

**US BBB
2009 Statistics
Sorted by Complaint**

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
TOTAL	62,165,457		948,305		700,194	73.8%	215,973	22.8%	32,138	3.4%
Cellular Telephone Service, Equipment & Supplies	198,662	61	36,086	1	34,358	95.2%	1,585	4.4%	143	0.4%
Television - Cable, CATV & Satellite	183,908	68	32,158	2	31,382	97.6%	729	2.3%	47	0.1%
Banks	400,201	29	29,824	3	29,131	97.7%	637	2.1%	56	0.2%
Auto Dealers - New Cars	1,087,755	5	26,019	4	21,646	83.2%	4,105	15.8%	268	1.0%
Internet Shopping	528,481	20	21,154	5	14,541	68.7%	5,727	27.1%	886	4.2%
Collection Agencies	374,994	33	15,628	6	13,315	85.2%	2,051	13.1%	262	1.7%
Auto Dealers - Used Cars	817,480	10	13,235	7	9,121	68.9%	3,752	28.3%	362	2.7%
Telephone Companies	73,491	160	13,166	8	12,595	95.7%	516	3.9%	55	0.4%
Auto Repair & Service	949,500	7	12,410	9	8,032	64.7%	4,139	33.4%	239	1.9%
Furniture - Retail	421,312	28	12,313	10	9,341	75.9%	2,556	20.8%	416	3.4%
Not Elsewhere Classified	382,931	32	12,106	11	5,269	43.5%	5,666	46.8%	1,171	9.7%
Internet Services	393,841	30	11,454	12	8,005	69.9%	3,271	28.6%	178	1.6%
Computers - Dealers	185,625	66	10,775	13	8,090	75.1%	2,603	24.2%	82	0.8%
Herbs	31,760	332	10,275	14	5,191	50.5%	5,009	48.7%	75	0.7%
Credit Cards & Plans	122,397	107	9,741	15	9,310	95.6%	345	3.5%	86	0.9%
Financial Services	502,672	21	9,079	16	8,207	90.4%	619	6.8%	253	2.8%
Mortgage Brokers	1,271,259	3	8,102	17	6,119	75.5%	1,638	20.2%	345	4.3%
Movers	1,055,881	6	7,850	18	5,743	73.2%	1,890	24.1%	217	2.8%
Department Stores	51,103	218	7,204	19	7,056	97.9%	134	1.9%	14	0.2%
Health Clubs	117,419	109	7,139	20	5,873	82.3%	1,125	15.8%	141	2.0%
Roofing Contractors	2,168,635	1	7,050	21	4,298	61.0%	2,291	32.5%	461	6.5%
Electronic Equipment & Supplies - Dealers	117,075	110	6,997	22	5,234	74.8%	907	13.0%	856	12.2%
Insurance Companies	635,243	15	6,620	23	5,882	88.9%	668	10.1%	70	1.1%
Credit Reporting Agencies	52,942	213	6,495	24	6,390	98.4%	99	1.5%	6	0.1%
Health & Diet Products - Retail	122,500	106	6,310	25	5,109	81.0%	1,164	18.4%	37	0.6%
Contractors - General	1,416,329	2	6,175	26	2,990	48.4%	2,819	45.7%	366	5.9%
Consumer Finance & Loan Companies	193,832	63	5,971	27	5,274	88.3%	633	10.6%	64	1.1%
Computers Software & Services	235,007	52	5,888	28	5,124	87.0%	681	11.6%	83	1.4%
Apartments	142,868	94	5,751	29	3,757	65.3%	1,878	32.7%	116	2.0%
Travel Agencies & Bureaus	384,967	31	5,598	30	4,424	79.0%	961	17.2%	213	3.8%
Airlines	21,277	439	5,581	31	5,143	92.2%	419	7.5%	19	0.3%
Work-At-Home Companies	462,351	24	5,446	32	2,068	38.0%	2,194	40.3%	1,184	21.7%
Fulfillment Services	30,965	339	5,369	33	1,916	35.7%	1,539	28.7%	1,914	35.6%
Property Management	303,969	40	5,297	34	4,001	75.5%	1,220	23.0%	76	1.4%
Telephone Communications	89,122	136	5,182	35	4,732	91.3%	384	7.4%	66	1.3%
Real Estate Loans	248,905	47	4,920	36	1,249	25.4%	3,589	72.9%	82	1.7%
Construction & Remodeling Services	1,114,625	4	4,876	37	2,329	47.8%	2,178	44.7%	369	7.6%
General Merchandise - Retail	98,652	126	4,784	38	2,905	60.7%	1,766	36.9%	113	2.4%
Mail Order & Catalog Shopping	93,292	130	4,710	39	3,940	83.7%	716	15.2%	54	1.1%
Hotels	87,129	138	4,519	40	3,114	68.9%	1,357	30.0%	48	1.1%
Appliances - Major - Dealers	142,863	95	4,512	41	3,878	85.9%	544	12.1%	90	2.0%
Plumbing Contractors	905,924	8	4,505	42	3,335	74.0%	1,078	23.9%	92	2.0%
Auto Parts & Supplies - New	169,364	73	4,458	43	2,825	63.4%	1,575	35.3%	58	1.3%
Business Services - General	198,965	60	4,363	44	2,429	55.7%	1,660	38.0%	274	6.3%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Auto Warranty Processing Service	171,202	72	4,214	45	2,854	67.7%	875	20.8%	485	11.5%
Magazine Sales	43,960	255	4,189	46	3,086	73.7%	883	21.1%	220	5.3%
Electric Companies	92,300	133	4,103	47	3,870	94.3%	228	5.6%	5	0.1%
Health & Medical Products - Scientifically Unproven	22,897	413	4,053	48	2,649	65.4%	1,329	32.8%	75	1.9%
Restaurants	242,229	50	4,036	49	2,375	58.8%	1,477	36.6%	184	4.6%
Dentists	320,140	36	3,783	50	2,939	77.7%	801	21.2%	43	1.1%
Home Builders	768,911	11	3,723	51	2,374	63.8%	1,198	32.2%	151	4.1%
Air Conditioning Contractors & Systems	714,126	13	3,659	52	2,858	78.1%	726	19.8%	75	2.0%
Attorneys	602,083	16	3,643	53	2,175	59.7%	1,411	38.7%	57	1.6%
Heating & Air Conditioning	870,854	9	3,550	54	2,625	73.9%	807	22.7%	118	3.3%
Vitamins & Food Supplements	71,049	165	3,546	55	2,509	70.8%	887	25.0%	150	4.2%
Security Control Equipment & System Monitors	283,154	43	3,485	56	3,132	89.9%	307	8.8%	46	1.3%
Internet Marketing Services	219,066	57	3,450	57	2,693	78.1%	676	19.6%	81	2.3%
Loans	244,740	48	3,432	58	1,896	55.2%	1,223	35.6%	313	9.1%
Real Estate	467,806	23	3,426	59	2,281	66.6%	1,011	29.5%	134	3.9%
Auto Renting & Leasing	66,570	171	3,417	60	2,898	84.8%	493	14.4%	26	0.8%
Dry Cleaners	81,907	145	3,368	61	1,672	49.6%	1,604	47.6%	92	2.7%
Buying Clubs & Group Purchasing Service	54,914	210	3,349	62	3,093	92.4%	138	4.1%	118	3.5%
Computers - Supplies & Parts	80,912	148	3,230	63	2,583	80.0%	633	19.6%	14	0.4%
Manufacturers & Producers	165,612	77	3,224	64	2,879	89.3%	326	10.1%	19	0.6%
Marketing Programs & Services	181,367	70	3,134	65	1,280	40.8%	1,685	53.8%	169	5.4%
Home Improvements	647,917	14	3,097	66	2,019	65.2%	951	30.7%	127	4.1%
Tax Return Preparation	158,878	83	3,095	67	2,196	71.0%	824	26.6%	75	2.4%
Vacation Time Share	134,288	99	3,069	68	1,953	63.6%	1,003	32.7%	113	3.7%
Timeshare Companies	202,586	58	3,048	69	1,982	65.0%	911	29.9%	155	5.1%
Vacation Certificates & Vouchers	83,405	143	2,959	70	1,562	52.8%	886	29.9%	511	17.3%
Extended Warranty Contract Service Companies	168,522	74	2,951	71	2,458	83.3%	350	11.9%	143	4.8%
Burglar Alarm Systems - Dealers, Monitoring & Service	135,081	98	2,916	72	2,657	91.1%	240	8.2%	19	0.7%
Collection Systems	40,052	281	2,833	73	2,035	71.8%	767	27.1%	31	1.1%
Computers - Networks	56,099	202	2,785	74	2,702	97.0%	78	2.8%	5	0.2%
Jewelers - Retail	328,264	35	2,771	75	1,851	66.8%	826	29.8%	94	3.4%
Tire Dealers	167,720	76	2,752	76	2,023	73.5%	707	25.7%	22	0.8%
Magazines - Subscription Agents	25,673	384	2,747	77	1,957	71.2%	665	24.2%	125	4.6%
Information Bureaus	155,988	85	2,724	78	2,365	86.8%	342	12.6%	17	0.6%
Towing - Automotive	80,068	150	2,723	79	1,575	57.8%	1,097	40.3%	51	1.9%
Transmissions - Automobile	181,861	69	2,663	80	1,840	69.1%	754	28.3%	69	2.6%
Landscape Contractors	544,493	19	2,662	81	1,338	50.3%	1,217	45.7%	107	4.0%
Pharmacies	64,867	172	2,627	82	735	28.0%	1,867	71.1%	25	1.0%
Auto Body Repair & Painting	486,775	22	2,526	83	1,570	62.2%	902	35.7%	54	2.1%
Pest Control Services	425,709	27	2,523	84	2,055	81.5%	429	17.0%	39	1.5%
Business Opportunity Companies	197,681	62	2,484	85	1,569	63.2%	663	26.7%	252	10.1%
Credit & Debt Counseling	714,683	12	2,483	86	1,790	72.1%	518	20.9%	175	7.0%
Services - General	97,363	127	2,483	86	1,297	52.2%	928	37.4%	258	10.4%
Swimming Pool Contractors, Dealers, Design	442,034	26	2,442	88	1,741	71.3%	636	26.0%	65	2.7%
Dating Service	72,242	161	2,430	89	2,052	84.4%	314	12.9%	64	2.6%
Amusement Parks & Places	55,113	207	2,377	90	2,044	86.0%	324	13.6%	9	0.4%

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Real Estate Maintenance Protection Plan	24,094	403	2,325	91	1,285	55.3%	376	16.2%	664	28.6%
Lawn Maintenance	231,801	53	2,312	92	1,778	76.9%	480	20.8%	54	2.3%
Mailing Services	57,785	190	2,283	93	2,019	88.4%	254	11.1%	10	0.4%
Advance Fee Brokers	62,330	184	2,247	94	223	9.9%	910	40.5%	1,114	49.6%
Data Communications Equipment & Systems	15,022	541	2,245	95	2,217	98.8%	27	1.2%	1	0.0%
Health & Medical - General	158,009	84	2,200	96	1,770	80.5%	394	17.9%	36	1.6%
Office Supplies - Sale by Deceptive Telemarketing	22,097	427	2,149	97	1,504	70.0%	642	29.9%	3	0.1%
Business Consultants	230,814	54	2,111	98	1,456	69.0%	639	30.3%	16	0.8%
Exercise & Physical Fitness Programs	46,868	240	2,048	99	1,393	68.0%	595	29.1%	60	2.9%
Florists - Retail	56,817	197	2,033	100	1,602	78.8%	389	19.1%	42	2.1%
Video Production Services	43,191	264	2,012	101	1,627	80.9%	364	18.1%	21	1.0%
Electronic Equipment & Supplies - Wholesale & Manufacturers	14,325	557	2,001	102	1,925	96.2%	60	3.0%	16	0.8%
Advertising Agencies & Counselors	143,969	93	1,997	103	1,176	58.9%	765	38.3%	56	2.8%
Insurance Services	220,643	56	1,928	104	1,720	89.2%	190	9.9%	18	0.9%
Auto Manufacturers & Distributors	9,905	690	1,924	105	1,756	91.3%	159	8.3%	9	0.5%
Natural Gas Companies	40,303	276	1,924	105	1,803	93.7%	110	5.7%	11	0.6%
Web Design	164,599	79	1,923	107	1,220	63.4%	645	33.5%	58	3.0%
Advertising - Direct Mail	49,657	227	1,909	108	1,700	89.1%	195	10.2%	14	0.7%
Publishers - Book	64,693	174	1,906	109	1,596	83.7%	286	15.0%	24	1.3%
Carpet & Rug Dealers - New	306,826	39	1,904	110	1,461	76.7%	382	20.1%	61	3.2%
Advertising - Directory & Guide	27,873	366	1,900	111	1,465	77.1%	413	21.7%	22	1.2%
Motorcycles - Dealers	75,758	159	1,885	112	1,207	64.0%	633	33.6%	45	2.4%
Newspapers	40,274	277	1,873	113	1,698	90.7%	168	9.0%	7	0.4%
Computers - Service & Repair	130,510	100	1,838	114	1,297	70.6%	488	26.6%	53	2.9%
Carpet & Rug Cleaners	317,258	37	1,810	115	1,152	63.6%	592	32.7%	66	3.6%
Credit Card Processing Service	84,833	141	1,802	116	1,628	90.3%	156	8.7%	18	1.0%
Debt Settlement Companies	283,623	42	1,794	117	1,378	76.8%	349	19.5%	67	3.7%
Business Forms & Systems	52,679	215	1,758	118	784	44.6%	904	51.4%	70	4.0%
Audio-Visual Equipment - Dealers	50,608	220	1,749	119	1,398	79.9%	339	19.4%	12	0.7%
Photographers - Portrait	71,250	163	1,742	120	687	39.4%	900	51.7%	155	8.9%
Publishers - Directory & Guide	60,975	187	1,735	121	1,350	77.8%	348	20.1%	37	2.1%
Ticket Sales - Events	77,080	157	1,727	122	1,459	84.5%	240	13.9%	28	1.6%
Windows - Installation & Service	445,442	25	1,716	123	1,293	75.3%	336	19.6%	87	5.1%
Radio Stations & Broadcast Companies	14,333	555	1,712	124	1,586	92.6%	107	6.3%	19	1.1%
Loans - Small Business	104,893	119	1,697	125	1,249	73.6%	434	25.6%	14	0.8%
Motels	24,285	399	1,664	126	1,061	63.8%	583	35.0%	20	1.2%
Telecommunications Equipment - Disability	21,696	433	1,663	127	1,093	65.7%	564	33.9%	6	0.4%
Posters	6,732	853	1,655	128	1,629	98.4%	26	1.6%	0	0.0%
Billing Service	42,980	265	1,648	129	1,329	80.6%	307	18.6%	12	0.7%
Building Materials	114,648	111	1,634	130	1,467	89.8%	161	9.9%	6	0.4%
Painting Contractors	586,231	17	1,619	131	815	50.3%	695	42.9%	109	6.7%
Telephone Pre-Paid Card Sales & Distribution	17,210	492	1,602	132	1,492	93.1%	97	6.1%	13	0.8%
Office Supplies	54,972	209	1,577	133	1,373	87.1%	185	11.7%	19	1.2%
Discount Stores	61,889	186	1,569	134	1,179	75.1%	359	22.9%	31	2.0%
Concrete Contractors	307,668	38	1,567	135	682	43.5%	804	51.3%	81	5.2%
Taxes - Consultants & Representatives	123,850	105	1,551	136	874	56.4%	654	42.2%	23	1.5%
Beauty Salons	102,053	122	1,538	137	943	61.3%	482	31.3%	113	7.3%

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Credit Unions	109,660	115	1,506	138	1,383	91.8%	116	7.7%	7	0.5%
Tree Service	331,565	34	1,506	138	647	43.0%	715	47.5%	144	9.6%
Delivery Service	29,572	350	1,491	140	1,294	86.8%	176	11.8%	21	1.4%
Hospital & Medical Equipment & Supplies	96,969	128	1,489	141	1,137	76.4%	322	21.6%	30	2.0%
Television Home Shopping	10,240	677	1,486	142	1,376	92.6%	104	7.0%	6	0.4%
Mattresses	67,551	167	1,465	143	1,162	79.3%	255	17.4%	48	3.3%
Photographic Equipment & Supplies - Retail	56,970	196	1,445	144	898	62.1%	503	34.8%	44	3.0%
Travel Clubs	80,720	149	1,442	145	1,242	86.1%	176	12.2%	24	1.7%
Government Grant Services	34,150	318	1,441	146	1,017	70.6%	339	23.5%	85	5.9%
Tanning Salons	31,843	331	1,422	147	791	55.6%	467	32.8%	164	11.5%
Paving Contractors	242,733	49	1,419	148	608	42.8%	693	48.8%	118	8.3%
Rubbish & Garbage Removal	56,985	195	1,416	149	1,091	77.0%	314	22.2%	11	0.8%
Publishers - Periodical	22,450	420	1,413	150	1,204	85.2%	167	11.8%	42	3.0%
Auto Services	49,471	228	1,405	151	995	70.8%	369	26.3%	41	2.9%
Schools - Academic - Colleges & Universities	152,272	87	1,399	152	1,232	88.1%	149	10.7%	18	1.3%
Appliances - Major - Parts & Supplies	71,880	162	1,370	153	1,032	75.3%	311	22.7%	27	2.0%
Schools - Business & Vocational	176,510	71	1,358	154	1,118	82.3%	214	15.8%	26	1.9%
Fence Contractors	280,025	44	1,345	155	808	60.1%	472	35.1%	65	4.8%
Beauty Supplies & Equipment	29,503	352	1,341	156	638	47.6%	624	46.5%	79	5.9%
Service Stations - Gasoline & Oil	44,834	250	1,315	157	778	59.2%	515	39.2%	22	1.7%
Auto Transporters & Drive-Away Companies	193,669	64	1,313	158	923	70.3%	364	27.7%	26	2.0%
Credit Cards - Protection Service	34,986	314	1,311	159	1,074	81.9%	225	17.2%	12	0.9%
Shoes - Retail	47,329	238	1,295	160	820	63.3%	428	33.1%	47	3.6%
Computer Software Publishers & Developers	67,340	168	1,279	161	1,137	88.9%	120	9.4%	22	1.7%
Car Wash & Polish	31,101	336	1,269	162	755	59.5%	448	35.3%	66	5.2%
Training Programs	104,510	120	1,268	163	1,055	83.2%	175	13.8%	38	3.0%
Computers - Training	40,159	279	1,248	164	1,197	95.9%	47	3.8%	4	0.3%
Telephone Equipment & Systems Dealers	49,750	225	1,190	165	1,087	91.3%	93	7.8%	10	0.8%
Hospitals	49,896	224	1,189	166	1,011	85.0%	171	14.4%	7	0.6%
Books - New	39,609	284	1,183	167	825	69.7%	350	29.6%	8	0.7%
Internet - Web Hosting	163,572	80	1,180	168	847	71.8%	285	24.2%	48	4.1%
Physicians & Surgeons - Medical-M.D.	87,118	139	1,179	169	904	76.7%	261	22.1%	14	1.2%
Clinics	55,894	205	1,177	170	845	71.8%	323	27.4%	9	0.8%
Weight Control Services	49,192	230	1,176	171	663	56.4%	192	16.3%	321	27.3%
Sporting Goods - Retail	50,304	221	1,167	172	753	64.5%	372	31.9%	42	3.6%
Physicians & Surgeons - Weight Reduction	10,579	669	1,161	173	1,025	88.3%	134	11.5%	2	0.2%
Product Sales - General	46,635	242	1,161	173	897	77.3%	240	20.7%	24	2.1%
Dental Laboratories	28,503	360	1,155	175	840	72.7%	307	26.6%	8	0.7%
Satellite Communication - Common Carrier	9,426	709	1,151	176	1,046	90.9%	102	8.9%	3	0.3%
Building Contractors	290,737	41	1,150	177	650	56.5%	473	41.1%	27	2.3%
Bridal Shops	58,799	189	1,143	178	773	67.6%	278	24.3%	92	8.0%
Electronic Equipment & Suppliers - Service & Repair	37,846	298	1,112	179	798	71.8%	263	23.7%	51	4.6%
Cosmetic Sales	18,174	478	1,110	180	1,012	91.2%	98	8.8%	0	0.0%
Clothing - Retail	22,819	415	1,095	181	603	55.1%	444	40.5%	48	4.4%
Credit - Debt Consolidation Services	255,672	45	1,082	182	563	52.0%	436	40.3%	83	7.7%

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Limousine Service	108,463	117	1,080	183	536	49.6%	499	46.2%	45	4.2%
Contractors - Electrical	561,385	18	1,075	184	702	65.3%	334	31.1%	39	3.6%
Cruises	29,163	356	1,071	185	992	92.6%	76	7.1%	3	0.3%
Credit Services	79,676	152	1,059	186	708	66.9%	311	29.4%	40	3.8%
Exercise Equipment	27,785	368	1,007	187	886	88.0%	103	10.2%	18	1.8%
Commercial Products Manufacturers	23,837	406	1,003	188	917	91.4%	85	8.5%	1	0.1%
Credit Repair Services - Advance Fee	125,611	103	993	189	412	41.5%	455	45.8%	126	12.7%
Windows	235,450	51	973	190	729	74.9%	184	18.9%	60	6.2%
Scholarships & Financial Aid	29,915	347	960	191	823	85.7%	130	13.5%	7	0.7%
Bedding	44,013	254	959	192	739	77.1%	183	19.1%	37	3.9%
Furniture Rent & Lease	12,472	599	952	193	851	89.4%	94	9.9%	7	0.7%
Payday Loans	46,484	244	951	194	440	46.3%	418	44.0%	93	9.8%
Lubricating Service - Automotive	31,900	330	947	195	677	71.5%	264	27.9%	6	0.6%
Skin Care	43,739	257	947	195	601	63.5%	320	33.8%	26	2.7%
Locks & Locksmiths	87,311	137	946	197	469	49.6%	383	40.5%	94	9.9%
Pet Shops	46,599	243	933	198	584	62.6%	323	34.6%	26	2.8%
Financial Planning Consultants	201,489	59	931	199	476	51.1%	367	39.4%	88	9.5%
Internet Selling Services	19,982	460	912	200	549	60.2%	278	30.5%	85	9.3%
Financing	19,635	464	911	201	860	94.4%	50	5.5%	1	0.1%
Appliances - Major - Wholesale & Manufacturers	5,727	926	894	202	884	98.9%	10	1.1%	0	0.0%
Photographers - Commercial	44,679	252	894	202	481	53.8%	367	41.1%	46	5.1%
Insurance - Auto	45,295	248	893	204	788	88.2%	94	10.5%	11	1.2%
Appliances - Major - Service & Repair	56,611	199	888	205	483	54.4%	374	42.1%	31	3.5%
Brake Service	43,828	256	872	206	649	74.4%	214	24.5%	9	1.0%
Telephone & Television Cable Contractors	13,292	579	872	206	755	86.6%	92	10.6%	25	2.9%
Oils - Fuel	78,549	154	866	208	747	86.3%	106	12.2%	13	1.5%
Grocers - Retail	62,764	181	856	209	679	79.3%	169	19.7%	8	0.9%
Recreational Vehicles - Dealers	56,995	194	845	210	622	73.6%	195	23.1%	28	3.3%
Siding Contractors	220,915	55	843	211	587	69.6%	219	26.0%	37	4.4%
Storage Units - Household & Commercial	56,066	203	812	212	603	74.3%	198	24.4%	11	1.4%
Video Tapes & Discs Sales & Rentals	16,791	498	810	213	600	74.1%	194	24.0%	16	2.0%
Educational Consultants	56,382	200	804	214	638	79.4%	127	15.8%	39	4.9%
Medical - Dental Discount Plans	31,368	335	804	214	707	87.9%	75	9.3%	22	2.7%
Veterinarians	120,666	108	804	214	637	79.2%	161	20.0%	6	0.7%
Searchers of Records	13,584	570	795	217	765	96.2%	28	3.5%	2	0.3%
Real Estate Rental Service	36,517	308	793	218	513	64.7%	255	32.2%	25	3.2%
Credit Cards & Plans - Equipment & Supplies	50,270	222	790	219	735	93.0%	50	6.3%	5	0.6%
Moving Services - Labor & Materials	48,065	234	787	220	460	58.4%	290	36.8%	37	4.7%
Video Equipment - Sales & Rentals	11,588	631	771	221	738	95.7%	33	4.3%	0	0.0%
Pizza	19,086	468	755	222	390	51.7%	339	44.9%	26	3.4%
Appliances - Small - Service & Repair	39,698	283	752	223	368	48.9%	339	45.1%	45	6.0%
Vacuum Cleaners - Household - Dealers	46,194	245	750	224	542	72.3%	177	23.6%	31	4.1%
Wallpapers & Wallcoverings - Retail	5,857	919	748	225	403	53.9%	345	46.1%	0	0.0%
Heating Contractors	150,414	88	746	226	515	69.0%	181	24.3%	50	6.7%
Floor Laying, Refinishing & Resurfacing	159,663	82	743	227	431	58.0%	271	36.5%	41	5.5%
Pet Supplies & Foods - Retail	31,088	337	733	228	430	58.7%	287	39.2%	16	2.2%
Gutters & Downspouts	185,017	67	729	229	470	64.5%	186	25.5%	73	10.0%
Games & Supplies	79,659	153	719	230	487	67.7%	212	29.5%	20	2.8%
Toys - Retail	17,457	487	713	231	435	61.0%	253	35.5%	25	3.5%

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Womens Apparel - Retail	18,367	475	712	232	489	68.7%	198	27.8%	25	3.5%
Nurseries - Plants, Trees	44,162	253	705	233	439	62.3%	263	37.3%	3	0.4%
Hobby & Model Construction Supplies - Retail	15,791	524	704	234	629	89.3%	67	9.5%	8	1.1%
Foreclosure Rescue	41,443	271	702	235	181	25.8%	244	34.8%	277	39.5%
Vacation Rentals	67,055	170	696	236	464	66.7%	193	27.7%	39	5.6%
Spas & Hot Tubs - Dealers	44,881	249	693	237	436	62.9%	222	32.0%	35	5.1%
Auctioneers	40,236	278	678	238	467	68.9%	203	29.9%	8	1.2%
Magazine Sales by Mail	5,494	942	676	239	504	74.6%	150	22.2%	22	3.3%
Contract Manufacturing	15,366	534	673	240	441	65.5%	230	34.2%	2	0.3%
Wholesalers & Distributors	81,127	147	670	241	521	77.8%	136	20.3%	13	1.9%
Parking Facilities	12,001	623	662	242	439	66.3%	209	31.6%	14	2.1%
Resorts	26,216	380	662	242	468	70.7%	182	27.5%	12	1.8%
Hair Styling and Services	27,534	369	661	244	232	35.1%	213	32.2%	216	32.7%
Advertising Specialties	71,168	164	651	245	379	58.2%	239	36.7%	33	5.1%
Motorcycles - Supplies & Parts	21,017	441	649	246	338	52.1%	302	46.5%	9	1.4%
Video Games - Dealers	15,984	518	649	246	413	63.6%	224	34.5%	12	1.8%
Garage Doors & Openers	140,584	97	638	248	381	59.7%	235	36.8%	22	3.4%
Insurance - Health	55,062	208	633	249	568	89.7%	60	9.5%	5	0.8%
Auto Repair - Windshield, Glass Shops	76,461	158	632	250	385	60.9%	218	34.5%	29	4.6%
Check Cashing Protection Systems	7,200	826	628	251	607	96.7%	21	3.3%	0	0.0%
Gymnasiums	8,951	733	628	251	372	59.2%	177	28.2%	79	12.6%
Telemarketing Services	34,237	317	626	253	412	65.8%	143	22.8%	71	11.3%
Check Cashing Service	29,180	355	621	254	487	78.4%	119	19.2%	15	2.4%
Kitchen & Bath - Design & Remodeling	165,122	78	617	255	356	57.7%	228	37.0%	33	5.3%
Magazines Sold Door-to-Door	14,101	560	617	255	335	54.3%	218	35.3%	64	10.4%
Relocation Service	55,141	206	617	255	575	93.2%	41	6.6%	1	0.2%
Transportation Services	56,287	201	614	258	403	65.6%	200	32.6%	11	1.8%
Auto Parts & Supplies - Used & Rebuilt	32,253	327	611	259	342	56.0%	256	41.9%	13	2.1%
Day Spas	23,995	404	610	260	244	40.0%	203	33.3%	163	26.7%
Internet Gaming	10,395	672	609	261	568	93.3%	36	5.9%	5	0.8%
Market Research & Analysis	102,874	121	605	262	535	88.4%	56	9.3%	14	2.3%
Modeling & Talent Agencies	146,980	90	604	263	350	57.9%	208	34.4%	46	7.6%
Telephone Service - Long Distance	17,294	491	604	263	500	82.8%	86	14.2%	18	3.0%
Television & Radio - Dealers	21,710	432	602	265	376	62.5%	199	33.1%	27	4.5%
Optical Goods - Retail	24,114	402	600	266	478	79.7%	121	20.2%	1	0.2%
Magazines - Dealers	10,226	678	593	267	409	69.0%	164	27.7%	20	3.4%
Water Companies - Utility	10,509	671	593	267	513	86.5%	75	12.6%	5	0.8%
Foods - Carry Out	26,386	379	591	269	343	58.0%	238	40.3%	10	1.7%
Financing Consultants	34,590	315	583	270	247	42.4%	219	37.6%	117	20.1%
Hearing Aids & Assistive Devices	80,039	151	580	271	484	83.4%	81	14.0%	15	2.6%
Health & Fitness Program Consultants	25,915	382	577	272	469	81.3%	100	17.3%	8	1.4%
Cigar & Cigarette & Tobacco Dealers - Retail	13,588	569	571	273	478	83.7%	81	14.2%	12	2.1%
Truck Rent & Lease	6,693	857	571	273	546	95.6%	25	4.4%	0	0.0%
Gas - Propane	21,780	431	564	275	439	77.8%	122	21.6%	3	0.5%
Hospitalization, Medical & Surgical Plans	22,669	416	564	275	483	85.6%	79	14.0%	2	0.4%
Fire & Water Damage Restoration	167,874	75	562	277	467	83.1%	84	14.9%	11	2.0%
Grant - Scholarship - Financial Aid Finder Service	5,233	970	558	278	466	83.5%	63	11.3%	29	5.2%
Mobile Telephone Service	3,837	1,111	557	279	540	96.9%	17	3.1%	0	0.0%
Insurance - Homeowners	32,139	329	553	280	489	88.4%	52	9.4%	12	2.2%

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Job Listing & Advisory Services	45,496	247	551	281	337	61.2%	164	29.8%	50	9.1%
Water Filtration & Purification Equipment	63,558	178	551	281	398	72.2%	118	21.4%	35	6.4%
Mortgage Bankers	128,991	101	550	283	483	87.8%	46	8.4%	21	3.8%
Television & Radio - Service & Repair	20,689	444	546	284	356	65.2%	158	28.9%	32	5.9%
Foundation Contractors	191,403	65	544	285	390	71.7%	138	25.4%	16	2.9%
Appliances - Small - Dealers	15,439	531	538	286	292	54.3%	218	40.5%	28	5.2%
Apartment Finding & Rental Service	26,736	373	526	287	350	66.5%	157	29.8%	19	3.6%
Printers	82,566	144	526	287	386	73.4%	123	23.4%	17	3.2%
Scholastic Prep Courses, Books & Materials	11,020	656	525	289	215	41.0%	64	12.2%	246	46.9%
Computers - Wholesale & Manufacturers	17,725	481	520	290	499	96.0%	18	3.5%	3	0.6%
Cosmetics & Perfumes - Retail	20,337	450	518	291	264	51.0%	222	42.9%	32	6.2%
Security Systems Consultants	30,179	345	518	291	438	84.6%	75	14.5%	5	1.0%
Marketing Consultants	62,029	185	508	293	297	58.5%	179	35.2%	32	6.3%
Sportswear - Retail	12,680	591	508	293	300	59.1%	199	39.2%	9	1.8%
Child Care Centers	106,492	118	506	295	360	71.1%	133	26.3%	13	2.6%
House Cleaning	147,318	89	506	295	341	67.4%	143	28.3%	22	4.3%
Collectibles	27,794	367	505	297	372	73.7%	95	18.8%	38	7.5%
Buses - Charter & Rental	22,515	419	501	298	429	85.6%	70	14.0%	2	0.4%
Engines - Rebuild & Exchange	28,785	359	501	298	297	59.3%	197	39.3%	7	1.4%
Utility Contractors	25,954	381	493	300	420	85.2%	66	13.4%	7	1.4%
Disc Jockeys	39,163	288	492	301	196	39.8%	292	59.3%	4	0.8%
Auto Repair - Mobile	31,062	338	490	302	286	58.4%	191	39.0%	13	2.7%
Adjusters	23,039	412	488	303	468	95.9%	17	3.5%	3	0.6%
Money Orders & Transfers	7,602	803	484	304	470	97.1%	13	2.7%	1	0.2%
Sound Systems & Equipment	25,326	387	481	305	368	76.5%	112	23.3%	1	0.2%
Clothes - Consignment & Resale	11,713	629	480	306	160	33.3%	279	58.1%	41	8.5%
Guns & Gunsmiths	30,547	341	480	306	299	62.3%	168	35.0%	13	2.7%
Housewares - Retail	10,028	686	476	308	197	41.4%	162	34.0%	117	24.6%
Employment Agencies	155,024	86	470	309	301	64.0%	137	29.1%	32	6.8%
Rental Vacancy Listing Service	13,481	572	467	310	187	40.0%	276	59.1%	4	0.9%
Water Soft & Conditioning Equipment Service & Supplies	57,530	191	465	311	333	71.6%	104	22.4%	28	6.0%
Handyman Services	109,822	114	462	312	221	47.8%	205	44.4%	36	7.8%
Real Estate Developers	63,169	179	461	313	319	69.2%	123	26.7%	19	4.1%
Floor Materials - Retail	85,703	140	460	314	288	62.6%	148	32.2%	24	5.2%
Boys Clothing & Furnishings - Retail	12,099	619	459	315	254	55.3%	203	44.2%	2	0.4%
Mason Contractors	142,339	96	459	315	195	42.5%	231	50.3%	33	7.2%
Optometrists - O.D.	35,708	311	459	315	370	80.6%	86	18.7%	3	0.7%
Animal Hospitals	42,086	268	458	318	376	82.1%	82	17.9%	0	0.0%
Massage Therapists	30,095	346	457	319	287	62.8%	142	31.1%	28	6.1%
Garage Builders	37,014	303	453	320	234	51.7%	209	46.1%	10	2.2%
Opticians	20,141	456	448	321	354	79.0%	86	19.2%	8	1.8%
Duct Cleaning	91,526	134	447	322	288	64.4%	134	30.0%	25	5.6%
Glass - Plate and Window	96,000	129	447	322	276	61.7%	147	32.9%	24	5.4%
Magazines - Distributors	6,615	863	444	324	295	66.4%	139	31.3%	10	2.3%
Electric Equipment - Service & Repair	17,091	494	442	325	316	71.5%	109	24.7%	17	3.8%
Furniture Manufacturers	20,420	447	442	325	318	71.9%	108	24.4%	16	3.6%
Vanity Publishers	10,887	660	441	327	227	51.5%	170	38.5%	44	10.0%
Professional Services - General	59,606	188	439	328	278	63.3%	135	30.8%	26	5.9%
Musical Instruments - Dealers	28,198	362	432	329	320	74.1%	106	24.5%	6	1.4%
Handbags	14,558	549	431	330	219	50.8%	200	46.4%	12	2.8%

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Mailing Lists	7,802	800	430	331	364	84.7%	64	14.9%	2	0.5%
Advertising - Telephone	6,377	881	425	332	161	37.9%	206	48.5%	58	13.6%
Swimming Pool Service & Repair	90,068	135	423	333	266	62.9%	149	35.2%	8	1.9%
Garbage Disposal Equipment - Industrial & Commercial	3,560	1,145	421	334	396	94.1%	21	5.0%	4	1.0%
Legal Forms	39,218	286	420	335	263	62.6%	154	36.7%	3	0.7%
Home Inspection Service	160,889	81	414	336	283	68.4%	118	28.5%	13	3.1%
Auto Detailing	30,255	344	412	337	204	49.5%	198	48.1%	10	2.4%
Real Estate - Rentals by Individuals	11,197	650	412	337	242	58.7%	145	35.2%	25	6.1%
Mobile Homes Distributors & Manufacturers	33,261	323	410	339	323	78.8%	80	19.5%	7	1.7%
Laboratories - Medical	16,359	510	408	340	285	69.9%	120	29.4%	3	0.7%
Chiropractors D.C.	62,531	183	405	341	315	77.8%	83	20.5%	7	1.7%
Beds - Retail	17,469	486	404	342	366	90.6%	35	8.7%	3	0.7%
Bicycle - Dealers	24,608	394	403	343	227	56.3%	172	42.7%	4	1.0%
Business Promotions - General	23,095	410	403	343	184	45.7%	192	47.6%	27	6.7%
Title Companies & Agents	69,613	166	402	345	274	68.2%	120	29.9%	8	2.0%
Book, Compact Disc, & DVD Clubs	3,590	1,143	396	346	321	81.1%	56	14.1%	19	4.8%
Coupon Book Promotions	8,969	729	396	346	324	81.8%	65	16.4%	7	1.8%
Lawn & Garden Equipment & Supplies	26,826	372	396	346	314	79.3%	75	18.9%	7	1.8%
Contact Lenses	17,566	485	394	349	317	80.5%	75	19.0%	2	0.5%
Driving Instruction	38,073	295	391	350	238	60.9%	136	34.8%	17	4.3%
Skateboards & Equipment	6,796	847	389	351	239	61.4%	150	38.6%	0	0.0%
Home Warranty Plans	23,851	405	388	352	323	83.2%	6	1.5%	59	15.2%
Tile - Ceramic - Contractors & Dealers	92,866	132	388	352	197	50.8%	172	44.3%	19	4.9%
Leasing Service	13,747	566	387	354	335	86.6%	47	12.1%	5	1.3%
Auto Radios & Stereos - Sales & Repair	11,410	642	384	355	208	54.2%	167	43.5%	9	2.3%
Clubs	11,110	653	384	355	306	79.7%	76	19.8%	2	0.5%
Doors	50,783	219	384	355	222	57.8%	112	29.2%	50	13.0%
Uniforms	19,519	465	383	358	256	66.8%	122	31.9%	5	1.3%
Schools - General Interest	40,154	280	382	359	193	50.5%	171	44.8%	18	4.7%
Plumbing Drains & Sewer Cleaning	38,724	290	381	360	276	72.4%	95	24.9%	10	2.6%
Signs	51,689	216	381	360	156	40.9%	208	54.6%	17	4.5%
Swimming Pool Equipment & Supplies	38,405	293	380	362	269	70.8%	104	27.4%	7	1.8%
Pet Grooming	57,156	193	378	363	238	63.0%	134	35.4%	6	1.6%
Water Companies - Bottled, Bulk	14,698	547	377	364	339	89.9%	32	8.5%	6	1.6%
Gold, Silver & Platinum Dealers	99,474	125	374	365	325	86.9%	40	10.7%	9	2.4%
Baby Accessories & Services	12,639	593	370	366	180	48.6%	176	47.6%	14	3.8%
Lingerie	12,187	617	370	366	219	59.2%	143	38.6%	8	2.2%
Gas - Propane - Equipment & Supplies	12,808	589	362	368	324	89.5%	36	9.9%	2	0.6%
Investment Advisory Service	101,237	123	360	369	197	54.7%	141	39.2%	22	6.1%
Coin Dealers, Supplies	56,639	198	359	370	288	80.2%	64	17.8%	7	1.9%
Martial Arts	21,577	435	357	371	207	58.0%	138	38.7%	12	3.4%
Foreclosure Services	42,971	266	356	372	190	53.4%	138	38.8%	28	7.9%
Lights Bulbs & Tubes	3,132	1,205	356	372	178	50.0%	155	43.5%	23	6.5%
Boat Dealers	34,508	316	355	374	239	67.3%	107	30.1%	9	2.5%
Books - Used & Rare	7,400	814	349	375	311	89.1%	33	9.5%	5	1.4%
Waterproofing Contractors	124,966	104	349	375	271	77.7%	66	18.9%	12	3.4%
Kennels & Pet Boarding	77,420	156	348	377	244	70.1%	98	28.2%	6	1.7%
Dental Equipment & Supplies	6,946	837	347	378	103	29.7%	241	69.5%	3	0.9%
Mobile Homes - Dealers	38,005	296	347	378	210	60.5%	120	34.6%	17	4.9%
Countertops	78,056	155	346	380	169	48.8%	123	35.5%	54	15.6%

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Escrow Service	49,997	223	343	381	264	77.0%	65	19.0%	14	4.1%
Personal Services	35,720	310	342	382	194	56.7%	125	36.5%	23	6.7%
Theatrical Agencies	29,560	351	342	382	223	65.2%	119	34.8%	0	0.0%
All-Terrain Vehicles	12,989	584	337	384	165	49.0%	154	45.7%	18	5.3%
Bakers - Retail	24,428	397	324	385	184	56.8%	122	37.7%	18	5.6%
Prize Promotions	9,623	703	323	386	227	70.3%	73	22.6%	23	7.1%
Tours - Operators & Promoters	43,616	261	323	386	217	67.2%	75	23.2%	31	9.6%
Freight Forwarding	41,629	270	322	388	198	61.5%	115	35.7%	9	2.8%
Party Supplies	16,008	516	320	389	195	60.9%	120	37.5%	5	1.6%
Mufflers & Exhaust Systems	17,636	483	319	390	221	69.3%	90	28.2%	8	2.5%
Plumbing Fixtures, Parts, Supplies - Retail	18,873	470	319	390	151	47.3%	166	52.0%	2	0.6%
Computers - Sys Designers & Consult	100,081	124	317	392	193	60.9%	104	32.8%	20	6.3%
Electronics Research & Development	5,774	923	317	392	291	91.8%	25	7.9%	1	0.3%
Wedding Supplies & Services	16,724	502	315	394	171	54.3%	130	41.3%	14	4.4%
Office Records Stored	7,880	794	311	395	284	91.3%	27	8.7%	0	0.0%
Convenience Stores	11,866	625	309	396	203	65.7%	94	30.4%	12	3.9%
Pawnbrokers	20,281	451	305	397	206	67.5%	96	31.5%	3	1.0%
Physicians - Specialists	38,545	291	304	398	235	77.3%	66	21.7%	3	1.0%
Health Maintenance Organizations	17,356	489	302	399	260	86.1%	42	13.9%	0	0.0%
Sunglasses	4,485	1,036	298	400	152	51.0%	132	44.3%	14	4.7%
Hardware - Retail	30,833	340	297	401	197	66.3%	67	22.6%	33	11.1%
Telephone Equipment & Systems Service & Repair	20,003	459	297	401	228	76.8%	66	22.2%	3	1.0%
Lighting Fixtures - Retail	22,846	414	295	403	210	71.2%	83	28.1%	2	0.7%
Taxicabs	14,008	562	295	403	154	52.2%	123	41.7%	18	6.1%
Nail Salons	10,684	665	294	405	185	62.9%	102	34.7%	7	2.4%
Tattoos	25,244	388	294	405	100	34.0%	155	52.7%	39	13.3%
Patio, Porch & Deck Enclosures	67,149	169	293	407	187	63.8%	89	30.4%	17	5.8%
Gift Shops	33,109	325	292	408	200	68.5%	85	29.1%	7	2.4%
Chimney Cleaning	92,880	131	290	409	160	55.2%	108	37.2%	22	7.6%
Caterers	64,316	176	288	410	169	58.7%	113	39.2%	6	2.1%
Auto Parts & Supplies - Wholesale & Manufacturers	10,966	658	277	411	109	39.4%	155	56.0%	13	4.7%
Patio & Deck Builders	55,896	204	277	411	159	57.4%	107	38.6%	11	4.0%
Dog Breeders	16,449	507	276	413	153	55.4%	108	39.1%	15	5.4%
Furniture - Childrens	8,617	747	274	414	157	57.3%	65	23.7%	52	19.0%
Cooking Utensils	27,342	371	272	415	246	90.4%	21	7.7%	5	1.8%
Office Furniture & Equipment	64,593	175	272	415	202	74.3%	64	23.5%	6	2.2%
Auto Customizing	15,630	529	271	417	124	45.8%	135	49.8%	12	4.4%
Charity - Local	253,434	46	271	417	193	71.2%	62	22.9%	16	5.9%
Auto Wrecking	13,953	563	269	419	144	53.5%	123	45.7%	2	0.7%
Novelties - Retail	11,351	643	269	419	168	62.5%	91	33.8%	10	3.7%
Investigators	62,714	182	268	421	163	60.8%	88	32.8%	17	6.3%
Property Maintenance	26,651	375	267	422	168	62.9%	93	34.8%	6	2.2%
Childrens & Infants Wear - Retail	9,726	699	265	423	130	49.1%	121	45.7%	14	5.3%
Photographers - Wedding	7,208	825	265	423	127	47.9%	118	44.5%	20	7.5%
Connectors - Electric	1,947	1,462	263	425	241	91.6%	21	8.0%	1	0.4%
Security Guard & Patrol Service	48,692	231	262	426	173	66.0%	86	32.8%	3	1.1%
Kitchen Accessories	14,184	559	261	427	159	60.9%	98	37.5%	4	1.5%
Motivational & Self Improvement Training	14,623	548	259	428	205	79.2%	52	20.1%	2	0.8%
Funeral Related Services	43,734	258	257	429	156	60.7%	96	37.4%	5	1.9%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Food Manufacturers, Wholesalers, Distributors	38,245	294	255	430	188	73.7%	62	24.3%	5	2.0%
Legal Services Plans	47,854	235	255	430	184	72.2%	69	27.1%	2	0.8%
Sales Promotion Service	15,876	522	255	430	169	66.3%	83	32.5%	3	1.2%
Bathtubs & Sinks - Repair & Refinish	54,373	211	254	433	126	49.6%	114	44.9%	14	5.5%
Commercial Products Wholesale & Distributor	44,688	251	254	433	213	83.9%	36	14.2%	5	2.0%
Mens Clothing & Furnishings - Retail	11,430	640	254	433	190	74.8%	55	21.7%	9	3.5%
Fireplaces	32,188	328	252	436	199	79.0%	51	20.2%	2	0.8%
Yellow Page Advertising	8,086	785	252	436	179	71.0%	73	29.0%	0	0.0%
Cabinets	57,394	192	251	438	123	49.0%	112	44.6%	16	6.4%
Shutters	39,437	285	251	438	112	44.6%	116	46.2%	23	9.2%
Costumes - Masquerade & Theatrical	14,728	545	250	440	165	66.0%	82	32.8%	3	1.2%
Employment Training	19,408	466	250	440	131	52.4%	115	46.0%	4	1.6%
Air Purifying & Cleaning Systems & Equipment	24,553	395	249	442	186	74.7%	56	22.5%	7	2.8%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	29,898	348	248	443	176	71.0%	60	24.2%	12	4.8%
Campgrounds & RV Parks	15,944	519	245	444	174	71.0%	69	28.2%	2	0.8%
Photo Finishing - Retail	9,799	693	244	445	151	61.9%	83	34.0%	10	4.1%
Telephone Answering Equipment & Systems	15,381	533	244	445	212	86.9%	30	12.3%	2	0.8%
Granite	53,107	212	242	447	140	57.9%	93	38.4%	9	3.7%
Compact Discs, Tapes & Records - Retail	12,323	611	241	448	169	70.1%	61	25.3%	11	4.6%
Optical Goods - Service & Repair	9,845	692	241	448	183	75.9%	54	22.4%	4	1.7%
Social Networking	2,463	1,343	241	448	236	97.9%	5	2.1%	0	0.0%
Art Galleries, Dealers & Consultants	23,275	409	240	451	139	57.9%	86	35.8%	15	6.3%
Association Management	15,143	540	240	451	197	82.1%	39	16.3%	4	1.7%
Furniture - Outdoor	17,334	490	240	451	180	75.0%	53	22.1%	7	2.9%
Magazine Sales by Telephone	2,386	1,359	240	451	160	66.7%	79	32.9%	1	0.4%
Paralegals	16,126	513	240	451	108	45.0%	119	49.6%	13	5.4%
Data Processing Service	20,169	455	239	456	71	29.7%	33	13.8%	135	56.5%
Investment Securities	49,706	226	239	456	170	71.1%	55	23.0%	14	5.9%
Night Clubs	6,196	893	238	458	105	44.1%	123	51.7%	10	4.2%
Photographic Equipment & Supplies - Wholesale & Manufacturing	2,380	1,361	237	459	150	63.3%	85	35.9%	2	0.8%
Monuments	20,192	453	236	460	139	58.9%	84	35.6%	13	5.5%
Interior Decorators & Designers	64,818	173	234	461	123	52.6%	106	45.3%	5	2.1%
Office Furniture & Equipment - Rental & Leasing	12,666	592	233	462	175	75.1%	58	24.9%	0	0.0%
Building Construction Consultants	36,788	304	228	463	133	58.3%	93	40.8%	2	0.9%
Auto Alarms & Security Systems	16,653	504	227	464	126	55.5%	89	39.2%	12	5.3%
Infomercials	3,907	1,105	227	464	219	96.5%	7	3.1%	1	0.4%
Passport & Visa Services	14,259	558	227	464	169	74.4%	57	25.1%	1	0.4%
Electric Equipment & Supplies - Retail	11,809	628	225	467	171	76.0%	49	21.8%	5	2.2%
Buildings - Pre - Cut, Prefab & Modular - Dealers	30,475	343	224	468	174	77.7%	44	19.6%	6	2.7%
Optometrists	9,189	719	224	468	171	76.3%	50	22.3%	3	1.3%
Auto & Truck Brokers	29,439	353	223	470	147	65.9%	70	31.4%	6	2.7%
Payment Processing Service	10,196	681	223	470	213	95.5%	10	4.5%	0	0.0%
Fingernail Salons	2,629	1,311	222	472	138	62.2%	80	36.0%	4	1.8%
Lawn Mowers	9,580	705	222	472	182	82.0%	35	15.8%	5	2.3%

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Road Service - Automotive	17,436	488	222	472	196	88.3%	25	11.3%	1	0.5%
Sweepstakes	15,797	523	222	472	153	68.9%	45	20.3%	24	10.8%
Tire Retread & Repair	13,789	564	220	476	126	57.3%	90	40.9%	4	1.8%
Asphalt	35,074	313	219	477	66	30.1%	127	58.0%	26	11.9%
Janitor Service	111,818	112	219	477	137	62.6%	69	31.5%	13	5.9%
Video Games - Wholesale & Manufacturers	8,237	775	219	477	214	97.7%	5	2.3%	0	0.0%
Correspondence Schools	63,654	177	218	480	196	89.9%	7	3.2%	15	6.9%
Dental Equipment - Repair & Refinish	915	1,873	218	480	207	95.0%	11	5.0%	0	0.0%
Copiers & Copier Supplies	24,736	392	217	482	149	68.7%	64	29.5%	4	1.8%
Multi-Level Selling Companies	146,234	91	217	482	178	82.0%	31	14.3%	8	3.7%
Watches - Service & Repair	12,394	603	216	484	148	68.5%	66	30.6%	2	0.9%
Auto Perform, Race & Sport Equipment	16,052	515	215	485	127	59.1%	77	35.8%	11	5.1%
Immigration & Naturalization Consultants	6,316	886	213	486	53	24.9%	139	65.3%	21	9.9%
Watches - Dealers	26,623	376	213	486	129	60.6%	68	31.9%	16	7.5%
Auto Service - Window Tinting	22,525	417	212	488	113	53.3%	85	40.1%	14	6.6%
Sewing Machines - Dealers	9,744	697	212	488	122	57.5%	62	29.2%	28	13.2%
Formal Wear	9,746	696	211	490	138	65.4%	68	32.2%	5	2.4%
Career & Outplacement Counseling	41,220	272	209	491	165	78.9%	31	14.8%	13	6.2%
Stoves - Wood, Coal	12,274	614	209	491	152	72.7%	54	25.8%	3	1.4%
Awnings & Canopies	42,100	267	208	493	130	62.5%	63	30.3%	15	7.2%
Computers - Disaster Recovery	13,031	583	208	493	126	60.6%	79	38.0%	3	1.4%
Septic Tanks & Systems Contractors & Dealers	48,355	233	208	493	141	67.8%	58	27.9%	9	4.3%
Ambulance Service	20,075	458	207	496	160	77.3%	45	21.7%	2	1.0%
Furniture Designers & Custom Builders	15,776	525	207	496	110	53.1%	93	44.9%	4	1.9%
Hardwood Floor Contractors	43,717	259	207	496	101	48.8%	88	42.5%	18	8.7%
Roof Structures	36,695	307	207	496	119	57.5%	85	41.1%	3	1.4%
Resume Service	16,752	499	206	500	118	57.3%	87	42.2%	1	0.5%
Saws	2,609	1,314	206	500	123	59.7%	83	40.3%	0	0.0%
Baseball Cards & Sports Memorabilia	4,013	1,092	202	502	153	75.7%	46	22.8%	3	1.5%
Insurance Claim Processing Services	12,359	607	201	503	157	78.1%	34	16.9%	10	5.0%
Adult Entertainment	7,632	802	198	504	78	39.4%	107	54.0%	13	6.6%
Photography Sales	4,653	1,027	198	504	74	37.4%	100	50.5%	24	12.1%
Secret Shopper	21,081	440	198	504	50	25.3%	52	26.3%	96	48.5%
Lawn & Garden Sprinkler Systems	40,481	275	197	507	131	66.5%	58	29.4%	8	4.1%
Health Resorts	5,263	967	196	508	105	53.6%	76	38.8%	15	7.7%
Manufactured Home Dealers	14,439	552	196	508	126	64.3%	68	34.7%	2	1.0%
Answering Services	15,217	538	195	510	183	93.8%	11	5.6%	1	0.5%
Food & Beverage Services	12,839	587	195	510	101	51.8%	78	40.0%	16	8.2%
Air Conditioning Repair	29,120	357	194	512	111	57.2%	71	36.6%	12	6.2%
Auto Service - Specialty Parts	4,573	1,033	194	512	78	40.2%	112	57.7%	4	2.1%
Bookkeeping Service	46,665	241	194	512	109	56.2%	82	42.3%	3	1.5%
Accountants	33,813	319	193	515	117	60.6%	71	36.8%	5	2.6%
Insulation Contractors	108,534	116	193	515	132	68.4%	51	26.4%	10	5.2%
Shoe Repair	2,938	1,232	193	515	86	44.6%	101	52.3%	6	3.1%
Vacuum Cleaners - Service & Repair	8,371	766	192	518	138	71.9%	49	25.5%	5	2.6%
Consignment Service	8,311	770	191	519	85	44.5%	80	41.9%	26	13.6%
Funeral Directors	84,125	142	191	519	124	64.9%	65	34.0%	2	1.0%
Landscape Architects	33,199	324	190	521	88	46.3%	88	46.3%	14	7.4%
Vending Machines	32,271	326	190	521	113	59.5%	64	33.7%	13	6.8%
Shipping Masters	7,070	831	189	523	114	60.3%	60	31.7%	15	7.9%

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Window Shades	33,384	321	189	523	117	61.9%	62	32.8%	10	5.3%
Associations	31,651	333	187	525	159	85.0%	28	15.0%	0	0.0%
Cosmetic Sales by Internet	2,023	1,436	187	525	152	81.3%	35	18.7%	0	0.0%
Craft Supplies	10,649	667	187	525	101	54.0%	83	44.4%	3	1.6%
Billiard Equipment & Supplies	8,160	780	186	528	33	17.7%	144	77.4%	9	4.8%
Draperies & Curtains - Retail & Custom	27,992	364	186	528	122	65.6%	61	32.8%	3	1.6%
Real Estate Appraisers	39,178	287	186	528	125	67.2%	57	30.6%	4	2.2%
Incorporating Companies	25,048	390	185	531	108	58.4%	76	41.1%	1	0.5%
Sightseeing Tours	16,080	514	185	531	121	65.4%	58	31.4%	6	3.2%
Wedding Consultants	27,982	365	185	531	101	54.6%	71	38.4%	13	7.0%
Battery Supplies	11,422	641	184	534	128	69.6%	51	27.7%	5	2.7%
Motorcycles - Repairing & Service	9,615	704	184	534	93	50.5%	86	46.7%	5	2.7%
Accountants - Certified Public	128,305	102	182	536	123	67.6%	56	30.8%	3	1.6%
Boat Repair	16,438	508	182	536	110	60.4%	69	37.9%	3	1.6%
Electronic Mail Service	4,052	1,089	182	536	37	20.3%	145	79.7%	0	0.0%
Home Health Services	145,995	92	182	536	133	73.1%	41	22.5%	8	4.4%
Kitchen Cabinets & Equipment - Household	47,211	239	182	536	105	57.7%	55	30.2%	22	12.1%
Meat - Retail	18,575	471	181	541	110	60.8%	64	35.4%	7	3.9%
Barbers	11,251	647	180	542	89	49.4%	87	48.3%	4	2.2%
Management Consultants	30,517	342	179	543	108	60.3%	61	34.1%	10	5.6%
Product Development & Marketing	38,827	289	179	543	135	75.4%	40	22.3%	4	2.2%
Auto Service - Sound Systems Sales & Service	15,433	532	178	545	124	69.7%	54	30.3%	0	0.0%
Irrigation Systems & Equipment	37,337	300	178	545	117	65.7%	51	28.7%	10	5.6%
Optical Equipment & Supplies	4,338	1,054	178	545	166	93.3%	12	6.7%	0	0.0%
Bathroom Accessories	9,233	716	177	548	109	61.6%	66	37.3%	2	1.1%
Hotels - Reservations	12,508	596	177	548	120	67.8%	42	23.7%	15	8.5%
Marine Sales & Service	10,268	674	177	548	99	55.9%	73	41.2%	5	2.8%
Upholsterers	22,522	418	177	548	85	48.0%	80	45.2%	12	6.8%
Real Estate Consultants	43,582	262	176	552	110	62.5%	59	33.5%	7	4.0%
Party Planning	21,806	430	175	553	111	63.4%	59	33.7%	5	2.9%
Cleaning Supplies	9,379	711	173	554	138	79.8%	30	17.3%	5	2.9%
Truck Dealers	20,643	445	173	554	119	68.8%	52	30.1%	2	1.2%
Waste Reduction, Disposal, Recycle Equipment	6,335	884	173	554	119	68.8%	53	30.6%	1	0.6%
Repossession Service	8,815	741	172	557	119	69.2%	43	25.0%	10	5.8%
Golf Equipment & Supplies - Retail	13,398	574	171	558	103	60.2%	57	33.3%	11	6.4%
Athletic Organizations	7,452	812	170	559	144	84.7%	24	14.1%	2	1.2%
Venetian Blinds - Dealers	15,572	530	170	559	98	57.6%	57	33.5%	15	8.8%
Business & Trade Organizations	31,442	334	169	561	145	85.8%	18	10.7%	6	3.6%
Home Centers	13,190	581	168	562	108	64.3%	51	30.4%	9	5.4%
Surplus & Salvage Merchandise	8,574	754	168	562	105	62.5%	46	27.4%	17	10.1%
Truck Repair & Service	27,453	370	168	562	117	69.6%	45	26.8%	6	3.6%
Window Cleaning	40,835	274	168	562	104	61.9%	55	32.7%	9	5.4%
Cabinet Manufacturer	52,882	214	166	566	100	60.2%	58	34.9%	8	4.8%
Contractors - Flooring	13,377	575	166	566	114	68.7%	45	27.1%	7	4.2%
Doors - Repair	22,233	425	166	566	99	59.6%	60	36.1%	7	4.2%
Knife Sharpening Devices	1,961	1,455	166	566	43	25.9%	121	72.9%	2	1.2%
Spas & Hot Tubs - Service & Repair	8,612	749	166	566	95	57.2%	48	28.9%	23	13.9%
Medical Service Organizations	12,547	595	165	571	141	85.5%	23	13.9%	1	0.6%
Linens - Retail	3,246	1,186	164	572	96	58.5%	59	36.0%	9	5.5%

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School Supplies	8,091	784	164	572	99	60.4%	60	36.6%	5	3.0%
Video Games - Rent & Lease	2,996	1,226	164	572	148	90.2%	15	9.1%	1	0.6%
Bed & Breakfast	13,322	577	163	575	110	67.5%	51	31.3%	2	1.2%
Antiques - Dealers	29,087	358	162	576	81	50.0%	62	38.3%	19	11.7%
Grocery - Bulk Food Stores	8,580	753	162	576	97	59.9%	61	37.7%	4	2.5%
Motel & Hotel Consultants	812	1,943	162	576	153	94.4%	9	5.6%	0	0.0%
Graphic Designers	33,571	320	161	579	79	49.1%	78	48.4%	4	2.5%
Insurance - Life	33,358	322	160	580	131	81.9%	25	15.6%	4	2.5%
Soliciting Organizations	8,291	771	160	580	99	61.9%	58	36.3%	3	1.9%
Boutiques	7,848	798	158	582	84	53.2%	70	44.3%	4	2.5%
Landscape Designers	48,534	232	158	582	78	49.4%	74	46.8%	6	3.8%
Lumber - Retail	25,447	386	158	582	133	84.2%	24	15.2%	1	0.6%
Plants - Retail	2,418	1,350	158	582	146	92.4%	12	7.6%	0	0.0%
Septic Tanks - Treatment Supplies	3,036	1,220	157	586	42	26.8%	115	73.2%	0	0.0%
Water Treatment Equipment,Service & Supplies	16,745	500	157	586	101	64.3%	49	31.2%	7	4.5%
Alterations - Clothing	8,436	762	155	588	90	58.1%	60	38.7%	5	3.2%
Casinos	9,233	716	155	588	95	61.3%	53	34.2%	7	4.5%
Investment Seminars	8,933	735	154	590	126	81.8%	26	16.9%	2	1.3%
Pet Training	28,365	361	154	590	94	61.0%	59	38.3%	1	0.6%
Tutoring	42,032	269	154	590	104	67.5%	42	27.3%	8	5.2%
Market Survey Companies	47,526	237	153	593	111	72.5%	19	12.4%	23	15.0%
Travel & Moving Services	18,233	477	153	593	70	45.8%	76	49.7%	7	4.6%
Cemeteries	14,962	543	152	595	106	69.7%	45	29.6%	1	0.7%
Mopeds	5,526	937	152	595	64	42.1%	77	50.7%	11	7.2%
Non Profit Organizations - General Membership	11,571	632	152	595	136	89.5%	15	9.9%	1	0.7%
Computers - Security Equip & Systems	5,612	932	151	598	143	94.7%	8	5.3%	0	0.0%
Video Tapes & Discs - Dealers	3,885	1,108	151	598	87	57.6%	46	30.5%	18	11.9%
Business Brokers	23,078	411	147	600	64	43.5%	71	48.3%	12	8.2%
Recording Service - Sound & Video	18,369	474	147	600	76	51.7%	68	46.3%	3	2.0%
Theaters	4,411	1,047	147	600	99	67.3%	37	25.2%	11	7.5%
Carpenters	51,596	217	145	603	56	38.6%	78	53.8%	11	7.6%
Payroll Service	24,246	400	145	603	106	73.1%	39	26.9%	0	0.0%
Mailing Machines & Equipment	5,488	944	144	605	128	88.9%	16	11.1%	0	0.0%
Psychics	4,440	1,042	144	605	95	66.0%	44	30.6%	5	3.5%
Seminars - Wealth Building & Real Estate	7,480	810	144	605	108	75.0%	36	25.0%	0	0.0%
Auto Auctions	16,810	497	143	608	98	68.5%	45	31.5%	0	0.0%
Roofing Service Consultants	6,502	875	143	608	31	21.7%	101	70.6%	11	7.7%
Transportation Consultants	10,160	682	143	608	87	60.8%	55	38.5%	1	0.7%
Dentist - Orthodontist	21,496	437	142	611	124	87.3%	17	12.0%	1	0.7%
Pharmaceutical Products - Wholesale & Manufacturing	16,180	512	141	612	90	63.8%	50	35.5%	1	0.7%
Coffee & Tea	11,287	645	140	613	71	50.7%	65	46.4%	4	2.9%
Modeling - Advance Fee	8,907	737	140	613	110	78.6%	28	20.0%	2	1.4%
Fireplace Equipment - Retail	15,316	535	139	615	74	53.2%	61	43.9%	4	2.9%
Furniture Repair & Refinish	20,710	443	139	615	90	64.7%	44	31.7%	5	3.6%
Sunroom & Solarium Design & Construction	13,310	578	139	615	110	79.1%	20	14.4%	9	6.5%
Identity Theft Protection & Prevention Services	21,904	428	138	618	119	86.2%	15	10.9%	4	2.9%
Nursing Homes	41,189	273	138	618	89	64.5%	47	34.1%	2	1.4%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Computers - Furniture	2,674	1,301	137	620	134	97.8%	2	1.5%	1	0.7%
Chimney Builders & Repair	36,701	306	136	621	64	47.1%	62	45.6%	10	7.4%
Laundries	2,298	1,375	136	621	63	46.3%	65	47.8%	8	5.9%
Musical Instruments - Supplies & Accessories	5,895	912	136	621	86	63.2%	46	33.8%	4	2.9%
Rental Service Stores & Yards	8,042	788	136	621	94	69.1%	41	30.1%	1	0.7%
Snow Removal Service	4,737	1,016	136	621	25	18.4%	94	69.1%	17	12.5%
Farm Equipment	16,428	509	135	626	95	70.4%	40	29.6%	0	0.0%
Recreational Vehicles - Equipment, Parts, Supplies	4,896	998	135	626	95	70.4%	39	28.9%	1	0.7%
Banquet Facilities	14,531	550	134	628	81	60.4%	48	35.8%	5	3.7%
Catalog Showrooms	14,331	556	134	628	111	82.8%	22	16.4%	1	0.7%
Drywall Contractors	81,361	146	134	628	51	38.1%	76	56.7%	7	5.2%
Shopping Service - Protective, Comparative	26,531	377	133	631	52	39.1%	19	14.3%	62	46.6%
Solar Energy Equipment & Systems Dealers	47,781	236	132	632	104	78.8%	24	18.2%	4	3.0%
Maids & Butlers Service	15,905	520	131	633	77	58.8%	47	35.9%	7	5.3%
Physicians & Surgeons - Dermatology	13,358	576	131	633	98	74.8%	29	22.1%	4	3.1%
Bail Bonds	15,904	521	129	635	70	54.3%	55	42.6%	4	3.1%
General Merchandise - Wholesale	8,446	760	129	635	70	54.3%	58	45.0%	1	0.8%
Excavating Contractors	110,187	113	128	637	74	57.8%	46	35.9%	8	6.3%
Assisted Living Centers & Adult Family Homes	38,429	292	127	638	102	80.3%	25	19.7%	0	0.0%
Mail Box Rental & Receiving	4,670	1,024	127	638	72	56.7%	48	37.8%	7	5.5%
Art Goods	3,132	1,205	125	640	76	60.8%	48	38.4%	1	0.8%
Buildings - Metal	22,372	422	125	640	91	72.8%	33	26.4%	1	0.8%
Camps	5,904	911	124	642	56	45.2%	66	53.2%	2	1.6%
Condominiums	6,861	843	124	642	75	60.5%	46	37.1%	3	2.4%
Appraisers	15,289	536	123	644	67	54.5%	55	44.7%	1	0.8%
Baby Carriages & Strollers	4,656	1,026	123	644	75	61.0%	44	35.8%	4	3.3%
Medical Testing Companies	16,958	496	123	644	86	69.9%	35	28.5%	2	1.6%
Wines - Retail	5,753	924	123	644	71	57.7%	35	28.5%	17	13.8%
Woodworking	17,930	480	123	644	41	33.3%	77	62.6%	5	4.1%
Auto Inspection Stations	5,098	978	122	649	78	63.9%	43	35.2%	1	0.8%
Insurance - Travel	4,984	989	122	649	117	95.9%	4	3.3%	1	0.8%
Septic Tanks & Systems Cleaning	25,879	383	121	651	77	63.6%	37	30.6%	7	5.8%
Water Well Drilling & Service	36,047	309	119	652	79	66.4%	35	29.4%	5	4.2%
Animal Shelters	9,656	702	118	653	71	60.2%	42	35.6%	5	4.2%
Auto Listing Service	9,525	706	118	653	116	98.3%	1	0.8%	1	0.8%
Lawn Mowers - Sharpen & Repair	6,519	874	118	653	81	68.6%	36	30.5%	1	0.8%
Vertical Blinds	12,358	608	118	653	55	46.6%	58	49.2%	5	4.2%
Marinas	9,744	697	117	657	84	71.8%	33	28.2%	0	0.0%
T-Shirts	4,860	1,002	117	657	38	32.5%	66	56.4%	13	11.1%
Wheels	5,125	975	117	657	37	31.6%	77	65.8%	3	2.6%
Jewelry Repair	3,816	1,113	116	660	70	60.3%	41	35.3%	5	4.3%
Photographers - Aerial	4,743	1,015	114	661	52	45.6%	56	49.1%	6	5.3%
Swimwear & Accessories	1,429	1,616	114	661	50	43.9%	64	56.1%	0	0.0%
Tents	1,488	1,594	114	661	111	97.4%	3	2.6%	0	0.0%
Beauty Schools	12,241	616	113	664	90	79.6%	22	19.5%	1	0.9%
Dance Companies	6,224	889	113	664	65	57.5%	43	38.1%	5	4.4%
Fence - Sales, Service & Contractors	11,307	644	113	664	45	39.8%	65	57.5%	3	2.7%

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Fix-It Shops	10,109	684	113	664	84	74.3%	27	23.9%	2	1.8%
Merchandising Service	4,786	1,010	113	664	55	48.7%	50	44.2%	8	7.1%
Genealogists	2,661	1,303	112	669	57	50.9%	10	8.9%	45	40.2%
Sales & Order Books	3,105	1,209	112	669	82	73.2%	24	21.4%	6	5.4%
Dental Service Plans	13,773	565	111	671	69	62.2%	41	36.9%	1	0.9%
Importers	7,265	821	111	671	55	49.5%	54	48.6%	2	1.8%
Liquor Stores	8,615	748	111	671	72	64.9%	39	35.1%	0	0.0%
Truck Equipment & Parts	11,473	638	111	671	62	55.9%	42	37.8%	7	6.3%
Bartending Service	7,848	798	110	675	70	63.6%	39	35.5%	1	0.9%
Fire & Smoke Alarm Systems	20,456	446	110	675	68	61.8%	36	32.7%	6	5.5%
Lecture & Seminar Bureaus	10,208	680	110	675	86	78.2%	23	20.9%	1	0.9%
Music Instruction - Instrumental	10,632	668	110	675	72	65.5%	28	25.5%	10	9.1%
Physicians & Surgeons - Ophthalmology	17,038	495	110	675	95	86.4%	15	13.6%	0	0.0%
Radiators - Automotive	8,204	776	110	675	79	71.8%	31	28.2%	0	0.0%
Seals - Notary & Corporation	10,718	664	110	675	69	62.7%	40	36.4%	1	0.9%
Tailors	3,611	1,137	110	675	51	46.4%	55	50.0%	4	3.6%
Auto Dealers - Antique & Classic	9,147	721	109	683	53	48.6%	50	45.9%	6	5.5%
Checks - Printing	12,850	586	109	683	105	96.3%	3	2.8%	1	0.9%
Home Theater	29,268	354	109	683	80	73.4%	23	21.1%	6	5.5%
Solar Energy Products Service & Repair	17,990	479	109	683	77	70.6%	29	26.6%	3	2.8%
Carpet Layers	13,642	567	108	687	51	47.2%	51	47.2%	6	5.6%
Copy & Duplicating Service	24,720	393	108	687	74	68.5%	33	30.6%	1	0.9%
Entertainers	12,166	618	108	687	49	45.4%	54	50.0%	5	4.6%
Playground Equipment	7,052	833	108	687	43	39.8%	62	57.4%	3	2.8%
Auto Body Shop Equipment & Sup	6,093	899	107	691	48	44.9%	56	52.3%	3	2.8%
Airport Transportation	8,094	783	106	692	81	76.4%	25	23.6%	0	0.0%
Gift Baskets & Parcels	11,994	624	106	692	57	53.8%	46	43.4%	3	2.8%
Recreational Vehicles - Rent & Lease	4,736	1,017	106	692	54	50.9%	51	48.1%	1	0.9%
Vacuum Cleaners - Wholesale & Manufacturers	2,524	1,330	106	692	89	84.0%	16	15.1%	1	0.9%
Chairs - Rent	3,412	1,160	105	696	58	55.2%	47	44.8%	0	0.0%
Entertainment Bureaus	5,961	905	105	696	69	65.7%	34	32.4%	2	1.9%
Hospital Consultants	1,466	1,601	105	696	71	67.6%	34	32.4%	0	0.0%
Schools - Academic - Special Education	15,648	527	105	696	66	62.9%	32	30.5%	7	6.7%
Furniture - Wholesale	6,712	854	104	700	57	54.8%	42	40.4%	5	4.8%
Printing Supplies	5,683	930	104	700	63	60.6%	41	39.4%	0	0.0%
Appliances - Major - Rent & Lease	4,206	1,072	103	702	68	66.0%	35	34.0%	0	0.0%
Auto Repair & Service - Equipment & Supplies	5,714	927	103	702	52	50.5%	47	45.6%	4	3.9%
Estates - Appraisals, Sales & Auctions	10,821	662	103	702	55	53.4%	45	43.7%	3	2.9%
Recreational Vehicles - Repair & Service	8,330	768	103	702	75	72.8%	27	26.2%	1	1.0%
Screen Enclosures	19,681	463	103	702	82	79.6%	20	19.4%	1	1.0%
Taxidermists	2,569	1,324	103	702	43	41.7%	54	52.4%	6	5.8%
Trucking Transportation Brokers	24,847	391	103	702	58	56.3%	44	42.7%	1	1.0%
Sports Promoters & Managers	4,315	1,057	102	709	58	56.9%	42	41.2%	2	2.0%
Airlines - Ticket Agencies	4,248	1,068	101	710	39	38.6%	59	58.4%	3	3.0%
Insured Property Replacement Service	1,828	1,492	101	710	47	46.5%	38	37.6%	16	15.8%
Party Supplies - Renting	10,113	683	101	710	60	59.4%	38	37.6%	3	3.0%
Restaurant Equipment & Supplies	14,799	544	101	710	67	66.3%	30	29.7%	4	4.0%
Batteries - Storage-Wholesale & Manufacturers	977	1,840	100	714	86	86.0%	14	14.0%	0	0.0%
Energy Conservation Products & Services	37,225	302	100	714	78	78.0%	21	21.0%	1	1.0%

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Health & Diet Food Products - Wholesale & Manufacturing	12,352	609	100	714	49	49.0%	49	49.0%	2	2.0%
Myofunctional Therapy	2,053	1,428	100	714	68	68.0%	32	32.0%	0	0.0%
Screen Printing	16,194	511	100	714	49	49.0%	46	46.0%	5	5.0%
Camping Equipment	5,159	974	99	719	78	78.8%	19	19.2%	2	2.0%
Employment Service - Employee Leasing	22,236	424	99	719	75	75.8%	20	20.2%	4	4.0%
Food Products	11,857	626	99	719	51	51.5%	40	40.4%	8	8.1%
Gymnastic Instruction	10,958	659	99	719	58	58.6%	30	30.3%	11	11.1%
Physical Therapists	24,491	396	99	719	78	78.8%	21	21.2%	0	0.0%
Event Planners	8,792	742	98	724	52	53.1%	42	42.9%	4	4.1%
Publishing Consultants	9,201	718	98	724	69	70.4%	26	26.5%	3	3.1%
Swimming Pools - Private	5,113	976	98	724	68	69.4%	29	29.6%	1	1.0%
Tire Distributors & Manufacturers	6,256	888	98	724	93	94.9%	5	5.1%	0	0.0%
Tools - Hand	2,854	1,255	98	724	84	85.7%	14	14.3%	0	0.0%
Medical Alarms	28,031	363	97	729	69	71.1%	27	27.8%	1	1.0%
Trucking	19,772	462	97	729	52	53.6%	41	42.3%	4	4.1%
Vacuum Cleaning Systems	5,071	983	97	729	69	71.1%	24	24.7%	4	4.1%
Laundries - Self Service	2,059	1,426	96	732	44	45.8%	48	50.0%	4	4.2%
Leather Goods - Dealers	2,974	1,227	96	732	59	61.5%	31	32.3%	6	6.3%
Taverns	3,338	1,173	96	732	52	54.2%	42	43.8%	2	2.1%
Alcoholism Info & Treatment Centers	8,084	786	95	735	70	73.7%	25	26.3%	0	0.0%
Bus Lines	3,721	1,120	95	735	64	67.4%	27	28.4%	4	4.2%
Fabric Shops	7,218	822	95	735	63	66.3%	32	33.7%	0	0.0%
Nutritionists	4,923	996	95	735	37	38.9%	45	47.4%	13	13.7%
Physicians & Surgeons - Radiology	3,931	1,100	95	735	71	74.7%	21	22.1%	3	3.2%
Appliances - Small - Supplies & Parts	2,795	1,269	94	740	79	84.0%	15	16.0%	0	0.0%
Referral - Contractor	4,963	993	94	740	87	92.6%	6	6.4%	1	1.1%
Recycling Centers	20,967	442	93	742	70	75.3%	22	23.7%	1	1.1%
Advertising - Newspaper	4,835	1,003	92	743	48	52.2%	44	47.8%	0	0.0%
Frozen Foods - Retail	3,628	1,133	92	743	47	51.1%	34	37.0%	11	12.0%
Hair Products and Equipment	3,416	1,159	92	743	58	63.0%	29	31.5%	5	5.4%
Pressure Washing	45,638	246	92	743	40	43.5%	40	43.5%	12	13.0%
Variety Stores	2,221	1,389	92	743	52	56.5%	40	43.5%	0	0.0%
Video Games - Supplies & Parts	820	1,935	92	743	17	18.5%	75	81.5%	0	0.0%
Air Conditioning Systems - Cleaning	9,328	715	91	749	47	51.6%	40	44.0%	4	4.4%
Artists - Fine Art	4,866	1,001	91	749	33	36.3%	9	9.9%	49	53.8%
Candles - Retail	6,789	848	91	749	56	61.5%	32	35.2%	3	3.3%
Chimes & Bells	5,822	922	91	749	66	72.5%	25	27.5%	0	0.0%
Embroidery	15,013	542	91	749	46	50.5%	41	45.1%	4	4.4%
Franchising	15,993	517	91	749	61	67.0%	27	29.7%	3	3.3%
Parking Attendant Service	1,547	1,579	91	749	60	65.9%	25	27.5%	6	6.6%
Television Stations & Broadcast Companies	19,898	461	91	749	61	67.0%	28	30.8%	2	2.2%
Fraternal Regalia & Supplies	562	2,168	90	757	26	28.9%	64	71.1%	0	0.0%
Hunting & Fishing Services	5,304	963	90	757	52	57.8%	36	40.0%	2	2.2%
Incentive Programs	2,824	1,261	90	757	67	74.4%	22	24.4%	1	1.1%
Wheel Chairs	4,707	1,022	90	757	79	87.8%	10	11.1%	1	1.1%
Computers - Used	6,999	836	89	761	52	58.4%	30	33.7%	7	7.9%
Earthworms	285	2,541	89	761	6	6.7%	5	5.6%	78	87.6%
Iron Work	12,780	590	89	761	32	36.0%	54	60.7%	3	3.4%
Real Estate Investors	14,087	561	88	764	49	55.7%	34	38.6%	5	5.7%
Rehabilitation Services	10,256	675	88	764	57	64.8%	28	31.8%	3	3.4%

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Shoes - Wholesale & Manufacturers	1,901	1,476	88	764	82	93.2%	6	6.8%	0	0.0%
Computers - Multimedia	8,179	779	87	767	48	55.2%	38	43.7%	1	1.1%
Mobile Homes - Repair & Service	8,445	761	87	767	44	50.6%	40	46.0%	3	3.4%
Paint - Retail	11,016	657	87	767	30	34.5%	52	59.8%	5	5.7%
Furniture - Used	6,698	856	86	770	57	66.3%	26	30.2%	3	3.5%
Medical Business Administration	8,431	763	86	770	64	74.4%	21	24.4%	1	1.2%
Auto Machine Shops	5,344	958	85	772	35	41.2%	48	56.5%	2	2.4%
Carports	6,650	862	85	772	60	70.6%	23	27.1%	2	2.4%
Warehouses - Merchandise	3,154	1,200	85	772	59	69.4%	24	28.2%	2	2.4%
Clocks - Service & Repair	4,997	986	84	775	49	58.3%	32	38.1%	3	3.6%
Modeling Schools	37,249	301	84	775	58	69.0%	15	17.9%	11	13.1%
Invitations & Announcements	3,982	1,097	83	777	35	42.2%	48	57.8%	0	0.0%
Jewelry Designers	9,678	701	83	777	43	51.8%	32	38.6%	8	9.6%
Laundry Consultants	1,271	1,682	83	777	39	47.0%	38	45.8%	6	7.2%
Online Drug & Prescription Services	5,234	969	83	777	51	61.4%	25	30.1%	7	8.4%
Physicians & Surgeons - OB/GYN	15,670	526	83	777	70	84.3%	11	13.3%	2	2.4%
Seeds & Bulbs - Retail	2,324	1,370	83	777	54	65.1%	29	34.9%	0	0.0%
Spas & Hot Tubs - Supplies & Parts	2,685	1,297	83	777	45	54.2%	38	45.8%	0	0.0%
Tractor Dealers	6,554	868	83	777	68	81.9%	14	16.9%	1	1.2%
Animal Insemination - Artificial	2,521	1,331	82	785	43	52.4%	37	45.1%	2	2.4%
Communication Consultants	12,300	613	82	785	47	57.3%	30	36.6%	5	6.1%
Grant Writers	3,703	1,122	82	785	41	50.0%	37	45.1%	4	4.9%
Campers - Dealers	5,104	977	81	788	63	77.8%	17	21.0%	1	1.2%
Fishing Tackle Dealers	2,915	1,236	81	788	28	34.6%	53	65.4%	0	0.0%
Real Estate Schools	6,327	885	81	788	71	87.7%	9	11.1%	1	1.2%
Tourist Information	6,690	858	81	788	44	54.3%	33	40.7%	4	4.9%
Video Games - Service & Repair	1,955	1,459	81	788	52	64.2%	26	32.1%	3	3.7%
Wedding Chapels & Ceremonies	9,157	720	81	788	36	44.4%	39	48.1%	6	7.4%
Laboratories - Testing	14,463	551	80	794	54	67.5%	19	23.8%	7	8.8%
Party Plans - In-Home	5,433	953	80	794	68	85.0%	10	12.5%	2	2.5%
Stucco & Exterior Coating Contractors	26,418	378	80	794	34	42.5%	40	50.0%	6	7.5%
Fund Raising Counselors & Orgs	20,380	448	79	797	41	51.9%	35	44.3%	3	3.8%
Insurance - Property	10,820	663	79	797	75	94.9%	3	3.8%	1	1.3%
Newspaper Distributors	1,163	1,737	79	797	71	89.9%	8	10.1%	0	0.0%
Pet Sitting Services	18,905	469	79	797	42	53.2%	35	44.3%	2	2.5%
Physicians & Surgeons - Orthopedic Surgery	13,490	571	79	797	68	86.1%	10	12.7%	1	1.3%
Publishers - Magazine	2,327	1,368	79	797	37	46.8%	34	43.0%	8	10.1%
Boat Equipment & Supplies	4,295	1,061	78	803	38	48.7%	39	50.0%	1	1.3%
Foundations - Education, Philanthropy, Research	21,853	429	78	803	41	52.6%	35	44.9%	2	2.6%
Heating Equipment	7,068	832	78	803	58	74.4%	18	23.1%	2	2.6%
Holistic Practitioners	3,168	1,199	78	803	66	84.6%	12	15.4%	0	0.0%
Coffee Break Service & Supplies	7,859	796	77	807	53	68.8%	16	20.8%	8	10.4%
Divorce Assistance	3,201	1,192	77	807	8	10.4%	36	46.8%	33	42.9%
Dry Goods - Retail	798	1,953	77	807	67	87.0%	10	13.0%	0	0.0%
Schools - Academic - Pre & Kindergarten	16,733	501	77	807	51	66.2%	22	28.6%	4	5.2%
Candy & Confectionery - Retail	6,922	840	76	811	54	71.1%	19	25.0%	3	3.9%
Duty Free Shops	233	2,659	76	811	59	77.6%	17	22.4%	0	0.0%
Lead	638	2,089	76	811	48	63.2%	28	36.8%	0	0.0%
Point of Sale Systems	8,425	764	76	811	74	97.4%	2	2.6%	0	0.0%
Vacuum Cleaners - Supplies & Parts	1,138	1,756	76	811	48	63.2%	28	36.8%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Youth Organizations & Centers	12,351	610	76	811	54	71.1%	20	26.3%	2	2.6%
Dancing Instruction	23,776	407	75	817	52	69.3%	22	29.3%	1	1.3%
Shoes - Orthopedic	7,539	807	75	817	52	69.3%	18	24.0%	5	6.7%
Videographers	1,016	1,817	74	819	35	47.3%	35	47.3%	4	5.4%
Driving Proficiency Test Service	9,850	691	73	820	57	78.1%	13	17.8%	3	4.1%
Jewelry Manufacturers	12,838	588	73	820	35	47.9%	38	52.1%	0	0.0%
Log Cabins, Homes & Buildings	18,420	473	73	820	35	47.9%	35	47.9%	3	4.1%
Mold & Mildew Inspection/Removal/Remediation	22,441	421	73	820	57	78.1%	13	17.8%	3	4.1%
Safety & Rescue Equipment Sales & Services	5,515	939	73	820	53	72.6%	19	26.0%	1	1.4%
Uniforms - Accessories	1,235	1,702	73	820	61	83.6%	12	16.4%	0	0.0%
Beer Home Brewing Equipment & Supplies	2,426	1,349	72	826	23	31.9%	49	68.1%	0	0.0%
Cleaning Services	8,539	757	72	826	36	50.0%	34	47.2%	2	2.8%
Industrial Equipment & Supplies	20,354	449	72	826	49	68.1%	22	30.6%	1	1.4%
Marble - Natural	20,173	454	72	826	45	62.5%	23	31.9%	4	5.6%
Mobile Homes - Parks	7,316	818	72	826	45	62.5%	24	33.3%	3	4.2%
News Publications - Trade, Association	4,407	1,048	72	826	34	47.2%	37	51.4%	1	1.4%
Photographic Equipment - Repair	2,063	1,423	72	826	64	88.9%	7	9.7%	1	1.4%
Shopping Service - Personal	5,310	962	72	826	50	69.4%	14	19.4%	8	11.1%
Eyesight Training	688	2,049	71	834	53	74.6%	18	25.4%	0	0.0%
Global Positioning Systems	3,277	1,182	71	834	21	29.6%	18	25.4%	32	45.1%
Insurance Consultants	17,622	484	71	834	56	78.9%	15	21.1%	0	0.0%
Liquidators	5,683	930	71	834	38	53.5%	30	42.3%	3	4.2%
Welding	24,307	398	71	834	31	43.7%	39	54.9%	1	1.4%
Advertising - Transit &Transportation	1,712	1,529	70	839	38	54.3%	9	12.9%	23	32.9%
Auto Seat Covers, Tops & Upholstery	11,507	635	70	839	48	68.6%	20	28.6%	2	2.9%
Engines - Supplies, Equipment & Parts	6,068	900	70	839	44	62.9%	26	37.1%	0	0.0%
Tools - Electric	4,826	1,005	70	839	44	62.9%	25	35.7%	1	1.4%
Auto Repairing - Foreign	18,532	472	69	843	57	82.6%	11	15.9%	1	1.4%
Carpet & Rug Distributors & Manufacturers	2,890	1,247	69	843	52	75.4%	14	20.3%	3	4.3%
Environmental & Ecological Services	43,277	263	69	843	43	62.3%	24	34.8%	2	2.9%
Music Instruction - Vocal	1,270	1,683	69	843	3	4.3%	64	92.8%	2	2.9%
Pet Supplies & Foods - Wholesale	1,374	1,641	69	843	61	88.4%	7	10.1%	1	1.4%
Recreation Centers	4,759	1,014	69	843	47	68.1%	21	30.4%	1	1.4%
Stock Quotation Boards & Systems	1,724	1,526	69	843	11	15.9%	58	84.1%	0	0.0%
Surveyors - Land	29,839	349	69	843	36	52.2%	33	47.8%	0	0.0%
Fire Protection Equipment & Supplies	11,500	636	68	851	57	83.8%	9	13.2%	2	2.9%
Product Sales via Telephone	4,933	995	68	851	44	64.7%	15	22.1%	9	13.2%
Animal Breeders	1,180	1,729	67	853	34	50.7%	26	38.8%	7	10.4%
Aquariums - Dealers	4,732	1,019	67	853	29	43.3%	37	55.2%	1	1.5%
Auto Electric Service	6,932	839	67	853	44	65.7%	23	34.3%	0	0.0%
Campers - Wholesale & Manufacturers	1,345	1,651	67	853	59	88.1%	8	11.9%	0	0.0%
Savings & Loan Associations	8,773	744	67	853	57	85.1%	9	13.4%	1	1.5%
Stock & Bond Brokers	9,495	707	67	853	52	77.6%	12	17.9%	3	4.5%
Tanning Salons Equipment & Supplies	2,921	1,235	67	853	43	64.2%	21	31.3%	3	4.5%
Video Tape Duplication Service	6,779	849	67	853	31	46.3%	33	49.3%	3	4.5%
Water Heaters - Wholesale & Manufacturers	1,301	1,675	67	853	60	89.6%	7	10.4%	0	0.0%
Architects	49,218	229	66	862	42	63.6%	18	27.3%	6	9.1%

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Auto Restoration	8,583	751	66	862	33	50.0%	32	48.5%	1	1.5%
Better Business Bureaus	1,856	1,487	66	862	36	54.5%	14	21.2%	16	24.2%
Designers - Apparel	4,338	1,054	66	862	43	65.2%	23	34.8%	0	0.0%
Glass Coating & Tinting	21,499	436	66	862	30	45.5%	33	50.0%	3	4.5%
Leather Clothing - Retail	2,414	1,352	66	862	34	51.5%	30	45.5%	2	3.0%
Luggage - Retail	4,122	1,084	66	862	41	62.1%	22	33.3%	3	4.5%
Marble & Granite Installation, Stonework Fabrication	9,908	689	66	862	40	60.6%	25	37.9%	1	1.5%
Nanny Service	15,155	539	66	862	25	37.9%	38	57.6%	3	4.5%
Booths - Toll, Parking	377	2,406	65	871	50	76.9%	13	20.0%	2	3.1%
Commodity Brokers	13,433	573	65	871	47	72.3%	16	24.6%	2	3.1%
Estate Planning & Management	43,646	260	65	871	39	60.0%	22	33.8%	4	6.2%
Fax Transmission Service	736	2,007	65	871	51	78.5%	7	10.8%	7	10.8%
Podiatrists	9,490	708	65	871	55	84.6%	10	15.4%	0	0.0%
Religious Goods	3,346	1,171	65	871	50	76.9%	14	21.5%	1	1.5%
Boat - Charter	5,691	929	64	877	42	65.6%	22	34.4%	0	0.0%
Building Restoration & Preservation	15,264	537	64	877	45	70.3%	15	23.4%	4	6.3%
Car Wash & Polish Equipment & Supplies	1,804	1,498	64	877	31	48.4%	31	48.4%	2	3.1%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	1,209	1,714	64	877	37	57.8%	26	40.6%	1	1.6%
Dental Hygienists	1,549	1,578	64	877	43	67.2%	20	31.3%	1	1.6%
Insurance - Accident & Health	8,679	746	64	877	40	62.5%	24	37.5%	0	0.0%
Physicians & Surgeons - Internal Medicine	9,946	688	64	877	48	75.0%	15	23.4%	1	1.6%
Refrigerators & Freezers - Dealers	468	2,281	64	877	59	92.2%	5	7.8%	0	0.0%
Self Defense	5,565	934	64	877	39	60.9%	23	35.9%	2	3.1%
X-Ray Labs - Medical & Dental	4,733	1,018	64	877	49	76.6%	13	20.3%	2	3.1%
Concrete Blocks & Shapes	11,192	651	63	887	34	54.0%	22	34.9%	7	11.1%
Home Design & Planning	14,701	546	63	887	28	44.4%	32	50.8%	3	4.8%
Meat Brokers	3,353	1,170	63	887	29	46.0%	34	54.0%	0	0.0%
Picture Frames - Dealers	5,944	906	63	887	34	54.0%	28	44.4%	1	1.6%
Social Service Organizations	11,674	630	63	887	29	46.0%	33	52.4%	1	1.6%
Steel Fabricators	19,181	467	63	887	27	42.9%	31	49.2%	5	7.9%
Contractors Equipment & Supplies - Dealers & Ser	10,071	685	62	893	37	59.7%	20	32.3%	5	8.1%
Government - Auctions & Job Listing Services	1,581	1,572	62	893	50	80.6%	12	19.4%	0	0.0%
Landscaping Equipment & Supplies	11,211	648	62	893	34	54.8%	26	41.9%	2	3.2%
Toys - Wholesale & Manufacturers	2,499	1,339	62	893	40	64.5%	21	33.9%	1	1.6%
Heating Equipment & Systems Cleaning & Repair	8,953	732	61	897	39	63.9%	19	31.1%	3	4.9%
Nurses Schools	6,685	859	61	897	40	65.6%	20	32.8%	1	1.6%
Pet Foods - Wholesale & Manufacturers	7,147	829	61	897	33	54.1%	28	45.9%	0	0.0%
Physicians & Surgeons - Pediatrics	11,050	655	61	897	52	85.2%	8	13.1%	1	1.6%
Shoppers News Publications	3,902	1,106	61	897	55	90.2%	6	9.8%	0	0.0%
Waste Reduction, Recycle Service - Industrial	4,947	994	61	897	56	91.8%	5	8.2%	0	0.0%
Bill Paying Service	3,859	1,110	60	903	27	45.0%	31	51.7%	2	3.3%
Bowling	6,346	883	60	903	44	73.3%	15	25.0%	1	1.7%
Government Offices	4,802	1,009	60	903	35	58.3%	23	38.3%	2	3.3%
Lotteries - Foreign	8,789	743	60	903	1	1.7%	16	26.7%	43	71.7%
Oil & Gas Exploration & Development	16,670	503	60	903	44	73.3%	16	26.7%	0	0.0%

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Shirts - Custom Made	1,616	1,556	60	903	24	40.0%	26	43.3%	10	16.7%
Stone - Natural	17,640	482	60	903	34	56.7%	25	41.7%	1	1.7%
Upholstery and Rug Cleaning	5,729	925	60	903	35	58.3%	22	36.7%	3	5.0%
Wheel Chair Lifts & Ramps	9,955	687	60	903	45	75.0%	15	25.0%	0	0.0%
Balloons - Manned	5,339	959	59	912	26	44.1%	32	54.2%	1	1.7%
Computer Consultant	6,218	891	59	912	28	47.5%	29	49.2%	2	3.4%
Cutlery	22,186	426	59	912	48	81.4%	3	5.1%	8	13.6%
Mobile Homes - Transporting	5,488	944	59	912	29	49.2%	26	44.1%	4	6.8%
Refrigerators & Freezers - Service & Repair	3,191	1,196	59	912	29	49.2%	25	42.4%	5	8.5%
Tanners Equipment & Supplies	94	3,030	59	912	2	3.4%	15	25.4%	42	71.2%
Tools - Rent	6,530	872	59	912	40	67.8%	17	28.8%	2	3.4%
Art Supplies	5,968	903	58	919	33	56.9%	22	37.9%	3	5.2%
Leather	1,349	1,648	58	919	21	36.2%	37	63.8%	0	0.0%
Moving Equipment Rental	6,387	878	58	919	44	75.9%	10	17.2%	4	6.9%
Auto Air Conditioning	6,777	851	57	922	42	73.7%	15	26.3%	0	0.0%
Boat Builders	5,079	981	57	922	43	75.4%	13	22.8%	1	1.8%
Carpet & Rug Dealers - Used	5,857	919	57	922	42	73.7%	14	24.6%	1	1.8%
Coatings - Protective	12,262	615	57	922	28	49.1%	25	43.9%	4	7.0%
Computers - Rent & Lease	4,595	1,032	57	922	13	22.8%	44	77.2%	0	0.0%
Concrete Products	11,499	637	57	922	36	63.2%	18	31.6%	3	5.3%
Employment Contractors - Temporary Help	21,696	433	57	922	23	40.4%	33	57.9%	1	1.8%
Meat Packers	7,159	828	57	922	32	56.1%	21	36.8%	4	7.0%
Medical Record Service	16,567	506	57	922	35	61.4%	21	36.8%	1	1.8%
Mobile Homes - Equipment & Parts	3,647	1,131	57	922	36	63.2%	21	36.8%	0	0.0%
Paging Equipment & Service	2,697	1,293	57	922	50	87.7%	6	10.5%	1	1.8%
Sanitation Consultants	1,253	1,693	57	922	35	61.4%	19	33.3%	3	5.3%
Yoga Instruction	3,411	1,161	57	922	31	54.4%	23	40.4%	3	5.3%
Emblems	1,218	1,708	56	935	0	0.0%	56	100.0%	0	0.0%
Hosiery - Retail	362	2,426	56	935	7	12.5%	48	85.7%	1	1.8%
Radon Testing & Service	17,156	493	56	935	39	69.6%	14	25.0%	3	5.4%
Shopping Centers & Malls	3,659	1,130	56	935	35	62.5%	18	32.1%	3	5.4%
Training - Video Instruction Tapes	5,384	954	56	935	32	57.1%	23	41.1%	1	1.8%
Construction Management	22,253	423	55	940	27	49.1%	25	45.5%	3	5.5%
Energy Management & Conservation Consultant	18,236	476	55	940	52	94.5%	3	5.5%	0	0.0%
Engineers - Professional	37,736	299	55	940	30	54.5%	22	40.0%	3	5.5%
Lasers	2,515	1,334	55	940	37	67.3%	13	23.6%	5	9.1%
Firewood	2,398	1,356	54	944	30	55.6%	22	40.7%	2	3.7%
Retirement & Life Care Communities & Homes	23,693	408	54	944	41	75.9%	13	24.1%	0	0.0%
Safety Consultants	10,859	661	54	944	45	83.3%	6	11.1%	3	5.6%
Theater Stage Play Houses	3,103	1,210	54	944	28	51.9%	26	48.1%	0	0.0%
Thrift Shops	4,676	1,023	54	944	29	53.7%	23	42.6%	2	3.7%
Boat Renting & Leasing	2,761	1,276	53	949	32	60.4%	19	35.8%	2	3.8%
Cosmetics - Wholesale & Manufacturers	4,051	1,090	53	949	39	73.6%	9	17.0%	5	9.4%
Electric Motors - Manufacturers & Distributors	698	2,041	53	949	18	34.0%	35	66.0%	0	0.0%
Golf Carts	9,033	727	53	949	37	69.8%	15	28.3%	1	1.9%
House Furnishings & Services	2,896	1,244	53	949	33	62.3%	19	35.8%	1	1.9%
Insurance - Employee Benefits	8,126	782	53	949	39	73.6%	14	26.4%	0	0.0%

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Insurance - Viatical	12,493	597	53	949	33	62.3%	20	37.7%	0	0.0%
Jewelry Buyers	36,762	305	53	949	44	83.0%	9	17.0%	0	0.0%
Safety Equipment & Clothing	7,473	811	53	949	40	75.5%	13	24.5%	0	0.0%
Scrap Metals	5,078	982	53	949	31	58.5%	21	39.6%	1	1.9%
Water Supply Systems	1,793	1,500	53	949	29	54.7%	24	45.3%	0	0.0%
Auto Dealers - Custom Design & Replica	4,173	1,075	52	960	35	67.3%	17	32.7%	0	0.0%
Dentistry - Children	6,944	838	52	960	42	80.8%	10	19.2%	0	0.0%
Generators - Electric	10,226	678	52	960	42	80.8%	9	17.3%	1	1.9%
Lawn & Garden Pond Dealers & Supplies	4,298	1,060	52	960	26	50.0%	23	44.2%	3	5.8%
Massage Equipment & Supplies	3,037	1,219	52	960	24	46.2%	26	50.0%	2	3.8%
Trade Shows, Expositions & Fairs	4,813	1,007	52	960	32	61.5%	18	34.6%	2	3.8%
Trucking - Light Hauling	7,289	820	52	960	35	67.3%	14	26.9%	3	5.8%
Unclaimed Funds Retrieval Services	24,188	401	52	960	36	69.2%	10	19.2%	6	11.5%
Beverages	7,542	806	51	968	39	76.5%	12	23.5%	0	0.0%
Cocktail Lounges	1,109	1,769	51	968	27	52.9%	23	45.1%	1	2.0%
Computers - Cable & Installation	6,611	864	51	968	24	47.1%	24	47.1%	3	5.9%
Flea Markets	5,465	949	51	968	27	52.9%	23	45.1%	1	2.0%
Vehicle Sales - Manufacturing Companies	2,243	1,383	51	968	37	72.5%	13	25.5%	1	2.0%
Wineries	2,349	1,366	51	968	26	51.0%	23	45.1%	2	3.9%
Audio-Visual Equipment - Service & Repair	2,065	1,422	50	974	30	60.0%	14	28.0%	6	12.0%
Boots	2,590	1,319	50	974	29	58.0%	18	36.0%	3	6.0%
Cosmetic & Toiletry Preparations - Manufacturers	711	2,030	50	974	26	52.0%	24	48.0%	0	0.0%
Marine Electronic Equipment & Supplies	2,954	1,230	50	974	42	84.0%	7	14.0%	1	2.0%
Steam Cleaning - Industrial	679	2,058	50	974	37	74.0%	13	26.0%	0	0.0%
Storm Windows & Doors	8,851	738	50	974	28	56.0%	19	38.0%	3	6.0%
Tourists Attractions	3,537	1,147	50	974	42	84.0%	8	16.0%	0	0.0%
Bankruptcy Assistance & Services	6,534	870	49	981	20	40.8%	20	40.8%	9	18.4%
Barbecue Equipment & Supplies	3,702	1,123	49	981	28	57.1%	20	40.8%	1	2.0%
Educational Research	7,675	801	49	981	31	63.3%	18	36.7%	0	0.0%
Genealogy Services	2,233	1,385	49	981	35	71.4%	12	24.5%	2	4.1%
Psychiatrists & Psychiatric Services	6,779	849	49	981	42	85.7%	7	14.3%	0	0.0%
Sporting Goods - Wholesale & Manufacturers	2,581	1,321	49	981	38	77.6%	11	22.4%	0	0.0%
Tickets & Coupons - Printers & Suppliers	2,898	1,243	49	981	13	26.5%	33	67.3%	3	6.1%
Windows - Repairing	13,600	568	49	981	28	57.1%	21	42.9%	0	0.0%
Automated Teller Machines	4,472	1,037	48	989	37	77.1%	11	22.9%	0	0.0%
Buildings - Pole & Post Frame	11,204	649	48	989	28	58.3%	20	41.7%	0	0.0%
Diamonds	9,361	712	48	989	34	70.8%	14	29.2%	0	0.0%
Labeling	1,066	1,793	48	989	5	10.4%	32	66.7%	11	22.9%
Massage Therapeutic	2,882	1,250	48	989	27	56.3%	11	22.9%	10	20.8%
Maternity Clothes	923	1,865	48	989	19	39.6%	29	60.4%	0	0.0%
Perfume - Wholesale & Manufacturers	2,589	1,320	48	989	7	14.6%	41	85.4%	0	0.0%
Sewer Contractors	8,033	789	48	989	31	64.6%	16	33.3%	1	2.1%
Sod & Sodding Service	12,091	621	48	989	26	54.2%	21	43.8%	1	2.1%
Telephone Solicitation Companies	1,658	1,543	48	989	31	64.6%	12	25.0%	5	10.4%
Work Clothes - Retail	1,434	1,613	48	989	12	25.0%	36	75.0%	0	0.0%
Brake Service Equipment	1,419	1,623	47	1000	27	57.4%	20	42.6%	0	0.0%
Industrial Manufacturers	9,356	713	47	1000	36	76.6%	11	23.4%	0	0.0%
Mechanical Contractors	25,108	389	47	1000	33	70.2%	11	23.4%	3	6.4%
Motor Homes	3,462	1,154	47	1000	31	66.0%	16	34.0%	0	0.0%

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Packaging Service	6,534	870	47	1000	28	59.6%	17	36.2%	2	4.3%
Travel Agent Mills	2,135	1,402	47	1000	30	63.8%	14	29.8%	3	6.4%
Audio-Visual Production Services	11,076	654	46	1006	29	63.0%	15	32.6%	2	4.3%
Dentistry - Cosmetic	6,702	855	46	1006	18	39.1%	27	58.7%	1	2.2%
Florists - Wholesale	2,012	1,441	46	1006	11	23.9%	35	76.1%	0	0.0%
Garden Centers	8,291	771	46	1006	31	67.4%	15	32.6%	0	0.0%
Machine Tools	5,164	973	46	1006	24	52.2%	19	41.3%	3	6.5%
Outlets - Stores, Factory, Mills	1,489	1,593	46	1006	38	82.6%	6	13.0%	2	4.3%
Parking Stations & Garages - Construction	1,450	1,605	46	1006	21	45.7%	23	50.0%	2	4.3%
Porcelain Enamel Repair & Refinish	12,386	604	46	1006	31	67.4%	13	28.3%	2	4.3%
Public Relations Counselors	8,479	759	46	1006	31	67.4%	14	30.4%	1	2.2%
Automation Systems & Equipment	3,198	1,194	45	1015	14	31.1%	31	68.9%	0	0.0%
Internet-Based Telephone Service	878	1,896	45	1015	36	80.0%	9	20.0%	0	0.0%
Lamps & Lamp Shades - Retail	3,012	1,224	45	1015	16	35.6%	28	62.2%	1	2.2%
Marine Equipment & Supplies	5,298	964	45	1015	29	64.4%	14	31.1%	2	4.4%
Physicians & Surgeons - Anesthesiologists	2,387	1,357	45	1015	29	64.4%	16	35.6%	0	0.0%
Refrigeration Equipment - Commercial - Sales & Service	11,813	627	45	1015	23	51.1%	19	42.2%	3	6.7%
Screens - Door & Window	15,633	528	45	1015	29	64.4%	16	35.6%	0	0.0%
Shoes - Custom Made	1,784	1,503	45	1015	31	68.9%	14	31.1%	0	0.0%
Snowmobiles	1,088	1,778	45	1015	33	73.3%	10	22.2%	2	4.4%
Store Fronts	2,907	1,238	45	1015	15	33.3%	29	64.4%	1	2.2%
Adoption Services	35,100	312	44	1025	22	50.0%	18	40.9%	4	9.1%
Art Instruction & Schools	8,277	773	44	1025	24	54.5%	18	40.9%	2	4.5%
Closet Systems & Accessories	21,307	438	44	1025	19	43.2%	20	45.5%	5	11.4%
Computers - Network Security	2,905	1,240	44	1025	26	59.1%	17	38.6%	1	2.3%
Fund Raising Games, Merchandise, Supplies	5,480	947	44	1025	16	36.4%	24	54.5%	4	9.1%
Legal Clinics	4,149	1,079	44	1025	27	61.4%	16	36.4%	1	2.3%
Meat - Wholesale	6,523	873	44	1025	19	43.2%	20	45.5%	5	11.4%
Mediation Services	4,641	1,029	44	1025	23	52.3%	20	45.5%	1	2.3%
Schools - Academic - Second & Elementary	8,958	730	44	1025	27	61.4%	17	38.6%	0	0.0%
Television & Radio Parts - Retail	6,146	896	44	1025	21	47.7%	17	38.6%	6	13.6%
Trucking - Heavy Hauling	20,278	452	44	1025	21	47.7%	15	34.1%	8	18.2%
Upholstery Fabrics - Retail	4,216	1,071	44	1025	26	59.1%	17	38.6%	1	2.3%
Advertising - Vinyl Phone Book Covers	1,251	1,695	43	1037	27	62.8%	16	37.2%	0	0.0%
Army & Navy Goods	2,073	1,419	43	1037	33	76.7%	10	23.3%	0	0.0%
Auto Electric Equipment	1,872	1,483	43	1037	27	62.8%	10	23.3%	6	14.0%
Drainage Contractors	10,670	666	43	1037	32	74.4%	10	23.3%	1	2.3%
Elevators - Sales & Service	12,370	605	43	1037	28	65.1%	15	34.9%	0	0.0%
Food Plans	3,024	1,222	43	1037	31	72.1%	12	27.9%	0	0.0%
Garbage Disposals - Household	408	2,365	43	1037	25	58.1%	17	39.5%	1	2.3%
Gates	5,437	952	43	1037	24	55.8%	19	44.2%	0	0.0%
Gun sights, Scopes & Mounts	1,949	1,460	43	1037	18	41.9%	25	58.1%	0	0.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	1,678	1,534	43	1037	25	58.1%	18	41.9%	0	0.0%
Publishers Representatives	680	2,057	43	1037	35	81.4%	6	14.0%	2	4.7%
Accumulators	1,368	1,644	42	1048	35	83.3%	6	14.3%	1	2.4%
Baths	7,530	809	42	1048	27	64.3%	11	26.2%	4	9.5%

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Cargo & Freight Containers	3,044	1,218	42	1048	15	35.7%	27	64.3%	0	0.0%
Comic Books	3,302	1,178	42	1048	22	52.4%	17	40.5%	3	7.1%
Craft Galleries & Dealers	1,854	1,488	42	1048	27	64.3%	13	31.0%	2	4.8%
Economic Research & Analysis	2,852	1,256	42	1048	13	31.0%	29	69.0%	0	0.0%
Golf Courses - Public	6,163	895	42	1048	35	83.3%	5	11.9%	2	4.8%
Hats - Retail	1,114	1,765	42	1048	27	64.3%	14	33.3%	1	2.4%
Health Recording Service	624	2,102	42	1048	38	90.5%	4	9.5%	0	0.0%
Information Technology Services	8,552	755	42	1048	33	78.6%	9	21.4%	0	0.0%
Marble - Cultured	8,583	751	42	1048	24	57.1%	10	23.8%	8	19.0%
Painters Equipment & Supplies	1,483	1,599	42	1048	14	33.3%	25	59.5%	3	7.1%
Pumps - Service & Repair	7,395	815	42	1048	29	69.0%	13	31.0%	0	0.0%
Swimming Pool Manufacturers & Distributors	4,306	1,059	42	1048	28	66.7%	14	33.3%	0	0.0%
Concert Bureaus	563	2,165	41	1062	40	97.6%	1	2.4%	0	0.0%
Fountains - Garden, Display	5,441	951	41	1062	23	56.1%	17	41.5%	1	2.4%
Ice Cream & Frozen Desserts - Dealers	3,537	1,147	41	1062	24	58.5%	16	39.0%	1	2.4%
Seal Coating	3,931	1,100	41	1062	14	34.1%	25	61.0%	2	4.9%
Swimming Instruction	2,904	1,241	41	1062	29	70.7%	12	29.3%	0	0.0%
Swimming Pool Enclosures	9,421	710	41	1062	28	68.3%	13	31.7%	0	0.0%
Trailers - Camping & Travel	2,006	1,444	41	1062	34	82.9%	7	17.1%	0	0.0%
Water Heaters - Dealers	4,430	1,043	41	1062	26	63.4%	12	29.3%	3	7.3%
Alternators & Generators - Auto Repair	1,139	1,755	40	1070	22	55.0%	11	27.5%	7	17.5%
Attorneys Referral Service	6,569	867	40	1070	24	60.0%	15	37.5%	1	2.5%
Auto Smog Inspection	3,558	1,146	40	1070	31	77.5%	9	22.5%	0	0.0%
Carpet & Rug Cleaning Equipment& Supplies	5,963	904	40	1070	26	65.0%	9	22.5%	5	12.5%
Drug Abuse & Addiction - Info & Treatment	8,145	781	40	1070	29	72.5%	11	27.5%	0	0.0%
Furniture - Unfinished	3,070	1,215	40	1070	30	75.0%	10	25.0%	0	0.0%
Hazardous & Medical Waste Services	5,095	979	40	1070	31	77.5%	9	22.5%	0	0.0%
Molds	5,880	914	40	1070	27	67.5%	13	32.5%	0	0.0%
Roommate Referral Service	1,101	1,772	40	1070	21	52.5%	19	47.5%	0	0.0%
Shower Doors & Enclosures	7,964	793	40	1070	28	70.0%	12	30.0%	0	0.0%
Tool & Utility Sheds	12,098	620	40	1070	25	62.5%	9	22.5%	6	15.0%
Valet Service	2,572	1,323	40	1070	28	70.0%	11	27.5%	1	2.5%
Air Conditioning Supplies & Parts	6,095	898	39	1082	32	82.1%	6	15.4%	1	2.6%
Barber Schools	4,658	1,025	39	1082	29	74.4%	10	25.6%	0	0.0%
Building Inspection	10,529	670	39	1082	27	69.2%	11	28.2%	1	2.6%
Costume Fabrics, Trim & Accessories	891	1,890	39	1082	24	61.5%	11	28.2%	4	10.3%
Divers Equipment & Supplies	5,005	985	39	1082	27	69.2%	10	25.6%	2	5.1%
Dolls - Retail	1,088	1,778	39	1082	16	41.0%	20	51.3%	3	7.7%
Dressmakers	1,255	1,690	39	1082	18	46.2%	18	46.2%	3	7.7%
Electric Cars	2,516	1,333	39	1082	20	51.3%	19	48.7%	0	0.0%
Farms	5,872	916	39	1082	22	56.4%	16	41.0%	1	2.6%
House & Building Movers	6,747	852	39	1082	17	43.6%	22	56.4%	0	0.0%
Manufacturers Agents & Representatives	7,411	813	39	1082	36	92.3%	3	7.7%	0	0.0%
Advertising - Shoppers Guides	3,295	1,180	38	1093	16	42.1%	15	39.5%	7	18.4%
Aircraft Charter, Rental & Lease	8,589	750	38	1093	22	57.9%	16	42.1%	0	0.0%
Airlines - Training Schools	2,678	1,299	38	1093	13	34.2%	18	47.4%	7	18.4%
Artificial Turf	8,483	758	38	1093	26	68.4%	11	28.9%	1	2.6%
Electric Motors - Dealers & Repairing	6,036	901	38	1093	22	57.9%	14	36.8%	2	5.3%
Go-Karts	259	2,605	38	1093	8	21.1%	30	78.9%	0	0.0%

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Gymnasiums - Equipment & Supplies	1,948	1,461	38	1093	17	44.7%	18	47.4%	3	7.9%
Inventors	3,362	1,167	38	1093	15	39.5%	23	60.5%	0	0.0%
Marriage, Family, Child, Individual Counselors	9,775	694	38	1093	29	76.3%	9	23.7%	0	0.0%
Meat - Bulk & Itinerant	852	1,910	38	1093	10	26.3%	25	65.8%	3	7.9%
Mental Health Services	11,538	633	38	1093	32	84.2%	5	13.2%	1	2.6%
Patio Equipment & Supplies	3,699	1,124	38	1093	22	57.9%	13	34.2%	3	7.9%
Retirement Planning Service	39,909	282	38	1093	30	78.9%	8	21.1%	0	0.0%
Ski Equipment - Retail	3,054	1,216	38	1093	23	60.5%	15	39.5%	0	0.0%
Stone - Cast	2,236	1,384	38	1093	29	76.3%	8	21.1%	1	2.6%
Trophies	7,532	808	38	1093	25	65.8%	13	34.2%	0	0.0%
Vending Machines - Supplies & Parts	2,972	1,228	38	1093	17	44.7%	19	50.0%	2	5.3%
Water Coolers - Equipment & Supplies	2,684	1,298	38	1093	30	78.9%	7	18.4%	1	2.6%
Animal Registration & Identification	1,094	1,777	37	1111	24	64.9%	13	35.1%	0	0.0%
Buildings - Portable	9,691	700	37	1111	31	83.8%	5	13.5%	1	2.7%
Churches	10,362	673	37	1111	22	59.5%	14	37.8%	1	2.7%
Golf Courses - Private	6,387	878	37	1111	23	62.2%	14	37.8%	0	0.0%
Lighting Systems & Equipment	4,123	1,083	37	1111	26	70.3%	11	29.7%	0	0.0%
Machine Shops	26,690	374	37	1111	23	62.2%	12	32.4%	2	5.4%
Parking Area Maintenance & Marking	5,558	935	37	1111	12	32.4%	22	59.5%	3	8.1%
Saddlery & Harness	2,902	1,242	37	1111	22	59.5%	7	18.9%	8	21.6%
Cabinet Equipment & Supplies	5,334	961	36	1119	20	55.6%	13	36.1%	3	8.3%
Chemicals	5,925	910	36	1119	15	41.7%	21	58.3%	0	0.0%
Eviction Service	2,150	1,400	36	1119	25	69.4%	10	27.8%	1	2.8%
Mirrors	3,915	1,102	36	1119	20	55.6%	15	41.7%	1	2.8%
Mobile Homes - Rent & Lease	1,010	1,823	36	1119	25	69.4%	11	30.6%	0	0.0%
Online Networking	1,917	1,472	36	1119	27	75.0%	9	25.0%	0	0.0%
Paper Products	12,920	585	36	1119	17	47.2%	17	47.2%	2	5.6%
Printers - Business Forms	4,766	1,013	36	1119	30	83.3%	6	16.7%	0	0.0%
Title Loans	903	1,879	36	1119	25	69.4%	10	27.8%	1	2.8%
Waterbeds - Dealers	1,574	1,573	36	1119	31	86.1%	4	11.1%	1	2.8%
Waterproofing Materials	8,354	767	36	1119	25	69.4%	9	25.0%	2	5.6%
Beads	3,440	1,157	35	1130	21	60.0%	12	34.3%	2	5.7%
Convention Services & Facilities	7,020	834	35	1130	16	45.7%	18	51.4%	1	2.9%
Employee Benefit Plans	2,317	1,372	35	1130	32	91.4%	3	8.6%	0	0.0%
Flowers - Preserved	602	2,125	35	1130	14	40.0%	20	57.1%	1	2.9%
Language Schools	7,016	835	35	1130	18	51.4%	15	42.9%	2	5.7%
Organizing Services - Household & Business	13,146	582	35	1130	13	37.1%	22	62.9%	0	0.0%
Paving, Painting, Home Improvement - Itinerant Workers	1,372	1,642	35	1130	6	17.1%	21	60.0%	8	22.9%
Pet Health Plans	2,597	1,316	35	1130	31	88.6%	4	11.4%	0	0.0%
Printing Brokers	1,538	1,582	35	1130	18	51.4%	17	48.6%	0	0.0%
Small Engine Repair	777	1,966	35	1130	27	77.1%	8	22.9%	0	0.0%
Sports Bar	754	1,986	35	1130	18	51.4%	17	48.6%	0	0.0%
Tractor Equipment & Parts	2,810	1,265	35	1130	24	68.6%	10	28.6%	1	2.9%
Waste Containers	3,915	1,102	35	1130	30	85.7%	4	11.4%	1	2.9%
Appliances - Small - Wholesale & Manufacturers	1,166	1,735	34	1143	27	79.4%	4	11.8%	3	8.8%
Audiologists	7,874	795	34	1143	29	85.3%	5	14.7%	0	0.0%
Cabinet Refinishers	9,071	723	34	1143	14	41.2%	17	50.0%	3	8.8%
Dancing Supplies	1,593	1,567	34	1143	7	20.6%	27	79.4%	0	0.0%

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Fencing Instruction	9,063	725	34	1143	13	38.2%	15	44.1%	6	17.6%
Flags & Banners	4,398	1,049	34	1143	25	73.5%	9	26.5%	0	0.0%
Golf Instruction	1,942	1,464	34	1143	9	26.5%	10	29.4%	15	44.1%
Imprinting	606	2,122	34	1143	16	47.1%	17	50.0%	1	2.9%
Jewelers - Wholesale	9,352	714	34	1143	26	76.5%	8	23.5%	0	0.0%
Law Books	179	2,781	34	1143	24	70.6%	10	29.4%	0	0.0%
Machine Tools - Repair & Rebuild	1,371	1,643	34	1143	12	35.3%	21	61.8%	1	2.9%
MRI (Magnetic Resonance Imaging)	4,969	991	34	1143	30	88.2%	4	11.8%	0	0.0%
Physicians & Surgeons - Osteopathic-D.O.	4,196	1,073	34	1143	32	94.1%	2	5.9%	0	0.0%
Pianos	7,292	819	34	1143	19	55.9%	14	41.2%	1	2.9%
Projection Apparatus	1,864	1,485	34	1143	34	100.0%	0	0.0%	0	0.0%
Prosthetic Devices	4,774	1,012	34	1143	32	94.1%	2	5.9%	0	0.0%
Trust Companies	8,851	738	34	1143	22	64.7%	12	35.3%	0	0.0%
Animal Health Products	3,680	1,127	33	1160	27	81.8%	6	18.2%	0	0.0%
Autograph Dealers	487	2,254	33	1160	11	33.3%	10	30.3%	12	36.4%
China & Glassware - Retail	4,461	1,040	33	1160	19	57.6%	9	27.3%	5	15.2%
Coffee Brewing Devices	1,064	1,794	33	1160	20	60.6%	12	36.4%	1	3.0%
Cremation Services	25,577	385	33	1160	28	84.8%	5	15.2%	0	0.0%
Psychologists	8,828	740	33	1160	28	84.8%	5	15.2%	0	0.0%
Sales Organizations	2,453	1,345	33	1160	13	39.4%	13	39.4%	7	21.2%
Schools - Home Study	1,892	1,477	33	1160	9	27.3%	24	72.7%	0	0.0%
Tapes	84	3,077	33	1160	4	12.1%	29	87.9%	0	0.0%
Trailers - Automotive Utility	3,426	1,158	33	1160	25	75.8%	7	21.2%	1	3.0%
Trailers - Rent & Lease	4,712	1,021	33	1160	21	63.6%	12	36.4%	0	0.0%
Washing Machines & Dryers - Rent & Lease	312	2,499	33	1160	26	78.8%	7	21.2%	0	0.0%
Books - Wholesale	2,813	1,264	32	1172	22	68.8%	8	25.0%	2	6.3%
Braids	634	2,094	32	1172	15	46.9%	16	50.0%	1	3.1%
Electronic Instruments	1,484	1,598	32	1172	20	62.5%	11	34.4%	1	3.1%
Fruits & Vegetables - Retail	3,804	1,114	32	1172	28	87.5%	3	9.4%	1	3.1%
Internet Auction Service	1,977	1,449	32	1172	16	50.0%	11	34.4%	5	15.6%
Laundry Equipment	1,395	1,633	32	1172	14	43.8%	15	46.9%	3	9.4%
Mobile Telephone Equipment & Supplies	1,946	1,463	32	1172	17	53.1%	11	34.4%	4	12.5%
Music Publishers	5,877	915	32	1172	16	50.0%	15	46.9%	1	3.1%
Roofing Materials	11,256	646	32	1172	19	59.4%	12	37.5%	1	3.1%
Screen Repair	3,625	1,134	32	1172	10	31.3%	22	68.8%	0	0.0%
Uniform Supply Service	2,658	1,304	32	1172	24	75.0%	7	21.9%	1	3.1%
Audio-Visual Equipment - Wholesale & Manufacturers	1,100	1,773	31	1183	23	74.2%	5	16.1%	3	9.7%
Bicycles - Wholesale & Manufacturers	598	2,129	31	1183	18	58.1%	12	38.7%	1	3.2%
Fire Extinguishers	5,872	916	31	1183	24	77.4%	5	16.1%	2	6.5%
Glass - Beveled, Carved, Ornamental	4,462	1,039	31	1183	16	51.6%	14	45.2%	1	3.2%
Halls & Auditoriums	2,006	1,444	31	1183	18	58.1%	10	32.3%	3	9.7%
Locksmiths Equipment & Supplies	4,344	1,053	31	1183	13	41.9%	13	41.9%	5	16.1%
Marine Contractors	7,984	792	31	1183	16	51.6%	14	45.2%	1	3.2%
Microfilm Service, Equipment & Supplies	419	2,350	31	1183	29	93.5%	2	6.5%	0	0.0%
Musical Instruments - Repair	1,086	1,780	31	1183	23	74.2%	8	25.8%	0	0.0%
Ornamental Metal Work	10,242	676	31	1183	18	58.1%	13	41.9%	0	0.0%
Religious Organizations	3,199	1,193	31	1183	17	54.8%	13	41.9%	1	3.2%
Sheet Metal Work	12,490	598	31	1183	23	74.2%	6	19.4%	2	6.5%
Stamps - Collectors	1,487	1,595	31	1183	22	71.0%	9	29.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Tropical Fish	532	2,200	31	1183	18	58.1%	12	38.7%	1	3.2%
Venetian Blinds - Wholesale & Manufacturers	1,322	1,666	31	1183	29	93.5%	2	6.5%	0	0.0%
Video Equipment - Service & Repair	2,154	1,399	31	1183	14	45.2%	16	51.6%	1	3.2%
Washing Machines & Dryers - Coin Metered	421	2,345	31	1183	11	35.5%	17	54.8%	3	9.7%
Water Works Contractors	2,805	1,266	31	1183	20	64.5%	11	35.5%	0	0.0%
Weather Instruments	1,141	1,753	31	1183	21	67.7%	10	32.3%	0	0.0%
Auto Race Cars	1,747	1,517	30	1202	25	83.3%	4	13.3%	1	3.3%
Auto Service - Rust proofing Shops	1,966	1,453	30	1202	23	76.7%	7	23.3%	0	0.0%
Candy & Confectionery - Wholesale & Manufacturers	2,635	1,309	30	1202	14	46.7%	14	46.7%	2	6.7%
Cash Registers & Supplies	3,594	1,142	30	1202	20	66.7%	9	30.0%	1	3.3%
Concert Halls	624	2,102	30	1202	15	50.0%	14	46.7%	1	3.3%
Contractor - Commercial	8,247	774	30	1202	19	63.3%	11	36.7%	0	0.0%
Covers - Protective	1,928	1,468	30	1202	26	86.7%	4	13.3%	0	0.0%
Floors - Raised	6,859	844	30	1202	21	70.0%	9	30.0%	0	0.0%
Gun Safety & Marksmanship Instruction	1,847	1,490	30	1202	15	50.0%	15	50.0%	0	0.0%
Jeans	249	2,626	30	1202	4	13.3%	26	86.7%	0	0.0%
Karaoke Machines & Tapes	956	1,848	30	1202	9	30.0%	21	70.0%	0	0.0%
Music & Messaging Services	1,076	1,786	30	1202	13	43.3%	17	56.7%	0	0.0%
Paving Materials	2,129	1,404	30	1202	11	36.7%	19	63.3%	0	0.0%
Ponzi Schemes	3,943	1,098	30	1202	1	3.3%	3	10.0%	26	86.7%
Stadiums, Arenas & Athletic Fields	2,169	1,398	30	1202	18	60.0%	11	36.7%	1	3.3%
Stone Setting	5,531	936	30	1202	14	46.7%	14	46.7%	2	6.7%
Towers	1,164	1,736	30	1202	15	50.0%	14	46.7%	1	3.3%
VOIP (Voice Over Internet Protocol) Sales & Service	693	2,045	30	1202	29	96.7%	1	3.3%	0	0.0%
Water Analysis	4,496	1,035	30	1202	13	43.3%	6	20.0%	11	36.7%
Window Shades - Equipment & Supplies	5,692	928	30	1202	17	56.7%	12	40.0%	1	3.3%
Advertising - Periodical	1,618	1,553	29	1222	11	37.9%	16	55.2%	2	6.9%
Aprons - Industrial	1,158	1,742	29	1222	16	55.2%	11	37.9%	2	6.9%
Audio-Visual Consultants	7,175	827	29	1222	14	48.3%	15	51.7%	0	0.0%
Auto Air Conditioning Equipment	3,605	1,140	29	1222	21	72.4%	7	24.1%	1	3.4%
Blankets	330	2,470	29	1222	4	13.8%	21	72.4%	4	13.8%
Brick - Concrete, Pumice	4,448	1,041	29	1222	14	48.3%	14	48.3%	1	3.4%
Clocks - Dealers	3,313	1,175	29	1222	16	55.2%	13	44.8%	0	0.0%
Day Care - Adults	12,315	612	29	1222	19	65.5%	10	34.5%	0	0.0%
Diabetes Services & Supplies	3,075	1,212	29	1222	27	93.1%	2	6.9%	0	0.0%
Greeting Cards - Retail	2,930	1,233	29	1222	20	69.0%	9	31.0%	0	0.0%
Hypnotherapists - Hypnotists	9,064	724	29	1222	27	93.1%	1	3.4%	1	3.4%
Orthopedic Appliances	3,141	1,203	29	1222	24	82.8%	5	17.2%	0	0.0%
Railroads	621	2,108	29	1222	26	89.7%	3	10.3%	0	0.0%
Sewing Machines - Service & Repair	1,436	1,612	29	1222	20	69.0%	8	27.6%	1	3.4%
Shipping Room Supplies	1,665	1,542	29	1222	20	69.0%	8	27.6%	1	3.4%
Smokers Information & Treatment	1,767	1,510	29	1222	11	37.9%	18	62.1%	0	0.0%
Tax Reporting Service	2,295	1,376	29	1222	16	55.2%	10	34.5%	3	10.3%
Batteries - Storage-Retail	3,074	1,214	28	1239	24	85.7%	4	14.3%	0	0.0%
Childrens & Family Entertainment	828	1,928	28	1239	13	46.4%	13	46.4%	2	7.1%
Encyclopedia & Book Sales	539	2,188	28	1239	5	17.9%	22	78.6%	1	3.6%
Fish & Seafood - Retail	5,934	908	28	1239	12	42.9%	14	50.0%	2	7.1%
Floor Waxing, Polishing & Cleaning	6,383	880	28	1239	7	25.0%	19	67.9%	2	7.1%

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Occupational Health - Nursing Services	4,003	1,095	28	1239	18	64.3%	10	35.7%	0	0.0%
Oil Producers	2,846	1,258	28	1239	22	78.6%	6	21.4%	0	0.0%
Radiotelephone Communication - Equipment & Systems	2,536	1,328	28	1239	20	71.4%	8	28.6%	0	0.0%
Trailers - Equipment & Parts	3,745	1,117	28	1239	10	35.7%	18	64.3%	0	0.0%
Ventilating Systems - Cleaning	3,224	1,189	28	1239	18	64.3%	10	35.7%	0	0.0%
Water Well Drilling Equipment & Supplies	1,102	1,771	28	1239	10	35.7%	18	64.3%	0	0.0%
Auto Diagnostic Service	4,150	1,078	27	1250	23	85.2%	3	11.1%	1	3.7%
Electric Equipment & Supplies - Wholesale	4,096	1,085	27	1250	16	59.3%	11	40.7%	0	0.0%
Engines - Fuel Conversion	396	2,381	27	1250	5	18.5%	20	74.1%	2	7.4%
Floors - Industrial	4,274	1,063	27	1250	11	40.7%	16	59.3%	0	0.0%
Layouts - Office, Factory	824	1,932	27	1250	18	66.7%	9	33.3%	0	0.0%
Motorcycles - Renting & Leasing	1,253	1,693	27	1250	15	55.6%	12	44.4%	0	0.0%
Nursery Stock Dealers	2,205	1,392	27	1250	12	44.4%	15	55.6%	0	0.0%
Photographic Color Prints & Trans.	1,482	1,600	27	1250	15	55.6%	12	44.4%	0	0.0%
Plastics - Products - Finished Wholesale & Manufacturers	4,090	1,086	27	1250	17	63.0%	8	29.6%	2	7.4%
Pottery	2,351	1,365	27	1250	17	63.0%	7	25.9%	3	11.1%
Rubber Clothing & Footwear	75	3,127	27	1250	27	100.0%	0	0.0%	0	0.0%
Soccer Clubs	373	2,412	27	1250	14	51.9%	11	40.7%	2	7.4%
Surgical Centers	4,831	1,004	27	1250	21	77.8%	6	22.2%	0	0.0%
Vinyl Repair	1,884	1,479	27	1250	12	44.4%	15	55.6%	0	0.0%
Weed Control Service	2,722	1,287	27	1250	20	74.1%	6	22.2%	1	3.7%
Antiques - Repair & Restore	2,893	1,246	26	1265	12	46.2%	13	50.0%	1	3.8%
Bicycles - Renting	365	2,421	26	1265	15	57.7%	11	42.3%	0	0.0%
Coins & Tokens - Manufacturers	2,515	1,334	26	1265	12	46.2%	3	11.5%	11	42.3%
Deck Cleaning and Waterproofing	1,175	1,731	26	1265	9	34.6%	17	65.4%	0	0.0%
Door & Gate Operating Devices	12,411	602	26	1265	16	61.5%	10	38.5%	0	0.0%
Horse Transporting	324	2,481	26	1265	4	15.4%	22	84.6%	0	0.0%
Lifts	5,265	966	26	1265	16	61.5%	2	7.7%	8	30.8%
Lighting Fixtures - Supplies & Parts	1,074	1,787	26	1265	20	76.9%	6	23.1%	0	0.0%
Modular Homes	8,935	734	26	1265	18	69.2%	8	30.8%	0	0.0%
Personnel Consultants	7,342	817	26	1265	15	57.7%	9	34.6%	2	7.7%
Plaques	1,801	1,499	26	1265	17	65.4%	9	34.6%	0	0.0%
Police Equipment	2,837	1,259	26	1265	21	80.8%	5	19.2%	0	0.0%
Recorded Information	4,416	1,046	26	1265	23	88.5%	3	11.5%	0	0.0%
Sandwiches	1,328	1,661	26	1265	15	57.7%	11	42.3%	0	0.0%
Sitting Services	8,196	778	26	1265	24	92.3%	2	7.7%	0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	1,355	1,645	26	1265	22	84.6%	4	15.4%	0	0.0%
Sporting Goods - Repair	530	2,204	26	1265	18	69.2%	6	23.1%	2	7.7%
Water Heaters - Parts & Supplies	473	2,278	26	1265	17	65.4%	9	34.6%	0	0.0%
Animal Brokers & Dealers - Zoo, Circus	2,595	1,317	25	1283	14	56.0%	8	32.0%	3	12.0%
Archery Equipment & Supplies	2,746	1,279	25	1283	16	64.0%	8	32.0%	1	4.0%
Audio-Visual Equipment - Supplies & Parts	2,331	1,367	25	1283	9	36.0%	16	64.0%	0	0.0%
Consumers Cooperative Organizations	3,746	1,116	25	1283	16	64.0%	8	32.0%	1	4.0%
Cushions	534	2,195	25	1283	12	48.0%	11	44.0%	2	8.0%
Delicatessens	2,750	1,277	25	1283	12	48.0%	12	48.0%	1	4.0%
Fence Posts & Fittings	2,378	1,362	25	1283	16	64.0%	5	20.0%	4	16.0%
Fur Business - Retail	2,861	1,254	25	1283	16	64.0%	5	20.0%	4	16.0%

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Garments - Printing & Lettering	2,623	1,312	25	1283	10	40.0%	14	56.0%	1	4.0%
Girls Apparel	238	2,649	25	1283	10	40.0%	14	56.0%	1	4.0%
Glass - Block	8,007	791	25	1283	13	52.0%	12	48.0%	0	0.0%
Glassware - Wholesale & Manufacturers	4,602	1,031	25	1283	17	68.0%	7	28.0%	1	4.0%
Human Resources	9,773	695	25	1283	17	68.0%	6	24.0%	2	8.0%
Music Arrangers & Composers	913	1,875	25	1283	13	52.0%	12	48.0%	0	0.0%
Radio Communication Equipment & Systems	8,325	769	25	1283	15	60.0%	10	40.0%	0	0.0%
Recycling Services	3,378	1,163	25	1283	13	52.0%	11	44.0%	1	4.0%
Sandblasting	6,868	842	25	1283	18	72.0%	6	24.0%	1	4.0%
Second Hand Stores	1,127	1,760	25	1283	12	48.0%	11	44.0%	2	8.0%
Sewage Disposal Systems	1,323	1,665	25	1283	17	68.0%	8	32.0%	0	0.0%
Spraying Equipment - Renting	304	2,512	25	1283	13	52.0%	12	48.0%	0	0.0%
Surgical Appliances & Supplies	4,420	1,044	25	1283	20	80.0%	5	20.0%	0	0.0%
Teleconference Service	2,026	1,435	25	1283	24	96.0%	1	4.0%	0	0.0%
X-Ray Labs - Industrial	654	2,076	25	1283	17	68.0%	8	32.0%	0	0.0%
Air Cargo & Package Express Service	2,174	1,397	24	1306	15	62.5%	9	37.5%	0	0.0%
Contractor - Decorative & Specialty Concrete	2,009	1,442	24	1306	13	54.2%	10	41.7%	1	4.2%
Dolls - Wholesale & Manufacturers	1,884	1,479	24	1306	20	83.3%	4	16.7%	0	0.0%
Football Clubs	799	1,951	24	1306	12	50.0%	12	50.0%	0	0.0%
Machinery - New	2,400	1,355	24	1306	14	58.3%	8	33.3%	2	8.3%
Maps - Publishers & Distributors	1,318	1,669	24	1306	16	66.7%	8	33.3%	0	0.0%
Martial Arts Supplies & Equipment	387	2,390	24	1306	10	41.7%	10	41.7%	4	16.7%
Millwork	6,200	892	24	1306	12	50.0%	10	41.7%	2	8.3%
Physicians & Surgeons - Gastroenterology	3,203	1,191	24	1306	22	91.7%	2	8.3%	0	0.0%
Professional Organizations	3,676	1,128	24	1306	14	58.3%	10	41.7%	0	0.0%
Pyramid Companies	5,492	943	24	1306	11	45.8%	6	25.0%	7	29.2%
Restaurant Equipment - Repair & Service	3,602	1,141	24	1306	14	58.3%	10	41.7%	0	0.0%
Translators & Interpreters	12,457	600	24	1306	11	45.8%	13	54.2%	0	0.0%
Water - Bottled & Bulk	2,050	1,430	24	1306	19	79.2%	5	20.8%	0	0.0%
Aluminum Fabricators	5,374	955	23	1320	19	82.6%	1	4.3%	3	13.0%
Auto Salvage Yards	575	2,155	23	1320	12	52.2%	11	47.8%	0	0.0%
Barter & Trade Exchanges	2,733	1,284	23	1320	14	60.9%	9	39.1%	0	0.0%
Beauty Pageants	5,936	907	23	1320	16	69.6%	4	17.4%	3	13.0%
Bird & Wildlife Supply Shops	1,733	1,522	23	1320	13	56.5%	10	43.5%	0	0.0%
Chairs - Orthopedic & Lift	1,109	1,769	23	1320	11	47.8%	9	39.1%	3	13.0%
Chairs - Wholesale & Manufacturers	502	2,237	23	1320	8	34.8%	14	60.9%	1	4.3%
Chemists - Manufacturers	515	2,222	23	1320	20	87.0%	3	13.0%	0	0.0%
Concrete Block & Product Molding Machine	900	1,881	23	1320	10	43.5%	11	47.8%	2	8.7%
Contractors Equipment & Supplies - Rent & Lease	7,556	804	23	1320	14	60.9%	9	39.1%	0	0.0%
Demolition Contractors	20,120	457	23	1320	12	52.2%	11	47.8%	0	0.0%
Diamond Buyers	8,730	745	23	1320	20	87.0%	3	13.0%	0	0.0%
Encyclopedias	897	1,883	23	1320	16	69.6%	5	21.7%	2	8.7%
Engineering Contractors - General	14,400	553	23	1320	16	69.6%	6	26.1%	1	4.3%
Fuel Economizers	1,153	1,747	23	1320	12	52.2%	11	47.8%	0	0.0%
Jewelry Findings	545	2,181	23	1320	10	43.5%	9	39.1%	4	17.4%
Laboratory Equipment & Supplies	1,618	1,553	23	1320	10	43.5%	13	56.5%	0	0.0%
Mattresses - Renovating	763	1,978	23	1320	9	39.1%	14	60.9%	0	0.0%

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Pet Fencing & Containment Systems	2,972	1,228	23	1320	21	91.3%	2	8.7%	0	0.0%
Petroleum Products	4,196	1,073	23	1320	12	52.2%	11	47.8%	0	0.0%
Pillows	708	2,034	23	1320	21	91.3%	2	8.7%	0	0.0%
Popcorn & Supplies	277	2,566	23	1320	13	56.5%	10	43.5%	0	0.0%
Recording Studio Equipment	1,981	1,448	23	1320	11	47.8%	10	43.5%	2	8.7%
Senior Citizens Service Organization	11,454	639	23	1320	15	65.2%	8	34.8%	0	0.0%
Skating Rinks	2,118	1,410	23	1320	11	47.8%	11	47.8%	1	4.3%
Stables	3,266	1,183	23	1320	13	56.5%	10	43.5%	0	0.0%
Tile - Ceramic - Manufacturers & Distributors	4,531	1,034	23	1320	6	26.1%	16	69.6%	1	4.3%
Traffic & Parking Consultants	2,746	1,279	23	1320	18	78.3%	5	21.7%	0	0.0%
Van Conversions & Accessories	3,098	1,211	23	1320	14	60.9%	8	34.8%	1	4.3%
Western Apparel	3,151	1,201	23	1320	13	56.5%	10	43.5%	0	0.0%
Wheel Alignment, Fr & Axle Service - Auto	3,870	1,109	23	1320	17	73.9%	6	26.1%	0	0.0%
Administrative Services	6,856	845	22	1351	16	72.7%	6	27.3%	0	0.0%
Candles - Wholesale & Manufacturers	3,450	1,156	22	1351	5	22.7%	16	72.7%	1	4.5%
Christmas Lights & Decorations	2,906	1,239	22	1351	9	40.9%	12	54.5%	1	4.5%
Concrete - Ready Mixed	8,415	765	22	1351	9	40.9%	13	59.1%	0	0.0%
Doughnuts	1,219	1,707	22	1351	13	59.1%	9	40.9%	0	0.0%
Drapery & Curtain Cleaners	1,789	1,502	22	1351	13	59.1%	8	36.4%	1	4.5%
Horse Breeders	4,145	1,080	22	1351	14	63.6%	7	31.8%	1	4.5%
House Cleaning Equipment & Supplies	585	2,146	22	1351	9	40.9%	13	59.1%	0	0.0%
Insurance - Liability	1,330	1,660	22	1351	17	77.3%	1	4.5%	4	18.2%
Landscape Lighting	7,073	830	22	1351	9	40.9%	13	59.1%	0	0.0%
Metal Salvage Yards	4,883	1,000	22	1351	16	72.7%	6	27.3%	0	0.0%
News Service	1,447	1,608	22	1351	11	50.0%	11	50.0%	0	0.0%
Pictures	389	2,386	22	1351	10	45.5%	10	45.5%	2	9.1%
Process Servers	3,052	1,217	22	1351	10	45.5%	10	45.5%	2	9.1%
Race Tracks	2,507	1,338	22	1351	16	72.7%	6	27.3%	0	0.0%
Sand & Gravel	8,540	756	22	1351	14	63.6%	8	36.4%	0	0.0%
Ski Centers & Resorts	360	2,429	22	1351	20	90.9%	2	9.1%	0	0.0%
Speakers - Wholesale & Manufacturers	325	2,477	22	1351	3	13.6%	19	86.4%	0	0.0%
Tile - Non-Ceramic - Contractors & Dealers	4,273	1,064	22	1351	11	50.0%	10	45.5%	1	4.5%
Truck Stops	1,735	1,521	22	1351	9	40.9%	11	50.0%	2	9.1%
Trucking - Motor Freight	6,135	897	22	1351	17	77.3%	5	22.7%	0	0.0%
Wheelchair & Disability Transportation	2,058	1,427	22	1351	16	72.7%	5	22.7%	1	4.5%
Artists Agents	2,740	1,281	21	1373	13	61.9%	7	33.3%	1	4.8%
Baseball Clubs	2,470	1,342	21	1373	11	52.4%	9	42.9%	1	4.8%
Cleaning Systems Press, Chemical	2,592	1,318	21	1373	8	38.1%	13	61.9%	0	0.0%
Desktop Publishing	4,393	1,050	21	1373	13	61.9%	7	33.3%	1	4.8%
Dinner Theatres	597	2,130	21	1373	12	57.1%	6	28.6%	3	14.3%
Display Designers & Producers	4,277	1,062	21	1373	10	47.6%	8	38.1%	3	14.3%
Drawing Materials	625	2,101	21	1373	14	66.7%	7	33.3%	0	0.0%
Executive Search Consultants	14,369	554	21	1373	13	61.9%	8	38.1%	0	0.0%
Fashion Consultants	1,013	1,820	21	1373	13	61.9%	8	38.1%	0	0.0%
Freight Traffic Service	1,603	1,563	21	1373	15	71.4%	5	23.8%	1	4.8%
Go-Karts Manufacturers	6,611	864	21	1373	21	100.0%	0	0.0%	0	0.0%
Mail Boxes - Manufacturers & Distributors	1,629	1,551	21	1373	18	85.7%	3	14.3%	0	0.0%
Management Training	3,136	1,204	21	1373	15	71.4%	5	23.8%	1	4.8%
Motor Homes - Rent & Lease	1,400	1,628	21	1373	7	33.3%	13	61.9%	1	4.8%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Publicity Service	4,651	1,028	21	1373	15	71.4%	6	28.6%	0	0.0%
Screening - Background & Employment	8,925	736	21	1373	10	47.6%	10	47.6%	1	4.8%
Social Security Services	592	2,137	21	1373	4	19.0%	16	76.2%	1	4.8%
Yarn - Retail	851	1,912	21	1373	15	71.4%	6	28.6%	0	0.0%
Air Conditioning Equipment - Room Units	2,929	1,234	20	1391	19	95.0%	1	5.0%	0	0.0%
Aircraft Dealers	4,985	988	20	1391	7	35.0%	13	65.0%	0	0.0%
Animal Carcass Removal	2,430	1,348	20	1391	8	40.0%	10	50.0%	2	10.0%
Boat Storage	1,704	1,531	20	1391	14	70.0%	6	30.0%	0	0.0%
Buildings - Concrete	1,375	1,640	20	1391	5	25.0%	12	60.0%	3	15.0%
Cake Decorating Equipment & Supplies	1,449	1,606	20	1391	10	50.0%	10	50.0%	0	0.0%
Charity - National	37,995	297	20	1391	14	70.0%	6	30.0%	0	0.0%
Decoration Contractors - Party, Convention	1,377	1,639	20	1391	13	65.0%	7	35.0%	0	0.0%
Denturist	683	2,053	20	1391	7	35.0%	0	0.0%	13	65.0%
Diving Instruction	1,609	1,558	20	1391	13	65.0%	7	35.0%	0	0.0%
Exporters	7,851	797	20	1391	7	35.0%	13	65.0%	0	0.0%
Fashion Designers	627	2,099	20	1391	7	35.0%	12	60.0%	1	5.0%
Glass - Stained & Leaded	6,884	841	20	1391	14	70.0%	5	25.0%	1	5.0%
Golf Equipment & Supplies - Wholesale & Manufacturers	647	2,079	20	1391	16	80.0%	4	20.0%	0	0.0%
Gourmet Shops	2,256	1,381	20	1391	11	55.0%	7	35.0%	2	10.0%
Industrial Products Wholesalers & Distributors	12,365	606	20	1391	18	90.0%	2	10.0%	0	0.0%
Oil Burners	3,296	1,179	20	1391	13	65.0%	5	25.0%	2	10.0%
Slip Covers	509	2,233	20	1391	13	65.0%	6	30.0%	1	5.0%
Soaps & Detergents	593	2,135	20	1391	8	40.0%	7	35.0%	5	25.0%
Survival Products & Supplies	1,528	1,586	20	1391	9	45.0%	11	55.0%	0	0.0%
Trailer Sales	1,242	1,700	20	1391	12	60.0%	8	40.0%	0	0.0%
Vacuum Equipment & Systems	1,257	1,689	20	1391	17	85.0%	3	15.0%	0	0.0%
Yacht Brokers	2,476	1,341	20	1391	13	65.0%	6	30.0%	1	5.0%
Ammunition	1,078	1,784	19	1414	11	57.9%	7	36.8%	1	5.3%
Artificial Flowers & Plants - Manufacturer Supplies	736	2,007	19	1414	8	42.1%	11	57.9%	0	0.0%
Auto Bumpers, Guards & Grilles	1,567	1,574	19	1414	7	36.8%	11	57.9%	1	5.3%
Auto Radios & Stereos - Wholesale & Manufacturers	1,121	1,762	19	1414	7	36.8%	12	63.2%	0	0.0%
Aviation Services	354	2,437	19	1414	6	31.6%	13	68.4%	0	0.0%
Baths - Equipment & Supplies	2,126	1,406	19	1414	12	63.2%	6	31.6%	1	5.3%
Bedspreads - Retail	263	2,597	19	1414	15	78.9%	2	10.5%	2	10.5%
Bonds - Surety & Fidelity	2,700	1,292	19	1414	6	31.6%	13	68.4%	0	0.0%
Bridal & Millinery Supplies	1,221	1,705	19	1414	11	57.9%	8	42.1%	0	0.0%
Distributing Service - Circular, Sample	2,913	1,237	19	1414	14	73.7%	4	21.1%	1	5.3%
Electric Heating Elements	1,426	1,618	19	1414	17	89.5%	2	10.5%	0	0.0%
Electrical Power Systems Maintenance	5,095	979	19	1414	9	47.4%	7	36.8%	3	15.8%
Electrolysis	4,807	1,008	19	1414	12	63.2%	7	36.8%	0	0.0%
Equestrian Services	1,977	1,449	19	1414	8	42.1%	10	52.6%	1	5.3%
Farm Equipment - Repair & Parts	3,003	1,225	19	1414	15	78.9%	4	21.1%	0	0.0%
Feed Dealers	6,424	877	19	1414	13	68.4%	6	31.6%	0	0.0%
Government - City, Village & Township	4,085	1,087	19	1414	16	84.2%	3	15.8%	0	0.0%
Insurance - Dental	1,500	1,591	19	1414	14	73.7%	5	26.3%	0	0.0%
Janitors Equipment & Supplies	9,020	728	19	1414	13	68.4%	6	31.6%	0	0.0%
Junk Dealers	960	1,846	19	1414	15	78.9%	3	15.8%	1	5.3%

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Land Companies	4,359	1,052	19	1414	12	63.2%	7	36.8%	0	0.0%
Laser Vision Correction	5,605	933	19	1414	18	94.7%	0	0.0%	1	5.3%
Lead Products	483	2,259	19	1414	3	15.8%	1	5.3%	15	78.9%
Livestock Breeders	1,400	1,628	19	1414	10	52.6%	9	47.4%	0	0.0%
Optical Imaging Equipment & Systems	744	1,994	19	1414	9	47.4%	10	52.6%	0	0.0%
Personal Security Guard Service	2,637	1,308	19	1414	6	31.6%	13	68.4%	0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors	3,778	1,115	19	1414	16	84.2%	2	10.5%	1	5.3%
Pipes & Smokers Articles	945	1,853	19	1414	8	42.1%	11	57.9%	0	0.0%
Plastering Contractors	13,198	580	19	1414	8	42.1%	10	52.6%	1	5.3%
Radar Equipment	1,215	1,712	19	1414	18	94.7%	1	5.3%	0	0.0%
Refrigeration Equipment - Supplies & Parts	1,111	1,767	19	1414	6	31.6%	9	47.4%	4	21.1%
School Information	1,564	1,575	19	1414	9	47.4%	9	47.4%	1	5.3%
Sewing Contractors	1,018	1,815	19	1414	11	57.9%	8	42.1%	0	0.0%
Sweeping Service - Power	1,243	1,699	19	1414	2	10.5%	17	89.5%	0	0.0%
Tile Sales	624	2,102	19	1414	10	52.6%	8	42.1%	1	5.3%
Trailers - Repair & Service	6,352	882	19	1414	15	78.9%	4	21.1%	0	0.0%
Trampolines	1,618	1,553	19	1414	18	94.7%	1	5.3%	0	0.0%
Advertising - Outdoor	5,034	984	18	1451	10	55.6%	7	38.9%	1	5.6%
Building Cleaning - Exterior	4,226	1,069	18	1451	8	44.4%	10	55.6%	0	0.0%
Christmas Trees	3,376	1,164	18	1451	11	61.1%	6	33.3%	1	5.6%
Conference Centers	1,648	1,544	18	1451	13	72.2%	5	27.8%	0	0.0%
Construction Reports	1,162	1,739	18	1451	15	83.3%	3	16.7%	0	0.0%
Contractor - General Green Builder	1,936	1,466	18	1451	8	44.4%	10	55.6%	0	0.0%
Drug & Alcohol Screening & Testing	3,287	1,181	18	1451	15	83.3%	0	0.0%	3	16.7%
Drug Brokers	820	1,935	18	1451	10	55.6%	7	38.9%	1	5.6%
Fans - Household	1,407	1,626	18	1451	15	83.3%	2	11.1%	1	5.6%
Flight School	2,767	1,275	18	1451	6	33.3%	12	66.7%	0	0.0%
Glaziers	4,786	1,010	18	1451	10	55.6%	8	44.4%	0	0.0%
Hardware - Builders	917	1,869	18	1451	12	66.7%	6	33.3%	0	0.0%
In-Home Care	6,580	866	18	1451	16	88.9%	2	11.1%	0	0.0%
Information Processing & Retrieval Equipment & Systems	1,438	1,610	18	1451	9	50.0%	9	50.0%	0	0.0%
Job Listing & Advisory Services - Advanced Fee	2,122	1,409	18	1451	11	61.1%	4	22.2%	3	16.7%
Laboratories - Research & Development	9,035	726	18	1451	15	83.3%	3	16.7%	0	0.0%
Machinery - Specially Designed	1,725	1,525	18	1451	10	55.6%	8	44.4%	0	0.0%
Needlework Supplies - Retail, Wholesale, Manufacturing	1,353	1,647	18	1451	4	22.2%	14	77.8%	0	0.0%
Oils - Lubricating	1,248	1,697	18	1451	13	72.2%	5	27.8%	0	0.0%
Optical Goods - Wholesale & Manufacturers	1,389	1,636	18	1451	11	61.1%	6	33.3%	1	5.6%
Packing & Crating Service	5,487	946	18	1451	11	61.1%	7	38.9%	0	0.0%
Pet Cemeteries, Crematories & Supplies	4,997	986	18	1451	11	61.1%	6	33.3%	1	5.6%
Piano & Organ Moving	4,005	1,093	18	1451	7	38.9%	11	61.1%	0	0.0%
Picture Frames - Manufacturers Supplies	1,258	1,687	18	1451	11	61.1%	7	38.9%	0	0.0%
Public Utility Consultants	2,510	1,337	18	1451	13	72.2%	5	27.8%	0	0.0%
Racquetball Courts - Private	1,349	1,648	18	1451	15	83.3%	2	11.1%	1	5.6%
Silversmiths & Goldsmiths	669	2,061	18	1451	13	72.2%	5	27.8%	0	0.0%
Silverware	657	2,073	18	1451	5	27.8%	12	66.7%	1	5.6%
Souvenirs - Retail	807	1,945	18	1451	15	83.3%	3	16.7%	0	0.0%

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Stationers - Retail	1,157	1,744	18	1451	14	77.8%	4	22.2%	0	0.0%
Student Housing	511	2,230	18	1451	8	44.4%	10	55.6%	0	0.0%
Tile & Grout Cleaning	6,187	894	18	1451	13	72.2%	5	27.8%	0	0.0%
Tractor Repair & Service	1,864	1,485	18	1451	12	66.7%	4	22.2%	2	11.1%
Tuck Pointing	2,677	1,300	18	1451	10	55.6%	8	44.4%	0	0.0%
Water Skiing Equipment & Supplies	773	1,969	18	1451	10	55.6%	7	38.9%	1	5.6%
Writers - Business	3,245	1,187	18	1451	4	22.2%	10	55.6%	4	22.2%
Advertising - Radio	1,427	1,617	17	1487	10	58.8%	6	35.3%	1	5.9%
Bridal Registries	1,974	1,451	17	1487	12	70.6%	5	29.4%	0	0.0%
Butchering	941	1,857	17	1487	11	64.7%	6	35.3%	0	0.0%
Candle Making Supplies	1,344	1,652	17	1487	13	76.5%	4	23.5%	0	0.0%
Coin & Bill Count,Sort,Wrap Machines	452	2,309	17	1487	17	100.0%	0	0.0%	0	0.0%
Data Systems - Consultants & Designers	5,894	913	17	1487	6	35.3%	7	41.2%	4	23.5%
Drafting Services	5,499	941	17	1487	10	58.8%	7	41.2%	0	0.0%
Energy Conservation Products - Wholesale & Manufacturers	1,128	1,759	17	1487	15	88.2%	2	11.8%	0	0.0%
Engineers - Structural	5,453	950	17	1487	16	94.1%	1	5.9%	0	0.0%
Engines - Gas	1,049	1,802	17	1487	9	52.9%	8	47.1%	0	0.0%
Fishing Charters	1,631	1,549	17	1487	10	58.8%	3	17.6%	4	23.5%
Fur Business - Wholesale & Manufacturers	907	1,878	17	1487	9	52.9%	8	47.1%	0	0.0%
Gasoline - Wholesale	1,941	1,465	17	1487	5	29.4%	11	64.7%	1	5.9%
Holding Companies	4,165	1,077	17	1487	7	41.2%	5	29.4%	5	29.4%
Horse Dealers	1,501	1,590	17	1487	9	52.9%	8	47.1%	0	0.0%
Hotel Product Sales	475	2,274	17	1487	11	64.7%	5	29.4%	1	5.9%
Inks - Manufacturers Materials	1,038	1,806	17	1487	12	70.6%	4	23.5%	1	5.9%
Labor Organizations	1,959	1,456	17	1487	6	35.3%	9	52.9%	2	11.8%
Land Clearing & Leveling	11,129	652	17	1487	7	41.2%	8	47.1%	2	11.8%
Lawn & Garden Equipment & Supplies - Rental	557	2,175	17	1487	11	64.7%	6	35.3%	0	0.0%
Metal Finishers	3,726	1,119	17	1487	9	52.9%	8	47.1%	0	0.0%
Motel & Hotel Management	1,014	1,819	17	1487	14	82.4%	3	17.6%	0	0.0%
Outboard Motors	818	1,937	17	1487	6	35.3%	11	64.7%	0	0.0%
Parks	584	2,147	17	1487	14	82.4%	3	17.6%	0	0.0%
Physicians & Surgeons - Cardiology Services	6,679	860	17	1487	15	88.2%	2	11.8%	0	0.0%
Rubbish & Garbage Removal Contractors										
Equipment	914	1,874	17	1487	10	58.8%	6	35.3%	1	5.9%
Seeds & Bulbs - Wholesale	477	2,269	17	1487	14	82.4%	3	17.6%	0	0.0%
Siding Materials	2,884	1,249	17	1487	15	88.2%	1	5.9%	1	5.9%
Storm Windows & Doors - Repair	1,485	1,597	17	1487	12	70.6%	4	23.5%	1	5.9%
Toilets - Portable	4,125	1,082	17	1487	15	88.2%	2	11.8%	0	0.0%
Watches - Wholesale & Manufacturers	629	2,098	17	1487	16	94.1%	1	5.9%	0	0.0%
Wine Brokers	526	2,209	17	1487	11	64.7%	4	23.5%	2	11.8%
Wire & Cable - Electric	3,625	1,134	17	1487	15	88.2%	2	11.8%	0	0.0%
Air Courier Service	897	1,883	16	1520	1	6.3%	12	75.0%	3	18.8%
Airports	1,029	1,811	16	1520	9	56.3%	4	25.0%	3	18.8%
Balloons - Novelty & Toy	6,259	887	16	1520	6	37.5%	10	62.5%	0	0.0%
Bar Supplies	1,077	1,785	16	1520	4	25.0%	12	75.0%	0	0.0%
Bicycles - Repair	560	2,169	16	1520	13	81.3%	3	18.8%	0	0.0%
Bridal Supplies - Wholesale & Manufacturing	376	2,408	16	1520	9	56.3%	7	43.8%	0	0.0%

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Designers - Industrial	2,815	1,262	16	1520	8	50.0%	7	43.8%	1	6.3%
Diaper Service	1,400	1,628	16	1520	10	62.5%	6	37.5%	0	0.0%
Fireplace Equipment - Wholesale & Manufacturers	835	1,921	16	1520	11	68.8%	5	31.3%	0	0.0%
Garage Door Repair	3,124	1,208	16	1520	11	68.8%	5	31.3%	0	0.0%
Inks - Writing & Marking	268	2,590	16	1520	14	87.5%	2	12.5%	0	0.0%
Labels - Paper	1,307	1,674	16	1520	13	81.3%	3	18.8%	0	0.0%
License Services	3,308	1,177	16	1520	7	43.8%	9	56.3%	0	0.0%
Lighting Fixtures - Wholesale & Manufacturers	2,512	1,336	16	1520	15	93.8%	1	6.3%	0	0.0%
Machinery Rebuild & Repair	3,712	1,121	16	1520	8	50.0%	7	43.8%	1	6.3%
Motion Picture Film Editing	1,438	1,610	16	1520	6	37.5%	10	62.5%	0	0.0%
Mud Jacking Contractors	8,017	790	16	1520	13	81.3%	3	18.8%	0	0.0%
Office Furniture & Equipment - Used	1,637	1,546	16	1520	15	93.8%	1	6.3%	0	0.0%
Oil Land Leases	2,417	1,351	16	1520	11	68.8%	4	25.0%	1	6.3%
Oil Property Management	233	2,659	16	1520	12	75.0%	4	25.0%	0	0.0%
Pattern Makers	238	2,649	16	1520	3	18.8%	13	81.3%	0	0.0%
Pet Exercising Service	12,085	622	16	1520	11	68.8%	3	18.8%	2	12.5%
Physicians & Surgeons Equipment & Supplies	2,014	1,440	16	1520	12	75.0%	4	25.0%	0	0.0%
Pipe Line Contractors	5,335	960	16	1520	6	37.5%	10	62.5%	0	0.0%
Premium Goods	499	2,241	16	1520	7	43.8%	7	43.8%	2	12.5%
Recreational Vehicles - Storage	1,909	1,474	16	1520	12	75.0%	4	25.0%	0	0.0%
Reptiles	270	2,584	16	1520	12	75.0%	4	25.0%	0	0.0%
Sauna Equipment & Supplies	4,362	1,051	16	1520	13	81.3%	3	18.8%	0	0.0%
Signs - Maintenance & Repair	459	2,295	16	1520	7	43.8%	9	56.3%	0	0.0%
Surfboards	1,079	1,783	16	1520	10	62.5%	6	37.5%	0	0.0%
Technical Manual Preparation	644	2,081	16	1520	8	50.0%	7	43.8%	1	6.3%
Telescopes	772	1,971	16	1520	8	50.0%	8	50.0%	0	0.0%
Tents - Rental	1,671	1,537	16	1520	8	50.0%	7	43.8%	1	6.3%
Winemaking Equipment & Supplies	326	2,475	16	1520	1	6.3%	15	93.8%	0	0.0%
Aluminum	4,613	1,030	15	1554	10	66.7%	5	33.3%	0	0.0%
Aluminum Products	2,894	1,245	15	1554	11	73.3%	4	26.7%	0	0.0%
Beekeepers	998	1,828	15	1554	7	46.7%	8	53.3%	0	0.0%
Bookbinders	732	2,011	15	1554	9	60.0%	5	33.3%	1	6.7%
Boutique Items - Wholesale & Manufacturers	203	2,722	15	1554	4	26.7%	11	73.3%	0	0.0%
Bras	948	1,852	15	1554	3	20.0%	5	33.3%	7	46.7%
Computer Gaming Centers	355	2,435	15	1554	5	33.3%	5	33.3%	5	33.3%
Computers - Graphics	2,723	1,286	15	1554	6	40.0%	8	53.3%	1	6.7%
Concrete Construction Forms & Accessories	4,267	1,066	15	1554	6	40.0%	9	60.0%	0	0.0%
Darts & Dart Boards	102	3,002	15	1554	9	60.0%	6	40.0%	0	0.0%
Decals	1,184	1,725	15	1554	4	26.7%	10	66.7%	1	6.7%
Engineers - Electrical	4,314	1,058	15	1554	8	53.3%	5	33.3%	2	13.3%
Fans - Industrial & Commercial	669	2,061	15	1554	5	33.3%	3	20.0%	7	46.7%
Food Brokers	2,088	1,417	15	1554	7	46.7%	8	53.3%	0	0.0%
Foods - Dehydrated & Freeze-Dried	536	2,193	15	1554	2	13.3%	11	73.3%	2	13.3%
Golf Course Equipment & Supplies	676	2,059	15	1554	10	66.7%	5	33.3%	0	0.0%
Greeting Cards - Wholesale & Manufacturers	1,590	1,569	15	1554	2	13.3%	1	6.7%	12	80.0%
Heat Supply Companies	782	1,962	15	1554	6	40.0%	9	60.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Jewelers - Supplies	2,850	1,257	15	1554	6	40.0%	8	53.3%	1	6.7%
Leak Detecting Instruments	3,169	1,198	15	1554	13	86.7%	2	13.3%	0	0.0%
Lenses	406	2,370	15	1554	7	46.7%	4	26.7%	4	26.7%
Linen Supply Service	3,473	1,152	15	1554	12	80.0%	3	20.0%	0	0.0%
Museums	1,198	1,720	15	1554	11	73.3%	4	26.7%	0	0.0%
Office Buildings	2,720	1,289	15	1554	12	80.0%	3	20.0%	0	0.0%
Oils - Petroleum	1,721	1,527	15	1554	10	66.7%	5	33.3%	0	0.0%
Pension & Profit Sharing Plans	3,343	1,172	15	1554	11	73.3%	4	26.7%	0	0.0%
Photography Schools	1,338	1,654	15	1554	6	40.0%	9	60.0%	0	0.0%
Physicians & Surgeons - Ear, Nose & Throat	2,222	1,387	15	1554	11	73.3%	4	26.7%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	4,069	1,088	15	1554	10	66.7%	5	33.3%	0	0.0%
Police & Fire Organizations	9,118	722	15	1554	9	60.0%	5	33.3%	1	6.7%
Roof Cleaning & Stain Removal	6,466	876	15	1554	10	66.7%	3	20.0%	2	13.3%
Social Workers	1,342	1,653	15	1554	12	80.0%	2	13.3%	1	6.7%
Sportswear - Wholesale & Manufacturers	750	1,990	15	1554	11	73.3%	4	26.7%	0	0.0%
Springs - Automotive - Sales & Service	882	1,893	15	1554	11	73.3%	3	20.0%	1	6.7%
Topsoil	3,372	1,165	15	1554	8	53.3%	4	26.7%	3	20.0%
Trailer Hitches	1,432	1,614	15	1554	10	66.7%	5	33.3%	0	0.0%
Truck Caps & Shells	2,616	1,313	15	1554	12	80.0%	2	13.3%	1	6.7%
Wine Storage Equipment	1,782	1,504	15	1554	9	60.0%	4	26.7%	2	13.3%
Wire & Cable - Non-Electric	772	1,971	15	1554	11	73.3%	3	20.0%	1	6.7%
Aircraft Servicing & Maintenance	5,353	957	14	1593	7	50.0%	5	35.7%	2	14.3%
Antennas	1,449	1,606	14	1593	3	21.4%	11	78.6%	0	0.0%
Arbitration Services	6,548	869	14	1593	5	35.7%	9	64.3%	0	0.0%
Artificial Flowers, Plants & Trees	1,632	1,547	14	1593	8	57.1%	5	35.7%	1	7.1%
Astrologers	605	2,123	14	1593	7	50.0%	6	42.9%	1	7.1%
Auto Manufacturers Equipment & Supplies	2,359	1,364	14	1593	10	71.4%	4	28.6%	0	0.0%
Ballrooms	864	1,905	14	1593	6	42.9%	4	28.6%	4	28.6%
Bar Coding Service	1,466	1,601	14	1593	9	64.3%	5	35.7%	0	0.0%
Beer & Ale - Retail	922	1,866	14	1593	10	71.4%	4	28.6%	0	0.0%
Boat Transporting	1,057	1,797	14	1593	5	35.7%	8	57.1%	1	7.1%
Ceramic Products - Decorative	1,221	1,705	14	1593	3	21.4%	11	78.6%	0	0.0%
Chambers Of Commerce	62,930	180	14	1593	9	64.3%	5	35.7%	0	0.0%
Containerized Freight Service	1,776	1,507	14	1593	3	21.4%	11	78.6%	0	0.0%
Controls, Control Sys & Regulators	8,200	777	14	1593	9	64.3%	5	35.7%	0	0.0%
Copyright Service	354	2,437	14	1593	12	85.7%	2	14.3%	0	0.0%
Detective Agencies	2,564	1,325	14	1593	7	50.0%	7	50.0%	0	0.0%
Doll Houses & Accessories	1,917	1,472	14	1593	12	85.7%	2	14.3%	0	0.0%
Dresses - Wholesale & Manufacturers	270	2,584	14	1593	7	50.0%	5	35.7%	2	14.3%
Duct & Duct Fittings	1,593	1,567	14	1593	11	78.6%	3	21.4%	0	0.0%
Encyclopedia & Book Sales by Internet	1,258	1,687	14	1593	13	92.9%	1	7.1%	0	0.0%
Engineers - Mechanical	2,519	1,332	14	1593	6	42.9%	8	57.1%	0	0.0%
Engines - Diesel	3,730	1,118	14	1593	11	78.6%	3	21.4%	0	0.0%
Engravers - Stationery	1,112	1,766	14	1593	12	85.7%	2	14.3%	0	0.0%
Furnace Sales & Service	762	1,979	14	1593	7	50.0%	6	42.9%	1	7.1%
Furniture Manufacturers Equipment & Supplies	944	1,855	14	1593	12	85.7%	2	14.3%	0	0.0%
Gas - Industrial & Medical - Cylinder & Bulk	1,084	1,781	14	1593	12	85.7%	2	14.3%	0	0.0%

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Gas Boosters	192	2,747	14	1593	1	7.1%	13	92.9%	0	0.0%
Hand Painting & Decorating	1,386	1,638	14	1593	6	42.9%	7	50.0%	1	7.1%
Heat Pumps	895	1,885	14	1593	11	78.6%	3	21.4%	0	0.0%
Horse Training	1,670	1,539	14	1593	8	57.1%	5	35.7%	1	7.1%
Laboratories - Veterinary	719	2,022	14	1593	13	92.9%	1	7.1%	0	0.0%
Linings - Plastic, Membrane	637	2,092	14	1593	6	42.9%	8	57.1%	0	0.0%
Logging Companies	4,982	990	14	1593	7	50.0%	7	50.0%	0	0.0%
Mutual Funds	2,117	1,411	14	1593	14	100.0%	0	0.0%	0	0.0%
Parachute Jumping Instruction	1,748	1,516	14	1593	6	42.9%	8	57.1%	0	0.0%
Pens & Pencils - Retail	497	2,244	14	1593	7	50.0%	7	50.0%	0	0.0%
Pet Transporting	2,797	1,268	14	1593	8	57.1%	4	28.6%	2	14.3%
Petroleum	3,524	1,149	14	1593	8	57.1%	6	42.9%	0	0.0%
Photography Sales Direct Door-to-Door	255	2,616	14	1593	10	71.4%	4	28.6%	0	0.0%
Plating	1,118	1,764	14	1593	10	71.4%	3	21.4%	1	7.1%
Quilts	817	1,938	14	1593	8	57.1%	6	42.9%	0	0.0%
Razors & Razor Blades	100	3,009	14	1593	6	42.9%	8	57.1%	0	0.0%
Ribbons	233	2,659	14	1593	10	71.4%	3	21.4%	1	7.1%
Safes & Vaults	3,145	1,202	14	1593	9	64.3%	5	35.7%	0	0.0%
Sprinklers - Automatic - Fire	6,678	861	14	1593	5	35.7%	9	64.3%	0	0.0%
Television Station Equipment	355	2,435	14	1593	5	35.7%	9	64.3%	0	0.0%
Agricultural Services	4,822	1,006	13	1639	9	69.2%	3	23.1%	1	7.7%
Aquariums - Public	492	2,249	13	1639	12	92.3%	0	0.0%	1	7.7%
Audio-Visual Equipment - Rent & Lease	3,369	1,166	13	1639	5	38.5%	4	30.8%	4	30.8%
Basketball Clubs	483	2,259	13	1639	9	69.2%	4	30.8%	0	0.0%
Biofeedback Therapists	1,097	1,775	13	1639	9	69.2%	4	30.8%	0	0.0%
Boilers - Repair & Cleaning	2,447	1,346	13	1639	6	46.2%	7	53.8%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	800	1,950	13	1639	5	38.5%	5	38.5%	3	23.1%
Cleaning Supplies Direct Door-to-Door	1,583	1,571	13	1639	7	53.8%	4	30.8%	2	15.4%
Currency Exchange	11,529	634	13	1639	7	53.8%	6	46.2%	0	0.0%
Custom Brokers	1,143	1,750	13	1639	4	30.8%	9	69.2%	0	0.0%
Disability Access Equipment	2,318	1,371	13	1639	10	76.9%	3	23.1%	0	0.0%
Electronic Power Supplies	1,424	1,620	13	1639	6	46.2%	6	46.2%	1	7.7%
Food Service Management	3,251	1,184	13	1639	11	84.6%	1	7.7%	1	7.7%
Funeral Homes	3,911	1,104	13	1639	11	84.6%	1	7.7%	1	7.7%
Horseshoe Equipment & Supplies	514	2,225	13	1639	9	69.2%	4	30.8%	0	0.0%
Insurance - Fire & Flood Specialists	1,119	1,763	13	1639	7	53.8%	5	38.5%	1	7.7%
Irrigation Consultants	2,881	1,251	13	1639	9	69.2%	4	30.8%	0	0.0%
Leather Goods - Repair	957	1,847	13	1639	4	30.8%	9	69.2%	0	0.0%
Lumber - Wholesale	3,574	1,144	13	1639	11	84.6%	2	15.4%	0	0.0%
Mulches	4,467	1,038	13	1639	7	53.8%	5	38.5%	1	7.7%
Navigation Consultants	558	2,172	13	1639	10	76.9%	3	23.1%	0	0.0%
Outplacement Consultants	7,377	816	13	1639	7	53.8%	4	30.8%	2	15.4%
Physicians & Surgeons - Allergy	4,223	1,070	13	1639	11	84.6%	2	15.4%	0	0.0%
Playgrounds	843	1,914	13	1639	5	38.5%	8	61.5%	0	0.0%
Referral - Doctor	531	2,202	13	1639	10	76.9%	3	23.1%	0	0.0%
Road Building Contractors	5,187	972	13	1639	6	46.2%	5	38.5%	2	15.4%
Roofing Equipment & Supplies	7,545	805	13	1639	9	69.2%	4	30.8%	0	0.0%
Speech & Language Pathologists	2,769	1,274	13	1639	8	61.5%	5	38.5%	0	0.0%
Student Exchange Programs	4,967	992	13	1639	11	84.6%	2	15.4%	0	0.0%
Trademark Agents & Consultants	875	1,897	13	1639	9	69.2%	2	15.4%	2	15.4%
Trailer Storage	1,015	1,818	13	1639	7	53.8%	5	38.5%	1	7.7%

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Trailers - Horse	1,201	1,717	13	1639	7	53.8%	4	30.8%	2	15.4%
Transit Lines	276	2,569	13	1639	11	84.6%	2	15.4%	0	0.0%
Variety Store Merchandise - Wholesale	228	2,666	13	1639	8	61.5%	5	38.5%	0	0.0%
Watch Bands	451	2,310	13	1639	11	84.6%	2	15.4%	0	0.0%
Water Heaters - Repairing	2,104	1,413	13	1639	10	76.9%	3	23.1%	0	0.0%
Welding Equipment & Supplies	3,609	1,139	13	1639	8	61.5%	5	38.5%	0	0.0%
Wood Carving	453	2,307	13	1639	2	15.4%	10	76.9%	1	7.7%
Woodworking Equipment & Supplies	1,347	1,650	13	1639	6	46.2%	6	46.2%	1	7.7%
Abrasives	1,743	1,519	12	1678	6	50.0%	6	50.0%	0	0.0%
Alternators & Generators - Retail	835	1,921	12	1678	5	41.7%	7	58.3%	0	0.0%
Art Organizations & Information	342	2,452	12	1678	9	75.0%	3	25.0%	0	0.0%
Asbestos Removal Service	16,602	505	12	1678	5	41.7%	6	50.0%	1	8.3%
Auto Appraisers	3,359	1,168	12	1678	12	100.0%	0	0.0%	0	0.0%
Boat Covers, Tops & Upholstery	2,385	1,360	12	1678	8	66.7%	2	16.7%	2	16.7%
Campers - Service & Repair	1,012	1,822	12	1678	6	50.0%	6	50.0%	0	0.0%
Carpet & Rug Repair	2,815	1,262	12	1678	8	66.7%	4	33.3%	0	0.0%
Contest Arranging & Judging	1,816	1,496	12	1678	8	66.7%	3	25.0%	1	8.3%
Custom Framing	3,312	1,176	12	1678	5	41.7%	6	50.0%	1	8.3%
Dairies	1,559	1,576	12	1678	7	58.3%	5	41.7%	0	0.0%
Drug Manufacturers	203	2,722	12	1678	2	16.7%	10	83.3%	0	0.0%
Electric Supplies - Manufacturers	729	2,016	12	1678	10	83.3%	1	8.3%	1	8.3%
Filtering Materials & Supplies	744	1,994	12	1678	9	75.0%	3	25.0%	0	0.0%
Fire Protection Consultants	5,871	918	12	1678	9	75.0%	3	25.0%	0	0.0%
Fireworks	3,942	1,099	12	1678	7	58.3%	5	41.7%	0	0.0%
Flood Control Equipment	611	2,117	12	1678	9	75.0%	3	25.0%	0	0.0%
Furnaces - Industrial	1,277	1,680	12	1678	9	75.0%	3	25.0%	0	0.0%
Giftware - Wholesale & Manufacturers	950	1,850	12	1678	10	83.3%	1	8.3%	1	8.3%
Gloves - Work & Industrial	264	2,595	12	1678	1	8.3%	11	91.7%	0	0.0%
Grouting Compounds	1,206	1,715	12	1678	9	75.0%	2	16.7%	1	8.3%
Guide Service	1,270	1,683	12	1678	6	50.0%	6	50.0%	0	0.0%
Home Demonstrations	715	2,027	12	1678	4	33.3%	8	66.7%	0	0.0%
Hostels	112	2,975	12	1678	6	50.0%	5	41.7%	1	8.3%
Hydraulic Equipment & Supplies	3,683	1,126	12	1678	9	75.0%	3	25.0%	0	0.0%
Laundry Supplies	157	2,838	12	1678	7	58.3%	4	33.3%	1	8.3%
Mattress Makers Supplies	1,177	1,730	12	1678	7	58.3%	4	33.3%	1	8.3%
Media Consultant	175	2,792	12	1678	0	0.0%	9	75.0%	3	25.0%
Motion Picture Film Distributors & Exchange	516	2,219	12	1678	3	25.0%	9	75.0%	0	0.0%
Music Copyists	145	2,867	12	1678	6	50.0%	6	50.0%	0	0.0%
Musical Instruments - Wholesale & Manufacturers	3,610	1,138	12	1678	7	58.3%	5	41.7%	0	0.0%
Musicians	1,827	1,493	12	1678	8	66.7%	4	33.3%	0	0.0%
Notaries Public	4,731	1,020	12	1678	8	66.7%	3	25.0%	1	8.3%
Photo Copying	925	1,863	12	1678	2	16.7%	6	50.0%	4	33.3%
Physical Therapy Equipment	617	2,114	12	1678	7	58.3%	4	33.3%	1	8.3%
Rubber Stamps	1,321	1,668	12	1678	8	66.7%	4	33.3%	0	0.0%
Skating Equipment & Supplies	563	2,165	12	1678	5	41.7%	7	58.3%	0	0.0%
Skylights	7,216	824	12	1678	10	83.3%	1	8.3%	1	8.3%
Solar Energy Equipment & Systems Manufacturing & Distribution	5,844	921	12	1678	6	50.0%	6	50.0%	0	0.0%
Store Fixtures	1,486	1,596	12	1678	6	50.0%	6	50.0%	0	0.0%
Suits - Custom Made	761	1,981	12	1678	7	58.3%	5	41.7%	0	0.0%

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Trailers - Truck	1,397	1,631	12	1678	8	66.7%	4	33.3%	0	0.0%
Trucks - Industrial	2,674	1,301	12	1678	7	58.3%	5	41.7%	0	0.0%
Turbines	597	2,130	12	1678	4	33.3%	7	58.3%	1	8.3%
Warehouses - Cold Storage	683	2,053	12	1678	6	50.0%	6	50.0%	0	0.0%
Webbing	997	1,829	12	1678	0	0.0%	12	100.0%	0	0.0%
Womens Apparel - Wholesale & Manufacturers	1,934	1,467	12	1678	8	66.7%	4	33.3%	0	0.0%
Aircraft Parts & Supplies	5,251	968	11	1725	6	54.5%	5	45.5%	0	0.0%
Alternative Medicine	708	2,034	11	1725	11	100.0%	0	0.0%	0	0.0%
Amusement Devices	3,983	1,096	11	1725	4	36.4%	7	63.6%	0	0.0%
Auto Floor Coverings	1,154	1,746	11	1725	9	81.8%	2	18.2%	0	0.0%
Auto Hand & Foot Controls	563	2,165	11	1725	3	27.3%	8	72.7%	0	0.0%
Bank Equipment & Supplies	1,277	1,680	11	1725	9	81.8%	2	18.2%	0	0.0%
Barbecue	1,711	1,530	11	1725	4	36.4%	4	36.4%	3	27.3%
Binoculars	732	2,011	11	1725	7	63.6%	3	27.3%	1	9.1%
Boat - Excursion	345	2,446	11	1725	4	36.4%	7	63.6%	0	0.0%
Brewers	1,199	1,718	11	1725	9	81.8%	2	18.2%	0	0.0%
Campers - Rent & Lease	432	2,328	11	1725	5	45.5%	6	54.5%	0	0.0%
Carpet & Rug Cleaning Equipment - Rental	285	2,541	11	1725	11	100.0%	0	0.0%	0	0.0%
Carriages - Horse	513	2,227	11	1725	3	27.3%	8	72.7%	0	0.0%
Coffee Roasting & Handling Equipment	464	2,291	11	1725	3	27.3%	8	72.7%	0	0.0%
Cooking Instruction	1,643	1,545	11	1725	4	36.4%	4	36.4%	3	27.3%
Dolls - Collectors	220	2,683	11	1725	10	90.9%	1	9.1%	0	0.0%
Dry Cleaners - Self Service	234	2,657	11	1725	7	63.6%	4	36.4%	0	0.0%
Factors	2,289	1,377	11	1725	10	90.9%	0	0.0%	1	9.1%
Hardware - Wholesale & Manufacturers	2,413	1,353	11	1725	8	72.7%	3	27.3%	0	0.0%
Human Services Organizations	2,887	1,248	11	1725	7	63.6%	2	18.2%	2	18.2%
Hydroponics - Equipment & Supplies	2,532	1,329	11	1725	8	72.7%	3	27.3%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	924	1,864	11	1725	7	63.6%	4	36.4%	0	0.0%
Inks - Print & Lithograph	502	2,237	11	1725	6	54.5%	5	45.5%	0	0.0%
Interior Decorators & Designers Supplies	1,610	1,557	11	1725	8	72.7%	2	18.2%	1	9.1%
Key Control Systems	497	2,244	11	1725	8	72.7%	3	27.3%	0	0.0%
Legal Information Services	1,413	1,624	11	1725	7	63.6%	4	36.4%	0	0.0%
Letters - Sign	634	2,094	11	1725	4	36.4%	5	45.5%	2	18.2%
Liquors - Wholesale	704	2,038	11	1725	9	81.8%	2	18.2%	0	0.0%
Maps - Dealers	379	2,404	11	1725	5	45.5%	5	45.5%	1	9.1%
Medical Staffing	6,219	890	11	1725	8	72.7%	3	27.3%	0	0.0%
Monograms	541	2,187	11	1725	6	54.5%	5	45.5%	0	0.0%
Office & Desk Space Rental Service	1,757	1,513	11	1725	9	81.8%	2	18.2%	0	0.0%
Oil Refiners	522	2,214	11	1725	7	63.6%	4	36.4%	0	0.0%
Paper & Document Shredding	12,439	601	11	1725	11	100.0%	0	0.0%	0	0.0%
Pest Control Supplies & Equipment	3,214	1,190	11	1725	11	100.0%	0	0.0%	0	0.0%
Pumps - Dealers	2,043	1,432	11	1725	7	63.6%	4	36.4%	0	0.0%
Railroads - Ticket Agencies	132	2,913	11	1725	10	90.9%	1	9.1%	0	0.0%
Self Defense Devices	2,461	1,344	11	1725	11	100.0%	0	0.0%	0	0.0%
Sewing Machines - Supplies & Parts	172	2,797	11	1725	5	45.5%	5	45.5%	1	9.1%
Stair Builders	5,208	971	11	1725	3	27.3%	7	63.6%	1	9.1%
Timber & Timberland Companies	2,794	1,270	11	1725	4	36.4%	7	63.6%	0	0.0%
Tools - Power Actuated	710	2,031	11	1725	9	81.8%	2	18.2%	0	0.0%
Venetian Blinds - Repair & Cleaning	1,530	1,585	11	1725	5	45.5%	6	54.5%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Adult & Continuing Education	1,283	1,678	10	1768	7	70.0%	3	30.0%	0	0.0%
Air Ambulance Service	2,123	1,408	10	1768	6	60.0%	2	20.0%	2	20.0%
Air Brushes	764	1,977	10	1768	7	70.0%	3	30.0%	0	0.0%
Aircraft Schools	3,075	1,212	10	1768	7	70.0%	3	30.0%	0	0.0%
Animal Supplies - Zoo, Circus	140	2,891	10	1768	0	0.0%	6	60.0%	4	40.0%
Annuities	5,296	965	10	1768	5	50.0%	3	30.0%	2	20.0%
Architectural & Construction Specs	2,729	1,285	10	1768	8	80.0%	2	20.0%	0	0.0%
Auto Upholstery Cleaning	1,217	1,711	10	1768	5	50.0%	4	40.0%	1	10.0%
Billiard Parlors	888	1,892	10	1768	6	60.0%	4	40.0%	0	0.0%
Boilers - New & Used	1,333	1,657	10	1768	8	80.0%	1	10.0%	1	10.0%
Bowling Clothes & Accessories	144	2,873	10	1768	6	60.0%	4	40.0%	0	0.0%
Church Supplies	781	1,963	10	1768	2	20.0%	8	80.0%	0	0.0%
Display Fixtures & Materials	898	1,882	10	1768	6	60.0%	4	40.0%	0	0.0%
Drilling & Boring Contractors	6,810	846	10	1768	4	40.0%	6	60.0%	0	0.0%
Ear & Body Piercing	992	1,832	10	1768	7	70.0%	3	30.0%	0	0.0%
Engineers - Civil	12,608	594	10	1768	7	70.0%	3	30.0%	0	0.0%
Fax Equipment & Systems	630	2,096	10	1768	1	10.0%	8	80.0%	1	10.0%
First Aid Instruction	2,036	1,434	10	1768	7	70.0%	2	20.0%	1	10.0%
Fishing Bait	839	1,918	10	1768	3	30.0%	7	70.0%	0	0.0%
Geologists	538	2,190	10	1768	6	60.0%	3	30.0%	1	10.0%
Hawaiian Goods	192	2,747	10	1768	9	90.0%	1	10.0%	0	0.0%
Hockey Clubs	225	2,672	10	1768	10	100.0%	0	0.0%	0	0.0%
Home Automation	2,740	1,281	10	1768	9	90.0%	0	0.0%	1	10.0%
International Trade Consultants	1,493	1,592	10	1768	3	30.0%	7	70.0%	0	0.0%
Knitted Fabrics	323	2,483	10	1768	6	60.0%	4	40.0%	0	0.0%
Metal Specialties	3,355	1,169	10	1768	7	70.0%	3	30.0%	0	0.0%
Music Boxes	575	2,155	10	1768	10	100.0%	0	0.0%	0	0.0%
Nurses	4,004	1,094	10	1768	7	70.0%	3	30.0%	0	0.0%
Outboard Motors - Repair	1,141	1,753	10	1768	7	70.0%	3	30.0%	0	0.0%
Photographs - Stock	578	2,152	10	1768	2	20.0%	8	80.0%	0	0.0%
Photography Sales by Mail	60	3,210	10	1768	5	50.0%	5	50.0%	0	0.0%
Photography Sales on the Internet	569	2,160	10	1768	2	20.0%	7	70.0%	1	10.0%
Pianos - Tuning & Repair	5,522	938	10	1768	4	40.0%	6	60.0%	0	0.0%
Polishes	233	2,659	10	1768	9	90.0%	1	10.0%	0	0.0%
Poultry Farms	1,069	1,790	10	1768	9	90.0%	1	10.0%	0	0.0%
Quilting Materials & Supplies	1,410	1,625	10	1768	4	40.0%	5	50.0%	1	10.0%
Recreation Program Consultants	399	2,379	10	1768	5	50.0%	4	40.0%	1	10.0%
Sales Presentations	638	2,089	10	1768	7	70.0%	2	20.0%	1	10.0%
Shavers - Electric	341	2,453	10	1768	6	60.0%	4	40.0%	0	0.0%
Slides & Film Strips	558	2,172	10	1768	9	90.0%	1	10.0%	0	0.0%
Typewriters	361	2,428	10	1768	10	100.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Industrial & Commercial	350	2,443	10	1768	5	50.0%	5	50.0%	0	0.0%
Veterans & Military Organizations	3,249	1,185	10	1768	5	50.0%	5	50.0%	0	0.0%
Washing Machines & Dryers - Service & Repair	1,779	1,505	10	1768	2	20.0%	7	70.0%	1	10.0%
Water Coolers	535	2,194	10	1768	3	30.0%	7	70.0%	0	0.0%
Zoos	297	2,525	10	1768	8	80.0%	2	20.0%	0	0.0%
Accounting & Bookkeeping Machines	2,063	1,423	9	1814	3	33.3%	4	44.4%	2	22.2%
Acupuncturists	5,513	940	9	1814	7	77.8%	2	22.2%	0	0.0%
Ammunition Reloading	186	2,763	9	1814	9	100.0%	0	0.0%	0	0.0%
Apartment Sharing Service	687	2,050	9	1814	3	33.3%	4	44.4%	2	22.2%

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Baby Accessories - Wholesale & Manufacturers	2,130	1,403	9	1814	7	77.8%	2	22.2%	0	0.0%
Ceiling Contractors	5,478	948	9	1814	4	44.4%	5	55.6%	0	0.0%
Cement - Retail	282	2,551	9	1814	2	22.2%	7	77.8%	0	0.0%
Cemetery Equipment & Supplies	979	1,838	9	1814	8	88.9%	1	11.1%	0	0.0%
Chinese Food Products	90	3,051	9	1814	5	55.6%	4	44.4%	0	0.0%
Chocolate & Cocoa	1,720	1,528	9	1814	5	55.6%	4	44.4%	0	0.0%
Cleaning Supplies by Internet	91	3,046	9	1814	5	55.6%	3	33.3%	1	11.1%
Concrete Curing & Treating Materials	1,759	1,512	9	1814	7	77.8%	2	22.2%	0	0.0%
Driving Training Equipment	655	2,074	9	1814	3	33.3%	4	44.4%	2	22.2%
Emergency Shelters	390	2,385	9	1814	6	66.7%	3	33.3%	0	0.0%
Farm Supplies	2,387	1,357	9	1814	5	55.6%	4	44.4%	0	0.0%
Fashion Show Producers	168	2,814	9	1814	1	11.1%	6	66.7%	2	22.2%
Flags & Banners - Manufacturers Supplies	414	2,358	9	1814	4	44.4%	5	55.6%	0	0.0%
Food Processing Equipment & Supplies	1,727	1,524	9	1814	5	55.6%	4	44.4%	0	0.0%
Foundries	4,262	1,067	9	1814	7	77.8%	2	22.2%	0	0.0%
Fraternal Organizations	2,052	1,429	9	1814	7	77.8%	2	22.2%	0	0.0%
Housing Authorities	789	1,959	9	1814	8	88.9%	0	0.0%	1	11.1%
Insulation Materials	4,139	1,081	9	1814	8	88.9%	0	0.0%	1	11.1%
Inventory Service	3,472	1,153	9	1814	3	33.3%	6	66.7%	0	0.0%
Iron	483	2,259	9	1814	4	44.4%	5	55.6%	0	0.0%
Merchandise Brokers	2,439	1,347	9	1814	6	66.7%	3	33.3%	0	0.0%
Motion Picture Producers & Studios	353	2,440	9	1814	5	55.6%	4	44.4%	0	0.0%
Mountain Climbing Equipment	312	2,499	9	1814	8	88.9%	1	11.1%	0	0.0%
Nursing Home Information & Referral	1,322	1,666	9	1814	8	88.9%	1	11.1%	0	0.0%
Office Furniture & Equipment - Repair & Refinishing	1,326	1,663	9	1814	4	44.4%	5	55.6%	0	0.0%
Organs - Tune & Repair	1,163	1,737	9	1814	8	88.9%	1	11.1%	0	0.0%
Oxygen Producing Equipment	278	2,562	9	1814	9	100.0%	0	0.0%	0	0.0%
Parcel Post Assembly Service	256	2,612	9	1814	6	66.7%	3	33.3%	0	0.0%
Pavement & Floor Marking Services	1,536	1,583	9	1814	1	11.1%	2	22.2%	6	66.7%
Photo Finishing - Wholesale	94	3,030	9	1814	3	33.3%	6	66.7%	0	0.0%
Pinball Sales & Service	664	2,067	9	1814	5	55.6%	4	44.4%	0	0.0%
Plants - Interior Design & Maintenance	2,775	1,273	9	1814	7	77.8%	2	22.2%	0	0.0%
Plastics - Fabricating, Finishing & Decor	1,279	1,679	9	1814	5	55.6%	4	44.4%	0	0.0%
Post Offices	259	2,605	9	1814	5	55.6%	4	44.4%	0	0.0%
Ranches	2,067	1,421	9	1814	8	88.9%	1	11.1%	0	0.0%
Scales	2,640	1,307	9	1814	9	100.0%	0	0.0%	0	0.0%
Sewing Machines - Wholesale & Manufacturers	46	3,295	9	1814	9	100.0%	0	0.0%	0	0.0%
Shuttle Bus	269	2,587	9	1814	5	55.6%	3	33.3%	1	11.1%
Stock & Bond Transfer Agents	1,197	1,722	9	1814	7	77.8%	2	22.2%	0	0.0%
Studio Rental	81	3,088	9	1814	6	66.7%	2	22.2%	1	11.1%
Stump Removal & Grinding	1,421	1,621	9	1814	3	33.3%	6	66.7%	0	0.0%
Swimming Pools - Public	614	2,115	9	1814	6	66.7%	3	33.3%	0	0.0%
Test Publishers	1,505	1,589	9	1814	5	55.6%	4	44.4%	0	0.0%
Trucking - Dump	3,333	1,174	9	1814	3	33.3%	6	66.7%	0	0.0%
Water Taxi Service	89	3,056	9	1814	5	55.6%	4	44.4%	0	0.0%
Wood Preserving	1,335	1,656	9	1814	6	66.7%	2	22.2%	1	11.1%
Zoological Gardens	285	2,541	9	1814	7	77.8%	2	22.2%	0	0.0%
Advertising - Checking Service	282	2,551	8	1865	7	87.5%	1	12.5%	0	0.0%
Advertising - Television	1,669	1,540	8	1865	5	62.5%	3	37.5%	0	0.0%

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Ammunition & Reload Equipment & Supplies	752	1,988	8	1865	5	62.5%	2	25.0%	1	12.5%
Appraisers - Antiques	2,039	1,433	8	1865	7	87.5%	1	12.5%	0	0.0%
Armatures - Service & Sales	183	2,771	8	1865	7	87.5%	1	12.5%	0	0.0%
Art Metal Work	2,186	1,394	8	1865	2	25.0%	4	50.0%	2	25.0%
Artists - Commercial	730	2,015	8	1865	3	37.5%	5	62.5%	0	0.0%
Aviation Consultants	2,227	1,386	8	1865	3	37.5%	5	62.5%	0	0.0%
Baskets - Retail	297	2,525	8	1865	4	50.0%	4	50.0%	0	0.0%
Battery Charging Equipment	550	2,180	8	1865	6	75.0%	2	25.0%	0	0.0%
Beer & Ale - Wholesale	1,534	1,584	8	1865	5	62.5%	3	37.5%	0	0.0%
Beverages - Wholesale & Distribution	996	1,830	8	1865	7	87.5%	0	0.0%	1	12.5%
Bridal Gown Preservation	814	1,940	8	1865	3	37.5%	5	62.5%	0	0.0%
Bulletin & Directory Boards	69	3,162	8	1865	5	62.5%	3	37.5%	0	0.0%
Calculators, Adding Machines & Supplies	460	2,294	8	1865	8	100.0%	0	0.0%	0	0.0%
Carburetors	568	2,161	8	1865	7	87.5%	1	12.5%	0	0.0%
Cheese	840	1,916	8	1865	5	62.5%	3	37.5%	0	0.0%
Dance Apparel	248	2,629	8	1865	7	87.5%	1	12.5%	0	0.0%
Dock Builders	2,103	1,414	8	1865	4	50.0%	3	37.5%	1	12.5%
Dune Buggies	403	2,375	8	1865	5	62.5%	2	25.0%	1	12.5%
Eggs	217	2,691	8	1865	1	12.5%	7	87.5%	0	0.0%
Electric Motors - Supplies & Parts	813	1,942	8	1865	4	50.0%	4	50.0%	0	0.0%
Embroidery Supplies	416	2,353	8	1865	5	62.5%	3	37.5%	0	0.0%
Employment Service - Government, Co, Fraternal	1,007	1,824	8	1865	3	37.5%	5	62.5%	0	0.0%
Fabrics - Wholesale & Manufacturers	739	2,003	8	1865	4	50.0%	4	50.0%	0	0.0%
Factoring Service	1,325	1,664	8	1865	7	87.5%	1	12.5%	0	0.0%
Fingerprinting	840	1,916	8	1865	4	50.0%	2	25.0%	2	25.0%
Foot Appliances	719	2,022	8	1865	8	100.0%	0	0.0%	0	0.0%
Grocers - Wholesale	1,552	1,577	8	1865	6	75.0%	2	25.0%	0	0.0%
Hats - Clean & Renovate	438	2,323	8	1865	8	100.0%	0	0.0%	0	0.0%
Horse Riding/Horse Trail Rides	514	2,225	8	1865	4	50.0%	3	37.5%	1	12.5%
Humidifying Apparatus	137	2,900	8	1865	6	75.0%	2	25.0%	0	0.0%
Insurance - Senior Products	7,217	823	8	1865	5	62.5%	2	25.0%	1	12.5%
Insurance - Workers Compensation	1,746	1,518	8	1865	7	87.5%	1	12.5%	0	0.0%
Language Training Aids	2,016	1,439	8	1865	5	62.5%	3	37.5%	0	0.0%
Libraries - Public	611	2,117	8	1865	8	100.0%	0	0.0%	0	0.0%
Manicuring	208	2,709	8	1865	2	25.0%	5	62.5%	1	12.5%
Masonry Panels - Prefabricated	2,047	1,431	8	1865	1	12.5%	6	75.0%	1	12.5%
Miniatures - Collectors	191	2,753	8	1865	5	62.5%	3	37.5%	0	0.0%
News Dealers	462	2,293	8	1865	7	87.5%	1	12.5%	0	0.0%
Orchestras & Bands	252	2,619	8	1865	6	75.0%	1	12.5%	1	12.5%
Physicians & Surgeons - Maxillofacial	236	2,655	8	1865	5	62.5%	3	37.5%	0	0.0%
Physicians & Surgeons - Oncology	1,421	1,621	8	1865	7	87.5%	1	12.5%	0	0.0%
Physicians & Surgeons - Pulmonary Diseases	440	2,320	8	1865	8	100.0%	0	0.0%	0	0.0%
Reading Instruction	842	1,915	8	1865	8	100.0%	0	0.0%	0	0.0%
Rustproofing & Undercoating - Auto	455	2,304	8	1865	7	87.5%	1	12.5%	0	0.0%
Sculptors	429	2,335	8	1865	0	0.0%	8	100.0%	0	0.0%
Sharpening Service	989	1,834	8	1865	4	50.0%	4	50.0%	0	0.0%
Signs - Equipment & Supplies	1,053	1,799	8	1865	2	25.0%	6	75.0%	0	0.0%
Soda Fountain Supplies	101	3,006	8	1865	7	87.5%	0	0.0%	1	12.5%
Spiritualists	185	2,766	8	1865	3	37.5%	5	62.5%	0	0.0%

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Steam Cleaning Equipment	1,920	1,471	8	1865	8	100.0%	0	0.0%	0	0.0%
Steamship Agencies	610	2,119	8	1865	1	12.5%	7	87.5%	0	0.0%
Sundries Stores	223	2,676	8	1865	4	50.0%	4	50.0%	0	0.0%
Support Groups	1,849	1,489	8	1865	3	37.5%	5	62.5%	0	0.0%
Swap Shops	179	2,781	8	1865	6	75.0%	2	25.0%	0	0.0%
Tanners	429	2,335	8	1865	3	37.5%	5	62.5%	0	0.0%
Tapestries	79	3,102	8	1865	2	25.0%	6	75.0%	0	0.0%
Television & Radio Broadcast Schools	777	1,966	8	1865	6	75.0%	1	12.5%	1	12.5%
Television Program Distributors	803	1,947	8	1865	3	37.5%	4	50.0%	1	12.5%
Tile - Non-Ceramic - Manufacturers & Distributors	1,675	1,535	8	1865	5	62.5%	2	25.0%	1	12.5%
Treatment Centers & Rest Homes - Information & Placement	758	1,983	8	1865	5	62.5%	3	37.5%	0	0.0%
Utilities Underground - Locating	4,172	1,076	8	1865	8	100.0%	0	0.0%	0	0.0%
Wheel Align, Frame & Axle Service Equipment & Supplies	667	2,065	8	1865	7	87.5%	1	12.5%	0	0.0%
Whirlpool Bath Equipment & Supplies	2,020	1,437	8	1865	6	75.0%	2	25.0%	0	0.0%
Window Cleaning Equipment & Supplies	2,060	1,425	8	1865	1	12.5%	7	87.5%	0	0.0%
Accident Reconstruction Service	2,869	1,253	7	1931	3	42.9%	4	57.1%	0	0.0%
Appraisal - Management	1,585	1,570	7	1931	2	28.6%	4	57.1%	1	14.3%
Aquaculture	114	2,967	7	1931	1	14.3%	5	71.4%	1	14.3%
Art Restoration & Conservation	3,477	1,151	7	1931	5	71.4%	2	28.6%	0	0.0%
Baby Sitters	3,020	1,223	7	1931	6	85.7%	1	14.3%	0	0.0%
Beds - Wholesale & Manufacturers	913	1,875	7	1931	5	71.4%	2	28.6%	0	0.0%
Blood Banks & Centers	2,721	1,288	7	1931	7	100.0%	0	0.0%	0	0.0%
Boarding Houses	1,627	1,552	7	1931	2	28.6%	5	71.4%	0	0.0%
Boating Instruction	382	2,399	7	1931	4	57.1%	3	42.9%	0	0.0%
Brakes - Manufacturers & Distributors	985	1,836	7	1931	2	28.6%	5	71.4%	0	0.0%
Canvas Goods	326	2,475	7	1931	3	42.9%	4	57.1%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	412	2,360	7	1931	6	85.7%	1	14.3%	0	0.0%
Caskets	2,720	1,289	7	1931	3	42.9%	4	57.1%	0	0.0%
China & Crystal - Repair	439	2,322	7	1931	7	100.0%	0	0.0%	0	0.0%
Chiropractors Equipment & Supplies	752	1,988	7	1931	5	71.4%	2	28.6%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	406	2,370	7	1931	4	57.1%	3	42.9%	0	0.0%
Cleaning Compounds	1,606	1,560	7	1931	3	42.9%	3	42.9%	1	14.3%
Clocks - Wholesale & Manufacturers	81	3,088	7	1931	1	14.3%	6	85.7%	0	0.0%
Concrete Patching Compounds	448	2,313	7	1931	2	28.6%	5	71.4%	0	0.0%
Concrete Pumping Service	1,394	1,634	7	1931	4	57.1%	2	28.6%	1	14.3%
Contractor - Sheetrock	238	2,649	7	1931	2	28.6%	4	57.1%	1	14.3%
Craft Instruction	2,260	1,379	7	1931	4	57.1%	3	42.9%	0	0.0%
Dining Club Plans	495	2,247	7	1931	2	28.6%	4	57.1%	1	14.3%
Divers	1,173	1,732	7	1931	5	71.4%	2	28.6%	0	0.0%
Duplicating Machines & Supplies	594	2,134	7	1931	6	85.7%	1	14.3%	0	0.0%
Electric Heating Equipment - Wholesale & Manufacturers	2,692	1,294	7	1931	7	100.0%	0	0.0%	0	0.0%
Electric Instruments	129	2,923	7	1931	2	28.6%	2	28.6%	3	42.9%
Emergency Disaster Preparedness Equipment & Supplies	596	2,132	7	1931	5	71.4%	2	28.6%	0	0.0%
Farming Service	620	2,110	7	1931	4	57.1%	3	42.9%	0	0.0%
Fiber Glass Products	674	2,060	7	1931	1	14.3%	6	85.7%	0	0.0%
Floor Treatment Compounds	829	1,927	7	1931	4	57.1%	3	42.9%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Florists Supplies	1,313	1,671	7	1931	4	57.1%	3	42.9%	0	0.0%
Fuel Injection Equipment	978	1,839	7	1931	5	71.4%	2	28.6%	0	0.0%
Glass - Broken	1,245	1,698	7	1931	3	42.9%	4	57.1%	0	0.0%
Glass Board - Up Service	564	2,163	7	1931	2	28.6%	5	71.4%	0	0.0%
Government - State	918	1,867	7	1931	6	85.7%	1	14.3%	0	0.0%
Greenhouses	2,198	1,393	7	1931	3	42.9%	4	57.1%	0	0.0%
Home Staging	5,369	956	7	1931	4	57.1%	3	42.9%	0	0.0%
Identification Equipment & Supplies	1,608	1,559	7	1931	5	71.4%	2	28.6%	0	0.0%
Indian Goods	275	2,575	7	1931	1	14.3%	4	57.1%	2	28.6%
Insurance Inspection & Audits	1,153	1,747	7	1931	1	14.3%	6	85.7%	0	0.0%
Juices	378	2,405	7	1931	3	42.9%	3	42.9%	1	14.3%
Karts - Motorized	449	2,312	7	1931	4	57.1%	3	42.9%	0	0.0%
Lawn Installation Service	198	2,731	7	1931	2	28.6%	5	71.4%	0	0.0%
Lighting Equipment - Emergency	1,059	1,796	7	1931	3	42.9%	4	57.1%	0	0.0%
Linoleum Dealers	1,309	1,673	7	1931	2	28.6%	5	71.4%	0	0.0%
Metal Fabricators	2,311	1,374	7	1931	3	42.9%	3	42.9%	1	14.3%
Metal Powder Fabricators	2,071	1,420	7	1931	1	14.3%	3	42.9%	3	42.9%
Mexican Food Products	917	1,869	7	1931	3	42.9%	3	42.9%	1	14.3%
Mining Equipment & Supplies	742	1,996	7	1931	5	71.4%	2	28.6%	0	0.0%
Oxygen	640	2,086	7	1931	6	85.7%	1	14.3%	0	0.0%
Package Design & Development	1,002	1,826	7	1931	1	14.3%	5	71.4%	1	14.3%
Radiator Sales	205	2,714	7	1931	6	85.7%	1	14.3%	0	0.0%
Recruitment Services	1,051	1,800	7	1931	1	14.3%	5	71.4%	1	14.3%
Restaurant Management	1,254	1,691	7	1931	4	57.1%	3	42.9%	0	0.0%
Rifle & Pistol Ranges	1,170	1,734	7	1931	5	71.4%	2	28.6%	0	0.0%
Rodeos	67	3,172	7	1931	2	28.6%	5	71.4%	0	0.0%
Skateboard Parks & Rinks	216	2,693	7	1931	5	71.4%	2	28.6%	0	0.0%
Sky Diving	151	2,854	7	1931	2	28.6%	4	57.1%	1	14.3%
Snow Removal Equipment	282	2,551	7	1931	2	28.6%	5	71.4%	0	0.0%
Stock Exchanges	1,313	1,671	7	1931	2	28.6%	5	71.4%	0	0.0%
Stone Cutters	1,604	1,562	7	1931	2	28.6%	5	71.4%	0	0.0%
Stools	62	3,197	7	1931	1	14.3%	5	71.4%	1	14.3%
Tattoos - Removed	571	2,159	7	1931	1	14.3%	4	57.1%	2	28.6%
Telephone Equipment & Systems Supplies & Parts	901	1,880	7	1931	3	42.9%	4	57.1%	0	0.0%
Television & Radio - Rent & Lease	158	2,835	7	1931	3	42.9%	3	42.9%	1	14.3%
Television Program Producers	1,172	1,733	7	1931	4	57.1%	1	14.3%	2	28.6%
Turntables	122	2,940	7	1931	4	57.1%	3	42.9%	0	0.0%
Underground Sprinkler Lawn Sprinkler Parts	573	2,158	7	1931	3	42.9%	4	57.1%	0	0.0%
Underwear - Wholesale & Manufacturers	212	2,698	7	1931	1	14.3%	6	85.7%	0	0.0%
Veterinarians Equipment & Supplies	1,446	1,609	7	1931	6	85.7%	1	14.3%	0	0.0%
Amplifiers	204	2,719	6	2002	5	83.3%	1	16.7%	0	0.0%
Animal Transporting - Zoo, Circus	1,729	1,523	6	2002	3	50.0%	2	33.3%	1	16.7%
Armored Car Service	1,228	1,704	6	2002	3	50.0%	3	50.0%	0	0.0%
Assembly & Fabricating Service	2,326	1,369	6	2002	4	66.7%	2	33.3%	0	0.0%
Batteries - Dry Cell - Wholesale & Manufacturers	873	1,899	6	2002	5	83.3%	1	16.7%	0	0.0%
Bird Feeders & Houses	539	2,188	6	2002	3	50.0%	3	50.0%	0	0.0%
Boat Cleaning	987	1,835	6	2002	3	50.0%	2	33.3%	1	16.7%
Buckles	35	3,369	6	2002	4	66.7%	2	33.3%	0	0.0%
Cabs - Tractor, Truck	250	2,624	6	2002	2	33.3%	3	50.0%	1	16.7%

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Carbon Products	313	2,497	6	2002	4	66.7%	2	33.3%	0	0.0%
Clamps	93	3,034	6	2002	6	100.0%	0	0.0%	0	0.0%
Compactors - Waste - Household - Dealers	81	3,088	6	2002	4	66.7%	2	33.3%	0	0.0%
Concrete Breaking, Cutting, Sawing	4,900	997	6	2002	2	33.3%	3	50.0%	1	16.7%
Cookies & Crackers	930	1,859	6	2002	3	50.0%	3	50.0%	0	0.0%
Covers - Book, Catalog	145	2,867	6	2002	4	66.7%	1	16.7%	1	16.7%
Curtains - Wholesale & Manufacturers	127	2,930	6	2002	3	50.0%	3	50.0%	0	0.0%
Dietitians	436	2,325	6	2002	3	50.0%	3	50.0%	0	0.0%
Docks	2,631	1,310	6	2002	1	16.7%	5	83.3%	0	0.0%
Electric Equipment - Manufacturers	1,122	1,761	6	2002	2	33.3%	4	66.7%	0	0.0%
Environmental, Conservationist & Ecol Org	2,115	1,412	6	2002	3	50.0%	3	50.0%	0	0.0%
Express & Transfer Service	863	1,906	6	2002	2	33.3%	4	66.7%	0	0.0%
Fan Clubs	128	2,927	6	2002	5	83.3%	1	16.7%	0	0.0%
Fishermens Supplies	218	2,689	6	2002	4	66.7%	2	33.3%	0	0.0%
Fruits & Vegetables - Wholesale	2,211	1,391	6	2002	6	100.0%	0	0.0%	0	0.0%
Furniture Cleaning	501	2,240	6	2002	4	66.7%	2	33.3%	0	0.0%
Furniture Stripping	241	2,640	6	2002	6	100.0%	0	0.0%	0	0.0%
Gift Wrapping Materials	993	1,831	6	2002	6	100.0%	0	0.0%	0	0.0%
Golf Courses - Miniature	620	2,110	6	2002	4	66.7%	1	16.7%	1	16.7%
Identification Card Service	1,110	1,768	6	2002	5	83.3%	1	16.7%	0	0.0%
Jewelry Engravers	49	3,278	6	2002	5	83.3%	1	16.7%	0	0.0%
Kites	182	2,772	6	2002	6	100.0%	0	0.0%	0	0.0%
Knit Goods - Retail	169	2,811	6	2002	4	66.7%	2	33.3%	0	0.0%
Knives - Machine	451	2,310	6	2002	2	33.3%	4	66.7%	0	0.0%
Latex Products	36	3,361	6	2002	0	0.0%	6	100.0%	0	0.0%
Leather Goods Manufacturers Supplies	112	2,975	6	2002	2	33.3%	4	66.7%	0	0.0%
Lighting Fixtures - Repair & Maintenance	683	2,053	6	2002	4	66.7%	2	33.3%	0	0.0%
Literary Agents	2,412	1,354	6	2002	2	33.3%	2	33.3%	2	33.3%
Livestock Hauling	116	2,958	6	2002	2	33.3%	4	66.7%	0	0.0%
Lotteries - Local	832	1,924	6	2002	4	66.7%	1	16.7%	1	16.7%
Mausoleums	487	2,254	6	2002	4	66.7%	2	33.3%	0	0.0%
Meat Choppers & Grinders	335	2,466	6	2002	4	66.7%	2	33.3%	0	0.0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	664	2,067	6	2002	4	66.7%	2	33.3%	0	0.0%
Metaphysicians	141	2,883	6	2002	5	83.3%	1	16.7%	0	0.0%
Microphones	68	3,168	6	2002	4	66.7%	2	33.3%	0	0.0%
Mobile Homes Manufacturers Equipment & Supplies	738	2,005	6	2002	6	100.0%	0	0.0%	0	0.0%
Motor coach Companies	1,666	1,541	6	2002	3	50.0%	3	50.0%	0	0.0%
Office Furniture & Equipment - Wholesale & Manufacturing	734	2,009	6	2002	3	50.0%	3	50.0%	0	0.0%
Oil Field Service	8,957	731	6	2002	1	16.7%	5	83.3%	0	0.0%
Oxygen Therapy Equipment	879	1,894	6	2002	4	66.7%	2	33.3%	0	0.0%
Paint - Wholesale & Manufacturers	3,457	1,155	6	2002	4	66.7%	2	33.3%	0	0.0%
Parking Meters	71	3,152	6	2002	4	66.7%	1	16.7%	1	16.7%
Photographic Mounts	863	1,906	6	2002	4	66.7%	2	33.3%	0	0.0%
Printing Equipment	2,362	1,363	6	2002	3	50.0%	3	50.0%	0	0.0%
Public Speaking Instruction	603	2,124	6	2002	6	100.0%	0	0.0%	0	0.0%
Quilting	1,161	1,740	6	2002	3	50.0%	2	33.3%	1	16.7%
Riding Apparel & Equipment	740	2,002	6	2002	3	50.0%	3	50.0%	0	0.0%

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Rooming Houses	141	2,883	6	2002	3	50.0%	3	50.0%	0	0.0%
Rubber Products	1,885	1,478	6	2002	2	33.3%	4	66.7%	0	0.0%
Sailmakers	257	2,609	6	2002	4	66.7%	2	33.3%	0	0.0%
Scalp Care	285	2,541	6	2002	5	83.3%	1	16.7%	0	0.0%
Screen Printing - Equipment & Supplies	894	1,888	6	2002	5	83.3%	1	16.7%	0	0.0%
Sewer Cleaning Equipment & Supplies	587	2,144	6	2002	2	33.3%	1	16.7%	3	50.0%
Shelving	3,198	1,194	6	2002	3	50.0%	3	50.0%	0	0.0%
Shirts - Wholesale & Manufacturers	213	2,696	6	2002	2	33.3%	4	66.7%	0	0.0%
Smelters & Refiners - Precious Metals	2,804	1,267	6	2002	5	83.3%	1	16.7%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	1,974	1,451	6	2002	2	33.3%	4	66.7%	0	0.0%
Statistical Service	694	2,044	6	2002	5	83.3%	1	16.7%	0	0.0%
Steel Detailers - Structural	1,206	1,715	6	2002	5	83.3%	1	16.7%	0	0.0%
Tarps	410	2,362	6	2002	3	50.0%	3	50.0%	0	0.0%
Tennis Courts - Private	895	1,885	6	2002	2	33.3%	3	50.0%	1	16.7%
Tennis Courts - Public	142	2,879	6	2002	2	33.3%	4	66.7%	0	0.0%
Time Recorders	750	1,990	6	2002	5	83.3%	1	16.7%	0	0.0%
Tractor Rent & Lease	637	2,092	6	2002	5	83.3%	0	0.0%	1	16.7%
Trailers - Boat	352	2,441	6	2002	5	83.3%	1	16.7%	0	0.0%
Trailers - Transporting	1,071	1,789	6	2002	2	33.3%	4	66.7%	0	0.0%
Trapping Equipment & Supplies	138	2,897	6	2002	1	16.7%	5	83.3%	0	0.0%
Truck Permits	608	2,120	6	2002	3	50.0%	3	50.0%	0	0.0%
Truck Refrigeration Equipment	387	2,390	6	2002	3	50.0%	3	50.0%	0	0.0%
Truck Washing & Cleaning	1,250	1,696	6	2002	3	50.0%	3	50.0%	0	0.0%
Two-Way Radio Sales & Service	79	3,102	6	2002	2	33.3%	4	66.7%	0	0.0%
Videoconferencing Services	1,459	1,603	6	2002	4	66.7%	2	33.3%	0	0.0%
Wood Finishing	3,131	1,207	6	2002	1	16.7%	5	83.3%	0	0.0%
Abstracters	895	1,885	5	2084	1	20.0%	3	60.0%	1	20.0%
Agricultural Waste Management	192	2,747	5	2084	2	40.0%	3	60.0%	0	0.0%
Albums	188	2,759	5	2084	2	40.0%	1	20.0%	2	40.0%
Bakers - Wholesale	1,989	1,446	5	2084	4	80.0%	1	20.0%	0	0.0%
Barn Equipment	1,671	1,537	5	2084	4	80.0%	1	20.0%	0	0.0%
Battery Repairing & Rebuilding	799	1,951	5	2084	4	80.0%	1	20.0%	0	0.0%
Beer Dispensing & Cooling Equipment	1,018	1,815	5	2084	5	100.0%	0	0.0%	0	0.0%
Beverage Dispensers	582	2,149	5	2084	5	100.0%	0	0.0%	0	0.0%
Bicycle Racks & Security Systems	143	2,877	5	2084	1	20.0%	4	80.0%	0	0.0%
Brick - Clay - Common & Face	3,889	1,107	5	2084	3	60.0%	2	40.0%	0	0.0%
Calendars	324	2,481	5	2084	5	100.0%	0	0.0%	0	0.0%
Chain Link Fence Sales, Service & Contractors	92	3,038	5	2084	1	20.0%	2	40.0%	2	40.0%
Cigar & Cigarette Lighters	192	2,747	5	2084	2	40.0%	3	60.0%	0	0.0%
Clean Room Facilities	542	2,186	5	2084	3	60.0%	2	40.0%	0	0.0%
Contractor - Flat Roof	325	2,477	5	2084	3	60.0%	2	40.0%	0	0.0%
Diesel Fuel	516	2,219	5	2084	2	40.0%	3	60.0%	0	0.0%
Document Imaging & Scanning Service	559	2,170	5	2084	1	20.0%	4	80.0%	0	0.0%
Door Frames	482	2,262	5	2084	0	0.0%	4	80.0%	1	20.0%
Dry Cleaners - Equipment - Wholesales	116	2,958	5	2084	3	60.0%	1	20.0%	1	20.0%
Editorial Services	1,964	1,454	5	2084	4	80.0%	1	20.0%	0	0.0%
Electronic Testing Equipment	602	2,125	5	2084	4	80.0%	1	20.0%	0	0.0%
Embroideries - Uniform	437	2,324	5	2084	3	60.0%	2	40.0%	0	0.0%
Engineering Reports	364	2,424	5	2084	2	40.0%	3	60.0%	0	0.0%
Engines - Fuel Injection Service & Parts	1,749	1,515	5	2084	0	0.0%	4	80.0%	1	20.0%

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Engines - Gasoline	223	2,676	5	2084	2	40.0%	3	60.0%	0	0.0%
Engravers - Metal	668	2,064	5	2084	4	80.0%	1	20.0%	0	0.0%
Engravers - Photo	73	3,140	5	2084	0	0.0%	4	80.0%	1	20.0%
Fairgrounds	263	2,597	5	2084	4	80.0%	1	20.0%	0	0.0%
Family Planning - Abortion Services	530	2,204	5	2084	2	40.0%	0	0.0%	3	60.0%
Fiberglass - Fabrication & Repair	272	2,583	5	2084	3	60.0%	1	20.0%	1	20.0%
Filters Air & Gas Cleaning	80	3,097	5	2084	1	20.0%	4	80.0%	0	0.0%
Fish & Seafood - Wholesale	2,125	1,407	5	2084	3	60.0%	2	40.0%	0	0.0%
Fruit & Vegetable Growers & Shippers	992	1,832	5	2084	3	60.0%	2	40.0%	0	0.0%
Garbage Disposal Equipment - Supplies & Parts	199	2,730	5	2084	3	60.0%	2	40.0%	0	0.0%
Homeopaths	665	2,066	5	2084	5	100.0%	0	0.0%	0	0.0%
Humane Societies	791	1,958	5	2084	4	80.0%	1	20.0%	0	0.0%
Insurance - Rental	780	1,965	5	2084	4	80.0%	1	20.0%	0	0.0%
iPod Sales & Service	768	1,973	5	2084	4	80.0%	1	20.0%	0	0.0%
Jacks	515	2,222	5	2084	1	20.0%	3	60.0%	1	20.0%
Jewelry Castings	246	2,630	5	2084	2	40.0%	3	60.0%	0	0.0%
Judgment Recovery	1,355	1,645	5	2084	2	40.0%	3	60.0%	0	0.0%
Labels - Plastic, Metal, Foil	467	2,283	5	2084	4	80.0%	1	20.0%	0	0.0%
Laminations - Plastic, Paper	316	2,494	5	2084	4	80.0%	1	20.0%	0	0.0%
Leather Goods - Wholesale & Manufacturers	823	1,933	5	2084	4	80.0%	1	20.0%	0	0.0%
Livestock Equipment & Supplies	873	1,899	5	2084	2	40.0%	3	60.0%	0	0.0%
Lobbyists	984	1,837	5	2084	4	80.0%	1	20.0%	0	0.0%
Locks - Wholesale & Manufacturers	596	2,132	5	2084	5	100.0%	0	0.0%	0	0.0%
Lumber Mill Representatives	118	2,953	5	2084	3	60.0%	1	20.0%	1	20.0%
Magicians	368	2,418	5	2084	3	60.0%	1	20.0%	1	20.0%
Magicians Supplies	171	2,804	5	2084	3	60.0%	2	40.0%	0	0.0%
Magnets & Magnetic Devices	662	2,070	5	2084	3	60.0%	2	40.0%	0	0.0%
Marine Surveyors	622	2,105	5	2084	3	60.0%	2	40.0%	0	0.0%
Mason Contractors Equipment & Supplies	3,405	1,162	5	2084	3	60.0%	2	40.0%	0	0.0%
Massage School	977	1,840	5	2084	4	80.0%	0	0.0%	1	20.0%
Medicines - Patent & Proprietary	1,767	1,510	5	2084	2	40.0%	3	60.0%	0	0.0%
Millinery - Retail	43	3,310	5	2084	2	40.0%	2	40.0%	1	20.0%
Music Writers Supplies	51	3,256	5	2084	4	80.0%	1	20.0%	0	0.0%
Nurses Registries	1,672	1,536	5	2084	2	40.0%	3	60.0%	0	0.0%
Packaging Materials	5,932	909	5	2084	2	40.0%	3	60.0%	0	0.0%
Paper Distributors	1,925	1,469	5	2084	5	100.0%	0	0.0%	0	0.0%
Patent Agents	4,336	1,056	5	2084	2	40.0%	0	0.0%	3	60.0%
Pet Waste Removal	797	1,955	5	2084	3	60.0%	1	20.0%	1	20.0%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	303	2,515	5	2084	1	20.0%	4	80.0%	0	0.0%
Physicists	29	3,408	5	2084	2	40.0%	3	60.0%	0	0.0%
Playing Cards	172	2,797	5	2084	3	60.0%	2	40.0%	0	0.0%
Podiatrists Equipment & Supplies	458	2,299	5	2084	5	100.0%	0	0.0%	0	0.0%
Post Cards - Manufacturers & Distributors	47	3,287	5	2084	0	0.0%	3	60.0%	2	40.0%
Presses - Power-Equipment	237	2,653	5	2084	4	80.0%	1	20.0%	0	0.0%
Programmed Instruction	145	2,867	5	2084	4	80.0%	1	20.0%	0	0.0%
Racks	478	2,267	5	2084	3	60.0%	2	40.0%	0	0.0%
Reporters - Court & Convention	2,690	1,295	5	2084	2	40.0%	3	60.0%	0	0.0%
Sales Training	2,598	1,315	5	2084	4	80.0%	1	20.0%	0	0.0%
Salt	318	2,491	5	2084	4	80.0%	0	0.0%	1	20.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Salvage - Marine	236	2,655	5	2084	3	60.0%	2	40.0%	0	0.0%
Soil Conditioners	297	2,525	5	2084	0	0.0%	5	100.0%	0	0.0%
Sound Control Structures & Equipment	918	1,867	5	2084	1	20.0%	0	0.0%	4	80.0%
Spices	833	1,923	5	2084	2	40.0%	1	20.0%	2	40.0%
Sprinkler Supervisory Service	1,218	1,708	5	2084	1	20.0%	4	80.0%	0	0.0%
Steel Distributors & Warehouses	2,830	1,260	5	2084	5	100.0%	0	0.0%	0	0.0%
Television & Radio Parts - Wholesale & Manufacturers	182	2,772	5	2084	3	60.0%	2	40.0%	0	0.0%
Tire Retread & Repair - Equipment & Supplies	234	2,657	5	2084	4	80.0%	1	20.0%	0	0.0%
Tool & Die Makers Equipment & Supplies	330	2,470	5	2084	2	40.0%	3	60.0%	0	0.0%
Towing - Marine	466	2,287	5	2084	5	100.0%	0	0.0%	0	0.0%
Truck Bedliner	457	2,301	5	2084	2	40.0%	2	40.0%	1	20.0%
Truck Bodies	1,451	1,604	5	2084	1	20.0%	4	80.0%	0	0.0%
Ventilating Contractors	1,596	1,565	5	2084	4	80.0%	1	20.0%	0	0.0%
Video Equipment - Wholesale & Manufacturers	207	2,711	5	2084	2	40.0%	3	60.0%	0	0.0%
Wall Cleaning	758	1,983	5	2084	5	100.0%	0	0.0%	0	0.0%
Wines - Wholesale	298	2,523	5	2084	4	80.0%	0	0.0%	1	20.0%
Air Fragrances	534	2,195	4	2173	2	50.0%	2	50.0%	0	0.0%
Anchors - Marine	153	2,850	4	2173	3	75.0%	1	25.0%	0	0.0%
Anodizing	24	3,463	4	2173	1	25.0%	3	75.0%	0	0.0%
Aquariums - Lease & Maintenance	205	2,714	4	2173	1	25.0%	3	75.0%	0	0.0%
Asphalt Mixing Equipment	282	2,551	4	2173	1	25.0%	3	75.0%	0	0.0%
Attorneys Service Bureaus	975	1,842	4	2173	3	75.0%	1	25.0%	0	0.0%
Auto Metal & Equipment - Distribution & Manufacturing	150	2,858	4	2173	3	75.0%	1	25.0%	0	0.0%
Bakers Equipment	754	1,986	4	2173	2	50.0%	2	50.0%	0	0.0%
Blueprinting	1,703	1,532	4	2173	3	75.0%	1	25.0%	0	0.0%
Buffing & Polishing Equipment & Supplies	49	3,278	4	2173	3	75.0%	1	25.0%	0	0.0%
Burial Vaults	870	1,901	4	2173	1	25.0%	2	50.0%	1	25.0%
Bus - Sales & Rental	137	2,900	4	2173	3	75.0%	1	25.0%	0	0.0%
Carpet & Rug Dyers	866	1,904	4	2173	1	25.0%	3	75.0%	0	0.0%
Carpet & Rug Weavers	553	2,178	4	2173	2	50.0%	2	50.0%	0	0.0%
Ceramics - Equipment & Supplies	1,099	1,774	4	2173	2	50.0%	2	50.0%	0	0.0%
Chauffeur Service	556	2,176	4	2173	1	25.0%	3	75.0%	0	0.0%
City & Town Planners	1,233	1,703	4	2173	2	50.0%	2	50.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	105	2,994	4	2173	2	50.0%	2	50.0%	0	0.0%
Clutches	120	2,947	4	2173	3	75.0%	1	25.0%	0	0.0%
Compressors	3,632	1,132	4	2173	3	75.0%	1	25.0%	0	0.0%
Computers - Rooms - Installation & Equipment	737	2,006	4	2173	3	75.0%	1	25.0%	0	0.0%
Construction Estimates	1,157	1,744	4	2173	3	75.0%	1	25.0%	0	0.0%
Contractor - Interior Trim	916	1,872	4	2173	2	50.0%	2	50.0%	0	0.0%
Cord Sets & Cords - Electric	26	3,428	4	2173	4	100.0%	0	0.0%	0	0.0%
Drapery Installation Service	837	1,919	4	2173	3	75.0%	1	25.0%	0	0.0%
Engravers - Mechanical	454	2,305	4	2173	1	25.0%	3	75.0%	0	0.0%
Engraving Equipment & Supplies	785	1,961	4	2173	4	100.0%	0	0.0%	0	0.0%
Etching Equipment & Supplies	47	3,287	4	2173	2	50.0%	2	50.0%	0	0.0%
Fire Departments	93	3,034	4	2173	3	75.0%	1	25.0%	0	0.0%
First Aid Supplies	741	2,000	4	2173	3	75.0%	1	25.0%	0	0.0%
Fishing Piers	177	2,785	4	2173	3	75.0%	1	25.0%	0	0.0%

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Fishing Tackle - Wholesale & Manufacturers	344	2,448	4	2173	2	50.0%	2	50.0%	0	0.0%
Floral Design Instruction	278	2,562	4	2173	3	75.0%	1	25.0%	0	0.0%
Food & Beverage Consultants	618	2,113	4	2173	1	25.0%	3	75.0%	0	0.0%
Food Products Manufacturing Equipment	133	2,911	4	2173	4	100.0%	0	0.0%	0	0.0%
Gazebos	2,486	1,340	4	2173	2	50.0%	2	50.0%	0	0.0%
Glass Blowers	806	1,946	4	2173	2	50.0%	2	50.0%	0	0.0%
Glass Circles & Specialty Shapes	827	1,929	4	2173	2	50.0%	2	50.0%	0	0.0%
Gloves - Cleaning & Repairing	73	3,140	4	2173	2	50.0%	2	50.0%	0	0.0%
Government - County	1,430	1,615	4	2173	4	100.0%	0	0.0%	0	0.0%
Group Homes	3,186	1,197	4	2173	2	50.0%	1	25.0%	1	25.0%
Guards - Door & Window	2,096	1,415	4	2173	4	100.0%	0	0.0%	0	0.0%
Heavy Duty Equipment Repair	182	2,772	4	2173	3	75.0%	1	25.0%	0	0.0%
Honey	209	2,707	4	2173	3	75.0%	0	0.0%	1	25.0%
Housewares - Wholesale & Manufacturers	241	2,640	4	2173	4	100.0%	0	0.0%	0	0.0%
Human Factors - Research & Development	1,264	1,686	4	2173	4	100.0%	0	0.0%	0	0.0%
Ice Cream Freezers	63	3,193	4	2173	4	100.0%	0	0.0%	0	0.0%
Import Representatives	177	2,785	4	2173	0	0.0%	4	100.0%	0	0.0%
Industrial Developments	762	1,979	4	2173	1	25.0%	3	75.0%	0	0.0%
Insulation Contractors Equipment & Supplies	2,551	1,326	4	2173	3	75.0%	1	25.0%	0	0.0%
Interior Decorators & Designers - Workroom	766	1,975	4	2173	2	50.0%	2	50.0%	0	0.0%
Juke Boxes	98	3,018	4	2173	4	100.0%	0	0.0%	0	0.0%
Labels - Fabric	296	2,530	4	2173	0	0.0%	4	100.0%	0	0.0%
Labor Posters	245	2,633	4	2173	0	0.0%	4	100.0%	0	0.0%
Livestock Auction Markets	607	2,121	4	2173	3	75.0%	1	25.0%	0	0.0%
Lockers	180	2,778	4	2173	4	100.0%	0	0.0%	0	0.0%
Machinery - Used	276	2,569	4	2173	3	75.0%	1	25.0%	0	0.0%
Machinery Movers & Erectors	1,318	1,669	4	2173	3	75.0%	1	25.0%	0	0.0%
Mats & Matting	795	1,957	4	2173	2	50.0%	2	50.0%	0	0.0%
Metals - Precious - Sheet, Wire, Tubing	1,902	1,475	4	2173	3	75.0%	1	25.0%	0	0.0%
Meters	278	2,562	4	2173	2	50.0%	2	50.0%	0	0.0%
Model Makers	273	2,580	4	2173	3	75.0%	1	25.0%	0	0.0%
Moldings	2,090	1,416	4	2173	1	25.0%	3	75.0%	0	0.0%
Nails & Tacks	70	3,159	4	2173	2	50.0%	2	50.0%	0	0.0%
Newspaper Feature Syndicates	189	2,755	4	2173	3	75.0%	1	25.0%	0	0.0%
Nurserymen Equipment & Supplies	246	2,630	4	2173	1	25.0%	3	75.0%	0	0.0%
Nuts - Edible	1,396	1,632	4	2173	2	50.0%	2	50.0%	0	0.0%
Occupational Therapists	2,657	1,305	4	2173	3	75.0%	1	25.0%	0	0.0%
Office Furniture & Equipment - Installation	4,273	1,064	4	2173	3	75.0%	1	25.0%	0	0.0%
Oils - Fuel - Treatment Compounds	139	2,893	4	2173	4	100.0%	0	0.0%	0	0.0%
Opera Companies	20	3,497	4	2173	2	50.0%	2	50.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	149	2,861	4	2173	1	25.0%	2	50.0%	1	25.0%
Patent Searchers	1,814	1,497	4	2173	4	100.0%	0	0.0%	0	0.0%
Pens & Pencils - Wholesale & Manufacturers	171	2,804	4	2173	1	25.0%	3	75.0%	0	0.0%
Pharmaceutical Suppliers - Foreign	220	2,683	4	2173	0	0.0%	0	0.0%	4	100.0%
Photo Retouching	709	2,033	4	2173	1	25.0%	3	75.0%	0	0.0%

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Physicians & Surgeons Information Bureaus	592	2,137	4	2173	4	100.0%	0	0.0%	0	0.0%
Pianos - Parts	102	3,002	4	2173	3	75.0%	1	25.0%	0	0.0%
Piping Contractors	1,196	1,723	4	2173	0	0.0%	4	100.0%	0	0.0%
Plasma Centers	1,338	1,654	4	2173	3	75.0%	1	25.0%	0	0.0%
Psychotherapist	407	2,368	4	2173	3	75.0%	1	25.0%	0	0.0%
Pumping Contractors	1,024	1,813	4	2173	1	25.0%	3	75.0%	0	0.0%
Railings	2,776	1,272	4	2173	2	50.0%	2	50.0%	0	0.0%
Refrigerators & Freezers - Supplies & Parts	71	3,152	4	2173	1	25.0%	3	75.0%	0	0.0%
Sand & Gravel Handling Equipment	269	2,587	4	2173	0	0.0%	4	100.0%	0	0.0%
Scientific Apparatus & Instruments	2,278	1,378	4	2173	2	50.0%	2	50.0%	0	0.0%
Scooters - Medical	119	2,950	4	2173	3	75.0%	1	25.0%	0	0.0%
Seals - Security	168	2,814	4	2173	3	75.0%	1	25.0%	0	0.0%
SemiConductor Devices	703	2,039	4	2173	2	50.0%	2	50.0%	0	0.0%
Sewing Machines - Industrial & Commercial	429	2,335	4	2173	2	50.0%	2	50.0%	0	0.0%
Ski Instruction	76	3,123	4	2173	3	75.0%	1	25.0%	0	0.0%
Ski Tours	158	2,835	4	2173	2	50.0%	1	25.0%	1	25.0%
Steam Bath Equipment & Supplies	477	2,269	4	2173	4	100.0%	0	0.0%	0	0.0%
Steel Erectors	5,989	902	4	2173	2	50.0%	2	50.0%	0	0.0%
Storm Shelters	537	2,191	4	2173	1	25.0%	3	75.0%	0	0.0%
Tank Cleaning	484	2,257	4	2173	1	25.0%	3	75.0%	0	0.0%
Telephone Equipment & Systems Wholesale & Manufacturing	825	1,930	4	2173	4	100.0%	0	0.0%	0	0.0%
Testing Apparatus	525	2,210	4	2173	1	25.0%	2	50.0%	1	25.0%
Theatrical & Stage Lighting Equipment	1,702	1,533	4	2173	3	75.0%	1	25.0%	0	0.0%
Toy Manufacturers Supplies	144	2,873	4	2173	2	50.0%	2	50.0%	0	0.0%
Tractor Distributors & Manufacturers	303	2,515	4	2173	4	100.0%	0	0.0%	0	0.0%
Transcription Service	2,876	1,252	4	2173	2	50.0%	0	0.0%	2	50.0%
Transmissions - Truck, Tractor	373	2,412	4	2173	3	75.0%	1	25.0%	0	0.0%
Truck Manufacturers & Distributors	1,332	1,658	4	2173	3	75.0%	1	25.0%	0	0.0%
Upholstery Fabrics - Wholesale & Manufacturers	211	2,700	4	2173	0	0.0%	4	100.0%	0	0.0%
Veterinarians Information & Referral	467	2,283	4	2173	2	50.0%	2	50.0%	0	0.0%
Warehousing Services	3,676	1,128	4	2173	4	100.0%	0	0.0%	0	0.0%
Water Main Contractors	1,032	1,808	4	2173	3	75.0%	1	25.0%	0	0.0%
Water Skiing Instruction	86	3,068	4	2173	1	25.0%	3	75.0%	0	0.0%
Word Processing Service	458	2,299	4	2173	3	75.0%	0	0.0%	1	25.0%
Yogurt	130	2,921	4	2173	1	25.0%	3	75.0%	0	0.0%
Acid Proof Equipment & Materials	72	3,147	3	2284	1	33.3%	2	66.7%	0	0.0%
Adhesives & Glues	1,218	1,708	3	2284	2	66.7%	1	33.3%	0	0.0%
Amusement Park Equipment	521	2,215	3	2284	0	0.0%	3	100.0%	0	0.0%
Animal Foods - Zoo, Circus	44	3,307	3	2284	2	66.7%	1	33.3%	0	0.0%
Antiques - Reproductions	879	1,894	3	2284	1	33.3%	2	66.7%	0	0.0%
Apprenticeship Programs	108	2,988	3	2284	0	0.0%	3	100.0%	0	0.0%
Aquariums - Wholesale & Manufacturers	551	2,179	3	2284	1	33.3%	2	66.7%	0	0.0%
Astronomical Instruments	48	3,282	3	2284	2	66.7%	1	33.3%	0	0.0%
Auto Sunroofs	279	2,560	3	2284	3	100.0%	0	0.0%	0	0.0%
Badges	708	2,034	3	2284	1	33.3%	2	66.7%	0	0.0%
Baseball Batting Ranges	707	2,037	3	2284	3	100.0%	0	0.0%	0	0.0%
Baskets - Wholesale & Manufacturers	340	2,456	3	2284	3	100.0%	0	0.0%	0	0.0%

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Beauty Supplies & Equipment Repair	337	2,462	3	2284	1	33.3%	2	66.7%	0	0.0%
Bibles	336	2,464	3	2284	2	66.7%	1	33.3%	0	0.0%
Biological Products	578	2,152	3	2284	1	33.3%	2	66.7%	0	0.0%
Birth Control Information Centers	313	2,497	3	2284	2	66.7%	1	33.3%	0	0.0%
Boilers - Supplies & Parts	193	2,745	3	2284	2	66.7%	1	33.3%	0	0.0%
Bowling Instruction	58	3,221	3	2284	1	33.3%	2	66.7%	0	0.0%
Brick Preservatives	1,631	1,549	3	2284	1	33.3%	2	66.7%	0	0.0%
Calligraphers	397	2,380	3	2284	1	33.3%	2	66.7%	0	0.0%
Campers - Supplies & Parts	200	2,729	3	2284	3	100.0%	0	0.0%	0	0.0%
Ceiling Cleaning	846	1,913	3	2284	1	33.3%	1	33.3%	1	33.3%
Cement - Wholesale & Manufacturers	1,029	1,811	3	2284	2	66.7%	1	33.3%	0	0.0%
Check Protection & Signing Machines	1,039	1,805	3	2284	3	100.0%	0	0.0%	0	0.0%
Chemical Cleaning - Industrial	1,924	1,470	3	2284	2	66.7%	1	33.3%	0	0.0%
Circus Companies	60	3,210	3	2284	2	66.7%	1	33.3%	0	0.0%
Coal & Coke - Retail	246	2,630	3	2284	2	66.7%	1	33.3%	0	0.0%
Commercials - Radio & Television	241	2,640	3	2284	0	0.0%	3	100.0%	0	0.0%
Concrete Reinforcements	1,773	1,508	3	2284	0	0.0%	3	100.0%	0	0.0%
Contractor - Industrial	421	2,345	3	2284	2	66.7%	1	33.3%	0	0.0%
Corsets & Girdles	1,605	1,561	3	2284	2	66.7%	1	33.3%	0	0.0%
Cremation Urns	375	2,410	3	2284	2	66.7%	0	0.0%	1	33.3%
Customs Consultant	544	2,182	3	2284	0	0.0%	3	100.0%	0	0.0%
Dairy Products - Wholesale	1,755	1,514	3	2284	3	100.0%	0	0.0%	0	0.0%
Dentist Information Bureaus	189	2,755	3	2284	0	0.0%	3	100.0%	0	0.0%
Doll Clothing & Accessories	195	2,740	3	2284	2	66.7%	1	33.3%	0	0.0%
Dolls - Repairing	55	3,235	3	2284	1	33.3%	1	33.3%	1	33.3%
Door Closers & Checks - Repairing	129	2,923	3	2284	3	100.0%	0	0.0%	0	0.0%
Drama/Acting Instruction	1,957	1,457	3	2284	3	100.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabrics - Retail	2,186	1,394	3	2284	1	33.3%	1	33.3%	1	33.3%
Druggists - Wholesale	372	2,415	3	2284	2	66.7%	1	33.3%	0	0.0%
Elderly/Senior Specialty Services	1,793	1,500	3	2284	3	100.0%	0	0.0%	0	0.0%
Engravers - Plastic, Wood	726	2,018	3	2284	1	33.3%	2	66.7%	0	0.0%
Envelopes - Retail	309	2,506	3	2284	2	66.7%	1	33.3%	0	0.0%
Eye Banks	35	3,369	3	2284	2	66.7%	1	33.3%	0	0.0%
Family Planning - Abortion Alternatives	265	2,594	3	2284	2	66.7%	1	33.3%	0	0.0%
Fasteners - Industrial & Construction	3,515	1,150	3	2284	2	66.7%	1	33.3%	0	0.0%
Feed - Wholesale & Manufacturers	954	1,849	3	2284	3	100.0%	0	0.0%	0	0.0%
Fertilizer Plant Equipment	88	3,058	3	2284	2	66.7%	1	33.3%	0	0.0%
Fertilizers	2,148	1,401	3	2284	0	0.0%	3	100.0%	0	0.0%
Fiber Optics	1,957	1,457	3	2284	3	100.0%	0	0.0%	0	0.0%
Fingerprinting Equipment	261	2,603	3	2284	1	33.3%	2	66.7%	0	0.0%
Fire Department Equipment & Supplies	1,082	1,782	3	2284	3	100.0%	0	0.0%	0	0.0%
Fish Hatcheries	456	2,303	3	2284	0	0.0%	3	100.0%	0	0.0%
Fishermen - Commercial	659	2,072	3	2284	2	66.7%	1	33.3%	0	0.0%
Floor Machines	34	3,376	3	2284	3	100.0%	0	0.0%	0	0.0%
Foam & Sponge Rubber	507	2,234	3	2284	2	66.7%	1	33.3%	0	0.0%
Fraternalities & Sororities	63	3,193	3	2284	1	33.3%	1	33.3%	1	33.3%
Funeral Directors Equipment & Supplies	467	2,283	3	2284	2	66.7%	1	33.3%	0	0.0%
Fur Cleaning & Dyeing - Retail	26	3,428	3	2284	2	66.7%	1	33.3%	0	0.0%
Furniture Repair & Refinish Supplies	252	2,619	3	2284	2	66.7%	1	33.3%	0	0.0%
Game - Birds, Venison	256	2,612	3	2284	1	33.3%	2	66.7%	0	0.0%
Garment Hangers	116	2,958	3	2284	1	33.3%	2	66.7%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Gasoline Additives - Manufacturers & Distributors	289	2,535	3	2284	3	100.0%	0	0.0%	0	0.0%
Gears & Gear Cutting	149	2,861	3	2284	0	0.0%	3	100.0%	0	0.0%
Gloves & Mittens - Dress	453	2,307	3	2284	2	66.7%	1	33.3%	0	0.0%
Greenhouse Builders	1,878	1,481	3	2284	3	100.0%	0	0.0%	0	0.0%
Gymnastic Equipment & Supplies	154	2,845	3	2284	1	33.3%	2	66.7%	0	0.0%
Hats - Wholesale & Manufacturers	225	2,672	3	2284	0	0.0%	3	100.0%	0	0.0%
Home Sitting Services	1,878	1,481	3	2284	3	100.0%	0	0.0%	0	0.0%
Hosiery - Wholesale & Manufacturers	165	2,820	3	2284	2	66.7%	1	33.3%	0	0.0%
Hospices	8,081	787	3	2284	2	66.7%	1	33.3%	0	0.0%
Ice	2,739	1,283	3	2284	2	66.7%	1	33.3%	0	0.0%
Ice Cream Cone Manufacturers & Distributors	50	3,270	3	2284	2	66.7%	1	33.3%	0	0.0%
Insurance - Disability	488	2,252	3	2284	2	66.7%	1	33.3%	0	0.0%
Insurance - Funeral	533	2,198	3	2284	3	100.0%	0	0.0%	0	0.0%
Jail Equipment	148	2,864	3	2284	3	100.0%	0	0.0%	0	0.0%
Japanese Food Products	159	2,834	3	2284	2	66.7%	1	33.3%	0	0.0%
Job Lot Merchandise	25	3,440	3	2284	1	33.3%	2	66.7%	0	0.0%
Kennels Equipment & Supplies	99	3,011	3	2284	3	100.0%	0	0.0%	0	0.0%
Knobs	299	2,521	3	2284	3	100.0%	0	0.0%	0	0.0%
Labeling Equipment	202	2,726	3	2284	3	100.0%	0	0.0%	0	0.0%
Laminating Equipment & Supplies	481	2,263	3	2284	1	33.3%	2	66.7%	0	0.0%
Lamp Shades - Wholesale & Manufacturers	40	3,328	3	2284	3	100.0%	0	0.0%	0	0.0%
Letter Shop Service	262	2,600	3	2284	2	66.7%	1	33.3%	0	0.0%
Lettering Machines	586	2,145	3	2284	3	100.0%	0	0.0%	0	0.0%
Library Equipment & Supplies	45	3,300	3	2284	0	0.0%	3	100.0%	0	0.0%
Lighting Consultants	4,419	1,045	3	2284	2	66.7%	1	33.3%	0	0.0%
Lightning Protection Equipment	2,007	1,443	3	2284	1	33.3%	2	66.7%	0	0.0%
Linens - Wholesale & Manufacturers	591	2,139	3	2284	2	66.7%	1	33.3%	0	0.0%
Liquor Brokers	99	3,011	3	2284	3	100.0%	0	0.0%	0	0.0%
Logging Equipment & Supplies	400	2,378	3	2284	1	33.3%	2	66.7%	0	0.0%
Marble & Terrazzo Cleaning & Service	2,747	1,278	3	2284	2	66.7%	1	33.3%	0	0.0%
Material Handling Equipment	3,828	1,112	3	2284	1	33.3%	2	66.7%	0	0.0%
Meditation Instruction	161	2,828	3	2284	1	33.3%	2	66.7%	0	0.0%
Messenger Service	3,697	1,125	3	2284	3	100.0%	0	0.0%	0	0.0%
Metal Finishers Equipment & Supplies	205	2,714	3	2284	2	66.7%	0	0.0%	1	33.3%
Money Order Systems	75	3,127	3	2284	2	66.7%	1	33.3%	0	0.0%
Motel & Hotel Equipment & Supplies	345	2,446	3	2284	1	33.3%	2	66.7%	0	0.0%
Motels - Reservation Service	50	3,270	3	2284	2	66.7%	1	33.3%	0	0.0%
Music - Sheet	964	1,843	3	2284	3	100.0%	0	0.0%	0	0.0%
Novelties - Wholesale & Manufacturers	81	3,088	3	2284	0	0.0%	3	100.0%	0	0.0%
Oil Field Consultants	4,042	1,091	3	2284	2	66.7%	1	33.3%	0	0.0%
Oil Field Equipment & Supplies	2,580	1,322	3	2284	3	100.0%	0	0.0%	0	0.0%
Oil Refiners Equipment & Supplies	51	3,256	3	2284	3	100.0%	0	0.0%	0	0.0%
Oriental Goods - Retail	343	2,449	3	2284	3	100.0%	0	0.0%	0	0.0%
Oriental Goods - Wholesale & Manufacturers	11	3,617	3	2284	1	33.3%	2	66.7%	0	0.0%
Packaging Machinery	1,211	1,713	3	2284	2	66.7%	1	33.3%	0	0.0%
Pails	12	3,603	3	2284	0	0.0%	3	100.0%	0	0.0%
Paint Manufacturing Equipment & Materials	431	2,329	3	2284	3	100.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Paper & Plastic Cups, Containers	78	3,110	3	2284	1	33.3%	2	66.7%	0	0.0%
Paper Manufacturers	868	1,903	3	2284	2	66.7%	1	33.3%	0	0.0%
Photo Electric Cells & Equipment	36	3,361	3	2284	0	0.0%	3	100.0%	0	0.0%
Physicians & Surgeons - Industrial Medicine	283	2,549	3	2284	2	66.7%	1	33.3%	0	0.0%
Picture Restoring	640	2,086	3	2284	0	0.0%	3	100.0%	0	0.0%
Plastics - Fabrics, Film, Sheets - Prod.	364	2,424	3	2284	2	66.7%	1	33.3%	0	0.0%
Political Organizations	534	2,195	3	2284	3	100.0%	0	0.0%	0	0.0%
Porch Shades	527	2,208	3	2284	3	100.0%	0	0.0%	0	0.0%
Poultry Equipment & Supplies	192	2,747	3	2284	3	100.0%	0	0.0%	0	0.0%
Power Transmission Equipment	228	2,666	3	2284	2	66.7%	1	33.3%	0	0.0%
Printing Plates	416	2,353	3	2284	2	66.7%	1	33.3%	0	0.0%
Pumps - Supplies & Parts	141	2,883	3	2284	2	66.7%	1	33.3%	0	0.0%
Pumps - Wholesale & Manufacturers	723	2,020	3	2284	3	100.0%	0	0.0%	0	0.0%
Radio Program Producers	150	2,858	3	2284	1	33.3%	1	33.3%	1	33.3%
Radio Station Reps	34	3,376	3	2284	0	0.0%	3	100.0%	0	0.0%
Resident Buyers	1,199	1,718	3	2284	2	66.7%	0	0.0%	1	33.3%
Respirators	383	2,397	3	2284	3	100.0%	0	0.0%	0	0.0%
Roof Decks	760	1,982	3	2284	0	0.0%	2	66.7%	1	33.3%
Rubber Stamps - Manufacturers Equipment & Supplies	139	2,893	3	2284	1	33.3%	2	66.7%	0	0.0%
Sawmills	2,256	1,381	3	2284	0	0.0%	3	100.0%	0	0.0%
Scenery Studio	88	3,058	3	2284	1	33.3%	2	66.7%	0	0.0%
Sewing Instruction	1,183	1,726	3	2284	1	33.3%	2	66.7%	0	0.0%
Shears & Scissors	309	2,506	3	2284	2	66.7%	1	33.3%	0	0.0%
Shoe Findings & Supplies	96	3,025	3	2284	1	33.3%	2	66.7%	0	0.0%
Ski Equipment - Repair	180	2,778	3	2284	1	33.3%	2	66.7%	0	0.0%
Ski Equipment - Wholesale & Manufacturers	12	3,603	3	2284	3	100.0%	0	0.0%	0	0.0%
Speakers - Rebuild & Repair	134	2,909	3	2284	3	100.0%	0	0.0%	0	0.0%
Square Dance Callers	7	3,700	3	2284	3	100.0%	0	0.0%	0	0.0%
State Fairs	65	3,182	3	2284	2	66.7%	1	33.3%	0	0.0%
Stationery - Wholesale & Manufacturers	239	2,648	3	2284	2	66.7%	1	33.3%	0	0.0%
Stencils & Stencil Supplies	55	3,235	3	2284	0	0.0%	3	100.0%	0	0.0%
Stenographers - Public	1,069	1,790	3	2284	1	33.3%	1	33.3%	1	33.3%
Surgical Instruments	691	2,048	3	2284	2	66.7%	1	33.3%	0	0.0%
Tags	620	2,110	3	2284	3	100.0%	0	0.0%	0	0.0%
Tapes - Sound - Dealers	41	3,321	3	2284	2	66.7%	1	33.3%	0	0.0%
Telephone 900 Number Resellers	61	3,203	3	2284	2	66.7%	1	33.3%	0	0.0%
Television Sys & Equipment - Closed Circuit	459	2,295	3	2284	1	33.3%	2	66.7%	0	0.0%
Temperature Measuring Materials	68	3,168	3	2284	3	100.0%	0	0.0%	0	0.0%
Tennis Equipment & Supplies	852	1,910	3	2284	2	66.7%	1	33.3%	0	0.0%
Tire Changing Equipment	377	2,406	3	2284	3	100.0%	0	0.0%	0	0.0%
Tools - Cutting	742	1,996	3	2284	3	100.0%	0	0.0%	0	0.0%
Tourists Homes	154	2,845	3	2284	2	66.7%	1	33.3%	0	0.0%
Trading Stamps	262	2,600	3	2284	2	66.7%	1	33.3%	0	0.0%
Travel Escorts	276	2,569	3	2284	0	0.0%	3	100.0%	0	0.0%
Truck Painting & Lettering	622	2,105	3	2284	1	33.3%	2	66.7%	0	0.0%
Turbochargers	111	2,981	3	2284	2	66.7%	1	33.3%	0	0.0%
Video Equipment - Supplies & Parts	101	3,006	3	2284	2	66.7%	0	0.0%	1	33.3%

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Video Tapes & Discs - Wholesale & Manufacturers	184	2,768	3	2284	0	0.0%	3	100.0%	0	0.0%
Water Works Equipment & Supplies	554	2,177	3	2284	0	0.0%	0	0.0%	3	100.0%
Wind Energy Systems	1,030	1,810	3	2284	2	66.7%	1	33.3%	0	0.0%
Windmills	240	2,644	3	2284	0	0.0%	3	100.0%	0	0.0%
Wire Products	511	2,230	3	2284	1	33.3%	1	33.3%	1	33.3%
Wood Preservatives	836	1,920	3	2284	1	33.3%	2	66.7%	0	0.0%
X-Ray Apparatus & Supplies	644	2,081	3	2284	3	100.0%	0	0.0%	0	0.0%
Actuaries	999	1,827	2	2448	2	100.0%	0	0.0%	0	0.0%
Addressing Machines & Supplies	58	3,221	2	2448	2	100.0%	0	0.0%	0	0.0%
Advertising - Aerial	40	3,328	2	2448	1	50.0%	1	50.0%	0	0.0%
Air Flight Attendants	695	2,043	2	2448	0	0.0%	1	50.0%	1	50.0%
Air Motors	18	3,521	2	2448	2	100.0%	0	0.0%	0	0.0%
Aircraft Brokers	1,239	1,701	2	2448	1	50.0%	1	50.0%	0	0.0%
Airport Equipment & Supplies	105	2,994	2	2448	1	50.0%	0	0.0%	1	50.0%
Aprons - Domestic & Fancy	24	3,463	2	2448	1	50.0%	1	50.0%	0	0.0%
Auto Service - Steam Cleaning	59	3,213	2	2448	2	100.0%	0	0.0%	0	0.0%
Bagels	304	2,512	2	2448	1	50.0%	1	50.0%	0	0.0%
Bags - Burlap, Canvas & Cotton	781	1,963	2	2448	2	100.0%	0	0.0%	0	0.0%
Bags - Paper	275	2,575	2	2448	1	50.0%	0	0.0%	1	50.0%
Bags - Plastic	295	2,532	2	2448	1	50.0%	1	50.0%	0	0.0%
Bakers Supplies	196	2,737	2	2448	1	50.0%	1	50.0%	0	0.0%
Baton Twirling Instruction	11	3,617	2	2448	2	100.0%	0	0.0%	0	0.0%
Benches & Work Tables	558	2,172	2	2448	0	0.0%	1	50.0%	1	50.0%
Bird Barriers, Repellents & Controls	593	2,135	2	2448	1	50.0%	0	0.0%	1	50.0%
Boat Launching	56	3,231	2	2448	1	50.0%	1	50.0%	0	0.0%
Boat Yards	528	2,206	2	2448	1	50.0%	1	50.0%	0	0.0%
Bolts & Nuts	1,158	1,742	2	2448	2	100.0%	0	0.0%	0	0.0%
Boxes - Corrugated & Fiber	2,019	1,438	2	2448	1	50.0%	1	50.0%	0	0.0%
Boxes - Specialty & Fancy	249	2,626	2	2448	2	100.0%	0	0.0%	0	0.0%
Boxes - Wire Bound	14	3,573	2	2448	2	100.0%	0	0.0%	0	0.0%
Brakes - Lining - Manufacturers & Distributors	57	3,227	2	2448	1	50.0%	1	50.0%	0	0.0%
Bronzing	204	2,719	2	2448	2	100.0%	0	0.0%	0	0.0%
Building Materials - Used	267	2,592	2	2448	1	50.0%	1	50.0%	0	0.0%
Bus Lines Ticket Agencies	277	2,566	2	2448	2	100.0%	0	0.0%	0	0.0%
Buses - Distributors & Manufacturers	346	2,445	2	2448	2	100.0%	0	0.0%	0	0.0%
Buses - Repair & Service	210	2,703	2	2448	2	100.0%	0	0.0%	0	0.0%
Cabanas - Beach & Pool	45	3,300	2	2448	0	0.0%	2	100.0%	0	0.0%
Cable Splicing	1,022	1,814	2	2448	1	50.0%	1	50.0%	0	0.0%
Candy & Confectionery Brokers	655	2,074	2	2448	2	100.0%	0	0.0%	0	0.0%
Candy & Confectionery Manufacturers Supplies	341	2,453	2	2448	2	100.0%	0	0.0%	0	0.0%
Caps & Gowns	274	2,578	2	2448	1	50.0%	1	50.0%	0	0.0%
Carpet Layers Equipment & Supplies	466	2,287	2	2448	1	50.0%	1	50.0%	0	0.0%
Casinos - Online	137	2,900	2	2448	0	0.0%	0	0.0%	2	100.0%
Caterer Equipment & Supplies	130	2,921	2	2448	1	50.0%	1	50.0%	0	0.0%
Caulking Materials & Equipment	111	2,981	2	2448	0	0.0%	2	100.0%	0	0.0%
Cellophane, Cell Materials & Products	61	3,203	2	2448	0	0.0%	2	100.0%	0	0.0%
Chains	48	3,282	2	2448	0	0.0%	2	100.0%	0	0.0%
Charity - Advertising for Publications	356	2,432	2	2448	0	0.0%	0	0.0%	2	100.0%
Chimney Cleaning Equipment & Supplies	214	2,695	2	2448	1	50.0%	1	50.0%	0	0.0%

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China - Wholesale & Manufacturers	97	3,021	2	2448	1	50.0%	1	50.0%	0	0.0%
Church Furnishings	602	2,125	2	2448	2	100.0%	0	0.0%	0	0.0%
Clean Rooms - Installation & Equipment	282	2,551	2	2448	2	100.0%	0	0.0%	0	0.0%
Compactors - Waste - Service & Repair	62	3,197	2	2448	1	50.0%	1	50.0%	0	0.0%
Concessionaires	528	2,206	2	2448	2	100.0%	0	0.0%	0	0.0%
Concrete Additives	463	2,292	2	2448	2	100.0%	0	0.0%	0	0.0%
Concrete Aggregates	814	1,940	2	2448	1	50.0%	1	50.0%	0	0.0%
Concrete Mixers	427	2,341	2	2448	0	0.0%	1	50.0%	1	50.0%
Convention Information	161	2,828	2	2448	1	50.0%	1	50.0%	0	0.0%
Copper Products	315	2,495	2	2448	1	50.0%	0	0.0%	1	50.0%
Corporate Awards	950	1,850	2	2448	2	100.0%	0	0.0%	0	0.0%
Corporate Housing	228	2,666	2	2448	2	100.0%	0	0.0%	0	0.0%
Cosmetic Sales by Mail	6	3,723	2	2448	1	50.0%	1	50.0%	0	0.0%
Crane Service	4,888	999	2	2448	1	50.0%	1	50.0%	0	0.0%
Disposable Products	87	3,063	2	2448	1	50.0%	1	50.0%	0	0.0%
Dressmaking Schools	90	3,051	2	2448	1	50.0%	1	50.0%	0	0.0%
Drop Cloths	3	3,793	2	2448	0	0.0%	2	100.0%	0	0.0%
Drywall Contractors Equipment & Supplies	1,269	1,685	2	2448	1	50.0%	1	50.0%	0	0.0%
Elastic Stockings	11	3,617	2	2448	1	50.0%	0	0.0%	1	50.0%
Electrical Discharge Machining	57	3,227	2	2448	1	50.0%	1	50.0%	0	0.0%
Electrolysis Equipment & Supplies	73	3,140	2	2448	1	50.0%	1	50.0%	0	0.0%
Engineering Equipment & Supplies	652	2,077	2	2448	0	0.0%	2	100.0%	0	0.0%
Equipment Calibration	66	3,179	2	2448	1	50.0%	1	50.0%	0	0.0%
Escort Service - Personal	431	2,329	2	2448	0	0.0%	2	100.0%	0	0.0%
Excavating Equipment	457	2,301	2	2448	2	100.0%	0	0.0%	0	0.0%
Exterior Designers	210	2,703	2	2448	0	0.0%	2	100.0%	0	0.0%
Fasteners - Textile & Apparel	204	2,719	2	2448	2	100.0%	0	0.0%	0	0.0%
Feed Concentrates & Supplements	442	2,318	2	2448	1	50.0%	1	50.0%	0	0.0%
Fiber Glass Materials	119	2,950	2	2448	0	0.0%	2	100.0%	0	0.0%
Filters - Liquid	669	2,061	2	2448	1	50.0%	1	50.0%	0	0.0%
Fish By-Products	28	3,417	2	2448	0	0.0%	2	100.0%	0	0.0%
Floodlights & Search Lights	37	3,353	2	2448	0	0.0%	2	100.0%	0	0.0%
Folding Machines	9	3,649	2	2448	2	100.0%	0	0.0%	0	0.0%
Foresters - Consulting	1,130	1,758	2	2448	1	50.0%	1	50.0%	0	0.0%
Fur Novelties & Accessories	459	2,295	2	2448	1	50.0%	1	50.0%	0	0.0%
Gas Lights	93	3,034	2	2448	0	0.0%	2	100.0%	0	0.0%
Geochemists	36	3,361	2	2448	2	100.0%	0	0.0%	0	0.0%
Glass Beads - Industrial	64	3,191	2	2448	0	0.0%	2	100.0%	0	0.0%
Government - US	1,133	1,757	2	2448	1	50.0%	1	50.0%	0	0.0%
Handbags - Manufacturers Equipment & Supplies	205	2,714	2	2448	1	50.0%	1	50.0%	0	0.0%
Heaters - Automotive	48	3,282	2	2448	2	100.0%	0	0.0%	0	0.0%
Horse Shoeing	256	2,612	2	2448	1	50.0%	1	50.0%	0	0.0%
Hose Couplings & Fittings	339	2,458	2	2448	0	0.0%	0	0.0%	2	100.0%
Hydraulic Equipment Repair	1,509	1,588	2	2448	1	50.0%	1	50.0%	0	0.0%
Ice Cream Manufacturers Equipment	211	2,700	2	2448	1	50.0%	0	0.0%	1	50.0%
Ice Cream Manufacturers Supplies	7	3,700	2	2448	0	0.0%	2	100.0%	0	0.0%
Industrial Consultants	1,835	1,491	2	2448	1	50.0%	1	50.0%	0	0.0%
Insect Control Devices	240	2,644	2	2448	2	100.0%	0	0.0%	0	0.0%
Inspection Devices - Industrial	276	2,569	2	2448	2	100.0%	0	0.0%	0	0.0%
Insurance - Crop	287	2,537	2	2448	2	100.0%	0	0.0%	0	0.0%

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Insurance Rating Bureaus	162	2,825	2	2448	0	0.0%	2	100.0%	0	0.0%
Investment Castings	41	3,321	2	2448	0	0.0%	2	100.0%	0	0.0%
Kerosene	131	2,915	2	2448	2	100.0%	0	0.0%	0	0.0%
Laminated Structural Products	276	2,569	2	2448	0	0.0%	2	100.0%	0	0.0%
Lamps - Wholesale & Manufacturers	160	2,831	2	2448	2	100.0%	0	0.0%	0	0.0%
Levels	13	3,591	2	2448	0	0.0%	2	100.0%	0	0.0%
Library Research Service	92	3,038	2	2448	1	50.0%	1	50.0%	0	0.0%
Loading Dock Equipment	499	2,241	2	2448	1	50.0%	1	50.0%	0	0.0%
Log Splitting Equipment	78	3,110	2	2448	1	50.0%	1	50.0%	0	0.0%
Lotteries - State	741	2,000	2	2448	2	100.0%	0	0.0%	0	0.0%
Lubricants	583	2,148	2	2448	2	100.0%	0	0.0%	0	0.0%
Lumber Carriers	543	2,185	2	2448	2	100.0%	0	0.0%	0	0.0%
Mental Retardtn/Dev Disabled Services	1,254	1,691	2	2448	2	100.0%	0	0.0%	0	0.0%
Menu Service	20	3,497	2	2448	1	50.0%	1	50.0%	0	0.0%
Metal Cleaning	419	2,350	2	2448	2	100.0%	0	0.0%	0	0.0%
Metal Rolling & Forming	184	2,768	2	2448	2	100.0%	0	0.0%	0	0.0%
Microscopes	685	2,052	2	2448	2	100.0%	0	0.0%	0	0.0%
Midwives	660	2,071	2	2448	2	100.0%	0	0.0%	0	0.0%
Mirrors - Manufacturers Supplies	73	3,140	2	2448	1	50.0%	1	50.0%	0	0.0%
Mountain/Rock Climbing Instruction	172	2,797	2	2448	2	100.0%	0	0.0%	0	0.0%
Music Shells	11	3,617	2	2448	1	50.0%	1	50.0%	0	0.0%
Naturopaths	2,541	1,327	2	2448	1	50.0%	1	50.0%	0	0.0%
Noise Control Consultants	142	2,879	2	2448	0	0.0%	1	50.0%	1	50.0%
Odor Neutralizer	725	2,019	2	2448	1	50.0%	1	50.0%	0	0.0%
Oil Additives - Manufacturers & Distributors	716	2,025	2	2448	1	50.0%	1	50.0%	0	0.0%
Oil Royalties	933	1,858	2	2448	1	50.0%	0	0.0%	1	50.0%
Oil Well Surveyors	228	2,666	2	2448	0	0.0%	0	0.0%	2	100.0%
Oils - Essential	426	2,342	2	2448	2	100.0%	0	0.0%	0	0.0%
Oils - Industrial	72	3,147	2	2448	2	100.0%	0	0.0%	0	0.0%
Orchards	746	1,993	2	2448	2	100.0%	0	0.0%	0	0.0%
Paint Removing	1,284	1,677	2	2448	1	50.0%	1	50.0%	0	0.0%
Pen Pal Lists	12	3,603	2	2448	1	50.0%	1	50.0%	0	0.0%
Perlite & Perlite Products	1,327	1,662	2	2448	1	50.0%	1	50.0%	0	0.0%
Picture Frames - Restore & Repair	825	1,930	2	2448	1	50.0%	1	50.0%	0	0.0%
Pile Driving	334	2,467	2	2448	0	0.0%	2	100.0%	0	0.0%
Plants - Wholesale	281	2,558	2	2448	0	0.0%	2	100.0%	0	0.0%
Plastics - Foam	389	2,386	2	2448	1	50.0%	1	50.0%	0	0.0%
Popcorn Machines	698	2,041	2	2448	2	100.0%	0	0.0%	0	0.0%
Porcelain Products	23	3,472	2	2448	1	50.0%	1	50.0%	0	0.0%
Powder Processing - Industrial	1,198	1,720	2	2448	1	50.0%	1	50.0%	0	0.0%
Power Plant Equipment	422	2,344	2	2448	0	0.0%	2	100.0%	0	0.0%
Printed & Etched Circuits	158	2,835	2	2448	1	50.0%	1	50.0%	0	0.0%
Puppets & Marionettes	25	3,440	2	2448	0	0.0%	2	100.0%	0	0.0%
Quilts - Renovating	1	3,874	2	2448	0	0.0%	2	100.0%	0	0.0%
Radiator Covers & Enclosures	47	3,287	2	2448	1	50.0%	1	50.0%	0	0.0%
Radios - Citizen Band	406	2,370	2	2448	1	50.0%	1	50.0%	0	0.0%
Radiotelephone Communications - Common Carrier	133	2,911	2	2448	2	100.0%	0	0.0%	0	0.0%
Range Hoods & Canopies	162	2,825	2	2448	2	100.0%	0	0.0%	0	0.0%
Ranges & Ovens - Dealers	143	2,877	2	2448	0	0.0%	2	100.0%	0	0.0%
Ranges & Ovens - Service & Repair	95	3,027	2	2448	2	100.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Retreat Facilities	286	2,538	2	2448	2	100.0%	0	0.0%	0	0.0%
Ribbon Printing	116	2,958	2	2448	2	100.0%	0	0.0%	0	0.0%
Riding Academies	645	2,080	2	2448	2	100.0%	0	0.0%	0	0.0%
Roof Cooling Systems	589	2,142	2	2448	0	0.0%	1	50.0%	1	50.0%
Routing Service - Air, Highway & Marine	103	2,999	2	2448	2	100.0%	0	0.0%	0	0.0%
Scaffolding & Aerial Lifts	1,779	1,505	2	2448	2	100.0%	0	0.0%	0	0.0%
Seating Companies	731	2,013	2	2448	2	100.0%	0	0.0%	0	0.0%
ServiceStation Supplies	12	3,603	2	2448	1	50.0%	1	50.0%	0	0.0%
Sewage Treatment Equipment	723	2,020	2	2448	2	100.0%	0	0.0%	0	0.0%
Sheet Metal Equipment & Supplies	2,222	1,387	2	2448	2	100.0%	0	0.0%	0	0.0%
Shells - Marine	6	3,723	2	2448	1	50.0%	1	50.0%	0	0.0%
Shopping Carts & Baskets	52	3,252	2	2448	2	100.0%	0	0.0%	0	0.0%
Shredding Services	195	2,740	2	2448	2	100.0%	0	0.0%	0	0.0%
Soda Fountain Shops	121	2,945	2	2448	1	50.0%	1	50.0%	0	0.0%
Souvenirs - Wholesale & Manufacturers	643	2,083	2	2448	1	50.0%	1	50.0%	0	0.0%
Stock Certificates	19	3,512	2	2448	1	50.0%	1	50.0%	0	0.0%
Stone - Crushed	893	1,889	2	2448	1	50.0%	1	50.0%	0	0.0%
Table Tennis Facilities	45	3,300	2	2448	2	100.0%	0	0.0%	0	0.0%
Table Tops	274	2,578	2	2448	1	50.0%	1	50.0%	0	0.0%
Tank Testing & Inspection	1,044	1,804	2	2448	1	50.0%	1	50.0%	0	0.0%
Tanks - Fiber Glass, Plastic	240	2,644	2	2448	2	100.0%	0	0.0%	0	0.0%
Tanks - Repair	213	2,696	2	2448	0	0.0%	2	100.0%	0	0.0%
Tape Recorders - Sound - Service & Repair	20	3,497	2	2448	1	50.0%	1	50.0%	0	0.0%
Taxidermists Equipment & Supplies	26	3,428	2	2448	2	100.0%	0	0.0%	0	0.0%
Teachers Agencies	1,147	1,749	2	2448	0	0.0%	2	100.0%	0	0.0%
Telegraph Service	83	3,083	2	2448	1	50.0%	0	0.0%	1	50.0%
Tennis Instruction	165	2,820	2	2448	2	100.0%	0	0.0%	0	0.0%
Textile Brokers	189	2,755	2	2448	2	100.0%	0	0.0%	0	0.0%
Textile Fibers	531	2,202	2	2448	2	100.0%	0	0.0%	0	0.0%
Textile Printing Equipment & Supplies	58	3,221	2	2448	1	50.0%	0	0.0%	1	50.0%
Theatrical Managers & Producers	692	2,047	2	2448	1	50.0%	0	0.0%	1	50.0%
Thermostats	187	2,761	2	2448	0	0.0%	2	100.0%	0	0.0%
Towel Supply Service	51	3,256	2	2448	1	50.0%	1	50.0%	0	0.0%
Traffic Signs, Signals & Equipment	1,545	1,580	2	2448	0	0.0%	2	100.0%	0	0.0%
Truck Terminals	75	3,127	2	2448	1	50.0%	1	50.0%	0	0.0%
Trusses - Construction	1,867	1,484	2	2448	2	100.0%	0	0.0%	0	0.0%
Upholsterers Supplies	484	2,257	2	2448	2	100.0%	0	0.0%	0	0.0%
Valves	1,142	1,752	2	2448	1	50.0%	1	50.0%	0	0.0%
Venetian Blinds - Supplies & Parts	477	2,269	2	2448	0	0.0%	2	100.0%	0	0.0%
Wallpaper Removing	444	2,314	2	2448	0	0.0%	2	100.0%	0	0.0%
Washers	211	2,700	2	2448	2	100.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Dealers	121	2,945	2	2448	2	100.0%	0	0.0%	0	0.0%
Water Pollution Control	641	2,085	2	2448	1	50.0%	1	50.0%	0	0.0%
Weather Forecast Service	145	2,867	2	2448	2	100.0%	0	0.0%	0	0.0%
Weatherization	162	2,825	2	2448	0	0.0%	2	100.0%	0	0.0%
Welding Equipment - Repair	710	2,031	2	2448	1	50.0%	1	50.0%	0	0.0%
Windshield Wipers	10	3,631	2	2448	1	50.0%	1	50.0%	0	0.0%
Wire Stitching Machines & Supplies	25	3,440	2	2448	0	0.0%	2	100.0%	0	0.0%
Yarn - Wholesale & Manufacturers	74	3,135	2	2448	2	100.0%	0	0.0%	0	0.0%
Acids	90	3,051	1	2639	0	0.0%	1	100.0%	0	0.0%
Advertising - Indoor	481	2,263	1	2639	1	100.0%	0	0.0%	0	0.0%

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Advertising - Motion Picture	75	3,127	1	2639	1	100.0%	0	0.0%	0	0.0%
Aerial Patrol & Inspection Service	22	3,478	1	2639	0	0.0%	1	100.0%	0	0.0%
Aerospace Industries	2,081	1,418	1	2639	0	0.0%	1	100.0%	0	0.0%
Aerospace Research & Development	395	2,383	1	2639	1	100.0%	0	0.0%	0	0.0%
Agricultural Consultants	863	1,906	1	2639	0	0.0%	1	100.0%	0	0.0%
Aids Research & Clinics	733	2,010	1	2639	0	0.0%	1	100.0%	0	0.0%
Air Pollution Control	1,057	1,797	1	2639	1	100.0%	0	0.0%	0	0.0%
Aircraft & Aircraft Equipment - Testing	773	1,969	1	2639	1	100.0%	0	0.0%	0	0.0%
Aircraft Engines	476	2,273	1	2639	1	100.0%	0	0.0%	0	0.0%
Aircraft Ferrying & Transporting Service	268	2,590	1	2639	0	0.0%	1	100.0%	0	0.0%
Aircraft Manufacturers	1,426	1,618	1	2639	1	100.0%	0	0.0%	0	0.0%
Aircraft Storage	137	2,900	1	2639	0	0.0%	1	100.0%	0	0.0%
Animation Mechanics - Display, Sign	194	2,742	1	2639	0	0.0%	1	100.0%	0	0.0%
Archery Instruction	25	3,440	1	2639	0	0.0%	1	100.0%	0	0.0%
Archery Ranges	245	2,633	1	2639	1	100.0%	0	0.0%	0	0.0%
Architects Supplies	156	2,841	1	2639	0	0.0%	1	100.0%	0	0.0%
Armories	138	2,897	1	2639	0	0.0%	1	100.0%	0	0.0%
Art Identification & Registration	40	3,328	1	2639	0	0.0%	1	100.0%	0	0.0%
Artificial Breasts	112	2,975	1	2639	0	0.0%	0	0.0%	1	100.0%
Artificial Eyes - Human	34	3,376	1	2639	0	0.0%	1	100.0%	0	0.0%
Artificial Fruits & Foods	9	3,649	1	2639	1	100.0%	0	0.0%	0	0.0%
Artificial Limbs	963	1,844	1	2639	1	100.0%	0	0.0%	0	0.0%
Audiometers	10	3,631	1	2639	1	100.0%	0	0.0%	0	0.0%
Automation Consultants	1,143	1,750	1	2639	1	100.0%	0	0.0%	0	0.0%
Baby Foods	53	3,246	1	2639	1	100.0%	0	0.0%	0	0.0%
Backflow Prevention Devices & Services	739	2,003	1	2639	0	0.0%	1	100.0%	0	0.0%
Bag Making Machinery	13	3,591	1	2639	1	100.0%	0	0.0%	0	0.0%
Bamboo & Bamboo Products	503	2,235	1	2639	1	100.0%	0	0.0%	0	0.0%
Bar Manufacturer	38	3,343	1	2639	1	100.0%	0	0.0%	0	0.0%
Barbers Equipment & Supplies	67	3,172	1	2639	1	100.0%	0	0.0%	0	0.0%
Barrels & Drums	420	2,347	1	2639	1	100.0%	0	0.0%	0	0.0%
Barrels & Drums - Equipment & Supplies	39	3,336	1	2639	1	100.0%	0	0.0%	0	0.0%
Barricades	523	2,212	1	2639	1	100.0%	0	0.0%	0	0.0%
Baseball Pitching Machines	25	3,440	1	2639	0	0.0%	1	100.0%	0	0.0%
Binders - Loose Leaf	85	3,071	1	2639	0	0.0%	1	100.0%	0	0.0%
Bingo & Gaming Halls	681	2,056	1	2639	0	0.0%	1	100.0%	0	0.0%
Bins	113	2,970	1	2639	0	0.0%	1	100.0%	0	0.0%
Bio - Chemicals	444	2,314	1	2639	1	100.0%	0	0.0%	0	0.0%
Birth Centers	365	2,421	1	2639	1	100.0%	0	0.0%	0	0.0%
Blacksmiths	428	2,339	1	2639	0	0.0%	1	100.0%	0	0.0%
Blowers & Blower Systems	125	2,932	1	2639	0	0.0%	1	100.0%	0	0.0%
Blueprinting Equipment & Supplies	113	2,970	1	2639	0	0.0%	1	100.0%	0	0.0%
Boards Of Trade	6	3,723	1	2639	1	100.0%	0	0.0%	0	0.0%
Bookbinders Equipment & Supplies	63	3,193	1	2639	1	100.0%	0	0.0%	0	0.0%
Bottles - Wholesale & Manufacturers	912	1,877	1	2639	0	0.0%	1	100.0%	0	0.0%
Boxes - Plastic & Transparent	90	3,051	1	2639	1	100.0%	0	0.0%	0	0.0%
Boy & Girl Organizations - Supplies	18	3,521	1	2639	1	100.0%	0	0.0%	0	0.0%
Braille Supplies	87	3,063	1	2639	1	100.0%	0	0.0%	0	0.0%
Brick - Fire	292	2,534	1	2639	0	0.0%	1	100.0%	0	0.0%
Bronze	317	2,493	1	2639	1	100.0%	0	0.0%	0	0.0%
Brushes	297	2,525	1	2639	1	100.0%	0	0.0%	0	0.0%
Bullet-Resistant Equipment	43	3,310	1	2639	1	100.0%	0	0.0%	0	0.0%

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Buses - Used	256	2,612	1	2639	1	100.0%	0	0.0%	0	0.0%
Buttons - Clothing	44	3,307	1	2639	1	100.0%	0	0.0%	0	0.0%
Buttons - Manufacturers Equipment & Supplies	189	2,755	1	2639	0	0.0%	1	100.0%	0	0.0%
Call Centers	454	2,305	1	2639	1	100.0%	0	0.0%	0	0.0%
Camping Equipment - Renting	49	3,278	1	2639	1	100.0%	0	0.0%	0	0.0%
Canes	113	2,970	1	2639	1	100.0%	0	0.0%	0	0.0%
Caning	20	3,497	1	2639	1	100.0%	0	0.0%	0	0.0%
Canvas - Wholesale & Manufacturers	37	3,353	1	2639	0	0.0%	0	0.0%	1	100.0%
Capacitors	20	3,497	1	2639	0	0.0%	1	100.0%	0	0.0%
Caps - Wholesale & Manufacturers	65	3,182	1	2639	0	0.0%	1	100.0%	0	0.0%
Car Loading & Unloading	87	3,063	1	2639	1	100.0%	0	0.0%	0	0.0%
Car Pool Information	3	3,793	1	2639	1	100.0%	0	0.0%	0	0.0%
Carnivals	39	3,336	1	2639	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Binding Machines	117	2,955	1	2639	0	0.0%	1	100.0%	0	0.0%
Casters & Glides	319	2,487	1	2639	1	100.0%	0	0.0%	0	0.0%
Ceiling Materials	154	2,845	1	2639	0	0.0%	1	100.0%	0	0.0%
Chain Letters	564	2,163	1	2639	0	0.0%	1	100.0%	0	0.0%
Check Room Service	3	3,793	1	2639	0	0.0%	1	100.0%	0	0.0%
Chemical Plant Equipment & Supplies	831	1,925	1	2639	1	100.0%	0	0.0%	0	0.0%
Clay Products	581	2,150	1	2639	1	100.0%	0	0.0%	0	0.0%
Cleaners & Dyers Supplies	48	3,282	1	2639	0	0.0%	1	100.0%	0	0.0%
Clergy	83	3,083	1	2639	1	100.0%	0	0.0%	0	0.0%
Cloth Cutting	0	3,922	1	2639	0	0.0%	1	100.0%	0	0.0%
Coaching - Life	1,393	1,635	1	2639	1	100.0%	0	0.0%	0	0.0%
Coat Fronts	3	3,793	1	2639	0	0.0%	1	100.0%	0	0.0%
Coatings - Vacuum Deposition	120	2,947	1	2639	0	0.0%	1	100.0%	0	0.0%
Coats - Wholesale & Manufacturers	157	2,838	1	2639	1	100.0%	0	0.0%	0	0.0%
Coin Cards	20	3,497	1	2639	0	0.0%	1	100.0%	0	0.0%
Colon Hydrotherapy - Colonic Therapy	1,401	1,627	1	2639	0	0.0%	0	0.0%	1	100.0%
Color Consultants	221	2,682	1	2639	1	100.0%	0	0.0%	0	0.0%
Color Separations - Offset , Photo Engraving	105	2,994	1	2639	0	0.0%	1	100.0%	0	0.0%
Commissary Contractors	69	3,162	1	2639	0	0.0%	1	100.0%	0	0.0%
Compactors - Waste - Industrial & Commercial	218	2,689	1	2639	0	0.0%	1	100.0%	0	0.0%
Compactors - Waste - Supplies & Parts	9	3,649	1	2639	0	0.0%	1	100.0%	0	0.0%
Compactors - Waste - Wholesale & Manufacturers	78	3,110	1	2639	0	0.0%	1	100.0%	0	0.0%
Compressors - Repair	327	2,474	1	2639	0	0.0%	1	100.0%	0	0.0%
Computers - Time Share	41	3,321	1	2639	0	0.0%	1	100.0%	0	0.0%
Concierge Services	1,737	1,520	1	2639	0	0.0%	1	100.0%	0	0.0%
Condiments & Sauces	312	2,499	1	2639	1	100.0%	0	0.0%	0	0.0%
Contractor - Crawl Space	480	2,265	1	2639	0	0.0%	1	100.0%	0	0.0%
Contractor - Low Voltage Systems	485	2,256	1	2639	1	100.0%	0	0.0%	0	0.0%
Convents & Monasteries	2	3,829	1	2639	0	0.0%	1	100.0%	0	0.0%
Copper	2	3,829	1	2639	1	100.0%	0	0.0%	0	0.0%
Corporation Supplies	338	2,460	1	2639	0	0.0%	1	100.0%	0	0.0%
Cosmetic Sales Direct Door-to-Door	430	2,331	1	2639	1	100.0%	0	0.0%	0	0.0%
Cotton Goods - Wholesale & Manufacturers	61	3,203	1	2639	0	0.0%	0	0.0%	1	100.0%
Cranes	2,701	1,291	1	2639	1	100.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Crime Scene/Trauma Clean Up	430	2,331	1	2639	1	100.0%	0	0.0%	0	0.0%
Crushing & Pulverizing Equipment	41	3,321	1	2639	1	100.0%	0	0.0%	0	0.0%
Custom Tile Painting	92	3,038	1	2639	1	100.0%	0	0.0%	0	0.0%
Cylinders - Air & Hydraulic	220	2,683	1	2639	1	100.0%	0	0.0%	0	0.0%
Data Processing Equipment - Maintenance	68	3,168	1	2639	1	100.0%	0	0.0%	0	0.0%
Debris Box Service	101	3,006	1	2639	1	100.0%	0	0.0%	0	0.0%
Dehumidifying Equipment	60	3,210	1	2639	0	0.0%	1	100.0%	0	0.0%
Dehydrating Service	25	3,440	1	2639	0	0.0%	1	100.0%	0	0.0%
Demonstration Services	84	3,077	1	2639	0	0.0%	1	100.0%	0	0.0%
Deodorizing & Disinfecting	171	2,804	1	2639	1	100.0%	0	0.0%	0	0.0%
Deodorizing Equipment	225	2,672	1	2639	1	100.0%	0	0.0%	0	0.0%
Desk Pads & Accessories	88	3,058	1	2639	0	0.0%	1	100.0%	0	0.0%
Diamond Setters	45	3,300	1	2639	0	0.0%	1	100.0%	0	0.0%
Distillers	30	3,399	1	2639	1	100.0%	0	0.0%	0	0.0%
Draperies - Wholesale & Manufacturers	149	2,861	1	2639	1	100.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	47	3,287	1	2639	1	100.0%	0	0.0%	0	0.0%
Drapery & Curtain Fixtures	440	2,320	1	2639	1	100.0%	0	0.0%	0	0.0%
Dress Forms - Wholesale & Manufacturers	14	3,573	1	2639	0	0.0%	1	100.0%	0	0.0%
Dress Trimmings	14	3,573	1	2639	1	100.0%	0	0.0%	0	0.0%
Drilling & Boring Equipment & Supplies	537	2,191	1	2639	0	0.0%	1	100.0%	0	0.0%
Dry Ice	244	2,636	1	2639	1	100.0%	0	0.0%	0	0.0%
Drying Equipment - Industrial	25	3,440	1	2639	0	0.0%	1	100.0%	0	0.0%
Dyers	16	3,548	1	2639	0	0.0%	1	100.0%	0	0.0%
Electric Equipment - Used	112	2,975	1	2639	1	100.0%	0	0.0%	0	0.0%
Electric Motors - Used	178	2,784	1	2639	0	0.0%	1	100.0%	0	0.0%
Electrical Discharge Machines & Supplies	512	2,229	1	2639	1	100.0%	0	0.0%	0	0.0%
Electrotype Equipment & Supplies	50	3,270	1	2639	0	0.0%	1	100.0%	0	0.0%
Elevator Consultants	802	1,948	1	2639	1	100.0%	0	0.0%	0	0.0%
Embroidering Machines	97	3,021	1	2639	1	100.0%	0	0.0%	0	0.0%
Envelopes - Wholesale & Manufacturers	626	2,100	1	2639	1	100.0%	0	0.0%	0	0.0%
Environmental Testing & Consulting	1,632	1,547	1	2639	1	100.0%	0	0.0%	0	0.0%
Ergonomic Products & Services	125	2,932	1	2639	1	100.0%	0	0.0%	0	0.0%
Etched Products - Metal, Glass	350	2,443	1	2639	0	0.0%	0	0.0%	1	100.0%
Eyelets	92	3,038	1	2639	0	0.0%	1	100.0%	0	0.0%
Fallout Shelters - Consultants	19	3,512	1	2639	1	100.0%	0	0.0%	0	0.0%
Fare Registers & Meters	18	3,521	1	2639	0	0.0%	1	100.0%	0	0.0%
Feather Goods	78	3,110	1	2639	1	100.0%	0	0.0%	0	0.0%
Feed Mill Equipment & Supplies	343	2,449	1	2639	1	100.0%	0	0.0%	0	0.0%
Ferries	407	2,368	1	2639	0	0.0%	1	100.0%	0	0.0%
Fiber & Fiber Products	95	3,027	1	2639	1	100.0%	0	0.0%	0	0.0%
Fiber Glass Fabricators	467	2,283	1	2639	0	0.0%	1	100.0%	0	0.0%
Filters - Air & Gas	1,331	1,659	1	2639	1	100.0%	0	0.0%	0	0.0%
Fish & Seafood Brokers	170	2,809	1	2639	0	0.0%	1	100.0%	0	0.0%
Fish Processors	285	2,541	1	2639	0	0.0%	1	100.0%	0	0.0%
Fishing Tackle - Repair & Parts	282	2,551	1	2639	1	100.0%	0	0.0%	0	0.0%
Food Facilities Consultants	146	2,865	1	2639	0	0.0%	1	100.0%	0	0.0%
Frozen Custard Machines	8	3,678	1	2639	1	100.0%	0	0.0%	0	0.0%
Fur Designers	75	3,127	1	2639	0	0.0%	1	100.0%	0	0.0%
Fur Storage	169	2,811	1	2639	1	100.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Furniture Pads	31	3,391	1	2639	1	100.0%	0	0.0%	0	0.0%
Gambling Machine Supplies and Services	91	3,046	1	2639	1	100.0%	0	0.0%	0	0.0%
Game Farms	106	2,991	1	2639	0	0.0%	1	100.0%	0	0.0%
Gas Well Drilling	1,595	1,566	1	2639	0	0.0%	1	100.0%	0	0.0%
Glass Coating & Tinting Machinery	222	2,679	1	2639	1	100.0%	0	0.0%	0	0.0%
Glass Coating & Tinting Materials	337	2,462	1	2639	0	0.0%	0	0.0%	1	100.0%
Glassware Decorators	177	2,785	1	2639	1	100.0%	0	0.0%	0	0.0%
Golf Practice Ranges	444	2,314	1	2639	0	0.0%	1	100.0%	0	0.0%
Government Contractors	152	2,852	1	2639	1	100.0%	0	0.0%	0	0.0%
Grain Elevators	192	2,747	1	2639	1	100.0%	0	0.0%	0	0.0%
Grease Traps	613	2,116	1	2639	1	100.0%	0	0.0%	0	0.0%
Greenhouse Equipment & Supplies	713	2,028	1	2639	1	100.0%	0	0.0%	0	0.0%
Guard Dogs	285	2,541	1	2639	1	100.0%	0	0.0%	0	0.0%
Guardian Services - Adult & Child	430	2,331	1	2639	1	100.0%	0	0.0%	0	0.0%
Handbags - Repairing	14	3,573	1	2639	0	0.0%	1	100.0%	0	0.0%
Handwriting Analysts	284	2,547	1	2639	0	0.0%	1	100.0%	0	0.0%
Hang Gliding & Instruction	71	3,152	1	2639	1	100.0%	0	0.0%	0	0.0%
Hardware - Marine	117	2,955	1	2639	1	100.0%	0	0.0%	0	0.0%
Hardware Consultants	323	2,483	1	2639	1	100.0%	0	0.0%	0	0.0%
Hatcheries - Poultry	151	2,854	1	2639	1	100.0%	0	0.0%	0	0.0%
Hay	1,062	1,795	1	2639	0	0.0%	1	100.0%	0	0.0%
Home Economics Consultants	305	2,510	1	2639	1	100.0%	0	0.0%	0	0.0%
Horticultural Consultants	79	3,102	1	2639	0	0.0%	1	100.0%	0	0.0%
Hose & Tubing - Rubber & Plastic	304	2,512	1	2639	0	0.0%	1	100.0%	0	0.0%
Ice Making Equipment & Machines	717	2,024	1	2639	1	100.0%	0	0.0%	0	0.0%
Impregnating	203	2,722	1	2639	1	100.0%	0	0.0%	0	0.0%
Induction Heating Equipment	37	3,353	1	2639	1	100.0%	0	0.0%	0	0.0%
Insurance - Bonding	2,129	1,404	1	2639	0	0.0%	1	100.0%	0	0.0%
Intercoms Systems & Services	544	2,182	1	2639	1	100.0%	0	0.0%	0	0.0%
Internet Cafes	131	2,915	1	2639	1	100.0%	0	0.0%	0	0.0%
Jacks - Repair	0	3,922	1	2639	1	100.0%	0	0.0%	0	0.0%
Jai-Alai Exhibitions	0	3,922	1	2639	0	0.0%	1	100.0%	0	0.0%
Key Holders	727	2,017	1	2639	1	100.0%	0	0.0%	0	0.0%
Knitting Instruction	202	2,726	1	2639	0	0.0%	1	100.0%	0	0.0%
Lamp Shade Frames & Supplies	77	3,118	1	2639	1	100.0%	0	0.0%	0	0.0%
Lamp Shades - Cleaning & Repairing	24	3,463	1	2639	1	100.0%	0	0.0%	0	0.0%
Landfills - Sanitary	742	1,996	1	2639	1	100.0%	0	0.0%	0	0.0%
Laser Therapy	65	3,182	1	2639	1	100.0%	0	0.0%	0	0.0%
Law & Financial Printers	32	3,386	1	2639	0	0.0%	1	100.0%	0	0.0%
Leather Cleaning	297	2,525	1	2639	1	100.0%	0	0.0%	0	0.0%
Leather Finishers	19	3,512	1	2639	0	0.0%	1	100.0%	0	0.0%
Libraries - Circulating & Rental	35	3,369	1	2639	0	0.0%	1	100.0%	0	0.0%
Lighting Plants	240	2,644	1	2639	0	0.0%	1	100.0%	0	0.0%
Linoleum - Wholesale & Manufacturers	15	3,561	1	2639	1	100.0%	0	0.0%	0	0.0%
Livestock Feeding	197	2,735	1	2639	1	100.0%	0	0.0%	0	0.0%
Luggage - Wholesale & Manufacturers	319	2,487	1	2639	0	0.0%	1	100.0%	0	0.0%
Luggage Repair	65	3,182	1	2639	0	0.0%	0	0.0%	1	100.0%
Lumber - Used	28	3,417	1	2639	1	100.0%	0	0.0%	0	0.0%
Magazines - Back Number	26	3,428	1	2639	1	100.0%	0	0.0%	0	0.0%
Magnifying Glasses	34	3,376	1	2639	1	100.0%	0	0.0%	0	0.0%
Mailing Containers	387	2,390	1	2639	1	100.0%	0	0.0%	0	0.0%
Mannequins - Display Fixture	13	3,591	1	2639	1	100.0%	0	0.0%	0	0.0%

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Mapping Services	2,647	1,306	1	2639	0	0.0%	0	0.0%	1	100.0%
Marine Electric Service	731	2,013	1	2639	1	100.0%	0	0.0%	0	0.0%
Marriage Brokers	389	2,386	1	2639	1	100.0%	0	0.0%	0	0.0%
Metal Detecting Equipment	311	2,502	1	2639	1	100.0%	0	0.0%	0	0.0%
Metallurgists	775	1,968	1	2639	1	100.0%	0	0.0%	0	0.0%
Metals - Corrugated	123	2,938	1	2639	1	100.0%	0	0.0%	0	0.0%
Metals - Precoated	333	2,468	1	2639	0	0.0%	1	100.0%	0	0.0%
Microwave Ovens - Supplies & Parts	1	3,874	1	2639	1	100.0%	0	0.0%	0	0.0%
Mirrors - Resilver	20	3,497	1	2639	1	100.0%	0	0.0%	0	0.0%
Mosaics	53	3,246	1	2639	1	100.0%	0	0.0%	0	0.0%
Motion Picture Film Storage	17	3,533	1	2639	0	0.0%	1	100.0%	0	0.0%
Motion Picture Projection Service	124	2,935	1	2639	1	100.0%	0	0.0%	0	0.0%
Motion Picture Research Service	5	3,742	1	2639	0	0.0%	1	100.0%	0	0.0%
Moving Supplies	823	1,933	1	2639	1	100.0%	0	0.0%	0	0.0%
Murals	1,183	1,726	1	2639	1	100.0%	0	0.0%	0	0.0%
Mushrooms	289	2,535	1	2639	1	100.0%	0	0.0%	0	0.0%
Notions - Retail	96	3,025	1	2639	1	100.0%	0	0.0%	0	0.0%
Notions - Wholesale & Manufacturers	16	3,548	1	2639	1	100.0%	0	0.0%	0	0.0%
Oil - Crude - Purchasing	693	2,045	1	2639	0	0.0%	1	100.0%	0	0.0%
Oil Field Equipment	2,213	1,390	1	2639	1	100.0%	0	0.0%	0	0.0%
Oil Well Drilling	2,179	1,396	1	2639	1	100.0%	0	0.0%	0	0.0%
Oils - Road	3	3,793	1	2639	1	100.0%	0	0.0%	0	0.0%
Olive Oil	30	3,399	1	2639	1	100.0%	0	0.0%	0	0.0%
Optometric Information Bureaus	30	3,399	1	2639	0	0.0%	1	100.0%	0	0.0%
Organ & Tissue Banks	1,159	1,741	1	2639	1	100.0%	0	0.0%	0	0.0%
Organs	929	1,860	1	2639	1	100.0%	0	0.0%	0	0.0%
Paint Manufacturing Materials	428	2,339	1	2639	1	100.0%	0	0.0%	0	0.0%
Pallets & Skids	3,617	1,136	1	2639	0	0.0%	1	100.0%	0	0.0%
Paneling	371	2,416	1	2639	1	100.0%	0	0.0%	0	0.0%
Paper Converters	186	2,763	1	2639	1	100.0%	0	0.0%	0	0.0%
Parachutes	50	3,270	1	2639	0	0.0%	1	100.0%	0	0.0%
Parapsychologists	27	3,423	1	2639	1	100.0%	0	0.0%	0	0.0%
Pavement & Floor Marking Supplies & Equipment	85	3,071	1	2639	1	100.0%	0	0.0%	0	0.0%
Paving Equipment	128	2,927	1	2639	1	100.0%	0	0.0%	0	0.0%
Pearls	1,045	1,803	1	2639	1	100.0%	0	0.0%	0	0.0%
Pewterware	0	3,922	1	2639	0	0.0%	1	100.0%	0	0.0%
Photogrammetric Equipment & Supplies	116	2,958	1	2639	0	0.0%	1	100.0%	0	0.0%
Photographic Darkroom Rental	74	3,135	1	2639	0	0.0%	1	100.0%	0	0.0%
Photographic Research Service	1,013	1,820	1	2639	0	0.0%	1	100.0%	0	0.0%
Picnic Grounds	16	3,548	1	2639	1	100.0%	0	0.0%	0	0.0%
Picture Frames - Wholesale & Manufacturers	389	2,386	1	2639	0	0.0%	1	100.0%	0	0.0%
Pies	114	2,967	1	2639	1	100.0%	0	0.0%	0	0.0%
Pilots - Marine	196	2,737	1	2639	0	0.0%	1	100.0%	0	0.0%
Pins - Common, Safety	255	2,616	1	2639	0	0.0%	1	100.0%	0	0.0%
Pipe	1,825	1,495	1	2639	1	100.0%	0	0.0%	0	0.0%
Pipe Reconditioning	38	3,343	1	2639	1	100.0%	0	0.0%	0	0.0%
Pistons	6	3,723	1	2639	0	0.0%	1	100.0%	0	0.0%
Plastics - High Pressure Laminates	175	2,792	1	2639	1	100.0%	0	0.0%	0	0.0%
Plastics - Molders	2,257	1,380	1	2639	1	100.0%	0	0.0%	0	0.0%
Plastics - Raw Materials, Powder, Liquid	373	2,412	1	2639	1	100.0%	0	0.0%	0	0.0%

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Plastics - Reinforced	42	3,316	1	2639	1	100.0%	0	0.0%	0	0.0%
Plastics - Research & Consulting	258	2,608	1	2639	0	0.0%	1	100.0%	0	0.0%
Plastics - Rods, Sheets - Sup Center	46	3,295	1	2639	0	0.0%	1	100.0%	0	0.0%
Plastics - Scrap	182	2,772	1	2639	0	0.0%	1	100.0%	0	0.0%
Pneumatic Tube Equipment & Systems	131	2,915	1	2639	1	100.0%	0	0.0%	0	0.0%
Potato Chips	99	3,011	1	2639	1	100.0%	0	0.0%	0	0.0%
Pottery Equipment & Supplies	115	2,965	1	2639	0	0.0%	1	100.0%	0	0.0%
Power Plant Consultants	150	2,858	1	2639	0	0.0%	1	100.0%	0	0.0%
Presses - Power	84	3,077	1	2639	0	0.0%	1	100.0%	0	0.0%
Pressing Machines - Clothes	10	3,631	1	2639	1	100.0%	0	0.0%	0	0.0%
Pretzels	40	3,328	1	2639	0	0.0%	1	100.0%	0	0.0%
Printers - Glass, Metal, Plastic	132	2,913	1	2639	1	100.0%	0	0.0%	0	0.0%
Proofreading	92	3,038	1	2639	1	100.0%	0	0.0%	0	0.0%
Propellers	185	2,766	1	2639	0	0.0%	1	100.0%	0	0.0%
Psychologist Information & Referral Services	459	2,295	1	2639	1	100.0%	0	0.0%	0	0.0%
Public Opinion Analysts	298	2,523	1	2639	0	0.0%	0	0.0%	1	100.0%
Race Track Equipment & Supplies	129	2,923	1	2639	1	100.0%	0	0.0%	0	0.0%
Racquetball Equipment & Supplies	19	3,512	1	2639	0	0.0%	1	100.0%	0	0.0%
Railroad Contractors	533	2,198	1	2639	1	100.0%	0	0.0%	0	0.0%
Railroads - Freight	808	1,944	1	2639	0	0.0%	1	100.0%	0	0.0%
Ranges & Ovens - Supplies & Parts	2	3,829	1	2639	0	0.0%	1	100.0%	0	0.0%
Records - Phono - Manufacturers Equipment & Supplies	62	3,197	1	2639	0	0.0%	0	0.0%	1	100.0%
Reels	65	3,182	1	2639	1	100.0%	0	0.0%	0	0.0%
Referral - Auto Repair	134	2,909	1	2639	0	0.0%	1	100.0%	0	0.0%
Refreshment Stands	9	3,649	1	2639	1	100.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	21	3,485	1	2639	1	100.0%	0	0.0%	0	0.0%
Rendering Companies	52	3,252	1	2639	1	100.0%	0	0.0%	0	0.0%
Rest Homes	352	2,441	1	2639	1	100.0%	0	0.0%	0	0.0%
Road Oiling & Dust Control	217	2,691	1	2639	1	100.0%	0	0.0%	0	0.0%
Robots	203	2,722	1	2639	0	0.0%	1	100.0%	0	0.0%
Rock Shops	384	2,396	1	2639	0	0.0%	1	100.0%	0	0.0%
Rope	146	2,865	1	2639	1	100.0%	0	0.0%	0	0.0%
Rust Preventatives & Removers	10	3,631	1	2639	1	100.0%	0	0.0%	0	0.0%
Safe & Vault Movers	24	3,463	1	2639	1	100.0%	0	0.0%	0	0.0%
Sanctuaries - Wild Life	187	2,761	1	2639	1	100.0%	0	0.0%	0	0.0%
Sandblasting Equipment & Supplies	170	2,809	1	2639	1	100.0%	0	0.0%	0	0.0%
Sausages	168	2,814	1	2639	1	100.0%	0	0.0%	0	0.0%
Sawmill Equipment & Supplies	340	2,456	1	2639	0	0.0%	0	0.0%	1	100.0%
Saws - Sharpen & Repair	649	2,078	1	2639	0	0.0%	1	100.0%	0	0.0%
School Furniture & Equipment	2,783	1,271	1	2639	1	100.0%	0	0.0%	0	0.0%
Scientists	78	3,110	1	2639	0	0.0%	1	100.0%	0	0.0%
Screening - Tenant	663	2,069	1	2639	1	100.0%	0	0.0%	0	0.0%
Screens - Decorative	42	3,316	1	2639	0	0.0%	1	100.0%	0	0.0%
Seat Belts	40	3,328	1	2639	0	0.0%	1	100.0%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	496	2,246	1	2639	0	0.0%	0	0.0%	1	100.0%
ServiceStation Equipment	513	2,227	1	2639	0	0.0%	1	100.0%	0	0.0%
Sewer Pipe	10	3,631	1	2639	1	100.0%	0	0.0%	0	0.0%
Sheepskin Specialties	323	2,483	1	2639	0	0.0%	1	100.0%	0	0.0%
Ship Brokers	52	3,252	1	2639	0	0.0%	0	0.0%	1	100.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Shoe Dyers	12	3,603	1	2639	1	100.0%	0	0.0%	0	0.0%
Shoring	742	1,996	1	2639	1	100.0%	0	0.0%	0	0.0%
Shoring Contractors	273	2,580	1	2639	0	0.0%	1	100.0%	0	0.0%
Shower Pan Replacement	14	3,573	1	2639	1	100.0%	0	0.0%	0	0.0%
Shuffleboards	83	3,083	1	2639	0	0.0%	1	100.0%	0	0.0%
Signs - Erectors & Hangers	270	2,584	1	2639	1	100.0%	0	0.0%	0	0.0%
Silicones	32	3,386	1	2639	0	0.0%	1	100.0%	0	0.0%
Silks - Wholesale & Manufacturers	79	3,102	1	2639	1	100.0%	0	0.0%	0	0.0%
Sirens & Horns	9	3,649	1	2639	0	0.0%	1	100.0%	0	0.0%
Skating Rinks - Installation, Equipment & Supplies	14	3,573	1	2639	1	100.0%	0	0.0%	0	0.0%
Smoke Abatement Equipment	544	2,182	1	2639	1	100.0%	0	0.0%	0	0.0%
Smoke Odor Counteracting Service	99	3,011	1	2639	0	0.0%	1	100.0%	0	0.0%
Solar Energy Research & Development	391	2,384	1	2639	1	100.0%	0	0.0%	0	0.0%
Soldering Equipment	106	2,991	1	2639	0	0.0%	0	0.0%	1	100.0%
Soy Bean Products	575	2,155	1	2639	1	100.0%	0	0.0%	0	0.0%
Speedometers	251	2,621	1	2639	1	100.0%	0	0.0%	0	0.0%
Spinologists	14	3,573	1	2639	1	100.0%	0	0.0%	0	0.0%
Stair Treads	81	3,088	1	2639	1	100.0%	0	0.0%	0	0.0%
Stamp Machines	74	3,135	1	2639	0	0.0%	1	100.0%	0	0.0%
Staples, Staplers & Tackers	3	3,793	1	2639	1	100.0%	0	0.0%	0	0.0%
Starters - Engine	57	3,227	1	2639	1	100.0%	0	0.0%	0	0.0%
Statuary	97	3,021	1	2639	1	100.0%	0	0.0%	0	0.0%
Steam Cleaning - Automotive	9	3,649	1	2639	0	0.0%	1	100.0%	0	0.0%
Steam Traps	32	3,386	1	2639	1	100.0%	0	0.0%	0	0.0%
Steamship Companies	206	2,712	1	2639	1	100.0%	0	0.0%	0	0.0%
Steel Processing	2,314	1,373	1	2639	1	100.0%	0	0.0%	0	0.0%
Steel Processing & Fabricating Equipment	414	2,358	1	2639	0	0.0%	0	0.0%	1	100.0%
Steering Systems & Equipment	30	3,399	1	2639	0	0.0%	1	100.0%	0	0.0%
Street Cleaning	160	2,831	1	2639	0	0.0%	1	100.0%	0	0.0%
Structural Integration	748	1,992	1	2639	1	100.0%	0	0.0%	0	0.0%
Stucco Manufacturers & Distributors	188	2,759	1	2639	1	100.0%	0	0.0%	0	0.0%
Sugar Refiners	15	3,561	1	2639	0	0.0%	1	100.0%	0	0.0%
Surface Plates	22	3,478	1	2639	1	100.0%	0	0.0%	0	0.0%
Surfing Instruction	26	3,428	1	2639	0	0.0%	1	100.0%	0	0.0%
Surveying Instruments	286	2,538	1	2639	1	100.0%	0	0.0%	0	0.0%
Sweepers - Power	279	2,560	1	2639	1	100.0%	0	0.0%	0	0.0%
Table Tennis Equipment	51	3,256	1	2639	1	100.0%	0	0.0%	0	0.0%
Tables - Folding	20	3,497	1	2639	1	100.0%	0	0.0%	0	0.0%
Tailoring Instruction	10	3,631	1	2639	1	100.0%	0	0.0%	0	0.0%
Tailors Supplies	54	3,242	1	2639	0	0.0%	1	100.0%	0	0.0%
Tank Lining & Coating	164	2,823	1	2639	0	0.0%	1	100.0%	0	0.0%
Tanks - Metal	712	2,029	1	2639	1	100.0%	0	0.0%	0	0.0%
Tennis Court Construction	1,523	1,587	1	2639	0	0.0%	1	100.0%	0	0.0%
Terminals - River & Marine	21	3,485	1	2639	1	100.0%	0	0.0%	0	0.0%
Theatrical Equipment & Supplies	642	2,084	1	2639	0	0.0%	1	100.0%	0	0.0%
Thermographers	798	1,953	1	2639	1	100.0%	0	0.0%	0	0.0%
Thermometers	93	3,034	1	2639	1	100.0%	0	0.0%	0	0.0%
Ticket Issuing Machines	6	3,723	1	2639	0	0.0%	1	100.0%	0	0.0%
Timber Framing	523	2,212	1	2639	0	0.0%	1	100.0%	0	0.0%
Time Cards & Racks	75	3,127	1	2639	0	0.0%	1	100.0%	0	0.0%
Timing Devices	13	3,591	1	2639	1	100.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Tin	201	2,728	1	2639	1	100.0%	0	0.0%	0	0.0%
Titanium	13	3,591	1	2639	1	100.0%	0	0.0%	0	0.0%
Titling Service - Television & Motion Pictures	4	3,767	1	2639	1	100.0%	0	0.0%	0	0.0%
Tobacco Buyers	42	3,316	1	2639	0	0.0%	1	100.0%	0	0.0%
Toilets - Composting	368	2,418	1	2639	0	0.0%	0	0.0%	1	100.0%
Tool & Die Makers	2,951	1,231	1	2639	0	0.0%	1	100.0%	0	0.0%
Tool Designers	767	1,974	1	2639	0	0.0%	1	100.0%	0	0.0%
Tools - Hydraulic	243	2,637	1	2639	1	100.0%	0	0.0%	0	0.0%
Towels - Cloths-Wholesale & Manufacturers	420	2,347	1	2639	1	100.0%	0	0.0%	0	0.0%
Traffic Engineers & Planning Service	590	2,140	1	2639	1	100.0%	0	0.0%	0	0.0%
Transformers	382	2,399	1	2639	0	0.0%	1	100.0%	0	0.0%
Truck Driver Leasing	339	2,458	1	2639	1	100.0%	0	0.0%	0	0.0%
Trusses - Medical & Surgical	36	3,361	1	2639	1	100.0%	0	0.0%	0	0.0%
Typographers	830	1,926	1	2639	1	100.0%	0	0.0%	0	0.0%
Ultrasonic Equipment & Supplies	409	2,364	1	2639	1	100.0%	0	0.0%	0	0.0%
Umbrellas	322	2,486	1	2639	0	0.0%	1	100.0%	0	0.0%
Vaporizers	465	2,289	1	2639	1	100.0%	0	0.0%	0	0.0%
Ventilating Equipment	488	2,252	1	2639	0	0.0%	1	100.0%	0	0.0%
Visual Control Systems	520	2,216	1	2639	1	100.0%	0	0.0%	0	0.0%
Wall Coatings	1,194	1,724	1	2639	1	100.0%	0	0.0%	0	0.0%
Watchmakers Equipment & Supplies	17	3,533	1	2639	1	100.0%	0	0.0%	0	0.0%
Watchmens Clocks & Systems	3	3,793	1	2639	0	0.0%	1	100.0%	0	0.0%
Wax	40	3,328	1	2639	1	100.0%	0	0.0%	0	0.0%
Weather Vanes	228	2,666	1	2639	1	100.0%	0	0.0%	0	0.0%
Weed Control Equipment & Supplies	113	2,970	1	2639	1	100.0%	0	0.0%	0	0.0%
Welcome ServiceFor Newcomers	425	2,343	1	2639	0	0.0%	1	100.0%	0	0.0%
Welding Equipment - Rent	13	3,591	1	2639	0	0.0%	1	100.0%	0	0.0%
Wellpoint & Dewatering Systems	55	3,235	1	2639	1	100.0%	0	0.0%	0	0.0%
Window Shades - Cleaning & Repair	314	2,496	1	2639	0	0.0%	1	100.0%	0	0.0%
Wiping Cloths	415	2,356	1	2639	1	100.0%	0	0.0%	0	0.0%
Wood Turning	90	3,051	1	2639	1	100.0%	0	0.0%	0	0.0%
Wool	65	3,182	1	2639	1	100.0%	0	0.0%	0	0.0%
Work Clothes - Wholesale & Manufacturers	88	3,058	1	2639	0	0.0%	1	100.0%	0	0.0%
Absorbents	329	2,472	0	3024	0	0.0%	0	0.0%	0	0.0%
Accordions	70	3,159	0	3024	0	0.0%	0	0.0%	0	0.0%
Acoustical Consultants	2,690	1,295	0	3024	0	0.0%	0	0.0%	0	0.0%
Acoustical Materials	787	1,960	0	3024	0	0.0%	0	0.0%	0	0.0%
Acupressure	69	3,162	0	3024	0	0.0%	0	0.0%	0	0.0%
Addressing Plate Service	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Adhesives & Gluing Equipment	118	2,953	0	3024	0	0.0%	0	0.0%	0	0.0%
Aerial Applicators	576	2,154	0	3024	0	0.0%	0	0.0%	0	0.0%
Aerosols	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Agates	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Air Balancing	1,032	1,808	0	3024	0	0.0%	0	0.0%	0	0.0%
Air Curtains & Screens	45	3,300	0	3024	0	0.0%	0	0.0%	0	0.0%
Air Pollution Measuring Equipment & Service	1,095	1,776	0	3024	0	0.0%	0	0.0%	0	0.0%
Air Pollution Measuring Service	273	2,580	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Aircraft Ground Support & Service Equipment	581	2,150	0	3024	0	0.0%	0	0.0%	0	0.0%
Aircraft Hangar Construction	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Aircraft Instruments	478	2,267	0	3024	0	0.0%	0	0.0%	0	0.0%
Aircraft Rebuilding	385	2,394	0	3024	0	0.0%	0	0.0%	0	0.0%
Aircraft Salvage	76	3,123	0	3024	0	0.0%	0	0.0%	0	0.0%
Aircraft Upholsterers	145	2,867	0	3024	0	0.0%	0	0.0%	0	0.0%
Airport Designers	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Alfalfa & Alfalfa Products	43	3,310	0	3024	0	0.0%	0	0.0%	0	0.0%
Alloys	131	2,915	0	3024	0	0.0%	0	0.0%	0	0.0%
Ambulances & Hearses	73	3,140	0	3024	0	0.0%	0	0.0%	0	0.0%
Anchors - Expansion	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Anodes	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Anti-Fogging Compounds	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Anti-Freeze Compounds	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Arboretums	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Archaeologists	131	2,915	0	3024	0	0.0%	0	0.0%	0	0.0%
Armored Car Manufacturing	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Asbestos & Asbestos Products	140	2,891	0	3024	0	0.0%	0	0.0%	0	0.0%
Asbestos Consulting & Testing	1,827	1,493	0	3024	0	0.0%	0	0.0%	0	0.0%
Assayers	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Assayers Supplies	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Auditory Training Equipment	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Autographic Registers & Supplies	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Axles	755	1,985	0	3024	0	0.0%	0	0.0%	0	0.0%
Babbitt Metals	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Babbling	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Baby Formula Service	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Baby Shoe Preservation	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Backflow Testing	408	2,365	0	3024	0	0.0%	0	0.0%	0	0.0%
Bacteria Control Equipment	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Badges - Manufacturer Supplies	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Badminton Courts - Public	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Bag Ties	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Bakers Equipment - Repair	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Balancing Service - Industrial	154	2,845	0	3024	0	0.0%	0	0.0%	0	0.0%
Baling Equipment & Supplies	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Balls - Glass	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Balls Steel, Bronze, Ceramic	27	3,423	0	3024	0	0.0%	0	0.0%	0	0.0%
Bankruptcy Counseling - Federally Certified	524	2,211	0	3024	0	0.0%	0	0.0%	0	0.0%
Barge Lines	336	2,464	0	3024	0	0.0%	0	0.0%	0	0.0%
Barrels & Drums - Used	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Batching Equipment	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Bathing Beaches	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Bearings	716	2,025	0	3024	0	0.0%	0	0.0%	0	0.0%
Beds - Renting	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Bedspreads - Wholesale & Manufacturers	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Beekeepers Supplies	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Beer Dispensing & Cleaning Equipment - Repair	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Bellows	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Belting & Supplies	122	2,940	0	3024	0	0.0%	0	0.0%	0	0.0%
Benches - Seating	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Bid Report Service	45	3,300	0	3024	0	0.0%	0	0.0%	0	0.0%
Bindings - Bias & Straight	171	2,804	0	3024	0	0.0%	0	0.0%	0	0.0%
Black Light Equipment & Supplies	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Blasting Contractors	766	1,975	0	3024	0	0.0%	0	0.0%	0	0.0%
Blasting Equipment & Supplies	42	3,316	0	3024	0	0.0%	0	0.0%	0	0.0%
Bleachers & Grandstands	177	2,785	0	3024	0	0.0%	0	0.0%	0	0.0%
Boat Launching Sites	172	2,797	0	3024	0	0.0%	0	0.0%	0	0.0%
Boilers - Rental	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Bookcases	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Bottle Caps & Seals	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Bottlers Equipment & Supplies	223	2,676	0	3024	0	0.0%	0	0.0%	0	0.0%
Bottles - Used	22	3,478	0	3024	0	0.0%	0	0.0%	0	0.0%
Bowling Lane Equipment & Supplies	163	2,824	0	3024	0	0.0%	0	0.0%	0	0.0%
Box Lunches	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Box Manufacturers Equipment & Supplies	502	2,237	0	3024	0	0.0%	0	0.0%	0	0.0%
Boxes - Metal	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Boxes - Paper	310	2,505	0	3024	0	0.0%	0	0.0%	0	0.0%
Boxes - Used	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Boxes - Wooden	328	2,473	0	3024	0	0.0%	0	0.0%	0	0.0%
Boys Clothing & Furnishings - Wholesale & Manufacturers	27	3,423	0	3024	0	0.0%	0	0.0%	0	0.0%
Brake Fluids	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Brake Shoe Bonding & Exchanging	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Branding Equipment	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Brass	103	2,999	0	3024	0	0.0%	0	0.0%	0	0.0%
Brass Fabricators	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Brass Products	638	2,089	0	3024	0	0.0%	0	0.0%	0	0.0%
Brazing	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Breakfast Nooks & Booths	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Brewers Equipment & Supplies	176	2,790	0	3024	0	0.0%	0	0.0%	0	0.0%
Brick - Used	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Bridge Builders	801	1,949	0	3024	0	0.0%	0	0.0%	0	0.0%
Bridge Clubs	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Bridge Operators	124	2,935	0	3024	0	0.0%	0	0.0%	0	0.0%
Bronze Powders & Liquids	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Broom Manufacturers Equipment & Supplies	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Brooms	34	3,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Brush Manufacturers Equipment & Supplies	39	3,336	0	3024	0	0.0%	0	0.0%	0	0.0%
Buckets - Digging & Hoisting	32	3,386	0	3024	0	0.0%	0	0.0%	0	0.0%
Bulldozers	621	2,108	0	3024	0	0.0%	0	0.0%	0	0.0%
Buoys - Marine	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Burial Advisory Service	81	3,088	0	3024	0	0.0%	0	0.0%	0	0.0%
Burlap	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Buses - Parts & Supplies	40	3,328	0	3024	0	0.0%	0	0.0%	0	0.0%
Bushings	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Butchers Equipment & Supplies	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Butter	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Buttons - Advertising	276	2,569	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Calculating Service	63	3,193	0	3024	0	0.0%	0	0.0%	0	0.0%
Cams - Grinding & Cutting	220	2,683	0	3024	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery Manufacturer Equip & Supplies	180	2,778	0	3024	0	0.0%	0	0.0%	0	0.0%
Canners	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Canners Equipment & Supplies	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Cans	34	3,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Cans Manufacturers Machinery	79	3,102	0	3024	0	0.0%	0	0.0%	0	0.0%
Carbide Metals & Products	376	2,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Carbon - Activated	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Cargo Stabilizing Devices	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Carnival Supplies	136	2,907	0	3024	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Measuring	88	3,058	0	3024	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Renting	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Carpet Workrooms	374	2,411	0	3024	0	0.0%	0	0.0%	0	0.0%
Catalog Designers & Compilers	50	3,270	0	3024	0	0.0%	0	0.0%	0	0.0%
Caulking Contractors	1,982	1,447	0	3024	0	0.0%	0	0.0%	0	0.0%
Caverns	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Ceramic Products - Industrial	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Cereals	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Chalkboards	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Charcoal	41	3,321	0	3024	0	0.0%	0	0.0%	0	0.0%
Charts	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Chemical Milling	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Chemicals - Reclaiming	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Chemists - Analytical & Consulting	245	2,633	0	3024	0	0.0%	0	0.0%	0	0.0%
Chess Instruction	45	3,300	0	3024	0	0.0%	0	0.0%	0	0.0%
Chewing Gum	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Child Care Referral	356	2,432	0	3024	0	0.0%	0	0.0%	0	0.0%
Childrens & Infants Wear - Wholesale & Manufacturing	224	2,675	0	3024	0	0.0%	0	0.0%	0	0.0%
Chillers - Liquid	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Chimney Lining Materials	117	2,955	0	3024	0	0.0%	0	0.0%	0	0.0%
Chimneys - Prefabricated	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Chiropractor Information Bureaus	80	3,097	0	3024	0	0.0%	0	0.0%	0	0.0%
Chlorinators	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Choreographers	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Christian Science Practitioners	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Christian Science Reading Rooms	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Cinders	35	3,369	0	3024	0	0.0%	0	0.0%	0	0.0%
Circuit Breakers	104	2,997	0	3024	0	0.0%	0	0.0%	0	0.0%
Circulation Auditors	62	3,197	0	3024	0	0.0%	0	0.0%	0	0.0%
Cistern Builders	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Clay	443	2,317	0	3024	0	0.0%	0	0.0%	0	0.0%
Cleaning Supplies by Mail	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Clipping Service	230	2,665	0	3024	0	0.0%	0	0.0%	0	0.0%
Clocks - Components	23	3,472	0	3024	0	0.0%	0	0.0%	0	0.0%
Closures - Industrial - Protective	47	3,287	0	3024	0	0.0%	0	0.0%	0	0.0%
Coal & Coke - Wholesale	76	3,123	0	3024	0	0.0%	0	0.0%	0	0.0%
Coal Brokers	622	2,105	0	3024	0	0.0%	0	0.0%	0	0.0%
Coal Miners & Shippers	1,601	1,564	0	3024	0	0.0%	0	0.0%	0	0.0%
Coal Washing	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Coated Fabrics	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Cocktail Mixes	53	3,246	0	3024	0	0.0%	0	0.0%	0	0.0%
Coil Winding	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Coils - Electric	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Coils - Fin	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Coils - Plate	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Coin & Bill Change Machines	77	3,118	0	3024	0	0.0%	0	0.0%	0	0.0%
Coin & Bill Count,Sort,Wrap Services	46	3,295	0	3024	0	0.0%	0	0.0%	0	0.0%
Cold Type Composition	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Collapsible Tubes	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Color Cards	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Colors & Pigment	36	3,361	0	3024	0	0.0%	0	0.0%	0	0.0%
Columns	257	2,609	0	3024	0	0.0%	0	0.0%	0	0.0%
Combs	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Combustion Controls	36	3,361	0	3024	0	0.0%	0	0.0%	0	0.0%
Compasses	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Compressors - Rent	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Computers - Bulletin Boards	91	3,046	0	3024	0	0.0%	0	0.0%	0	0.0%
Concrete - Prestressed	420	2,347	0	3024	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking Equipment	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Concrete Mixers - Renting	141	2,883	0	3024	0	0.0%	0	0.0%	0	0.0%
Concrete Mixing Plant Equipment	141	2,883	0	3024	0	0.0%	0	0.0%	0	0.0%
Concrete Vibrators	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Conduit & Fittings	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Consulates & Other Federal Government Representatives	145	2,867	0	3024	0	0.0%	0	0.0%	0	0.0%
Converters - Electric	42	3,316	0	3024	0	0.0%	0	0.0%	0	0.0%
Conveyors & Conveying Equipment	1,543	1,581	0	3024	0	0.0%	0	0.0%	0	0.0%
Cooling Towers	193	2,745	0	3024	0	0.0%	0	0.0%	0	0.0%
Coppersmiths	301	2,519	0	3024	0	0.0%	0	0.0%	0	0.0%
Cork & Cork Products	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Corn Products	123	2,938	0	3024	0	0.0%	0	0.0%	0	0.0%
Cornices - Building	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Corrosion Control	406	2,370	0	3024	0	0.0%	0	0.0%	0	0.0%
Cotton	85	3,071	0	3024	0	0.0%	0	0.0%	0	0.0%
Cotton Ginning Equipment & Supplies	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Cotton Gins	71	3,152	0	3024	0	0.0%	0	0.0%	0	0.0%
Cottonseed Products	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Counterfeit Money Detection Devices	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Couplings	61	3,203	0	3024	0	0.0%	0	0.0%	0	0.0%
Cranes - Accessories & Parts	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Crankshaft Grinding	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Crankshaft Manufacturers	62	3,197	0	3024	0	0.0%	0	0.0%	0	0.0%
Crematories	251	2,621	0	3024	0	0.0%	0	0.0%	0	0.0%
Criminologists	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Crisis Intervention Service	181	2,776	0	3024	0	0.0%	0	0.0%	0	0.0%
Crushing & Pulverizing Service	139	2,893	0	3024	0	0.0%	0	0.0%	0	0.0%
Crutches	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Cryogenics	295	2,532	0	3024	0	0.0%	0	0.0%	0	0.0%
Crystals - Industrial	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Culverts	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Cupolas	112	2,975	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Cutting & Slitting Service	302	2,518	0	3024	0	0.0%	0	0.0%	0	0.0%
Cylinders - Gas	338	2,460	0	3024	0	0.0%	0	0.0%	0	0.0%
Cylinders - Hydrostatic Testing	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Cylinders - Rebuild & Repair	151	2,854	0	3024	0	0.0%	0	0.0%	0	0.0%
Dairy Consultants	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment & Supplies	151	2,854	0	3024	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment Repair	34	3,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment	174	2,794	0	3024	0	0.0%	0	0.0%	0	0.0%
Data Processing Supplies	70	3,159	0	3024	0	0.0%	0	0.0%	0	0.0%
Demagnetizers	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Deodorants	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Developmental Disability Services	173	2,796	0	3024	0	0.0%	0	0.0%	0	0.0%
Dials	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Diamond Cutters	210	2,703	0	3024	0	0.0%	0	0.0%	0	0.0%
Diamonds - Industrial	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Dictating Machines & Supplies	382	2,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Die Castings	465	2,289	0	3024	0	0.0%	0	0.0%	0	0.0%
Die Cutting	122	2,940	0	3024	0	0.0%	0	0.0%	0	0.0%
Die Cutting Equipment & Supplies	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Diecast Cars - Dealers	114	2,967	0	3024	0	0.0%	0	0.0%	0	0.0%
Discotheques	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Dealers	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Service & Repair	84	3,077	0	3024	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Supplies & Parts	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Disinfectants & Germicides	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Display Installation Service	365	2,421	0	3024	0	0.0%	0	0.0%	0	0.0%
Doll Manufacturers Equipment & Supplies	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Dome Structures	95	3,027	0	3024	0	0.0%	0	0.0%	0	0.0%
Door Closers & Checks	559	2,170	0	3024	0	0.0%	0	0.0%	0	0.0%
Dowels	67	3,172	0	3024	0	0.0%	0	0.0%	0	0.0%
Drafting Equipment & Supplies	385	2,394	0	3024	0	0.0%	0	0.0%	0	0.0%
Drapery Trimmings	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Dredging	137	2,900	0	3024	0	0.0%	0	0.0%	0	0.0%
Dredging Machinery	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Dressmakers Supplies	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Drills	518	2,218	0	3024	0	0.0%	0	0.0%	0	0.0%
Drive Shafts	490	2,251	0	3024	0	0.0%	0	0.0%	0	0.0%
Dryers - Hand	281	2,558	0	3024	0	0.0%	0	0.0%	0	0.0%
Drying Service	72	3,147	0	3024	0	0.0%	0	0.0%	0	0.0%
Dust Collecting Systems	115	2,965	0	3024	0	0.0%	0	0.0%	0	0.0%
Dust Control Materials	13	3,591	0	3024	0	0.0%	0	0.0%	0	0.0%
Dusters & Dusting Cloths	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Dyers - Industrial	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Dyes & Dyestuff	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Dynamometers	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
E-Learning	1,773	1,508	0	3024	0	0.0%	0	0.0%	0	0.0%
Easels - Wholesale & Manufacturers	37	3,353	0	3024	0	0.0%	0	0.0%	0	0.0%
Egg Processing & Shipping Equipment & Supplies	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Elastic Goods	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Electric Motor Controls - Wholesale & Manufacturers	110	2,984	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Electric Switchboards	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Electronic Product Waste Management & E Waste Services	238	2,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Elevators - Parts	111	2,981	0	3024	0	0.0%	0	0.0%	0	0.0%
Embalmers	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Embossing	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Embossing Equipment & Supplies	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Embroidery Design Punching	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Encyclopedia & Book Sales by Mail	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Entomologists	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Etiquette School	275	2,575	0	3024	0	0.0%	0	0.0%	0	0.0%
Evaporating Apparatus	169	2,811	0	3024	0	0.0%	0	0.0%	0	0.0%
Expanded Metals	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Expansion Joints	110	2,984	0	3024	0	0.0%	0	0.0%	0	0.0%
Experimental Work	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Explosives	28	3,417	0	3024	0	0.0%	0	0.0%	0	0.0%
Export Management	408	2,365	0	3024	0	0.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Factory Locating Consultants	98	3,018	0	3024	0	0.0%	0	0.0%	0	0.0%
Fallout Shelter Equipment & Supplies	78	3,110	0	3024	0	0.0%	0	0.0%	0	0.0%
Fans - Repair	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Farm Management	402	2,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Farm Management Systems	79	3,102	0	3024	0	0.0%	0	0.0%	0	0.0%
Feed Grinding	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Feeders - Industrial	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Felt & Felt Products	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Filing Equipment, Systems & Supplies	441	2,319	0	3024	0	0.0%	0	0.0%	0	0.0%
Filing Machinery	28	3,417	0	3024	0	0.0%	0	0.0%	0	0.0%
Film Scrap	24	3,463	0	3024	0	0.0%	0	0.0%	0	0.0%
Fire Escapes	13	3,591	0	3024	0	0.0%	0	0.0%	0	0.0%
Fire Exit Devices	86	3,068	0	3024	0	0.0%	0	0.0%	0	0.0%
Fire Extinguishing Fluid	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Fire Hose	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Fire Hydrants	190	2,754	0	3024	0	0.0%	0	0.0%	0	0.0%
Fireproofing	472	2,279	0	3024	0	0.0%	0	0.0%	0	0.0%
Fireproofing Materials	13	3,591	0	3024	0	0.0%	0	0.0%	0	0.0%
Fish Nets	39	3,336	0	3024	0	0.0%	0	0.0%	0	0.0%
Fish Processors Equipment	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Fishery Consultants	110	2,984	0	3024	0	0.0%	0	0.0%	0	0.0%
Flag Poles	262	2,600	0	3024	0	0.0%	0	0.0%	0	0.0%
Flanges	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Flatware - Table	22	3,478	0	3024	0	0.0%	0	0.0%	0	0.0%
Flavoring Extracts	515	2,222	0	3024	0	0.0%	0	0.0%	0	0.0%
Flavoring Extracts - Raw Materials	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Rent	81	3,088	0	3024	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Repair	307	2,509	0	3024	0	0.0%	0	0.0%	0	0.0%
Flour	37	3,353	0	3024	0	0.0%	0	0.0%	0	0.0%
Food Products Reconditioning	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Forging Equipment	27	3,423	0	3024	0	0.0%	0	0.0%	0	0.0%
Forgings	343	2,449	0	3024	0	0.0%	0	0.0%	0	0.0%
Foster Child Care	480	2,265	0	3024	0	0.0%	0	0.0%	0	0.0%
Foundry Equipment & Supplies	325	2,477	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Fountains - Drinking	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Freight Consolidating	797	1,955	0	3024	0	0.0%	0	0.0%	0	0.0%
Frog Dealers	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	264	2,595	0	3024	0	0.0%	0	0.0%	0	0.0%
Frozen Foods - Processors	208	2,709	0	3024	0	0.0%	0	0.0%	0	0.0%
Fruits - Dried	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Fruits - Glace	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Fungicides	28	3,417	0	3024	0	0.0%	0	0.0%	0	0.0%
Funnels	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Wholesale	46	3,295	0	3024	0	0.0%	0	0.0%	0	0.0%
Fur Skin Dealers & Brokers	19	3,512	0	3024	0	0.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Furniture Frames	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Fuses - Electric	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Galvanizing	84	3,077	0	3024	0	0.0%	0	0.0%	0	0.0%
Gambling Abuse & Addiction Info & Treatment	103	2,999	0	3024	0	0.0%	0	0.0%	0	0.0%
Gardening Hand Tools	102	3,002	0	3024	0	0.0%	0	0.0%	0	0.0%
Garment Racks	23	3,472	0	3024	0	0.0%	0	0.0%	0	0.0%
Gas Burners	174	2,794	0	3024	0	0.0%	0	0.0%	0	0.0%
Gas Detectors	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Gas Plant Equipment	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Gas Recycling Plants	56	3,231	0	3024	0	0.0%	0	0.0%	0	0.0%
Gaskets	516	2,219	0	3024	0	0.0%	0	0.0%	0	0.0%
Gasoline Plant Equipment	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Gauges & Gages	588	2,143	0	3024	0	0.0%	0	0.0%	0	0.0%
Gavels	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Gelatin	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Generators - Steam	168	2,814	0	3024	0	0.0%	0	0.0%	0	0.0%
Geophysical Apparatus	64	3,191	0	3024	0	0.0%	0	0.0%	0	0.0%
Geophysicists	319	2,487	0	3024	0	0.0%	0	0.0%	0	0.0%
Gift Certificates/Cards	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Gift Wrapping Service	36	3,361	0	3024	0	0.0%	0	0.0%	0	0.0%
Glass Rods & Tubing	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Gold Leaf	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Gold Stamping	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Golf Course Architects	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Golf Course Construction	917	1,869	0	3024	0	0.0%	0	0.0%	0	0.0%
Government Offices - Foreign-Reps	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Governors	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Grain Brokers	99	3,011	0	3024	0	0.0%	0	0.0%	0	0.0%
Grain Dealers	222	2,679	0	3024	0	0.0%	0	0.0%	0	0.0%
Grain Drying	127	2,930	0	3024	0	0.0%	0	0.0%	0	0.0%
Grain Elevator Builders	67	3,172	0	3024	0	0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	196	2,737	0	3024	0	0.0%	0	0.0%	0	0.0%
Grain Inspection	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Gratings	160	2,831	0	3024	0	0.0%	0	0.0%	0	0.0%
Greeting Card Manufacturers Supplies	401	2,377	0	3024	0	0.0%	0	0.0%	0	0.0%
Grilles, Registers & Diffusers	89	3,056	0	3024	0	0.0%	0	0.0%	0	0.0%
Grinding - Precision & Production	249	2,626	0	3024	0	0.0%	0	0.0%	0	0.0%
Grinding Machines	92	3,038	0	3024	0	0.0%	0	0.0%	0	0.0%
Grinding Wheel Dressers	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Grinding Wheels	23	3,472	0	3024	0	0.0%	0	0.0%	0	0.0%
Grommets	77	3,118	0	3024	0	0.0%	0	0.0%	0	0.0%
Guards - Machine	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Gumming Service	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Gypsum & Gypsum Products	24	3,463	0	3024	0	0.0%	0	0.0%	0	0.0%
Handles - Wholesale & Manufacturers	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Handwriting Experts	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Hay Rides	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Heat Exchangers	181	2,776	0	3024	0	0.0%	0	0.0%	0	0.0%
Heat Recovery Equipment & Systems	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Heat Sealing	39	3,336	0	3024	0	0.0%	0	0.0%	0	0.0%
Heat Sealing Equipment & Supplies	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal	1,067	1,792	0	3024	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal - Equipment & Supplies	71	3,152	0	3024	0	0.0%	0	0.0%	0	0.0%
Hides	30	3,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Hinges	66	3,179	0	3024	0	0.0%	0	0.0%	0	0.0%
Historical Places	129	2,923	0	3024	0	0.0%	0	0.0%	0	0.0%
Hog Farms	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Hoists	371	2,416	0	3024	0	0.0%	0	0.0%	0	0.0%
Honing Machines & Equipment	40	3,328	0	3024	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing - Flexible Metal	172	2,797	0	3024	0	0.0%	0	0.0%	0	0.0%
Hydrologists	50	3,270	0	3024	0	0.0%	0	0.0%	0	0.0%
Ice Cream Mixes	47	3,287	0	3024	0	0.0%	0	0.0%	0	0.0%
Ice Crushers	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Ice Melting Equipment & Supplies	65	3,182	0	3024	0	0.0%	0	0.0%	0	0.0%
Identification Bureaus	156	2,841	0	3024	0	0.0%	0	0.0%	0	0.0%
Incense	92	3,038	0	3024	0	0.0%	0	0.0%	0	0.0%
Incinerators - Supplies & Parts	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Indexing Service - Book, Periodical	61	3,203	0	3024	0	0.0%	0	0.0%	0	0.0%
Indoor Sky Diving	269	2,587	0	3024	0	0.0%	0	0.0%	0	0.0%
Industrial Hygiene Consultants	1,288	1,676	0	3024	0	0.0%	0	0.0%	0	0.0%
Infrared Equipment	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Infrared Inspection	498	2,243	0	3024	0	0.0%	0	0.0%	0	0.0%
Insecticides	166	2,819	0	3024	0	0.0%	0	0.0%	0	0.0%
Instrument Cases	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Insulation Materials - Electric	299	2,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Insurance - Aviation	79	3,102	0	3024	0	0.0%	0	0.0%	0	0.0%
Insurance - Long Term Care	3,033	1,221	0	3024	0	0.0%	0	0.0%	0	0.0%
Insurance - Marine	430	2,331	0	3024	0	0.0%	0	0.0%	0	0.0%
Italian Food Products	161	2,828	0	3024	0	0.0%	0	0.0%	0	0.0%
Ivory Goods	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Jalousies	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Jewelry Advisory Service	138	2,897	0	3024	0	0.0%	0	0.0%	0	0.0%
Jewelry Polishing & Plating	277	2,566	0	3024	0	0.0%	0	0.0%	0	0.0%
Jewels - Imitation	184	2,768	0	3024	0	0.0%	0	0.0%	0	0.0%
Jigs & Fixtures - Components	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Juice Extractors	35	3,369	0	3024	0	0.0%	0	0.0%	0	0.0%
Kilns	112	2,975	0	3024	0	0.0%	0	0.0%	0	0.0%
Knit Goods - Wholesale & Manufacturers	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Knitting Machines	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Kosher Food Products	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Labor Relations Consultants	35	3,369	0	3024	0	0.0%	0	0.0%	0	0.0%
Laces	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Lacquers - Manufacturers	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Ladders	284	2,547	0	3024	0	0.0%	0	0.0%	0	0.0%
Ladders - Renting	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Lake & Pond Management	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Laminations - Motor & Transformer	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Lamp Shade Covers	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Lamps - Health	30	3,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Lamps - Repair	49	3,278	0	3024	0	0.0%	0	0.0%	0	0.0%
Lamps - Supplies & Parts	99	3,011	0	3024	0	0.0%	0	0.0%	0	0.0%
Lapidaries	41	3,321	0	3024	0	0.0%	0	0.0%	0	0.0%
Lath	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Lathes	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Lathing Contractors	474	2,275	0	3024	0	0.0%	0	0.0%	0	0.0%
Lead Burning	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Leather Clothing - Wholesale & Manufacturers	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Leather Finishes	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Legal Printing	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Libraries - Institutional	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Lie Detection Service	926	1,861	0	3024	0	0.0%	0	0.0%	0	0.0%
Life Raft Inflation Equipment	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Lime	71	3,152	0	3024	0	0.0%	0	0.0%	0	0.0%
Limestone	491	2,250	0	3024	0	0.0%	0	0.0%	0	0.0%
Linings - Clothing	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Linoleum Layers Equipment & Supplies	36	3,361	0	3024	0	0.0%	0	0.0%	0	0.0%
Lithographers	171	2,804	0	3024	0	0.0%	0	0.0%	0	0.0%
Livestock Appraisers	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Livestock Buyers	411	2,361	0	3024	0	0.0%	0	0.0%	0	0.0%
Livestock Grooming	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Livestock Order Buyers	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Livestock Spraying	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Locomotives	108	2,988	0	3024	0	0.0%	0	0.0%	0	0.0%
Louvers	99	3,011	0	3024	0	0.0%	0	0.0%	0	0.0%
Lubricating Devices & Systems	80	3,097	0	3024	0	0.0%	0	0.0%	0	0.0%
Luggage Carriers	630	2,096	0	3024	0	0.0%	0	0.0%	0	0.0%
Luggage Manufacturers Equipment & Supplies	78	3,110	0	3024	0	0.0%	0	0.0%	0	0.0%
Lumber - Drying	57	3,227	0	3024	0	0.0%	0	0.0%	0	0.0%
Lumber Inspectors	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Lumber Treating	468	2,281	0	3024	0	0.0%	0	0.0%	0	0.0%
Macaroni	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Machinery Cleaning	41	3,321	0	3024	0	0.0%	0	0.0%	0	0.0%
Magnetic Inspection Equipment	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Magnetic Inspection Service	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Malt & Hops	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Manhole Covers	197	2,735	0	3024	0	0.0%	0	0.0%	0	0.0%
Marking & Coding Equipment	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Masts & Spars	24	3,463	0	3024	0	0.0%	0	0.0%	0	0.0%
Mathematicians	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Mayonnaise & Salad Dressings	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Meal Preparation Service	356	2,432	0	3024	0	0.0%	0	0.0%	0	0.0%
Measuring Machines	417	2,352	0	3024	0	0.0%	0	0.0%	0	0.0%
Measuring Tapes & Rules	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Meat Packers Equipment & Supplies	311	2,502	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Cleaning Equipment	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Sawing & Cut-Off Service	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Shapes - Extruded	257	2,609	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Slitting & Shearing	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Spinning	141	2,883	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Stamping	1,072	1,788	0	3024	0	0.0%	0	0.0%	0	0.0%
Metal Stamping Equipment	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Metallizing	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Metallizing Equipment	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Metals - Base	219	2,687	0	3024	0	0.0%	0	0.0%	0	0.0%
Meteorological Consultants	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Meters - Repair	55	3,235	0	3024	0	0.0%	0	0.0%	0	0.0%
Mezzanines & Platforms	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Micrometers	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Microwave Communications	131	2,915	0	3024	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Service & Repair	81	3,088	0	3024	0	0.0%	0	0.0%	0	0.0%
Millinery - Wholesale & Manufacturers	65	3,182	0	3024	0	0.0%	0	0.0%	0	0.0%
Milling Cutters	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Milling Machines	47	3,287	0	3024	0	0.0%	0	0.0%	0	0.0%
Millwrights	687	2,050	0	3024	0	0.0%	0	0.0%	0	0.0%
Mineral Exploration	889	1,891	0	3024	0	0.0%	0	0.0%	0	0.0%
Minerals	474	2,275	0	3024	0	0.0%	0	0.0%	0	0.0%
Mining Companies	1,387	1,637	0	3024	0	0.0%	0	0.0%	0	0.0%
Mining Consultants	156	2,841	0	3024	0	0.0%	0	0.0%	0	0.0%
Mining Development	602	2,125	0	3024	0	0.0%	0	0.0%	0	0.0%
Missile & Rocket Components - Manufacturers	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Missile & Rocket Manufacturers	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Missile & Rocket Research & Development	926	1,861	0	3024	0	0.0%	0	0.0%	0	0.0%
Missing Person Services	231	2,664	0	3024	0	0.0%	0	0.0%	0	0.0%
Missions	243	2,637	0	3024	0	0.0%	0	0.0%	0	0.0%
Mixing & Agitation Machinery	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Mobile Offices & Commercial Units	194	2,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Model Car Race Centers	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Monorail Systems	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Mothproofing	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies	177	2,785	0	3024	0	0.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies - Repair	24	3,463	0	3024	0	0.0%	0	0.0%	0	0.0%
Motion Picture Laboratories	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Motion Picture Representatives	30	3,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Motion Picture Special Effects	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Motion Picture Technicians	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Myotherapy	267	2,592	0	3024	0	0.0%	0	0.0%	0	0.0%
Name Plates	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Nautical Instruments	23	3,472	0	3024	0	0.0%	0	0.0%	0	0.0%
Naval Architects	53	3,246	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Naval Stores	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Neckwear - Retail	52	3,252	0	3024	0	0.0%	0	0.0%	0	0.0%
Neckwear - Wholesale & Manufacturers	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Nets & Netting	216	2,693	0	3024	0	0.0%	0	0.0%	0	0.0%
Non - Woven Fabrics	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Noodles	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Nozzles	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Nuclear Energy Consultants	241	2,640	0	3024	0	0.0%	0	0.0%	0	0.0%
Nut Cracking & Shelling Machines	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Observatories	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Oceanographic Equipment	54	3,242	0	3024	0	0.0%	0	0.0%	0	0.0%
Office Records - Destruction	1,004	1,825	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Field Hauling	3,228	1,188	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Field Supplies	318	2,491	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Handling Equipment	303	2,515	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Hole Covers	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Mill Machinery	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Operators	172	2,797	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Properties	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Reports	55	3,235	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Cementing	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	56	3,231	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	259	2,605	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies - Rental	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Fishing Tools	44	3,307	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Logging & Perforating	237	2,653	0	3024	0	0.0%	0	0.0%	0	0.0%
Oil Well Services	942	1,856	0	3024	0	0.0%	0	0.0%	0	0.0%
Oils - Cutting	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Oils - Hydrogenated	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Oils - ReRefined	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Oils - Vegetables	82	3,086	0	3024	0	0.0%	0	0.0%	0	0.0%
Oils - Waste	1,181	1,728	0	3024	0	0.0%	0	0.0%	0	0.0%
Olives	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Online Drug & Prescription Services - Unapproved Foreign	32	3,386	0	3024	0	0.0%	0	0.0%	0	0.0%
Orchid Growers	91	3,046	0	3024	0	0.0%	0	0.0%	0	0.0%
Ovens - Bakers	46	3,295	0	3024	0	0.0%	0	0.0%	0	0.0%
Ovens - Industrial	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Ozone Machines	113	2,970	0	3024	0	0.0%	0	0.0%	0	0.0%
Packing - Mechanical	50	3,270	0	3024	0	0.0%	0	0.0%	0	0.0%
Paint Removers - Manufacturers	79	3,102	0	3024	0	0.0%	0	0.0%	0	0.0%
Pants	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper - Adhesive - Pressure Sensitive	263	2,597	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper - Corrugated	435	2,327	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Boxboard	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Brokers & Mill Reps	416	2,353	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Cutting & Drilling Machines	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Hangers - Wall covering	309	2,506	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Hangers Equipment & Supplies	55	3,235	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Mill Machinery	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Mill Supplies	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Shredding Machines	945	1,853	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Paper Towels	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Paper Tubes & Cores	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Partitions	382	2,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Pattern Makers Equipment & Supplies	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Pay Phone Booths - Equipment & Service	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Peanut Products	124	2,935	0	3024	0	0.0%	0	0.0%	0	0.0%
Perforated Materials	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Perfumes - Raw Materials & Supplies	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Perfuming - Fabric, Paper	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Personal ServiceBureaus	109	2,987	0	3024	0	0.0%	0	0.0%	0	0.0%
Pewter	206	2,712	0	3024	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Machinery	137	2,900	0	3024	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Sports Medicine	92	3,038	0	3024	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons Equipment - Repair & Refinish	155	2,844	0	3024	0	0.0%	0	0.0%	0	0.0%
Physicians Assistants	232	2,663	0	3024	0	0.0%	0	0.0%	0	0.0%
Pickles & Pickle Products	77	3,118	0	3024	0	0.0%	0	0.0%	0	0.0%
Picnic Equipment & Supplies	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Picture Hangers - Wholesale & Manufacturers	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Picture Hanging Service	91	3,046	0	3024	0	0.0%	0	0.0%	0	0.0%
Piling	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Pillows - Renovating	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Pilot Car Service	122	2,940	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Contractors	54	3,242	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Materials	172	2,797	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters	503	2,235	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe - Used	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Bending & Fabricating	62	3,197	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading	48	3,282	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading Equipment	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Fittings	961	1,845	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Hangers	120	2,947	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Inspection	590	2,140	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Joint Compounds	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Line Companies	568	2,161	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Line Equipment	186	2,763	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Lining & Coating	82	3,086	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Locating Equipment	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Sealing - Industrial	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Pipe Thawing	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Planetariums	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Plaster	319	2,487	0	3024	0	0.0%	0	0.0%	0	0.0%
Plaster Craft Products & Supplies	77	3,118	0	3024	0	0.0%	0	0.0%	0	0.0%
Plaster Products - Ornamental	106	2,991	0	3024	0	0.0%	0	0.0%	0	0.0%
Plasterers Equipment & Supplies	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Plastics - Extruders	358	2,431	0	3024	0	0.0%	0	0.0%	0	0.0%
Plastics - Machinery & Equipment	296	2,530	0	3024	0	0.0%	0	0.0%	0	0.0%
Plastics - Vacuum, Pressure, Thermoform	76	3,123	0	3024	0	0.0%	0	0.0%	0	0.0%
Plating Equipment & Supplies	141	2,883	0	3024	0	0.0%	0	0.0%	0	0.0%
Pleating Machines	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Used	198	2,731	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Plywood & Veneers	415	2,356	0	3024	0	0.0%	0	0.0%	0	0.0%
Pneumatic Equipment Components	282	2,551	0	3024	0	0.0%	0	0.0%	0	0.0%
Pole Line Contractors	53	3,246	0	3024	0	0.0%	0	0.0%	0	0.0%
Pole Line Equipment	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Poles	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Police Departments	639	2,088	0	3024	0	0.0%	0	0.0%	0	0.0%
Polyethylene Materials & Products	212	2,698	0	3024	0	0.0%	0	0.0%	0	0.0%
Polyurethane Products	471	2,280	0	3024	0	0.0%	0	0.0%	0	0.0%
Porcelain Enameling	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Port Authorities	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Portfolios	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Post-Construction Clean Up	429	2,335	0	3024	0	0.0%	0	0.0%	0	0.0%
Potatoes - Processed	34	3,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Poultry - Retail	107	2,990	0	3024	0	0.0%	0	0.0%	0	0.0%
Poultry - Wholesale	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Poultry Brokers	39	3,336	0	3024	0	0.0%	0	0.0%	0	0.0%
Poultry Services	144	2,873	0	3024	0	0.0%	0	0.0%	0	0.0%
Power Plant Equipment - Repairing	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Power Take - Offs	251	2,621	0	3024	0	0.0%	0	0.0%	0	0.0%
Precious, Semi-Precious & Synthetic	1,034	1,807	0	3024	0	0.0%	0	0.0%	0	0.0%
Preserves, Jams & Jellies	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Pressurization Equipment	68	3,168	0	3024	0	0.0%	0	0.0%	0	0.0%
Price Marking Equipment & Supplies	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Printers - Cellophane, Foil	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Printing Rollers	80	3,097	0	3024	0	0.0%	0	0.0%	0	0.0%
Pulleys	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Pulp & Pulp Products	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Punches	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Quarries	703	2,039	0	3024	0	0.0%	0	0.0%	0	0.0%
Quartz	80	3,097	0	3024	0	0.0%	0	0.0%	0	0.0%
Rack Merchandise Service	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Racquetball Court Construction	144	2,873	0	3024	0	0.0%	0	0.0%	0	0.0%
Racquetball Courts - Public	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Radio Direction Finders	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Radio Program Surveys	37	3,353	0	3024	0	0.0%	0	0.0%	0	0.0%
Radio Station Equipment	135	2,908	0	3024	0	0.0%	0	0.0%	0	0.0%
Radioactive Materials	142	2,879	0	3024	0	0.0%	0	0.0%	0	0.0%
Radioactivity Instruments, Supplies, Services	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Railroad Car Leasing	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Railroad Cars - Manufacturers	69	3,162	0	3024	0	0.0%	0	0.0%	0	0.0%
Railroad Equipment & Supplies	367	2,420	0	3024	0	0.0%	0	0.0%	0	0.0%
Railroad Ties - Dealers	87	3,063	0	3024	0	0.0%	0	0.0%	0	0.0%
Railroad Ties - Wholesale & Manufacturers	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Rails & Accessories	58	3,221	0	3024	0	0.0%	0	0.0%	0	0.0%
Rainwear	283	2,549	0	3024	0	0.0%	0	0.0%	0	0.0%
Ranges & Ovens - Wholesale & Manufacturers	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Rayon Fabrics	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Recording Instruments - Industrial & Scientific	260	2,604	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Recruiting - Armed Forces	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Rectifiers - Electric	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Reflectors	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Reflexologists	43	3,310	0	3024	0	0.0%	0	0.0%	0	0.0%
Refractories	100	3,009	0	3024	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	58	3,221	0	3024	0	0.0%	0	0.0%	0	0.0%
Reiki Therapy	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Relays	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Reloader Schemes	65	3,182	0	3024	0	0.0%	0	0.0%	0	0.0%
Resins	128	2,927	0	3024	0	0.0%	0	0.0%	0	0.0%
Rest Homes - Info & Placement Bureaus	139	2,893	0	3024	0	0.0%	0	0.0%	0	0.0%
Rice	73	3,140	0	3024	0	0.0%	0	0.0%	0	0.0%
Riggers	360	2,429	0	3024	0	0.0%	0	0.0%	0	0.0%
Riggers Equipment & Supplies	243	2,637	0	3024	0	0.0%	0	0.0%	0	0.0%
Right of Way Acquisition Service	116	2,958	0	3024	0	0.0%	0	0.0%	0	0.0%
Rings - Retaining	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Rivets	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Road Building Equipment	84	3,077	0	3024	0	0.0%	0	0.0%	0	0.0%
Rods - Threaded	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Rollers	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Rolling Mill Machinery	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Rotogravure Printers	74	3,135	0	3024	0	0.0%	0	0.0%	0	0.0%
Rubber - Crude	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Rubber - Synthetic	228	2,666	0	3024	0	0.0%	0	0.0%	0	0.0%
Rubber Working Machinery	97	3,021	0	3024	0	0.0%	0	0.0%	0	0.0%
Rulers & Yardsticks	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Rustproofing - Industrial	119	2,950	0	3024	0	0.0%	0	0.0%	0	0.0%
Safe Deposit Box Rental	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Safes & Vaults - Opening & Repairing	157	2,838	0	3024	0	0.0%	0	0.0%	0	0.0%
Safety Cans	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Salads	85	3,071	0	3024	0	0.0%	0	0.0%	0	0.0%
Sample Cards & Books	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Sample Cases	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Sanitariums	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Sanitary Napkins	28	3,417	0	3024	0	0.0%	0	0.0%	0	0.0%
Sash Operating Devices	870	1,901	0	3024	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Association - Reps	53	3,246	0	3024	0	0.0%	0	0.0%	0	0.0%
Sawdust & Shavings	341	2,453	0	3024	0	0.0%	0	0.0%	0	0.0%
Scales - Repair	67	3,172	0	3024	0	0.0%	0	0.0%	0	0.0%
School Lunch Ordering & Management	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Scoreboards	205	2,714	0	3024	0	0.0%	0	0.0%	0	0.0%
Screen Manufacturers Equipment & Supplies	222	2,679	0	3024	0	0.0%	0	0.0%	0	0.0%
Screening & Sifting Equipment	69	3,162	0	3024	0	0.0%	0	0.0%	0	0.0%
Screw Machine Products	137	2,900	0	3024	0	0.0%	0	0.0%	0	0.0%
Screw Machines & Equipment	20	3,497	0	3024	0	0.0%	0	0.0%	0	0.0%
Screws	154	2,845	0	3024	0	0.0%	0	0.0%	0	0.0%
Sculptors Equipment & Supplies	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Seals - O-Ring	104	2,997	0	3024	0	0.0%	0	0.0%	0	0.0%
Seals - Oil, Grease	50	3,270	0	3024	0	0.0%	0	0.0%	0	0.0%
Seed Cleaning Equipment	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Seismograph Equipment & Supplies	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Seismograph Service	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Separators	13	3,591	0	3024	0	0.0%	0	0.0%	0	0.0%
Shafting	250	2,624	0	3024	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric Repair	37	3,353	0	3024	0	0.0%	0	0.0%	0	0.0%
Shielding - Magnetic, Electrostatic	354	2,437	0	3024	0	0.0%	0	0.0%	0	0.0%
Shims	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Shingles	165	2,820	0	3024	0	0.0%	0	0.0%	0	0.0%
Ship Builders & Repair	532	2,200	0	3024	0	0.0%	0	0.0%	0	0.0%
Ship Chandlers	81	3,088	0	3024	0	0.0%	0	0.0%	0	0.0%
Ship Cleaning	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Ship Registers	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Ship Wreckers	22	3,478	0	3024	0	0.0%	0	0.0%	0	0.0%
Shock Absorbers	24	3,463	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoe Laces	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoe Machinery	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoe Manufacturers Supplies	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoe Shining	15	3,561	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoe Trees	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoplifting Prevention Devices	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Shortening	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Shot Peening	21	3,485	0	3024	0	0.0%	0	0.0%	0	0.0%
Shoulder Pads	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Shovels - Power	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Show Cases	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Shower Curtains - Wholesale & Manufacturers	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Signals	47	3,287	0	3024	0	0.0%	0	0.0%	0	0.0%
Silverware Clean, Repair & Replate	815	1,939	0	3024	0	0.0%	0	0.0%	0	0.0%
Singing Telegrams	72	3,147	0	3024	0	0.0%	0	0.0%	0	0.0%
Skate Sharpening	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Skating Instruction	167	2,818	0	3024	0	0.0%	0	0.0%	0	0.0%
Slate	43	3,310	0	3024	0	0.0%	0	0.0%	0	0.0%
Slings	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Slippers - Wholesale & Manufacturers	31	3,391	0	3024	0	0.0%	0	0.0%	0	0.0%
Smelters & Refiners - Base Metals	69	3,162	0	3024	0	0.0%	0	0.0%	0	0.0%
Smoke Detectors & Alarms	519	2,217	0	3024	0	0.0%	0	0.0%	0	0.0%
Smoke Stacks	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Snow Making Machines	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Snow Melting Systems	102	3,002	0	3024	0	0.0%	0	0.0%	0	0.0%
Soap Dispensers	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Soda Fountain Equipment	35	3,369	0	3024	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	176	2,790	0	3024	0	0.0%	0	0.0%	0	0.0%
Soil Solidification	141	2,883	0	3024	0	0.0%	0	0.0%	0	0.0%
Solvents	72	3,147	0	3024	0	0.0%	0	0.0%	0	0.0%
Solvents - Reclaiming	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Sorting Equipment	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Sound Level Testing - Industrial	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Spark Plugs	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Speech Aid Devices	410	2,362	0	3024	0	0.0%	0	0.0%	0	0.0%
Speed Reducers	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Sperm Banks	857	1,909	0	3024	0	0.0%	0	0.0%	0	0.0%
Spill Control Equipment & Materials	61	3,203	0	3024	0	0.0%	0	0.0%	0	0.0%
Spill Control Service	152	2,852	0	3024	0	0.0%	0	0.0%	0	0.0%
Spools	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Sports Hospitality	13	3,591	0	3024	0	0.0%	0	0.0%	0	0.0%
Spraying Equipment	362	2,426	0	3024	0	0.0%	0	0.0%	0	0.0%
Springs - Coil, Flat - Distributors & Manufacturing	198	2,731	0	3024	0	0.0%	0	0.0%	0	0.0%
Square Dance Apparel	8	3,678	0	3024	0	0.0%	0	0.0%	0	0.0%
Squash Courts - Private	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Stabilizers	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Stakes	331	2,469	0	3024	0	0.0%	0	0.0%	0	0.0%
Stamp Pads	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Static Controls	30	3,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Steam Specialties	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Steel - Used	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Steel Mills	325	2,477	0	3024	0	0.0%	0	0.0%	0	0.0%
Steeple Jacks	116	2,958	0	3024	0	0.0%	0	0.0%	0	0.0%
Stenographic Machines & Supplies	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Sterilizing Service	219	2,687	0	3024	0	0.0%	0	0.0%	0	0.0%
Stevedoring Contractors	59	3,213	0	3024	0	0.0%	0	0.0%	0	0.0%
Stock Yards	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Storage - Liquid & Bulk	194	2,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Store Fixtures - Used	75	3,127	0	3024	0	0.0%	0	0.0%	0	0.0%
Strainers - Wholesale & Manufacturers	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Strapping & Strapping Equipment	19	3,512	0	3024	0	0.0%	0	0.0%	0	0.0%
Street Cleaning Equipment	66	3,179	0	3024	0	0.0%	0	0.0%	0	0.0%
Street Lighting Standards & Equipment	67	3,172	0	3024	0	0.0%	0	0.0%	0	0.0%
Stress Relief Equipment & Supplies - Industrial	30	3,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Strippers - Mechanical	13	3,591	0	3024	0	0.0%	0	0.0%	0	0.0%
Sugar Brokers & Wholesalers	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Suicide Prevention Service	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Surveyors - Aerial	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Surveyors - Cargo	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Sweaters - Trimming Service	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Switches - Electric	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Syrups	71	3,152	0	3024	0	0.0%	0	0.0%	0	0.0%
Table Pads	874	1,898	0	3024	0	0.0%	0	0.0%	0	0.0%
Tanks - Concrete	10	3,631	0	3024	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Tape Recorders	51	3,256	0	3024	0	0.0%	0	0.0%	0	0.0%
Tape Recorders - Sound - Supplies & Parts	19	3,512	0	3024	0	0.0%	0	0.0%	0	0.0%
Tapes - Adhesive-Dispensers	67	3,172	0	3024	0	0.0%	0	0.0%	0	0.0%
Tapes - Industrial	5	3,742	0	3024	0	0.0%	0	0.0%	0	0.0%
Tapes - Sound - Wholesale & Manufacturers	78	3,110	0	3024	0	0.0%	0	0.0%	0	0.0%
Tear Gas	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Telegrams - Novelty	56	3,231	0	3024	0	0.0%	0	0.0%	0	0.0%
Telemeter Equipment	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Teletypewriters & Systems	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Teletypewriters Message Service	300	2,520	0	3024	0	0.0%	0	0.0%	0	0.0%
Television Station Reps	396	2,381	0	3024	0	0.0%	0	0.0%	0	0.0%
Templates	75	3,127	0	3024	0	0.0%	0	0.0%	0	0.0%
Tennis Court Enclosures	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Terrazzo	474	2,275	0	3024	0	0.0%	0	0.0%	0	0.0%
Textile Converting	17	3,533	0	3024	0	0.0%	0	0.0%	0	0.0%
Textile Engravers	27	3,423	0	3024	0	0.0%	0	0.0%	0	0.0%
Textile Mill Supplies	98	3,018	0	3024	0	0.0%	0	0.0%	0	0.0%
Theatrical Make-Up	495	2,247	0	3024	0	0.0%	0	0.0%	0	0.0%
Thermocouples	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Thermograph Equipment & Supplies	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Thread	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Thread Rolling, Cutting & Grinding	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Time Locks	58	3,221	0	3024	0	0.0%	0	0.0%	0	0.0%
Time Stamps	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Tin ware	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Tire Additives & Sealants	125	2,932	0	3024	0	0.0%	0	0.0%	0	0.0%
Tobacco Growers	85	3,071	0	3024	0	0.0%	0	0.0%	0	0.0%
Tobacco Growers Equipment & Supplies	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Tobacco Warehouses	386	2,393	0	3024	0	0.0%	0	0.0%	0	0.0%
Toilet Seats	34	3,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Tool Grinding - Industrial	94	3,030	0	3024	0	0.0%	0	0.0%	0	0.0%
Tool Holders	43	3,310	0	3024	0	0.0%	0	0.0%	0	0.0%
Tool Salvage Companies	18	3,521	0	3024	0	0.0%	0	0.0%	0	0.0%
Tools - Pneumatic	305	2,510	0	3024	0	0.0%	0	0.0%	0	0.0%
Tortilla & Tamale Making Equipment	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Tours - Wholesale	142	2,879	0	3024	0	0.0%	0	0.0%	0	0.0%
Transfers - Dry	22	3,478	0	3024	0	0.0%	0	0.0%	0	0.0%
Translators Equipment	12	3,603	0	3024	0	0.0%	0	0.0%	0	0.0%
Trap & Skeeet Ranges	16	3,548	0	3024	0	0.0%	0	0.0%	0	0.0%
Travelers Checks	25	3,440	0	3024	0	0.0%	0	0.0%	0	0.0%
Tree Climbing Instruction	55	3,235	0	3024	0	0.0%	0	0.0%	0	0.0%
Tree Service Equipment & Supplies	406	2,370	0	3024	0	0.0%	0	0.0%	0	0.0%
Tricks & Jokes	73	3,140	0	3024	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	198	2,731	0	3024	0	0.0%	0	0.0%	0	0.0%
Trucking - Liquid Or Dry Bulk	1,050	1,801	0	3024	0	0.0%	0	0.0%	0	0.0%
Tube Bending & Fabricating	286	2,538	0	3024	0	0.0%	0	0.0%	0	0.0%
Tube Cleaning & Expanding Equipment	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Tube Fittings	22	3,478	0	3024	0	0.0%	0	0.0%	0	0.0%
Tubing - Metal	311	2,502	0	3024	0	0.0%	0	0.0%	0	0.0%
Tunneling Contractors	436	2,325	0	3024	0	0.0%	0	0.0%	0	0.0%
Turnstiles	19	3,512	0	3024	0	0.0%	0	0.0%	0	0.0%
Twines & Cordage	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Typesetting	510	2,232	0	3024	0	0.0%	0	0.0%	0	0.0%
Typewriters - Supplies & Attachments	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Ultraviolet Ray Lamps & Apparatus	74	3,135	0	3024	0	0.0%	0	0.0%	0	0.0%
Umbrellas - Repairing	2	3,829	0	3024	0	0.0%	0	0.0%	0	0.0%
Universal Joints	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Utility Tax Refunds for Manufacturers & Business	26	3,428	0	3024	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaning - Industrial	179	2,781	0	3024	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Valves - Repairing	94	3,030	0	3024	0	0.0%	0	0.0%	0	0.0%
Variable Speed Drives	11	3,617	0	3024	0	0.0%	0	0.0%	0	0.0%
Vessels - Pressure	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Vials	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Vibration Control	37	3,353	0	3024	0	0.0%	0	0.0%	0	0.0%
Vibration Measurement	85	3,071	0	3024	0	0.0%	0	0.0%	0	0.0%
Vibrators - Industrial	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
Violins	383	2,397	0	3024	0	0.0%	0	0.0%	0	0.0%
Virtual Tours	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Voting Equipment	86	3,068	0	3024	0	0.0%	0	0.0%	0	0.0%
Wallboard & Plasterboard	382	2,399	0	3024	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	38	3,343	0	3024	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Supplies & Parts	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Wholesale & Manufacturers	19	3,512	0	3024	0	0.0%	0	0.0%	0	0.0%
Washing Machines - Industrial	34	3,376	0	3024	0	0.0%	0	0.0%	0	0.0%
Waste - Cotton, Wool	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Waste Paper	39	3,336	0	3024	0	0.0%	0	0.0%	0	0.0%
Water Conservation	477	2,269	0	3024	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Service & Repair	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Supplies & Parts	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Weaving & Mending	3	3,793	0	3024	0	0.0%	0	0.0%	0	0.0%
Weaving Supplies & Equipment	153	2,850	0	3024	0	0.0%	0	0.0%	0	0.0%
Weighers	122	2,940	0	3024	0	0.0%	0	0.0%	0	0.0%
Wicker Products	254	2,618	0	3024	0	0.0%	0	0.0%	0	0.0%
Winches	278	2,562	0	3024	0	0.0%	0	0.0%	0	0.0%
Winding Machinery	9	3,649	0	3024	0	0.0%	0	0.0%	0	0.0%
Window Security Laminates	23	3,472	0	3024	0	0.0%	0	0.0%	0	0.0%
Wire Harnesses - Electrical	209	2,707	0	3024	0	0.0%	0	0.0%	0	0.0%
Wire Rope	210	2,703	0	3024	0	0.0%	0	0.0%	0	0.0%
Wire Straighten & Cut	1	3,874	0	3024	0	0.0%	0	0.0%	0	0.0%
Wire Strippers	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%
Wire Wrapping Service & Equipment	29	3,408	0	3024	0	0.0%	0	0.0%	0	0.0%
Wood Technologists	87	3,063	0	3024	0	0.0%	0	0.0%	0	0.0%
Woolen Goods - Wholesale & Manufacturers	54	3,242	0	3024	0	0.0%	0	0.0%	0	0.0%
Word Process System, Consultant, Designer	4	3,767	0	3024	0	0.0%	0	0.0%	0	0.0%
Word Processing Equipment - Maintenance	7	3,700	0	3024	0	0.0%	0	0.0%	0	0.0%
X-Ray Protection	14	3,573	0	3024	0	0.0%	0	0.0%	0	0.0%
Zippers	61	3,203	0	3024	0	0.0%	0	0.0%	0	0.0%
Zippers - Repair	6	3,723	0	3024	0	0.0%	0	0.0%	0	0.0%