	16	1,851	13	81%	3	19%	0	0%
Motor Home Rentals	3,094	2,281	16	1,851	11	69%	5	31%	0	0%
Nuts	5,036	1,906	16	1,851	10	63%	6	38%	0	0%
Pet Day Care	8,246	1,525	16	1,851	8	50%	8	50%	0	0%
Pipe Line Contractors	12,882	1,231	16	1,851	14	88%	2	13%	0	0%
Pump Service	12,586	1,253	16	1,851	11	69%	5	31%	0	0%
Sand	19,297	956	16	1,851	11	69%	5	31%	0	0%
School Information	7,052	1,638	16	1,851	9	56%	7	44%	0	0%
Speech Pathologist	6,415	1,715	16	1,851	12	75%	4	25%	0	0%
Stained Glass	6,628	1,691	16	1,851	4	25%	12	75%	0	0%
Stair Builders	10,540	1,351	16	1,851	7	44%	6	38%	3	19%
Steam Cleaning	2,837	2,357	16	1,851	5	31%	8	50%	3	19%
U.S. Government	6,615	1,692	16	1,851	3	19%	12	75%	1	6%
Water Gardens	6,305	1,729	16	1,851	9	56%	7	44%	0	0%
3D Printers	892	3,283	15	1,888	11	73%	4	27%	0	0%
Arborist	14,505	1,142	15	1,888	11	73%	4	27%	0	0%
Auto Emissions Testing	935	3,236	15	1,888	9	60%	6	40%	0	0%
Behavioral Education	5,735	1,799	15	1,888	13	87%	2	13%	0	0%
Blankets	2,508	2,456	15	1,888	13	87%	1	7%	1	7%
Brew Pub	2,710	2,393	15	1,888	7	47%	7	47%	1	7%
Camper Rental	1,675	2,772	15	1,888	9	60%	6	40%	0	0%
Corporate Lodging	5,917	1,774	15	1,888	7	47%	8	53%	0	0%
Exporter	6,750	1,673	15	1,888	7	47%	8	53%	0	0%
Family Services	7,301	1,601	15	1,888	9	60%	6	40%	0	0%
Fire Department Equipment	2,462	2,468	15	1,888	10	67%	5	33%	0	0%
Fire Safety Equipment	21,151	901	15	1,888	9	60%	6	40%	0	0%
Floor Refinishing	5,040	1,905	15	1,888	9	60%	5	33%	1	7%
Foreclosure Help	8,801	1,474	15	1,888	6	40%	9	60%	0	0%
House Cleaning Equipment	4,860	1,926	15	1,888	13	87%	2	13%	0	0%
Investment Seminars	15,292	1,107	15	1,888	7	47%	8	53%	0	0%
Life Coach	22,248	869	15	1,888	10	67%	3	20%	2	13%
Manufactured Home Supplies	5,650	1,818	15	1,888	13	87%	2	13%	0	0%
Maxillofacial	3,217	2,254	15	1,888	13	87%	2	13%	0	0%
Novelty Balloons	3,491	2,193	15	1,888	1	7%	14	93%	0	0%
Oxygen Therapy	3,367	2,224	15	1,888	11	73%	4	27%	0	0%
Paintball Games	3,371	2,223	15	1,888	8	53%	6	40%	1	7%
Pest Control Supplies	10,613	1,346	15	1,888	9	60%	6	40%	0	0%
Porcelain Enamel Repair	7,636	1,574	15	1,888	10	67%	4	27%	1	7%
Public Relations Counselor	14,019	1,173	15	1,888	7	47%	7	47%	1	7%
Ranches	5,739	1,797	15	1,888	10	67%	4	27%	1	7%
Self Defense Devices	4,849	1,932	15	1,888	10	67%	5	33%	0	0%
Service Station Equipment	4,220	2,050	15	1,888	1	7%	14	93%	0	0%
Social Worker	4,422	2,004	15	1,888	12	80%	2	13%	1	7%
Tax Negotiators	14,836	1,125	15	1,888	12	80%	3	20%	0	0%
Technical Writing	3,689	2,155	15	1,888	1	7%	14	93%	0	0%
Training Videos	6,770	1,670	15	1,888	9	60%	6	40%	0	0%
Vacuum Cleaners Parts	7,670	1,570	15	1,888	12	80%	3	20%	0	0%
Warehouse Services	6,313	1,727	15	1,888	8	53%	7	47%	0	0%
Washer and Dryer Sale	1,186	3,058	15	1,888	5	33%	8	53%	2	13%
Wheel Alignment	6,391	1,719	15	1,888	7	47%	8	53%	0	0%
Adoption Agencies	28,002	755	14	1,924	8	57%	4	29%	2	14%
Artist Agent	3,298	2,234	14	1,924	12	86%	2	14%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Assets	6,895	1,651	14	1,924	14	100%	0	0%	0	0%
Automated Teller Machine	9,011	1,457	14	1,924	9	64%	5	36%	0	0%
Bartending Services	6,358	1,722	14	1,924	3	21%	9	64%	2	14%
Beveled Glass	6,919	1,647	14	1,924	6	43%	8	57%	0	0%
Beverage Dispenser	1,405	2,912	14	1,924	5	36%	9	64%	0	0%
Bottleless Water Cooler	837	3,335	14	1,924	3	21%	11	79%	0	0%
Bridge Operator	478	3,747	14	1,924	14	100%	0	0%	0	0%
Builders Hardware	2,532	2,447	14	1,924	10	71%	4	29%	0	0%
Camper Repair	2,009	2,616	14	1,924	7	50%	6	43%	1	7%
Carburetors	2,236	2,531	14	1,924	8	57%	6	43%	0	0%
Chair Rental	6,690	1,686	14	1,924	8	57%	5	36%	1	7%
Charity - Arts & Culture	5,675	1,814	14	1,924	9	64%	5	36%	0	0%
Cigars and Cigar Accessories	2,237	2,529	14	1,924	2	14%	12	86%	0	0%
Civil Engineer	28,197	751	14	1,924	10	71%	4	29%	0	0%
Craft Dealers	2,783	2,375	14	1,924	8	57%	4	29%	2	14%
Dinner Theater	1,253	3,007	14	1,924	5	36%	9	64%	0	0%
Diver Supply	5,091	1,891	14	1,924	6	43%	7	50%	1	7%
Dock	4,478	1,997	14	1,924	9	64%	5	36%	0	0%
Doughnuts	3,184	2,262	14	1,924	3	21%	11	79%	0	0%
Electric Motor Parts	5,371	1,850	14	1,924	7	50%	6	43%	1	7%
Endocrinologist	2,952	2,316	14	1,924	9	64%	5	36%	0	0%
Environmental Consulting	16,324	1,062	14	1,924	7	50%	6	43%	1	7%
Estate Planning and Management	49,602	502	14	1,924	9	64%	3	21%	2	14%
Frog Dealers	258	4,122	14	1,924	9	64%	1	7%	4	29%
General Interest Schools	3,737	2,143	14	1,924	7	50%	5	36%	2	14%
Government Auctions and Job Listing Services	2,201	2,542	14	1,924	7	50%	6	43%	1	7%
Government Loan Collection Agencies	1,952	2,640	14	1,924	7	50%	6	43%	1	7%
Heating and Air Conditioning Filters	12,399	1,260	14	1,924	9	64%	5	36%	0	0%
Horse Trailer	3,097	2,279	14	1,924	11	79%	3	21%	0	0%
Identification Equipment	2,556	2,439	14	1,924	1	7%	13	93%	0	0%
Linen Manufacturers	4,867	1,924	14	1,924	8	57%	6	43%	0	0%
Magazine Sales by Mail	1,083	3,125	14	1,924	7	50%	6	43%	1	7%
Metal Art	5,597	1,824	14	1,924	6	43%	7	50%	1	7%
Motion Picture Film Distributors	1,978	2,630	14	1,924	11	79%	3	21%	0	0%
Office Buildings	3,301	2,231	14	1,924	11	79%	2	14%	1	7%
Organizing Services	8,385	1,509	14	1,924	12	86%	1	7%	1	7%
Osteopath	8,744	1,480	14	1,924	7	50%	7	50%	0	0%
Outpatient Surgery Center	1,863	2,684	14	1,924	11	79%	3	21%	0	0%
Pet Kennels	4,662	1,960	14	1,924	8	57%	4	29%	2	14%
Pool Cover Service	4,745	1,946	14	1,924	7	50%	7	50%	0	0%
Private Health Services Plan	49,656	501	14	1,924	14	100%	0	0%	0	0%
Racing Cars	4,226	2,049	14	1,924	6	43%	8	57%	0	0%
Recreational Vehicles	4,623	1,976	14	1,924	8	57%	4	29%	2	14%
Rubber Stamps	3,635	2,167	14	1,924	7	50%	1	7%	6	43%
Shooting Range	3,203	2,257	14	1,924	9	64%	5	36%	0	0%
Soliciting Organizations	15,532	1,094	14	1,924	7	50%	6	43%	1	7%
Storm Shelters	15,915	1,080	14	1,924	3	21%	11	79%	0	0%
Timber Companies	10,523	1,352	14	1,924	8	57%	5	36%	1	7%
Truck Caps	3,685	2,156	14	1,924	14	100%	0	0%	0	0%
Video Equipment Rentals	3,869	2,116	14	1,924	8	57%	6	43%	0	0%
Water Heater Repair	5,918	1,773	14	1,924	10	71%	4	29%	0	0%
Welding Supplies	7,909	1,544	14	1,924	9	64%	5	36%	0	0%
Wholesale Giftware	4,155	2,065	14	1,924	9	64%	3	21%	2	14%
Wholesale Hardware	11,512	1,292	14	1,924	11	79%	3	21%	0	0%
Wholesale Luggage	922	3,248	14	1,924	8	57%	6	43%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmppls Settled	%	Cmppls Not Settled	%	Cmppls Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Wholesale Plastic Products	10,325	1,364	14	1,924	9	64%	5	36%	0	0%
Yacht Broker	10,400	1,359	14	1,924	10	71%	4	29%	0	0%
4 Wheel Drive Repair	1,908	2,664	13	1,983	3	23%	10	77%	0	0%
Air Ambulance Service	15,710	1,088	13	1,983	11	85%	2	15%	0	0%
Ammunition & Weapons	575	3,618	13	1,983	10	77%	3	23%	0	0%
Architectural Specs	5,632	1,822	13	1,983	9	69%	4	31%	0	0%
Armory	1,387	2,929	13	1,983	6	46%	7	54%	0	0%
Asbestos Removal	40,763	587	13	1,983	10	77%	3	23%	0	0%
Auto Repair Consultants	897	3,278	13	1,983	9	69%	4	31%	0	0%
Ballroom Dance Classes	1,400	2,914	13	1,983	8	62%	5	38%	0	0%
Bed Bug Removal	13,591	1,194	13	1,983	11	85%	2	15%	0	0%
Bee Removal	3,676	2,157	13	1,983	8	62%	5	38%	0	0%
Beekeeper	2,389	2,489	13	1,983	10	77%	2	15%	1	8%
Car Springs	2,541	2,445	13	1,983	8	62%	5	38%	0	0%
Charity - National	31,157	705	13	1,983	11	85%	2	15%	0	0%
Cigarette Lighter	4,739	1,948	13	1,983	5	38%	8	62%	0	0%
Concrete Construction Forms	7,821	1,555	13	1,983	2	15%	11	85%	0	0%
Containerized Freight Service	4,086	2,073	13	1,983	8	62%	5	38%	0	0%
Digital Signs	2,766	2,382	13	1,983	6	46%	7	54%	0	0%
Electric Vehicles	1,251	3,010	13	1,983	9	69%	3	23%	1	8%
Filtering Materials	3,643	2,165	13	1,983	11	85%	2	15%	0	0%
Fine Artist	5,312	1,857	13	1,983	1	8%	12	92%	0	0%
Food Manufacturing Equipment	3,784	2,131	13	1,983	7	54%	6	46%	0	0%
Food Trucks	1,166	3,070	13	1,983	4	31%	8	62%	1	8%
Hotel Consultants	722	3,436	13	1,983	7	54%	5	38%	1	8%
Industrial Cleaning Chemicals	4,859	1,927	13	1,983	7	54%	6	46%	0	0%
Labeling	5,829	1,787	13	1,983	11	85%	2	15%	0	0%
Lasik Eye Surgery	4,535	1,987	13	1,983	9	69%	4	31%	0	0%
Leak Detection	10,294	1,368	13	1,983	8	62%	5	38%	0	0%
Logging Companies	17,683	1,013	13	1,983	6	46%	7	54%	0	0%
Machine Tool Repair	4,241	2,044	13	1,983	7	54%	6	46%	0	0%
Map Publisher	2,361	2,499	13	1,983	10	77%	3	23%	0	0%
Organic Food	5,084	1,893	13	1,983	8	62%	5	38%	0	0%
Orthopedic Chairs	3,423	2,210	13	1,983	9	69%	4	31%	0	0%
Patent Medicine	868	3,308	13	1,983	7	54%	6	46%	0	0%
Personnel Consultants	7,408	1,596	13	1,983	10	77%	3	23%	0	0%
Pet Waste Removal	3,039	2,296	13	1,983	6	46%	6	46%	1	8%
Planning Consultants	16,860	1,044	13	1,983	2	15%	10	77%	1	8%
Pressure Washer	9,013	1,456	13	1,983	8	62%	5	38%	0	0%
Public Aquariums	1,119	3,098	13	1,983	9	69%	4	31%	0	0%
Publishers Internet Guide	17,750	1,010	13	1,983	7	54%	6	46%	0	0%
Quilts	4,665	1,959	13	1,983	5	38%	8	62%	0	0%
Radon Mitigation	25,771	789	13	1,983	9	69%	4	31%	0	0%
Refrigeration Equipment	4,062	2,080	13	1,983	8	62%	5	38%	0	0%
Security Consultant	4,915	1,920	13	1,983	9	69%	3	23%	1	8%
Sky Diving	3,088	2,284	13	1,983	7	54%	6	46%	0	0%
Tax Attorney	18,948	967	13	1,983	11	85%	2	15%	0	0%
Thermostat	711	3,448	13	1,983	4	31%	9	69%	0	0%
Traffic Law Attorney	6,252	1,731	13	1,983	10	77%	3	23%	0	0%
Trophies	11,291	1,303	13	1,983	8	62%	5	38%	0	0%
Truck Stop	2,130	2,573	13	1,983	7	54%	4	31%	2	15%
Upholstery Supplies	1,819	2,703	13	1,983	13	100%	0	0%	0	0%
Used Machinery	3,907	2,110	13	1,983	6	46%	7	54%	0	0%
Wholesale Toiletries	2,627	2,416	13	1,983	10	77%	3	23%	0	0%
Wholesale Variety Store Merchandise	1,209	3,037	13	1,983	3	23%	9	69%	1	8%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Yarn	2,501	2,457	13	1,983	5	38%	6	46%	2	15%
Yoga Supplies	1,945	2,643	13	1,983	10	77%	3	23%	0	0%
Airport	2,290	2,515	12	2,038	8	67%	3	25%	1	8%
Appraisal Management	5,390	1,846	12	2,038	4	33%	8	67%	0	0%
Armored Car Services	4,486	1,993	12	2,038	6	50%	5	42%	1	8%
Barrels	1,766	2,726	12	2,038	6	50%	5	42%	1	8%
Cabinet Refinishing	13,522	1,198	12	2,038	4	33%	8	67%	0	0%
Camper Parts	729	3,432	12	2,038	5	42%	7	58%	0	0%
Car Wash Equipment	2,419	2,479	12	2,038	3	25%	8	67%	1	8%
Ceramic Tile Manufacturers	4,855	1,929	12	2,038	7	58%	5	42%	0	0%
Charity - Advertising for Publications	688	3,479	12	2,038	6	50%	6	50%	0	0%
Check Recovery Service	6,024	1,761	12	2,038	10	83%	1	8%	1	8%
Childrens Play Programs Instruction	3,298	2,234	12	2,038	2	17%	10	83%	0	0%
Coin Card	611	3,573	12	2,038	12	100%	0	0%	0	0%
Commercial Plumber	14,400	1,148	12	2,038	7	58%	5	42%	0	0%
Computer Assisted Design Services	2,216	2,541	12	2,038	1	8%	11	92%	0	0%
Cookies	1,916	2,656	12	2,038	10	83%	1	8%	1	8%
Cord Blood Banking	2,037	2,608	12	2,038	12	100%	0	0%	0	0%
Countertop Fabrication	6,709	1,680	12	2,038	8	67%	4	33%	0	0%
Drilling Contractor	15,884	1,083	12	2,038	3	25%	7	58%	2	17%
Emergency Vet	3,725	2,148	12	2,038	10	83%	2	17%	0	0%
Exercise Equipment	1,640	2,792	12	2,038	10	83%	2	17%	0	0%
Financial Planning Kit	990	3,192	12	2,038	9	75%	3	25%	0	0%
Fleet Maintenance	1,089	3,121	12	2,038	6	50%	6	50%	0	0%
Forklift Repair	3,853	2,121	12	2,038	9	75%	3	25%	0	0%
Framing Contractors	24,702	814	12	2,038	7	58%	5	42%	0	0%
Garage Organizers	7,655	1,571	12	2,038	5	42%	7	58%	0	0%
Grant Writing	4,644	1,965	12	2,038	6	50%	3	25%	3	25%
Guide Service	3,917	2,108	12	2,038	5	42%	7	58%	0	0%
Heavy Duty Equipment Repair	4,389	2,008	12	2,038	11	92%	1	8%	0	0%
Hockey Club	1,523	2,844	12	2,038	7	58%	5	42%	0	0%
Industrial Radiography	1,199	3,047	12	2,038	2	17%	10	83%	0	0%
Infomercial	1,745	2,735	12	2,038	10	83%	2	17%	0	0%
Kitchen Cabinet Refacing	13,927	1,181	12	2,038	11	92%	1	8%	0	0%
Lapel Pins	2,587	2,428	12	2,038	10	83%	2	17%	0	0%
Lottery	0	5,464	12	2,038	2	17%	1	8%	9	75%
Motorcycle Consignment	1,604	2,809	12	2,038	6	50%	6	50%	0	0%
Musicians	2,894	2,336	12	2,038	6	50%	5	42%	1	8%
Needlework Supplies	1,377	2,932	12	2,038	6	50%	6	50%	0	0%
Park	1,445	2,890	12	2,038	9	75%	3	25%	0	0%
Pavement Marking	4,188	2,060	12	2,038	5	42%	7	58%	0	0%
Pens and Pencils	1,265	2,999	12	2,038	7	58%	4	33%	1	8%
Pulmonary Diseases	2,892	2,337	12	2,038	7	58%	5	42%	0	0%
Sewing Machine Repair	5,107	1,888	12	2,038	6	50%	6	50%	0	0%
Shelves	4,214	2,052	12	2,038	4	33%	6	50%	2	17%
Ski Equipment Manufacturers	559	3,635	12	2,038	1	8%	11	92%	0	0%
Sports Photographers	707	3,451	12	2,038	5	42%	7	58%	0	0%
Stables	5,868	1,781	12	2,038	10	83%	2	17%	0	0%
Structural Engineer	19,942	931	12	2,038	9	75%	2	17%	1	8%
Surgical Instruments	2,827	2,361	12	2,038	5	42%	5	42%	2	17%
Tanning Equipment	4,855	1,929	12	2,038	10	83%	1	8%	1	8%
Topsoil	5,708	1,808	12	2,038	5	42%	6	50%	1	8%
Trading Stamps	1,091	3,118	12	2,038	0	0%	12	100%	0	0%
Treatment Centers	2,368	2,497	12	2,038	8	67%	4	33%	0	0%
Uniform Embroidery	2,907	2,330	12	2,038	6	50%	6	50%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Video Conference	2,495	2,458	12	2,038	8	67%	2	17%	2	17%
Wedding Cakes	3,376	2,222	12	2,038	6	50%	6	50%	0	0%
Wildlife Shop	3,267	2,240	12	2,038	8	67%	4	33%	0	0%
Work Clothes	3,951	2,097	12	2,038	8	67%	4	33%	0	0%
Acupuncturist	11,927	1,275	11	2,095	10	91%	1	9%	0	0%
Amplifier	1,616	2,803	11	2,095	5	45%	6	55%	0	0%
Barrel and Drums Equipment	973	3,208	11	2,095	5	45%	6	55%	0	0%
Birthing Center	1,581	2,817	11	2,095	8	73%	3	27%	0	0%
Boat Storage	3,264	2,243	11	2,095	6	55%	5	45%	0	0%
Business Plan	4,357	2,016	11	2,095	3	27%	2	18%	6	55%
Construction Reports	2,964	2,315	11	2,095	9	82%	2	18%	0	0%
Control Systems	10,335	1,363	11	2,095	9	82%	2	18%	0	0%
Cooking Classes	3,257	2,244	11	2,095	5	45%	6	55%	0	0%
Custom Machinery	4,563	1,984	11	2,095	3	27%	7	64%	1	9%
Disability Insurance	4,909	1,922	11	2,095	9	82%	2	18%	0	0%
Door Manufacturers	3,672	2,159	11	2,095	11	100%	0	0%	0	0%
Dryer Vent Cleaning	16,074	1,074	11	2,095	8	73%	1	9%	2	18%
Equestrian Services	3,515	2,187	11	2,095	7	64%	4	36%	0	0%
Estate Planning Attorney	22,320	865	11	2,095	8	73%	3	27%	0	0%
Exterior Designer	3,924	2,103	11	2,095	0	0%	10	91%	1	9%
Eye Training	819	3,353	11	2,095	6	55%	5	45%	0	0%
Fence Materials	3,564	2,177	11	2,095	11	100%	0	0%	0	0%
Fire Insurance	8,440	1,503	11	2,095	5	45%	6	55%	0	0%
First Aid Instruction	3,587	2,175	11	2,095	7	64%	4	36%	0	0%
First Aid Supplies	1,564	2,821	11	2,095	6	55%	5	45%	0	0%
Fishing Bait	2,057	2,604	11	2,095	2	18%	8	73%	1	9%
Freelance Writer	6,514	1,706	11	2,095	7	64%	3	27%	1	9%
Halls	2,873	2,346	11	2,095	5	45%	6	55%	0	0%
Hand Painting	3,137	2,272	11	2,095	3	27%	7	64%	1	9%
Industrial Floors	6,045	1,757	11	2,095	5	45%	6	55%	0	0%
Lawn Equipment Rental	1,915	2,657	11	2,095	8	73%	3	27%	0	0%
Lice Removal Services	6,068	1,752	11	2,095	9	82%	2	18%	0	0%
Light Haul Trucking	10,832	1,334	11	2,095	3	27%	8	73%	0	0%
Lighting Consultant	7,673	1,569	11	2,095	8	73%	3	27%	0	0%
Linen Supply Service	5,956	1,769	11	2,095	7	64%	4	36%	0	0%
Magnets	1,794	2,711	11	2,095	3	27%	7	64%	1	9%
Medical Supplies	1,717	2,750	11	2,095	7	64%	4	36%	0	0%
Mildew Remediation	18,665	979	11	2,095	8	73%	2	18%	1	9%
Mining Equipment	3,093	2,282	11	2,095	4	36%	7	64%	0	0%
Mobile Pet Grooming	7,788	1,559	11	2,095	8	73%	3	27%	0	0%
Occupational Therapy	4,525	1,988	11	2,095	6	55%	3	27%	2	18%
Outdoor Advertising	7,232	1,612	11	2,095	10	91%	1	9%	0	0%
Pet Cemetery	9,307	1,432	11	2,095	8	73%	3	27%	0	0%
Piano Movers	8,518	1,497	11	2,095	3	27%	8	73%	0	0%
Playground	1,525	2,843	11	2,095	5	45%	5	45%	1	9%
Printing Broker	5,685	1,812	11	2,095	5	45%	4	36%	2	18%
Railing	11,075	1,318	11	2,095	6	55%	5	45%	0	0%
Renters Insurance	11,925	1,276	11	2,095	5	45%	3	27%	3	27%
Respirator	1,504	2,854	11	2,095	7	64%	4	36%	0	0%
Roofing Equipment	6,898	1,649	11	2,095	3	27%	8	73%	0	0%
Self Dry Cleaning	510	3,703	11	2,095	3	27%	8	73%	0	0%
Shoppers News Publications	3,935	2,102	11	2,095	7	64%	4	36%	0	0%
Skip Tracing	6,052	1,756	11	2,095	9	82%	2	18%	0	0%
Smart Phone Software	1,044	3,151	11	2,095	4	36%	6	55%	1	9%
Speaker Manufacturers	902	3,270	11	2,095	7	64%	4	36%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Stationers	2,346	2,503	11	2,095	5	45%	6	55%	0	0%
Stump Removal	9,729	1,406	11	2,095	3	27%	8	73%	0	0%
Surfboard	2,491	2,460	11	2,095	7	64%	4	36%	0	0%
Table Pads	4,442	2,002	11	2,095	11	100%	0	0%	0	0%
Telephone Parts	1,194	3,052	11	2,095	6	55%	3	27%	2	18%
Tobacco Manufacturers	983	3,198	11	2,095	10	91%	1	9%	0	0%
Tractor Repair	4,231	2,048	11	2,095	7	64%	4	36%	0	0%
Transit Line	1,992	2,625	11	2,095	9	82%	2	18%	0	0%
Travel Agent Mills	5,853	1,785	11	2,095	7	64%	4	36%	0	0%
TV Advertising	3,944	2,100	11	2,095	6	55%	4	36%	1	9%
Vertical Blinds	5,585	1,825	11	2,095	7	64%	4	36%	0	0%
Virtual Assistant Employment	6,093	1,747	11	2,095	6	55%	5	45%	0	0%
Wholesale Wine	1,828	2,701	11	2,095	7	64%	4	36%	0	0%
Air Conditioning Equipment	3,076	2,289	10	2,159	10	100%	0	0%	0	0%
Alcoholic Beverage Service	3,748	2,139	10	2,159	4	40%	4	40%	2	20%
Aluminum Products	7,781	1,560	10	2,159	7	70%	3	30%	0	0%
Animal Identification	18,139	995	10	2,159	6	60%	4	40%	0	0%
Appliances	910	3,260	10	2,159	6	60%	4	40%	0	0%
Aquarium Manufacturers	1,151	3,079	10	2,159	9	90%	1	10%	0	0%
Architectural Designer	3,097	2,279	10	2,159	4	40%	6	60%	0	0%
Auto Equipment Manufacturers	2,480	2,465	10	2,159	6	60%	4	40%	0	0%
Autograph Dealer	4,131	2,070	10	2,159	7	70%	3	30%	0	0%
Bar Coding	8,374	1,510	10	2,159	6	60%	3	30%	1	10%
Barber School	4,687	1,956	10	2,159	4	40%	6	60%	0	0%
Basement Finishing	10,356	1,361	10	2,159	9	90%	1	10%	0	0%
Battery Storage Wholesale	2,158	2,558	10	2,159	6	60%	4	40%	0	0%
Blasting Supplies	10,911	1,328	10	2,159	4	40%	6	60%	0	0%
Boarding House	3,034	2,297	10	2,159	6	60%	4	40%	0	0%
Ceramics Supplies	1,558	2,828	10	2,159	6	60%	4	40%	0	0%
Chamber of Commerce	182,269	160	10	2,159	8	80%	2	20%	0	0%
China Repair	1,426	2,898	10	2,159	4	40%	6	60%	0	0%
Commercial Interior Designers	2,360	2,500	10	2,159	4	40%	6	60%	0	0%
Computer Software	1,789	2,717	10	2,159	6	60%	4	40%	0	0%
Conference Center	2,134	2,572	10	2,159	6	60%	4	40%	0	0%
Coupon Printer	3,273	2,238	10	2,159	3	30%	7	70%	0	0%
Dental Management Consultants	2,921	2,324	10	2,159	8	80%	2	20%	0	0%
Door Guard	1,785	2,720	10	2,159	10	100%	0	0%	0	0%
Drafting Services	9,908	1,393	10	2,159	3	30%	7	70%	0	0%
Fiberglass Bath	1,051	3,142	10	2,159	6	60%	4	40%	0	0%
Fire Emergency	6,738	1,674	10	2,159	8	80%	2	20%	0	0%
Floor Cleaning	6,541	1,701	10	2,159	5	50%	5	50%	0	0%
Freight Traffic Service	6,841	1,662	10	2,159	6	60%	4	40%	0	0%
Fur	5,650	1,818	10	2,159	8	80%	2	20%	0	0%
Glassware Wholesale	3,395	2,216	10	2,159	10	100%	0	0%	0	0%
HOA Attorney	1,856	2,686	10	2,159	5	50%	5	50%	0	0%
Hospitality	2,519	2,453	10	2,159	5	50%	5	50%	0	0%
Hot Tub Supplies	1,414	2,903	10	2,159	9	90%	1	10%	0	0%
Industrial Contractors	7,458	1,593	10	2,159	3	30%	7	70%	0	0%
Juice	2,079	2,594	10	2,159	4	40%	6	60%	0	0%
Jumping Balloons	1,282	2,990	10	2,159	1	10%	9	90%	0	0%
Lab Equipment	7,498	1,589	10	2,159	2	20%	8	80%	0	0%
Library Research Service	4,037	2,084	10	2,159	10	100%	0	0%	0	0%
Medical Liability Insurance	4,628	1,972	10	2,159	4	40%	6	60%	0	0%
Metal Recycling	4,759	1,944	10	2,159	4	40%	6	60%	0	0%
Metal Salvage Yards	8,764	1,477	10	2,159	5	50%	5	50%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Mobile Truck Repair	3,206	2,255	10	2,159	7	70%	3	30%	0	0%
Money Order Systems	642	3,529	10	2,159	7	70%	2	20%	1	10%
New Boiler	3,465	2,201	10	2,159	9	90%	1	10%	0	0%
Office Furniture Rental	9,344	1,430	10	2,159	9	90%	1	10%	0	0%
Oil Refinery	1,191	3,055	10	2,159	9	90%	1	10%	0	0%
Parking	194	4,297	10	2,159	7	70%	3	30%	0	0%
Pearl	2,228	2,536	10	2,159	2	20%	8	80%	0	0%
Pet Jewelry	742	3,422	10	2,159	4	40%	6	60%	0	0%
Petroleum	6,540	1,702	10	2,159	6	60%	4	40%	0	0%
Petroleum Oil	4,094	2,072	10	2,159	7	70%	3	30%	0	0%
Pharmaceutical Research	7,090	1,633	10	2,159	9	90%	1	10%	0	0%
Playing Cards	794	3,378	10	2,159	7	70%	3	30%	0	0%
Powder Coating	6,342	1,725	10	2,159	4	40%	6	60%	0	0%
Prosthodontist	1,834	2,700	10	2,159	8	80%	2	20%	0	0%
Publicity Service	3,493	2,192	10	2,159	6	60%	4	40%	0	0%
Quilting	1,819	2,703	10	2,159	9	90%	1	10%	0	0%
Quilting Supplies	2,024	2,609	10	2,159	7	70%	3	30%	0	0%
Records Management	2,860	2,349	10	2,159	5	50%	5	50%	0	0%
Robots	1,312	2,976	10	2,159	5	50%	5	50%	0	0%
Scrap Metal	11,001	1,324	10	2,159	6	60%	4	40%	0	0%
Seminar Marketing	3,466	2,200	10	2,159	7	70%	3	30%	0	0%
Senior Move Manager	3,457	2,205	10	2,159	6	60%	4	40%	0	0%
Specialty Auto Manufacturers	1,816	2,705	10	2,159	9	90%	1	10%	0	0%
Storage Facility Referral	539	3,660	10	2,159	7	70%	3	30%	0	0%
Suspension Repair	999	3,183	10	2,159	2	20%	8	80%	0	0%
Teacher Agency	6,716	1,678	10	2,159	8	80%	2	20%	0	0%
Truck Transmission	3,134	2,276	10	2,159	7	70%	3	30%	0	0%
Tuckpointing	12,104	1,270	10	2,159	6	60%	3	30%	1	10%
Viatical Settlement	6,515	1,705	10	2,159	3	30%	5	50%	2	20%
Vinyl Fence	5,061	1,900	10	2,159	2	20%	8	80%	0	0%
Washing Machine Parts	517	3,693	10	2,159	1	10%	9	90%	0	0%
Water Analysis	5,092	1,890	10	2,159	5	50%	4	40%	1	10%
Wholesale Canvas	1,309	2,978	10	2,159	6	60%	4	40%	0	0%
Wholesale Leather Goods	2,386	2,490	10	2,159	7	70%	2	20%	1	10%
Wholesale Mens Clothing	1,970	2,633	10	2,159	5	50%	5	50%	0	0%
Wine Broker	955	3,221	10	2,159	8	80%	2	20%	0	0%
Wood Carving	1,503	2,855	10	2,159	6	60%	4	40%	0	0%
Wood Finishing	7,220	1,617	10	2,159	8	80%	2	20%	0	0%
Above Ground Pools	5,295	1,861	9	2,239	8	89%	1	11%	0	0%
Agricultural Services	9,858	1,395	9	2,239	9	100%	0	0%	0	0%
Air Conditioning Cleaning	5,465	1,842	9	2,239	5	56%	4	44%	0	0%
Air Filters	5,785	1,791	9	2,239	3	33%	2	22%	4	44%
Air Quality Services	8,004	1,541	9	2,239	6	67%	2	22%	1	11%
Appointment Setting Service	2,475	2,466	9	2,239	9	100%	0	0%	0	0%
Auto Electric Equipment	5,264	1,865	9	2,239	6	67%	3	33%	0	0%
Biomedical Products	4,281	2,033	9	2,239	5	56%	4	44%	0	0%
Boat Trailers	3,526	2,184	9	2,239	3	33%	6	67%	0	0%
Boat Transportation	2,251	2,528	9	2,239	3	33%	6	67%	0	0%
Boating Club	1,982	2,628	9	2,239	5	56%	4	44%	0	0%
Bra	2,638	2,415	9	2,239	6	67%	3	33%	0	0%
Cake Decorating Supplies	1,774	2,723	9	2,239	2	22%	5	56%	2	22%
Car Diffuser	769	3,396	9	2,239	5	56%	4	44%	0	0%
Childrens Parties	1,994	2,623	9	2,239	3	33%	6	67%	0	0%
Chinese Food	846	3,330	9	2,239	4	44%	5	56%	0	0%
Coffee Break Services and Supplies	5,660	1,816	9	2,239	5	56%	4	44%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Commercial Artist	2,020	2,610	9	2,239	3	33%	5	56%	1	11%
Commercial Garbage Disposal	3,489	2,194	9	2,239	7	78%	2	22%	0	0%
Court Reporter	3,267	2,240	9	2,239	6	67%	3	33%	0	0%
Cultured Marble	7,249	1,611	9	2,239	6	67%	1	11%	2	22%
Detective Agency	6,113	1,744	9	2,239	6	67%	3	33%	0	0%
Disability Lawyers	14,886	1,123	9	2,239	5	56%	4	44%	0	0%
Disabled Persons Assistance	13,111	1,223	9	2,239	8	89%	1	11%	0	0%
Electrical Power Systems Maintenance	3,424	2,209	9	2,239	1	11%	7	78%	1	11%
Electronics and Technology	247	4,147	9	2,239	8	89%	1	11%	0	0%
Fire Protection Consultant	8,586	1,491	9	2,239	5	56%	4	44%	0	0%
Fishermens Supplies	1,605	2,807	9	2,239	2	22%	7	78%	0	0%
Flat Roofing Contractors	6,878	1,654	9	2,239	5	56%	4	44%	0	0%
Forensic Computers	1,438	2,896	9	2,239	8	89%	1	11%	0	0%
Furniture Cleaning Equipment	443	3,801	9	2,239	9	100%	0	0%	0	0%
Garage Floor	8,564	1,493	9	2,239	7	78%	1	11%	1	11%
Gas Engine	5,341	1,853	9	2,239	6	67%	3	33%	0	0%
Gas Power Equipment	849	3,327	9	2,239	7	78%	2	22%	0	0%
Gift Boxes	365	3,915	9	2,239	2	22%	7	78%	0	0%
Gluten Free Food	316	3,996	9	2,239	0	0%	9	100%	0	0%
Greenhouse Equipment	2,706	2,396	9	2,239	8	89%	1	11%	0	0%
Halloween Decorations	696	3,470	9	2,239	4	44%	5	56%	0	0%
Hemp Products	1,402	2,913	9	2,239	7	78%	2	22%	0	0%
Horse Boarding	3,429	2,208	9	2,239	4	44%	5	56%	0	0%
Hydraulic Equipment Repair	4,070	2,078	9	2,239	4	44%	5	56%	0	0%
Infrared Thermography	326	3,973	9	2,239	8	89%	1	11%	0	0%
Jewelry Supplies	3,160	2,266	9	2,239	7	78%	2	22%	0	0%
Knobs	4,242	2,043	9	2,239	9	100%	0	0%	0	0%
Lawn Installation	2,599	2,423	9	2,239	3	33%	6	67%	0	0%
Leadership Coaching	7,066	1,636	9	2,239	8	89%	1	11%	0	0%
Liability Insurance	6,114	1,743	9	2,239	7	78%	2	22%	0	0%
Lifts	9,825	1,396	9	2,239	9	100%	0	0%	0	0%
Lubricating Oil	4,422	2,004	9	2,239	3	33%	5	56%	1	11%
Magazine Sales by Telephone	2,168	2,554	9	2,239	6	67%	3	33%	0	0%
Medicare	10,569	1,348	9	2,239	7	78%	2	22%	0	0%
Merchandise Broker	1,720	2,748	9	2,239	5	56%	2	22%	2	22%
Mosquito Control	7,823	1,554	9	2,239	8	89%	1	11%	0	0%
Motion Picture Projection Service	524	3,682	9	2,239	8	89%	1	11%	0	0%
Oncology	1,996	2,622	9	2,239	8	89%	1	11%	0	0%
Patio Covers	7,554	1,583	9	2,239	8	89%	1	11%	0	0%
Pump Sales	6,487	1,709	9	2,239	7	78%	2	22%	0	0%
Radar Equipment	913	3,258	9	2,239	8	89%	1	11%	0	0%
Raft Trips	947	3,229	9	2,239	7	78%	2	22%	0	0%
Reading Lessons	9,366	1,428	9	2,239	6	67%	3	33%	0	0%
Riding Apparel	1,339	2,961	9	2,239	2	22%	6	67%	1	11%
Scooter Repair	1,090	3,120	9	2,239	5	56%	3	33%	1	11%
Sheet Metal Equipment	3,700	2,151	9	2,239	8	89%	1	11%	0	0%
Skating Rink	3,732	2,145	9	2,239	4	44%	5	56%	0	0%
Sleep Apnea	4,763	1,943	9	2,239	4	44%	5	56%	0	0%
Software Testing	1,558	2,828	9	2,239	4	44%	5	56%	0	0%
Steamship Agencies	1,347	2,956	9	2,239	7	78%	2	22%	0	0%
Storm Window Repair	4,291	2,029	9	2,239	3	33%	6	67%	0	0%
Support Groups	7,295	1,602	9	2,239	2	22%	7	78%	0	0%
Tea Manufacturers	638	3,535	9	2,239	4	44%	4	44%	1	11%
Teleconference	1,737	2,739	9	2,239	5	56%	4	44%	0	0%
Trailer Hitches	7,481	1,591	9	2,239	8	89%	1	11%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Transitional Housing	2,771	2,379	9	2,239	6	67%	2	22%	1	11%
Vending Machine Supplies	6,555	1,698	9	2,239	4	44%	4	44%	1	11%
Vinyl Flooring	4,002	2,089	9	2,239	5	56%	4	44%	0	0%
Water Conditioning Contractor	5,646	1,820	9	2,239	8	89%	1	11%	0	0%
Wax	500	3,714	9	2,239	2	22%	7	78%	0	0%
Wholesale Beverages	5,917	1,774	9	2,239	7	78%	2	22%	0	0%
Wholesale Fishing Tackle	1,954	2,638	9	2,239	3	33%	6	67%	0	0%
Wholesale Housewares	1,444	2,892	9	2,239	8	89%	1	11%	0	0%
Window Shade Supplies	5,288	1,862	9	2,239	2	22%	7	78%	0	0%
Wood Fence	2,066	2,597	9	2,239	3	33%	6	67%	0	0%
Yacht Charter Broker	5,679	1,813	9	2,239	5	56%	4	44%	0	0%
Accumulator	1,261	3,003	8	2,322	5	63%	3	38%	0	0%
Artificial Flowers	1,388	2,927	8	2,322	7	88%	1	13%	0	0%
Asphalt Equipment	2,185	2,547	8	2,322	3	38%	5	63%	0	0%
Auto Parts	343	3,952	8	2,322	7	88%	1	13%	0	0%
Ballroom	952	3,223	8	2,322	3	38%	5	63%	0	0%
Battery Rebuild	2,654	2,412	8	2,322	6	75%	2	25%	0	0%
Batting Cages	1,503	2,855	8	2,322	6	75%	1	13%	1	13%
Bid Report Service	1,169	3,069	8	2,322	8	100%	0	0%	0	0%
Bus Rental	1,080	3,128	8	2,322	2	25%	6	75%	0	0%
Carpet and Rug Repair	5,889	1,778	8	2,322	2	25%	6	75%	0	0%
Chauffeur	2,127	2,575	8	2,322	3	38%	5	63%	0	0%
Commercial Snow Removal Service	4,153	2,067	8	2,322	2	25%	6	75%	0	0%
Compressors	4,382	2,009	8	2,322	4	50%	4	50%	0	0%
Computer Gaming Center	1,138	3,088	8	2,322	6	75%	2	25%	0	0%
Design	368	3,907	8	2,322	1	13%	6	75%	1	13%
Diaper Service	2,384	2,492	8	2,322	2	25%	6	75%	0	0%
Dog Shock Collar	927	3,243	8	2,322	6	75%	2	25%	0	0%
Electric Equipment Manufacturers	4,081	2,075	8	2,322	6	75%	2	25%	0	0%
Electrical Power System Backup Systems	4,624	1,975	8	2,322	5	63%	1	13%	2	25%
Electrical Wiring	4,779	1,940	8	2,322	5	63%	3	38%	0	0%
Electronic Mail Service	977	3,206	8	2,322	3	38%	5	63%	0	0%
Employee Benefit Consultants	4,637	1,969	8	2,322	8	100%	0	0%	0	0%
Evaporative Coolers	911	3,259	8	2,322	6	75%	2	25%	0	0%
Financial Consultants	1,497	2,862	8	2,322	3	38%	4	50%	1	13%
Fix It Shop	1,245	3,015	8	2,322	6	75%	2	25%	0	0%
Floor Removal, Resurfacing and Refinishing	1,220	3,029	8	2,322	4	50%	4	50%	0	0%
Freeze Dried Food	2,341	2,504	8	2,322	7	88%	1	13%	0	0%
Freezer Food Sales	2,341	2,504	8	2,322	8	100%	0	0%	0	0%
Fungicides	52	4,832	8	2,322	4	50%	4	50%	0	0%
Golf Course Equipment	2,146	2,562	8	2,322	8	100%	0	0%	0	0%
Golf Equipment Manufacturers	2,371	2,496	8	2,322	7	88%	1	13%	0	0%
Greenhouse	4,373	2,011	8	2,322	2	25%	4	50%	2	25%
Hardware and Tools	67	4,740	8	2,322	7	88%	1	13%	0	0%
Heating Supply	1,294	2,983	8	2,322	2	25%	6	75%	0	0%
Industrial Design	4,635	1,970	8	2,322	1	13%	6	75%	1	13%
Irrigation Consultants	9,761	1,402	8	2,322	5	63%	3	38%	0	0%
Labor Organizations	3,235	2,248	8	2,322	3	38%	5	63%	0	0%
Lamp Supplies	982	3,201	8	2,322	6	75%	2	25%	0	0%
Legal Malpractice Attorney	1,006	3,181	8	2,322	4	50%	3	38%	1	13%
Liquid Storage	1,097	3,112	8	2,322	5	63%	3	38%	0	0%
Local Lottery	1,120	3,097	8	2,322	7	88%	1	13%	0	0%
Lubricants	1,910	2,662	8	2,322	6	75%	2	25%	0	0%
Machinery Repair	7,639	1,573	8	2,322	5	63%	3	38%	0	0%
Manicures	803	3,372	8	2,322	2	25%	6	75%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Marine Towing	937	3,233	8	2,322	2	25%	6	75%	0	0%
Martial Arts Supplies	2,695	2,399	8	2,322	5	63%	3	38%	0	0%
Mask	706	3,452	8	2,322	1	13%	4	50%	3	38%
Massage School	5,335	1,855	8	2,322	5	63%	3	38%	0	0%
Media Buying	653	3,520	8	2,322	2	25%	6	75%	0	0%
Medical Case Management	4,861	1,925	8	2,322	4	50%	3	38%	1	13%
Mirrors	4,716	1,952	8	2,322	3	38%	5	63%	0	0%
Nutritionist	11,188	1,310	8	2,322	7	88%	0	0%	1	13%
Oil Leases	5,754	1,795	8	2,322	2	25%	6	75%	0	0%
Oil Portraits	2,038	2,606	8	2,322	6	75%	1	13%	1	13%
Paving Materials	3,989	2,092	8	2,322	6	75%	2	25%	0	0%
Photographic Equipment Repair	3,469	2,199	8	2,322	5	63%	3	38%	0	0%
Plating	6,637	1,690	8	2,322	3	38%	5	63%	0	0%
Pond Supplies	4,236	2,045	8	2,322	5	63%	3	38%	0	0%
Postcard	1,392	2,925	8	2,322	7	88%	1	13%	0	0%
Promotional Items	1,684	2,769	8	2,322	8	100%	0	0%	0	0%
Pub	485	3,735	8	2,322	3	38%	5	63%	0	0%
Publishers Representatives	2,605	2,421	8	2,322	3	38%	4	50%	1	13%
Range Hoods	8,247	1,524	8	2,322	7	88%	0	0%	1	13%
Registered Interior Designer	3,296	2,236	8	2,322	4	50%	4	50%	0	0%
Scales	5,084	1,893	8	2,322	5	63%	3	38%	0	0%
Screen Printing Equipment	1,914	2,658	8	2,322	6	75%	2	25%	0	0%
Sewing Contractors	3,407	2,214	8	2,322	1	13%	7	88%	0	0%
Sewing Machine Manufacturers	698	3,465	8	2,322	8	100%	0	0%	0	0%
Shoe Manufacturers Supplies	1,887	2,677	8	2,322	4	50%	3	38%	1	13%
Short Sale	2,878	2,343	8	2,322	5	63%	1	13%	2	25%
Soda Fountain Equipment	1,052	3,141	8	2,322	1	13%	7	88%	0	0%
State Lottery	1,609	2,805	8	2,322	5	63%	2	25%	1	13%
Stock Exchange	1,263	3,001	8	2,322	3	38%	5	63%	0	0%
Stone Cutters	2,485	2,461	8	2,322	3	38%	5	63%	0	0%
Store Fixtures	3,009	2,303	8	2,322	6	75%	2	25%	0	0%
Tarp	2,431	2,475	8	2,322	7	88%	1	13%	0	0%
Telephone Solicitation	6,967	1,645	8	2,322	0	0%	2	25%	6	75%
Tennis Lessons	1,060	3,137	8	2,322	2	25%	6	75%	0	0%
Theatrical Agencies	3,379	2,221	8	2,322	4	50%	4	50%	0	0%
Tile Roofing Contractors	4,279	2,034	8	2,322	3	38%	5	63%	0	0%
Trailer Storage	1,324	2,967	8	2,322	7	88%	1	13%	0	0%
Ultrasound	3,591	2,174	8	2,322	5	63%	3	38%	0	0%
Used Electric Equipment	842	3,333	8	2,322	5	63%	3	38%	0	0%
Veterinary Supplies	4,286	2,031	8	2,322	5	63%	3	38%	0	0%
Vintage Auto Repair	2,651	2,413	8	2,322	3	38%	4	50%	1	13%
Virtual Tours	469	3,762	8	2,322	3	38%	5	63%	0	0%
Wall Coverings	1,965	2,636	8	2,322	7	88%	1	13%	0	0%
Water Cooler Equipment	2,710	2,393	8	2,322	2	25%	6	75%	0	0%
Water Mitigation	2,542	2,444	8	2,322	7	88%	1	13%	0	0%
Water Taxi	712	3,445	8	2,322	6	75%	2	25%	0	0%
Waterproofing Materials	6,068	1,752	8	2,322	6	75%	2	25%	0	0%
Wholesale Seeds	2,129	2,574	8	2,322	6	75%	2	25%	0	0%
Writer	1,687	2,767	8	2,322	2	25%	6	75%	0	0%
Adult Day Care	16,487	1,060	7	2,415	1	14%	5	71%	1	14%
Advance Fee Job Listing and Advisory Services	2,518	2,454	7	2,415	2	29%	4	57%	1	14%
Aluminum	5,721	1,805	7	2,415	5	71%	2	29%	0	0%
Antique Appraisal	3,695	2,153	7	2,415	4	57%	3	43%	0	0%
Art Restoration	2,890	2,338	7	2,415	5	71%	2	29%	0	0%
Assembly Services	3,660	2,161	7	2,415	3	43%	4	57%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Asset Evaluation	4,662	1,960	7	2,415	2	29%	5	71%	0	0%
Auto Air Conditioning Equipment	2,530	2,448	7	2,415	5	71%	2	29%	0	0%
Backflow Testing	3,922	2,105	7	2,415	6	86%	1	14%	0	0%
Bagel	1,474	2,871	7	2,415	5	71%	2	29%	0	0%
Bankruptcy and Tax Attorney	6,201	1,736	7	2,415	5	71%	2	29%	0	0%
Bird Supplies	1,780	2,721	7	2,415	6	86%	1	14%	0	0%
Bistro	398	3,861	7	2,415	5	71%	1	14%	1	14%
Car Upholstery Cleaning	1,449	2,888	7	2,415	2	29%	5	71%	0	0%
Child Support Enforcement	2,141	2,567	7	2,415	6	86%	1	14%	0	0%
Chimney Cleaning Equipment	1,686	2,768	7	2,415	2	29%	5	71%	0	0%
Cleaning Supplies by Mail	1,470	2,872	7	2,415	6	86%	1	14%	0	0%
Commodity Trading Advisory Service	1,461	2,879	7	2,415	1	14%	6	86%	0	0%
Computer Room Equipment	2,135	2,570	7	2,415	3	43%	4	57%	0	0%
Concrete Countertops	1,559	2,826	7	2,415	1	14%	6	86%	0	0%
Dance Supplies	1,793	2,712	7	2,415	4	57%	3	43%	0	0%
Decorative Screens	1,366	2,942	7	2,415	3	43%	4	57%	0	0%
Dental Equipment Repair	1,422	2,900	7	2,415	3	43%	4	57%	0	0%
Desktop Publishing	2,667	2,405	7	2,415	4	57%	3	43%	0	0%
Diving Services	2,061	2,601	7	2,415	3	43%	4	57%	0	0%
Dump Truck	7,313	1,600	7	2,415	6	86%	1	14%	0	0%
Electronic Equipment Testing	3,660	2,161	7	2,415	6	86%	1	14%	0	0%
Executive Search Consultants	10,541	1,350	7	2,415	1	14%	5	71%	1	14%
Exterior Building Cleaning	6,373	1,721	7	2,415	3	43%	4	57%	0	0%
Fabric Bags	3,463	2,202	7	2,415	3	43%	4	57%	0	0%
Fan Club	478	3,747	7	2,415	6	86%	1	14%	0	0%
Farming Services	1,938	2,646	7	2,415	6	86%	1	14%	0	0%
Fence Staining	4,699	1,954	7	2,415	4	57%	3	43%	0	0%
Fidelity Bonds	11,205	1,309	7	2,415	6	86%	1	14%	0	0%
Fire sprinklers	14,910	1,121	7	2,415	6	86%	1	14%	0	0%
Fireworks	5,878	1,780	7	2,415	5	71%	2	29%	0	0%
Floor Machine	479	3,742	7	2,415	2	29%	3	43%	2	29%
Forklift Truck	2,656	2,411	7	2,415	3	43%	4	57%	0	0%
Frozen Dessert Distributors	2,061	2,601	7	2,415	4	57%	3	43%	0	0%
Fruit Shippers	5,034	1,907	7	2,415	6	86%	1	14%	0	0%
Fuel Injection Services	3,652	2,164	7	2,415	6	86%	1	14%	0	0%
Furniture Manufacturers Equipment	752	3,408	7	2,415	3	43%	4	57%	0	0%
Gambling Machines	1,039	3,155	7	2,415	0	0%	6	86%	1	14%
Gas Contractors	2,771	2,379	7	2,415	3	43%	4	57%	0	0%
Gazebo	2,775	2,378	7	2,415	4	57%	3	43%	0	0%
Goldsmith	1,108	3,105	7	2,415	5	71%	2	29%	0	0%
Hail Repair	3,967	2,094	7	2,415	1	14%	5	71%	1	14%
Hatchery	1,667	2,780	7	2,415	4	57%	3	43%	0	0%
Home Brewing Supplies	2,235	2,532	7	2,415	6	86%	1	14%	0	0%
Home Staging	7,165	1,625	7	2,415	7	100%	0	0%	0	0%
Horse Training	5,323	1,856	7	2,415	2	29%	4	57%	1	14%
Hosiery	2,667	2,405	7	2,415	7	100%	0	0%	0	0%
Hospice	16,939	1,039	7	2,415	4	57%	3	43%	0	0%
Human Service Organizations	6,466	1,710	7	2,415	4	57%	3	43%	0	0%
Ice	2,549	2,441	7	2,415	3	43%	4	57%	0	0%
Insulation Supplies	2,933	2,319	7	2,415	6	86%	1	14%	0	0%
Insurance Software	886	3,289	7	2,415	3	43%	4	57%	0	0%
Judgment Recovery	6,344	1,723	7	2,415	2	29%	5	71%	0	0%
Kayak Lessons	457	3,776	7	2,415	1	14%	5	71%	1	14%
Laundry Supplies	523	3,686	7	2,415	4	57%	3	43%	0	0%
Lead Abatement	2,295	2,514	7	2,415	0	0%	6	86%	1	14%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Lithographer	592	3,601	7	2,415	4	57%	3	43%	0	0%
Livestock Breeding	2,720	2,390	7	2,415	3	43%	4	57%	0	0%
Low Voltage Contractors	10,391	1,360	7	2,415	4	57%	3	43%	0	0%
Mining	4,650	1,963	7	2,415	4	57%	3	43%	0	0%
Model Maker	1,272	2,995	7	2,415	2	29%	5	71%	0	0%
Molds	4,347	2,018	7	2,415	2	29%	5	71%	0	0%
Motion Picture Producers	3,505	2,190	7	2,415	1	14%	6	86%	0	0%
Motorcycle Driving School	925	3,245	7	2,415	7	100%	0	0%	0	0%
Network Cabling Installation	2,929	2,322	7	2,415	6	86%	1	14%	0	0%
Nursing	5,699	1,810	7	2,415	3	43%	4	57%	0	0%
Office Furniture Manufacturers	1,863	2,684	7	2,415	7	100%	0	0%	0	0%
Outboard Motor Repair	2,933	2,319	7	2,415	5	71%	2	29%	0	0%
Paging Equipment	2,927	2,323	7	2,415	2	29%	5	71%	0	0%
Paint Manufacturing Materials	734	3,427	7	2,415	7	100%	0	0%	0	0%
Paving Stones	4,519	1,990	7	2,415	2	29%	5	71%	0	0%
Personal Emergency Response System	1,704	2,759	7	2,415	3	43%	4	57%	0	0%
Personal Security Guard	6,840	1,663	7	2,415	2	29%	5	71%	0	0%
Photo Retouching	889	3,288	7	2,415	7	100%	0	0%	0	0%
Photography Schools	1,554	2,832	7	2,415	6	86%	1	14%	0	0%
Piano Tuners	7,585	1,578	7	2,415	3	43%	4	57%	0	0%
Piercing	3,015	2,301	7	2,415	3	43%	4	57%	0	0%
Pole Fitness	366	3,913	7	2,415	7	100%	0	0%	0	0%
Political Organization	1,986	2,626	7	2,415	4	57%	3	43%	0	0%
Popcorn	3,301	2,231	7	2,415	3	43%	3	43%	1	14%
Poultry Farm	3,056	2,292	7	2,415	7	100%	0	0%	0	0%
Prison Consultant	1,803	2,709	7	2,415	5	71%	2	29%	0	0%
Private Tennis Court	965	3,214	7	2,415	6	86%	1	14%	0	0%
Racks	1,393	2,923	7	2,415	5	71%	2	29%	0	0%
Refrigerator and Freezer Dealers	2,013	2,613	7	2,415	3	43%	4	57%	0	0%
Roof Structure	4,467	1,999	7	2,415	3	43%	4	57%	0	0%
Skilled Home Health Care	10,276	1,372	7	2,415	3	43%	3	43%	1	14%
Skylights	10,121	1,383	7	2,415	7	100%	0	0%	0	0%
Smoke Detectors	2,590	2,427	7	2,415	3	43%	4	57%	0	0%
Snow Removal Equipment	3,195	2,260	7	2,415	6	86%	1	14%	0	0%
Sports Medicine	2,016	2,612	7	2,415	3	43%	4	57%	0	0%
Stock Certificates	1,375	2,934	7	2,415	1	14%	6	86%	0	0%
Strategic Planning Consultants	5,426	1,844	7	2,415	4	57%	3	43%	0	0%
Talent Representation	3,604	2,172	7	2,415	2	29%	5	71%	0	0%
Tire Retreading Equipment	787	3,384	7	2,415	2	29%	4	57%	1	14%
Tournament	968	3,213	7	2,415	4	57%	3	43%	0	0%
Towel Wholesale	1,462	2,878	7	2,415	6	86%	1	14%	0	0%
Typewriter	355	3,933	7	2,415	5	71%	2	29%	0	0%
Veterinary Laboratory	998	3,184	7	2,415	4	57%	3	43%	0	0%
Vinyl Repair	2,235	2,532	7	2,415	1	14%	6	86%	0	0%
Water Works Contractors	5,042	1,904	7	2,415	6	86%	1	14%	0	0%
Wholesale Bottles	2,813	2,363	7	2,415	1	14%	6	86%	0	0%
Wholesale Dresses	1,186	3,058	7	2,415	4	57%	3	43%	0	0%
Wholesale Greeting Cards	1,108	3,105	7	2,415	7	100%	0	0%	0	0%
Wholesale Seafood	4,572	1,982	7	2,415	5	71%	2	29%	0	0%
Zoo and Aquarium	2,792	2,372	7	2,415	7	100%	0	0%	0	0%
Agricultural Waste Management	770	3,395	6	2,526	4	67%	2	33%	0	0%
Air Fragrance	2,180	2,549	6	2,526	4	67%	2	33%	0	0%
Annuity	11,176	1,311	6	2,526	4	67%	2	33%	0	0%
Antique Auto Parts	2,114	2,580	6	2,526	3	50%	3	50%	0	0%
Apparel Fasteners	1,047	3,146	6	2,526	6	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Arbitration Services	3,084	2,287	6	2,526	5	83%	1	17%	0	0%
Bathtub Liners	1,725	2,747	6	2,526	5	83%	1	17%	0	0%
Bowling Accessories	681	3,490	6	2,526	1	17%	5	83%	0	0%
Brushes	476	3,751	6	2,526	4	67%	2	33%	0	0%
Building and Construction	682	3,489	6	2,526	1	17%	5	83%	0	0%
Bullet-Resistant Equipment	683	3,486	6	2,526	1	17%	4	67%	1	17%
Cabinet Hardware	2,305	2,512	6	2,526	3	50%	3	50%	0	0%
Carpet and Rug Cleaning Equipment and Supplies	5,268	1,863	6	2,526	4	67%	2	33%	0	0%
Carpet Pads	2,897	2,335	6	2,526	5	83%	1	17%	0	0%
Ceiling Contractors	8,319	1,516	6	2,526	4	67%	2	33%	0	0%
Charity - Cancer	12,860	1,233	6	2,526	5	83%	1	17%	0	0%
Charity - Religious	8,738	1,483	6	2,526	3	50%	3	50%	0	0%
Cleaning Leather	1,249	3,013	6	2,526	3	50%	3	50%	0	0%
College Savings Plans	2,067	2,596	6	2,526	5	83%	1	17%	0	0%
Columns	871	3,304	6	2,526	6	100%	0	0%	0	0%
Commissary Contractors	1,026	3,169	6	2,526	3	50%	3	50%	0	0%
Construction Estimate	4,659	1,962	6	2,526	2	33%	3	50%	1	17%
Craft Classes	1,098	3,111	6	2,526	2	33%	3	50%	1	17%
Crawl Space Contractors	9,406	1,421	6	2,526	4	67%	2	33%	0	0%
Customs Consultant	866	3,309	6	2,526	3	50%	3	50%	0	0%
Cyber Security	633	3,543	6	2,526	4	67%	2	33%	0	0%
Drivers Education	1,662	2,783	6	2,526	2	33%	3	50%	1	17%
Driving Range	462	3,771	6	2,526	3	50%	3	50%	0	0%
Electric Supplies Manufacturers	2,159	2,557	6	2,526	6	100%	0	0%	0	0%
Electronic Design	1,786	2,719	6	2,526	1	17%	5	83%	0	0%
Embroidery Machine	631	3,547	6	2,526	2	33%	4	67%	0	0%
Employment Counselor	7,154	1,627	6	2,526	5	83%	1	17%	0	0%
Engineering Equipment	2,529	2,449	6	2,526	4	67%	2	33%	0	0%
Excavating Equipment	2,521	2,452	6	2,526	4	67%	2	33%	0	0%
Faux Finishes	4,683	1,957	6	2,526	2	33%	3	50%	1	17%
Feed Dealers	6,734	1,676	6	2,526	4	67%	2	33%	0	0%
Fence Fittings	4,250	2,042	6	2,526	6	100%	0	0%	0	0%
Fencing Classes	2,347	2,502	6	2,526	0	0%	5	83%	1	17%
Fiberglass Repair	2,984	2,309	6	2,526	5	83%	1	17%	0	0%
Futon Sales	2,579	2,430	6	2,526	6	100%	0	0%	0	0%
Gas Cylinder	432	3,821	6	2,526	3	50%	3	50%	0	0%
Gauge	1,748	2,732	6	2,526	4	67%	2	33%	0	0%
Generator Maintenance	2,009	2,616	6	2,526	3	50%	3	50%	0	0%
Handwriting Expert	546	3,650	6	2,526	1	17%	4	67%	1	17%
Health Care	1,263	3,001	6	2,526	2	33%	4	67%	0	0%
Helicopter Rental	1,144	3,083	6	2,526	4	67%	2	33%	0	0%
Hookah Bar	450	3,788	6	2,526	1	17%	5	83%	0	0%
Horse Breeding	3,150	2,268	6	2,526	3	50%	1	17%	2	33%
Horse Transport	2,301	2,513	6	2,526	5	83%	1	17%	0	0%
Industrial Steam Cleaning	2,087	2,591	6	2,526	4	67%	2	33%	0	0%
Insecticide	1,266	2,998	6	2,526	1	17%	5	83%	0	0%
Iron	1,200	3,046	6	2,526	2	33%	4	67%	0	0%
Junk Dealers	4,307	2,027	6	2,526	2	33%	4	67%	0	0%
Karaoke	1,844	2,693	6	2,526	3	50%	3	50%	0	0%
Kennel Supplies	1,107	3,107	6	2,526	6	100%	0	0%	0	0%
Laminating Machine	1,501	2,857	6	2,526	5	83%	1	17%	0	0%
Lapidary Equipment	228	4,193	6	2,526	2	33%	4	67%	0	0%
Laser Therapy	4,839	1,934	6	2,526	4	67%	2	33%	0	0%
Lawn Tractor Dealers	761	3,405	6	2,526	4	67%	2	33%	0	0%
Letterpress Printing	633	3,543	6	2,526	1	17%	5	83%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Litigation Support	3,782	2,132	6	2,526	1	17%	5	83%	0	0%
Loan Acceleration	1,677	2,771	6	2,526	3	50%	3	50%	0	0%
Long Term Care Insurance	4,268	2,038	6	2,526	6	100%	0	0%	0	0%
Luggage Repair	738	3,424	6	2,526	0	0%	4	67%	2	33%
Marijuana Accessories	110	4,560	6	2,526	3	50%	3	50%	0	0%
Meat Brokers	3,498	2,191	6	2,526	1	17%	5	83%	0	0%
Medical Coding	1,822	2,702	6	2,526	5	83%	1	17%	0	0%
Medical Gas	2,452	2,470	6	2,526	6	100%	0	0%	0	0%
Misting System	1,150	3,081	6	2,526	4	67%	2	33%	0	0%
Modeling Schools	12,571	1,254	6	2,526	5	83%	1	17%	0	0%
Mushrooms	1,248	3,014	6	2,526	2	33%	4	67%	0	0%
Natural Stone Cleaning	3,800	2,129	6	2,526	2	33%	4	67%	0	0%
Oil Marketing	1,284	2,989	6	2,526	6	100%	0	0%	0	0%
Oil Tank Removal	5,161	1,880	6	2,526	2	33%	3	50%	1	17%
Online Animal Prescriptions	6,706	1,681	6	2,526	1	17%	4	67%	1	17%
Orchard	922	3,248	6	2,526	5	83%	1	17%	0	0%
Outboard Motors	2,666	2,407	6	2,526	5	83%	1	17%	0	0%
Painting Supplies	2,845	2,354	6	2,526	2	33%	4	67%	0	0%
Personal Chef	2,126	2,576	6	2,526	3	50%	2	33%	1	17%
Pet Exercise	5,134	1,884	6	2,526	2	33%	4	67%	0	0%
Physicians and Surgeons Information Bureaus	985	3,196	6	2,526	4	67%	1	17%	1	17%
Pickles	289	4,046	6	2,526	4	67%	2	33%	0	0%
Picture Framing	1,606	2,806	6	2,526	2	33%	4	67%	0	0%
Piping Contractors	4,315	2,025	6	2,526	2	33%	4	67%	0	0%
Pond Management	3,079	2,288	6	2,526	4	67%	2	33%	0	0%
Pool Tables	1,842	2,694	6	2,526	4	67%	2	33%	0	0%
Probate Attorney	8,945	1,464	6	2,526	4	67%	2	33%	0	0%
Programmed Instruction	986	3,195	6	2,526	3	50%	3	50%	0	0%
Projector	1,043	3,153	6	2,526	0	0%	5	83%	1	17%
Public Opinion Analysts	3,767	2,138	6	2,526	3	50%	2	33%	1	17%
Public Pool	1,845	2,691	6	2,526	5	83%	1	17%	0	0%
Pyramid Companies	7,262	1,608	6	2,526	5	83%	1	17%	0	0%
Registered Dietitian	2,061	2,601	6	2,526	3	50%	3	50%	0	0%
Sawmill	4,752	1,945	6	2,526	4	67%	2	33%	0	0%
Service Animal Training	1,419	2,902	6	2,526	1	17%	5	83%	0	0%
Ski Equipment Rental	603	3,586	6	2,526	2	33%	4	67%	0	0%
Soda Fountain Supplies	247	4,147	6	2,526	6	100%	0	0%	0	0%
Soundproofing	632	3,546	6	2,526	2	33%	4	67%	0	0%
Spray On Truck Bed Liner	2,701	2,397	6	2,526	3	50%	3	50%	0	0%
Sundries	1,306	2,979	6	2,526	2	33%	4	67%	0	0%
Tax Enrolled Agent	9,130	1,447	6	2,526	6	100%	0	0%	0	0%
Testing Equipment	2,180	2,549	6	2,526	4	67%	2	33%	0	0%
Tobacco Wholesale	3,148	2,269	6	2,526	2	33%	4	67%	0	0%
Transcription Services	11,844	1,284	6	2,526	4	67%	2	33%	0	0%
Tree Transplanting Service	898	3,276	6	2,526	1	17%	5	83%	0	0%
Utility Locating	5,723	1,803	6	2,526	6	100%	0	0%	0	0%
Ventilation	2,825	2,362	6	2,526	5	83%	1	17%	0	0%
Ventilation System Cleaning	4,736	1,949	6	2,526	2	33%	4	67%	0	0%
Washers	572	3,620	6	2,526	1	17%	5	83%	0	0%
Water Skiing Equipment	1,026	3,169	6	2,526	5	83%	1	17%	0	0%
Water Well Drilling Equipment	3,398	2,215	6	2,526	5	83%	1	17%	0	0%
Weather Vane	254	4,130	6	2,526	0	0%	6	100%	0	0%
Wedding Officiate	13,155	1,222	6	2,526	1	17%	5	83%	0	0%
Wedding Services	1,364	2,945	6	2,526	5	83%	1	17%	0	0%
Wholesale Bakers	4,195	2,059	6	2,526	2	33%	4	67%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Wholesale Bridal Supplies	366	3,913	6	2,526	5	83%	1	17%	0	0%
Wholesale Clocks	501	3,711	6	2,526	2	33%	4	67%	0	0%
Wholesale Novelties	1,602	2,810	6	2,526	5	83%	1	17%	0	0%
Wholesale Shirts	1,753	2,729	6	2,526	3	50%	3	50%	0	0%
Wholesale Upholstery Fabric	1,705	2,756	6	2,526	3	50%	3	50%	0	0%
Wine Bar	1,128	3,094	6	2,526	3	50%	3	50%	0	0%
Wood Engraver	1,101	3,109	6	2,526	5	83%	1	17%	0	0%
Acting Classes	3,206	2,255	5	2,648	3	60%	2	40%	0	0%
Aerial Advertising	928	3,242	5	2,648	3	60%	2	40%	0	0%
AIDS Research	5,005	1,910	5	2,648	2	40%	3	60%	0	0%
Air Courier Service	1,459	2,881	5	2,648	0	0%	3	60%	2	40%
Alternators	1,848	2,689	5	2,648	5	100%	0	0%	0	0%
Antique Reproduction	1,359	2,947	5	2,648	5	100%	0	0%	0	0%
Aquarium Maintenance	1,410	2,908	5	2,648	3	60%	2	40%	0	0%
Art Organizations	1,144	3,083	5	2,648	3	60%	2	40%	0	0%
Auto Consignment	1,147	3,082	5	2,648	0	0%	5	100%	0	0%
Battery Manufacturers	2,285	2,518	5	2,648	4	80%	0	0%	1	20%
Beer and Ale	2,881	2,340	5	2,648	3	60%	2	40%	0	0%
Bible	777	3,391	5	2,648	5	100%	0	0%	0	0%
Blacksmith	1,058	3,139	5	2,648	2	40%	3	60%	0	0%
Boat Cleaning	1,414	2,903	5	2,648	4	80%	1	20%	0	0%
Bookbinding	2,944	2,317	5	2,648	4	80%	1	20%	0	0%
Bowling Lane Equipment	343	3,952	5	2,648	0	0%	5	100%	0	0%
Canoeing	904	3,268	5	2,648	1	20%	4	80%	0	0%
Cap and Gown	1,793	2,712	5	2,648	2	40%	3	60%	0	0%
Cardio-phlebotomy Training and Certification	342	3,957	5	2,648	2	40%	3	60%	0	0%
Carpet and Rug Binding	386	3,880	5	2,648	3	60%	1	20%	1	20%
Cash Registers	3,044	2,293	5	2,648	1	20%	4	80%	0	0%
Cement Manufacturers	1,115	3,100	5	2,648	2	40%	3	60%	0	0%
Chiropractor Equipment	3,135	2,274	5	2,648	5	100%	0	0%	0	0%
Closed Circuit TV	1,008	3,178	5	2,648	1	20%	4	80%	0	0%
Clutches	725	3,435	5	2,648	4	80%	1	20%	0	0%
Coin Sorter	423	3,836	5	2,648	5	100%	0	0%	0	0%
Commercial Property Management	554	3,639	5	2,648	5	100%	0	0%	0	0%
Concrete Repair	270	4,093	5	2,648	1	20%	4	80%	0	0%
Content Management System	750	3,412	5	2,648	1	20%	4	80%	0	0%
Corn Products	162	4,383	5	2,648	2	40%	3	60%	0	0%
Custom Framing	5,306	1,858	5	2,648	2	40%	2	40%	1	20%
Data Processing Supplies	494	3,726	5	2,648	1	20%	4	80%	0	0%
Dental Sedation	368	3,907	5	2,648	3	60%	2	40%	0	0%
Dialysis Clinic	1,163	3,072	5	2,648	0	0%	5	100%	0	0%
Diamond Buyers	10,311	1,367	5	2,648	5	100%	0	0%	0	0%
Diving Lessons	4,211	2,055	5	2,648	2	40%	2	40%	1	20%
Drywall Contractors Equipment and Supplies	2,526	2,450	5	2,648	0	0%	5	100%	0	0%
E-Learning	7,584	1,579	5	2,648	3	60%	1	20%	1	20%
Editorial Services	4,183	2,061	5	2,648	4	80%	1	20%	0	0%
Elder Law Attorney	8,321	1,515	5	2,648	4	80%	1	20%	0	0%
Electric Connectors	2,791	2,373	5	2,648	3	60%	1	20%	1	20%
Electric Flashers	50	4,847	5	2,648	0	0%	4	80%	1	20%
Electronic Waste Management	907	3,264	5	2,648	2	40%	3	60%	0	0%
Employee Assistance Program	1,135	3,092	5	2,648	1	20%	4	80%	0	0%
Employment Lawyers	4,677	1,958	5	2,648	4	80%	1	20%	0	0%
Encyclopedia and Book Sales by Internet	1,205	3,043	5	2,648	1	20%	4	80%	0	0%
Environmental Engineer	1,506	2,853	5	2,648	5	100%	0	0%	0	0%
Environmental Organizations	3,044	2,293	5	2,648	3	60%	2	40%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Express Shipping Services	51	4,840	5	2,648	4	80%	1	20%	0	0%
Fashion	1	5,424	5	2,648	1	20%	4	80%	0	0%
Fire Department	892	3,283	5	2,648	3	60%	2	40%	0	0%
Fish Hatchery	1,162	3,074	5	2,648	3	60%	2	40%	0	0%
Floodlights	381	3,888	5	2,648	2	40%	3	60%	0	0%
Food and Beverage Consultants	2,618	2,418	5	2,648	2	40%	3	60%	0	0%
Foot Appliances	1,423	2,899	5	2,648	2	40%	3	60%	0	0%
Forensic Loan Audit	6,125	1,741	5	2,648	3	60%	2	40%	0	0%
Foundry	5,383	1,848	5	2,648	3	60%	1	20%	1	20%
Glass Block	8,361	1,511	5	2,648	5	100%	0	0%	0	0%
Glazier	6,815	1,666	5	2,648	3	60%	2	40%	0	0%
Hair Removal Equipment	515	3,695	5	2,648	4	80%	1	20%	0	0%
Handmade Art	659	3,512	5	2,648	3	60%	1	20%	1	20%
Health Care Placement	3,897	2,112	5	2,648	3	60%	2	40%	0	0%
Helicopter Parts	493	3,727	5	2,648	1	20%	4	80%	0	0%
Household Waste Compactor	223	4,212	5	2,648	1	20%	4	80%	0	0%
Jeans	1,043	3,153	5	2,648	1	20%	4	80%	0	0%
Lead	1,127	3,095	5	2,648	2	40%	3	60%	0	0%
Leadership Development	4,483	1,994	5	2,648	2	40%	3	60%	0	0%
Livestock Supplies	14,729	1,134	5	2,648	4	80%	1	20%	0	0%
Magician Supplies	513	3,699	5	2,648	3	60%	1	20%	1	20%
Mechanical Engineer	3,777	2,135	5	2,648	0	0%	5	100%	0	0%
Membrane Lining	2,597	2,425	5	2,648	3	60%	1	20%	1	20%
Meters	1,467	2,876	5	2,648	1	20%	4	80%	0	0%
Midwives	1,791	2,715	5	2,648	2	40%	3	60%	0	0%
Mobile Marketing Consultants	2,191	2,545	5	2,648	4	80%	1	20%	0	0%
Motor Coach Companies	2,357	2,501	5	2,648	3	60%	2	40%	0	0%
Noise Control Consultants	740	3,423	5	2,648	4	80%	1	20%	0	0%
Oil Burners	4,714	1,953	5	2,648	4	80%	1	20%	0	0%
Optical Imaging	2,237	2,529	5	2,648	3	60%	2	40%	0	0%
Organic Farms	1,480	2,869	5	2,648	4	80%	1	20%	0	0%
Pallets	7,035	1,640	5	2,648	4	80%	1	20%	0	0%
Paper Distributors	2,579	2,430	5	2,648	2	40%	3	60%	0	0%
Pharmaceutical Consultant	2,005	2,619	5	2,648	2	40%	3	60%	0	0%
Photography Sales by Mail	463	3,769	5	2,648	0	0%	4	80%	1	20%
Pinball Machines	1,867	2,682	5	2,648	4	80%	0	0%	1	20%
Plastic Fabrication	3,232	2,250	5	2,648	2	40%	3	60%	0	0%
Plastics Research	813	3,360	5	2,648	5	100%	0	0%	0	0%
Porch Shades	649	3,524	5	2,648	0	0%	5	100%	0	0%
Post Construction Cleaning	6,757	1,672	5	2,648	3	60%	2	40%	0	0%
Pottery	3,519	2,185	5	2,648	3	60%	2	40%	0	0%
Power Steering Repair	866	3,309	5	2,648	5	100%	0	0%	0	0%
Power Transmission	2,115	2,579	5	2,648	3	60%	2	40%	0	0%
Precious Metal Refiners	5,075	1,896	5	2,648	4	80%	1	20%	0	0%
Printing Technician	339	3,960	5	2,648	0	0%	5	100%	0	0%
Professional Employer Organization	3,333	2,229	5	2,648	1	20%	3	60%	1	20%
Professional Organizer	1,903	2,668	5	2,648	2	40%	3	60%	0	0%
Pub Food	284	4,061	5	2,648	1	20%	4	80%	0	0%
Public Speakers	1,038	3,158	5	2,648	3	60%	2	40%	0	0%
Pumping Contractors	3,733	2,144	5	2,648	2	40%	2	40%	1	20%
Racquetball Courts	336	3,963	5	2,648	3	60%	2	40%	0	0%
Roof Cooling Systems	660	3,511	5	2,648	2	40%	3	60%	0	0%
Rubber Footwear	699	3,463	5	2,648	4	80%	1	20%	0	0%
Safe Movers	1,393	2,923	5	2,648	3	60%	2	40%	0	0%
Sculptor	599	3,592	5	2,648	4	80%	1	20%	0	0%

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Seats	930	3,240	5	2,648	1	20%	4	80%	0	0%
Senior Delivery Services	1,481	2,867	5	2,648	5	100%	0	0%	0	0%
Sheet Metal Contractor	4,286	2,031	5	2,648	2	40%	2	40%	1	20%
Sheet Music	1,982	2,628	5	2,648	3	60%	2	40%	0	0%
Siding Material	6,880	1,653	5	2,648	4	80%	1	20%	0	0%
Sign Equipment	1,893	2,673	5	2,648	4	80%	1	20%	0	0%
Smoking Cessation	2,906	2,332	5	2,648	0	0%	4	80%	1	20%
Steel Warehouse	7,773	1,561	5	2,648	3	60%	2	40%	0	0%
Studio Rental	425	3,833	5	2,648	3	60%	2	40%	0	0%
Textile Printing Equipment	901	3,272	5	2,648	1	20%	3	60%	1	20%
Theatrical Managers and Producers	800	3,375	5	2,648	2	40%	3	60%	0	0%
Tile Manufacturers	1,598	2,812	5	2,648	3	60%	2	40%	0	0%
Traffic Engineers	1,629	2,796	5	2,648	5	100%	0	0%	0	0%
Truck Bed Liner	2,010	2,615	5	2,648	2	40%	3	60%	0	0%
Truck Bodies	1,838	2,697	5	2,648	4	80%	1	20%	0	0%
Venetian Blind Manufacturer	2,113	2,581	5	2,648	5	100%	0	0%	0	0%
Veterinarian Information	550	3,643	5	2,648	3	60%	2	40%	0	0%
Veterinary Physical Therapy	479	3,742	5	2,648	2	40%	3	60%	0	0%
Vocal Lessons	1,562	2,823	5	2,648	3	60%	2	40%	0	0%
Volleyball Clubs	584	3,613	5	2,648	3	60%	2	40%	0	0%
Wholesale Car Stereos	1,209	3,037	5	2,648	3	60%	2	40%	0	0%
Wholesale Plants	1,499	2,859	5	2,648	3	60%	2	40%	0	0%
Wind Energy Systems	2,573	2,434	5	2,648	1	20%	4	80%	0	0%
Wine Storage	1,986	2,626	5	2,648	4	80%	1	20%	0	0%
Woodworking Tools	875	3,294	5	2,648	2	40%	3	60%	0	0%
Workers Compensation Lawyers	5,975	1,765	5	2,648	5	100%	0	0%	0	0%
Yogurt	1,189	3,056	5	2,648	1	20%	4	80%	0	0%
Abortion Services	1,144	3,083	4	2,778	1	25%	3	75%	0	0%
Accident Reconstruction	2,413	2,484	4	2,778	1	25%	3	75%	0	0%
Advance Fee Modeling Agencies	2,993	2,307	4	2,778	0	0%	4	100%	0	0%
Aircraft Maintenance	6,077	1,750	4	2,778	2	50%	2	50%	0	0%
Airline Training	3,000	2,306	4	2,778	1	25%	2	50%	1	25%
Auction Supplies	4,642	1,967	4	2,778	3	75%	1	25%	0	0%
Auto	229	4,189	4	2,778	4	100%	0	0%	0	0%
Auto Floor Mats	2,863	2,348	4	2,778	4	100%	0	0%	0	0%
Aviation Consultants	2,108	2,582	4	2,778	2	50%	2	50%	0	0%
Bag Making Machinery	104	4,593	4	2,778	1	25%	3	75%	0	0%
Baking Oven	293	4,039	4	2,778	2	50%	2	50%	0	0%
Bat Removal	3,839	2,122	4	2,778	3	75%	1	25%	0	0%
Bed Bug Inspection	1,965	2,636	4	2,778	2	50%	2	50%	0	0%
Biochemicals	1,448	2,889	4	2,778	4	100%	0	0%	0	0%
Biofeedback Therapy	2,837	2,357	4	2,778	4	100%	0	0%	0	0%
Blasting Contractors	2,174	2,552	4	2,778	0	0%	4	100%	0	0%
Boat Lifts	3,276	2,237	4	2,778	3	75%	1	25%	0	0%
Boating School	1,013	3,177	4	2,778	2	50%	2	50%	0	0%
Boiler Repair	5,203	1,873	4	2,778	1	25%	3	75%	0	0%
Book Sales	495	3,721	4	2,778	4	100%	0	0%	0	0%
Broken Glass	1,396	2,918	4	2,778	1	25%	3	75%	0	0%
Building Permits	1,775	2,722	4	2,778	2	50%	2	50%	0	0%
Calculator	666	3,507	4	2,778	1	25%	3	75%	0	0%
Cans	425	3,833	4	2,778	0	0%	4	100%	0	0%
Car Transportation	11,459	1,297	4	2,778	4	100%	0	0%	0	0%
Carbonic Gas	234	4,178	4	2,778	2	50%	2	50%	0	0%
Carpet and Rug Cleaning Equipment Rental	629	3,550	4	2,778	3	75%	0	0%	1	25%
Cement	1,910	2,662	4	2,778	1	25%	2	50%	1	25%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Charity - Veterans & Military	13,400	1,202	4	2,778	1	25%	3	75%	0	0%
Child Care Referral	6,724	1,677	4	2,778	4	100%	0	0%	0	0%
Chocolate	1,929	2,649	4	2,778	1	25%	3	75%	0	0%
Church Supplies	1,705	2,756	4	2,778	1	25%	3	75%	0	0%
Circus Animal Transportation	905	3,267	4	2,778	1	25%	3	75%	0	0%
Clay Bricks	4,924	1,917	4	2,778	2	50%	2	50%	0	0%
Concrete	7,511	1,587	4	2,778	3	75%	1	25%	0	0%
Copywriting	7,178	1,620	4	2,778	3	75%	1	25%	0	0%
Corrugated Boxes	4,098	2,071	4	2,778	4	100%	0	0%	0	0%
Crane Service	8,534	1,496	4	2,778	3	75%	1	25%	0	0%
Cranes	3,640	2,166	4	2,778	2	50%	2	50%	0	0%
Cremation Urns	5,860	1,783	4	2,778	3	75%	1	25%	0	0%
Decorative Ceramic	1,421	2,901	4	2,778	1	25%	3	75%	0	0%
Dental Assistant School	2,845	2,354	4	2,778	4	100%	0	0%	0	0%
Distillers	2,832	2,360	4	2,778	4	100%	0	0%	0	0%
Door-to-Door Sales	164	4,376	4	2,778	3	75%	1	25%	0	0%
Drapery Cleaners	1,209	3,037	4	2,778	0	0%	4	100%	0	0%
Drone Repair	208	4,249	4	2,778	1	25%	3	75%	0	0%
Dry Goods	1,166	3,070	4	2,778	1	25%	2	50%	1	25%
Economic Research and Analysis	3,387	2,218	4	2,778	4	100%	0	0%	0	0%
Electric Shaver	823	3,351	4	2,778	3	75%	1	25%	0	0%
Electrical Engineer	6,737	1,675	4	2,778	0	0%	3	75%	1	25%
Embroidery Design	445	3,798	4	2,778	3	75%	1	25%	0	0%
Entertainment	72	4,719	4	2,778	1	25%	2	50%	1	25%
Excursion Boat	1,892	2,674	4	2,778	2	50%	2	50%	0	0%
Executive Suites	1,319	2,970	4	2,778	2	50%	2	50%	0	0%
Express and Transfer Service	1,346	2,957	4	2,778	3	75%	1	25%	0	0%
Extruded Metal	1,538	2,838	4	2,778	3	75%	1	25%	0	0%
Fairgrounds	280	4,069	4	2,778	3	75%	1	25%	0	0%
Feather Products	983	3,198	4	2,778	0	0%	4	100%	0	0%
Fire Extinguisher	9,766	1,401	4	2,778	1	25%	3	75%	0	0%
Flood Control Equipment	916	3,255	4	2,778	3	75%	1	25%	0	0%
Floor Removal	2,559	2,437	4	2,778	3	75%	1	25%	0	0%
Floor Resurfacing	1,359	2,947	4	2,778	1	25%	3	75%	0	0%
Florists Supplies	2,137	2,569	4	2,778	4	100%	0	0%	0	0%
Food Broker	4,578	1,980	4	2,778	2	50%	2	50%	0	0%
Foreign Government Offices	8,421	1,506	4	2,778	4	100%	0	0%	0	0%
Foreign Lottery	4,595	1,978	4	2,778	0	0%	1	25%	3	75%
Fraternal Organizations	4,205	2,057	4	2,778	2	50%	1	25%	1	25%
Fuel Injection System	1,374	2,936	4	2,778	3	75%	1	25%	0	0%
Fur Storage	499	3,715	4	2,778	1	25%	3	75%	0	0%
Furniture Cleaning	806	3,367	4	2,778	2	50%	2	50%	0	0%
Gasoline Additives Manufacturers and Distributors	511	3,702	4	2,778	2	50%	2	50%	0	0%
Golf Tour	757	3,407	4	2,778	2	50%	2	50%	0	0%
Group Home	4,777	1,941	4	2,778	2	50%	2	50%	0	0%
Hardware	53	4,822	4	2,778	2	50%	1	25%	1	25%
Hardware Consultants	991	3,187	4	2,778	4	100%	0	0%	0	0%
Headlight Restoration	973	3,208	4	2,778	1	25%	3	75%	0	0%
Hearing Aid Repair	432	3,821	4	2,778	1	25%	3	75%	0	0%
Heavy Equipment Towing	1,759	2,728	4	2,778	2	50%	2	50%	0	0%
Home Sales	3,921	2,106	4	2,778	2	50%	2	50%	0	0%
Homeopath	11,526	1,291	4	2,778	4	100%	0	0%	0	0%
Horticultural Consultants	1,366	2,942	4	2,778	0	0%	4	100%	0	0%
Hubcaps	1,095	3,115	4	2,778	3	75%	1	25%	0	0%
Humane Society	1,198	3,049	4	2,778	3	75%	1	25%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Humidifier	376	3,896	4	2,778	3	75%	1	25%	0	0%
Hydronic Heating	1,206	3,042	4	2,778	1	25%	3	75%	0	0%
Hydroseeding	2,769	2,381	4	2,778	1	25%	3	75%	0	0%
Ice Making Machine	1,924	2,650	4	2,778	1	25%	3	75%	0	0%
Industrial Fans	1,275	2,994	4	2,778	2	50%	2	50%	0	0%
Industrial Fasteners	6,087	1,748	4	2,778	1	25%	3	75%	0	0%
Infant Child Care	1,744	2,737	4	2,778	3	75%	1	25%	0	0%
Ink Manufacturers Materials	857	3,323	4	2,778	0	0%	4	100%	0	0%
Instrument Cases	819	3,353	4	2,778	3	75%	0	0%	1	25%
Insurance Rating Bureau	1,648	2,788	4	2,778	4	100%	0	0%	0	0%
Interior Contractors	6,205	1,735	4	2,778	3	75%	1	25%	0	0%
Inventory Services	5,114	1,886	4	2,778	4	100%	0	0%	0	0%
Jams	450	3,788	4	2,778	3	75%	1	25%	0	0%
Jewelry Engraver	587	3,606	4	2,778	2	50%	2	50%	0	0%
Key Duplication	2,094	2,588	4	2,778	2	50%	2	50%	0	0%
Knit Goods	909	3,261	4	2,778	3	75%	1	25%	0	0%
Laminate Floor	2,375	2,494	4	2,778	3	75%	1	25%	0	0%
Lamp Shades	2,849	2,353	4	2,778	1	25%	3	75%	0	0%
Lenses	3,003	2,304	4	2,778	3	75%	1	25%	0	0%
Levels	538	3,663	4	2,778	2	50%	2	50%	0	0%
Lie Detector	5,032	1,908	4	2,778	3	75%	1	25%	0	0%
Light Fixture Parts	3,414	2,212	4	2,778	2	50%	1	25%	1	25%
Live Scan Fingerprinting	1,137	3,089	4	2,778	3	75%	1	25%	0	0%
Livestock Auction	1,039	3,155	4	2,778	4	100%	0	0%	0	0%
Luggage Carrier	1,839	2,695	4	2,778	2	50%	2	50%	0	0%
Magnifying Glass	397	3,864	4	2,778	4	100%	0	0%	0	0%
Mailing Containers	569	3,625	4	2,778	2	50%	2	50%	0	0%
Marijuana Processor	848	3,328	4	2,778	2	50%	2	50%	0	0%
Mason Contractors Equipment and Supplies	3,300	2,233	4	2,778	2	50%	2	50%	0	0%
Material Handling Equipment	9,436	1,418	4	2,778	2	50%	2	50%	0	0%
Mechanical Engraver	1,315	2,973	4	2,778	4	100%	0	0%	0	0%
Medical Malpractice Lawyers	2,799	2,370	4	2,778	1	25%	3	75%	0	0%
Metal Engraver	1,285	2,988	4	2,778	2	50%	2	50%	0	0%
Minerals	3,924	2,103	4	2,778	4	100%	0	0%	0	0%
Moving Portable Buildings	680	3,492	4	2,778	4	100%	0	0%	0	0%
Music Composer	1,244	3,017	4	2,778	0	0%	4	100%	0	0%
Myofunctional Therapists	672	3,503	4	2,778	2	50%	2	50%	0	0%
Naturopath	6,608	1,694	4	2,778	4	100%	0	0%	0	0%
Newsstands	476	3,751	4	2,778	3	75%	1	25%	0	0%
Not Elsewhere Classified After Investigation	3,201	2,258	4	2,778	3	75%	0	0%	1	25%
Occupational Health Nurse	4,497	1,992	4	2,778	2	50%	2	50%	0	0%
Oil Producers	3,997	2,091	4	2,778	3	75%	1	25%	0	0%
Oilfield Equipment	4,266	2,039	4	2,778	2	50%	2	50%	0	0%
Oven Manufacturers	387	3,878	4	2,778	2	50%	2	50%	0	0%
Parent Education	1,510	2,849	4	2,778	2	50%	2	50%	0	0%
Patent Attorney	5,552	1,832	4	2,778	2	50%	2	50%	0	0%
Pet Photographer	411	3,846	4	2,778	2	50%	2	50%	0	0%
Photogrammetric Equipment	195	4,293	4	2,778	3	75%	1	25%	0	0%
Plastic Bags	1,951	2,641	4	2,778	3	75%	1	25%	0	0%
Plastic Molders	7,712	1,566	4	2,778	3	75%	1	25%	0	0%
Pneumatic Tools	982	3,201	4	2,778	4	100%	0	0%	0	0%
Ponzi Scheme	937	3,233	4	2,778	1	25%	3	75%	0	0%
Poultry Equipment	5,149	1,882	4	2,778	4	100%	0	0%	0	0%
Precoated Metals	260	4,117	4	2,778	2	50%	2	50%	0	0%
Pretzel	1,183	3,061	4	2,778	1	25%	3	75%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Publishers	470	3,760	4	2,778	4	100%	0	0%	0	0%
Railroad Ticket Agencies	114	4,539	4	2,778	3	75%	1	25%	0	0%
Reserve Study	299	4,028	4	2,778	0	0%	4	100%	0	0%
Residential Window Tinting	5,525	1,835	4	2,778	3	75%	1	25%	0	0%
Rock Climbing Instruction	1,071	3,131	4	2,778	1	25%	2	50%	1	25%
Roof Snow Removal Service	872	3,300	4	2,778	0	0%	4	100%	0	0%
Roofing Spray Foam Insulation Contractors	3,609	2,170	4	2,778	2	50%	2	50%	0	0%
Rust Remover	623	3,558	4	2,778	2	50%	2	50%	0	0%
School Furniture	5,652	1,817	4	2,778	3	75%	1	25%	0	0%
Seeding	1,333	2,962	4	2,778	3	75%	1	25%	0	0%
Senior Insurance	8,301	1,518	4	2,778	4	100%	0	0%	0	0%
Sewer Cleaning Equipment	1,272	2,995	4	2,778	3	75%	1	25%	0	0%
Sewing Classes	832	3,341	4	2,778	4	100%	0	0%	0	0%
Sirens	267	4,104	4	2,778	3	75%	1	25%	0	0%
Skating Equipment	1,662	2,783	4	2,778	2	50%	2	50%	0	0%
Slip Covers	1,332	2,963	4	2,778	2	50%	1	25%	1	25%
Smokehouse	441	3,808	4	2,778	1	25%	3	75%	0	0%
Solar Energy Development	6,036	1,758	4	2,778	3	75%	0	0%	1	25%
Solar Pool Heater	1,671	2,775	4	2,778	3	75%	1	25%	0	0%
Speedometer	4,018	2,088	4	2,778	4	100%	0	0%	0	0%
Steam Baths	1,215	3,034	4	2,778	1	25%	3	75%	0	0%
Structural Integration	1,223	3,028	4	2,778	2	50%	2	50%	0	0%
Student Exchange Programs	11,118	1,315	4	2,778	3	75%	1	25%	0	0%
Surrogacy	3,772	2,137	4	2,778	2	50%	1	25%	1	25%
Swim Spas	951	3,225	4	2,778	4	100%	0	0%	0	0%
Tapestry	508	3,706	4	2,778	2	50%	2	50%	0	0%
Television Program Producers	3,002	2,305	4	2,778	1	25%	3	75%	0	0%
Tennis Equipment	1,787	2,718	4	2,778	2	50%	1	25%	1	25%
Time Lock	212	4,235	4	2,778	0	0%	4	100%	0	0%
Toilet Seats	873	3,297	4	2,778	1	25%	3	75%	0	0%
Tool Grinding Industrial	476	3,751	4	2,778	2	50%	2	50%	0	0%
Truck Manufacturers	3,091	2,283	4	2,778	4	100%	0	0%	0	0%
Ultrasonic Equipment	294	4,035	4	2,778	4	100%	0	0%	0	0%
Used Office Furniture	2,145	2,563	4	2,778	0	0%	3	75%	1	25%
Utility Installation	3,419	2,211	4	2,778	3	75%	1	25%	0	0%
Vehicle Undercoating	2,282	2,520	4	2,778	1	25%	3	75%	0	0%
Vein Clinic	991	3,187	4	2,778	2	50%	2	50%	0	0%
Venetian Blind Cleaning	2,791	2,373	4	2,778	2	50%	2	50%	0	0%
Veterinary Internal Medicine	363	3,918	4	2,778	4	100%	0	0%	0	0%
Video Equipment Repair	2,712	2,392	4	2,778	3	75%	1	25%	0	0%
Voice Over Training	5,532	1,834	4	2,778	3	75%	0	0%	1	25%
Waste Oil	2,701	2,397	4	2,778	4	100%	0	0%	0	0%
Welcome Services	1,705	2,756	4	2,778	3	75%	1	25%	0	0%
Wholesale Beer	4,333	2,021	4	2,778	2	50%	2	50%	0	0%
Wholesale Childrens Clothing	1,376	2,933	4	2,778	2	50%	2	50%	0	0%
Wholesale Slippers	202	4,270	4	2,778	4	100%	0	0%	0	0%
Wholesale Tours	872	3,300	4	2,778	3	75%	1	25%	0	0%
Wicker Products	923	3,247	4	2,778	4	100%	0	0%	0	0%
Window Wells	4,913	1,921	4	2,778	4	100%	0	0%	0	0%
Wood Products	970	3,212	4	2,778	0	0%	4	100%	0	0%
Writing Ink	472	3,756	4	2,778	4	100%	0	0%	0	0%
Abrasives	2,399	2,488	3	2,967	3	100%	0	0%	0	0%
Airbag Repair	833	3,340	3	2,967	0	0%	3	100%	0	0%
Aircraft Engines	1,901	2,670	3	2,967	2	67%	1	33%	0	0%
Aircraft Equipment Testing	1,071	3,131	3	2,967	0	0%	3	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Aircraft Tools	995	3,186	3	2,967	2	67%	1	33%	0	0%
Ammunition Reloading	772	3,392	3	2,967	2	67%	1	33%	0	0%
Apartment Share	445	3,798	3	2,967	1	33%	2	67%	0	0%
Architectural Supplies	614	3,568	3	2,967	1	33%	2	67%	0	0%
Astrologer	2,218	2,539	3	2,967	0	0%	3	100%	0	0%
Automobile Reconditioned Detailing	988	3,194	3	2,967	2	67%	1	33%	0	0%
Baby Sitters	322	3,979	3	2,967	2	67%	1	33%	0	0%
Baskets	640	3,532	3	2,967	2	67%	1	33%	0	0%
Batteries	3	5,363	3	2,967	1	33%	2	67%	0	0%
Bearings	3,135	2,274	3	2,967	1	33%	2	67%	0	0%
Bed Rental	107	4,583	3	2,967	1	33%	2	67%	0	0%
Bicycle Security Systems	619	3,561	3	2,967	0	0%	3	100%	0	0%
Binder	145	4,437	3	2,967	2	67%	1	33%	0	0%
Biological Products	1,674	2,773	3	2,967	1	33%	2	67%	0	0%
Bird Control	1,573	2,820	3	2,967	3	100%	0	0%	0	0%
Bottle Return	812	3,361	3	2,967	0	0%	2	67%	1	33%
Brass	252	4,135	3	2,967	1	33%	2	67%	0	0%
Bronze	1,073	3,130	3	2,967	2	67%	1	33%	0	0%
Canada Debt Settlement	2,148	2,561	3	2,967	1	33%	2	67%	0	0%
Canes	1,539	2,837	3	2,967	3	100%	0	0%	0	0%
Car Differential	704	3,454	3	2,967	3	100%	0	0%	0	0%
Carbon Products	364	3,917	3	2,967	0	0%	3	100%	0	0%
Caulking Contractors	5,898	1,777	3	2,967	0	0%	3	100%	0	0%
Charity - Environment	4,275	2,035	3	2,967	2	67%	1	33%	0	0%
Checkweigher	1,510	2,849	3	2,967	2	67%	1	33%	0	0%
Cheese	1,791	2,715	3	2,967	1	33%	2	67%	0	0%
Child Care Services	161	4,387	3	2,967	1	33%	2	67%	0	0%
Cleaning Systems	3,013	2,302	3	2,967	1	33%	1	33%	1	33%
Cloud Services	647	3,527	3	2,967	1	33%	2	67%	0	0%
Cocktail Mixes	46	4,877	3	2,967	2	67%	1	33%	0	0%
Coffee Roasting and Handling Equipment	2,599	2,423	3	2,967	2	67%	0	0%	1	33%
Commercial Vacuum Cleaners	452	3,784	3	2,967	2	67%	1	33%	0	0%
Compact Disc Manufacturer	942	3,231	3	2,967	0	0%	3	100%	0	0%
Composting Toilet	249	4,139	3	2,967	0	0%	3	100%	0	0%
Computer Furniture	1,391	2,926	3	2,967	2	67%	1	33%	0	0%
Concrete Aggregates	1,808	2,707	3	2,967	2	67%	1	33%	0	0%
Concrete Curing	1,704	2,759	3	2,967	1	33%	2	67%	0	0%
Concrete Pumping	5,107	1,888	3	2,967	0	0%	3	100%	0	0%
Contest Arranging and Judging	2,123	2,577	3	2,967	0	0%	2	67%	1	33%
Corporate Awards	2,443	2,472	3	2,967	3	100%	0	0%	0	0%
Crushed Stone	1,286	2,987	3	2,967	2	67%	1	33%	0	0%
Cushions	2,444	2,471	3	2,967	2	67%	1	33%	0	0%
Dental	64	4,755	3	2,967	2	67%	1	33%	0	0%
Dental Staffing	241	4,157	3	2,967	2	67%	1	33%	0	0%
Diesel Fuel	2,516	2,455	3	2,967	1	33%	2	67%	0	0%
Disabled Access Contractors	1,542	2,834	3	2,967	2	67%	1	33%	0	0%
Divers	766	3,399	3	2,967	3	100%	0	0%	0	0%
Divorce Mediation Services	1,793	2,712	3	2,967	1	33%	2	67%	0	0%
Doll Accessories	1,744	2,737	3	2,967	2	67%	1	33%	0	0%
Drapery and Curtain Fixtures	583	3,615	3	2,967	3	100%	0	0%	0	0%
Driving Proficiency Test Service	2,585	2,429	3	2,967	0	0%	3	100%	0	0%
Driving Training Equipment	948	3,228	3	2,967	1	33%	1	33%	1	33%
Drywall Inspection	872	3,300	3	2,967	1	33%	2	67%	0	0%
Dune Buggy	555	3,638	3	2,967	1	33%	2	67%	0	0%
Education	235	4,174	3	2,967	1	33%	2	67%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Eggs	935	3,236	3	2,967	3	100%	0	0%	0	0%
Elastic Stockings	224	4,206	3	2,967	3	100%	0	0%	0	0%
Electric Converter	683	3,486	3	2,967	1	33%	2	67%	0	0%
Electric Motor Distributor	1,469	2,873	3	2,967	2	67%	1	33%	0	0%
Electric Vehicle Charging Stations	253	4,132	3	2,967	3	100%	0	0%	0	0%
Equine Nutrition	183	4,334	3	2,967	2	67%	1	33%	0	0%
Equipment Calibration	1,560	2,824	3	2,967	2	67%	1	33%	0	0%
Escape Room	168	4,366	3	2,967	2	67%	1	33%	0	0%
Estate Cleaning Services	2,694	2,400	3	2,967	1	33%	2	67%	0	0%
Fingerprinting Equipment	166	4,372	3	2,967	1	33%	2	67%	0	0%
Floral Design Classes	638	3,535	3	2,967	1	33%	2	67%	0	0%
Foam Rubber	2,364	2,498	3	2,967	2	67%	1	33%	0	0%
Foreign Online Pharmacy	1,021	3,172	3	2,967	0	0%	2	67%	1	33%
Foundry Equipment	743	3,421	3	2,967	1	33%	2	67%	0	0%
Fur Liners	110	4,560	3	2,967	0	0%	3	100%	0	0%
Game Tables	446	3,797	3	2,967	1	33%	2	67%	0	0%
Garden Hand Tools	1,049	3,144	3	2,967	2	67%	0	0%	1	33%
Garment Rack	136	4,468	3	2,967	2	67%	1	33%	0	0%
Gift Wrap	1,483	2,865	3	2,967	0	0%	3	100%	0	0%
Glass Blower	1,468	2,874	3	2,967	0	0%	3	100%	0	0%
Glass Engravers	260	4,117	3	2,967	2	67%	1	33%	0	0%
Glassware Decorators	1,091	3,118	3	2,967	1	33%	2	67%	0	0%
Government Employment Service	1,046	3,148	3	2,967	2	67%	1	33%	0	0%
Guardian Protection Services	5,071	1,897	3	2,967	2	67%	1	33%	0	0%
Gun Safes	922	3,248	3	2,967	3	100%	0	0%	0	0%
Gymnastics Equipment	3,629	2,169	3	2,967	1	33%	2	67%	0	0%
Hauling Contractors	5,390	1,846	3	2,967	3	100%	0	0%	0	0%
Historical Structure Preservation	1,253	3,007	3	2,967	3	100%	0	0%	0	0%
Home Renovation Inspection	744	3,420	3	2,967	1	33%	2	67%	0	0%
Honey	2,218	2,539	3	2,967	1	33%	2	67%	0	0%
Horse Carriage	1,021	3,172	3	2,967	3	100%	0	0%	0	0%
Hotel Supplies	904	3,268	3	2,967	3	100%	0	0%	0	0%
House Sitting	4,971	1,914	3	2,967	3	100%	0	0%	0	0%
Ice Cream Freezer	238	4,166	3	2,967	0	0%	3	100%	0	0%
Ice Cream Manufacturing Equipment	686	3,482	3	2,967	0	0%	3	100%	0	0%
Import Services	1,103	3,108	3	2,967	2	67%	1	33%	0	0%
Indoor Advertising	1,673	2,774	3	2,967	3	100%	0	0%	0	0%
Industrial Development	1,354	2,950	3	2,967	2	67%	1	33%	0	0%
Industrial Furnace	1,924	2,650	3	2,967	0	0%	3	100%	0	0%
Industrial Real Estate	535	3,667	3	2,967	0	0%	3	100%	0	0%
Interior Design Plants and Maintenance	3,218	2,253	3	2,967	2	67%	1	33%	0	0%
Interior Finishing	2,971	2,313	3	2,967	0	0%	3	100%	0	0%
International Trade Consultant	3,344	2,227	3	2,967	1	33%	2	67%	0	0%
Internet Café	1,654	2,785	3	2,967	1	33%	2	67%	0	0%
Investment Casting	235	4,174	3	2,967	1	33%	2	67%	0	0%
iPod Sales	224	4,206	3	2,967	0	0%	3	100%	0	0%
Italian Food	766	3,399	3	2,967	3	100%	0	0%	0	0%
Juicers	781	3,387	3	2,967	3	100%	0	0%	0	0%
Ladder	735	3,425	3	2,967	1	33%	2	67%	0	0%
Leather Goods Manufacturers Supplies	697	3,468	3	2,967	3	100%	0	0%	0	0%
Lemon Law Attorney	4,648	1,964	3	2,967	2	67%	1	33%	0	0%
Limestone	2,613	2,420	3	2,967	3	100%	0	0%	0	0%
Lockers	817	3,356	3	2,967	2	67%	1	33%	0	0%
Log Splitter	231	4,185	3	2,967	2	67%	1	33%	0	0%
Lumber Carrier	827	3,347	3	2,967	2	67%	1	33%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Machinery Cleaning	268	4,100	3	2,967	0	0%	3	100%	0	0%
Managed Print Services	1,214	3,035	3	2,967	0	0%	3	100%	0	0%
Mapping Services	1,905	2,665	3	2,967	2	67%	1	33%	0	0%
Marine Anchors	440	3,810	3	2,967	2	67%	1	33%	0	0%
Marine Surveyor	2,038	2,606	3	2,967	0	0%	2	67%	1	33%
Meat Chopper	402	3,858	3	2,967	2	67%	1	33%	0	0%
Medical Tourism	3,475	2,196	3	2,967	3	100%	0	0%	0	0%
Menu Service	226	4,202	3	2,967	0	0%	3	100%	0	0%
Metal Cleaning	1,047	3,146	3	2,967	2	67%	1	33%	0	0%
Metal Finishing	5,724	1,802	3	2,967	2	67%	1	33%	0	0%
Metal Specialties	5,029	1,909	3	2,967	0	0%	3	100%	0	0%
Mexican Food	1,348	2,952	3	2,967	2	67%	1	33%	0	0%
Microwave Repairs	238	4,166	3	2,967	0	0%	3	100%	0	0%
Mineral Exploration	2,537	2,446	3	2,967	1	33%	2	67%	0	0%
Mini Golf Course	1,688	2,766	3	2,967	2	67%	1	33%	0	0%
Mold Testing	6,534	1,703	3	2,967	3	100%	0	0%	0	0%
Mosaics	179	4,345	3	2,967	1	33%	2	67%	0	0%
Motel Reservations	553	3,641	3	2,967	2	67%	1	33%	0	0%
Motor Karts	538	3,663	3	2,967	0	0%	2	67%	1	33%
Moving Supplies	1,670	2,777	3	2,967	0	0%	3	100%	0	0%
Oil Change	260	4,117	3	2,967	3	100%	0	0%	0	0%
Oilfield Equipment and Sales	7,616	1,575	3	2,967	1	33%	2	67%	0	0%
Olive Oil	1,716	2,751	3	2,967	2	67%	1	33%	0	0%
Online Investigative Journalism	478	3,747	3	2,967	2	67%	1	33%	0	0%
Oriental Goods Wholesale	897	3,278	3	2,967	2	67%	1	33%	0	0%
Oven Parts	21	5,107	3	2,967	2	67%	1	33%	0	0%
Oxygen Producing Equipment	2,189	2,546	3	2,967	2	67%	1	33%	0	0%
Paint Manufacturing Equipment	526	3,680	3	2,967	0	0%	3	100%	0	0%
Paper Manufacturers	2,175	2,551	3	2,967	1	33%	1	33%	1	33%
Parachutes	672	3,503	3	2,967	2	67%	1	33%	0	0%
Parcel Post Assembly Service	828	3,345	3	2,967	1	33%	2	67%	0	0%
Parenting Classes	3,347	2,226	3	2,967	3	100%	0	0%	0	0%
Patio Design	1,092	3,117	3	2,967	1	33%	2	67%	0	0%
Pattern Maker	501	3,711	3	2,967	0	0%	3	100%	0	0%
Pediatric Rehabilitation	991	3,187	3	2,967	3	100%	0	0%	0	0%
Personal Organizer	572	3,620	3	2,967	0	0%	3	100%	0	0%
Pets	145	4,437	3	2,967	2	67%	0	0%	1	33%
Phlebotomy Training	4,072	2,076	3	2,967	2	67%	1	33%	0	0%
Picture Framing Supplies	2,809	2,367	3	2,967	1	33%	2	67%	0	0%
Plaster	1,945	2,643	3	2,967	1	33%	2	67%	0	0%
Plywood	1,288	2,985	3	2,967	3	100%	0	0%	0	0%
Pool Repair	702	3,458	3	2,967	2	67%	1	33%	0	0%
Pool Table Repair	579	3,616	3	2,967	0	0%	3	100%	0	0%
Portfolios	696	3,470	3	2,967	3	100%	0	0%	0	0%
Prefabricated Masonry Panels	4,644	1,965	3	2,967	1	33%	1	33%	1	33%
QuickBooks Support	3,552	2,179	3	2,967	1	33%	1	33%	1	33%
Race Track Equipment	450	3,788	3	2,967	3	100%	0	0%	0	0%
Radiator Sales	1,551	2,833	3	2,967	1	33%	2	67%	0	0%
Radio Station Representatives	180	4,341	3	2,967	2	67%	1	33%	0	0%
Reloaders	1,171	3,068	3	2,967	0	0%	1	33%	2	67%
Residential Painter	952	3,223	3	2,967	1	33%	2	67%	0	0%
Retaining Wall Contractors	7,565	1,582	3	2,967	2	67%	1	33%	0	0%
Rug Cleaning	2,084	2,592	3	2,967	1	33%	2	67%	0	0%
RV parks	110	4,560	3	2,967	2	67%	1	33%	0	0%
Seat Belts	1,465	2,877	3	2,967	2	67%	1	33%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Security Door Screen	1,352	2,951	3	2,967	3	100%	0	0%	0	0%
Sewer Inspection	1,846	2,690	3	2,967	1	33%	2	67%	0	0%
Shingles	939	3,232	3	2,967	2	67%	1	33%	0	0%
Ship Broker	639	3,534	3	2,967	1	33%	2	67%	0	0%
Shoe Findings & Supplies	67	4,740	3	2,967	1	33%	2	67%	0	0%
Shopping Baskets	414	3,845	3	2,967	3	100%	0	0%	0	0%
Shoring	424	3,835	3	2,967	1	33%	2	67%	0	0%
Shredding Service	3,815	2,126	3	2,967	2	67%	1	33%	0	0%
Siding Equipment Rental	484	3,739	3	2,967	0	0%	3	100%	0	0%
Sign Letters	1,359	2,947	3	2,967	3	100%	0	0%	0	0%
Skateboard Park	1,398	2,917	3	2,967	1	33%	2	67%	0	0%
Speaker Repair	1,875	2,679	3	2,967	2	67%	1	33%	0	0%
Specialty Schools	24	5,070	3	2,967	2	67%	1	33%	0	0%
Sport Fishing	593	3,599	3	2,967	0	0%	3	100%	0	0%
Sports	34	4,995	3	2,967	3	100%	0	0%	0	0%
Sprinkler Supervisory Service	3,409	2,213	3	2,967	2	67%	0	0%	1	33%
Stage Lighting	1,753	2,729	3	2,967	3	100%	0	0%	0	0%
Steel Erectors	15,889	1,081	3	2,967	2	67%	0	0%	1	33%
Stencils	201	4,275	3	2,967	2	67%	1	33%	0	0%
Stump Grinding	1,913	2,659	3	2,967	2	67%	1	33%	0	0%
Sweeping Service	2,068	2,595	3	2,967	1	33%	2	67%	0	0%
Taxes	11	5,230	3	2,967	2	67%	1	33%	0	0%
Technical Recruiting	2,485	2,461	3	2,967	2	67%	1	33%	0	0%
Tempered Glass	675	3,500	3	2,967	2	67%	1	33%	0	0%
Therapy	13	5,207	3	2,967	3	100%	0	0%	0	0%
Tiny Houses	678	3,493	3	2,967	0	0%	3	100%	0	0%
Title Companies	1,414	2,903	3	2,967	3	100%	0	0%	0	0%
Traffic Signs and Signals	3,515	2,187	3	2,967	3	100%	0	0%	0	0%
Tree Care	437	3,814	3	2,967	1	33%	1	33%	1	33%
Truck Driver Leasing	1,459	2,881	3	2,967	2	67%	0	0%	1	33%
Trusses	4,034	2,085	3	2,967	3	100%	0	0%	0	0%
Turbocharger	1,637	2,794	3	2,967	1	33%	2	67%	0	0%
Used Building Materials	1,348	2,952	3	2,967	0	0%	3	100%	0	0%
Vascular Surgeon	686	3,482	3	2,967	3	100%	0	0%	0	0%
Ventilating Contractors	2,916	2,326	3	2,967	2	67%	1	33%	0	0%
Video Duplication	3,453	2,207	3	2,967	0	0%	3	100%	0	0%
Video Equipment Manufacturers	844	3,331	3	2,967	2	67%	1	33%	0	0%
Vinyl Decking	2,012	2,614	3	2,967	3	100%	0	0%	0	0%
Vinyl Records	60	4,776	3	2,967	0	0%	3	100%	0	0%
Vision Insurance	331	3,968	3	2,967	3	100%	0	0%	0	0%
Vocational School	1,287	2,986	3	2,967	3	100%	0	0%	0	0%
Wall Bed Manufacturer	198	4,283	3	2,967	2	67%	1	33%	0	0%
Waste Compactor Repairs	311	4,005	3	2,967	3	100%	0	0%	0	0%
Water Conservation	1,531	2,842	3	2,967	3	100%	0	0%	0	0%
Water Main Contractors	2,414	2,483	3	2,967	2	67%	1	33%	0	0%
Weather Stripping	280	4,069	3	2,967	0	0%	2	67%	1	33%
Well Inspection	751	3,410	3	2,967	2	67%	1	33%	0	0%
Wheel Alignment Equipment	655	3,518	3	2,967	1	33%	1	33%	1	33%
Wholesale Coats	447	3,796	3	2,967	0	0%	3	100%	0	0%
Wholesale Dairy Products	2,741	2,385	3	2,967	3	100%	0	0%	0	0%
Wholesale Energy Conservation Products	2,263	2,524	3	2,967	0	0%	3	100%	0	0%
Wholesale Envelopes	1,626	2,797	3	2,967	3	100%	0	0%	0	0%
Wholesale Poultry	388	3,875	3	2,967	3	100%	0	0%	0	0%
Wholesale Wallpapers	908	3,263	3	2,967	2	67%	1	33%	0	0%
Wholesale Work Clothes	262	4,114	3	2,967	3	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Window Service	390	3,873	3	2,967	3	100%	0	0%	0	0%
Windshield Wipers	137	4,465	3	2,967	0	0%	3	100%	0	0%
Wood Preserving	2,107	2,584	3	2,967	3	100%	0	0%	0	0%
Wood Turning	141	4,453	3	2,967	2	67%	1	33%	0	0%
Word Processing Services	727	3,433	3	2,967	1	33%	1	33%	1	33%
Work Gloves	1,319	2,970	3	2,967	2	67%	1	33%	0	0%
Yoga Studio	187	4,322	3	2,967	1	33%	2	67%	0	0%
Zoological Gardens	553	3,641	3	2,967	2	67%	1	33%	0	0%
Abstracters	1,976	2,631	2	3,199	1	50%	1	50%	0	0%
Acoustical Ceiling Contractors	2,627	2,416	2	3,199	1	50%	1	50%	0	0%
Advertising	1,630	2,795	2	3,199	0	0%	2	100%	0	0%
Advertising Buttons	1,384	2,930	2	3,199	2	100%	0	0%	0	0%
Aerospace Industry	4,745	1,946	2	3,199	2	100%	0	0%	0	0%
Air Brushes	332	3,967	2	3,199	2	100%	0	0%	0	0%
Air Duct Restoration	843	3,332	2	3,199	0	0%	2	100%	0	0%
Air Duct System	2,722	2,389	2	3,199	2	100%	0	0%	0	0%
Aircraft Brokers	983	3,198	2	3,199	2	100%	0	0%	0	0%
Aircraft Dealers	2,577	2,433	2	3,199	1	50%	1	50%	0	0%
Aircraft Ground Support	858	3,321	2	3,199	1	50%	1	50%	0	0%
Aircraft Manufacturers	1,162	3,074	2	3,199	1	50%	1	50%	0	0%
Album	532	3,672	2	3,199	2	100%	0	0%	0	0%
Alzheimer Treatment	919	3,254	2	3,199	2	100%	0	0%	0	0%
Amusement Park Equipment	630	3,549	2	3,199	0	0%	1	50%	1	50%
Analytical Chemist	771	3,394	2	3,199	1	50%	1	50%	0	0%
Animal Artificial Insemination	3,234	2,249	2	3,199	1	50%	1	50%	0	0%
Antlers, Hides & Mounts	92	4,636	2	3,199	0	0%	2	100%	0	0%
Aquaculture	698	3,465	2	3,199	1	50%	1	50%	0	0%
Aquatic Rescue	39	4,941	2	3,199	0	0%	0	0%	2	100%
Arboretums	25	5,064	2	3,199	1	50%	1	50%	0	0%
Archery Classes	209	4,245	2	3,199	2	100%	0	0%	0	0%
Armature Service	884	3,291	2	3,199	1	50%	1	50%	0	0%
Art Gallery	178	4,347	2	3,199	1	50%	1	50%	0	0%
Artificial Plant Manufacturer	272	4,086	2	3,199	2	100%	0	0%	0	0%
Asbestos Testing	6,714	1,679	2	3,199	1	50%	1	50%	0	0%
Attorney Service Bureau	2,660	2,408	2	3,199	2	100%	0	0%	0	0%
Audio Visual Equipment Rental	4,274	2,036	2	3,199	1	50%	1	50%	0	0%
Auditory Training Equipment	464	3,767	2	3,199	1	50%	1	50%	0	0%
Autism Therapy	1,696	2,764	2	3,199	2	100%	0	0%	0	0%
Auto Boosting Services	514	3,697	2	3,199	0	0%	2	100%	0	0%
Auto Loan Modification	1,899	2,671	2	3,199	2	100%	0	0%	0	0%
Backflow Prevention Devices	2,547	2,442	2	3,199	1	50%	1	50%	0	0%
Badge Supplies	156	4,402	2	3,199	2	100%	0	0%	0	0%
Badges	594	3,597	2	3,199	1	50%	1	50%	0	0%
Baking Equipment	601	3,588	2	3,199	2	100%	0	0%	0	0%
Bankruptcy Counseling	2,675	2,404	2	3,199	1	50%	1	50%	0	0%
Bar Supplies	834	3,338	2	3,199	2	100%	0	0%	0	0%
Barber Equipment	701	3,462	2	3,199	1	50%	0	0%	1	50%
Barn Supplies	1,099	3,110	2	3,199	1	50%	1	50%	0	0%
Barricade	1,227	3,027	2	3,199	2	100%	0	0%	0	0%
Bed Manufacturers	2,459	2,469	2	3,199	2	100%	0	0%	0	0%
Boat Yard	585	3,612	2	3,199	2	100%	0	0%	0	0%
Boats	65	4,753	2	3,199	2	100%	0	0%	0	0%
Boiler Sales	1,438	2,896	2	3,199	2	100%	0	0%	0	0%
Bonsai Nursery	437	3,814	2	3,199	1	50%	1	50%	0	0%
Bottlers Equipment	865	3,313	2	3,199	2	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmppls Settled	%	Cmppls Not Settled	%	Cmppls Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Box Lunch	30	5,019	2	3,199	1	50%	1	50%	0	0%
Braille Supplies	268	4,100	2	3,199	2	100%	0	0%	0	0%
Brake Manufacturers	292	4,042	2	3,199	2	100%	0	0%	0	0%
Bridal Gown Preservation	194	4,297	2	3,199	0	0%	1	50%	1	50%
Broadcast Schools	2,904	2,333	2	3,199	1	50%	1	50%	0	0%
Broom Manufacturers	197	4,285	2	3,199	0	0%	2	100%	0	0%
Bulldozer	810	3,364	2	3,199	2	100%	0	0%	0	0%
Bus Body	87	4,657	2	3,199	0	0%	1	50%	1	50%
Business Writer	2,714	2,391	2	3,199	2	100%	0	0%	0	0%
Cabinet Organizers	811	3,362	2	3,199	2	100%	0	0%	0	0%
Cabinet Refacing	1,173	3,066	2	3,199	1	50%	1	50%	0	0%
Car Steam Cleaning	638	3,535	2	3,199	1	50%	1	50%	0	0%
Card Access Systems	148	4,430	2	3,199	1	50%	0	0%	1	50%
Carnival	951	3,225	2	3,199	1	50%	1	50%	0	0%
Carpet and Rugs	121	4,512	2	3,199	1	50%	1	50%	0	0%
Carpet Cleaning	534	3,669	2	3,199	0	0%	2	100%	0	0%
Carpet Layers Supplies	625	3,554	2	3,199	0	0%	2	100%	0	0%
Catering Equipment	454	3,782	2	3,199	1	50%	0	0%	1	50%
Ceiling Materials	932	3,239	2	3,199	1	50%	1	50%	0	0%
Charity - Elderly	4,046	2,082	2	3,199	2	100%	0	0%	0	0%
Charity - Relief & Development	2,235	2,532	2	3,199	1	50%	1	50%	0	0%
Charts	134	4,475	2	3,199	2	100%	0	0%	0	0%
Chiropractor Information Bureaus	214	4,231	2	3,199	2	100%	0	0%	0	0%
Circus Supplies	264	4,110	2	3,199	2	100%	0	0%	0	0%
City Planners	378	3,893	2	3,199	2	100%	0	0%	0	0%
Coat of Arms	70	4,725	2	3,199	2	100%	0	0%	0	0%
Cold Storage Warehouse	2,560	2,436	2	3,199	1	50%	1	50%	0	0%
Colon Hydrotherapy	3,312	2,230	2	3,199	0	0%	2	100%	0	0%
Commercials	487	3,731	2	3,199	0	0%	2	100%	0	0%
Communication	34	4,995	2	3,199	1	50%	1	50%	0	0%
Communication Devices	603	3,586	2	3,199	2	100%	0	0%	0	0%
Concession Stands	1,454	2,883	2	3,199	0	0%	1	50%	1	50%
Concrete Blocks	3,893	2,114	2	3,199	1	50%	1	50%	0	0%
Concrete Sawing	8,317	1,517	2	3,199	2	100%	0	0%	0	0%
Copper Products	453	3,783	2	3,199	2	100%	0	0%	0	0%
Corporate Gifts	378	3,893	2	3,199	1	50%	1	50%	0	0%
Crime Scene Clean Up	8,440	1,503	2	3,199	1	50%	1	50%	0	0%
Curtain Manufacturers	410	3,848	2	3,199	1	50%	1	50%	0	0%
Custom Wheels	6	5,290	2	3,199	1	50%	1	50%	0	0%
Cylinder Repair	255	4,127	2	3,199	1	50%	1	50%	0	0%
Die Casting	1,414	2,903	2	3,199	1	50%	1	50%	0	0%
Die Maker	5,731	1,800	2	3,199	2	100%	0	0%	0	0%
Diecast Car Dealers	527	3,678	2	3,199	0	0%	2	100%	0	0%
Diet Products	6	5,290	2	3,199	2	100%	0	0%	0	0%
Disability Remodeling	1,651	2,787	2	3,199	1	50%	1	50%	0	0%
Dishwasher Dealers	194	4,297	2	3,199	0	0%	2	100%	0	0%
Display Fixtures	3,506	2,189	2	3,199	1	50%	1	50%	0	0%
Display Installation Service	975	3,207	2	3,199	0	0%	2	100%	0	0%
Disposable Products	440	3,810	2	3,199	2	100%	0	0%	0	0%
Door Closers	524	3,682	2	3,199	1	50%	1	50%	0	0%
Drills	457	3,776	2	3,199	1	50%	1	50%	0	0%
Drive Shaft	924	3,246	2	3,199	2	100%	0	0%	0	0%
Driveway Preparation	194	4,297	2	3,199	1	50%	1	50%	0	0%
Drug Manufacturers	314	3,999	2	3,199	1	50%	1	50%	0	0%
Dry Cleaning Equipment	748	3,414	2	3,199	2	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Ductwork	2,781	2,376	2	3,199	0	0%	2	100%	0	0%
DUI Lawyer	6,865	1,658	2	3,199	1	50%	1	50%	0	0%
Duty Free Shop	1,443	2,894	2	3,199	0	0%	1	50%	1	50%
Educational Supplies	1,444	2,892	2	3,199	0	0%	2	100%	0	0%
Electric Coil	285	4,058	2	3,199	0	0%	2	100%	0	0%
Elevator Installation	3,143	2,270	2	3,199	0	0%	2	100%	0	0%
Elevator Testing	382	3,885	2	3,199	1	50%	1	50%	0	0%
Emblems	731	3,429	2	3,199	0	0%	2	100%	0	0%
Emergency Shelter	1,750	2,731	2	3,199	1	50%	1	50%	0	0%
Employment Litigation Lawyer	3,811	2,127	2	3,199	1	50%	1	50%	0	0%
Exercise and Wellness	99	4,612	2	3,199	2	100%	0	0%	0	0%
Export Management Company	794	3,378	2	3,199	1	50%	1	50%	0	0%
Fabric Binding	117	4,526	2	3,199	0	0%	1	50%	1	50%
Farm Loans	1,007	3,179	2	3,199	1	50%	1	50%	0	0%
Fashion Show Producer	313	4,001	2	3,199	0	0%	2	100%	0	0%
Fax Machine	540	3,659	2	3,199	0	0%	2	100%	0	0%
Feed Supplements	442	3,804	2	3,199	0	0%	2	100%	0	0%
Fence Services	163	4,378	2	3,199	0	0%	2	100%	0	0%
Ferry	479	3,742	2	3,199	2	100%	0	0%	0	0%
Fire Mitigation	434	3,818	2	3,199	2	100%	0	0%	0	0%
Fireproofing	897	3,278	2	3,199	2	100%	0	0%	0	0%
Flight Instructor	491	3,730	2	3,199	0	0%	1	50%	1	50%
Flood Assistance	1,624	2,800	2	3,199	1	50%	1	50%	0	0%
Floor Treatment Compounds	1,002	3,182	2	3,199	1	50%	1	50%	0	0%
Flotation Therapy	404	3,856	2	3,199	1	50%	1	50%	0	0%
Foreign Pharmaceutical Suppliers	1,245	3,015	2	3,199	1	50%	1	50%	0	0%
Forester Consulting	3,033	2,298	2	3,199	1	50%	0	0%	1	50%
Foster Care	1,408	2,909	2	3,199	2	100%	0	0%	0	0%
Foundation Inspection	1,845	2,691	2	3,199	2	100%	0	0%	0	0%
Furniture Repair Supplies	769	3,396	2	3,199	1	50%	1	50%	0	0%
Garbage Disposal Parts	1,835	2,699	2	3,199	2	100%	0	0%	0	0%
Gas Fittings	897	3,278	2	3,199	2	100%	0	0%	0	0%
Geothermal Drilling	497	3,718	2	3,199	2	100%	0	0%	0	0%
Glass Board Up Service	1,968	2,634	2	3,199	1	50%	1	50%	0	0%
Gloves	534	3,669	2	3,199	2	100%	0	0%	0	0%
Grain Dealers	750	3,412	2	3,199	0	0%	2	100%	0	0%
Grease Trap	1,889	2,675	2	3,199	0	0%	2	100%	0	0%
Greenhouse Builder	1,260	3,004	2	3,199	1	50%	1	50%	0	0%
Grill Cleaning	288	4,051	2	3,199	0	0%	2	100%	0	0%
Hair Curlers	111	4,553	2	3,199	1	50%	1	50%	0	0%
Hardwood Floor Maintenance	1,560	2,824	2	3,199	1	50%	1	50%	0	0%
Hazardous Material Removal	1,967	2,635	2	3,199	2	100%	0	0%	0	0%
Health Monitor	937	3,233	2	3,199	1	50%	0	0%	1	50%
Historical Places	283	4,064	2	3,199	2	100%	0	0%	0	0%
Home Demo	748	3,414	2	3,199	2	100%	0	0%	0	0%
Hosiery Manufacturers	717	3,441	2	3,199	1	50%	1	50%	0	0%
Industrial Closures	239	4,162	2	3,199	2	100%	0	0%	0	0%
Industrial Crystals	97	4,621	2	3,199	1	50%	1	50%	0	0%
Industrial Oven	291	4,044	2	3,199	1	50%	1	50%	0	0%
Industrial Painting	1,614	2,804	2	3,199	1	50%	1	50%	0	0%
Industrial Sewing Machine	658	3,515	2	3,199	2	100%	0	0%	0	0%
Industrial Ultrasound	1,234	3,021	2	3,199	1	50%	1	50%	0	0%
Insect Control Devices	1,540	2,836	2	3,199	2	100%	0	0%	0	0%
Intercom Systems	1,046	3,148	2	3,199	0	0%	2	100%	0	0%
Japanese Food	417	3,842	2	3,199	2	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Jewelry Casting	1,039	3,155	2	3,199	1	50%	1	50%	0	0%
Jokes	252	4,135	2	3,199	1	50%	1	50%	0	0%
Juke Box	1,059	3,138	2	3,199	1	50%	1	50%	0	0%
Labor Contractor	2,325	2,507	2	3,199	0	0%	2	100%	0	0%
Lamp Shade Frames	406	3,854	2	3,199	2	100%	0	0%	0	0%
Lamps	36	4,978	2	3,199	2	100%	0	0%	0	0%
Land rental	294	4,035	2	3,199	1	50%	1	50%	0	0%
Lathes	423	3,836	2	3,199	1	50%	1	50%	0	0%
Lead Testing	935	3,236	2	3,199	0	0%	2	100%	0	0%
Leather Restoration	1,668	2,778	2	3,199	2	100%	0	0%	0	0%
Legal Printing	922	3,248	2	3,199	2	100%	0	0%	0	0%
Light Fixture Repair	1,871	2,680	2	3,199	1	50%	1	50%	0	0%
Linoleum Dealers	1,175	3,065	2	3,199	2	100%	0	0%	0	0%
Liquid Filters	600	3,590	2	3,199	0	0%	2	100%	0	0%
Liquid Plastic	1,037	3,159	2	3,199	1	50%	1	50%	0	0%
Literary Agents	2,553	2,440	2	3,199	2	100%	0	0%	0	0%
Locomotive	268	4,100	2	3,199	1	50%	1	50%	0	0%
Lottery Club	991	3,187	2	3,199	0	0%	2	100%	0	0%
Louvers	320	3,987	2	3,199	1	50%	1	50%	0	0%
Lumber Mill Representatives	107	4,583	2	3,199	1	50%	1	50%	0	0%
Machine Knives	915	3,256	2	3,199	1	50%	1	50%	0	0%
Machinery Movers	2,525	2,451	2	3,199	0	0%	2	100%	0	0%
Magician	1,044	3,151	2	3,199	1	50%	1	50%	0	0%
Marijuana - Retail	59	4,783	2	3,199	0	0%	2	100%	0	0%
Marine Electrical	633	3,543	2	3,199	2	100%	0	0%	0	0%
Marine Hardware	485	3,735	2	3,199	1	50%	1	50%	0	0%
Marine Shells	130	4,484	2	3,199	0	0%	2	100%	0	0%
Mausoleum	513	3,699	2	3,199	0	0%	1	50%	1	50%
Mechanical Insulation Contractors	2,881	2,340	2	3,199	1	50%	1	50%	0	0%
Mediation Attorney	2,643	2,414	2	3,199	2	100%	0	0%	0	0%
Mediation Coaching	1,748	2,732	2	3,199	1	50%	1	50%	0	0%
Medicare Advantage	1,065	3,136	2	3,199	2	100%	0	0%	0	0%
Medicare Supplement	3,938	2,101	2	3,199	0	0%	2	100%	0	0%
Messenger Service	3,675	2,158	2	3,199	2	100%	0	0%	0	0%
Metal Fabricating Machinery	1,368	2,941	2	3,199	2	100%	0	0%	0	0%
Metal Powder Fabricators	1,839	2,695	2	3,199	1	50%	1	50%	0	0%
Metal Slitting	147	4,434	2	3,199	1	50%	1	50%	0	0%
Microphone	197	4,285	2	3,199	0	0%	2	100%	0	0%
Microscope	1,993	2,624	2	3,199	2	100%	0	0%	0	0%
Mirror Manufacturers	443	3,801	2	3,199	2	100%	0	0%	0	0%
Missions	871	3,304	2	3,199	2	100%	0	0%	0	0%
Mixing and Agitation Machinery	287	4,055	2	3,199	0	0%	2	100%	0	0%
Mobile Refrigeration	694	3,472	2	3,199	0	0%	2	100%	0	0%
Mop Manufacturers	45	4,883	2	3,199	2	100%	0	0%	0	0%
Motion Picture Film Editing	1,889	2,675	2	3,199	1	50%	1	50%	0	0%
Motion Picture Film Libraries	51	4,840	2	3,199	0	0%	2	100%	0	0%
Motorcycle Service	14	5,188	2	3,199	2	100%	0	0%	0	0%
Nails	124	4,502	2	3,199	0	0%	2	100%	0	0%
Newspaper Syndicates	684	3,485	2	3,199	1	50%	1	50%	0	0%
Novelty Telegrams	380	3,890	2	3,199	0	0%	1	50%	1	50%
Nursery Supplies	862	3,317	2	3,199	1	50%	1	50%	0	0%
Nursing Registry	2,811	2,365	2	3,199	2	100%	0	0%	0	0%
Nuts and Bolts	2,600	2,422	2	3,199	0	0%	2	100%	0	0%
Obituary Notification Service	421	3,840	2	3,199	2	100%	0	0%	0	0%
Observatory	238	4,166	2	3,199	1	50%	1	50%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Office Services	151	4,413	2	3,199	1	50%	1	50%	0	0%
Oil Property Management	1,912	2,660	2	3,199	2	100%	0	0%	0	0%
Oil Royalties	4,209	2,056	2	3,199	1	50%	1	50%	0	0%
Oil Tank Installation	550	3,643	2	3,199	1	50%	1	50%	0	0%
Online Casino	841	3,334	2	3,199	0	0%	2	100%	0	0%
Orchestra	816	3,358	2	3,199	1	50%	1	50%	0	0%
Packaging Design and Development	2,676	2,403	2	3,199	0	0%	2	100%	0	0%
Packaging Machinery	2,475	2,466	2	3,199	2	100%	0	0%	0	0%
Paper Bags	604	3,583	2	3,199	2	100%	0	0%	0	0%
Paper Labels	2,985	2,308	2	3,199	2	100%	0	0%	0	0%
Parachute Jumping	875	3,294	2	3,199	2	100%	0	0%	0	0%
Parasail Equipment	242	4,156	2	3,199	2	100%	0	0%	0	0%
Partition	1,538	2,838	2	3,199	1	50%	1	50%	0	0%
Patent Search	2,909	2,328	2	3,199	2	100%	0	0%	0	0%
Patio Doors	1,114	3,101	2	3,199	0	0%	2	100%	0	0%
Pen Manufacturers	29	5,024	2	3,199	2	100%	0	0%	0	0%
Photography Sales	514	3,697	2	3,199	0	0%	2	100%	0	0%
Physicians Assistant	480	3,741	2	3,199	1	50%	1	50%	0	0%
Physicist	225	4,204	2	3,199	1	50%	1	50%	0	0%
Piano Restoration	726	3,434	2	3,199	0	0%	2	100%	0	0%
Piñata	48	4,861	2	3,199	2	100%	0	0%	0	0%
Plaques	2,310	2,511	2	3,199	2	100%	0	0%	0	0%
Plumbing Plan	1,934	2,648	2	3,199	1	50%	1	50%	0	0%
Police and Fire Organizations	27,324	764	2	3,199	1	50%	1	50%	0	0%
Police Department	1,348	2,952	2	3,199	0	0%	1	50%	1	50%
Polyurethane	1,186	3,058	2	3,199	2	100%	0	0%	0	0%
Pool Therapy	536	3,666	2	3,199	1	50%	1	50%	0	0%
Popcorn Machine	495	3,721	2	3,199	2	100%	0	0%	0	0%
Port Authority	56	4,802	2	3,199	1	50%	1	50%	0	0%
Pottery Supplies	346	3,946	2	3,199	1	50%	1	50%	0	0%
Power Line Construction	1,733	2,743	2	3,199	2	100%	0	0%	0	0%
Power Press Equipment	971	3,210	2	3,199	0	0%	2	100%	0	0%
Printing Repair	320	3,987	2	3,199	1	50%	1	50%	0	0%
Public Tennis Courts	278	4,074	2	3,199	0	0%	2	100%	0	0%
Quilting Classes	114	4,539	2	3,199	0	0%	2	100%	0	0%
Radio Parts	59	4,783	2	3,199	2	100%	0	0%	0	0%
Radio Producer	255	4,127	2	3,199	1	50%	1	50%	0	0%
Raised Floor	4,234	2,046	2	3,199	1	50%	1	50%	0	0%
Range and Oven Dealers	342	3,957	2	3,199	1	50%	1	50%	0	0%
Recording Studio Equipment	1,488	2,863	2	3,199	0	0%	2	100%	0	0%
Reflexologist	1,313	2,975	2	3,199	2	100%	0	0%	0	0%
Refrigerator Parts	231	4,185	2	3,199	2	100%	0	0%	0	0%
Reiki Therapy	899	3,274	2	3,199	2	100%	0	0%	0	0%
Relay	174	4,352	2	3,199	2	100%	0	0%	0	0%
Rendering Services	686	3,482	2	3,199	2	100%	0	0%	0	0%
Rest Home	990	3,192	2	3,199	2	100%	0	0%	0	0%
Restaurant Supplies	971	3,210	2	3,199	2	100%	0	0%	0	0%
Rock Shop	1,372	2,938	2	3,199	1	50%	1	50%	0	0%
Roof Deck	3,745	2,140	2	3,199	0	0%	2	100%	0	0%
RV Cleaning Service	108	4,578	2	3,199	2	100%	0	0%	0	0%
Sailmakers	1,232	3,024	2	3,199	1	50%	1	50%	0	0%
Sales Presentation	1,014	3,176	2	3,199	2	100%	0	0%	0	0%
Sawmill Supplies	522	3,688	2	3,199	1	50%	1	50%	0	0%
Scientist	1,761	2,727	2	3,199	2	100%	0	0%	0	0%
Screen Manufacturers Equipment and Supplies	722	3,436	2	3,199	0	0%	2	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Seafood Brokers	795	3,377	2	3,199	2	100%	0	0%	0	0%
Septic Tank Manufacturers	1,251	3,010	2	3,199	1	50%	1	50%	0	0%
Sewage Treatment Equipment	818	3,355	2	3,199	1	50%	1	50%	0	0%
Sheetrock Contractors	1,203	3,044	2	3,199	1	50%	1	50%	0	0%
Shoe Shining	635	3,539	2	3,199	2	100%	0	0%	0	0%
Showcases	409	3,849	2	3,199	0	0%	2	100%	0	0%
Siding Cleaning	643	3,528	2	3,199	2	100%	0	0%	0	0%
Sign Maintenance	1,114	3,101	2	3,199	0	0%	2	100%	0	0%
Sink Manufacturers	1,605	2,807	2	3,199	0	0%	2	100%	0	0%
Skating Lessons	307	4,015	2	3,199	0	0%	2	100%	0	0%
Ski Repair	326	3,973	2	3,199	1	50%	1	50%	0	0%
Slate	407	3,853	2	3,199	0	0%	2	100%	0	0%
Smelters	285	4,058	2	3,199	0	0%	1	50%	1	50%
Soda Fountain Shop	318	3,990	2	3,199	1	50%	1	50%	0	0%
Sound Control Structures	358	3,926	2	3,199	1	50%	1	50%	0	0%
Spring Manufacturers	1,031	3,163	2	3,199	1	50%	1	50%	0	0%
Stair Tread	570	3,623	2	3,199	1	50%	1	50%	0	0%
Steel Fabrication Equipment	673	3,502	2	3,199	1	50%	1	50%	0	0%
Steel Mill	1,220	3,029	2	3,199	1	50%	1	50%	0	0%
Steering Repair	350	3,940	2	3,199	0	0%	2	100%	0	0%
Steering System	730	3,430	2	3,199	2	100%	0	0%	0	0%
Stock Quotation	712	3,445	2	3,199	2	100%	0	0%	0	0%
Storage	73	4,713	2	3,199	1	50%	1	50%	0	0%
Sugar Brokers	19	5,123	2	3,199	1	50%	1	50%	0	0%
Table Suppliers	22	5,098	2	3,199	1	50%	1	50%	0	0%
Tank Inspection	2,141	2,567	2	3,199	1	50%	1	50%	0	0%
Tank Repair	1,056	3,140	2	3,199	2	100%	0	0%	0	0%
Tanners	148	4,430	2	3,199	1	50%	0	0%	1	50%
Tape Recorder Sales	82	4,676	2	3,199	0	0%	2	100%	0	0%
Telecommunication Design	3,023	2,299	2	3,199	1	50%	1	50%	0	0%
Telecommunications	1,707	2,755	2	3,199	2	100%	0	0%	0	0%
Telephone Answering Systems	4,349	2,017	2	3,199	0	0%	1	50%	1	50%
Terraseeding	8	5,260	2	3,199	2	100%	0	0%	0	0%
Textile Mill Supplies	358	3,926	2	3,199	2	100%	0	0%	0	0%
Theater Supplies	1,306	2,979	2	3,199	2	100%	0	0%	0	0%
Threat and Fraud Assessment	350	3,940	2	3,199	2	100%	0	0%	0	0%
Time Cards	2,417	2,482	2	3,199	2	100%	0	0%	0	0%
Tobacco Equipment	66	4,750	2	3,199	1	50%	1	50%	0	0%
Tobacco Machines	151	4,413	2	3,199	1	50%	1	50%	0	0%
Tool and Die Supplies	678	3,493	2	3,199	1	50%	1	50%	0	0%
Tool Holders	1,379	2,931	2	3,199	2	100%	0	0%	0	0%
Towel Supply Service	1,137	3,089	2	3,199	1	50%	1	50%	0	0%
Toy Making Supplies	802	3,373	2	3,199	1	50%	1	50%	0	0%
Trademark Attorney	1,331	2,964	2	3,199	2	100%	0	0%	0	0%
Tree Service Equipment	1,375	2,934	2	3,199	2	100%	0	0%	0	0%
Trenching Contractors	1,799	2,710	2	3,199	2	100%	0	0%	0	0%
Truck Lettering	712	3,445	2	3,199	1	50%	1	50%	0	0%
Truck Refrigeration Equipment	997	3,185	2	3,199	2	100%	0	0%	0	0%
Truck Wash	1,922	2,653	2	3,199	1	50%	1	50%	0	0%
TV Station Equipment	375	3,897	2	3,199	1	50%	1	50%	0	0%
Typewriter Supplies	100	4,610	2	3,199	2	100%	0	0%	0	0%
Underground Sprinkler Parts	1,348	2,952	2	3,199	1	50%	1	50%	0	0%
Unemployment Representation	245	4,151	2	3,199	1	50%	1	50%	0	0%
UV Lamp	160	4,390	2	3,199	2	100%	0	0%	0	0%
Valve	3,088	2,284	2	3,199	0	0%	2	100%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Venetian Blind Parts	440	3,810	2	3,199	2	100%	0	0%	0	0%
Voice Mail	443	3,801	2	3,199	1	50%	1	50%	0	0%
Water Hauling Truck	2,737	2,386	2	3,199	2	100%	0	0%	0	0%
Water Leak Detector	2,001	2,620	2	3,199	1	50%	1	50%	0	0%
Weatherization	2,805	2,368	2	3,199	2	100%	0	0%	0	0%
Whirlpool Bathtubs	822	3,352	2	3,199	1	50%	1	50%	0	0%
Wholesale Boys Clothing	223	4,212	2	3,199	2	100%	0	0%	0	0%
Wholesale Fruits and Vegetables	4,895	1,923	2	3,199	1	50%	1	50%	0	0%
Wholesale Fur	1,737	2,739	2	3,199	2	100%	0	0%	0	0%
Wholesale Liquor	1,516	2,847	2	3,199	2	100%	0	0%	0	0%
Wholesale Pharmacy	532	3,672	2	3,199	2	100%	0	0%	0	0%
Wholesale Pumps	2,150	2,559	2	3,199	2	100%	0	0%	0	0%
Wholesale Telephones	1,045	3,150	2	3,199	2	100%	0	0%	0	0%
Wholesale Video Tapes	250	4,137	2	3,199	1	50%	1	50%	0	0%
Wine Cellar	956	3,219	2	3,199	0	0%	2	100%	0	0%
Winemaking Supplies	1,838	2,697	2	3,199	2	100%	0	0%	0	0%
Wiring Harness	921	3,252	2	3,199	1	50%	1	50%	0	0%
Zoo Animals	2,746	2,384	2	3,199	1	50%	1	50%	0	0%
Accessories	15	5,175	1	3,539	1	100%	0	0%	0	0%
Accounting and Bookkeeping Machines	2,658	2,409	1	3,539	0	0%	1	100%	0	0%
Acid	136	4,468	1	3,539	1	100%	0	0%	0	0%
Acoustic Ceiling Removal	691	3,474	1	3,539	0	0%	1	100%	0	0%
Actuary	653	3,520	1	3,539	1	100%	0	0%	0	0%
Ad Word Sponsorship	112	4,545	1	3,539	0	0%	1	100%	0	0%
Adhesive	3,527	2,183	1	3,539	1	100%	0	0%	0	0%
Adhesives and Gluing Equipment	321	3,984	1	3,539	1	100%	0	0%	0	0%
Adoption Attorney	1,049	3,144	1	3,539	1	100%	0	0%	0	0%
Adult Care	158	4,395	1	3,539	1	100%	0	0%	0	0%
Aerial Applicators	713	3,444	1	3,539	1	100%	0	0%	0	0%
Aerospace Research	1,121	3,096	1	3,539	0	0%	1	100%	0	0%
Air Compressors	2,258	2,525	1	3,539	1	100%	0	0%	0	0%
Air Curtains	208	4,249	1	3,539	0	0%	1	100%	0	0%
Air Pollution Control	1,229	3,026	1	3,539	0	0%	1	100%	0	0%
Aircraft Ferry	347	3,945	1	3,539	0	0%	1	100%	0	0%
Aircraft Upholstery	213	4,234	1	3,539	1	100%	0	0%	0	0%
Anti-Freeze	163	4,378	1	3,539	1	100%	0	0%	0	0%
Antique Oriental Rugs	115	4,536	1	3,539	0	0%	1	100%	0	0%
Antiques	25	5,064	1	3,539	1	100%	0	0%	0	0%
Apprenticeship Programs	545	3,653	1	3,539	0	0%	1	100%	0	0%
Aprons	46	4,877	1	3,539	0	0%	1	100%	0	0%
Archery Range	469	3,762	1	3,539	0	0%	1	100%	0	0%
Armed Forces Recruiting	134	4,475	1	3,539	0	0%	1	100%	0	0%
Armored Car Manufacturers	167	4,369	1	3,539	1	100%	0	0%	0	0%
Art and Culture	22	5,098	1	3,539	0	0%	1	100%	0	0%
Artificial Food	165	4,375	1	3,539	1	100%	0	0%	0	0%
Artificial Limbs	123	4,505	1	3,539	1	100%	0	0%	0	0%
Auto Distributor	94	4,627	1	3,539	1	100%	0	0%	0	0%
Auto Maintenance Plans	493	3,727	1	3,539	1	100%	0	0%	0	0%
Axle Repair	0	5,464	1	3,539	1	100%	0	0%	0	0%
Baby Formula Service	168	4,366	1	3,539	1	100%	0	0%	0	0%
Bamboo Products	1,213	3,036	1	3,539	0	0%	1	100%	0	0%
Bar Manufacturers	173	4,355	1	3,539	1	100%	0	0%	0	0%
Base Metals	230	4,188	1	3,539	0	0%	1	100%	0	0%
Baseball	18	5,139	1	3,539	1	100%	0	0%	0	0%
Beauty	39	4,941	1	3,539	0	0%	1	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Bedspreads - Retail	142	4,449	1	3,539	0	0%	1	100%	0	0%
Beer Dispensing and Cooling Equipment	1,026	3,169	1	3,539	1	100%	0	0%	0	0%
Belting Supplies	878	3,293	1	3,539	0	0%	1	100%	0	0%
Binoculars	1,113	3,103	1	3,539	1	100%	0	0%	0	0%
Blowers	735	3,425	1	3,539	0	0%	1	100%	0	0%
Blueprinting	1,512	2,848	1	3,539	1	100%	0	0%	0	0%
Boat Launch	283	4,064	1	3,539	0	0%	1	100%	0	0%
Bond Insurance	2,017	2,611	1	3,539	0	0%	1	100%	0	0%
Book Covers	255	4,127	1	3,539	1	100%	0	0%	0	0%
Bottles	0	5,464	1	3,539	0	0%	1	100%	0	0%
Box Making Equipment	1,083	3,125	1	3,539	1	100%	0	0%	0	0%
Brake Shoe Bonding and Exchanging	112	4,545	1	3,539	0	0%	1	100%	0	0%
Brass Products	498	3,716	1	3,539	1	100%	0	0%	0	0%
Brick Pizza Oven	462	3,771	1	3,539	0	0%	1	100%	0	0%
Brick Preservative	587	3,606	1	3,539	0	0%	1	100%	0	0%
Bridal & Millinery Supplies	157	4,400	1	3,539	0	0%	1	100%	0	0%
Bridal Registry	594	3,597	1	3,539	0	0%	1	100%	0	0%
Bronzing	804	3,370	1	3,539	1	100%	0	0%	0	0%
Brush Manufacturers	166	4,372	1	3,539	1	100%	0	0%	0	0%
Buckets	86	4,660	1	3,539	0	0%	1	100%	0	0%
Buffing and Polishing Equipment	596	3,595	1	3,539	0	0%	1	100%	0	0%
Building Envelope Restoration	1,327	2,966	1	3,539	1	100%	0	0%	0	0%
Burial Assistance	790	3,381	1	3,539	1	100%	0	0%	0	0%
Burial Vaults	953	3,222	1	3,539	0	0%	1	100%	0	0%
Bus Manufacturers	318	3,990	1	3,539	1	100%	0	0%	0	0%
Bushings	56	4,802	1	3,539	1	100%	0	0%	0	0%
Cable Splicing	860	3,319	1	3,539	1	100%	0	0%	0	0%
Calligrapher	538	3,663	1	3,539	0	0%	1	100%	0	0%
Candle Making Supplies	1,559	2,826	1	3,539	1	100%	0	0%	0	0%
Caning Supplies	74	4,711	1	3,539	1	100%	0	0%	0	0%
Caregiver Resources	3,357	2,225	1	3,539	1	100%	0	0%	0	0%
Cargo Stabilizing Devices	189	4,317	1	3,539	1	100%	0	0%	0	0%
Casters	746	3,417	1	3,539	1	100%	0	0%	0	0%
Catalog Designers	478	3,747	1	3,539	1	100%	0	0%	0	0%
Caves	38	4,957	1	3,539	1	100%	0	0%	0	0%
Cellulite Treatment	258	4,122	1	3,539	0	0%	1	100%	0	0%
Chain Letter	1,772	2,725	1	3,539	0	0%	1	100%	0	0%
Chains	519	3,690	1	3,539	1	100%	0	0%	0	0%
Change Machine	197	4,285	1	3,539	1	100%	0	0%	0	0%
Changing Tires	409	3,849	1	3,539	1	100%	0	0%	0	0%
Charity - Child Sponsorship	1,135	3,092	1	3,539	0	0%	1	100%	0	0%
Charity - Civil Rights	1,029	3,165	1	3,539	1	100%	0	0%	0	0%
Charity - Police & Firefighter Organizations	6,845	1,660	1	3,539	0	0%	1	100%	0	0%
Check Protection	859	3,320	1	3,539	1	100%	0	0%	0	0%
Chemical Production	1,665	2,781	1	3,539	0	0%	1	100%	0	0%
Chess Instruction	435	3,817	1	3,539	1	100%	0	0%	0	0%
Child Advocacy Lawyer	279	4,073	1	3,539	0	0%	1	100%	0	0%
Children and Infants	0	5,464	1	3,539	0	0%	1	100%	0	0%
Chimney Liners	433	3,819	1	3,539	1	100%	0	0%	0	0%
Church Furniture	959	3,218	1	3,539	1	100%	0	0%	0	0%
Circuit Breaker	451	3,786	1	3,539	1	100%	0	0%	0	0%
Circus Animal Foods	405	3,855	1	3,539	1	100%	0	0%	0	0%
Citizen Band Radios	1,116	3,099	1	3,539	1	100%	0	0%	0	0%
Clean Room Installation	545	3,653	1	3,539	0	0%	1	100%	0	0%
Clergy	472	3,756	1	3,539	0	0%	0	0%	1	100%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Coal Mining	464	3,767	1	3,539	1	100%	0	0%	0	0%
Coat Manufacturers	23	5,085	1	3,539	1	100%	0	0%	0	0%
Collaborative Divorce Attorney	479	3,742	1	3,539	0	0%	1	100%	0	0%
Commercial Doors	3,773	2,136	1	3,539	1	100%	0	0%	0	0%
Commercial Sewing Machine	0	5,464	1	3,539	0	0%	1	100%	0	0%
Commodity Broker	5,970	1,766	1	3,539	0	0%	1	100%	0	0%
Composter	235	4,174	1	3,539	0	0%	1	100%	0	0%
Computer Bulletin Boards	730	3,430	1	3,539	0	0%	1	100%	0	0%
Concrete Mixers	1,028	3,167	1	3,539	0	0%	1	100%	0	0%
Concrete Reinforcements	1,804	2,708	1	3,539	0	0%	1	100%	0	0%
Concrete Removal	683	3,486	1	3,539	1	100%	0	0%	0	0%
Consulates	310	4,011	1	3,539	1	100%	0	0%	0	0%
Consultant	1,581	2,817	1	3,539	0	0%	1	100%	0	0%
Consumer Fraud Lawyers	6,517	1,704	1	3,539	1	100%	0	0%	0	0%
Conveyor	4,502	1,991	1	3,539	1	100%	0	0%	0	0%
Coppersmith	523	3,686	1	3,539	1	100%	0	0%	0	0%
Copywriter	2,930	2,321	1	3,539	1	100%	0	0%	0	0%
Cottage rentals	0	5,464	1	3,539	1	100%	0	0%	0	0%
Cotton Ginning	119	4,521	1	3,539	1	100%	0	0%	0	0%
Cotton Waste	17	5,155	1	3,539	0	0%	1	100%	0	0%
Counseling	463	3,769	1	3,539	0	0%	1	100%	0	0%
Crane Parts	135	4,471	1	3,539	0	0%	1	100%	0	0%
Crisis Intervention Services	866	3,309	1	3,539	1	100%	0	0%	0	0%
Crushing and Pulverizing	182	4,338	1	3,539	1	100%	0	0%	0	0%
Cryogenics	1,136	3,091	1	3,539	0	0%	0	0%	1	100%
Culverts	362	3,919	1	3,539	0	0%	1	100%	0	0%
Custom Broker	5,834	1,786	1	3,539	1	100%	0	0%	0	0%
Custom Tile Painting	239	4,162	1	3,539	0	0%	0	0%	1	100%
Dairy Equipment	892	3,283	1	3,539	1	100%	0	0%	0	0%
Dance	66	4,750	1	3,539	1	100%	0	0%	0	0%
Data Processing Equipment	545	3,653	1	3,539	0	0%	1	100%	0	0%
Data Processing Equipment Maintenance	168	4,366	1	3,539	1	100%	0	0%	0	0%
Debris Box Service	83	4,671	1	3,539	1	100%	0	0%	0	0%
Decorative Balls	116	4,532	1	3,539	1	100%	0	0%	0	0%
Defense Contractors	2,145	2,563	1	3,539	0	0%	1	100%	0	0%
Demonstration Services	539	3,660	1	3,539	0	0%	1	100%	0	0%
Developmental Disability Services	6,094	1,746	1	3,539	1	100%	0	0%	0	0%
Die Cutting	546	3,650	1	3,539	1	100%	0	0%	0	0%
Die Cutting Machine	110	4,560	1	3,539	0	0%	1	100%	0	0%
Doll Making Supplies	121	4,512	1	3,539	1	100%	0	0%	0	0%
Dome Structures	170	4,359	1	3,539	0	0%	1	100%	0	0%
Domestic Abuse Services	209	4,245	1	3,539	0	0%	1	100%	0	0%
Door Closes and Checks Repair	236	4,173	1	3,539	0	0%	1	100%	0	0%
Door Frame	747	3,416	1	3,539	1	100%	0	0%	0	0%
Drapery and Curtain Fabrics Retail	1,483	2,865	1	3,539	1	100%	0	0%	0	0%
Drapery Installation Service	1,698	2,763	1	3,539	1	100%	0	0%	0	0%
Drawing Supplies	831	3,342	1	3,539	0	0%	1	100%	0	0%
Dredge	584	3,613	1	3,539	0	0%	1	100%	0	0%
Dress Trimmings	355	3,933	1	3,539	1	100%	0	0%	0	0%
Dressmaking School	64	4,755	1	3,539	0	0%	1	100%	0	0%
Drill Press	65	4,753	1	3,539	0	0%	1	100%	0	0%
Drilling Equipment	1,241	3,019	1	3,539	0	0%	1	100%	0	0%
Drug Addiction Treatment	3,481	2,195	1	3,539	1	100%	0	0%	0	0%
Drug Brokers	1,365	2,944	1	3,539	1	100%	0	0%	0	0%
Dry Erase Board	316	3,996	1	3,539	0	0%	1	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Dry Ice	519	3,690	1	3,539	1	100%	0	0%	0	0%
Drywall Texture	2,122	2,578	1	3,539	0	0%	1	100%	0	0%
Dust Control Material	199	4,279	1	3,539	1	100%	0	0%	0	0%
Dyes	177	4,349	1	3,539	1	100%	0	0%	0	0%
Economic Development Organizations	2,878	2,343	1	3,539	0	0%	1	100%	0	0%
Electric Switchboard	609	3,576	1	3,539	1	100%	0	0%	0	0%
Electrical Discharge Machines	601	3,588	1	3,539	1	100%	0	0%	0	0%
Electrolysis	5,760	1,793	1	3,539	1	100%	0	0%	0	0%
Elevator Parts	352	3,938	1	3,539	0	0%	1	100%	0	0%
Eminent Domain Lawyer	234	4,178	1	3,539	0	0%	1	100%	0	0%
Energy	24	5,070	1	3,539	1	100%	0	0%	0	0%
Engine Parts	37	4,966	1	3,539	1	100%	0	0%	0	0%
Engine Starter	565	3,629	1	3,539	1	100%	0	0%	0	0%
Engraved Stationery	427	3,832	1	3,539	0	0%	1	100%	0	0%
Engraving Supplies	885	3,290	1	3,539	1	100%	0	0%	0	0%
Environmental Services	93	4,632	1	3,539	1	100%	0	0%	0	0%
Equine Therapy	710	3,449	1	3,539	0	0%	1	100%	0	0%
Erosion Control	4,580	1,979	1	3,539	0	0%	1	100%	0	0%
Escort Service	3,457	2,205	1	3,539	0	0%	0	0%	1	100%
Estate Sales	388	3,875	1	3,539	0	0%	1	100%	0	0%
Evaporating Apparatus	181	4,339	1	3,539	0	0%	1	100%	0	0%
Exhibit Design	1,905	2,665	1	3,539	0	0%	1	100%	0	0%
Experimental Work	50	4,847	1	3,539	1	100%	0	0%	0	0%
Factors	1,306	2,979	1	3,539	1	100%	0	0%	0	0%
Fallout Shelter Equipment and Supplies	88	4,653	1	3,539	1	100%	0	0%	0	0%
Family Planning	194	4,297	1	3,539	0	0%	1	100%	0	0%
Fan	5	5,311	1	3,539	1	100%	0	0%	0	0%
Feedlot	205	4,262	1	3,539	0	0%	1	100%	0	0%
Fiber Products	330	3,971	1	3,539	1	100%	0	0%	0	0%
Fiberglass	232	4,183	1	3,539	1	100%	0	0%	0	0%
Fiberglass Fabrication	1,251	3,010	1	3,539	0	0%	1	100%	0	0%
Fiberglass Products	1,563	2,822	1	3,539	0	0%	1	100%	0	0%
Film Scrap	120	4,516	1	3,539	0	0%	1	100%	0	0%
Fish By-Products	164	4,376	1	3,539	1	100%	0	0%	0	0%
Fish Oil	25	5,064	1	3,539	0	0%	1	100%	0	0%
Fishing Gear	0	5,464	1	3,539	1	100%	0	0%	0	0%
Fishing License	24	5,070	1	3,539	1	100%	0	0%	0	0%
Fishing Pier	419	3,841	1	3,539	1	100%	0	0%	0	0%
Fishing Tackle Parts	507	3,708	1	3,539	0	0%	1	100%	0	0%
Flag Manufacturers	929	3,241	1	3,539	1	100%	0	0%	0	0%
Flag Poles	1,620	2,802	1	3,539	0	0%	1	100%	0	0%
Flavoring Extracts	619	3,561	1	3,539	1	100%	0	0%	0	0%
Floor Machine Repair	202	4,270	1	3,539	0	0%	1	100%	0	0%
Flower Broker	591	3,603	1	3,539	1	100%	0	0%	0	0%
Folding Tables	269	4,096	1	3,539	1	100%	0	0%	0	0%
Food Industry	31	5,010	1	3,539	0	0%	0	0%	1	100%
Food Service Consultants	865	3,313	1	3,539	0	0%	1	100%	0	0%
Foreclosed Property Remodeling	1,537	2,840	1	3,539	1	100%	0	0%	0	0%
Freight Consolidation	1,199	3,047	1	3,539	0	0%	1	100%	0	0%
Freight Container	6	5,290	1	3,539	1	100%	0	0%	0	0%
Fumigation	807	3,365	1	3,539	1	100%	0	0%	0	0%
Funeral Insurance	6,127	1,740	1	3,539	1	100%	0	0%	0	0%
Fur Accessories	751	3,410	1	3,539	1	100%	0	0%	0	0%
Furnace Cleaning	3,546	2,180	1	3,539	1	100%	0	0%	0	0%
Furniture Builders	14	5,188	1	3,539	0	0%	1	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Game Birds	224	4,206	1	3,539	0	0%	1	100%	0	0%
Game Farm	574	3,619	1	3,539	0	0%	0	0%	1	100%
Garment Restoration	243	4,154	1	3,539	1	100%	0	0%	0	0%
Gas Well Drilling	991	3,187	1	3,539	1	100%	0	0%	0	0%
Gears	640	3,532	1	3,539	0	0%	1	100%	0	0%
Generator Repair	41	4,923	1	3,539	0	0%	1	100%	0	0%
Geologist	634	3,541	1	3,539	0	0%	1	100%	0	0%
Glass Printer	238	4,166	1	3,539	0	0%	1	100%	0	0%
Golf	22	5,098	1	3,539	1	100%	0	0%	0	0%
Golf Equipment Repair	287	4,055	1	3,539	0	0%	1	100%	0	0%
Graffiti Removal	241	4,157	1	3,539	0	0%	1	100%	0	0%
Grating	135	4,471	1	3,539	1	100%	0	0%	0	0%
Greeting Card Manufacturers	270	4,093	1	3,539	1	100%	0	0%	0	0%
Grinding Wheel	58	4,791	1	3,539	0	0%	1	100%	0	0%
Grinding Wheel Dresser	55	4,809	1	3,539	1	100%	0	0%	0	0%
Grouting Compounds	531	3,674	1	3,539	1	100%	0	0%	0	0%
Guard Dogs	1,584	2,814	1	3,539	0	0%	1	100%	0	0%
Hair Care	48	4,861	1	3,539	1	100%	0	0%	0	0%
Hair Pieces	12	5,217	1	3,539	0	0%	1	100%	0	0%
Hammock	101	4,606	1	3,539	1	100%	0	0%	0	0%
Handbag Manufacturers	445	3,798	1	3,539	0	0%	1	100%	0	0%
Handwriting Analysis	309	4,013	1	3,539	1	100%	0	0%	0	0%
Harness Assembly	772	3,392	1	3,539	1	100%	0	0%	0	0%
Hay	1,161	3,077	1	3,539	1	100%	0	0%	0	0%
Heat Exchanger	1,036	3,160	1	3,539	1	100%	0	0%	0	0%
Hinge	197	4,285	1	3,539	0	0%	1	100%	0	0%
Hog Farm	269	4,096	1	3,539	1	100%	0	0%	0	0%
Holistic Schools	2,481	2,464	1	3,539	0	0%	1	100%	0	0%
Home Elevator	2,422	2,478	1	3,539	0	0%	1	100%	0	0%
Home Management	374	3,901	1	3,539	1	100%	0	0%	0	0%
Horse Race Handicapping	297	4,030	1	3,539	0	0%	1	100%	0	0%
Horseshoeing	702	3,458	1	3,539	1	100%	0	0%	0	0%
Horseshoeing Tools	510	3,703	1	3,539	1	100%	0	0%	0	0%
Hose Couplings	869	3,307	1	3,539	1	100%	0	0%	0	0%
House Leveling	28	5,034	1	3,539	0	0%	1	100%	0	0%
Household Appliances	98	4,616	1	3,539	1	100%	0	0%	0	0%
Hydraulic Cylinder	1,855	2,687	1	3,539	1	100%	0	0%	0	0%
Ice Cream	16	5,165	1	3,539	1	100%	0	0%	0	0%
Ice Melting Equipment	321	3,984	1	3,539	1	100%	0	0%	0	0%
Indoor Sky Diving	151	4,413	1	3,539	0	0%	1	100%	0	0%
Industrial Consultants	2,386	2,490	1	3,539	1	100%	0	0%	0	0%
Industrial Doors	162	4,383	1	3,539	0	0%	1	100%	0	0%
Industrial Feeders	274	4,083	1	3,539	1	100%	0	0%	0	0%
Industrial Hygiene Consultants	1,319	2,970	1	3,539	0	0%	1	100%	0	0%
Industrial Oil	827	3,347	1	3,539	0	0%	1	100%	0	0%
Industrial Washing Machine	77	4,695	1	3,539	0	0%	1	100%	0	0%
Industrial Waste Compactor	1,069	3,135	1	3,539	0	0%	1	100%	0	0%
Inspection Devices Industrial	1,396	2,918	1	3,539	0	0%	1	100%	0	0%
Insulation Removal	395	3,865	1	3,539	1	100%	0	0%	0	0%
Insurance Adjuster Training	688	3,479	1	3,539	1	100%	0	0%	0	0%
Insurance Inspection	4,364	2,013	1	3,539	0	0%	1	100%	0	0%
Irrigation	495	3,721	1	3,539	0	0%	1	100%	0	0%
Jewelry Advisory Service	790	3,381	1	3,539	1	100%	0	0%	0	0%
Jewelry Polishing	587	3,606	1	3,539	1	100%	0	0%	0	0%
Juvenile Attorney	178	4,347	1	3,539	1	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Kerosene	71	4,721	1	3,539	1	100%	0	0%	0	0%
Kite	321	3,984	1	3,539	1	100%	0	0%	0	0%
Knife Sharpening	1,411	2,907	1	3,539	1	100%	0	0%	0	0%
Knit Fabric	96	4,622	1	3,539	0	0%	1	100%	0	0%
Knit Goods Manufacturer	259	4,120	1	3,539	1	100%	0	0%	0	0%
Knitting Machine	117	4,526	1	3,539	1	100%	0	0%	0	0%
Kosher Food	345	3,948	1	3,539	1	100%	0	0%	0	0%
Laces	52	4,832	1	3,539	1	100%	0	0%	0	0%
Landlord Tenant Lawyer	2,287	2,516	1	3,539	0	0%	0	0%	1	100%
Laneway House	431	3,827	1	3,539	1	100%	0	0%	0	0%
Latex	382	3,885	1	3,539	0	0%	1	100%	0	0%
Lead Products	191	4,310	1	3,539	0	0%	1	100%	0	0%
Lead Renovator	50	4,847	1	3,539	0	0%	1	100%	0	0%
Leaf Blower	113	4,544	1	3,539	1	100%	0	0%	0	0%
Leak Detecting Equipment	1,954	2,638	1	3,539	1	100%	0	0%	0	0%
Leather Goods Repair	3,021	2,300	1	3,539	0	0%	1	100%	0	0%
Lettering Machines	111	4,553	1	3,539	0	0%	1	100%	0	0%
Library Supplies	234	4,178	1	3,539	1	100%	0	0%	0	0%
Life Raft Inflation Equipment	120	4,516	1	3,539	1	100%	0	0%	0	0%
Lift Kits	650	3,523	1	3,539	1	100%	0	0%	0	0%
Light Plant	40	4,930	1	3,539	0	0%	1	100%	0	0%
Light Tubes	0	5,464	1	3,539	0	0%	1	100%	0	0%
Lighting Fixture Manufacturers	11	5,230	1	3,539	1	100%	0	0%	0	0%
Livestock Buyer	340	3,959	1	3,539	0	0%	1	100%	0	0%
Lobbyist	5,191	1,876	1	3,539	1	100%	0	0%	0	0%
Lubricating System	496	3,720	1	3,539	0	0%	1	100%	0	0%
Luggage Covers	77	4,695	1	3,539	0	0%	1	100%	0	0%
Luggage Manufacturers Equipment and Supplies	237	4,172	1	3,539	0	0%	1	100%	0	0%
Machinery Appraisal	442	3,804	1	3,539	1	100%	0	0%	0	0%
Maid Service	245	4,151	1	3,539	1	100%	0	0%	0	0%
Managed Service Provider	1,162	3,074	1	3,539	0	0%	1	100%	0	0%
Marble Cleaning	3,732	2,145	1	3,539	1	100%	0	0%	0	0%
Marine Insurance	1,151	3,079	1	3,539	1	100%	0	0%	0	0%
Marine Salvage	554	3,639	1	3,539	1	100%	0	0%	0	0%
Marionette	212	4,235	1	3,539	1	100%	0	0%	0	0%
Market Analysis	4	5,334	1	3,539	1	100%	0	0%	0	0%
Marriage Broker	1,278	2,993	1	3,539	0	0%	1	100%	0	0%
Mathematician	82	4,676	1	3,539	1	100%	0	0%	0	0%
Measuring Machine	487	3,731	1	3,539	1	100%	0	0%	0	0%
Meat Packing Supplies	509	3,705	1	3,539	1	100%	0	0%	0	0%
Mechanical Stripping	58	4,791	1	3,539	0	0%	1	100%	0	0%
Medical Equipment Repair	441	3,808	1	3,539	1	100%	0	0%	0	0%
Medication	4	5,334	1	3,539	0	0%	1	100%	0	0%
Meeting Management	829	3,343	1	3,539	0	0%	1	100%	0	0%
Metal	26	5,053	1	3,539	0	0%	1	100%	0	0%
Metal and Glass Etched Products	825	3,349	1	3,539	0	0%	1	100%	0	0%
Metal Detectors	2,428	2,476	1	3,539	1	100%	0	0%	0	0%
Metal Finishers Supplies	802	3,373	1	3,539	1	100%	0	0%	0	0%
Metal Heat Treating	1,255	3,006	1	3,539	1	100%	0	0%	0	0%
Metallurgy	195	4,293	1	3,539	1	100%	0	0%	0	0%
Milk Distributors	310	4,011	1	3,539	0	0%	0	0%	1	100%
Mobile Home Foundation	19	5,123	1	3,539	0	0%	1	100%	0	0%
Model Car Racing	367	3,910	1	3,539	0	0%	1	100%	0	0%
Modeling and Simulation	192	4,308	1	3,539	0	0%	1	100%	0	0%
Molding	2,853	2,351	1	3,539	1	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Monogram Machine	54	4,816	1	3,539	1	100%	0	0%	0	0%
Motion Picture Special Effects	185	4,326	1	3,539	0	0%	1	100%	0	0%
Motor Home Carpet and Upholstery Cleaning	71	4,721	1	3,539	0	0%	1	100%	0	0%
Movie Advertising	250	4,137	1	3,539	1	100%	0	0%	0	0%
Moving Assistance	212	4,235	1	3,539	0	0%	1	100%	0	0%
Moving Sales	926	3,244	1	3,539	0	0%	1	100%	0	0%
Mowing Tractor	430	3,828	1	3,539	0	0%	1	100%	0	0%
Mural	1,500	2,858	1	3,539	0	0%	1	100%	0	0%
Music	83	4,671	1	3,539	0	0%	1	100%	0	0%
Name Plate Holders	53	4,822	1	3,539	1	100%	0	0%	0	0%
Navigation Consultants	282	4,066	1	3,539	1	100%	0	0%	0	0%
Nephrologist	605	3,581	1	3,539	0	0%	1	100%	0	0%
New Textbooks	0	5,464	1	3,539	0	0%	1	100%	0	0%
Non-Electric Wire and Cable	1,653	2,786	1	3,539	0	0%	0	0%	1	100%
Nuclear Energy Consultants	228	4,193	1	3,539	0	0%	1	100%	0	0%
Numismatics	1,745	2,735	1	3,539	1	100%	0	0%	0	0%
Nurse Practitioner	1,899	2,671	1	3,539	1	100%	0	0%	0	0%
Nursing Home Information	2,254	2,527	1	3,539	0	0%	1	100%	0	0%
Odor Neutralizer	2,419	2,479	1	3,539	0	0%	0	0%	0	0%
Office Equipment Manufacturers	3	5,363	1	3,539	0	0%	1	100%	0	0%
Office Furniture Installation	13,220	1,218	1	3,539	1	100%	0	0%	0	0%
Oil	15	5,175	1	3,539	1	100%	0	0%	0	0%
Oil Crude Purchasing	1,341	2,960	1	3,539	0	0%	1	100%	0	0%
Oil Handling Equipment	614	3,568	1	3,539	1	100%	0	0%	0	0%
Oil Mill Machinery	74	4,711	1	3,539	1	100%	0	0%	0	0%
Oil Refinery Equipment	323	3,976	1	3,539	0	0%	1	100%	0	0%
Oil Well Drilling Mud	124	4,502	1	3,539	1	100%	0	0%	0	0%
Oilfield Service	19,765	940	1	3,539	0	0%	0	0%	1	100%
Opera Company	224	4,206	1	3,539	0	0%	1	100%	0	0%
Optometry	92	4,636	1	3,539	1	100%	0	0%	0	0%
Organ Repair	866	3,309	1	3,539	0	0%	1	100%	0	0%
Organic Fertilizer	1,395	2,921	1	3,539	0	0%	1	100%	0	0%
Organs	1,315	2,973	1	3,539	0	0%	1	100%	0	0%
Oriental Goods	858	3,321	1	3,539	0	0%	1	100%	0	0%
Ornamental Glass	40	4,930	1	3,539	0	0%	1	100%	0	0%
Ornamental Iron Contractor	1,912	2,660	1	3,539	1	100%	0	0%	0	0%
OTR Truck Driver Tax Return Preparation	392	3,869	1	3,539	0	0%	1	100%	0	0%
Outplacement Consultant	1,519	2,845	1	3,539	1	100%	0	0%	0	0%
Ozone Machine	1,730	2,746	1	3,539	1	100%	0	0%	0	0%
Paint Removal	1,937	2,647	1	3,539	0	0%	1	100%	0	0%
Pants	6	5,290	1	3,539	0	0%	1	100%	0	0%
Paramedic	111	4,553	1	3,539	0	0%	1	100%	0	0%
Parapsychologist	210	4,241	1	3,539	0	0%	1	100%	0	0%
Parking Garage Equipment	721	3,438	1	3,539	0	0%	1	100%	0	0%
Paternity Test	560	3,633	1	3,539	0	0%	1	100%	0	0%
Pay Phones	142	4,449	1	3,539	0	0%	1	100%	0	0%
Peanut Products	246	4,149	1	3,539	0	0%	1	100%	0	0%
Perlite	203	4,268	1	3,539	1	100%	0	0%	0	0%
Pharmaceutical Equipment	226	4,202	1	3,539	1	100%	0	0%	0	0%
Pharmaceutical Scientist	171	4,357	1	3,539	0	0%	0	0%	1	100%
Photo Finishing Wholesale	519	3,690	1	3,539	0	0%	1	100%	0	0%
Photographic Mounts	815	3,359	1	3,539	1	100%	0	0%	0	0%
Picnic Supplies	70	4,725	1	3,539	0	0%	1	100%	0	0%
Picture Frame Repair	370	3,904	1	3,539	0	0%	1	100%	0	0%
Pile Driving	873	3,297	1	3,539	1	100%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Pine Straw	780	3,388	1	3,539	1	100%	0	0%	0	0%
Pipe	3,658	2,163	1	3,539	0	0%	1	100%	0	0%
Pipe Fittings	1,197	3,050	1	3,539	1	100%	0	0%	0	0%
Pipe Inspection	1,217	3,031	1	3,539	0	0%	1	100%	0	0%
Pipe Line Companies	1,576	2,819	1	3,539	1	100%	0	0%	0	0%
Pipe Lining	4,214	2,052	1	3,539	1	100%	0	0%	0	0%
Pipe Reconditioning	88	4,653	1	3,539	0	0%	1	100%	0	0%
Pistons	190	4,315	1	3,539	0	0%	0	0%	1	100%
Pitching Machine	158	4,395	1	3,539	0	0%	1	100%	0	0%
Planetarium	149	4,424	1	3,539	0	0%	1	100%	0	0%
Plaster Products Ornamental	78	4,692	1	3,539	1	100%	0	0%	0	0%
Plastic Foam	1,194	3,052	1	3,539	1	100%	0	0%	0	0%
Plastic Labels	789	3,383	1	3,539	1	100%	0	0%	0	0%
Plastic Lamination	1,197	3,050	1	3,539	0	0%	1	100%	0	0%
Plastic Sheets	1,510	2,849	1	3,539	0	0%	1	100%	0	0%
Plastic Tanks	1,396	2,918	1	3,539	1	100%	0	0%	0	0%
Plating Equipment	343	3,952	1	3,539	1	100%	0	0%	0	0%
Podiatrist Supplies	163	4,378	1	3,539	0	0%	1	100%	0	0%
Pool Hall	1,253	3,007	1	3,539	1	100%	0	0%	0	0%
Pool Removal	764	3,402	1	3,539	1	100%	0	0%	0	0%
Posters	2,887	2,339	1	3,539	0	0%	1	100%	0	0%
Potato Chips	292	4,042	1	3,539	1	100%	0	0%	0	0%
Poultry	387	3,878	1	3,539	1	100%	0	0%	0	0%
Power Plant Equipment	529	3,677	1	3,539	1	100%	0	0%	0	0%
Precious Stones	1,671	2,775	1	3,539	1	100%	0	0%	0	0%
Pregnancy	1	5,424	1	3,539	0	0%	0	0%	1	100%
Printer Ink	507	3,708	1	3,539	0	0%	1	100%	0	0%
Printing Materials	0	5,464	1	3,539	0	0%	1	100%	0	0%
Projector Screen	4	5,334	1	3,539	1	100%	0	0%	0	0%
Promotions	1	5,424	1	3,539	0	0%	0	0%	1	100%
Proofreading	1,904	2,667	1	3,539	1	100%	0	0%	0	0%
Propane Gas Plumbing	587	3,606	1	3,539	0	0%	1	100%	0	0%
Propeller	593	3,599	1	3,539	0	0%	1	100%	0	0%
Protein Purification	101	4,606	1	3,539	1	100%	0	0%	0	0%
Psychiatric Services	3	5,363	1	3,539	1	100%	0	0%	0	0%
Pump Repair	7	5,279	1	3,539	0	0%	1	100%	0	0%
Punch Clock	678	3,493	1	3,539	1	100%	0	0%	0	0%
Quarries	1,141	3,087	1	3,539	1	100%	0	0%	0	0%
Quartz	280	4,069	1	3,539	0	0%	1	100%	0	0%
Quilt Renovation	19	5,123	1	3,539	1	100%	0	0%	0	0%
Racing	38	4,957	1	3,539	0	0%	1	100%	0	0%
Rack Merchandise Service	269	4,096	1	3,539	1	100%	0	0%	0	0%
Radiant Heat	951	3,225	1	3,539	0	0%	1	100%	0	0%
Radiator Covers	384	3,883	1	3,539	0	0%	0	0%	1	100%
Radioactive Materials	34	4,995	1	3,539	1	100%	0	0%	0	0%
Radiotelephone Carriers	545	3,653	1	3,539	0	0%	1	100%	0	0%
Railroad Contractors	1,922	2,653	1	3,539	1	100%	0	0%	0	0%
Rails	272	4,086	1	3,539	1	100%	0	0%	0	0%
Refrigerator Manufacturers	900	3,273	1	3,539	1	100%	0	0%	0	0%
Rent Welding Equipment	398	3,861	1	3,539	1	100%	0	0%	0	0%
Resin	323	3,976	1	3,539	1	100%	0	0%	0	0%
Restaurant Uniforms	49	4,856	1	3,539	0	0%	1	100%	0	0%
Retirement Communities	70	4,725	1	3,539	1	100%	0	0%	0	0%
Retreat Facilities	474	3,754	1	3,539	1	100%	0	0%	0	0%
Road Dust Control	276	4,078	1	3,539	1	100%	0	0%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Rodeo	375	3,897	1	3,539	0	0%	1	100%	0	0%
Rooming Houses	473	3,755	1	3,539	1	100%	0	0%	0	0%
Rope	440	3,810	1	3,539	1	100%	0	0%	0	0%
Rubber Stamping Supplies	367	3,910	1	3,539	0	0%	1	100%	0	0%
Rubbish & Garbage Removal Contractors Equipment	303	4,024	1	3,539	1	100%	0	0%	0	0%
Safety Equipment	8	5,260	1	3,539	1	100%	0	0%	0	0%
Salt	1,183	3,061	1	3,539	1	100%	0	0%	0	0%
Sand and Gravel Handling Equipment	472	3,756	1	3,539	0	0%	1	100%	0	0%
Satellite TV	289	4,046	1	3,539	0	0%	0	0%	1	100%
Sausage	1,290	2,984	1	3,539	1	100%	0	0%	0	0%
Savings and Loan Association Reps	38	4,957	1	3,539	0	0%	1	100%	0	0%
Saw Blade Sharpening	663	3,509	1	3,539	1	100%	0	0%	0	0%
Scaffolding	3,894	2,113	1	3,539	0	0%	1	100%	0	0%
Scalp Care	659	3,512	1	3,539	1	100%	0	0%	0	0%
Scissors	1,143	3,086	1	3,539	1	100%	0	0%	0	0%
Sculpting Equipment	6	5,290	1	3,539	0	0%	1	100%	0	0%
Seat Covers	806	3,367	1	3,539	1	100%	0	0%	0	0%
Security	129	4,486	1	3,539	1	100%	0	0%	0	0%
Security Equipment	40	4,930	1	3,539	0	0%	1	100%	0	0%
Security Seals	456	3,779	1	3,539	0	0%	1	100%	0	0%
Senior Citizens Service Organizations	12,825	1,236	1	3,539	1	100%	0	0%	0	0%
Separators	26	5,053	1	3,539	1	100%	0	0%	0	0%
Ship Builder	625	3,554	1	3,539	1	100%	0	0%	0	0%
Ship Cleaning	32	5,004	1	3,539	0	0%	1	100%	0	0%
Shock Repair	107	4,583	1	3,539	1	100%	0	0%	0	0%
Shoes	149	4,424	1	3,539	1	100%	0	0%	0	0%
Shoplifting Prevention	139	4,459	1	3,539	0	0%	1	100%	0	0%
Shopping Center	68	4,737	1	3,539	0	0%	1	100%	0	0%
Shoring Contractors	850	3,326	1	3,539	1	100%	0	0%	0	0%
Short Sale Attorney	151	4,413	1	3,539	0	0%	1	100%	0	0%
Shuffleboard	81	4,678	1	3,539	0	0%	1	100%	0	0%
Sign Erectors	691	3,474	1	3,539	1	100%	0	0%	0	0%
Silverware	2,174	2,552	1	3,539	1	100%	0	0%	0	0%
Silverware Cleaning	232	4,183	1	3,539	0	0%	1	100%	0	0%
Singing Telegrams	216	4,227	1	3,539	0	0%	1	100%	0	0%
Skate Sharpening	223	4,212	1	3,539	1	100%	0	0%	0	0%
Skating Rink Supplies	146	4,435	1	3,539	0	0%	1	100%	0	0%
Ski Lessons	432	3,821	1	3,539	0	0%	1	100%	0	0%
Ski Tour	307	4,015	1	3,539	1	100%	0	0%	0	0%
Skylight Distributors	604	3,583	1	3,539	0	0%	1	100%	0	0%
Slicing Machine	8	5,260	1	3,539	0	0%	1	100%	0	0%
Sling	151	4,413	1	3,539	1	100%	0	0%	0	0%
Smoke Odor Counteracting Service	221	4,218	1	3,539	1	100%	0	0%	0	0%
Snacks	2	5,394	1	3,539	0	0%	1	100%	0	0%
Snowmobile Tours	9	5,248	1	3,539	1	100%	0	0%	0	0%
Soffit and Fascia	1,279	2,991	1	3,539	0	0%	1	100%	0	0%
Soil Testing	1,216	3,032	1	3,539	1	100%	0	0%	0	0%
Solar Panel Cleaning	1,078	3,129	1	3,539	1	100%	0	0%	0	0%
Soldering Equipment	159	4,394	1	3,539	0	0%	1	100%	0	0%
Souvenir Milk Caps	449	3,792	1	3,539	1	100%	0	0%	0	0%
Soybeans	409	3,849	1	3,539	1	100%	0	0%	0	0%
Spark Plugs	18	5,139	1	3,539	1	100%	0	0%	0	0%
Spinologist	111	4,553	1	3,539	1	100%	0	0%	0	0%
Sports Hospitality	1,203	3,044	1	3,539	1	100%	0	0%	0	0%
Spraying Equipment	1,178	3,064	1	3,539	0	0%	1	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Stamp Collecting Supplies	228	4,193	1	3,539	1	100%	0	0%	0	0%
Statistical Service	785	3,386	1	3,539	1	100%	0	0%	0	0%
Steam Specialties	223	4,212	1	3,539	1	100%	0	0%	0	0%
Steam Trap	73	4,713	1	3,539	1	100%	0	0%	0	0%
Stone	31	5,010	1	3,539	1	100%	0	0%	0	0%
Street Cleaning	804	3,370	1	3,539	1	100%	0	0%	0	0%
Street Cleaning Equipment	183	4,334	1	3,539	1	100%	0	0%	0	0%
Stress Relief Equipment	209	4,245	1	3,539	1	100%	0	0%	0	0%
Supplies	46	4,877	1	3,539	0	0%	0	0%	1	100%
Surfing	4	5,334	1	3,539	0	0%	1	100%	0	0%
Surfing Lessons	501	3,711	1	3,539	0	0%	1	100%	0	0%
Surveying Instruments	763	3,403	1	3,539	0	0%	1	100%	0	0%
Surveys	43	4,910	1	3,539	1	100%	0	0%	0	0%
Swap Shop	597	3,594	1	3,539	0	0%	1	100%	0	0%
Sweeping Compound	23	5,085	1	3,539	1	100%	0	0%	0	0%
Synthetic Rubber	600	3,590	1	3,539	0	0%	1	100%	0	0%
Table Top	472	3,756	1	3,539	0	0%	1	100%	0	0%
Tailor Supplies	208	4,249	1	3,539	1	100%	0	0%	0	0%
Tank Lining	613	3,570	1	3,539	0	0%	1	100%	0	0%
Taxidermy Supplies	125	4,497	1	3,539	0	0%	1	100%	0	0%
Telephone Contractors	228	4,193	1	3,539	1	100%	0	0%	0	0%
Temperature Measuring Materials	311	4,005	1	3,539	1	100%	0	0%	0	0%
Tennis Court Resurfacing	318	3,990	1	3,539	0	0%	1	100%	0	0%
Textile Brokers	899	3,274	1	3,539	1	100%	0	0%	0	0%
Therapy Dogs	111	4,553	1	3,539	1	100%	0	0%	0	0%
Thermograph Equipment and Supplies	153	4,410	1	3,539	1	100%	0	0%	0	0%
Tiling	110	4,560	1	3,539	1	100%	0	0%	0	0%
Tire Sealant	191	4,310	1	3,539	1	100%	0	0%	0	0%
Tire Storage	169	4,364	1	3,539	0	0%	1	100%	0	0%
Tobacco Growers	40	4,930	1	3,539	0	0%	1	100%	0	0%
Tobacco Leaf - Wholesale	229	4,189	1	3,539	0	0%	1	100%	0	0%
Tool Design	906	3,265	1	3,539	1	100%	0	0%	0	0%
Tools	37	4,966	1	3,539	0	0%	1	100%	0	0%
Touch Screens	385	3,882	1	3,539	1	100%	0	0%	0	0%
Tourist Home	1,394	2,922	1	3,539	1	100%	0	0%	0	0%
Tractor Cab	0	5,464	1	3,539	0	0%	1	100%	0	0%
Tractor Manufacturers	1,903	2,668	1	3,539	1	100%	0	0%	0	0%
Tractor Rentals	615	3,566	1	3,539	0	0%	1	100%	0	0%
Translation Equipment	51	4,840	1	3,539	0	0%	1	100%	0	0%
Trapping Supplies	333	3,964	1	3,539	1	100%	0	0%	0	0%
Travel and Tourism Education	863	3,315	1	3,539	1	100%	0	0%	0	0%
Travel Escorts	2,435	2,473	1	3,539	0	0%	1	100%	0	0%
Treated Lumber	359	3,924	1	3,539	1	100%	0	0%	0	0%
Truck Cab	616	3,565	1	3,539	0	0%	1	100%	0	0%
Trucks	28	5,034	1	3,539	1	100%	0	0%	0	0%
Tube Bending	558	3,636	1	3,539	1	100%	0	0%	0	0%
Turntables	315	3,998	1	3,539	0	0%	1	100%	0	0%
Two Way Radios	1,509	2,852	1	3,539	1	100%	0	0%	0	0%
U-Catch Fishing	150	4,421	1	3,539	1	100%	0	0%	0	0%
Umbrella Repair	1	5,424	1	3,539	0	0%	1	100%	0	0%
Urban Farmer	81	4,678	1	3,539	0	0%	1	100%	0	0%
Used Bottles	79	4,690	1	3,539	0	0%	1	100%	0	0%
Used Bus	609	3,576	1	3,539	0	0%	0	0%	1	100%
Used Electric Motors	67	4,740	1	3,539	0	0%	1	100%	0	0%
Used Lumber	297	4,030	1	3,539	0	0%	1	100%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Vacuum Truck	689	3,477	1	3,539	1	100%	0	0%	0	0%
Valve Repair	302	4,025	1	3,539	1	100%	0	0%	0	0%
Vegetable Oil	469	3,762	1	3,539	0	0%	1	100%	0	0%
Veterinary Surgery	1,668	2,778	1	3,539	1	100%	0	0%	0	0%
Video Game Manufacturers	41	4,923	1	3,539	1	100%	0	0%	0	0%
Violin	807	3,365	1	3,539	0	0%	1	100%	0	0%
Walkway Designs	495	3,721	1	3,539	1	100%	0	0%	0	0%
Wallpaper Hangers	1,582	2,816	1	3,539	1	100%	0	0%	0	0%
Watchmens Clocks and Systems	765	3,401	1	3,539	0	0%	1	100%	0	0%
Water Pollution Control	452	3,784	1	3,539	1	100%	0	0%	0	0%
Water Skiing Lessons	111	4,553	1	3,539	0	0%	1	100%	0	0%
Waterbed Supplies	110	4,560	1	3,539	0	0%	1	100%	0	0%
Weather Forecast Service	497	3,718	1	3,539	0	0%	1	100%	0	0%
Weather Instruments	1,388	2,927	1	3,539	1	100%	0	0%	0	0%
Web Conferencing	909	3,261	1	3,539	1	100%	0	0%	0	0%
Weed Control Equipment and Supplies	276	4,078	1	3,539	0	0%	1	100%	0	0%
Wholesale Beds	1,597	2,813	1	3,539	1	100%	0	0%	0	0%
Wholesale Hats	677	3,497	1	3,539	1	100%	0	0%	0	0%
Wholesale Leather Clothing	191	4,310	1	3,539	0	0%	1	100%	0	0%
Wholesale Picture Frames	870	3,306	1	3,539	1	100%	0	0%	0	0%
Wholesale Yarn	611	3,573	1	3,539	1	100%	0	0%	0	0%
Wildlife Removal	69	4,733	1	3,539	1	100%	0	0%	0	0%
Window Screens	1,622	2,801	1	3,539	0	0%	1	100%	0	0%
Window Security Laminate	311	4,005	1	3,539	0	0%	0	0%	1	100%
Window Shade Repair	199	4,279	1	3,539	0	0%	1	100%	0	0%
Wire	2,273	2,521	1	3,539	1	100%	0	0%	0	0%
Wire Stitching Machine	11	5,230	1	3,539	0	0%	1	100%	0	0%
Wire Wrapping	56	4,802	1	3,539	0	0%	1	100%	0	0%
Wood Preservative	391	3,871	1	3,539	0	0%	1	100%	0	0%
Workroom Interior Designer	1,532	2,841	1	3,539	1	100%	0	0%	0	0%
X-Ray Equipment	1,265	2,999	1	3,539	0	0%	1	100%	0	0%
Zippers	148	4,430	1	3,539	1	100%	0	0%	0	0%
3rd Party Workers Compensation Lawyers	485	3,735	0	4,103	0	0%	0	0%	0	0%
Abortion Alternatives	302	4,025	0	4,103	0	0%	0	0%	0	0%
Absorbents	355	3,933	0	4,103	0	0%	0	0%	0	0%
Acid Proof Materials	93	4,632	0	4,103	0	0%	0	0%	0	0%
Acoustic Material	1,679	2,770	0	4,103	0	0%	0	0%	0	0%
Acoustical Consultant	2,101	2,585	0	4,103	0	0%	0	0%	0	0%
Activated Carbon	201	4,275	0	4,103	0	0%	0	0%	0	0%
Acupressure	322	3,979	0	4,103	0	0%	0	0%	0	0%
Addressing Machine	39	4,941	0	4,103	0	0%	0	0%	0	0%
Addressing Plate Service	356	3,929	0	4,103	0	0%	0	0%	0	0%
Administrative Assistant Employment	638	3,535	0	4,103	0	0%	0	0%	0	0%
Adult Foster Care	1,163	3,072	0	4,103	0	0%	0	0%	0	0%
Aerial Lift Repair	461	3,774	0	4,103	0	0%	0	0%	0	0%
Aerial Patrol	262	4,114	0	4,103	0	0%	0	0%	0	0%
Aerial Surveyor	311	4,005	0	4,103	0	0%	0	0%	0	0%
Aerosols	149	4,424	0	4,103	0	0%	0	0%	0	0%
Agate	38	4,957	0	4,103	0	0%	0	0%	0	0%
Agricultural Consultant	1,461	2,879	0	4,103	0	0%	0	0%	0	0%
Agriculture	35	4,985	0	4,103	0	0%	0	0%	0	0%
Agriculture Attorney	66	4,750	0	4,103	0	0%	0	0%	0	0%
Air Balancing	1,070	3,134	0	4,103	0	0%	0	0%	0	0%
Air Cleaning Equipment	676	3,498	0	4,103	0	0%	0	0%	0	0%
Air Motor	49	4,856	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Air Pollution Measuring Equipment	296	4,032	0	4,103	0	0%	0	0%	0	0%
Air Pollution Measuring Service	197	4,285	0	4,103	0	0%	0	0%	0	0%
Air Sealing	131	4,482	0	4,103	0	0%	0	0%	0	0%
Aircraft Cleaning	288	4,051	0	4,103	0	0%	0	0%	0	0%
Aircraft Fixed Based Operator	67	4,740	0	4,103	0	0%	0	0%	0	0%
Aircraft Rebuilding	167	4,369	0	4,103	0	0%	0	0%	0	0%
Aircraft Salvage	15	5,175	0	4,103	0	0%	0	0%	0	0%
Aircraft School	2,559	2,437	0	4,103	0	0%	0	0%	0	0%
Aircraft Storage	194	4,297	0	4,103	0	0%	0	0%	0	0%
Airplane Hangar	167	4,369	0	4,103	0	0%	0	0%	0	0%
Airport Designer	28	5,034	0	4,103	0	0%	0	0%	0	0%
Airport Equipment	634	3,541	0	4,103	0	0%	0	0%	0	0%
Alcoholism Treatment	3	5,363	0	4,103	0	0%	0	0%	0	0%
Alfalfa Products	90	4,645	0	4,103	0	0%	0	0%	0	0%
Alloys	289	4,046	0	4,103	0	0%	0	0%	0	0%
Animal Registration	8	5,260	0	4,103	0	0%	0	0%	0	0%
Anode	4	5,334	0	4,103	0	0%	0	0%	0	0%
Anodizing	145	4,437	0	4,103	0	0%	0	0%	0	0%
Anti-Fogging Compounds	36	4,978	0	4,103	0	0%	0	0%	0	0%
Appellate Attorney	612	3,571	0	4,103	0	0%	0	0%	0	0%
Archaeologist	409	3,849	0	4,103	0	0%	0	0%	0	0%
Art Dealers	39	4,941	0	4,103	0	0%	0	0%	0	0%
Art Identification	76	4,703	0	4,103	0	0%	0	0%	0	0%
Artificial Landscape Rocks	386	3,880	0	4,103	0	0%	0	0%	0	0%
Artificial Leather	4	5,334	0	4,103	0	0%	0	0%	0	0%
Artisanal Cheese	155	4,406	0	4,103	0	0%	0	0%	0	0%
Artists	94	4,627	0	4,103	0	0%	0	0%	0	0%
Asbestos Products	375	3,897	0	4,103	0	0%	0	0%	0	0%
Assayer	50	4,847	0	4,103	0	0%	0	0%	0	0%
Assaying Equipment	9	5,248	0	4,103	0	0%	0	0%	0	0%
Association Publications	3	5,363	0	4,103	0	0%	0	0%	0	0%
Astronomy Tools	85	4,663	0	4,103	0	0%	0	0%	0	0%
Attic Fan	563	3,631	0	4,103	0	0%	0	0%	0	0%
Attorneys & Lawyers - Condominium Conversion	8	5,260	0	4,103	0	0%	0	0%	0	0%
Audiometer	63	4,762	0	4,103	0	0%	0	0%	0	0%
Autograph Supplies	11	5,230	0	4,103	0	0%	0	0%	0	0%
Automation Consultants	2,143	2,565	0	4,103	0	0%	0	0%	0	0%
Automation Systems	5	5,311	0	4,103	0	0%	0	0%	0	0%
Aviation Insurance	304	4,018	0	4,103	0	0%	0	0%	0	0%
Babbitt Metal	4	5,334	0	4,103	0	0%	0	0%	0	0%
Baby Services	45	4,883	0	4,103	0	0%	0	0%	0	0%
Baby Shoe Preservation	61	4,768	0	4,103	0	0%	0	0%	0	0%
Bacteriologist	1	5,424	0	4,103	0	0%	0	0%	0	0%
Badminton Court	77	4,695	0	4,103	0	0%	0	0%	0	0%
Bakers Equipment Repair	156	4,402	0	4,103	0	0%	0	0%	0	0%
Balancing Equipment	141	4,453	0	4,103	0	0%	0	0%	0	0%
Balancing Service	137	4,465	0	4,103	0	0%	0	0%	0	0%
Baling Equipment	134	4,475	0	4,103	0	0%	0	0%	0	0%
Band Competitions	45	4,883	0	4,103	0	0%	0	0%	0	0%
Band Shell	7,892	1,547	0	4,103	0	0%	0	0%	0	0%
Banners	43	4,910	0	4,103	0	0%	0	0%	0	0%
Bar Accessories	64	4,755	0	4,103	0	0%	0	0%	0	0%
Barber Supplies	21	5,107	0	4,103	0	0%	0	0%	0	0%
Barge Lines	513	3,699	0	4,103	0	0%	0	0%	0	0%
Barometer	5	5,311	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Batching Equipment	45	4,883	0	4,103	0	0%	0	0%	0	0%
Baton Twirling	45	4,883	0	4,103	0	0%	0	0%	0	0%
Beach	41	4,923	0	4,103	0	0%	0	0%	0	0%
Bed Wetting	54	4,816	0	4,103	0	0%	0	0%	0	0%
Beer Coil Cleaning Equipment	60	4,776	0	4,103	0	0%	0	0%	0	0%
Beer Dispenser Equipment Repair	498	3,716	0	4,103	0	0%	0	0%	0	0%
Bellows	101	4,606	0	4,103	0	0%	0	0%	0	0%
Bells	4	5,334	0	4,103	0	0%	0	0%	0	0%
Benches	863	3,315	0	4,103	0	0%	0	0%	0	0%
Beverage Distribution	4	5,334	0	4,103	0	0%	0	0%	0	0%
Bias Binding	77	4,695	0	4,103	0	0%	0	0%	0	0%
Biofuel	442	3,804	0	4,103	0	0%	0	0%	0	0%
Birth Control Information	83	4,671	0	4,103	0	0%	0	0%	0	0%
Black Light Supplies	1	5,424	0	4,103	0	0%	0	0%	0	0%
Blasting Equipment	676	3,498	0	4,103	0	0%	0	0%	0	0%
Bleachers	442	3,804	0	4,103	0	0%	0	0%	0	0%
Blind Cleaning	1,643	2,790	0	4,103	0	0%	0	0%	0	0%
Blow Dryer	10	5,240	0	4,103	0	0%	0	0%	0	0%
Blueprinting Supplies	160	4,390	0	4,103	0	0%	0	0%	0	0%
Board of Trade	52	4,832	0	4,103	0	0%	0	0%	0	0%
Boat Equipment	8	5,260	0	4,103	0	0%	0	0%	0	0%
Boat Launching Sites	69	4,733	0	4,103	0	0%	0	0%	0	0%
Boiler Rental	107	4,583	0	4,103	0	0%	0	0%	0	0%
Boiler Supplies	485	3,735	0	4,103	0	0%	0	0%	0	0%
Bookbinding Supplies	273	4,084	0	4,103	0	0%	0	0%	0	0%
Bookcases	258	4,122	0	4,103	0	0%	0	0%	0	0%
Bottle Caps	39	4,941	0	4,103	0	0%	0	0%	0	0%
Boutique Fight Cancer Products	617	3,564	0	4,103	0	0%	0	0%	0	0%
Bowling Lane Repair	18	5,139	0	4,103	0	0%	0	0%	0	0%
Bowling Lessons	36	4,978	0	4,103	0	0%	0	0%	0	0%
Box Dividers	8	5,260	0	4,103	0	0%	0	0%	0	0%
Box Openers	23	5,085	0	4,103	0	0%	0	0%	0	0%
Boxboard	212	4,235	0	4,103	0	0%	0	0%	0	0%
Boy and Girl Organizations	23	5,085	0	4,103	0	0%	0	0%	0	0%
Brake Fluid	5	5,311	0	4,103	0	0%	0	0%	0	0%
Brake Lining	134	4,475	0	4,103	0	0%	0	0%	0	0%
Brakes	64	4,755	0	4,103	0	0%	0	0%	0	0%
Branding Tools	128	4,487	0	4,103	0	0%	0	0%	0	0%
Brass Fabrication	44	4,896	0	4,103	0	0%	0	0%	0	0%
Brazing	30	5,019	0	4,103	0	0%	0	0%	0	0%
Breakfast Nooks	27	5,042	0	4,103	0	0%	0	0%	0	0%
Breast Implants	199	4,279	0	4,103	0	0%	0	0%	0	0%
Bridge Builder	2,185	2,547	0	4,103	0	0%	0	0%	0	0%
Bridge Club	61	4,768	0	4,103	0	0%	0	0%	0	0%
Broaching	41	4,923	0	4,103	0	0%	0	0%	0	0%
Broadcast Companies	12	5,217	0	4,103	0	0%	0	0%	0	0%
Bronze Powder	3	5,363	0	4,103	0	0%	0	0%	0	0%
Bronze Tablet	37	4,966	0	4,103	0	0%	0	0%	0	0%
Brooms	104	4,593	0	4,103	0	0%	0	0%	0	0%
Brush Control	284	4,061	0	4,103	0	0%	0	0%	0	0%
Brush Hogging	265	4,109	0	4,103	0	0%	0	0%	0	0%
Buckles	362	3,919	0	4,103	0	0%	0	0%	0	0%
Bull Riding	59	4,783	0	4,103	0	0%	0	0%	0	0%
Burlap	21	5,107	0	4,103	0	0%	0	0%	0	0%
Bus Parts	275	4,081	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Bus Service	465	3,766	0	4,103	0	0%	0	0%	0	0%
Butchering Supplies	343	3,952	0	4,103	0	0%	0	0%	0	0%
Butter	118	4,524	0	4,103	0	0%	0	0%	0	0%
Buttons	84	4,668	0	4,103	0	0%	0	0%	0	0%
Cabanas	295	4,034	0	4,103	0	0%	0	0%	0	0%
Cable, Internet and Radio	40	4,930	0	4,103	0	0%	0	0%	0	0%
Caissons	10	5,240	0	4,103	0	0%	0	0%	0	0%
Calculating Service	56	4,802	0	4,103	0	0%	0	0%	0	0%
Cam Grinding	27	5,042	0	4,103	0	0%	0	0%	0	0%
Camping Equipment Rentals	60	4,776	0	4,103	0	0%	0	0%	0	0%
Can Manufacturing Machinery	35	4,985	0	4,103	0	0%	0	0%	0	0%
Caning	51	4,840	0	4,103	0	0%	0	0%	0	0%
Canner	127	4,490	0	4,103	0	0%	0	0%	0	0%
Canner Supplies	48	4,861	0	4,103	0	0%	0	0%	0	0%
Canopies	43	4,910	0	4,103	0	0%	0	0%	0	0%
Capacitors	70	4,725	0	4,103	0	0%	0	0%	0	0%
Car Hand Controls	609	3,576	0	4,103	0	0%	0	0%	0	0%
Car Heater	206	4,259	0	4,103	0	0%	0	0%	0	0%
Car Pool	58	4,791	0	4,103	0	0%	0	0%	0	0%
Carbide	131	4,482	0	4,103	0	0%	0	0%	0	0%
Carbide Metal	234	4,178	0	4,103	0	0%	0	0%	0	0%
Cardboard	47	4,868	0	4,103	0	0%	0	0%	0	0%
Cards and Gifts	14	5,188	0	4,103	0	0%	0	0%	0	0%
Cargo Surveyor	41	4,923	0	4,103	0	0%	0	0%	0	0%
Carnival Supplies	64	4,755	0	4,103	0	0%	0	0%	0	0%
Carpet Binding Machines	288	4,051	0	4,103	0	0%	0	0%	0	0%
Carpet Dyers	641	3,531	0	4,103	0	0%	0	0%	0	0%
Carpet Measuring	44	4,896	0	4,103	0	0%	0	0%	0	0%
Carpet Rental	81	4,678	0	4,103	0	0%	0	0%	0	0%
Carpet Workroom	68	4,737	0	4,103	0	0%	0	0%	0	0%
Cast Stone	2,221	2,538	0	4,103	0	0%	0	0%	0	0%
Caulking Materials	219	4,221	0	4,103	0	0%	0	0%	0	0%
CD Player Repair	142	4,449	0	4,103	0	0%	0	0%	0	0%
Ceiling Cleaning	836	3,336	0	4,103	0	0%	0	0%	0	0%
Cellar Doors	1,400	2,914	0	4,103	0	0%	0	0%	0	0%
Cemetery Supplies	9	5,248	0	4,103	0	0%	0	0%	0	0%
Centrifuge	92	4,636	0	4,103	0	0%	0	0%	0	0%
Ceramic Tile Dealers	158	4,395	0	4,103	0	0%	0	0%	0	0%
Cereal	116	4,532	0	4,103	0	0%	0	0%	0	0%
Chalkboard	109	4,575	0	4,103	0	0%	0	0%	0	0%
Charcoal	1,029	3,165	0	4,103	0	0%	0	0%	0	0%
Charity - American Indian	746	3,417	0	4,103	0	0%	0	0%	0	0%
Charity - Law & Public Interest	4,328	2,023	0	4,103	0	0%	0	0%	0	0%
Charity - Blind & Visually Impaired	1,082	3,127	0	4,103	0	0%	0	0%	0	0%
Checking Advertising	214	4,231	0	4,103	0	0%	0	0%	0	0%
Chemical Milling	149	4,424	0	4,103	0	0%	0	0%	0	0%
Chemical Plant Equipment	1,259	3,005	0	4,103	0	0%	0	0%	0	0%
Child Counselor	48	4,861	0	4,103	0	0%	0	0%	0	0%
Childproofing	367	3,910	0	4,103	0	0%	0	0%	0	0%
Chimney	6	5,290	0	4,103	0	0%	0	0%	0	0%
China Wholesale	392	3,869	0	4,103	0	0%	0	0%	0	0%
Chlorinator	72	4,719	0	4,103	0	0%	0	0%	0	0%
Choir	20	5,116	0	4,103	0	0%	0	0%	0	0%
Choreographer	6	5,290	0	4,103	0	0%	0	0%	0	0%
Christian Science Practitioner	17	5,155	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Christian Science Reading Room	1	5,424	0	4,103	0	0%	0	0%	0	0%
Christmas Decorations	103	4,599	0	4,103	0	0%	0	0%	0	0%
Chucks	24	5,070	0	4,103	0	0%	0	0%	0	0%
Chute Cleaning	63	4,762	0	4,103	0	0%	0	0%	0	0%
Cinder	21	5,107	0	4,103	0	0%	0	0%	0	0%
Circulating Library	28	5,034	0	4,103	0	0%	0	0%	0	0%
Circulation Audit	47	4,868	0	4,103	0	0%	0	0%	0	0%
Cistern Builders	212	4,235	0	4,103	0	0%	0	0%	0	0%
Clamps	137	4,465	0	4,103	0	0%	0	0%	0	0%
Clay	21	5,107	0	4,103	0	0%	0	0%	0	0%
Clay Products	318	3,990	0	4,103	0	0%	0	0%	0	0%
Clean Room Facility	212	4,235	0	4,103	0	0%	0	0%	0	0%
Cleaners and Dyers Equipment	411	3,846	0	4,103	0	0%	0	0%	0	0%
Cleaners and Dyers Supplies	26	5,053	0	4,103	0	0%	0	0%	0	0%
Clipping Service	91	4,641	0	4,103	0	0%	0	0%	0	0%
Clock Components	185	4,326	0	4,103	0	0%	0	0%	0	0%
Cloth Cutting	53	4,822	0	4,103	0	0%	0	0%	0	0%
Clothes Hangers	436	3,816	0	4,103	0	0%	0	0%	0	0%
Clothes Pressing Machine	61	4,768	0	4,103	0	0%	0	0%	0	0%
Clothing Lining	118	4,524	0	4,103	0	0%	0	0%	0	0%
Coaching	177	4,349	0	4,103	0	0%	0	0%	0	0%
Coal	381	3,888	0	4,103	0	0%	0	0%	0	0%
Coal Brokers	433	3,819	0	4,103	0	0%	0	0%	0	0%
Coal Shipping	73	4,713	0	4,103	0	0%	0	0%	0	0%
Coal Washing	14	5,188	0	4,103	0	0%	0	0%	0	0%
Coal Wholesale	121	4,512	0	4,103	0	0%	0	0%	0	0%
Coated Fabrics	70	4,725	0	4,103	0	0%	0	0%	0	0%
Coding and Marking	356	3,929	0	4,103	0	0%	0	0%	0	0%
Coil Winding	30	5,019	0	4,103	0	0%	0	0%	0	0%
Coils	13	5,207	0	4,103	0	0%	0	0%	0	0%
Coin Collecting Supplies	73	4,713	0	4,103	0	0%	0	0%	0	0%
Coin Counter	3	5,363	0	4,103	0	0%	0	0%	0	0%
Coin Wrapping Service	61	4,768	0	4,103	0	0%	0	0%	0	0%
Cold Type Composition	13	5,207	0	4,103	0	0%	0	0%	0	0%
Collapsible Tube	16	5,165	0	4,103	0	0%	0	0%	0	0%
Colocation Services	811	3,362	0	4,103	0	0%	0	0%	0	0%
Color Cards	15	5,175	0	4,103	0	0%	0	0%	0	0%
Color Consultant	206	4,259	0	4,103	0	0%	0	0%	0	0%
Color Matching Service	12	5,217	0	4,103	0	0%	0	0%	0	0%
Color Separation Offset Printing	76	4,703	0	4,103	0	0%	0	0%	0	0%
Colors	349	3,943	0	4,103	0	0%	0	0%	0	0%
Columbarium	55	4,809	0	4,103	0	0%	0	0%	0	0%
Combs	21	5,107	0	4,103	0	0%	0	0%	0	0%
Combustion Controls	180	4,341	0	4,103	0	0%	0	0%	0	0%
Commercial Blueprints	209	4,245	0	4,103	0	0%	0	0%	0	0%
Commercial Building	84	4,668	0	4,103	0	0%	0	0%	0	0%
Commercial Building Inspection	2,160	2,556	0	4,103	0	0%	0	0%	0	0%
Commercial Fishermen	123	4,505	0	4,103	0	0%	0	0%	0	0%
Commercial Kitchen Rental	1,173	3,066	0	4,103	0	0%	0	0%	0	0%
Commercial Tire Sales	19	5,123	0	4,103	0	0%	0	0%	0	0%
Compactor Parts	90	4,645	0	4,103	0	0%	0	0%	0	0%
Comparators	1	5,424	0	4,103	0	0%	0	0%	0	0%
Compass	9	5,248	0	4,103	0	0%	0	0%	0	0%
Compressor Rental	43	4,910	0	4,103	0	0%	0	0%	0	0%
Compressor Repair	549	3,646	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Computer Facilities Management Services	1,555	2,831	0	4,103	0	0%	0	0%	0	0%
Concert Performers	104	4,593	0	4,103	0	0%	0	0%	0	0%
Concrete Additives	459	3,775	0	4,103	0	0%	0	0%	0	0%
Concrete Breaking	432	3,821	0	4,103	0	0%	0	0%	0	0%
Concrete Cutting	2	5,394	0	4,103	0	0%	0	0%	0	0%
Concrete Mixer Rental	59	4,783	0	4,103	0	0%	0	0%	0	0%
Concrete Mixing Plant Equipment	117	4,526	0	4,103	0	0%	0	0%	0	0%
Concrete Molding	263	4,112	0	4,103	0	0%	0	0%	0	0%
Concrete Patching Compound	697	3,468	0	4,103	0	0%	0	0%	0	0%
Concrete Tanks	404	3,856	0	4,103	0	0%	0	0%	0	0%
Concrete Vibrators	4	5,334	0	4,103	0	0%	0	0%	0	0%
Conduit and Fittings	155	4,406	0	4,103	0	0%	0	0%	0	0%
Confectionery Brokers	703	3,457	0	4,103	0	0%	0	0%	0	0%
Confectionery Manufacturers	189	4,317	0	4,103	0	0%	0	0%	0	0%
Confectionery Supplies	301	4,027	0	4,103	0	0%	0	0%	0	0%
Construction Accident Lawyer	239	4,162	0	4,103	0	0%	0	0%	0	0%
Construction Defect Attorney	564	3,630	0	4,103	0	0%	0	0%	0	0%
Construction Material Landfills	456	3,779	0	4,103	0	0%	0	0%	0	0%
Convent	19	5,123	0	4,103	0	0%	0	0%	0	0%
Convention Information	270	4,093	0	4,103	0	0%	0	0%	0	0%
Cooling Tower	549	3,646	0	4,103	0	0%	0	0%	0	0%
Copper	88	4,653	0	4,103	0	0%	0	0%	0	0%
Cork Products	112	4,545	0	4,103	0	0%	0	0%	0	0%
Cornice	27	5,042	0	4,103	0	0%	0	0%	0	0%
Corporate	24	5,070	0	4,103	0	0%	0	0%	0	0%
Corporate Supplies	53	4,822	0	4,103	0	0%	0	0%	0	0%
Corporation Lawyer	6	5,290	0	4,103	0	0%	0	0%	0	0%
Corrosion Control	561	3,632	0	4,103	0	0%	0	0%	0	0%
Corrugated Metal	187	4,322	0	4,103	0	0%	0	0%	0	0%
Corrugated Paper	221	4,218	0	4,103	0	0%	0	0%	0	0%
Corsets	11	5,230	0	4,103	0	0%	0	0%	0	0%
Cosmetic Sales by Mail	158	4,395	0	4,103	0	0%	0	0%	0	0%
Costume Accessories	31	5,010	0	4,103	0	0%	0	0%	0	0%
Cotton	331	3,968	0	4,103	0	0%	0	0%	0	0%
Cotton Broker	44	4,896	0	4,103	0	0%	0	0%	0	0%
Cotton Gin	391	3,871	0	4,103	0	0%	0	0%	0	0%
Cottonseed Products	43	4,910	0	4,103	0	0%	0	0%	0	0%
Couplings	27	5,042	0	4,103	0	0%	0	0%	0	0%
Craft Gallery	5	5,311	0	4,103	0	0%	0	0%	0	0%
Crankshaft Grinding	203	4,268	0	4,103	0	0%	0	0%	0	0%
Crankshaft Manufacturers	57	4,798	0	4,103	0	0%	0	0%	0	0%
Crawfish Farm	124	4,502	0	4,103	0	0%	0	0%	0	0%
Crematories	119	4,521	0	4,103	0	0%	0	0%	0	0%
Criminologist	6	5,290	0	4,103	0	0%	0	0%	0	0%
Crop Insurance	669	3,505	0	4,103	0	0%	0	0%	0	0%
Crude Rubber	26	5,053	0	4,103	0	0%	0	0%	0	0%
Crushing Equipment	354	3,936	0	4,103	0	0%	0	0%	0	0%
Crutches	37	4,966	0	4,103	0	0%	0	0%	0	0%
Cryotherapy	224	4,206	0	4,103	0	0%	0	0%	0	0%
Cupola	54	4,816	0	4,103	0	0%	0	0%	0	0%
Curtains	36	4,978	0	4,103	0	0%	0	0%	0	0%
Custom Draperies	207	4,255	0	4,103	0	0%	0	0%	0	0%
Custom Harvesting	207	4,255	0	4,103	0	0%	0	0%	0	0%
Custom Synthesis	27	5,042	0	4,103	0	0%	0	0%	0	0%
Customer Service	6	5,290	0	4,103	0	0%	0	0%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

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<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Cutting Oil	5	5,311	0	4,103	0	0%	0	0%	0	0%
Cutting Services	145	4,437	0	4,103	0	0%	0	0%	0	0%
Dairy	1,871	2,680	0	4,103	0	0%	0	0%	0	0%
Dairy Consultant	138	4,462	0	4,103	0	0%	0	0%	0	0%
Dairy Equipment Repair	23	5,085	0	4,103	0	0%	0	0%	0	0%
Darkroom Rental	53	4,822	0	4,103	0	0%	0	0%	0	0%
Darts	286	4,057	0	4,103	0	0%	0	0%	0	0%
Data	32	5,004	0	4,103	0	0%	0	0%	0	0%
Degreasing	13	5,207	0	4,103	0	0%	0	0%	0	0%
Dehumidifier	311	4,005	0	4,103	0	0%	0	0%	0	0%
Dehydrating Services	40	4,930	0	4,103	0	0%	0	0%	0	0%
Dehydrator	3	5,363	0	4,103	0	0%	0	0%	0	0%
Demagnetizer	26	5,053	0	4,103	0	0%	0	0%	0	0%
Demographic Research	138	4,462	0	4,103	0	0%	0	0%	0	0%
Dental Equipment	262	4,114	0	4,103	0	0%	0	0%	0	0%
Deodorant	285	4,058	0	4,103	0	0%	0	0%	0	0%
Deodorizing	704	3,454	0	4,103	0	0%	0	0%	0	0%
Deodorizing Equipment	94	4,627	0	4,103	0	0%	0	0%	0	0%
Desk Pad	15	5,175	0	4,103	0	0%	0	0%	0	0%
Dessert	5	5,311	0	4,103	0	0%	0	0%	0	0%
Destination Management	430	3,828	0	4,103	0	0%	0	0%	0	0%
Development Permits	4	5,334	0	4,103	0	0%	0	0%	0	0%
Dewatering Systems	271	4,090	0	4,103	0	0%	0	0%	0	0%
Dials	3	5,363	0	4,103	0	0%	0	0%	0	0%
Diamond Cutter	829	3,343	0	4,103	0	0%	0	0%	0	0%
Diamond Setter	143	4,445	0	4,103	0	0%	0	0%	0	0%
Diary	1	5,424	0	4,103	0	0%	0	0%	0	0%
Dictation Machine	322	3,979	0	4,103	0	0%	0	0%	0	0%
Dining Car	3	5,363	0	4,103	0	0%	0	0%	0	0%
Disability	110	4,560	0	4,103	0	0%	0	0%	0	0%
Discotheque	36	4,978	0	4,103	0	0%	0	0%	0	0%
Dishwasher Parts	9	5,248	0	4,103	0	0%	0	0%	0	0%
Dishwasher Repair	304	4,018	0	4,103	0	0%	0	0%	0	0%
Dishwashing Compounds	55	4,809	0	4,103	0	0%	0	0%	0	0%
Disinfectants and Germicides	208	4,249	0	4,103	0	0%	0	0%	0	0%
Dock Covers	7	5,279	0	4,103	0	0%	0	0%	0	0%
Document Destruction	627	3,552	0	4,103	0	0%	0	0%	0	0%
Doll Houses	625	3,554	0	4,103	0	0%	0	0%	0	0%
Doll Repair	699	3,463	0	4,103	0	0%	0	0%	0	0%
Door Service	1	5,424	0	4,103	0	0%	0	0%	0	0%
Doughnut Machine	2	5,394	0	4,103	0	0%	0	0%	0	0%
Dowel	20	5,116	0	4,103	0	0%	0	0%	0	0%
Downspouts	83	4,671	0	4,103	0	0%	0	0%	0	0%
Drafting Supplies	619	3,561	0	4,103	0	0%	0	0%	0	0%
Drapery	35	4,985	0	4,103	0	0%	0	0%	0	0%
Drapery Trimmings	58	4,791	0	4,103	0	0%	0	0%	0	0%
Dredging Machine	5	5,311	0	4,103	0	0%	0	0%	0	0%
Dressmaker Supplies	2	5,394	0	4,103	0	0%	0	0%	0	0%
Dried Fruit	215	4,229	0	4,103	0	0%	0	0%	0	0%
Drinking Fountain	121	4,512	0	4,103	0	0%	0	0%	0	0%
Drone Manufacturers	108	4,578	0	4,103	0	0%	0	0%	0	0%
Drop Cloth	4	5,334	0	4,103	0	0%	0	0%	0	0%
Drug Discovery	41	4,923	0	4,103	0	0%	0	0%	0	0%
Dry Transfer	28	5,034	0	4,103	0	0%	0	0%	0	0%
Drying Agents	2	5,394	0	4,103	0	0%	0	0%	0	0%

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Drying Lumber	126	4,494	0	4,103	0	0%	0	0%	0	0%
Drying Service	153	4,410	0	4,103	0	0%	0	0%	0	0%
Drywall Toxic Inspection	106	4,588	0	4,103	0	0%	0	0%	0	0%
Dumbwaiters	55	4,809	0	4,103	0	0%	0	0%	0	0%
Duplicating Machine	229	4,189	0	4,103	0	0%	0	0%	0	0%
Dust Collecting Systems	432	3,821	0	4,103	0	0%	0	0%	0	0%
Dusters	8	5,260	0	4,103	0	0%	0	0%	0	0%
Dyer	99	4,612	0	4,103	0	0%	0	0%	0	0%
Dynamometers	99	4,612	0	4,103	0	0%	0	0%	0	0%
Earthworm	174	4,352	0	4,103	0	0%	0	0%	0	0%
Egg Processing Equipment	49	4,856	0	4,103	0	0%	0	0%	0	0%
Egress Windows	1,737	2,739	0	4,103	0	0%	0	0%	0	0%
Elastic Goods	19	5,123	0	4,103	0	0%	0	0%	0	0%
Electric Cords	58	4,791	0	4,103	0	0%	0	0%	0	0%
Electric Fuses	10	5,240	0	4,103	0	0%	0	0%	0	0%
Electric Instruments	642	3,529	0	4,103	0	0%	0	0%	0	0%
Electric Insulation Materials	184	4,330	0	4,103	0	0%	0	0%	0	0%
Electric Motor Manufacturers	599	3,592	0	4,103	0	0%	0	0%	0	0%
Electric Rectifiers	47	4,868	0	4,103	0	0%	0	0%	0	0%
Electric Shaver Repair	259	4,120	0	4,103	0	0%	0	0%	0	0%
Electric Switches	524	3,682	0	4,103	0	0%	0	0%	0	0%
Electrical Discharge Machining	35	4,985	0	4,103	0	0%	0	0%	0	0%
Electroforming	44	4,896	0	4,103	0	0%	0	0%	0	0%
Electrolysis Equipment	258	4,122	0	4,103	0	0%	0	0%	0	0%
Electrostatic Painting	481	3,740	0	4,103	0	0%	0	0%	0	0%
Electrostatic Shielding	154	4,408	0	4,103	0	0%	0	0%	0	0%
Electrotype Equipment and Supplies	180	4,341	0	4,103	0	0%	0	0%	0	0%
Elevator Consultants	586	3,611	0	4,103	0	0%	0	0%	0	0%
Embalming	231	4,185	0	4,103	0	0%	0	0%	0	0%
Embossing	14	5,188	0	4,103	0	0%	0	0%	0	0%
Embossing Supplies	14	5,188	0	4,103	0	0%	0	0%	0	0%
Employment	70	4,725	0	4,103	0	0%	0	0%	0	0%
Enameling, Japanning and Lacquering	14	5,188	0	4,103	0	0%	0	0%	0	0%
Encyclopedia	148	4,430	0	4,103	0	0%	0	0%	0	0%
Encyclopedia and Book Sales by Mail	3	5,363	0	4,103	0	0%	0	0%	0	0%
Energy Conservation Services	18	5,139	0	4,103	0	0%	0	0%	0	0%
Engineer	47	4,868	0	4,103	0	0%	0	0%	0	0%
Engineer Report	1,239	3,020	0	4,103	0	0%	0	0%	0	0%
Engineering	37	4,966	0	4,103	0	0%	0	0%	0	0%
Engines	13	5,207	0	4,103	0	0%	0	0%	0	0%
Entertainment Lawyer	382	3,885	0	4,103	0	0%	0	0%	0	0%
Entomologist	37	4,966	0	4,103	0	0%	0	0%	0	0%
Envelopes Retail	390	3,873	0	4,103	0	0%	0	0%	0	0%
Environmental Lawyer	356	3,929	0	4,103	0	0%	0	0%	0	0%
Escalator	39	4,941	0	4,103	0	0%	0	0%	0	0%
Estate Auctions	14	5,188	0	4,103	0	0%	0	0%	0	0%
Etiquette School	956	3,219	0	4,103	0	0%	0	0%	0	0%
Exhaust Systems	1	5,424	0	4,103	0	0%	0	0%	0	0%
Exit Signs	304	4,018	0	4,103	0	0%	0	0%	0	0%
Expanded Metal	47	4,868	0	4,103	0	0%	0	0%	0	0%
Expansion Anchor	43	4,910	0	4,103	0	0%	0	0%	0	0%
Expansion Joint	415	3,844	0	4,103	0	0%	0	0%	0	0%
Explosives	344	3,949	0	4,103	0	0%	0	0%	0	0%
Eye Bank	87	4,657	0	4,103	0	0%	0	0%	0	0%
Eyelets	362	3,919	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Fabric Cutting Machine	3	5,363	0	4,103	0	0%	0	0%	0	0%
Fabric Labels	239	4,162	0	4,103	0	0%	0	0%	0	0%
Facility Planning	395	3,865	0	4,103	0	0%	0	0%	0	0%
Factory Consultants	76	4,703	0	4,103	0	0%	0	0%	0	0%
Fallout Shelters - Consultants	4	5,334	0	4,103	0	0%	0	0%	0	0%
Family Counselor	18	5,139	0	4,103	0	0%	0	0%	0	0%
Fan Repair	449	3,792	0	4,103	0	0%	0	0%	0	0%
Farm Management	906	3,265	0	4,103	0	0%	0	0%	0	0%
Farm Management Software	80	4,682	0	4,103	0	0%	0	0%	0	0%
Farms - Urban	19	5,123	0	4,103	0	0%	0	0%	0	0%
Feathers	228	4,193	0	4,103	0	0%	0	0%	0	0%
Feed Grinder	29	5,024	0	4,103	0	0%	0	0%	0	0%
Feed Manufacturers	1,268	2,997	0	4,103	0	0%	0	0%	0	0%
Feed Mill Equipment	288	4,051	0	4,103	0	0%	0	0%	0	0%
Feed Mill Supplies	1	5,424	0	4,103	0	0%	0	0%	0	0%
Felt Products	53	4,822	0	4,103	0	0%	0	0%	0	0%
Fence Rental	535	3,667	0	4,103	0	0%	0	0%	0	0%
Fertilizer Plant Equipment	246	4,149	0	4,103	0	0%	0	0%	0	0%
Filing Machine	53	4,822	0	4,103	0	0%	0	0%	0	0%
Film Industry	4	5,334	0	4,103	0	0%	0	0%	0	0%
Financial Printers	86	4,660	0	4,103	0	0%	0	0%	0	0%
Fire	3	5,363	0	4,103	0	0%	0	0%	0	0%
Fire Brick	217	4,224	0	4,103	0	0%	0	0%	0	0%
Fire Door	71	4,721	0	4,103	0	0%	0	0%	0	0%
Fire Escape	502	3,710	0	4,103	0	0%	0	0%	0	0%
Fire Exit Device	39	4,941	0	4,103	0	0%	0	0%	0	0%
Fire Extinguisher Fluid	50	4,847	0	4,103	0	0%	0	0%	0	0%
Fire Hose	114	4,539	0	4,103	0	0%	0	0%	0	0%
Fire Hydrant	365	3,915	0	4,103	0	0%	0	0%	0	0%
Fire Lookout Stations	23	5,085	0	4,103	0	0%	0	0%	0	0%
Fire Protection	50	4,847	0	4,103	0	0%	0	0%	0	0%
Fire Safety Supplies	38	4,957	0	4,103	0	0%	0	0%	0	0%
Fireproof Materials	24	5,070	0	4,103	0	0%	0	0%	0	0%
First Aid	5	5,311	0	4,103	0	0%	0	0%	0	0%
Fish Net	45	4,883	0	4,103	0	0%	0	0%	0	0%
Fish Processing Equipment	29	5,024	0	4,103	0	0%	0	0%	0	0%
Fish Processor	527	3,678	0	4,103	0	0%	0	0%	0	0%
Fishery Consultants	217	4,224	0	4,103	0	0%	0	0%	0	0%
Flame Proofing Materials	9	5,248	0	4,103	0	0%	0	0%	0	0%
Flameproofing	4	5,334	0	4,103	0	0%	0	0%	0	0%
Flange	36	4,978	0	4,103	0	0%	0	0%	0	0%
Flatware	715	3,442	0	4,103	0	0%	0	0%	0	0%
Flexible Metal Hose	304	4,018	0	4,103	0	0%	0	0%	0	0%
Flight Attendant	98	4,616	0	4,103	0	0%	0	0%	0	0%
Floats - Mechanical	47	4,868	0	4,103	0	0%	0	0%	0	0%
Flock Manufacturers	12	5,217	0	4,103	0	0%	0	0%	0	0%
Floor Machine Rental	102	4,601	0	4,103	0	0%	0	0%	0	0%
Flour	371	3,903	0	4,103	0	0%	0	0%	0	0%
Foil Printing	7	5,279	0	4,103	0	0%	0	0%	0	0%
Foil Products	56	4,802	0	4,103	0	0%	0	0%	0	0%
Folding Machine	18	5,139	0	4,103	0	0%	0	0%	0	0%
Food Reconditioning	67	4,740	0	4,103	0	0%	0	0%	0	0%
Food Wholesalers	35	4,985	0	4,103	0	0%	0	0%	0	0%
Forensic Accounting	1,113	3,103	0	4,103	0	0%	0	0%	0	0%
Forging	688	3,479	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Forging Equipment	58	4,791	0	4,103	0	0%	0	0%	0	0%
Fraternal Regalia	322	3,979	0	4,103	0	0%	0	0%	0	0%
Fraternities	151	4,413	0	4,103	0	0%	0	0%	0	0%
French Doors	193	4,305	0	4,103	0	0%	0	0%	0	0%
Fridge Rental	149	4,424	0	4,103	0	0%	0	0%	0	0%
Frozen Custard Machine	29	5,024	0	4,103	0	0%	0	0%	0	0%
Frozen Food Locker Plants	224	4,206	0	4,103	0	0%	0	0%	0	0%
Frozen Food Processors	762	3,404	0	4,103	0	0%	0	0%	0	0%
Fruit Growers	6	5,290	0	4,103	0	0%	0	0%	0	0%
Fuel	14	5,188	0	4,103	0	0%	0	0%	0	0%
Fuel Conversion Engines	1,299	2,982	0	4,103	0	0%	0	0%	0	0%
Fuel Economizer	2,810	2,366	0	4,103	0	0%	0	0%	0	0%
Fuel Oil Treatment	456	3,779	0	4,103	0	0%	0	0%	0	0%
Fuel Tax Service	5	5,311	0	4,103	0	0%	0	0%	0	0%
Funeral Director Equipment	705	3,453	0	4,103	0	0%	0	0%	0	0%
Funeral Escort	339	3,960	0	4,103	0	0%	0	0%	0	0%
Funnel	16	5,165	0	4,103	0	0%	0	0%	0	0%
Fur Cleaning and Dyeing Retail	267	4,104	0	4,103	0	0%	0	0%	0	0%
Fur Cutting	19	5,123	0	4,103	0	0%	0	0%	0	0%
Fur Dealer	698	3,465	0	4,103	0	0%	0	0%	0	0%
Fur Designers	486	3,733	0	4,103	0	0%	0	0%	0	0%
Fur Dresser	5	5,311	0	4,103	0	0%	0	0%	0	0%
Fur Farm Equipment	43	4,910	0	4,103	0	0%	0	0%	0	0%
Fur Matching	2	5,394	0	4,103	0	0%	0	0%	0	0%
Furnace Sales	1	5,424	0	4,103	0	0%	0	0%	0	0%
Furniture Frames	450	3,788	0	4,103	0	0%	0	0%	0	0%
Furniture Pads	185	4,326	0	4,103	0	0%	0	0%	0	0%
Furniture Stripping	264	4,110	0	4,103	0	0%	0	0%	0	0%
Galvanize	281	4,067	0	4,103	0	0%	0	0%	0	0%
Gambling Addiction Treatment	183	4,334	0	4,103	0	0%	0	0%	0	0%
Gardening	16	5,165	0	4,103	0	0%	0	0%	0	0%
Gas Boosters	17	5,155	0	4,103	0	0%	0	0%	0	0%
Gas Burner	607	3,579	0	4,103	0	0%	0	0%	0	0%
Gas Detector	308	4,014	0	4,103	0	0%	0	0%	0	0%
Gas Lighting	138	4,462	0	4,103	0	0%	0	0%	0	0%
Gas Plant Equipment	169	4,364	0	4,103	0	0%	0	0%	0	0%
Gas Recycling	29	5,024	0	4,103	0	0%	0	0%	0	0%
Gasket	1,445	2,890	0	4,103	0	0%	0	0%	0	0%
Gasoline Plant Equipment	486	3,733	0	4,103	0	0%	0	0%	0	0%
Gavel	14	5,188	0	4,103	0	0%	0	0%	0	0%
Gelatin	29	5,024	0	4,103	0	0%	0	0%	0	0%
Genealogists	664	3,508	0	4,103	0	0%	0	0%	0	0%
Geochemist	6	5,290	0	4,103	0	0%	0	0%	0	0%
Geographer	19	5,123	0	4,103	0	0%	0	0%	0	0%
Geologist Equipment	12	5,217	0	4,103	0	0%	0	0%	0	0%
Geophysical Equipment	33	5,001	0	4,103	0	0%	0	0%	0	0%
Geophysicist	384	3,883	0	4,103	0	0%	0	0%	0	0%
Geotechnical Engineering	2,378	2,493	0	4,103	0	0%	0	0%	0	0%
Gift Wrapping	77	4,695	0	4,103	0	0%	0	0%	0	0%
Glaze Fruit	14	5,188	0	4,103	0	0%	0	0%	0	0%
Glass Balls	4	5,334	0	4,103	0	0%	0	0%	0	0%
Glass Coating and Tinting Materials	277	4,075	0	4,103	0	0%	0	0%	0	0%
Glass Coating Machinery	15	5,175	0	4,103	0	0%	0	0%	0	0%
Glass Cutting	333	3,964	0	4,103	0	0%	0	0%	0	0%
Glass Rods	47	4,868	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Glass Tinting	38	4,957	0	4,103	0	0%	0	0%	0	0%
Glassware Rental	8	5,260	0	4,103	0	0%	0	0%	0	0%
Glaziers Supply	18	5,139	0	4,103	0	0%	0	0%	0	0%
Glider	3	5,363	0	4,103	0	0%	0	0%	0	0%
Glove Repair	50	4,847	0	4,103	0	0%	0	0%	0	0%
Go-Kart Manufacturers	59	4,783	0	4,103	0	0%	0	0%	0	0%
Gold Leaf	19	5,123	0	4,103	0	0%	0	0%	0	0%
Gold Stamping	6	5,290	0	4,103	0	0%	0	0%	0	0%
Golf Caddy	524	3,682	0	4,103	0	0%	0	0%	0	0%
Golf Course Architects	125	4,497	0	4,103	0	0%	0	0%	0	0%
Golf Course Construction	828	3,345	0	4,103	0	0%	0	0%	0	0%
Golf Supplies	2	5,394	0	4,103	0	0%	0	0%	0	0%
Golf Tournament	158	4,395	0	4,103	0	0%	0	0%	0	0%
GPS Rental	35	4,985	0	4,103	0	0%	0	0%	0	0%
Graduation	19	5,123	0	4,103	0	0%	0	0%	0	0%
Grain Brokers	207	4,255	0	4,103	0	0%	0	0%	0	0%
Grain Drying	144	4,444	0	4,103	0	0%	0	0%	0	0%
Grain Elevator	883	3,292	0	4,103	0	0%	0	0%	0	0%
Grain Elevator Construction	678	3,493	0	4,103	0	0%	0	0%	0	0%
Grain Elevator Equipment	280	4,069	0	4,103	0	0%	0	0%	0	0%
Grain Exchange	32	5,004	0	4,103	0	0%	0	0%	0	0%
Grain Inspection	44	4,896	0	4,103	0	0%	0	0%	0	0%
Granite Fabrication	52	4,832	0	4,103	0	0%	0	0%	0	0%
Grass Trimmers	38	4,957	0	4,103	0	0%	0	0%	0	0%
Gravel	17	5,155	0	4,103	0	0%	0	0%	0	0%
Grease Pumping	541	3,658	0	4,103	0	0%	0	0%	0	0%
Grease Seals	218	4,222	0	4,103	0	0%	0	0%	0	0%
Green Products	13	5,207	0	4,103	0	0%	0	0%	0	0%
Grinding Machine	317	3,995	0	4,103	0	0%	0	0%	0	0%
Grommet	32	5,004	0	4,103	0	0%	0	0%	0	0%
Grounds Maintenance	2,710	2,393	0	4,103	0	0%	0	0%	0	0%
Gum	40	4,930	0	4,103	0	0%	0	0%	0	0%
Gumming Service	1	5,424	0	4,103	0	0%	0	0%	0	0%
Gymnastics	45	4,883	0	4,103	0	0%	0	0%	0	0%
Gypsum	136	4,468	0	4,103	0	0%	0	0%	0	0%
Hair Nets	18	5,139	0	4,103	0	0%	0	0%	0	0%
Hamper Wholesale	2	5,394	0	4,103	0	0%	0	0%	0	0%
Hand Dryers	702	3,458	0	4,103	0	0%	0	0%	0	0%
Handbag Repair	80	4,682	0	4,103	0	0%	0	0%	0	0%
Handball Court	22	5,098	0	4,103	0	0%	0	0%	0	0%
Handkerchiefs	5	5,311	0	4,103	0	0%	0	0%	0	0%
Handle Manufacturers	130	4,484	0	4,103	0	0%	0	0%	0	0%
Hang Gliding	515	3,695	0	4,103	0	0%	0	0%	0	0%
Hat Cleaning	122	4,507	0	4,103	0	0%	0	0%	0	0%
Hawaiian Products	560	3,633	0	4,103	0	0%	0	0%	0	0%
Hay Rides	210	4,241	0	4,103	0	0%	0	0%	0	0%
Health Lamps	530	3,675	0	4,103	0	0%	0	0%	0	0%
Healthcare Linen Services	304	4,018	0	4,103	0	0%	0	0%	0	0%
Hearse	323	3,976	0	4,103	0	0%	0	0%	0	0%
Heat Recovery System	170	4,359	0	4,103	0	0%	0	0%	0	0%
Heat Seal Equipment	27	5,042	0	4,103	0	0%	0	0%	0	0%
Heat Sealing	135	4,471	0	4,103	0	0%	0	0%	0	0%
Heat Treating Equipment	151	4,413	0	4,103	0	0%	0	0%	0	0%
Heating and Cooling Demolition	135	4,471	0	4,103	0	0%	0	0%	0	0%
Helicopter	5	5,311	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Helicopter Charter	1	5,424	0	4,103	0	0%	0	0%	0	0%
Hematology	5	5,311	0	4,103	0	0%	0	0%	0	0%
Hemophilia Pharmacy	39	4,941	0	4,103	0	0%	0	0%	0	0%
Hides	191	4,310	0	4,103	0	0%	0	0%	0	0%
Hobbies	11	5,230	0	4,103	0	0%	0	0%	0	0%
Hoist	1,028	3,167	0	4,103	0	0%	0	0%	0	0%
Home Consultant	530	3,675	0	4,103	0	0%	0	0%	0	0%
Home Maintenance	132	4,480	0	4,103	0	0%	0	0%	0	0%
Home Services	100	4,610	0	4,103	0	0%	0	0%	0	0%
Honeycomb Material	157	4,400	0	4,103	0	0%	0	0%	0	0%
Honing Machine	80	4,682	0	4,103	0	0%	0	0%	0	0%
Hops	22	5,098	0	4,103	0	0%	0	0%	0	0%
Horse Trails	18	5,139	0	4,103	0	0%	0	0%	0	0%
Hoses	758	3,406	0	4,103	0	0%	0	0%	0	0%
Hospital Equipment	2	5,394	0	4,103	0	0%	0	0%	0	0%
Hot Tubs and Spas	4	5,334	0	4,103	0	0%	0	0%	0	0%
House Call	805	3,369	0	4,103	0	0%	0	0%	0	0%
Hunting	44	4,896	0	4,103	0	0%	0	0%	0	0%
Hunting Guide	139	4,459	0	4,103	0	0%	0	0%	0	0%
Hydraulic Supplies	12	5,217	0	4,103	0	0%	0	0%	0	0%
Hydraulic Tools	210	4,241	0	4,103	0	0%	0	0%	0	0%
Hydrogenated Oil	4	5,334	0	4,103	0	0%	0	0%	0	0%
Hydrologist	267	4,104	0	4,103	0	0%	0	0%	0	0%
Hydroponics Supplies	8	5,260	0	4,103	0	0%	0	0%	0	0%
Hydrostatic Testing	98	4,616	0	4,103	0	0%	0	0%	0	0%
Hygiene Products	5	5,311	0	4,103	0	0%	0	0%	0	0%
Hygrometer	52	4,832	0	4,103	0	0%	0	0%	0	0%
Hyperbaric Chamber	240	4,160	0	4,103	0	0%	0	0%	0	0%
Ice Cream Cone Distributors	293	4,039	0	4,103	0	0%	0	0%	0	0%
Ice Cream Manufacturers Supplies	57	4,798	0	4,103	0	0%	0	0%	0	0%
Ice Cream Mix	423	3,836	0	4,103	0	0%	0	0%	0	0%
Ice Crushers	32	5,004	0	4,103	0	0%	0	0%	0	0%
Ice Machine Repair	557	3,637	0	4,103	0	0%	0	0%	0	0%
Ice Sculptures	133	4,479	0	4,103	0	0%	0	0%	0	0%
Ice Substitutes	23	5,085	0	4,103	0	0%	0	0%	0	0%
Identification Bureau	249	4,139	0	4,103	0	0%	0	0%	0	0%
Impregnating	587	3,606	0	4,103	0	0%	0	0%	0	0%
Imprinting	960	3,216	0	4,103	0	0%	0	0%	0	0%
In Floor Heating	358	3,926	0	4,103	0	0%	0	0%	0	0%
Incinerator	40	4,930	0	4,103	0	0%	0	0%	0	0%
Incinerator Parts	6	5,290	0	4,103	0	0%	0	0%	0	0%
Indexing Service	38	4,957	0	4,103	0	0%	0	0%	0	0%
Individual Counselors	23	5,085	0	4,103	0	0%	0	0%	0	0%
Induction Heating	256	4,126	0	4,103	0	0%	0	0%	0	0%
Industrial	2	5,394	0	4,103	0	0%	0	0%	0	0%
Industrial Ceramics	304	4,018	0	4,103	0	0%	0	0%	0	0%
Industrial Diamond	112	4,545	0	4,103	0	0%	0	0%	0	0%
Industrial Dryer	103	4,599	0	4,103	0	0%	0	0%	0	0%
Industrial Dye	29	5,024	0	4,103	0	0%	0	0%	0	0%
Industrial Equipment	344	3,949	0	4,103	0	0%	0	0%	0	0%
Industrial Gas	7	5,279	0	4,103	0	0%	0	0%	0	0%
Industrial Glass Beads	63	4,762	0	4,103	0	0%	0	0%	0	0%
Industrial Medicine	362	3,919	0	4,103	0	0%	0	0%	0	0%
Industrial Power Processing	847	3,329	0	4,103	0	0%	0	0%	0	0%
Industrial Rustproofing	151	4,413	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Industrial Tape	356	3,929	0	4,103	0	0%	0	0%	0	0%
Industrial Vacuum Cleaners	432	3,821	0	4,103	0	0%	0	0%	0	0%
Industrial Vibrators	69	4,733	0	4,103	0	0%	0	0%	0	0%
Infrared Equipment	745	3,419	0	4,103	0	0%	0	0%	0	0%
Infrared Inspection	479	3,742	0	4,103	0	0%	0	0%	0	0%
Infusion Services	539	3,660	0	4,103	0	0%	0	0%	0	0%
Innovation	2	5,394	0	4,103	0	0%	0	0%	0	0%
Inspection	112	4,545	0	4,103	0	0%	0	0%	0	0%
Institutional Library	71	4,721	0	4,103	0	0%	0	0%	0	0%
Insulated Panels	289	4,046	0	4,103	0	0%	0	0%	0	0%
Intellectual Property Lawyer	1,924	2,650	0	4,103	0	0%	0	0%	0	0%
Interpreters	77	4,695	0	4,103	0	0%	0	0%	0	0%
Ironing Board	26	5,053	0	4,103	0	0%	0	0%	0	0%
Irrigation Installation	89	4,650	0	4,103	0	0%	0	0%	0	0%
Ivory Products	17	5,155	0	4,103	0	0%	0	0%	0	0%
Jack Repair	46	4,877	0	4,103	0	0%	0	0%	0	0%
Jacks	240	4,160	0	4,103	0	0%	0	0%	0	0%
Jade Products	10	5,240	0	4,103	0	0%	0	0%	0	0%
Jail Equipment	69	4,733	0	4,103	0	0%	0	0%	0	0%
Jalousie	17	5,155	0	4,103	0	0%	0	0%	0	0%
Jigs and Fixture Components	29	5,024	0	4,103	0	0%	0	0%	0	0%
Jigs and Fixtures	50	4,847	0	4,103	0	0%	0	0%	0	0%
Job Lot Merchandise	1	5,424	0	4,103	0	0%	0	0%	0	0%
Key Holder	104	4,593	0	4,103	0	0%	0	0%	0	0%
Keys	1	5,424	0	4,103	0	0%	0	0%	0	0%
Kiln	277	4,075	0	4,103	0	0%	0	0%	0	0%
Kitchen	214	4,231	0	4,103	0	0%	0	0%	0	0%
Kiteboarding	127	4,490	0	4,103	0	0%	0	0%	0	0%
Knitting Classes	185	4,326	0	4,103	0	0%	0	0%	0	0%
Lab	1	5,424	0	4,103	0	0%	0	0%	0	0%
Labeling Equipment	704	3,454	0	4,103	0	0%	0	0%	0	0%
Labels	337	3,962	0	4,103	0	0%	0	0%	0	0%
Labor Relations Consultant	627	3,552	0	4,103	0	0%	0	0%	0	0%
Lacquer Manufacturers	54	4,816	0	4,103	0	0%	0	0%	0	0%
Ladder Rental	24	5,070	0	4,103	0	0%	0	0%	0	0%
Laminated Structural Products	228	4,193	0	4,103	0	0%	0	0%	0	0%
Laminating Supplies	4	5,334	0	4,103	0	0%	0	0%	0	0%
Lamp Repair	193	4,305	0	4,103	0	0%	0	0%	0	0%
Lamp Shade Cleaning	31	5,010	0	4,103	0	0%	0	0%	0	0%
Lamp Shade Covers	78	4,692	0	4,103	0	0%	0	0%	0	0%
Land Leveling	96	4,622	0	4,103	0	0%	0	0%	0	0%
Lanyards	105	4,590	0	4,103	0	0%	0	0%	0	0%
Lapidary	112	4,545	0	4,103	0	0%	0	0%	0	0%
Latex Liquids	24	5,070	0	4,103	0	0%	0	0%	0	0%
Lath	73	4,713	0	4,103	0	0%	0	0%	0	0%
Lathing Contractors	623	3,558	0	4,103	0	0%	0	0%	0	0%
Law Books	116	4,532	0	4,103	0	0%	0	0%	0	0%
Lawn	163	4,378	0	4,103	0	0%	0	0%	0	0%
Lead Removal	145	4,437	0	4,103	0	0%	0	0%	0	0%
Lead Welding	5	5,311	0	4,103	0	0%	0	0%	0	0%
Leather Findings	4	5,334	0	4,103	0	0%	0	0%	0	0%
Leather Finish	195	4,293	0	4,103	0	0%	0	0%	0	0%
Leather Finishes	4	5,334	0	4,103	0	0%	0	0%	0	0%
Legal	51	4,840	0	4,103	0	0%	0	0%	0	0%
Lettershop Services	227	4,200	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Light Fixture Cleaning	189	4,317	0	4,103	0	0%	0	0%	0	0%
Lighting Equipment	25	5,064	0	4,103	0	0%	0	0%	0	0%
Lightning Protection	1,972	2,632	0	4,103	0	0%	0	0%	0	0%
Lime	80	4,682	0	4,103	0	0%	0	0%	0	0%
Linoleum Manufacturers	15	5,175	0	4,103	0	0%	0	0%	0	0%
Linoleum Supplies	5	5,311	0	4,103	0	0%	0	0%	0	0%
Liquid Chiller	142	4,449	0	4,103	0	0%	0	0%	0	0%
Liquid De-Icing	3	5,363	0	4,103	0	0%	0	0%	0	0%
Liquid or Dry Bulk Trucking	2,271	2,522	0	4,103	0	0%	0	0%	0	0%
Liquor Broker	516	3,694	0	4,103	0	0%	0	0%	0	0%
Lithographic Negative Plates	12	5,217	0	4,103	0	0%	0	0%	0	0%
Livestock	28	5,034	0	4,103	0	0%	0	0%	0	0%
Livestock Appraisers	2	5,394	0	4,103	0	0%	0	0%	0	0%
Livestock Commission	45	4,883	0	4,103	0	0%	0	0%	0	0%
Livestock Equipment	2	5,394	0	4,103	0	0%	0	0%	0	0%
Livestock Feeding	379	3,891	0	4,103	0	0%	0	0%	0	0%
Livestock Grooming	20	5,116	0	4,103	0	0%	0	0%	0	0%
Livestock Hauling	466	3,765	0	4,103	0	0%	0	0%	0	0%
Livestock Order Buyers	1	5,424	0	4,103	0	0%	0	0%	0	0%
Livestock Spray	1	5,424	0	4,103	0	0%	0	0%	0	0%
Loading Dock Equipment	1,208	3,040	0	4,103	0	0%	0	0%	0	0%
Logging Equipment	1,454	2,883	0	4,103	0	0%	0	0%	0	0%
Luggage Manufacturers	1	5,424	0	4,103	0	0%	0	0%	0	0%
Lumber Inspector	370	3,904	0	4,103	0	0%	0	0%	0	0%
Macaroni	156	4,402	0	4,103	0	0%	0	0%	0	0%
Machine Guards	3	5,363	0	4,103	0	0%	0	0%	0	0%
Magazines - Back Number	2	5,394	0	4,103	0	0%	0	0%	0	0%
Magnetic Particle Inspection	31	5,010	0	4,103	0	0%	0	0%	0	0%
Magnetic Particle Inspection Equipment	26	5,053	0	4,103	0	0%	0	0%	0	0%
Manhole Covers	44	4,896	0	4,103	0	0%	0	0%	0	0%
Mannequins	526	3,680	0	4,103	0	0%	0	0%	0	0%
Manufactured Offices & Commercial Units	108	4,578	0	4,103	0	0%	0	0%	0	0%
Marble	22	5,098	0	4,103	0	0%	0	0%	0	0%
Marble Installation	31	5,010	0	4,103	0	0%	0	0%	0	0%
Marijuana Grower	313	4,001	0	4,103	0	0%	0	0%	0	0%
Marine Buoys	184	4,330	0	4,103	0	0%	0	0%	0	0%
Marine Fuel	35	4,985	0	4,103	0	0%	0	0%	0	0%
Marine Pilot	122	4,507	0	4,103	0	0%	0	0%	0	0%
Marine Supplies	39	4,941	0	4,103	0	0%	0	0%	0	0%
Marine Terminal	193	4,305	0	4,103	0	0%	0	0%	0	0%
Mass Torts Lawyers	659	3,512	0	4,103	0	0%	0	0%	0	0%
Masts	13	5,207	0	4,103	0	0%	0	0%	0	0%
Matches	30	5,019	0	4,103	0	0%	0	0%	0	0%
Mattress Cleaning	57	4,798	0	4,103	0	0%	0	0%	0	0%
Mattress Renovation	834	3,338	0	4,103	0	0%	0	0%	0	0%
Mayonnaise	87	4,657	0	4,103	0	0%	0	0%	0	0%
Measuring Tape	14	5,188	0	4,103	0	0%	0	0%	0	0%
Mechanical Packing	122	4,507	0	4,103	0	0%	0	0%	0	0%
Medical Transcription	7,527	1,585	0	4,103	0	0%	0	0%	0	0%
Medical Truss	132	4,480	0	4,103	0	0%	0	0%	0	0%
Memorabilia	12	5,217	0	4,103	0	0%	0	0%	0	0%
Mesothelioma Lawyer	797	3,376	0	4,103	0	0%	0	0%	0	0%
Metal Boxes	64	4,755	0	4,103	0	0%	0	0%	0	0%
Metal Cladding	710	3,449	0	4,103	0	0%	0	0%	0	0%
Metal Cleaning Equipment	45	4,883	0	4,103	0	0%	0	0%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Metal Cleaning Machines	29	5,024	0	4,103	0	0%	0	0%	0	0%
Metal Forming	767	3,398	0	4,103	0	0%	0	0%	0	0%
Metal Sawing	117	4,526	0	4,103	0	0%	0	0%	0	0%
Metal Spinning	344	3,949	0	4,103	0	0%	0	0%	0	0%
Metal Stamping	3,137	2,272	0	4,103	0	0%	0	0%	0	0%
Metal Stamping Machine	125	4,497	0	4,103	0	0%	0	0%	0	0%
Metal Tanks	1,542	2,834	0	4,103	0	0%	0	0%	0	0%
Metal Tubing	550	3,643	0	4,103	0	0%	0	0%	0	0%
Metalizing Equipment	2	5,394	0	4,103	0	0%	0	0%	0	0%
Metallizing	146	4,435	0	4,103	0	0%	0	0%	0	0%
Metallurgy Equipment	14	5,188	0	4,103	0	0%	0	0%	0	0%
Metaphysical Supplies	533	3,671	0	4,103	0	0%	0	0%	0	0%
Metaphysician	238	4,166	0	4,103	0	0%	0	0%	0	0%
Meteorological Consultants	42	4,918	0	4,103	0	0%	0	0%	0	0%
Meteorological Instruments	44	4,896	0	4,103	0	0%	0	0%	0	0%
Meter Repair	416	3,843	0	4,103	0	0%	0	0%	0	0%
Mexican Imports	127	4,490	0	4,103	0	0%	0	0%	0	0%
Mezzanines	35	4,985	0	4,103	0	0%	0	0%	0	0%
Microfilm Equipment	327	3,972	0	4,103	0	0%	0	0%	0	0%
Micrometer	1	5,424	0	4,103	0	0%	0	0%	0	0%
Microwave Communications	596	3,595	0	4,103	0	0%	0	0%	0	0%
Microwave Dealers	95	4,625	0	4,103	0	0%	0	0%	0	0%
Microwave Oven Manufacturers	10	5,240	0	4,103	0	0%	0	0%	0	0%
Microwave Parts	22	5,098	0	4,103	0	0%	0	0%	0	0%
Mildew Removal	1	5,424	0	4,103	0	0%	0	0%	0	0%
Millinery - Retail	13	5,207	0	4,103	0	0%	0	0%	0	0%
Millinery - Wholesale & Manufacturers	13	5,207	0	4,103	0	0%	0	0%	0	0%
Millinery Supplies	11	5,230	0	4,103	0	0%	0	0%	0	0%
Milling Cutters	45	4,883	0	4,103	0	0%	0	0%	0	0%
Milling Machine	689	3,477	0	4,103	0	0%	0	0%	0	0%
Millwrights	2,402	2,487	0	4,103	0	0%	0	0%	0	0%
Mining Consultants	428	3,831	0	4,103	0	0%	0	0%	0	0%
Mining Development	76	4,703	0	4,103	0	0%	0	0%	0	0%
Mirror Cleaning	83	4,671	0	4,103	0	0%	0	0%	0	0%
Missile and Rocket Components	12	5,217	0	4,103	0	0%	0	0%	0	0%
Missile and Rocket Research and Development	423	3,836	0	4,103	0	0%	0	0%	0	0%
Missile Manufacturing	52	4,832	0	4,103	0	0%	0	0%	0	0%
Missing Person Services	174	4,352	0	4,103	0	0%	0	0%	0	0%
Mobile Truck Service	6	5,290	0	4,103	0	0%	0	0%	0	0%
Molasses	1	5,424	0	4,103	0	0%	0	0%	0	0%
Mold Remediation	268	4,100	0	4,103	0	0%	0	0%	0	0%
Money Transfers	2	5,394	0	4,103	0	0%	0	0%	0	0%
Monorail	4	5,334	0	4,103	0	0%	0	0%	0	0%
Monument Cleaning	140	4,458	0	4,103	0	0%	0	0%	0	0%
Moorage	5	5,311	0	4,103	0	0%	0	0%	0	0%
Moth Prevention	41	4,923	0	4,103	0	0%	0	0%	0	0%
Motion Picture Equipment	220	4,220	0	4,103	0	0%	0	0%	0	0%
Motion Picture Equipment Repair	19	5,123	0	4,103	0	0%	0	0%	0	0%
Motion Picture Film Storage	35	4,985	0	4,103	0	0%	0	0%	0	0%
Motion Picture Laboratories	11	5,230	0	4,103	0	0%	0	0%	0	0%
Motion Picture Representatives	183	4,334	0	4,103	0	0%	0	0%	0	0%
Motion Picture Research	29	5,024	0	4,103	0	0%	0	0%	0	0%
Motion Picture Technicians	44	4,896	0	4,103	0	0%	0	0%	0	0%
Motor Laminations	21	5,107	0	4,103	0	0%	0	0%	0	0%
Mountain Climbing	606	3,580	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Music Arranger	3	5,363	0	4,103	0	0%	0	0%	0	0%
Music Box	715	3,442	0	4,103	0	0%	0	0%	0	0%
Music Copyist	296	4,032	0	4,103	0	0%	0	0%	0	0%
Music Writing Supplies	110	4,560	0	4,103	0	0%	0	0%	0	0%
Musical Instrument Manufacturers	23	5,085	0	4,103	0	0%	0	0%	0	0%
Myotherapy	92	4,636	0	4,103	0	0%	0	0%	0	0%
Nail Machine	18	5,139	0	4,103	0	0%	0	0%	0	0%
Name Plates	205	4,262	0	4,103	0	0%	0	0%	0	0%
Natural Stone Restoration	47	4,868	0	4,103	0	0%	0	0%	0	0%
Nautical Instruments	150	4,421	0	4,103	0	0%	0	0%	0	0%
Naval Architect	114	4,539	0	4,103	0	0%	0	0%	0	0%
Naval Stores	27	5,042	0	4,103	0	0%	0	0%	0	0%
Neckwear	549	3,646	0	4,103	0	0%	0	0%	0	0%
Needles	62	4,766	0	4,103	0	0%	0	0%	0	0%
Nets	604	3,583	0	4,103	0	0%	0	0%	0	0%
Night Vision Equipment	186	4,325	0	4,103	0	0%	0	0%	0	0%
No Change	90	4,645	0	4,103	0	0%	0	0%	0	0%
Non - Woven Fabrics	122	4,507	0	4,103	0	0%	0	0%	0	0%
Noodles	98	4,616	0	4,103	0	0%	0	0%	0	0%
Notions	56	4,802	0	4,103	0	0%	0	0%	0	0%
Nozzle	102	4,601	0	4,103	0	0%	0	0%	0	0%
Nuclear Reactor Manufacturers	12	5,217	0	4,103	0	0%	0	0%	0	0%
Nudist Camp	273	4,084	0	4,103	0	0%	0	0%	0	0%
Nudist Community	110	4,560	0	4,103	0	0%	0	0%	0	0%
Nursing Home Neglect Lawyers	125	4,497	0	4,103	0	0%	0	0%	0	0%
Nut Cracking Machine	106	4,588	0	4,103	0	0%	0	0%	0	0%
Nylon Fabric	39	4,941	0	4,103	0	0%	0	0%	0	0%
O-Ring	322	3,979	0	4,103	0	0%	0	0%	0	0%
Oceanographer	9	5,248	0	4,103	0	0%	0	0%	0	0%
Oceanographic Equipment	90	4,645	0	4,103	0	0%	0	0%	0	0%
Office Documents	26	5,053	0	4,103	0	0%	0	0%	0	0%
Office Furniture Repair	1,946	2,642	0	4,103	0	0%	0	0%	0	0%
Office Layout	649	3,524	0	4,103	0	0%	0	0%	0	0%
Offset Printing Repair	15	5,175	0	4,103	0	0%	0	0%	0	0%
Oil Additive Manufacturer	1,032	3,161	0	4,103	0	0%	0	0%	0	0%
Oil Hole Covers	9	5,248	0	4,103	0	0%	0	0%	0	0%
Oil Operators	890	3,287	0	4,103	0	0%	0	0%	0	0%
Oil Properties	875	3,294	0	4,103	0	0%	0	0%	0	0%
Oil Report	70	4,725	0	4,103	0	0%	0	0%	0	0%
Oil Seed	36	4,978	0	4,103	0	0%	0	0%	0	0%
Oil Well Cementing	217	4,224	0	4,103	0	0%	0	0%	0	0%
Oil Well Drilling	2,229	2,535	0	4,103	0	0%	0	0%	0	0%
Oil Well Equipment Rentals	352	3,938	0	4,103	0	0%	0	0%	0	0%
Oil Well Fishing Tools	204	4,265	0	4,103	0	0%	0	0%	0	0%
Oil Well Logging	199	4,279	0	4,103	0	0%	0	0%	0	0%
Oil Well Services	2,875	2,345	0	4,103	0	0%	0	0%	0	0%
Oil Well Supplies	980	3,203	0	4,103	0	0%	0	0%	0	0%
Oil Well Surveyors	80	4,682	0	4,103	0	0%	0	0%	0	0%
Oilcloth	7	5,279	0	4,103	0	0%	0	0%	0	0%
Oilfield	2	5,394	0	4,103	0	0%	0	0%	0	0%
Oilfield Consultant	2,135	2,570	0	4,103	0	0%	0	0%	0	0%
Oilfield Hauling	3,230	2,251	0	4,103	0	0%	0	0%	0	0%
Oilfield Supplies	1,344	2,958	0	4,103	0	0%	0	0%	0	0%
Olive	110	4,560	0	4,103	0	0%	0	0%	0	0%
Online Dance Classes	24	5,070	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Optometric Information Bureaus	85	4,663	0	4,103	0	0%	0	0%	0	0%
Orchard Supplies	48	4,861	0	4,103	0	0%	0	0%	0	0%
Orchid Growers	249	4,139	0	4,103	0	0%	0	0%	0	0%
Ore	18	5,139	0	4,103	0	0%	0	0%	0	0%
Organ and Tissue Donation Organization	3,271	2,239	0	4,103	0	0%	0	0%	0	0%
Organization	30	5,019	0	4,103	0	0%	0	0%	0	0%
Oven Repair	276	4,078	0	4,103	0	0%	0	0%	0	0%
Paging Service	1	5,424	0	4,103	0	0%	0	0%	0	0%
Paint Remover Manufacturers	109	4,575	0	4,103	0	0%	0	0%	0	0%
Paneling	1,050	3,143	0	4,103	0	0%	0	0%	0	0%
Paper Boxes	629	3,550	0	4,103	0	0%	0	0%	0	0%
Paper Brokers	117	4,526	0	4,103	0	0%	0	0%	0	0%
Paper Converters	314	3,999	0	4,103	0	0%	0	0%	0	0%
Paper Cutting Machine	39	4,941	0	4,103	0	0%	0	0%	0	0%
Paper Hanger	718	3,439	0	4,103	0	0%	0	0%	0	0%
Paper Mill Machinery	44	4,896	0	4,103	0	0%	0	0%	0	0%
Paper Mill Supplies	15	5,175	0	4,103	0	0%	0	0%	0	0%
Paper Perfuming	15	5,175	0	4,103	0	0%	0	0%	0	0%
Paper Shredder	360	3,923	0	4,103	0	0%	0	0%	0	0%
Paper Towels	48	4,861	0	4,103	0	0%	0	0%	0	0%
Paper Tubes	160	4,390	0	4,103	0	0%	0	0%	0	0%
Paper Waste	60	4,776	0	4,103	0	0%	0	0%	0	0%
Parade Floats	34	4,995	0	4,103	0	0%	0	0%	0	0%
Parasailing	8	5,260	0	4,103	0	0%	0	0%	0	0%
Parking Meters	50	4,847	0	4,103	0	0%	0	0%	0	0%
Passive Home Building	58	4,791	0	4,103	0	0%	0	0%	0	0%
Pattern Makers Supplies	6	5,290	0	4,103	0	0%	0	0%	0	0%
Patty Machine	1	5,424	0	4,103	0	0%	0	0%	0	0%
Pavement Equipment	228	4,193	0	4,103	0	0%	0	0%	0	0%
Paving Equipment	779	3,389	0	4,103	0	0%	0	0%	0	0%
Payment	5	5,311	0	4,103	0	0%	0	0%	0	0%
Pennants	3	5,363	0	4,103	0	0%	0	0%	0	0%
Perforated Materials	77	4,695	0	4,103	0	0%	0	0%	0	0%
Perforating Machine	4	5,334	0	4,103	0	0%	0	0%	0	0%
Perfume Raw Materials	40	4,930	0	4,103	0	0%	0	0%	0	0%
Personal Service Bureaus	114	4,539	0	4,103	0	0%	0	0%	0	0%
Personalization	3	5,363	0	4,103	0	0%	0	0%	0	0%
Pewter	89	4,650	0	4,103	0	0%	0	0%	0	0%
Pewterware	23	5,085	0	4,103	0	0%	0	0%	0	0%
Phlebotomy Certification	1,322	2,968	0	4,103	0	0%	0	0%	0	0%
Phone Book Cover Advertising	102	4,601	0	4,103	0	0%	0	0%	0	0%
Photo Copying	254	4,130	0	4,103	0	0%	0	0%	0	0%
Photo Developing	3	5,363	0	4,103	0	0%	0	0%	0	0%
Photo Engraving	80	4,682	0	4,103	0	0%	0	0%	0	0%
Photoelectric Cell	62	4,766	0	4,103	0	0%	0	0%	0	0%
Photographic Research	791	3,380	0	4,103	0	0%	0	0%	0	0%
Photoluminescent Signs	127	4,490	0	4,103	0	0%	0	0%	0	0%
Piano Parts	60	4,776	0	4,103	0	0%	0	0%	0	0%
Piano Refinishing	46	4,877	0	4,103	0	0%	0	0%	0	0%
Piano Repair	9	5,248	0	4,103	0	0%	0	0%	0	0%
Picnic Grounds	17	5,155	0	4,103	0	0%	0	0%	0	0%
Picture Hanger Manufacturers	17	5,155	0	4,103	0	0%	0	0%	0	0%
Picture Hanging	289	4,046	0	4,103	0	0%	0	0%	0	0%
Picture Restoration	429	3,830	0	4,103	0	0%	0	0%	0	0%
Pie	449	3,792	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Pile Driving Equipment	77	4,695	0	4,103	0	0%	0	0%	0	0%
Piling	1,007	3,179	0	4,103	0	0%	0	0%	0	0%
Pillow Renovation	16	5,165	0	4,103	0	0%	0	0%	0	0%
Pilot Car Services	649	3,524	0	4,103	0	0%	0	0%	0	0%
Pin Cotter	2	5,394	0	4,103	0	0%	0	0%	0	0%
Pipe and Boiler Covering Contractors	620	3,560	0	4,103	0	0%	0	0%	0	0%
Pipe and Boiler Covering Materials	16	5,165	0	4,103	0	0%	0	0%	0	0%
Pipe Bending	862	3,317	0	4,103	0	0%	0	0%	0	0%
Pipe Cutting and Threading	145	4,437	0	4,103	0	0%	0	0%	0	0%
Pipe Cutting Tools	53	4,822	0	4,103	0	0%	0	0%	0	0%
Pipe Fitter	1,702	2,761	0	4,103	0	0%	0	0%	0	0%
Pipe Hangers	54	4,816	0	4,103	0	0%	0	0%	0	0%
Pipe Joint Compound	19	5,123	0	4,103	0	0%	0	0%	0	0%
Pipe Line Equipment	681	3,490	0	4,103	0	0%	0	0%	0	0%
Pipe Locating Equipment	91	4,641	0	4,103	0	0%	0	0%	0	0%
Pipe Sealing	263	4,112	0	4,103	0	0%	0	0%	0	0%
Pipe Thawing	115	4,536	0	4,103	0	0%	0	0%	0	0%
Pipe Thread Protector	31	5,010	0	4,103	0	0%	0	0%	0	0%
Pivot	86	4,660	0	4,103	0	0%	0	0%	0	0%
Places to Visit	2	5,394	0	4,103	0	0%	0	0%	0	0%
Plant Maintenance Shutdown Contractor	120	4,516	0	4,103	0	0%	0	0%	0	0%
Plaster Craft Supplies	143	4,445	0	4,103	0	0%	0	0%	0	0%
Plasterboard	378	3,893	0	4,103	0	0%	0	0%	0	0%
Plasterers Equipment & Supplies	8	5,260	0	4,103	0	0%	0	0%	0	0%
Plastic Boxes	311	4,005	0	4,103	0	0%	0	0%	0	0%
Plastic Extruder	824	3,350	0	4,103	0	0%	0	0%	0	0%
Plastic Forming	548	3,649	0	4,103	0	0%	0	0%	0	0%
Plastic Laminates	253	4,132	0	4,103	0	0%	0	0%	0	0%
Plastic Scrap	350	3,940	0	4,103	0	0%	0	0%	0	0%
Plastic Supply	152	4,412	0	4,103	0	0%	0	0%	0	0%
Plastics	43	4,910	0	4,103	0	0%	0	0%	0	0%
Plastics Machinery	401	3,860	0	4,103	0	0%	0	0%	0	0%
Plate Glass	1	5,424	0	4,103	0	0%	0	0%	0	0%
Pleating Machine	162	4,383	0	4,103	0	0%	0	0%	0	0%
Plumbing Supplies	1	5,424	0	4,103	0	0%	0	0%	0	0%
Pneumatic Equipment Components	493	3,727	0	4,103	0	0%	0	0%	0	0%
Pneumatic Tube Systems	145	4,437	0	4,103	0	0%	0	0%	0	0%
Podiatrist Referral	2	5,394	0	4,103	0	0%	0	0%	0	0%
Poison Control	33	5,001	0	4,103	0	0%	0	0%	0	0%
Pole Line Contractors	218	4,222	0	4,103	0	0%	0	0%	0	0%
Pole Line Hardware	6	5,290	0	4,103	0	0%	0	0%	0	0%
Poles	170	4,359	0	4,103	0	0%	0	0%	0	0%
Polishes	370	3,904	0	4,103	0	0%	0	0%	0	0%
Polyethylene	702	3,458	0	4,103	0	0%	0	0%	0	0%
Pool Cover Sale	1	5,424	0	4,103	0	0%	0	0%	0	0%
Pool Equipment	1	5,424	0	4,103	0	0%	0	0%	0	0%
Pool Kits	122	4,507	0	4,103	0	0%	0	0%	0	0%
Pool Leak Repair	2	5,394	0	4,103	0	0%	0	0%	0	0%
Pop-Up Store	44	4,896	0	4,103	0	0%	0	0%	0	0%
Porcelain Enameling	49	4,856	0	4,103	0	0%	0	0%	0	0%
Porcelain Products	326	3,973	0	4,103	0	0%	0	0%	0	0%
Poultry Brokers	149	4,424	0	4,103	0	0%	0	0%	0	0%
Poultry Retail	375	3,897	0	4,103	0	0%	0	0%	0	0%
Power Plant Consultants	570	3,623	0	4,103	0	0%	0	0%	0	0%
Power Plant Equipment Repairs	312	4,004	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Power Press	64	4,755	0	4,103	0	0%	0	0%	0	0%
Power Shovel	20	5,116	0	4,103	0	0%	0	0%	0	0%
Power Sweeper	662	3,510	0	4,103	0	0%	0	0%	0	0%
Power Take Off	14	5,188	0	4,103	0	0%	0	0%	0	0%
Pre Kindergarten	67	4,740	0	4,103	0	0%	0	0%	0	0%
Precious Metal Dealer	215	4,229	0	4,103	0	0%	0	0%	0	0%
Precious Metals Products	1,479	2,870	0	4,103	0	0%	0	0%	0	0%
Precision Grinding	653	3,520	0	4,103	0	0%	0	0%	0	0%
Prefabricated Chimney	19	5,123	0	4,103	0	0%	0	0%	0	0%
Premium Goods	18	5,139	0	4,103	0	0%	0	0%	0	0%
Preservation and Restoration	28	5,034	0	4,103	0	0%	0	0%	0	0%
Pressure Sensitive Adhesive Paper	243	4,154	0	4,103	0	0%	0	0%	0	0%
Pressure Vessel	204	4,265	0	4,103	0	0%	0	0%	0	0%
Pressurization Equipment	81	4,678	0	4,103	0	0%	0	0%	0	0%
Prestressed Concrete	625	3,554	0	4,103	0	0%	0	0%	0	0%
Price Marking	271	4,090	0	4,103	0	0%	0	0%	0	0%
Print Cutters	28	5,034	0	4,103	0	0%	0	0%	0	0%
Printed and Etched Circuits	979	3,204	0	4,103	0	0%	0	0%	0	0%
Printing Plates	110	4,560	0	4,103	0	0%	0	0%	0	0%
Printing Rollers	105	4,590	0	4,103	0	0%	0	0%	0	0%
Private Squash Courts	110	4,560	0	4,103	0	0%	0	0%	0	0%
Processed Potatoes	192	4,308	0	4,103	0	0%	0	0%	0	0%
Product Liability Lawyer	1,155	3,078	0	4,103	0	0%	0	0%	0	0%
Prosthetic Eye	272	4,086	0	4,103	0	0%	0	0%	0	0%
Public Library	1,097	3,112	0	4,103	0	0%	0	0%	0	0%
Public Sector Consultants	615	3,566	0	4,103	0	0%	0	0%	0	0%
Public Speaking Classes	902	3,270	0	4,103	0	0%	0	0%	0	0%
Public Works and Government Services	16	5,165	0	4,103	0	0%	0	0%	0	0%
Publication	248	4,144	0	4,103	0	0%	0	0%	0	0%
Pulley	55	4,809	0	4,103	0	0%	0	0%	0	0%
Pulp Products	125	4,497	0	4,103	0	0%	0	0%	0	0%
Pump Parts	1	5,424	0	4,103	0	0%	0	0%	0	0%
Pump Supplies	985	3,196	0	4,103	0	0%	0	0%	0	0%
Punch Press	2	5,394	0	4,103	0	0%	0	0%	0	0%
Punches	18	5,139	0	4,103	0	0%	0	0%	0	0%
Racquetball Court Construction	48	4,861	0	4,103	0	0%	0	0%	0	0%
Racquetball Equipment	42	4,918	0	4,103	0	0%	0	0%	0	0%
Radiation Protection	37	4,966	0	4,103	0	0%	0	0%	0	0%
Radio Direction Finder	3	5,363	0	4,103	0	0%	0	0%	0	0%
Radio Program Surveys	10	5,240	0	4,103	0	0%	0	0%	0	0%
Radio Rentals	162	4,383	0	4,103	0	0%	0	0%	0	0%
Radio Station Equipment	269	4,096	0	4,103	0	0%	0	0%	0	0%
Radioactivity Instruments	37	4,966	0	4,103	0	0%	0	0%	0	0%
Railroad Car Leasing	196	4,290	0	4,103	0	0%	0	0%	0	0%
Railroad Car Manufacturers	275	4,081	0	4,103	0	0%	0	0%	0	0%
Railroad Equipment	1,371	2,939	0	4,103	0	0%	0	0%	0	0%
Railroad Freight	591	3,603	0	4,103	0	0%	0	0%	0	0%
Railroad Ties Dealers	202	4,270	0	4,103	0	0%	0	0%	0	0%
Rainwater Harvesting System	611	3,573	0	4,103	0	0%	0	0%	0	0%
Rainwear	94	4,627	0	4,103	0	0%	0	0%	0	0%
Ravioli	31	5,010	0	4,103	0	0%	0	0%	0	0%
Raw Flavoring Extracts	692	3,473	0	4,103	0	0%	0	0%	0	0%
Rayon Fabrics	15	5,175	0	4,103	0	0%	0	0%	0	0%
Re-refined Oil	17	5,155	0	4,103	0	0%	0	0%	0	0%
Reclaiming Chemicals	191	4,310	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Recreation Program Consultants	120	4,516	0	4,103	0	0%	0	0%	0	0%
Rectifiers - Liquor	3	5,363	0	4,103	0	0%	0	0%	0	0%
Reels	206	4,259	0	4,103	0	0%	0	0%	0	0%
Reflectors	15	5,175	0	4,103	0	0%	0	0%	0	0%
Refractory	655	3,518	0	4,103	0	0%	0	0%	0	0%
Refrigeration	128	4,487	0	4,103	0	0%	0	0%	0	0%
Reinforced Plastic	126	4,494	0	4,103	0	0%	0	0%	0	0%
Rent to Own Furniture	8	5,260	0	4,103	0	0%	0	0%	0	0%
Resilvering Mirrors	188	4,320	0	4,103	0	0%	0	0%	0	0%
Rest Home Information and Placement	156	4,402	0	4,103	0	0%	0	0%	0	0%
Retaining Ring	24	5,070	0	4,103	0	0%	0	0%	0	0%
Ribbon Printing	101	4,606	0	4,103	0	0%	0	0%	0	0%
Rice	202	4,270	0	4,103	0	0%	0	0%	0	0%
Riding Academy	1,031	3,163	0	4,103	0	0%	0	0%	0	0%
Riggers	1,032	3,161	0	4,103	0	0%	0	0%	0	0%
Riggers Equipment and Supplies	946	3,230	0	4,103	0	0%	0	0%	0	0%
Right of Way Acquisition Services	451	3,786	0	4,103	0	0%	0	0%	0	0%
Ringtones	37	4,966	0	4,103	0	0%	0	0%	0	0%
Rivets	70	4,725	0	4,103	0	0%	0	0%	0	0%
Road Building	181	4,339	0	4,103	0	0%	0	0%	0	0%
Road Oil	34	4,995	0	4,103	0	0%	0	0%	0	0%
Rockfall Mitigation	26	5,053	0	4,103	0	0%	0	0%	0	0%
Rollers	141	4,453	0	4,103	0	0%	0	0%	0	0%
Rolling Mill	40	4,930	0	4,103	0	0%	0	0%	0	0%
Rope Splicing	8	5,260	0	4,103	0	0%	0	0%	0	0%
Rotogravure Printing	27	5,042	0	4,103	0	0%	0	0%	0	0%
Routing Services	201	4,275	0	4,103	0	0%	0	0%	0	0%
Rubber Bands	205	4,262	0	4,103	0	0%	0	0%	0	0%
Rubber Tracks	222	4,216	0	4,103	0	0%	0	0%	0	0%
Rubber Working Machinery	54	4,816	0	4,103	0	0%	0	0%	0	0%
Rug Weavers	892	3,283	0	4,103	0	0%	0	0%	0	0%
Ruler	3	5,363	0	4,103	0	0%	0	0%	0	0%
RV Service	16	5,165	0	4,103	0	0%	0	0%	0	0%
Safe Deposit Box Rental	690	3,476	0	4,103	0	0%	0	0%	0	0%
Safe Repair	184	4,330	0	4,103	0	0%	0	0%	0	0%
Safety	37	4,966	0	4,103	0	0%	0	0%	0	0%
Safety Can	22	5,098	0	4,103	0	0%	0	0%	0	0%
Safety Pins	787	3,384	0	4,103	0	0%	0	0%	0	0%
Salad	112	4,545	0	4,103	0	0%	0	0%	0	0%
Sales	33	5,001	0	4,103	0	0%	0	0%	0	0%
Salvage Merchandise	3	5,363	0	4,103	0	0%	0	0%	0	0%
Sample Books	37	4,966	0	4,103	0	0%	0	0%	0	0%
Sample Case	88	4,653	0	4,103	0	0%	0	0%	0	0%
Sandblasting Equipment	1,188	3,057	0	4,103	0	0%	0	0%	0	0%
Sandblasting Supplies	14	5,188	0	4,103	0	0%	0	0%	0	0%
Sanitary Napkins	59	4,783	0	4,103	0	0%	0	0%	0	0%
Sanitation	16	5,165	0	4,103	0	0%	0	0%	0	0%
Sash Operating Devices	139	4,459	0	4,103	0	0%	0	0%	0	0%
Satellite Equipment	180	4,341	0	4,103	0	0%	0	0%	0	0%
Sausage Casing	42	4,918	0	4,103	0	0%	0	0%	0	0%
Sawdust	253	4,132	0	4,103	0	0%	0	0%	0	0%
Scale Repair	388	3,875	0	4,103	0	0%	0	0%	0	0%
Scenery Studio	84	4,668	0	4,103	0	0%	0	0%	0	0%
School Lunches	346	3,946	0	4,103	0	0%	0	0%	0	0%
Science	16	5,165	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Scientific Recording Instruments	333	3,964	0	4,103	0	0%	0	0%	0	0%
Scoreboard	508	3,706	0	4,103	0	0%	0	0%	0	0%
Scrap Rubber	348	3,944	0	4,103	0	0%	0	0%	0	0%
Screen Company	1	5,424	0	4,103	0	0%	0	0%	0	0%
Screening Equipment	2	5,394	0	4,103	0	0%	0	0%	0	0%
Screw	248	4,144	0	4,103	0	0%	0	0%	0	0%
Screw Machine	67	4,740	0	4,103	0	0%	0	0%	0	0%
Screw Machine Products	960	3,216	0	4,103	0	0%	0	0%	0	0%
Screw Threads	7	5,279	0	4,103	0	0%	0	0%	0	0%
Secondary School	568	3,627	0	4,103	0	0%	0	0%	0	0%
Securities Attorney	170	4,359	0	4,103	0	0%	0	0%	0	0%
Seed Cleaning Equipment	208	4,249	0	4,103	0	0%	0	0%	0	0%
Seeds	49	4,856	0	4,103	0	0%	0	0%	0	0%
Seismic Equipment	12	5,217	0	4,103	0	0%	0	0%	0	0%
Seismic Retrofit	657	3,516	0	4,103	0	0%	0	0%	0	0%
Seismograph Service	52	4,832	0	4,103	0	0%	0	0%	0	0%
Service Station Supplies	194	4,297	0	4,103	0	0%	0	0%	0	0%
Sewer Pipe	277	4,075	0	4,103	0	0%	0	0%	0	0%
Sewing Machine Service	1	5,424	0	4,103	0	0%	0	0%	0	0%
Sewing Machine Supplies	8	5,260	0	4,103	0	0%	0	0%	0	0%
Shade Sails	94	4,627	0	4,103	0	0%	0	0%	0	0%
Sheepskin Specialties	571	3,622	0	4,103	0	0%	0	0%	0	0%
Sheet Metal Supplies	22	5,098	0	4,103	0	0%	0	0%	0	0%
Shims	61	4,768	0	4,103	0	0%	0	0%	0	0%
Ship Chandler	76	4,703	0	4,103	0	0%	0	0%	0	0%
Ship Register	6	5,290	0	4,103	0	0%	0	0%	0	0%
Ship Wreckers	12	5,217	0	4,103	0	0%	0	0%	0	0%
Shirts	7	5,279	0	4,103	0	0%	0	0%	0	0%
Shock Absorber	141	4,453	0	4,103	0	0%	0	0%	0	0%
Shoe Dyers	27	5,042	0	4,103	0	0%	0	0%	0	0%
Shoe Laces	18	5,139	0	4,103	0	0%	0	0%	0	0%
Shoe Machinery	67	4,740	0	4,103	0	0%	0	0%	0	0%
Shoe Tree	27	5,042	0	4,103	0	0%	0	0%	0	0%
Shopping Carts	1	5,424	0	4,103	0	0%	0	0%	0	0%
Shot Peening	67	4,740	0	4,103	0	0%	0	0%	0	0%
Shower	40	4,930	0	4,103	0	0%	0	0%	0	0%
Shower Curtain Manufacturers	111	4,553	0	4,103	0	0%	0	0%	0	0%
Shower Enclosures	53	4,822	0	4,103	0	0%	0	0%	0	0%
Shower Pan Replacement	462	3,771	0	4,103	0	0%	0	0%	0	0%
Signals	143	4,445	0	4,103	0	0%	0	0%	0	0%
Silage Cover	60	4,776	0	4,103	0	0%	0	0%	0	0%
Silicone	194	4,297	0	4,103	0	0%	0	0%	0	0%
Silk Manufacturers	1	5,424	0	4,103	0	0%	0	0%	0	0%
Skeet Range	51	4,840	0	4,103	0	0%	0	0%	0	0%
Ski Lift Equipment	14	5,188	0	4,103	0	0%	0	0%	0	0%
Slides and Film Strips	234	4,178	0	4,103	0	0%	0	0%	0	0%
Smelting Equipment	198	4,283	0	4,103	0	0%	0	0%	0	0%
Smoke Abatement Equipment	17	5,155	0	4,103	0	0%	0	0%	0	0%
Smoke Alarms	3	5,363	0	4,103	0	0%	0	0%	0	0%
Smoke Stack	96	4,622	0	4,103	0	0%	0	0%	0	0%
Smoking Products	5	5,311	0	4,103	0	0%	0	0%	0	0%
Snow Making Machine	11	5,230	0	4,103	0	0%	0	0%	0	0%
Snow Melting Systems	281	4,067	0	4,103	0	0%	0	0%	0	0%
Soap	112	4,545	0	4,103	0	0%	0	0%	0	0%
Soap Dispenser	107	4,583	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Social Security Lawyers	3	5,363	0	4,103	0	0%	0	0%	0	0%
Soda Fountain Repair	61	4,768	0	4,103	0	0%	0	0%	0	0%
Soil	3	5,363	0	4,103	0	0%	0	0%	0	0%
Soil Conditioner	635	3,539	0	4,103	0	0%	0	0%	0	0%
Soil Conservation Service	546	3,650	0	4,103	0	0%	0	0%	0	0%
Soil Solidification	284	4,061	0	4,103	0	0%	0	0%	0	0%
Solder	9	5,248	0	4,103	0	0%	0	0%	0	0%
Solvent	116	4,532	0	4,103	0	0%	0	0%	0	0%
Solvent Reclaiming	10	5,240	0	4,103	0	0%	0	0%	0	0%
Sorting Machine	470	3,760	0	4,103	0	0%	0	0%	0	0%
Sound Effect Records	299	4,028	0	4,103	0	0%	0	0%	0	0%
Sound Equipment	2	5,394	0	4,103	0	0%	0	0%	0	0%
Sound Level Testing	46	4,877	0	4,103	0	0%	0	0%	0	0%
Speed Reducer	42	4,918	0	4,103	0	0%	0	0%	0	0%
Sperm Bank	2,546	2,443	0	4,103	0	0%	0	0%	0	0%
Spill Control Equipment	170	4,359	0	4,103	0	0%	0	0%	0	0%
Spill Control Service	44	4,896	0	4,103	0	0%	0	0%	0	0%
Spires	90	4,645	0	4,103	0	0%	0	0%	0	0%
Spool	150	4,421	0	4,103	0	0%	0	0%	0	0%
Sports Manager	4	5,334	0	4,103	0	0%	0	0%	0	0%
Spray On Siding	448	3,795	0	4,103	0	0%	0	0%	0	0%
Sprocket	20	5,116	0	4,103	0	0%	0	0%	0	0%
Square Dance Clothes	63	4,762	0	4,103	0	0%	0	0%	0	0%
Stabilizer	102	4,601	0	4,103	0	0%	0	0%	0	0%
Stake	61	4,768	0	4,103	0	0%	0	0%	0	0%
Stamp Machine	60	4,776	0	4,103	0	0%	0	0%	0	0%
Stamp Pad	37	4,966	0	4,103	0	0%	0	0%	0	0%
Stamped Concrete	45	4,883	0	4,103	0	0%	0	0%	0	0%
Staples	20	5,116	0	4,103	0	0%	0	0%	0	0%
State Fairs	241	4,157	0	4,103	0	0%	0	0%	0	0%
Static Control	75	4,710	0	4,103	0	0%	0	0%	0	0%
Statuary	402	3,858	0	4,103	0	0%	0	0%	0	0%
Steam Cleaning - Automotive	26	5,053	0	4,103	0	0%	0	0%	0	0%
Steam Generator	161	4,387	0	4,103	0	0%	0	0%	0	0%
Steamship Companies	78	4,692	0	4,103	0	0%	0	0%	0	0%
Steel	3	5,363	0	4,103	0	0%	0	0%	0	0%
Steel Distributors	44	4,896	0	4,103	0	0%	0	0%	0	0%
Steel Processing	3,461	2,204	0	4,103	0	0%	0	0%	0	0%
Steel Stamps	13	5,207	0	4,103	0	0%	0	0%	0	0%
Steeple Jack	207	4,255	0	4,103	0	0%	0	0%	0	0%
Stem Cell Nutrition	1,085	3,124	0	4,103	0	0%	0	0%	0	0%
Stencil Cutting Machine	19	5,123	0	4,103	0	0%	0	0%	0	0%
Stenograph Machine	59	4,783	0	4,103	0	0%	0	0%	0	0%
Stenographer	612	3,571	0	4,103	0	0%	0	0%	0	0%
Sterilizing Equipment	104	4,593	0	4,103	0	0%	0	0%	0	0%
Sterilizing Service	55	4,809	0	4,103	0	0%	0	0%	0	0%
Stevedoring Contractors	161	4,387	0	4,103	0	0%	0	0%	0	0%
Stockyards	68	4,737	0	4,103	0	0%	0	0%	0	0%
Stone Slinger	196	4,290	0	4,103	0	0%	0	0%	0	0%
Stool	171	4,357	0	4,103	0	0%	0	0%	0	0%
Store Front	238	4,166	0	4,103	0	0%	0	0%	0	0%
Strainer Manufactures	9	5,248	0	4,103	0	0%	0	0%	0	0%
Strapping	290	4,045	0	4,103	0	0%	0	0%	0	0%
Street Lighting	1,089	3,121	0	4,103	0	0%	0	0%	0	0%
Structural Imaging	56	4,802	0	4,103	0	0%	0	0%	0	0%



**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Structural Steel Detailing	3,671	2,160	0	4,103	0	0%	0	0%	0	0%
Stucco Manufacturers	331	3,968	0	4,103	0	0%	0	0%	0	0%
Sugary Refinery	93	4,632	0	4,103	0	0%	0	0%	0	0%
Suicide Prevention Services	10	5,240	0	4,103	0	0%	0	0%	0	0%
Sump Pump Contractors	1,279	2,991	0	4,103	0	0%	0	0%	0	0%
Sundial	1	5,424	0	4,103	0	0%	0	0%	0	0%
Sunroof	675	3,500	0	4,103	0	0%	0	0%	0	0%
Surety Bonds	668	3,506	0	4,103	0	0%	0	0%	0	0%
Surface Plate	92	4,636	0	4,103	0	0%	0	0%	0	0%
Sweater Trimming Services	4	5,334	0	4,103	0	0%	0	0%	0	0%
Sweaters	59	4,783	0	4,103	0	0%	0	0%	0	0%
Synagogue	190	4,315	0	4,103	0	0%	0	0%	0	0%
Syrup	313	4,001	0	4,103	0	0%	0	0%	0	0%
System Testing	91	4,641	0	4,103	0	0%	0	0%	0	0%
Table Tennis Equipment	368	3,907	0	4,103	0	0%	0	0%	0	0%
Table Tennis Facilities	39	4,941	0	4,103	0	0%	0	0%	0	0%
Tableting Machine	7	5,279	0	4,103	0	0%	0	0%	0	0%
Tachometer	2	5,394	0	4,103	0	0%	0	0%	0	0%
Tags	24	5,070	0	4,103	0	0%	0	0%	0	0%
Tailoring Classes	45	4,883	0	4,103	0	0%	0	0%	0	0%
Talent	5	5,311	0	4,103	0	0%	0	0%	0	0%
Tank Cleaning	1,071	3,131	0	4,103	0	0%	0	0%	0	0%
Tank Heads	184	4,330	0	4,103	0	0%	0	0%	0	0%
Tanning Supplies	353	3,937	0	4,103	0	0%	0	0%	0	0%
Tape Dispenser	235	4,174	0	4,103	0	0%	0	0%	0	0%
Tape Recorder Parts	8	5,260	0	4,103	0	0%	0	0%	0	0%
Tape Recorder Repair	200	4,278	0	4,103	0	0%	0	0%	0	0%
Tape Recorder Wholesale and Manufacturers	89	4,650	0	4,103	0	0%	0	0%	0	0%
Tariff Bureaus	7	5,279	0	4,103	0	0%	0	0%	0	0%
Tax Representative	187	4,322	0	4,103	0	0%	0	0%	0	0%
Tear Gas	2	5,394	0	4,103	0	0%	0	0%	0	0%
Telegraph Service	778	3,390	0	4,103	0	0%	0	0%	0	0%
Telemetry Equipment	18	5,139	0	4,103	0	0%	0	0%	0	0%
Telephone 900 Number Resellers	266	4,108	0	4,103	0	0%	0	0%	0	0%
Telephone Installation	3	5,363	0	4,103	0	0%	0	0%	0	0%
Teletypewriter	14	5,188	0	4,103	0	0%	0	0%	0	0%
Teletypewriters Message Service	109	4,575	0	4,103	0	0%	0	0%	0	0%
Television Station Reps	3	5,363	0	4,103	0	0%	0	0%	0	0%
Templates	5	5,311	0	4,103	0	0%	0	0%	0	0%
Tennis Court Construction	2,780	2,377	0	4,103	0	0%	0	0%	0	0%
Tennis Court Enclosures	9	5,248	0	4,103	0	0%	0	0%	0	0%
Tennis Stringing Machine	2	5,394	0	4,103	0	0%	0	0%	0	0%
Terra Cotta	21	5,107	0	4,103	0	0%	0	0%	0	0%
Terrazzo	343	3,952	0	4,103	0	0%	0	0%	0	0%
Terrazzo Supplies	23	5,085	0	4,103	0	0%	0	0%	0	0%
Textile Converting	179	4,345	0	4,103	0	0%	0	0%	0	0%
Textile Engravers	85	4,663	0	4,103	0	0%	0	0%	0	0%
Textile Fibers	1,097	3,112	0	4,103	0	0%	0	0%	0	0%
Theatrical Makeup	175	4,351	0	4,103	0	0%	0	0%	0	0%
Thermal Remediation	99	4,612	0	4,103	0	0%	0	0%	0	0%
Thermocouple	110	4,560	0	4,103	0	0%	0	0%	0	0%
Thermographer	115	4,536	0	4,103	0	0%	0	0%	0	0%
Thermometer	80	4,682	0	4,103	0	0%	0	0%	0	0%
Thread	126	4,494	0	4,103	0	0%	0	0%	0	0%
Thread Rolling	39	4,941	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>CmpIs Settled</b>	<b>%</b>	<b>CmpIs Not Settled</b>	<b>%</b>	<b>CmpIs Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Threaded Rod	188	4,320	0	4,103	0	0%	0	0%	0	0%
Ticket Issuing Machines	12	5,217	0	4,103	0	0%	0	0%	0	0%
Ticket Printer	7	5,279	0	4,103	0	0%	0	0%	0	0%
Timber Framing	1,373	2,937	0	4,103	0	0%	0	0%	0	0%
Time Share Computers	18	5,139	0	4,103	0	0%	0	0%	0	0%
Time Stamps	91	4,641	0	4,103	0	0%	0	0%	0	0%
Timing Devices	141	4,453	0	4,103	0	0%	0	0%	0	0%
Tin	15	5,175	0	4,103	0	0%	0	0%	0	0%
Tinning	47	4,868	0	4,103	0	0%	0	0%	0	0%
Tinware	1	5,424	0	4,103	0	0%	0	0%	0	0%
Titanium	57	4,798	0	4,103	0	0%	0	0%	0	0%
Titling Service	42	4,918	0	4,103	0	0%	0	0%	0	0%
Tobacco Buyers	55	4,809	0	4,103	0	0%	0	0%	0	0%
Tobacco Warehouse	208	4,249	0	4,103	0	0%	0	0%	0	0%
Tool Salvage	248	4,144	0	4,103	0	0%	0	0%	0	0%
Tortilla Equipment	51	4,840	0	4,103	0	0%	0	0%	0	0%
Touch Up Artist	32	5,004	0	4,103	0	0%	0	0%	0	0%
Tractor Work	495	3,721	0	4,103	0	0%	0	0%	0	0%
Trade Associations	14	5,188	0	4,103	0	0%	0	0%	0	0%
Trademark Infringement Investigators	67	4,740	0	4,103	0	0%	0	0%	0	0%
Traffic Control Service	2,734	2,387	0	4,103	0	0%	0	0%	0	0%
Transformers	605	3,581	0	4,103	0	0%	0	0%	0	0%
Travelers Checks	160	4,390	0	4,103	0	0%	0	0%	0	0%
Tree Climbing Training	19	5,123	0	4,103	0	0%	0	0%	0	0%
Trike Conversions, Sales & Service	592	3,601	0	4,103	0	0%	0	0%	0	0%
Truck Equipment	2	5,394	0	4,103	0	0%	0	0%	0	0%
Truck Permits	1,599	2,811	0	4,103	0	0%	0	0%	0	0%
Truck Terminal	128	4,487	0	4,103	0	0%	0	0%	0	0%
Truck Wash Equipment	657	3,516	0	4,103	0	0%	0	0%	0	0%
Trust Attorney	2	5,394	0	4,103	0	0%	0	0%	0	0%
Tube Cleaning	26	5,053	0	4,103	0	0%	0	0%	0	0%
Tube Fittings	196	4,290	0	4,103	0	0%	0	0%	0	0%
Tubing	6	5,290	0	4,103	0	0%	0	0%	0	0%
Tunneling Contractors	216	4,227	0	4,103	0	0%	0	0%	0	0%
Turbine	718	3,439	0	4,103	0	0%	0	0%	0	0%
Turnstile	61	4,768	0	4,103	0	0%	0	0%	0	0%
Twine	45	4,883	0	4,103	0	0%	0	0%	0	0%
Typesetting	457	3,776	0	4,103	0	0%	0	0%	0	0%
Typographer	856	3,324	0	4,103	0	0%	0	0%	0	0%
Underground Structural Support	569	3,625	0	4,103	0	0%	0	0%	0	0%
Underlayment Contractor	8	5,260	0	4,103	0	0%	0	0%	0	0%
Union Employment Service	227	4,200	0	4,103	0	0%	0	0%	0	0%
Universal Joint	4	5,334	0	4,103	0	0%	0	0%	0	0%
Used Boxes	39	4,941	0	4,103	0	0%	0	0%	0	0%
Used Brick	98	4,616	0	4,103	0	0%	0	0%	0	0%
Used Drums	110	4,560	0	4,103	0	0%	0	0%	0	0%
Used Office Equipment	31	5,010	0	4,103	0	0%	0	0%	0	0%
Used Pipe	21	5,107	0	4,103	0	0%	0	0%	0	0%
Used Plumbing Supplies	195	4,293	0	4,103	0	0%	0	0%	0	0%
Used Steel	85	4,663	0	4,103	0	0%	0	0%	0	0%
Used Store Fixtures	35	4,985	0	4,103	0	0%	0	0%	0	0%
Used Tanks	8	5,260	0	4,103	0	0%	0	0%	0	0%
Utility Tax Refunds for Manufacturers and Business	120	4,516	0	4,103	0	0%	0	0%	0	0%
Vacuum Coating	117	4,526	0	4,103	0	0%	0	0%	0	0%
Vacuum Systems	24	5,070	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmppls Settled</b>	<b>%</b>	<b>Cmppls Not Settled</b>	<b>%</b>	<b>Cmppls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Variable Speed Drive	79	4,690	0	4,103	0	0%	0	0%	0	0%
Venetian Blind Repair	52	4,832	0	4,103	0	0%	0	0%	0	0%
Vermiculite	24	5,070	0	4,103	0	0%	0	0%	0	0%
Veteran Charities	8	5,260	0	4,103	0	0%	0	0%	0	0%
Veterinary Neurology	2	5,394	0	4,103	0	0%	0	0%	0	0%
Veterinary Preventative Medicine	894	3,282	0	4,103	0	0%	0	0%	0	0%
Vial	76	4,703	0	4,103	0	0%	0	0%	0	0%
Vibration Control	154	4,408	0	4,103	0	0%	0	0%	0	0%
Vibration Measurement	225	4,204	0	4,103	0	0%	0	0%	0	0%
Video Equipment Parts	395	3,865	0	4,103	0	0%	0	0%	0	0%
Vinyl Doors	25	5,064	0	4,103	0	0%	0	0%	0	0%
Visual Control Systems	93	4,632	0	4,103	0	0%	0	0%	0	0%
Visually Impaired Products	394	3,868	0	4,103	0	0%	0	0%	0	0%
Voting Equipment	244	4,153	0	4,103	0	0%	0	0%	0	0%
Wait Staff	104	4,593	0	4,103	0	0%	0	0%	0	0%
Wall Beds	398	3,861	0	4,103	0	0%	0	0%	0	0%
Wall Cleaning	318	3,990	0	4,103	0	0%	0	0%	0	0%
Wall Texturizing	752	3,408	0	4,103	0	0%	0	0%	0	0%
Wallpaper Removal	872	3,300	0	4,103	0	0%	0	0%	0	0%
Wallpaper Supplies	24	5,070	0	4,103	0	0%	0	0%	0	0%
Washer Dryer Rental	39	4,941	0	4,103	0	0%	0	0%	0	0%
Waste Compactor Manufacturer	24	5,070	0	4,103	0	0%	0	0%	0	0%
Watchmaker Supplies	80	4,682	0	4,103	0	0%	0	0%	0	0%
Water Craft Repair	222	4,216	0	4,103	0	0%	0	0%	0	0%
Water Heater Parts	522	3,688	0	4,103	0	0%	0	0%	0	0%
Water Well Service	4	5,334	0	4,103	0	0%	0	0%	0	0%
Water Works Equipment and Supplies	631	3,547	0	4,103	0	0%	0	0%	0	0%
Waterbed Dealers	1,488	2,863	0	4,103	0	0%	0	0%	0	0%
Waterbed Manufacturers	172	4,356	0	4,103	0	0%	0	0%	0	0%
Waterbed Repair	6	5,290	0	4,103	0	0%	0	0%	0	0%
Weaving	102	4,601	0	4,103	0	0%	0	0%	0	0%
Weaving Supplies	95	4,625	0	4,103	0	0%	0	0%	0	0%
Weighers	166	4,372	0	4,103	0	0%	0	0%	0	0%
Welding Equipment Repair	2,195	2,544	0	4,103	0	0%	0	0%	0	0%
Welding Inspector	320	3,987	0	4,103	0	0%	0	0%	0	0%
Wholesale Bedding	271	4,090	0	4,103	0	0%	0	0%	0	0%
Wholesale Caps	25	5,064	0	4,103	0	0%	0	0%	0	0%
Wholesale Cosmetics	39	4,941	0	4,103	0	0%	0	0%	0	0%
Wholesale Cotton	202	4,270	0	4,103	0	0%	0	0%	0	0%
Wholesale Curtains	210	4,241	0	4,103	0	0%	0	0%	0	0%
Wholesale Dolls	73	4,713	0	4,103	0	0%	0	0%	0	0%
Wholesale Drapery	249	4,139	0	4,103	0	0%	0	0%	0	0%
Wholesale Dress Forms	110	4,560	0	4,103	0	0%	0	0%	0	0%
Wholesale Easels	53	4,822	0	4,103	0	0%	0	0%	0	0%
Wholesale Fur Cleaning and Dyeing	38	4,957	0	4,103	0	0%	0	0%	0	0%
Wholesale Lamp Shades	108	4,578	0	4,103	0	0%	0	0%	0	0%
Wholesale Linens	5	5,311	0	4,103	0	0%	0	0%	0	0%
Wholesale Notions	204	4,265	0	4,103	0	0%	0	0%	0	0%
Wholesale Office Equipment	6	5,290	0	4,103	0	0%	0	0%	0	0%
Wholesale Pencils	379	3,891	0	4,103	0	0%	0	0%	0	0%
Wholesale Plumbing Fixtures	1	5,424	0	4,103	0	0%	0	0%	0	0%
Wholesale Railroad Ties	23	5,085	0	4,103	0	0%	0	0%	0	0%
Wholesale Silk	163	4,378	0	4,103	0	0%	0	0%	0	0%
Wholesale Souvenirs	293	4,039	0	4,103	0	0%	0	0%	0	0%
Wholesale Sportswear	3	5,363	0	4,103	0	0%	0	0%	0	0%

**US & CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS**

<b>Industry Classification</b>	<b>Inquiries</b>	<b>Rank by Inquiries</b>	<b>Complaints</b>	<b>Rank by Complaints</b>	<b>Cmpls Settled</b>	<b>%</b>	<b>Cmpls Not Settled</b>	<b>%</b>	<b>Cmpls Unable To Pursue</b>	<b>%</b>
<b>TOTAL</b>	<b>154,443,271</b>		<b>824,670</b>		<b>652,053</b>	<b>79%</b>	<b>157,756</b>	<b>19%</b>	<b>14,860</b>	<b>2%</b>
Wholesale Washer and Dryer	27	5,042	0	4,103	0	0%	0	0%	0	0%
Wickless Candles	566	3,628	0	4,103	0	0%	0	0%	0	0%
Wildlife Sanctuary	267	4,104	0	4,103	0	0%	0	0%	0	0%
Will Attorney	85	4,663	0	4,103	0	0%	0	0%	0	0%
Winches	105	4,590	0	4,103	0	0%	0	0%	0	0%
Winding Machine	23	5,085	0	4,103	0	0%	0	0%	0	0%
Windmill	294	4,035	0	4,103	0	0%	0	0%	0	0%
Window Cleaning Equipment	11	5,230	0	4,103	0	0%	0	0%	0	0%
Window Cleaning Supplies	588	3,605	0	4,103	0	0%	0	0%	0	0%
Window Shade Cleaning	1,399	2,916	0	4,103	0	0%	0	0%	0	0%
Wiping Cloths	294	4,035	0	4,103	0	0%	0	0%	0	0%
Wire Mesh	76	4,703	0	4,103	0	0%	0	0%	0	0%
Wire Rope	359	3,924	0	4,103	0	0%	0	0%	0	0%
Wire Straighten & Cut	14	5,188	0	4,103	0	0%	0	0%	0	0%
Wire Strippers	34	4,995	0	4,103	0	0%	0	0%	0	0%
Wood Technologist	229	4,189	0	4,103	0	0%	0	0%	0	0%
Wood Windows	898	3,276	0	4,103	0	0%	0	0%	0	0%
Wooded Boxes	372	3,902	0	4,103	0	0%	0	0%	0	0%
Wooden Tank	1	5,424	0	4,103	0	0%	0	0%	0	0%
Woodworking Supplies	7	5,279	0	4,103	0	0%	0	0%	0	0%
Wool	272	4,086	0	4,103	0	0%	0	0%	0	0%
Wool Products	143	4,445	0	4,103	0	0%	0	0%	0	0%
Word Process System Consultant	119	4,521	0	4,103	0	0%	0	0%	0	0%
X-Ray Duplicating	108	4,578	0	4,103	0	0%	0	0%	0	0%
Yarn Manufacturers	1	5,424	0	4,103	0	0%	0	0%	0	0%
Yoga Classes	4	5,334	0	4,103	0	0%	0	0%	0	0%
Zinc Oxide	4	5,334	0	4,103	0	0%	0	0%	0	0%
Zip Ties	20	5,116	0	4,103	0	0%	0	0%	0	0%
Zipper Repair	44	4,896	0	4,103	0	0%	0	0%	0	0%