

**Canada BBB  
2009 Statistics  
Sorted by Complaint**

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
<b>TOTAL</b>	<b>2,965,895</b>		<b>30,214</b>		<b>20,425</b>	<b>67.6%</b>	<b>8,832</b>	<b>29.2%</b>	<b>957</b>	<b>3.2%</b>
Roofing Contractors	181,709	1	579	8	296	51.1%	259	44.7%	24	4.1%
Movers	97,961	2	636	7	351	55.2%	268	42.1%	17	2.7%
Contractors - General	70,997	3	341	17	154	45.2%	168	49.3%	19	5.6%
Heating & Air Conditioning	64,632	4	176	34	136	77.3%	34	19.3%	6	3.4%
Home Improvements	61,256	5	221	27	109	49.3%	104	47.1%	8	3.6%
Plumbing Contractors	60,294	6	259	23	182	70.3%	74	28.6%	3	1.2%
Auto Dealers - Used Cars	55,955	7	451	10	310	68.7%	136	30.2%	5	1.1%
Auto Dealers - New Cars	48,750	8	869	3	733	84.3%	133	15.3%	3	0.3%
Auto Repair & Service	47,963	9	326	19	198	60.7%	125	38.3%	3	0.9%
Windows - Installation & Service	47,374	10	124	44	76	61.3%	44	35.5%	4	3.2%
Windows	46,257	11	207	28	167	80.7%	34	16.4%	6	2.9%
Paving Contractors	43,412	12	308	20	173	56.2%	120	39.0%	15	4.9%
Landscape Contractors	40,082	13	177	33	77	43.5%	91	51.4%	9	5.1%
Home Builders	33,487	14	171	35	128	74.9%	43	25.1%	0	0.0%
Contractors - Electrical	30,735	15	53	104	36	67.9%	17	32.1%	0	0.0%
Heating Contractors	29,495	16	129	43	90	69.8%	38	29.5%	1	0.8%
Painting Contractors	29,395	17	99	54	56	56.6%	42	42.4%	1	1.0%
Banks	29,010	18	96	57	88	91.7%	8	8.3%	0	0.0%
Furniture - Retail	26,242	19	845	4	628	74.3%	200	23.7%	17	2.0%
Construction & Remodeling Services	25,845	20	152	38	64	42.1%	80	52.6%	8	5.3%
Concrete Contractors	25,578	21	124	44	60	48.4%	60	48.4%	4	3.2%
Not Elsewhere Classified	24,781	22	228	25	112	49.1%	100	43.9%	16	7.0%
Work-At-Home Companies	24,152	23	136	40	66	48.5%	49	36.0%	21	15.4%
Computers Software & Services	22,111	24	251	24	197	78.5%	45	17.9%	9	3.6%
Auto Body Repair & Painting	21,727	25	91	61	56	61.5%	34	37.4%	1	1.1%
Carpet & Rug Cleaners	20,474	26	65	92	44	67.7%	21	32.3%	0	0.0%
Internet Shopping	18,174	27	340	18	202	59.4%	90	26.5%	48	14.1%
Kitchen & Bath - Design & Remodeling	18,100	28	72	79	47	65.3%	21	29.2%	4	5.6%
Computers - Dealers	17,735	29	380	14	290	76.3%	87	22.9%	3	0.8%
Travel Agencies & Bureaus	15,772	30	184	30	126	68.5%	56	30.4%	2	1.1%
Internet Services	15,610	31	427	11	284	66.5%	136	31.9%	7	1.6%
Mortgage Brokers	15,582	32	14	291	11	78.6%	2	14.3%	1	7.1%
Security Control Equipment & System Monitors	15,546	33	110	50	97	88.2%	13	11.8%	0	0.0%
Electronic Equipment & Supplies - Dealers	15,000	34	364	16	335	92.0%	26	7.1%	3	0.8%
Cutlery	14,816	35	3	670	3	100.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - New	14,754	36	89	63	68	76.4%	21	23.6%	0	0.0%
Health Clubs	14,406	37	648	6	487	75.2%	149	23.0%	12	1.9%
Lawn Maintenance	14,164	38	367	15	217	59.1%	148	40.3%	2	0.5%
Fence Contractors	14,050	39	67	89	29	43.3%	38	56.7%	0	0.0%
Insulation Contractors	13,947	40	11	324	8	72.7%	3	27.3%	0	0.0%
Floor Laying, Refinishing & Resurfacing	13,679	41	79	70	35	44.3%	38	48.1%	6	7.6%
Loans	13,392	42	78	73	33	42.3%	35	44.9%	10	12.8%
Financial Services	13,311	43	68	87	55	80.9%	13	19.1%	0	0.0%
Gutters & Downspouts	13,158	44	47	119	32	68.1%	14	29.8%	1	2.1%
Insurance Companies	13,152	45	77	75	62	80.5%	15	19.5%	0	0.0%
Jewelers - Retail	12,837	46	117	47	84	71.8%	30	25.6%	3	2.6%

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Home Inspection Service	12,758	47	32	166	19	59.4%	13	40.6%	0	0.0%
Real Estate	12,175	48	32	166	20	62.5%	12	37.5%	0	0.0%
Property Management	12,096	49	97	56	76	78.4%	20	20.6%	1	1.0%
Waterproofing Contractors	11,596	50	22	214	14	63.6%	8	36.4%	0	0.0%
Web Design	11,538	51	61	96	40	65.6%	18	29.5%	3	4.9%
Siding Contractors	11,236	52	35	150	26	74.3%	8	22.9%	1	2.9%
Swimming Pool Contractors, Dealers, Design	11,129	53	71	82	50	70.4%	20	28.2%	1	1.4%
Kitchen Cabinets & Equipment - Household	10,988	54	44	125	29	65.9%	11	25.0%	4	9.1%
Pest Control Services	10,972	55	30	177	15	50.0%	14	46.7%	1	3.3%
Collection Agencies	10,889	56	169	36	126	74.6%	36	21.3%	7	4.1%
Appliances - Major - Dealers	10,366	57	182	31	161	88.5%	20	11.0%	1	0.5%
Schools - Academic - Colleges & Universities	10,148	58	20	229	16	80.0%	4	20.0%	0	0.0%
Tree Service	10,033	59	24	202	18	75.0%	5	20.8%	1	4.2%
Foundation Contractors	10,033	59	21	222	16	76.2%	5	23.8%	0	0.0%
House Cleaning	10,023	61	31	173	22	71.0%	7	22.6%	2	6.5%
Fire & Water Damage Restoration	9,967	62	20	229	18	90.0%	2	10.0%	0	0.0%
Computers - Service & Repair	9,665	63	88	66	60	68.2%	25	28.4%	3	3.4%
Health & Medical Products - Scientifically Unproven	9,523	64	1,480	1	1,177	79.5%	303	20.5%	0	0.0%
Credit & Debt Counseling	9,514	65	18	253	18	100.0%	0	0.0%	0	0.0%
Pharmacies	9,393	66	53	104	26	49.1%	19	35.8%	8	15.1%
Burglar Alarm Systems - Dealers, Monitoring & Service	9,386	67	58	98	47	81.0%	11	19.0%	0	0.0%
Limousine Service	9,028	68	71	82	34	47.9%	36	50.7%	1	1.4%
Training Programs	8,997	69	136	40	60	44.1%	42	30.9%	34	25.0%
Consumer Finance & Loan Companies	8,850	70	106	51	75	70.8%	29	27.4%	2	1.9%
Building Materials	8,764	71	27	190	21	77.8%	6	22.2%	0	0.0%
Multi-Level Selling Companies	8,645	72	1	982	0	0.0%	1	100.0%	0	0.0%
Schools - Business & Vocational	8,628	73	18	253	13	72.2%	5	27.8%	0	0.0%
Correspondence Schools	8,431	74	4	577	3	75.0%	1	25.0%	0	0.0%
Tire Dealers	8,378	75	69	85	47	68.1%	22	31.9%	0	0.0%
Modeling & Talent Agencies	8,146	76	35	150	9	25.7%	23	65.7%	3	8.6%
Garage Doors & Openers	8,138	77	53	104	27	50.9%	26	49.1%	0	0.0%
Beauty Salons	8,010	78	167	37	105	62.9%	56	33.5%	6	3.6%
Insurance Services	7,993	79	26	193	22	84.6%	4	15.4%	0	0.0%
Transmissions - Automobile	7,902	80	52	108	39	75.0%	12	23.1%	1	1.9%
Cellular Telephone Service, Equipment & Supplies	7,605	81	1,391	2	1,268	91.2%	113	8.1%	10	0.7%
Cabinet Manufacturer	7,501	82	20	229	13	65.0%	7	35.0%	0	0.0%
Duct Cleaning	7,469	83	22	214	17	77.3%	5	22.7%	0	0.0%
Health & Diet Products - Retail	7,375	84	188	29	53	28.2%	115	61.2%	20	10.6%
Mason Contractors	7,294	85	12	311	2	16.7%	10	83.3%	0	0.0%
Floor Materials - Retail	7,142	86	54	103	25	46.3%	18	33.3%	11	20.4%
Appliances - Major - Parts & Supplies	7,003	87	68	87	50	73.5%	16	23.5%	2	2.9%
Restaurants	6,888	88	113	48	65	57.5%	48	42.5%	0	0.0%
Janitor Service	6,843	89	8	411	6	75.0%	2	25.0%	0	0.0%
Auto Services	6,816	90	93	60	67	72.0%	25	26.9%	1	1.1%
Natural Gas Companies	6,552	91	398	12	372	93.5%	26	6.5%	0	0.0%
Financial Planning Consultants	6,533	92	8	411	5	62.5%	2	25.0%	1	12.5%

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Heating Equipment & Systems Cleaning & Repair	6,467	93	26	193	17	65.4%	8	30.8%	1	3.8%
Glass - Plate and Window	6,400	94	24	202	15	62.5%	7	29.2%	2	8.3%
Building Contractors	6,346	95	44	125	25	56.8%	19	43.2%	0	0.0%
Manufacturers & Producers	6,263	96	29	182	18	62.1%	11	37.9%	0	0.0%
Accountants - Certified Public	6,239	97	13	303	8	61.5%	5	38.5%	0	0.0%
Countertops	6,193	98	26	193	19	73.1%	7	26.9%	0	0.0%
Patio, Porch & Deck Enclosures	5,983	99	31	173	21	67.7%	9	29.0%	1	3.2%
Telephone Communications	5,911	100	762	5	644	84.5%	117	15.4%	1	0.1%
Doors	5,901	101	51	111	36	70.6%	14	27.5%	1	2.0%
Spas & Hot Tubs - Dealers	5,893	102	49	116	34	69.4%	14	28.6%	1	2.0%
Internet Marketing Services	5,870	103	96	57	50	52.1%	45	46.9%	1	1.0%
Attorneys	5,870	103	22	214	15	68.2%	7	31.8%	0	0.0%
Recreational Vehicles - Dealers	5,703	105	81	69	53	65.4%	28	34.6%	0	0.0%
Employment Agencies	5,660	106	20	229	13	65.0%	4	20.0%	3	15.0%
Television - Cable, CATV & Satellite	5,647	107	458	9	278	60.7%	180	39.3%	0	0.0%
Internet Gaming	5,377	108	12	311	12	100.0%	0	0.0%	0	0.0%
Fireplaces	5,363	109	30	177	16	53.3%	14	46.7%	0	0.0%
Locks & Locksmiths	5,337	110	17	261	11	64.7%	6	35.3%	0	0.0%
Drywall Contractors	5,191	111	9	383	7	77.8%	2	22.2%	0	0.0%
Granite	5,160	112	16	272	12	75.0%	3	18.8%	1	6.3%
Tax Return Preparation	5,063	113	46	121	35	76.1%	11	23.9%	0	0.0%
Health & Medical - General	5,033	114	56	100	40	71.4%	12	21.4%	4	7.1%
Property Maintenance	4,992	115	19	241	12	63.2%	4	21.1%	3	15.8%
Computers - Sys Designers & Consult	4,919	116	19	241	17	89.5%	2	10.5%	0	0.0%
Auto Renting & Leasing	4,894	117	182	31	128	70.3%	52	28.6%	2	1.1%
Auto Warranty Processing Service	4,864	118	56	100	52	92.9%	4	7.1%	0	0.0%
Lotteries - Foreign	4,861	119	22	214	0	0.0%	4	18.2%	18	81.8%
Bathtubs & Sinks - Repair & Refinish	4,848	120	20	229	7	35.0%	13	65.0%	0	0.0%
Excavating Contractors	4,735	121	15	283	6	40.0%	9	60.0%	0	0.0%
Associations	4,653	122	11	324	10	90.9%	1	9.1%	0	0.0%
Business Opportunity Companies	4,603	123	16	272	11	68.8%	4	25.0%	1	6.3%
General Merchandise - Retail	4,515	124	89	63	64	71.9%	21	23.6%	4	4.5%
Charity - National	4,457	125	3	670	3	100.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - New	4,372	126	103	53	49	47.6%	50	48.5%	4	3.9%
Interior Decorators & Designers	4,342	127	16	272	11	68.8%	5	31.3%	0	0.0%
Business Services - General	4,307	128	37	142	32	86.5%	5	13.5%	0	0.0%
Dating Service	4,213	129	89	63	68	76.4%	21	23.6%	0	0.0%
Business Consultants	4,169	130	10	348	7	70.0%	3	30.0%	0	0.0%
Chimney Cleaning	4,148	131	11	324	6	54.5%	5	45.5%	0	0.0%
Delivery Service	4,144	132	72	79	50	69.4%	22	30.6%	0	0.0%
Auto Repair - Windshield, Glass Shops	4,078	133	9	383	8	88.9%	1	11.1%	0	0.0%
Air Conditioning Contractors & Systems	4,071	134	20	229	9	45.0%	10	50.0%	1	5.0%
Investment Advisory Service	4,069	135	8	411	4	50.0%	3	37.5%	1	12.5%
Vacuum Cleaners - Household - Dealers	3,963	136	35	150	18	51.4%	12	34.3%	5	14.3%
Carpenters	3,921	137	13	303	5	38.5%	7	53.8%	1	7.7%
Hotels	3,819	138	132	42	98	74.2%	33	25.0%	1	0.8%
Water Soft & Conditioning Equipment Service & Supplies	3,799	139	28	187	23	82.1%	5	17.9%	0	0.0%
Driving Instruction	3,757	140	56	100	36	64.3%	18	32.1%	2	3.6%
Market Research & Analysis	3,741	141	1	982	1	100.0%	0	0.0%	0	0.0%
Home Health Services	3,738	142	7	438	5	71.4%	2	28.6%	0	0.0%
Real Estate Developers	3,664	143	42	130	27	64.3%	15	35.7%	0	0.0%

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Telephone Service - Long Distance	3,658	144	280	22	226	80.7%	53	18.9%	1	0.4%
Patio & Deck Builders	3,640	145	21	222	8	38.1%	13	61.9%	0	0.0%
Tours - Operators & Promoters	3,618	146	24	202	17	70.8%	7	29.2%	0	0.0%
Tile - Ceramic - Contractors & Dealers	3,617	147	14	291	7	50.0%	6	42.9%	1	7.1%
Spas & Hot Tubs - Service & Repair	3,613	148	47	119	14	29.8%	31	66.0%	2	4.3%
Chambers Of Commerce	3,610	149	0	1,356	0	0.0%	0	0.0%	0	0.0%
Heating Equipment	3,602	150	17	261	12	70.6%	5	29.4%	0	0.0%
Snow Removal Service	3,560	151	48	118	21	43.8%	18	37.5%	9	18.8%
Funeral Directors	3,537	152	6	474	5	83.3%	1	16.7%	0	0.0%
Printers	3,506	153	19	241	10	52.6%	9	47.4%	0	0.0%
Water Filtration & Purification Equipment	3,497	154	20	229	13	65.0%	6	30.0%	1	5.0%
Window Cleaning	3,442	155	8	411	5	62.5%	3	37.5%	0	0.0%
Travel Clubs	3,430	156	36	146	31	86.1%	3	8.3%	2	5.6%
Nanny Service	3,424	157	6	474	5	83.3%	1	16.7%	0	0.0%
Asphalt	3,401	158	14	291	6	42.9%	5	35.7%	3	21.4%
Food Manufacturers, Wholesalers, Distributors	3,367	159	17	261	15	88.2%	1	5.9%	1	5.9%
Auto & Truck Brokers	3,349	160	113	48	16	14.2%	87	77.0%	10	8.8%
Stucco & Exterior Coating Contractors	3,317	161	10	348	6	60.0%	4	40.0%	0	0.0%
Bridal Shops	3,312	162	72	79	50	69.4%	20	27.8%	2	2.8%
Driving Proficiency Test Service	3,293	163	5	523	3	60.0%	1	20.0%	1	20.0%
Telephone Companies	3,275	164	304	21	295	97.0%	9	3.0%	0	0.0%
Security Guard & Patrol Service	3,272	165	23	207	8	34.8%	15	65.2%	0	0.0%
Swimming Pool Service & Repair	3,262	166	8	411	4	50.0%	3	37.5%	1	12.5%
Furnaces - Industrial	3,215	167	10	348	8	80.0%	2	20.0%	0	0.0%
Immigration & Naturalization Consultants	3,195	168	17	261	11	64.7%	5	29.4%	1	5.9%
Advance Fee Brokers	3,177	169	77	75	0	0.0%	25	32.5%	52	67.5%
Auctioneers	3,156	170	35	150	22	62.9%	12	34.3%	1	2.9%
Water Heaters - Dealers	3,155	171	53	104	41	77.4%	12	22.6%	0	0.0%
Discount Stores	3,147	172	119	46	86	72.3%	32	26.9%	1	0.8%
Chimney Builders & Repair	3,142	173	10	348	4	40.0%	4	40.0%	2	20.0%
Motorcycles - Dealers	3,141	174	35	150	21	60.0%	12	34.3%	2	5.7%
Vacation Time Share	3,129	175	35	150	26	74.3%	9	25.7%	0	0.0%
Buying Clubs & Group Purchasing Service	3,124	176	43	128	21	48.8%	22	51.2%	0	0.0%
Handyman Services	3,079	177	15	283	8	53.3%	7	46.7%	0	0.0%
Bookkeeping Service	3,062	178	11	324	9	81.8%	2	18.2%	0	0.0%
Draperies & Curtains - Retail & Custom	3,040	179	7	438	4	57.1%	3	42.9%	0	0.0%
Internet - Web Hosting	3,036	180	33	160	16	48.5%	17	51.5%	0	0.0%
Dry Cleaners	3,027	181	150	39	85	56.7%	62	41.3%	3	2.0%
Credit Unions	3,013	182	14	291	13	92.9%	1	7.1%	0	0.0%
Plumbing Drains & Sewer Cleaning	3,001	183	46	121	30	65.2%	16	34.8%	0	0.0%
Cabinets	3,001	183	18	253	10	55.6%	7	38.9%	1	5.6%
Caterers	2,963	185	13	303	4	30.8%	9	69.2%	0	0.0%
Beauty Supplies & Equipment	2,944	186	67	89	9	13.4%	57	85.1%	1	1.5%
Garage Builders	2,940	187	16	272	11	68.8%	5	31.3%	0	0.0%
Marketing Programs & Services	2,884	188	36	146	24	66.7%	11	30.6%	1	2.8%
Awnings & Canopies	2,854	189	4	577	2	50.0%	2	50.0%	0	0.0%
Auto Manufacturers & Distributors	2,830	190	74	78	58	78.4%	16	21.6%	0	0.0%
Kennels & Pet Boarding	2,826	191	19	241	16	84.2%	3	15.8%	0	0.0%
Auto Detailing	2,818	192	15	283	7	46.7%	8	53.3%	0	0.0%
Mail Order & Catalog Shopping	2,799	193	79	70	57	72.2%	20	25.3%	2	2.5%
Telemarketing Services	2,771	194	78	73	71	91.0%	2	2.6%	5	6.4%

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Paralegals	2,771	194	51	111	37	72.5%	13	25.5%	1	2.0%
Storage Units - Household & Commercial	2,746	196	30	177	17	56.7%	12	40.0%	1	3.3%
Wholesalers & Distributors	2,746	196	14	291	8	57.1%	5	35.7%	1	7.1%
Home Design & Planning	2,727	198	4	577	3	75.0%	1	25.0%	0	0.0%
Air Purifying & Cleaning Systems & Equipment	2,715	199	38	139	21	55.3%	14	36.8%	3	7.9%
Grocers - Retail	2,706	200	28	187	22	78.6%	6	21.4%	0	0.0%
Publishers - Directory & Guide	2,691	201	88	66	56	63.6%	32	36.4%	0	0.0%
Computers - Supplies & Parts	2,685	202	52	108	35	67.3%	16	30.8%	1	1.9%
Games & Supplies	2,664	203	91	61	13	14.3%	76	83.5%	2	2.2%
Florists - Retail	2,616	204	223	26	82	36.8%	140	62.8%	1	0.4%
Gift Shops	2,573	205	10	348	6	60.0%	4	40.0%	0	0.0%
Copy & Duplicating Service	2,573	205	4	577	2	50.0%	2	50.0%	0	0.0%
Weight Control Services	2,530	207	58	98	20	34.5%	12	20.7%	26	44.8%
Towing - Automotive	2,524	208	69	85	36	52.2%	30	43.5%	3	4.3%
Sweepstakes	2,506	209	5	523	1	20.0%	3	60.0%	1	20.0%
Educational Consultants	2,497	210	4	577	0	0.0%	0	0.0%	4	100.0%
Hearing Aids & Assistive Devices	2,483	211	9	383	8	88.9%	1	11.1%	0	0.0%
Furniture Manufacturers	2,469	212	88	66	75	85.2%	12	13.6%	1	1.1%
Sporting Goods - Retail	2,402	213	43	128	27	62.8%	15	34.9%	1	2.3%
Taxes - Consultants & Representatives	2,402	213	7	438	5	71.4%	2	28.6%	0	0.0%
Drainage Contractors	2,396	215	7	438	4	57.1%	3	42.9%	0	0.0%
Rubbish & Garbage Removal	2,360	216	23	207	9	39.1%	14	60.9%	0	0.0%
Energy Management & Conservation Consultant	2,344	217	37	142	33	89.2%	4	10.8%	0	0.0%
Furniture Designers & Custom Builders	2,337	218	63	94	36	57.1%	20	31.7%	7	11.1%
Credit Reporting Agencies	2,325	219	22	214	20	90.9%	2	9.1%	0	0.0%
Charity - Local	2,323	220	6	474	5	83.3%	1	16.7%	0	0.0%
Stone Setting	2,299	221	39	136	19	48.7%	17	43.6%	3	7.7%
Appliances - Major - Service & Repair	2,278	222	23	207	8	34.8%	14	60.9%	1	4.3%
Investigators	2,270	223	6	474	4	66.7%	2	33.3%	0	0.0%
Timeshare Companies	2,258	224	18	253	13	72.2%	3	16.7%	2	11.1%
Dentists	2,257	225	32	166	22	68.8%	9	28.1%	1	3.1%
Utility Contractors	2,233	226	77	75	75	97.4%	2	2.6%	0	0.0%
Motels	2,221	227	96	57	55	57.3%	40	41.7%	1	1.0%
Windows - Repairing	2,216	228	25	200	16	64.0%	8	32.0%	1	4.0%
Lubricating Service - Automotive	2,211	229	29	182	22	75.9%	7	24.1%	0	0.0%
Upholsterers	2,190	230	33	160	15	45.5%	17	51.5%	1	3.0%
Building Inspection	2,184	231	9	383	7	77.8%	2	22.2%	0	0.0%
Hair Styling and Services	2,178	232	64	93	7	10.9%	10	15.6%	47	73.4%
Scholarships & Financial Aid	2,158	233	12	311	10	83.3%	2	16.7%	0	0.0%
Banquet Facilities	2,138	234	12	311	5	41.7%	7	58.3%	0	0.0%
Brake Service	2,132	235	17	261	11	64.7%	6	35.3%	0	0.0%
Business & Trade Organizations	2,119	236	13	303	2	15.4%	10	76.9%	1	7.7%
Nurseries - Plants, Trees	2,101	237	6	474	1	16.7%	5	83.3%	0	0.0%
Payday Loans	2,100	238	40	133	34	85.0%	6	15.0%	0	0.0%
Auto Diagnostic Service	2,089	239	3	670	2	66.7%	1	33.3%	0	0.0%
Jewelry Buyers	2,082	240	4	577	4	100.0%	0	0.0%	0	0.0%
Moving Services - Labor & Materials	2,076	241	22	214	16	72.7%	6	27.3%	0	0.0%
Advertising Agencies & Counselors	2,071	242	44	125	25	56.8%	19	43.2%	0	0.0%
Health & Fitness Program Consultants	2,066	243	29	182	23	79.3%	6	20.7%	0	0.0%
Doors - Repair	2,046	244	4	577	3	75.0%	0	0.0%	1	25.0%
Photographers - Portrait	2,031	245	67	89	29	43.3%	36	53.7%	2	3.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Hardwood Floor Contractors	2,013	246	14	291	7	50.0%	7	50.0%	0	0.0%
Signs	2,012	247	18	253	9	50.0%	9	50.0%	0	0.0%
Accountants	1,999	248	21	222	13	61.9%	6	28.6%	2	9.5%
Hardware - Retail	1,988	249	32	166	25	78.1%	6	18.8%	1	3.1%
Pet Supplies & Foods - Retail	1,976	250	63	94	30	47.6%	33	52.4%	0	0.0%
Relocation Service	1,972	251	11	324	4	36.4%	7	63.6%	0	0.0%
Auto Transporters & Drive-Away Companies	1,952	252	7	438	7	100.0%	0	0.0%	0	0.0%
Photographers - Commercial	1,945	253	23	207	8	34.8%	15	65.2%	0	0.0%
Locksmiths Equipment & Supplies	1,944	254	1	982	0	0.0%	1	100.0%	0	0.0%
Oils - Fuel	1,935	255	19	241	15	78.9%	4	21.1%	0	0.0%
Musical Instruments - Dealers	1,934	256	16	272	11	68.8%	5	31.3%	0	0.0%
Clothing - Retail	1,931	257	31	173	15	48.4%	14	45.2%	2	6.5%
Art Galleries, Dealers & Consultants	1,931	257	9	383	5	55.6%	4	44.4%	0	0.0%
Vertical Blinds	1,915	259	10	348	8	80.0%	2	20.0%	0	0.0%
Furniture Repair & Refinish	1,899	260	52	108	46	88.5%	6	11.5%	0	0.0%
Insurance - Life	1,899	260	4	577	3	75.0%	1	25.0%	0	0.0%
Vacuum Cleaners - Service & Repair	1,897	262	16	272	10	62.5%	6	37.5%	0	0.0%
Computers - Networks	1,862	263	10	348	9	90.0%	0	0.0%	1	10.0%
Environmental & Ecological Services	1,840	264	5	523	1	20.0%	4	80.0%	0	0.0%
Credit - Debt Consolidation Services	1,836	265	9	383	2	22.2%	2	22.2%	5	55.6%
Marketing Consultants	1,827	266	20	229	7	35.0%	13	65.0%	0	0.0%
Credit Cards & Plans	1,821	267	45	123	34	75.6%	11	24.4%	0	0.0%
Truck Repair & Service	1,817	268	4	577	2	50.0%	2	50.0%	0	0.0%
Bedding	1,813	269	29	182	23	79.3%	6	20.7%	0	0.0%
Funeral Related Services	1,812	270	1	982	0	0.0%	1	100.0%	0	0.0%
Beds - Retail	1,809	271	40	133	21	52.5%	18	45.0%	1	2.5%
Optical Goods - Service & Repair	1,798	272	24	202	21	87.5%	3	12.5%	0	0.0%
Publishers - Book	1,797	273	40	133	38	95.0%	2	5.0%	0	0.0%
Toys - Retail	1,789	274	26	193	19	73.1%	6	23.1%	1	3.8%
Telephone Equipment & Systems Service & Repair	1,724	275	4	577	1	25.0%	3	75.0%	0	0.0%
Tattoos	1,680	276	9	383	6	66.7%	3	33.3%	0	0.0%
Auto Wrecking	1,680	276	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Used & Rebuilt	1,665	278	20	229	9	45.0%	11	55.0%	0	0.0%
Landscape Designers	1,660	279	2	792	2	100.0%	0	0.0%	0	0.0%
Department Stores	1,648	280	384	13	362	94.3%	22	5.7%	0	0.0%
Office Furniture & Equipment	1,646	281	35	150	24	68.6%	11	31.4%	0	0.0%
Books - Used & Rare	1,629	282	9	383	8	88.9%	1	11.1%	0	0.0%
Exercise & Physical Fitness Programs	1,625	283	60	97	40	66.7%	18	30.0%	2	3.3%
Mechanical Contractors	1,621	284	10	348	8	80.0%	2	20.0%	0	0.0%
Womens Apparel - Retail	1,620	285	30	177	22	73.3%	8	26.7%	0	0.0%
Vending Machines	1,615	286	9	383	3	33.3%	5	55.6%	1	11.1%
Shoes - Retail	1,613	287	32	166	23	71.9%	9	28.1%	0	0.0%
Woodworking	1,601	288	12	311	11	91.7%	1	8.3%	0	0.0%
Service Stations - Gasoline & Oil	1,593	289	39	136	26	66.7%	13	33.3%	0	0.0%
Telephone Equipment & Systems Dealers	1,592	290	15	283	14	93.3%	1	6.7%	0	0.0%
Job Listing & Advisory Services	1,586	291	9	383	0	0.0%	0	0.0%	9	100.0%
Child Care Centers	1,579	292	26	193	18	69.2%	8	30.8%	0	0.0%
Currency Exchange	1,550	293	1	982	0	0.0%	1	100.0%	0	0.0%
Industrial Manufacturers	1,541	294	10	348	8	80.0%	2	20.0%	0	0.0%
Disc Jockeys	1,537	295	11	324	5	45.5%	6	54.5%	0	0.0%
Building Restoration & Preservation	1,531	296	5	523	4	80.0%	1	20.0%	0	0.0%

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Lighting Fixtures - Retail	1,529	297	11	324	7	63.6%	4	36.4%	0	0.0%
Electronic Equipment & Suppliers - Service & Repair	1,521	298	50	115	41	82.0%	6	12.0%	3	6.0%
Investment Securities	1,497	299	4	577	3	75.0%	1	25.0%	0	0.0%
Online Drug & Prescription Services	1,493	300	8	411	3	37.5%	0	0.0%	5	62.5%
Construction Management	1,488	301	3	670	3	100.0%	0	0.0%	0	0.0%
Online Drug & Prescription Services - Unapproved Foreign	1,474	302	1	982	1	100.0%	0	0.0%	0	0.0%
Transportation Services	1,463	303	18	253	7	38.9%	11	61.1%	0	0.0%
Landscape Architects	1,461	304	2	792	1	50.0%	1	50.0%	0	0.0%
Insurance Consultants	1,454	305	6	474	3	50.0%	3	50.0%	0	0.0%
Modeling Schools	1,451	306	9	383	5	55.6%	3	33.3%	1	11.1%
Pet Grooming	1,449	307	22	214	16	72.7%	6	27.3%	0	0.0%
Pet Shops	1,448	308	23	207	16	69.6%	7	30.4%	0	0.0%
Newspapers	1,431	309	45	123	39	86.7%	6	13.3%	0	0.0%
Market Survey Companies	1,426	310	5	523	5	100.0%	0	0.0%	0	0.0%
Legal Forms	1,423	311	6	474	5	83.3%	1	16.7%	0	0.0%
Irrigation Systems & Equipment	1,416	312	7	438	3	42.9%	4	57.1%	0	0.0%
Wedding Supplies & Services	1,404	313	51	111	29	56.9%	17	33.3%	5	9.8%
Boat Dealers	1,402	314	21	222	10	47.6%	11	52.4%	0	0.0%
Real Estate - Rentals by Individuals	1,400	315	1	982	1	100.0%	0	0.0%	0	0.0%
Tutoring	1,395	316	5	523	3	60.0%	2	40.0%	0	0.0%
Opticians	1,389	317	31	173	23	74.2%	7	22.6%	1	3.2%
Mufflers & Exhaust Systems	1,379	318	16	272	9	56.3%	7	43.8%	0	0.0%
Freight Forwarding	1,376	319	6	474	5	83.3%	1	16.7%	0	0.0%
Veterinarians	1,369	320	11	324	7	63.6%	4	36.4%	0	0.0%
Water Treatment Equipment,Service & Supplies	1,354	321	11	324	8	72.7%	3	27.3%	0	0.0%
Graphic Designers	1,351	322	6	474	4	66.7%	2	33.3%	0	0.0%
Professional Services - General	1,340	323	5	523	3	60.0%	2	40.0%	0	0.0%
Vitamins & Food Supplements	1,321	324	42	130	5	11.9%	29	69.0%	8	19.0%
Food Plans	1,294	325	27	190	25	92.6%	1	3.7%	1	3.7%
Energy Conservation Products & Services	1,290	326	19	241	3	15.8%	15	78.9%	1	5.3%
Screens - Door & Window	1,274	327	2	792	1	50.0%	1	50.0%	0	0.0%
Skin Care	1,262	328	10	348	7	70.0%	3	30.0%	0	0.0%
Bakers - Retail	1,258	329	11	324	8	72.7%	3	27.3%	0	0.0%
Maids & Butlers Service	1,243	330	8	411	3	37.5%	4	50.0%	1	12.5%
Pet Training	1,242	331	10	348	6	60.0%	3	30.0%	1	10.0%
Exercise Equipment	1,234	332	14	291	8	57.1%	5	35.7%	1	7.1%
Sewing Machines - Dealers	1,229	333	4	577	1	25.0%	3	75.0%	0	0.0%
Airlines	1,228	334	79	70	16	20.3%	63	79.7%	0	0.0%
Grocers - Wholesale	1,224	335	1	982	1	100.0%	0	0.0%	0	0.0%
Employment Contractors - Temporary Help	1,219	336	3	670	2	66.7%	1	33.3%	0	0.0%
Auto Service - Rust proofing Shops	1,212	337	5	523	5	100.0%	0	0.0%	0	0.0%
Land Companies	1,210	338	10	348	6	60.0%	4	40.0%	0	0.0%
Fireplace Equipment - Retail	1,208	339	7	438	5	71.4%	2	28.6%	0	0.0%
Mental Retardtn/Dev Disabled Services	1,207	340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Companies - Bottled, Bulk	1,189	341	6	474	5	83.3%	1	16.7%	0	0.0%
Sauna Equipment & Supplies	1,186	342	5	523	5	100.0%	0	0.0%	0	0.0%
Diamonds	1,173	343	2	792	0	0.0%	1	50.0%	1	50.0%
Engineers - Professional	1,165	344	3	670	2	66.7%	1	33.3%	0	0.0%

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Office Supplies	1,140	345	32	166	21	65.6%	10	31.3%	1	3.1%
Parking Facilities	1,139	346	99	54	56	56.6%	42	42.4%	1	1.0%
Check Cashing Service	1,138	347	28	187	23	82.1%	5	17.9%	0	0.0%
Stair Builders	1,133	348	7	438	3	42.9%	3	42.9%	1	14.3%
Fund Raising Counselors & Orgs	1,126	349	4	577	1	25.0%	3	75.0%	0	0.0%
Photographic Equipment & Supplies - Retail	1,120	350	17	261	17	100.0%	0	0.0%	0	0.0%
Lumber - Retail	1,118	351	18	253	16	88.9%	2	11.1%	0	0.0%
Skylights	1,118	351	10	348	1	10.0%	8	80.0%	1	10.0%
Porcelain Enamel Repair & Refinish	1,109	353	5	523	5	100.0%	0	0.0%	0	0.0%
Pipe Line, Oil & Gas Wholesaler & Distributors	1,099	354	36	146	36	100.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Dealers	1,099	354	11	324	5	45.5%	6	54.5%	0	0.0%
Insulation Materials	1,097	356	4	577	4	100.0%	0	0.0%	0	0.0%
Mattresses	1,096	357	36	146	22	61.1%	14	38.9%	0	0.0%
Pet Health Plans	1,096	357	9	383	8	88.9%	1	11.1%	0	0.0%
Trust Companies	1,096	357	0	1,356	0	0.0%	0	0.0%	0	0.0%
Heat Pumps	1,094	360	4	577	3	75.0%	1	25.0%	0	0.0%
Schools - General Interest	1,086	361	11	324	8	72.7%	2	18.2%	1	9.1%
Dancing Instruction	1,075	362	5	523	4	80.0%	1	20.0%	0	0.0%
Tanning Salons	1,068	363	32	166	12	37.5%	9	28.1%	11	34.4%
Auto Service - Sound Systems Sales & Service	1,063	364	4	577	3	75.0%	1	25.0%	0	0.0%
Concrete Construction Forms & Accessories	1,062	365	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Sprinkler Systems	1,061	366	7	438	5	71.4%	2	28.6%	0	0.0%
Bathroom Accessories	1,047	367	7	438	5	71.4%	1	14.3%	1	14.3%
Baths	1,046	368	3	670	3	100.0%	0	0.0%	0	0.0%
Roofing Service Consultants	1,046	368	1	982	0	0.0%	1	100.0%	0	0.0%
Ticket Sales - Events	1,042	370	33	160	16	48.5%	15	45.5%	2	6.1%
Television & Radio - Dealers	1,041	371	26	193	11	42.3%	15	57.7%	0	0.0%
Electric Equipment - Service & Repair	1,036	372	23	207	12	52.2%	10	43.5%	1	4.3%
Welding	1,036	372	3	670	0	0.0%	2	66.7%	1	33.3%
Railings	1,031	374	6	474	3	50.0%	3	50.0%	0	0.0%
Food & Beverage Services	1,031	374	1	982	0	0.0%	1	100.0%	0	0.0%
Real Estate Rental Service	1,030	376	11	324	4	36.4%	7	63.6%	0	0.0%
Building Construction Consultants	1,030	376	2	792	1	50.0%	1	50.0%	0	0.0%
Advertising - Direct Mail	1,019	378	42	130	36	85.7%	6	14.3%	0	0.0%
Siding Materials	1,015	379	4	577	2	50.0%	2	50.0%	0	0.0%
Frozen Foods - Retail	1,007	380	1	982	1	100.0%	0	0.0%	0	0.0%
Bicycle - Dealers	1,001	381	19	241	11	57.9%	8	42.1%	0	0.0%
Engines - Rebuild & Exchange	996	382	10	348	5	50.0%	5	50.0%	0	0.0%
Airports	993	383	1	982	1	100.0%	0	0.0%	0	0.0%
Animal Hospitals	973	384	8	411	6	75.0%	2	25.0%	0	0.0%
Insurance - Viatical	973	384	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Retail	970	386	3	670	3	100.0%	0	0.0%	0	0.0%
Day Spas	968	387	35	150	16	45.7%	12	34.3%	7	20.0%
Paint - Retail	955	388	4	577	4	100.0%	0	0.0%	0	0.0%
Taxicabs	954	389	24	202	16	66.7%	8	33.3%	0	0.0%
Divers Equipment & Supplies	950	390	2	792	1	50.0%	1	50.0%	0	0.0%
Monuments	949	391	3	670	2	66.7%	1	33.3%	0	0.0%

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Advertising Specialties	948	392	16	272	11	68.8%	4	25.0%	1	6.3%
Marble - Natural	943	393	2	792	1	50.0%	1	50.0%	0	0.0%
Retirement & Life Care Communities & Homes	943	393	2	792	2	100.0%	0	0.0%	0	0.0%
Legal Services Plans	941	395	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	937	396	11	324	8	72.7%	3	27.3%	0	0.0%
Personal Services	937	396	6	474	5	83.3%	1	16.7%	0	0.0%
Martial Arts	933	398	20	229	7	35.0%	13	65.0%	0	0.0%
Advertising - Directory & Guide	932	399	51	111	41	80.4%	9	17.6%	1	2.0%
Septic Tanks & Systems Contractors & Dealers	931	400	1	982	1	100.0%	0	0.0%	0	0.0%
Resume Service	929	401	4	577	2	50.0%	2	50.0%	0	0.0%
Appliances - Small - Supplies & Parts	921	402	14	291	14	100.0%	0	0.0%	0	0.0%
Vacation Certificates & Vouchers	917	403	4	577	3	75.0%	1	25.0%	0	0.0%
Hospital & Medical Equipment & Supplies	915	404	19	241	9	47.4%	9	47.4%	1	5.3%
Soliciting Organizations	915	404	10	348	7	70.0%	3	30.0%	0	0.0%
Pet Sitting Services	912	406	2	792	1	50.0%	1	50.0%	0	0.0%
Computer Software Publishers & Developers	909	407	15	283	6	40.0%	5	33.3%	4	26.7%
Coffee & Tea	907	408	7	438	5	71.4%	2	28.6%	0	0.0%
Lawn & Garden Equipment & Supplies	906	409	8	411	7	87.5%	1	12.5%	0	0.0%
Electric Companies	905	410	37	142	32	86.5%	5	13.5%	0	0.0%
Leasing Service	897	411	6	474	4	66.7%	2	33.3%	0	0.0%
Air Conditioning Repair	894	412	6	474	5	83.3%	1	16.7%	0	0.0%
Contact Lenses	892	413	9	383	5	55.6%	1	11.1%	3	33.3%
Travel Agent Mills	890	414	7	438	6	85.7%	1	14.3%	0	0.0%
Fax Transmission Service	888	415	13	303	6	46.2%	6	46.2%	1	7.7%
Security Systems Consultants	878	416	3	670	2	66.7%	1	33.3%	0	0.0%
Truck Dealers	872	417	7	438	5	71.4%	2	28.6%	0	0.0%
Insurance - Auto	871	418	16	272	13	81.3%	3	18.8%	0	0.0%
Resorts	870	419	34	159	20	58.8%	14	41.2%	0	0.0%
Clinics	869	420	3	670	2	66.7%	1	33.3%	0	0.0%
Book, Compact Disc, & DVD Clubs	863	421	29	182	9	31.0%	20	69.0%	0	0.0%
Financing	849	422	15	283	9	60.0%	5	33.3%	1	6.7%
Welcome ServiceFor Newcomers	845	423	0	1,356	0	0.0%	0	0.0%	0	0.0%
Machine Shops	842	424	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cheese	838	425	0	1,356	0	0.0%	0	0.0%	0	0.0%
Real Estate Appraisers	829	426	1	982	1	100.0%	0	0.0%	0	0.0%
Springs - Automotive - Sales & Service	824	427	1	982	0	0.0%	1	100.0%	0	0.0%
Home Theater	820	428	2	792	2	100.0%	0	0.0%	0	0.0%
Bed & Breakfast	816	429	12	311	7	58.3%	4	33.3%	1	8.3%
Computers - Training	808	430	5	523	5	100.0%	0	0.0%	0	0.0%
Cooking Utensils	806	431	12	311	9	75.0%	3	25.0%	0	0.0%
Support Groups	802	432	2	792	0	0.0%	1	50.0%	1	50.0%
Battery Supplies	794	433	6	474	6	100.0%	0	0.0%	0	0.0%
Roofing Materials	790	434	17	261	17	100.0%	0	0.0%	0	0.0%
Divorce Assistance	789	435	4	577	0	0.0%	0	0.0%	4	100.0%
Non Profit Organizations - General Membership	784	436	1	982	1	100.0%	0	0.0%	0	0.0%
Language Schools	781	437	3	670	1	33.3%	2	66.7%	0	0.0%
Structural Integration	777	438	0	1,356	0	0.0%	0	0.0%	0	0.0%
Appliances - Small - Dealers	776	439	38	139	25	65.8%	13	34.2%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Recycling Centers	775	440	4	577	2	50.0%	2	50.0%	0	0.0%
Marriage, Family, Child, Individual Counselors	774	441	1	982	1	100.0%	0	0.0%	0	0.0%
Magazine Sales	772	442	30	177	16	53.3%	14	46.7%	0	0.0%
Meat - Retail	767	443	2	792	1	50.0%	1	50.0%	0	0.0%
Publishers - Periodical	765	444	11	324	5	45.5%	6	54.5%	0	0.0%
Books - New	761	445	9	383	7	77.8%	2	22.2%	0	0.0%
Recreational Vehicles - Equipment, Parts, Supplies	757	446	2	792	2	100.0%	0	0.0%	0	0.0%
Computers - Wholesale & Manufacturers	756	447	10	348	5	50.0%	5	50.0%	0	0.0%
Window Shades	755	448	5	523	3	60.0%	2	40.0%	0	0.0%
Safety Consultants	752	449	4	577	4	100.0%	0	0.0%	0	0.0%
Electric Equipment & Supplies - Wholesale	737	450	2	792	2	100.0%	0	0.0%	0	0.0%
Telecommunications Equipment - Disability	735	451	49	116	42	85.7%	7	14.3%	0	0.0%
Animal Shelters	734	452	1	982	1	100.0%	0	0.0%	0	0.0%
Storm Windows & Doors	728	453	8	411	8	100.0%	0	0.0%	0	0.0%
Credit Card Processing Service	728	453	7	438	6	85.7%	1	14.3%	0	0.0%
Business Brokers	722	455	1	982	0	0.0%	1	100.0%	0	0.0%
Sound Systems & Equipment	720	456	17	261	16	94.1%	1	5.9%	0	0.0%
Video Equipment - Service & Repair	720	456	10	348	2	20.0%	8	80.0%	0	0.0%
Asbestos Removal Service	720	456	1	982	1	100.0%	0	0.0%	0	0.0%
Foot Appliances	718	459	2	792	1	50.0%	1	50.0%	0	0.0%
Aluminum Products	717	460	4	577	2	50.0%	2	50.0%	0	0.0%
Television Home Shopping	715	461	23	207	19	82.6%	4	17.4%	0	0.0%
Sunroom & Solarium Design & Construction	712	462	6	474	4	66.7%	0	0.0%	2	33.3%
Bank Equipment & Supplies	707	463	18	253	15	83.3%	3	16.7%	0	0.0%
Apartments	707	463	6	474	4	66.7%	2	33.3%	0	0.0%
Gazebos	704	465	3	670	2	66.7%	1	33.3%	0	0.0%
Boat - Charter	704	465	2	792	1	50.0%	1	50.0%	0	0.0%
Jewelers - Wholesale	703	467	2	792	2	100.0%	0	0.0%	0	0.0%
Laboratories - Medical	701	468	4	577	4	100.0%	0	0.0%	0	0.0%
Financing Consultants	701	468	3	670	2	66.7%	1	33.3%	0	0.0%
Energy Conservation Products - Wholesale & Manufacturers	698	470	6	474	2	33.3%	4	66.7%	0	0.0%
Mailing Services	696	471	5	523	5	100.0%	0	0.0%	0	0.0%
Auto Race Cars	694	472	2	792	1	50.0%	1	50.0%	0	0.0%
Closet Systems & Accessories	692	473	1	982	1	100.0%	0	0.0%	0	0.0%
Cremation Services	688	474	0	1,356	0	0.0%	0	0.0%	0	0.0%
Antiques - Dealers	687	475	5	523	2	40.0%	3	60.0%	0	0.0%
Optical Goods - Retail	686	476	35	150	21	60.0%	14	40.0%	0	0.0%
Money Orders & Transfers	686	476	3	670	1	33.3%	2	66.7%	0	0.0%
Dental Equipment & Supplies	684	478	4	577	1	25.0%	3	75.0%	0	0.0%
Shopping Centers & Malls	683	479	2	792	1	50.0%	1	50.0%	0	0.0%
Collectibles	681	480	10	348	7	70.0%	3	30.0%	0	0.0%
Cleaning Systems Press, Chemical	681	480	2	792	0	0.0%	2	100.0%	0	0.0%
Fire & Smoke Alarm Systems	678	482	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pet Exercising Service	678	482	0	1,356	0	0.0%	0	0.0%	0	0.0%
Radio Communication Equipment & Systems	671	484	25	200	16	64.0%	7	28.0%	2	8.0%
Music - Sheet	670	485	1	982	1	100.0%	0	0.0%	0	0.0%

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Garden Centers	669	486	19	241	9	47.4%	10	52.6%	0	0.0%
Business Promotions - General	669	486	12	311	0	0.0%	12	100.0%	0	0.0%
Tank Heads	667	488	2	792	2	100.0%	0	0.0%	0	0.0%
Cooking Instruction	666	489	1	982	0	0.0%	0	0.0%	1	100.0%
Oil Field Service	665	490	1	982	1	100.0%	0	0.0%	0	0.0%
Computer Consultant	662	491	3	670	1	33.3%	2	66.7%	0	0.0%
Video Production Services	661	492	6	474	2	33.3%	4	66.7%	0	0.0%
Car Wash & Polish	658	493	17	261	12	70.6%	5	29.4%	0	0.0%
Water Well Drilling & Service	657	494	5	523	5	100.0%	0	0.0%	0	0.0%
Hotels - Reservations	656	495	4	577	4	100.0%	0	0.0%	0	0.0%
Truck Caps & Shells	654	496	2	792	2	100.0%	0	0.0%	0	0.0%
Telephone & Television Cable Contractors	650	497	33	160	26	78.8%	7	21.2%	0	0.0%
Health & Diet Food Products - Wholesale & Manufacturing	650	497	7	438	6	85.7%	1	14.3%	0	0.0%
Cleaning Services	645	499	10	348	6	60.0%	4	40.0%	0	0.0%
Beauty Schools	642	500	3	670	2	66.7%	1	33.3%	0	0.0%
Marine Sales & Service	639	501	11	324	8	72.7%	3	27.3%	0	0.0%
Identification Card Service	636	502	6	474	6	100.0%	0	0.0%	0	0.0%
Fire Protection Equipment & Supplies	636	502	1	982	1	100.0%	0	0.0%	0	0.0%
Commercial Products Manufacturers	629	504	3	670	3	100.0%	0	0.0%	0	0.0%
Jewelry Manufacturers	629	504	2	792	1	50.0%	1	50.0%	0	0.0%
Decoration Contractors - Party, Convention	627	506	4	577	4	100.0%	0	0.0%	0	0.0%
Printing Brokers	627	506	2	792	2	100.0%	0	0.0%	0	0.0%
Wedding Consultants	626	508	21	222	11	52.4%	10	47.6%	0	0.0%
Appliances - Small - Service & Repair	623	509	10	348	7	70.0%	3	30.0%	0	0.0%
Senior Citizens Service Organization	620	510	3	670	2	66.7%	1	33.3%	0	0.0%
Dental Laboratories	613	511	2	792	2	100.0%	0	0.0%	0	0.0%
Wheel Alignment, Fr & Axle Service - Auto	611	512	2	792	2	100.0%	0	0.0%	0	0.0%
Plastics - Products - Finished Wholesale & Manufacturers	611	512	0	1,356	0	0.0%	0	0.0%	0	0.0%
Organizing Services - Household & Business	610	514	10	348	3	30.0%	7	70.0%	0	0.0%
Insurance - Funeral	608	515	0	1,356	0	0.0%	0	0.0%	0	0.0%
Road Service - Automotive	604	516	5	523	4	80.0%	1	20.0%	0	0.0%
Television Stations & Broadcast Companies	604	516	1	982	1	100.0%	0	0.0%	0	0.0%
Human Resources	602	518	1	982	1	100.0%	0	0.0%	0	0.0%
Veterans & Military Organizations	601	519	0	1,356	0	0.0%	0	0.0%	0	0.0%
Flatware - Table	600	520	2	792	2	100.0%	0	0.0%	0	0.0%
Paper & Document Shredding	600	520	1	982	0	0.0%	1	100.0%	0	0.0%
Mud Jacking Contractors	597	522	2	792	0	0.0%	1	50.0%	1	50.0%
Shopping Service - Protective, Comparative	594	523	2	792	0	0.0%	0	0.0%	2	100.0%
Magazines - Distributors	592	524	20	229	13	65.0%	7	35.0%	0	0.0%
Condominiums	592	524	1	982	1	100.0%	0	0.0%	0	0.0%
House & Building Movers	590	526	0	1,356	0	0.0%	0	0.0%	0	0.0%
Publishers - Magazine	589	527	14	291	6	42.9%	6	42.9%	2	14.3%
Shoes - Orthopedic	589	527	3	670	3	100.0%	0	0.0%	0	0.0%
Landscaping Equipment & Supplies	585	529	6	474	3	50.0%	3	50.0%	0	0.0%
Drilling & Boring Contractors	585	529	0	1,356	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	%
Stoves - Wood, Coal	584	531	9	383	6	66.7%	3	33.3%	0	0.0%
Management Training	583	532	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stone - Natural	580	533	1	982	1	100.0%	0	0.0%	0	0.0%
Rental Service Stores & Yards	578	534	7	438	4	57.1%	3	42.9%	0	0.0%
Video Tapes & Discs Sales & Rentals	574	535	71	82	59	83.1%	6	8.5%	6	8.5%
Housewares - Retail	572	536	4	577	2	50.0%	2	50.0%	0	0.0%
Massage Therapists	569	537	2	792	0	0.0%	1	50.0%	1	50.0%
Investment Seminars	560	538	1	982	1	100.0%	0	0.0%	0	0.0%
Tools - Rent	559	539	3	670	3	100.0%	0	0.0%	0	0.0%
Tourists Attractions	559	539	2	792	0	0.0%	2	100.0%	0	0.0%
Childrens & Infants Wear - Retail	558	541	6	474	2	33.3%	4	66.7%	0	0.0%
Government - City, Village & Township	556	542	1	982	0	0.0%	0	0.0%	1	100.0%
Waste Reduction, Disposal, Recycle Equipment	555	543	7	438	5	71.4%	2	28.6%	0	0.0%
Nail Salons	552	544	12	311	6	50.0%	6	50.0%	0	0.0%
Aluminum Fabricators	552	544	0	1,356	0	0.0%	0	0.0%	0	0.0%
Jewelry Designers	549	546	2	792	1	50.0%	1	50.0%	0	0.0%
Furniture Rent & Lease	545	547	20	229	14	70.0%	6	30.0%	0	0.0%
Music Instruction - Instrumental	543	548	4	577	3	75.0%	1	25.0%	0	0.0%
Travel & Moving Services	542	549	8	411	2	25.0%	6	75.0%	0	0.0%
Warehousing Services	542	549	0	1,356	0	0.0%	0	0.0%	0	0.0%
Prize Promotions	535	551	6	474	1	16.7%	1	16.7%	4	66.7%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	534	552	3	670	3	100.0%	0	0.0%	0	0.0%
Rehabilitation Services	534	552	2	792	1	50.0%	1	50.0%	0	0.0%
Venetian Blinds - Dealers	530	554	4	577	4	100.0%	0	0.0%	0	0.0%
Food Products	529	555	4	577	2	50.0%	2	50.0%	0	0.0%
Pizza	528	556	33	160	17	51.5%	16	48.5%	0	0.0%
Fabric Shops	525	557	7	438	6	85.7%	1	14.3%	0	0.0%
Shutters	524	558	3	670	2	66.7%	1	33.3%	0	0.0%
Log Cabins, Homes & Buildings	524	558	2	792	1	50.0%	1	50.0%	0	0.0%
Meal Preparation Service	523	560	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tents - Rental	522	561	0	1,356	0	0.0%	0	0.0%	0	0.0%
Career & Outplacement Counseling	519	562	3	670	2	66.7%	1	33.3%	0	0.0%
Cleaning Compounds	518	563	2	792	2	100.0%	0	0.0%	0	0.0%
Recording Service - Sound & Video	516	564	4	577	2	50.0%	1	25.0%	1	25.0%
Credit Cards & Plans - Equipment & Supplies	513	565	3	670	1	33.3%	2	66.7%	0	0.0%
Wedding Chapels & Ceremonies	512	566	1	982	1	100.0%	0	0.0%	0	0.0%
Diving Instruction	511	567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Schools - Academic - Special Education	508	568	5	523	3	60.0%	2	40.0%	0	0.0%
Sewer Contractors	506	569	2	792	2	100.0%	0	0.0%	0	0.0%
Electric Equipment & Supplies - Retail	504	570	16	272	6	37.5%	6	37.5%	4	25.0%
Piano & Organ Moving	503	571	0	1,356	0	0.0%	0	0.0%	0	0.0%
Entertainers	500	572	4	577	2	50.0%	1	25.0%	1	25.0%
Printing Supplies	498	573	6	474	4	66.7%	2	33.3%	0	0.0%
Mens Clothing & Furnishings - Retail	498	573	4	577	3	75.0%	1	25.0%	0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	497	575	14	291	9	64.3%	4	28.6%	1	7.1%
Liquidators	496	576	17	261	9	52.9%	6	35.3%	2	11.8%
Glass - Stained & Leaded	495	577	3	670	2	66.7%	1	33.3%	0	0.0%
Lasers	493	578	9	383	4	44.4%	4	44.4%	1	11.1%
Cosmetic Sales	493	578	8	411	3	37.5%	1	12.5%	4	50.0%

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Coatings - Protective	493	578	3	670	2	66.7%	1	33.3%	0	0.0%
Vacation Rentals	492	581	21	222	13	61.9%	8	38.1%	0	0.0%
Cash Registers & Supplies	490	582	3	670	2	66.7%	1	33.3%	0	0.0%
Beverages	489	583	2	792	2	100.0%	0	0.0%	0	0.0%
Kitchen Accessories	488	584	9	383	7	77.8%	1	11.1%	1	11.1%
Electronic Equipment & Supplies - Wholesale & Manufacturers	487	585	106	51	105	99.1%	1	0.9%	0	0.0%
Party Plans - In-Home	486	586	1	982	1	100.0%	0	0.0%	0	0.0%
Recruiting - Armed Forces	486	586	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hypnotherapists - Hypnotists	485	588	1	982	1	100.0%	0	0.0%	0	0.0%
Radio Stations & Broadcast Companies	483	589	3	670	3	100.0%	0	0.0%	0	0.0%
Irrigation Consultants	483	589	2	792	1	50.0%	1	50.0%	0	0.0%
Interior Decorators & Designers Supplies	483	589	0	1,356	0	0.0%	0	0.0%	0	0.0%
Commercial Products Wholesale & Distributor	481	592	2	792	2	100.0%	0	0.0%	0	0.0%
Job Listing & Advisory Services - Advanced Fee	480	593	5	523	2	40.0%	2	40.0%	1	20.0%
Airlines - Ticket Agencies	478	594	12	311	9	75.0%	3	25.0%	0	0.0%
Auto Alarms & Security Systems	478	594	8	411	7	87.5%	1	12.5%	0	0.0%
Internet-Based Telephone Service	477	596	22	214	1	4.5%	21	95.5%	0	0.0%
Auto Seat Covers, Tops & Upholstery	473	597	3	670	1	33.3%	2	66.7%	0	0.0%
Sales Promotion Service	473	597	2	792	0	0.0%	2	100.0%	0	0.0%
Information Bureaus	472	599	9	383	2	22.2%	7	77.8%	0	0.0%
Boat Builders	471	600	2	792	0	0.0%	1	50.0%	1	50.0%
Insurance - Employee Benefits	471	600	1	982	1	100.0%	0	0.0%	0	0.0%
Foundries	471	600	0	1,356	0	0.0%	0	0.0%	0	0.0%
Roof Decks	471	600	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Health	469	604	6	474	5	83.3%	1	16.7%	0	0.0%
Manufacturers Agents & Representatives	468	605	37	142	35	94.6%	2	5.4%	0	0.0%
Garbage Disposal Equipment - Supplies & Parts	462	606	1	982	1	100.0%	0	0.0%	0	0.0%
Hydraulic Equipment & Supplies	461	607	1	982	0	0.0%	1	100.0%	0	0.0%
Foods - Carry Out	459	608	5	523	3	60.0%	2	40.0%	0	0.0%
Boat Repair	457	609	4	577	1	25.0%	3	75.0%	0	0.0%
Management Consultants	457	609	1	982	0	0.0%	1	100.0%	0	0.0%
Winemaking Equipment & Supplies	456	611	1	982	0	0.0%	1	100.0%	0	0.0%
Magazines Sold Door-to-Door	452	612	0	1,356	0	0.0%	0	0.0%	0	0.0%
Alternators & Generators - Retail	449	613	4	577	4	100.0%	0	0.0%	0	0.0%
Surveyors - Land	449	613	4	577	4	100.0%	0	0.0%	0	0.0%
Denturist	446	615	1	982	1	100.0%	0	0.0%	0	0.0%
Clothes - Consignment & Resale	445	616	19	241	7	36.8%	10	52.6%	2	10.5%
Truck Equipment & Parts	444	617	3	670	2	66.7%	1	33.3%	0	0.0%
Gold, Silver & Platinum Dealers	440	618	3	670	2	66.7%	0	0.0%	1	33.3%
Computers - Disaster Recovery	440	618	1	982	1	100.0%	0	0.0%	0	0.0%
Sportswear - Retail	439	620	13	303	8	61.5%	5	38.5%	0	0.0%
Greenhouse Equipment & Supplies	439	620	1	982	1	100.0%	0	0.0%	0	0.0%
Watches - Service & Repair	438	622	6	474	6	100.0%	0	0.0%	0	0.0%
Furniture - Used	438	622	2	792	1	50.0%	1	50.0%	0	0.0%
Drapery & Curtain Fabrics - Retail	438	622	1	982	1	100.0%	0	0.0%	0	0.0%
Office Supplies - Sale by Deceptive Telemarketing	435	625	15	283	14	93.3%	0	0.0%	1	6.7%
Coated Fabrics	435	625	8	411	8	100.0%	0	0.0%	0	0.0%
Sightseeing Tours	433	627	10	348	8	80.0%	2	20.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Health Maintenance Organizations	433	627	3	670	3	100.0%	0	0.0%	0	0.0%
Pumps - Dealers	432	629	2	792	2	100.0%	0	0.0%	0	0.0%
Home Centers	430	630	10	348	6	60.0%	4	40.0%	0	0.0%
Auto Customizing	428	631	8	411	6	75.0%	2	25.0%	0	0.0%
Motorcycles - Supplies & Parts	427	632	14	291	12	85.7%	2	14.3%	0	0.0%
Swimming Pool Equipment & Supplies	427	632	7	438	5	71.4%	2	28.6%	0	0.0%
Radiators - Automotive	427	632	4	577	4	100.0%	0	0.0%	0	0.0%
Vacuum Cleaning Systems	426	635	6	474	6	100.0%	0	0.0%	0	0.0%
Event Planners	426	635	3	670	0	0.0%	3	100.0%	0	0.0%
Yoga Instruction	425	637	8	411	6	75.0%	2	25.0%	0	0.0%
Personnel Consultants	424	638	3	670	0	0.0%	2	66.7%	1	33.3%
Architects	423	639	3	670	1	33.3%	2	66.7%	0	0.0%
Medical Testing Companies	421	640	4	577	3	75.0%	1	25.0%	0	0.0%
Refrigeration Equipment - Commercial - Sales & Service	421	640	4	577	0	0.0%	4	100.0%	0	0.0%
Appliances - Major - Rent & Lease	419	642	10	348	8	80.0%	2	20.0%	0	0.0%
Mobile Homes - Dealers	417	643	10	348	7	70.0%	3	30.0%	0	0.0%
Contractors - Flooring	414	644	11	324	8	72.7%	2	18.2%	1	9.1%
Chemicals	414	644	7	438	3	42.9%	4	57.1%	0	0.0%
Trailer Hitches	414	644	0	1,356	0	0.0%	0	0.0%	0	0.0%
Optometrists - O.D.	412	647	8	411	5	62.5%	3	37.5%	0	0.0%
Party Planning	411	648	7	438	2	28.6%	5	71.4%	0	0.0%
Chiropractors D.C.	411	648	2	792	2	100.0%	0	0.0%	0	0.0%
Baby Accessories & Services	410	650	17	261	9	52.9%	6	35.3%	2	11.8%
Guns & Gunsmiths	410	650	2	792	2	100.0%	0	0.0%	0	0.0%
Home Staging	410	650	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Repair & Service - Equipment & Supplies	408	653	8	411	4	50.0%	4	50.0%	0	0.0%
Importers	405	654	27	190	6	22.2%	20	74.1%	1	3.7%
Video Games - Dealers	405	654	8	411	4	50.0%	4	50.0%	0	0.0%
Bail Bonds	405	654	1	982	1	100.0%	0	0.0%	0	0.0%
Marble - Cultured	404	657	3	670	2	66.7%	1	33.3%	0	0.0%
Real Estate Consultants	404	657	2	792	2	100.0%	0	0.0%	0	0.0%
Tile - Non-Ceramic - Contractors & Dealers	403	659	5	523	4	80.0%	1	20.0%	0	0.0%
Naturopaths	402	660	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grocery - Bulk Food Stores	401	661	9	383	6	66.7%	3	33.3%	0	0.0%
Auto Electric Service	401	661	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Products	399	663	7	438	4	57.1%	3	42.9%	0	0.0%
Secret Shopper	399	663	5	523	1	20.0%	3	60.0%	1	20.0%
Motor coach Companies	399	663	3	670	3	100.0%	0	0.0%	0	0.0%
Candy & Confectionery - Retail	398	666	2	792	1	50.0%	1	50.0%	0	0.0%
Car Wash & Polish Equipment & Supplies	397	667	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television & Radio - Service & Repair	396	668	12	311	9	75.0%	3	25.0%	0	0.0%
Product Sales - General	396	668	5	523	4	80.0%	1	20.0%	0	0.0%
Scrap Metals	396	668	1	982	0	0.0%	1	100.0%	0	0.0%
Recycling Services	395	671	39	136	13	33.3%	26	66.7%	0	0.0%
Auto Radios & Stereos - Sales & Repair	393	672	1	982	1	100.0%	0	0.0%	0	0.0%
Genealogy Services	392	673	1	982	1	100.0%	0	0.0%	0	0.0%
Farm Equipment	390	674	7	438	7	100.0%	0	0.0%	0	0.0%
Casinos	390	674	3	670	2	66.7%	1	33.3%	0	0.0%
Barbers	389	676	3	670	1	33.3%	2	66.7%	0	0.0%
Home Automation	388	677	0	1,356	0	0.0%	0	0.0%	0	0.0%

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Identification Equipment & Supplies	387	678	2	792	1	50.0%	1	50.0%	0	0.0%
Compact Discs, Tapes & Records - Retail	386	679	6	474	6	100.0%	0	0.0%	0	0.0%
Payroll Service	386	679	2	792	2	100.0%	0	0.0%	0	0.0%
Post-Construction Clean Up	386	679	0	1,356	0	0.0%	0	0.0%	0	0.0%
All-Terrain Vehicles	385	682	12	311	7	58.3%	5	41.7%	0	0.0%
Shoe Repair	385	682	10	348	5	50.0%	4	40.0%	1	10.0%
Mausoleums	383	684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Product Development & Marketing	382	685	9	383	5	55.6%	4	44.4%	0	0.0%
Wheel Chairs	382	685	2	792	2	100.0%	0	0.0%	0	0.0%
Trophies	382	685	0	1,356	0	0.0%	0	0.0%	0	0.0%
Party Supplies - Renting	380	688	3	670	2	66.7%	1	33.3%	0	0.0%
Aquaculture	379	689	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television Program Distributors	378	690	1	982	0	0.0%	0	0.0%	1	100.0%
Cosmetics & Perfumes - Retail	377	691	6	474	3	50.0%	2	33.3%	1	16.7%
Smelters & Refiners Equipment & Supplies	375	692	0	1,356	0	0.0%	0	0.0%	0	0.0%
Marinas	373	693	5	523	3	60.0%	2	40.0%	0	0.0%
First Aid Instruction	372	694	33	160	6	18.2%	25	75.8%	2	6.1%
Barbecue	370	695	1	982	1	100.0%	0	0.0%	0	0.0%
Greenhouses	370	695	1	982	0	0.0%	1	100.0%	0	0.0%
Real Estate Investors	367	697	3	670	2	66.7%	1	33.3%	0	0.0%
Drafting Services	366	698	1	982	1	100.0%	0	0.0%	0	0.0%
Convenience Stores	365	699	5	523	3	60.0%	2	40.0%	0	0.0%
Mobile Homes Distributors & Manufacturers	364	700	2	792	1	50.0%	1	50.0%	0	0.0%
Gas - Propane	363	701	19	241	15	78.9%	4	21.1%	0	0.0%
Holistic Practitioners	363	701	3	670	3	100.0%	0	0.0%	0	0.0%
Furniture - Wholesale	362	703	15	283	13	86.7%	2	13.3%	0	0.0%
Photography Sales	362	703	5	523	1	20.0%	3	60.0%	1	20.0%
Office Records Stored	360	705	0	1,356	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Supplies & Parts	359	706	2	792	2	100.0%	0	0.0%	0	0.0%
Employment Training	358	707	4	577	2	50.0%	2	50.0%	0	0.0%
Millwork	358	707	1	982	1	100.0%	0	0.0%	0	0.0%
Personal Security Guard Service	357	709	3	670	2	66.7%	1	33.3%	0	0.0%
Engines - Fuel Conversion	357	709	1	982	0	0.0%	1	100.0%	0	0.0%
Pet Foods - Wholesale & Manufacturers	355	711	38	139	0	0.0%	12	31.6%	26	68.4%
Cruises	354	712	3	670	1	33.3%	2	66.7%	0	0.0%
Archery Equipment & Supplies	353	713	7	438	3	42.9%	4	57.1%	0	0.0%
Show Cases	351	714	0	1,356	0	0.0%	0	0.0%	0	0.0%
Restaurant Equipment & Supplies	349	715	7	438	5	71.4%	2	28.6%	0	0.0%
Steel Fabricators	349	715	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tile - Ceramic - Manufacturers & Distributors	347	717	3	670	1	33.3%	2	66.7%	0	0.0%
Recreational Vehicles - Repair & Service	346	718	9	383	7	77.8%	2	22.2%	0	0.0%
Lecture & Seminar Bureaus	345	719	7	438	7	100.0%	0	0.0%	0	0.0%
Trucking Transportation Brokers	345	719	1	982	1	100.0%	0	0.0%	0	0.0%
Oils - Fuel - Treatment Compounds	345	719	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contractor - Commercial	344	722	2	792	2	100.0%	0	0.0%	0	0.0%
Firewood	343	723	10	348	4	40.0%	2	20.0%	4	40.0%
Water Main Contractors	341	724	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sheet Metal Work	340	725	4	577	2	50.0%	2	50.0%	0	0.0%
Coffee Break Service & Supplies	340	725	0	1,356	0	0.0%	0	0.0%	0	0.0%

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Government Offices	338	727	0	1,356	0	0.0%	0	0.0%	0	0.0%
Magazines - Subscription Agents	337	728	6	474	6	100.0%	0	0.0%	0	0.0%
Controls, Control Sys & Regulators	335	729	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pest Control Supplies & Equipment	333	730	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Parts & Supplies - Wholesale & Manufacturers	332	731	4	577	2	50.0%	2	50.0%	0	0.0%
Auto Service - Window Tinting	331	732	2	792	2	100.0%	0	0.0%	0	0.0%
Gift Baskets & Parcels	331	732	2	792	2	100.0%	0	0.0%	0	0.0%
Photo Finishing - Retail	330	734	6	474	6	100.0%	0	0.0%	0	0.0%
Automated Teller Machines	329	735	5	523	5	100.0%	0	0.0%	0	0.0%
Industrial Equipment & Supplies	329	735	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trucking	328	737	1	982	1	100.0%	0	0.0%	0	0.0%
Stables	328	737	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bus Lines	326	739	8	411	5	62.5%	3	37.5%	0	0.0%
Orthopedic Appliances	326	739	3	670	2	66.7%	1	33.3%	0	0.0%
Sand & Gravel	326	739	2	792	2	100.0%	0	0.0%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	325	742	2	792	1	50.0%	0	0.0%	1	50.0%
Tools - Hand	325	742	0	1,356	0	0.0%	0	0.0%	0	0.0%
Industrial Products Wholesalers & Distributors	322	744	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pawnbrokers	321	745	10	348	4	40.0%	4	40.0%	2	20.0%
Sod & Sodding Service	321	745	3	670	1	33.3%	2	66.7%	0	0.0%
Interior Decorators & Designers - Workroom	319	747	3	670	0	0.0%	3	100.0%	0	0.0%
Screening - Background & Employment	317	748	0	1,356	0	0.0%	0	0.0%	0	0.0%
Golf Course Equipment & Supplies	315	749	2	792	2	100.0%	0	0.0%	0	0.0%
Tourists Homes	315	749	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fire Protection Consultants	314	751	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pressure Washing	313	752	2	792	1	50.0%	1	50.0%	0	0.0%
Party Supplies	311	753	1	982	1	100.0%	0	0.0%	0	0.0%
Floors - Industrial	310	754	0	1,356	0	0.0%	0	0.0%	0	0.0%
Credit Services	309	755	7	438	3	42.9%	3	42.9%	1	14.3%
Legal Information Services	308	756	11	324	10	90.9%	1	9.1%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	307	757	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking, Cutting, Sawing	306	758	0	1,356	0	0.0%	0	0.0%	0	0.0%
Word Processing Service	304	759	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drapery Installation Service	303	760	1	982	1	100.0%	0	0.0%	0	0.0%
Appraisers	302	761	3	670	2	66.7%	1	33.3%	0	0.0%
Video Tapes & Discs - Dealers	300	762	9	383	0	0.0%	8	88.9%	1	11.1%
Venetian Blinds - Wholesale & Manufacturers	299	763	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photographers - Wedding	298	764	21	222	12	57.1%	9	42.9%	0	0.0%
Dance Companies	297	765	5	523	4	80.0%	1	20.0%	0	0.0%
Coin Dealers, Supplies	296	766	2	792	1	50.0%	1	50.0%	0	0.0%
Physical Therapists	296	766	2	792	1	50.0%	1	50.0%	0	0.0%
Optometrists	295	768	11	324	9	81.8%	2	18.2%	0	0.0%
Pianos	291	769	2	792	2	100.0%	0	0.0%	0	0.0%
Retirement Planning Service	291	769	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lawn Mowers - Sharpen & Repair	290	771	5	523	3	60.0%	2	40.0%	0	0.0%
Physicians & Surgeons - Medical-M.D.	288	772	2	792	1	50.0%	1	50.0%	0	0.0%
Furnace Sales & Service	286	773	4	577	2	50.0%	2	50.0%	0	0.0%

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Venetian Blinds - Repair & Cleaning	286	773	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Line Contractors	284	775	0	1,356	0	0.0%	0	0.0%	0	0.0%
License Services	283	776	2	792	2	100.0%	0	0.0%	0	0.0%
Novelties - Retail	283	776	2	792	1	50.0%	1	50.0%	0	0.0%
Sports Promoters & Managers	283	776	2	792	2	100.0%	0	0.0%	0	0.0%
Trailers - Rent & Lease	281	779	1	982	1	100.0%	0	0.0%	0	0.0%
Fencing Instruction	280	780	3	670	0	0.0%	2	66.7%	1	33.3%
Clubs	279	781	11	324	7	63.6%	4	36.4%	0	0.0%
In-Home Care	279	781	1	982	1	100.0%	0	0.0%	0	0.0%
Auto Inspection Stations	276	783	3	670	2	66.7%	1	33.3%	0	0.0%
Tailoring Instruction	275	784	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buses - Charter & Rental	272	785	3	670	2	66.7%	1	33.3%	0	0.0%
Waterproofing Materials	272	785	1	982	1	100.0%	0	0.0%	0	0.0%
Escrow Service	272	785	0	1,356	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Installation	271	788	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lighting Systems & Equipment	270	789	0	1,356	0	0.0%	0	0.0%	0	0.0%
Craft Supplies	269	790	4	577	4	100.0%	0	0.0%	0	0.0%
Point of Sale Systems	265	791	4	577	2	50.0%	2	50.0%	0	0.0%
Parking Area Maintenance & Marking	265	791	2	792	1	50.0%	1	50.0%	0	0.0%
Septic Tanks & Systems Cleaning	264	793	4	577	3	75.0%	1	25.0%	0	0.0%
Garbage Disposals - Household	261	794	11	324	9	81.8%	2	18.2%	0	0.0%
Acupuncturists	261	794	0	1,356	0	0.0%	0	0.0%	0	0.0%
Camps	260	796	7	438	4	57.1%	3	42.9%	0	0.0%
Golf Courses - Private	259	797	4	577	3	75.0%	0	0.0%	1	25.0%
Agricultural Services	259	797	3	670	3	100.0%	0	0.0%	0	0.0%
Physicians - Specialists	258	799	1	982	1	100.0%	0	0.0%	0	0.0%
Beer Home Brewing Equipment & Supplies	257	800	1	982	0	0.0%	1	100.0%	0	0.0%
Molds	253	801	1	982	1	100.0%	0	0.0%	0	0.0%
Bakers - Wholesale	252	802	0	1,356	0	0.0%	0	0.0%	0	0.0%
T-Shirts	252	802	0	1,356	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Public	251	804	5	523	3	60.0%	2	40.0%	0	0.0%
Telegraph Service	251	804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Demolition Contractors	250	806	3	670	2	66.7%	1	33.3%	0	0.0%
Golf Equipment & Supplies - Retail	250	806	2	792	2	100.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Supplies & Parts	250	806	1	982	1	100.0%	0	0.0%	0	0.0%
Aquariums - Dealers	250	806	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pumps - Service & Repair	249	810	3	670	2	66.7%	1	33.3%	0	0.0%
Theatrical Agencies	248	811	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Retail	246	812	4	577	1	25.0%	3	75.0%	0	0.0%
Assisted Living Centers & Adult Family Homes	246	812	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engines - Diesel	246	812	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Repair & Maintenance	246	812	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pardon Services	246	812	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mold & Mildew										
Inspection/Removal/Remediation	245	817	2	792	0	0.0%	2	100.0%	0	0.0%
Better Business Bureaus	244	818	6	474	4	66.7%	0	0.0%	2	33.3%
Moving Equipment Rental	244	818	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailers - Repair & Service	243	820	5	523	3	60.0%	2	40.0%	0	0.0%
Photographs - Stock	243	820	2	792	2	100.0%	0	0.0%	0	0.0%

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Taverns	239	822	3	670	1	33.3%	2	66.7%	0	0.0%
Shopping Service - Personal	239	822	1	982	1	100.0%	0	0.0%	0	0.0%
Hardware - Wholesale & Manufacturers	239	822	0	1,356	0	0.0%	0	0.0%	0	0.0%
Searchers of Records	238	825	0	1,356	0	0.0%	0	0.0%	0	0.0%
Campgrounds & RV Parks	234	826	16	272	14	87.5%	2	12.5%	0	0.0%
Billiard Equipment & Supplies	234	826	2	792	2	100.0%	0	0.0%	0	0.0%
Generators - Electric	234	826	2	792	2	100.0%	0	0.0%	0	0.0%
Storage - Liquid & Bulk	233	829	5	523	4	80.0%	1	20.0%	0	0.0%
Apartment Finding & Rental Service	232	830	5	523	1	20.0%	4	80.0%	0	0.0%
Magazines - Dealers	232	830	3	670	2	66.7%	1	33.3%	0	0.0%
Shower Doors & Enclosures	232	830	0	1,356	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Dealers	231	833	8	411	3	37.5%	2	25.0%	3	37.5%
Fence Posts & Fittings	230	834	5	523	0	0.0%	5	100.0%	0	0.0%
Auto Restoration	229	835	4	577	4	100.0%	0	0.0%	0	0.0%
Public Utility Consultants	228	836	26	193	25	96.2%	1	3.8%	0	0.0%
Iron Work	228	836	2	792	0	0.0%	2	100.0%	0	0.0%
Souvenirs - Retail	228	836	0	1,356	0	0.0%	0	0.0%	0	0.0%
Topsoil	227	839	5	523	3	60.0%	2	40.0%	0	0.0%
Baths - Equipment & Supplies	227	839	2	792	2	100.0%	0	0.0%	0	0.0%
Packaging Service	227	839	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ventilating Systems - Cleaning	227	839	0	1,356	0	0.0%	0	0.0%	0	0.0%
Appliances - Major - Wholesale & Manufacturers	226	843	10	348	8	80.0%	2	20.0%	0	0.0%
Display Designers & Producers	226	843	1	982	1	100.0%	0	0.0%	0	0.0%
Beads	226	843	0	1,356	0	0.0%	0	0.0%	0	0.0%
Psychologists	226	843	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Body Shop Equipment & Sup	224	847	5	523	3	60.0%	2	40.0%	0	0.0%
Dog Breeders	223	848	7	438	5	71.4%	2	28.6%	0	0.0%
Pumps - Wholesale & Manufacturers	222	849	1	982	1	100.0%	0	0.0%	0	0.0%
Candles - Retail	221	850	6	474	2	33.3%	3	50.0%	1	16.7%
Lotteries - Local	221	850	3	670	2	66.7%	1	33.3%	0	0.0%
Oil Field Equipment	221	850	0	1,356	0	0.0%	0	0.0%	0	0.0%
Masonry Panels - Prefabricated	220	853	0	1,356	0	0.0%	0	0.0%	0	0.0%
Packaging Materials	219	854	1	982	1	100.0%	0	0.0%	0	0.0%
Fountains - Garden, Display	218	855	4	577	1	25.0%	0	0.0%	3	75.0%
Franchising	218	855	0	1,356	0	0.0%	0	0.0%	0	0.0%
Screen Printing	215	857	5	523	4	80.0%	1	20.0%	0	0.0%
Tents	214	858	1	982	1	100.0%	0	0.0%	0	0.0%
Brick - Concrete, Pumice	214	858	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physical Therapy Equipment	214	858	0	1,356	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Dealers	213	861	3	670	2	66.7%	1	33.3%	0	0.0%
Doughnuts	213	861	0	1,356	0	0.0%	0	0.0%	0	0.0%
Woodworking Equipment & Supplies	213	861	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Repairing & Service	209	864	6	474	2	33.3%	4	66.7%	0	0.0%
Electrolysis Equipment & Supplies	209	864	2	792	1	50.0%	1	50.0%	0	0.0%
Flood Control Equipment	209	864	1	982	0	0.0%	1	100.0%	0	0.0%
Janitors Equipment & Supplies	209	864	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lawn Mowers	207	868	4	577	2	50.0%	2	50.0%	0	0.0%
Elevators - Sales & Service	207	868	2	792	0	0.0%	2	100.0%	0	0.0%
Batteries - Storage-Retail	207	868	1	982	0	0.0%	1	100.0%	0	0.0%
Fire Extinguishers	207	868	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dentistry - Cosmetic	206	872	1	982	0	0.0%	0	0.0%	1	100.0%
Liquor Stores	204	873	4	577	3	75.0%	1	25.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Engines - Supplies, Equipment & Parts	203	874	3	670	2	66.7%	1	33.3%	0	0.0%
Cabinet Refinishers	201	875	4	577	2	50.0%	2	50.0%	0	0.0%
Formal Wear	200	876	2	792	1	50.0%	1	50.0%	0	0.0%
Tourist Information	199	877	1	982	0	0.0%	1	100.0%	0	0.0%
Physicians & Surgeons - Dermatology	199	877	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tool & Utility Sheds	199	877	0	1,356	0	0.0%	0	0.0%	0	0.0%
Truck Rent & Lease	198	880	4	577	3	75.0%	1	25.0%	0	0.0%
Cemeteries	198	880	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tours - Wholesale	197	882	4	577	0	0.0%	4	100.0%	0	0.0%
Alterations - Clothing	196	883	6	474	5	83.3%	1	16.7%	0	0.0%
Bartending Service	196	883	1	982	0	0.0%	1	100.0%	0	0.0%
Recreational Vehicles - Rent & Lease	195	885	8	411	6	75.0%	2	25.0%	0	0.0%
Brewers	195	885	3	670	3	100.0%	0	0.0%	0	0.0%
Patent Searchers	195	885	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fence - Sales, Service & Contractors	194	888	4	577	1	25.0%	3	75.0%	0	0.0%
Auto Perform, Race & Sport Equipment	194	888	1	982	0	0.0%	1	100.0%	0	0.0%
Glass - Beveled, Carved, Ornamental	193	890	3	670	3	100.0%	0	0.0%	0	0.0%
Lingerie	193	890	2	792	1	50.0%	1	50.0%	0	0.0%
Glass Coating & Tinting	192	892	5	523	1	20.0%	3	60.0%	1	20.0%
Auto Repairing - Foreign	192	892	2	792	2	100.0%	0	0.0%	0	0.0%
Medical Alarms	192	892	1	982	1	100.0%	0	0.0%	0	0.0%
Scholastic Prep Courses, Books & Materials	192	892	1	982	0	0.0%	1	100.0%	0	0.0%
Plastering Contractors	192	892	0	1,356	0	0.0%	0	0.0%	0	0.0%
Poultry Farms	192	892	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sitting Services	192	892	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Blocks & Shapes	191	899	2	792	2	100.0%	0	0.0%	0	0.0%
Copiers & Copier Supplies	190	900	1	982	0	0.0%	1	100.0%	0	0.0%
Gas - Propane - Equipment & Supplies	188	901	6	474	5	83.3%	1	16.7%	0	0.0%
Garbage Disposal Equipment - Industrial & Commercial	188	901	2	792	0	0.0%	2	100.0%	0	0.0%
Tractor Equipment & Parts	188	901	2	792	1	50.0%	1	50.0%	0	0.0%
Nurses Registries	188	901	1	982	0	0.0%	1	100.0%	0	0.0%
Barbecue Equipment & Supplies	187	905	11	324	11	100.0%	0	0.0%	0	0.0%
Swimwear & Accessories	187	905	10	348	6	60.0%	4	40.0%	0	0.0%
Musical Instruments - Supplies & Accessories	187	905	3	670	2	66.7%	1	33.3%	0	0.0%
Internet Selling Services	185	908	7	438	3	42.9%	3	42.9%	1	14.3%
Waste Reduction, Recycle Service - Industrial	185	908	6	474	4	66.7%	2	33.3%	0	0.0%
Lights Bulbs & Tubes	185	908	5	523	4	80.0%	1	20.0%	0	0.0%
Paving Materials	183	911	3	670	2	66.7%	0	0.0%	1	33.3%
Snowmobiles	181	912	4	577	3	75.0%	1	25.0%	0	0.0%
Environmental, Conservationist & Ecol Org	181	912	1	982	1	100.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems	181	912	1	982	1	100.0%	0	0.0%	0	0.0%
Manufacturing & Distribution	181	912	1	982	1	100.0%	0	0.0%	0	0.0%
Credit Cards - Protection Service	180	915	7	438	7	100.0%	0	0.0%	0	0.0%
Safety & Rescue Equipment Sales & Services	180	915	6	474	1	16.7%	5	83.3%	0	0.0%
Second Hand Stores	178	917	4	577	2	50.0%	2	50.0%	0	0.0%
Communication Consultants	177	918	6	474	4	66.7%	2	33.3%	0	0.0%
Bicycles - Repair	177	918	4	577	3	75.0%	1	25.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Carpet Layers	175	920	6	474	3	50.0%	3	50.0%	0	0.0%
Entertainment Bureaus	175	920	4	577	2	50.0%	2	50.0%	0	0.0%
Recreation Centers	175	920	3	670	2	66.7%	1	33.3%	0	0.0%
Trampolines	175	920	1	982	1	100.0%	0	0.0%	0	0.0%
Audio-Visual Equipment - Service & Repair	174	924	2	792	0	0.0%	2	100.0%	0	0.0%
Safety Equipment & Clothing	174	924	2	792	2	100.0%	0	0.0%	0	0.0%
Translators & Interpreters	174	924	0	1,356	0	0.0%	0	0.0%	0	0.0%
Computers - Used	173	927	10	348	6	60.0%	4	40.0%	0	0.0%
Concrete - Ready Mixed	173	927	1	982	1	100.0%	0	0.0%	0	0.0%
Pet Transporting	173	927	0	1,356	0	0.0%	0	0.0%	0	0.0%
Waste Containers	172	930	4	577	3	75.0%	1	25.0%	0	0.0%
Human Services Organizations	172	930	0	1,356	0	0.0%	0	0.0%	0	0.0%
Filters Air & Gas Cleaning	171	932	10	348	4	40.0%	6	60.0%	0	0.0%
Eviction Service	171	932	6	474	6	100.0%	0	0.0%	0	0.0%
Transportation Consultants	171	932	1	982	1	100.0%	0	0.0%	0	0.0%
Ceiling Contractors	171	932	0	1,356	0	0.0%	0	0.0%	0	0.0%
Art Supplies	170	936	3	670	2	66.7%	1	33.3%	0	0.0%
Police Equipment	170	936	1	982	1	100.0%	0	0.0%	0	0.0%
Attorneys Referral Service	169	938	9	383	2	22.2%	7	77.8%	0	0.0%
Weed Control Service	169	938	8	411	8	100.0%	0	0.0%	0	0.0%
Hockey Clubs	169	938	1	982	1	100.0%	0	0.0%	0	0.0%
Adoption Services	169	938	0	1,356	0	0.0%	0	0.0%	0	0.0%
Modular Homes	169	938	0	1,356	0	0.0%	0	0.0%	0	0.0%
Piling	168	943	4	577	0	0.0%	4	100.0%	0	0.0%
Marble & Granite Installation, Stonework Fabrication	168	943	3	670	1	33.3%	2	66.7%	0	0.0%
Laboratories - Testing	168	943	1	982	1	100.0%	0	0.0%	0	0.0%
Credit Repair Services - Advance Fee	167	946	1	982	0	0.0%	0	0.0%	1	100.0%
Schools - Academic - Pre & Kindergarten	167	946	1	982	1	100.0%	0	0.0%	0	0.0%
Coupon Book Promotions	166	948	5	523	2	40.0%	3	60.0%	0	0.0%
Fish & Seafood - Retail	166	948	1	982	1	100.0%	0	0.0%	0	0.0%
Survival Products & Supplies	165	950	2	792	2	100.0%	0	0.0%	0	0.0%
Shredding Services	165	950	0	1,356	0	0.0%	0	0.0%	0	0.0%
Teachers Agencies	165	950	0	1,356	0	0.0%	0	0.0%	0	0.0%
Florists - Wholesale	164	953	19	241	2	10.5%	17	89.5%	0	0.0%
Health Resorts	164	953	4	577	2	50.0%	2	50.0%	0	0.0%
Air Courier Service	164	953	2	792	1	50.0%	1	50.0%	0	0.0%
Toys - Wholesale & Manufacturers	163	956	13	303	13	100.0%	0	0.0%	0	0.0%
Holding Companies	163	956	1	982	0	0.0%	1	100.0%	0	0.0%
Stone Cutters	163	956	1	982	1	100.0%	0	0.0%	0	0.0%
Student Housing	163	956	1	982	1	100.0%	0	0.0%	0	0.0%
Nurses	163	956	0	1,356	0	0.0%	0	0.0%	0	0.0%
Craft Galleries & Dealers	162	961	1	982	1	100.0%	0	0.0%	0	0.0%
Roofing Equipment & Supplies	162	961	1	982	1	100.0%	0	0.0%	0	0.0%
Carpet & Rug Dealers - Used	162	961	0	1,356	0	0.0%	0	0.0%	0	0.0%
Moldings	160	964	3	670	2	66.7%	1	33.3%	0	0.0%
Labels - Paper	160	964	1	982	1	100.0%	0	0.0%	0	0.0%
Aircraft Servicing & Maintenance	159	966	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engineering Contractors - General	159	966	0	1,356	0	0.0%	0	0.0%	0	0.0%
Toilets - Composting	158	968	2	792	2	100.0%	0	0.0%	0	0.0%
Bins	158	968	1	982	1	100.0%	0	0.0%	0	0.0%
Mirrors	158	968	1	982	0	0.0%	1	100.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Nursing Homes	158	968	0	1,356	0	0.0%	0	0.0%	0	0.0%
Screen Enclosures	157	972	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television & Radio Parts - Retail	156	973	3	670	2	66.7%	1	33.3%	0	0.0%
Rental Vacancy Listing Service	155	974	4	577	1	25.0%	3	75.0%	0	0.0%
Warehouses - Merchandise	152	975	9	383	2	22.2%	7	77.8%	0	0.0%
Color Consultants	152	975	0	1,356	0	0.0%	0	0.0%	0	0.0%
Data Processing Service	152	975	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trucking - Heavy Hauling	152	975	0	1,356	0	0.0%	0	0.0%	0	0.0%
Computers - Multimedia	151	979	9	383	4	44.4%	4	44.4%	1	11.1%
Boat Equipment & Supplies	151	979	4	577	2	50.0%	1	25.0%	1	25.0%
Employment Service - Employee Leasing	151	979	1	982	0	0.0%	1	100.0%	0	0.0%
Giftware - Wholesale & Manufacturers	151	979	1	982	0	0.0%	0	0.0%	1	100.0%
Contractors Equipment & Supplies - Dealers & Ser	150	983	3	670	1	33.3%	2	66.7%	0	0.0%
Adjusters	150	983	1	982	1	100.0%	0	0.0%	0	0.0%
Saddlery & Harness	149	985	4	577	2	50.0%	2	50.0%	0	0.0%
Night Clubs	148	986	7	438	3	42.9%	4	57.1%	0	0.0%
Furniture - Childrens	148	986	5	523	2	40.0%	2	40.0%	1	20.0%
Water - Bottled & Bulk	148	986	2	792	2	100.0%	0	0.0%	0	0.0%
Tailors	146	989	12	311	8	66.7%	3	25.0%	1	8.3%
Cleaning Supplies	145	990	2	792	1	50.0%	1	50.0%	0	0.0%
Consumers Cooperative Organizations	145	990	1	982	0	0.0%	1	100.0%	0	0.0%
Aircraft Schools	145	990	0	1,356	0	0.0%	0	0.0%	0	0.0%
Floor Waxing, Polishing & Cleaning	145	990	0	1,356	0	0.0%	0	0.0%	0	0.0%
Data Communications Equipment & Systems	144	994	8	411	7	87.5%	1	12.5%	0	0.0%
Bridal Supplies - Wholesale & Manufacturing	144	994	3	670	3	100.0%	0	0.0%	0	0.0%
Magicians	144	994	0	1,356	0	0.0%	0	0.0%	0	0.0%
Roof Cleaning & Stain Removal	144	994	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vehicle Sales - Manufacturing Companies	143	998	2	792	2	100.0%	0	0.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Retail	143	998	1	982	1	100.0%	0	0.0%	0	0.0%
Wheel Chair Lifts & Ramps	142	1,000	2	792	0	0.0%	2	100.0%	0	0.0%
Electrical Power Systems Maintenance	142	1,000	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sunglasses	142	1,000	0	1,356	0	0.0%	0	0.0%	0	0.0%
Satellite Communication - Common Carrier	141	1,003	9	383	8	88.9%	1	11.1%	0	0.0%
Stock & Bond Brokers	141	1,003	2	792	2	100.0%	0	0.0%	0	0.0%
Water Supply Systems	141	1,003	2	792	0	0.0%	2	100.0%	0	0.0%
Patio Equipment & Supplies	140	1,006	5	523	4	80.0%	1	20.0%	0	0.0%
Auto Dealers - Antique & Classic	140	1,006	3	670	1	33.3%	2	66.7%	0	0.0%
Engines - Gas	140	1,006	2	792	2	100.0%	0	0.0%	0	0.0%
Building Cleaning - Exterior	140	1,006	0	1,356	0	0.0%	0	0.0%	0	0.0%
Signs - Equipment & Supplies	139	1,010	8	411	0	0.0%	8	100.0%	0	0.0%
Pallets & Skids	139	1,010	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electrolysis	138	1,012	1	982	1	100.0%	0	0.0%	0	0.0%
Telephone Pre-Paid Card Sales & Distribution	138	1,012	1	982	1	100.0%	0	0.0%	0	0.0%
Designers - Industrial	138	1,012	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ventilating Contractors	138	1,012	0	1,356	0	0.0%	0	0.0%	0	0.0%
Handbags	137	1,016	6	474	3	50.0%	3	50.0%	0	0.0%
Psychics	137	1,016	5	523	3	60.0%	2	40.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Stucco Manufacturers & Distributors	137	1,016	1	982	0	0.0%	1	100.0%	0	0.0%
Leather Goods - Dealers	136	1,019	6	474	4	66.7%	2	33.3%	0	0.0%
Auto Service - Specialty Parts	136	1,019	3	670	1	33.3%	2	66.7%	0	0.0%
Computers - Cable & Installation	136	1,019	1	982	1	100.0%	0	0.0%	0	0.0%
Appliances - Small - Wholesale & Manufacturers	135	1,022	13	303	12	92.3%	1	7.7%	0	0.0%
Information Technology Services	135	1,022	2	792	0	0.0%	1	50.0%	1	50.0%
Ambulances & Hearses	134	1,024	1	982	1	100.0%	0	0.0%	0	0.0%
Boarding Houses	134	1,024	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Heating Elements	134	1,024	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contractors Equipment & Supplies - Rent & Lease	133	1,027	1	982	1	100.0%	0	0.0%	0	0.0%
Annuities	133	1,027	0	1,356	0	0.0%	0	0.0%	0	0.0%
Audio-Visual Production Services	133	1,027	0	1,356	0	0.0%	0	0.0%	0	0.0%
Crane Service	133	1,027	0	1,356	0	0.0%	0	0.0%	0	0.0%
Advertising - Telephone	132	1,031	2	792	2	100.0%	0	0.0%	0	0.0%
Churches	131	1,032	1	982	1	100.0%	0	0.0%	0	0.0%
Laser Vision Correction	131	1,032	0	1,356	0	0.0%	0	0.0%	0	0.0%
Livestock Auction Markets	131	1,032	0	1,356	0	0.0%	0	0.0%	0	0.0%
Medicines - Patent & Proprietary	131	1,032	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Analysis	131	1,032	0	1,356	0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Retail	130	1,037	3	670	3	100.0%	0	0.0%	0	0.0%
Foundations - Education, Philanthropy, Research	130	1,037	1	982	0	0.0%	1	100.0%	0	0.0%
Real Estate Loans	130	1,037	1	982	1	100.0%	0	0.0%	0	0.0%
Document Imaging & Scanning Service	129	1,040	1	982	1	100.0%	0	0.0%	0	0.0%
Estate Planning & Management	129	1,040	0	1,356	0	0.0%	0	0.0%	0	0.0%
Linens - Retail	128	1,042	6	474	4	66.7%	0	0.0%	2	33.3%
Advertising - Periodical	128	1,042	4	577	3	75.0%	1	25.0%	0	0.0%
Audiologists	127	1,044	1	982	1	100.0%	0	0.0%	0	0.0%
Conference Centers	127	1,044	0	1,356	0	0.0%	0	0.0%	0	0.0%
Road Building Contractors	127	1,044	0	1,356	0	0.0%	0	0.0%	0	0.0%
Magazine Sales by Mail	126	1,047	4	577	2	50.0%	2	50.0%	0	0.0%
Store Fixtures	124	1,048	0	1,356	0	0.0%	0	0.0%	0	0.0%
Embroidery	123	1,049	4	577	0	0.0%	4	100.0%	0	0.0%
Computers - Security Equip & Systems	123	1,049	3	670	1	33.3%	2	66.7%	0	0.0%
Wood Finishing	123	1,049	2	792	1	50.0%	1	50.0%	0	0.0%
Auto Listing Service	123	1,049	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Air Conditioning	122	1,053	1	982	1	100.0%	0	0.0%	0	0.0%
Podiatrists	122	1,053	0	1,356	0	0.0%	0	0.0%	0	0.0%
Slate	122	1,053	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fur Business - Retail	121	1,056	0	1,356	0	0.0%	0	0.0%	0	0.0%
Unclaimed Funds Retrieval Services	121	1,056	0	1,356	0	0.0%	0	0.0%	0	0.0%
Luggage - Retail	120	1,058	3	670	2	66.7%	1	33.3%	0	0.0%
Traffic & Parking Consultants	120	1,058	2	792	1	50.0%	1	50.0%	0	0.0%
Dairy Products - Wholesale	120	1,058	0	1,356	0	0.0%	0	0.0%	0	0.0%
Massage Therapeutic	120	1,058	0	1,356	0	0.0%	0	0.0%	0	0.0%
Upholstery and Rug Cleaning	120	1,058	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fixtures	119	1,063	3	670	2	66.7%	1	33.3%	0	0.0%
Sailmakers	119	1,063	1	982	0	0.0%	1	100.0%	0	0.0%
Dancing Supplies	118	1,065	1	982	0	0.0%	1	100.0%	0	0.0%
Marble & Terrazzo Cleaning & Service	118	1,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters	118	1,065	0	1,356	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	%
Sprinklers - Automatic - Fire	118	1,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Dealers & Repairing	117	1,069	1	982	1	100.0%	0	0.0%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	117	1,069	1	982	1	100.0%	0	0.0%	0	0.0%
Fasteners - Industrial & Construction	117	1,069	0	1,356	0	0.0%	0	0.0%	0	0.0%
Social Service Organizations	117	1,069	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trade Shows, Expositions & Fairs	116	1,073	4	577	1	25.0%	3	75.0%	0	0.0%
Cosmetics - Wholesale & Manufacturers	116	1,073	2	792	1	50.0%	1	50.0%	0	0.0%
Parks	116	1,073	1	982	0	0.0%	1	100.0%	0	0.0%
Medical Record Service	115	1,076	7	438	3	42.9%	4	57.1%	0	0.0%
Trucking - Motor Freight	115	1,076	4	577	0	0.0%	4	100.0%	0	0.0%
Butchering	115	1,076	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sporting Goods - Wholesale & Manufacturers	114	1,079	5	523	3	60.0%	2	40.0%	0	0.0%
Contractor - Decorative & Specialty Concrete	114	1,079	2	792	0	0.0%	2	100.0%	0	0.0%
Wheelchair & Disability Transportation	114	1,079	0	1,356	0	0.0%	0	0.0%	0	0.0%
Glass - Broken	113	1,082	0	1,356	0	0.0%	0	0.0%	0	0.0%
Land Clearing & Leveling	112	1,083	1	982	0	0.0%	1	100.0%	0	0.0%
Amusement Parks & Places	111	1,084	9	383	4	44.4%	5	55.6%	0	0.0%
Bankruptcy Assistance & Services	111	1,084	2	792	2	100.0%	0	0.0%	0	0.0%
Aircraft Charter, Rental & Lease	111	1,084	1	982	1	100.0%	0	0.0%	0	0.0%
Fur Designers	111	1,084	0	1,356	0	0.0%	0	0.0%	0	0.0%
Notaries Public	111	1,084	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailers - Truck	110	1,089	8	411	7	87.5%	1	12.5%	0	0.0%
Services - General	109	1,090	7	438	7	100.0%	0	0.0%	0	0.0%
Printing Equipment	109	1,090	1	982	1	100.0%	0	0.0%	0	0.0%
Water Coolers - Equipment & Supplies	109	1,090	1	982	0	0.0%	1	100.0%	0	0.0%
Railroads	109	1,090	0	1,356	0	0.0%	0	0.0%	0	0.0%
Massage Equipment & Supplies	108	1,094	1	982	0	0.0%	1	100.0%	0	0.0%
Baby Carriages & Strollers	107	1,095	4	577	3	75.0%	1	25.0%	0	0.0%
Advertising - Outdoor	107	1,095	2	792	0	0.0%	2	100.0%	0	0.0%
Insurance - Travel	107	1,095	1	982	1	100.0%	0	0.0%	0	0.0%
Lawn & Garden Pond Dealers & Supplies	107	1,095	1	982	0	0.0%	1	100.0%	0	0.0%
Fulfillment Services	107	1,095	0	1,356	0	0.0%	0	0.0%	0	0.0%
Self Defense	106	1,100	2	792	2	100.0%	0	0.0%	0	0.0%
Vinyl Repair	106	1,100	1	982	0	0.0%	1	100.0%	0	0.0%
Fertilizers	106	1,100	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil & Gas Exploration & Development	106	1,100	0	1,356	0	0.0%	0	0.0%	0	0.0%
Custom Brokers	105	1,104	1	982	1	100.0%	0	0.0%	0	0.0%
Uniforms	105	1,104	1	982	1	100.0%	0	0.0%	0	0.0%
Oxygen	105	1,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Auctions	104	1,107	2	792	2	100.0%	0	0.0%	0	0.0%
General Merchandise - Wholesale	104	1,107	2	792	0	0.0%	2	100.0%	0	0.0%
Clocks - Service & Repair	103	1,109	4	577	2	50.0%	2	50.0%	0	0.0%
Horse Training	103	1,109	1	982	1	100.0%	0	0.0%	0	0.0%
Insurance - Accident & Health	103	1,109	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lighting Consultants	103	1,109	0	1,356	0	0.0%	0	0.0%	0	0.0%
Messenger Service	103	1,109	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Service & Repair	101	1,114	5	523	4	80.0%	1	20.0%	0	0.0%
Restaurant Equipment - Repair & Service	101	1,114	2	792	1	50.0%	1	50.0%	0	0.0%
Meat Packers	100	1,116	1	982	1	100.0%	0	0.0%	0	0.0%
Occupational Health - Nursing Services	99	1,117	3	670	2	66.7%	1	33.3%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Plating	99	1,117	2	792	2	100.0%	0	0.0%	0	0.0%
Pianos - Tuning & Repair	99	1,117	1	982	0	0.0%	1	100.0%	0	0.0%
Ice Cream & Frozen Desserts - Dealers	98	1,120	1	982	0	0.0%	1	100.0%	0	0.0%
Rubber Products	98	1,120	1	982	0	0.0%	1	100.0%	0	0.0%
Boxes - Corrugated & Fiber	97	1,122	2	792	1	50.0%	1	50.0%	0	0.0%
Upholstery Fabrics - Retail	97	1,122	2	792	1	50.0%	1	50.0%	0	0.0%
Food Processing Equipment & Supplies	97	1,122	1	982	1	100.0%	0	0.0%	0	0.0%
Real Estate Schools	97	1,122	1	982	1	100.0%	0	0.0%	0	0.0%
Fiber Glass Products	96	1,126	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fingernail Salons	95	1,127	14	291	4	28.6%	10	71.4%	0	0.0%
Music & Messaging Services	95	1,127	3	670	2	66.7%	1	33.3%	0	0.0%
Attorneys Service Bureaus	95	1,127	0	1,356	0	0.0%	0	0.0%	0	0.0%
Copyright Service	95	1,127	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pet Cemeteries, Crematories & Supplies	95	1,127	0	1,356	0	0.0%	0	0.0%	0	0.0%
Religious Organizations	95	1,127	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Homeowners	94	1,133	4	577	4	100.0%	0	0.0%	0	0.0%
Schools - Academic - Second & Elementary	94	1,133	1	982	0	0.0%	1	100.0%	0	0.0%
Microwave Communications	94	1,133	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ornamental Metal Work	94	1,133	0	1,356	0	0.0%	0	0.0%	0	0.0%
Window Cleaning Equipment & Supplies	94	1,133	0	1,356	0	0.0%	0	0.0%	0	0.0%
Video Games - Supplies & Parts	93	1,138	4	577	1	25.0%	3	75.0%	0	0.0%
Answering Services	93	1,138	1	982	1	100.0%	0	0.0%	0	0.0%
Video Tape Duplication Service	93	1,138	1	982	0	0.0%	1	100.0%	0	0.0%
Photographic Equipment - Repair	93	1,138	0	1,356	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communication - Equipment & Systems	93	1,138	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boots	92	1,143	11	324	4	36.4%	7	63.6%	0	0.0%
Gymnasiums - Equipment & Supplies	92	1,143	4	577	4	100.0%	0	0.0%	0	0.0%
Boating Instruction	92	1,143	2	792	2	100.0%	0	0.0%	0	0.0%
Manufactured Home Dealers	92	1,143	1	982	1	100.0%	0	0.0%	0	0.0%
Inventory Service	92	1,143	0	1,356	0	0.0%	0	0.0%	0	0.0%
Leather Clothing - Retail	91	1,148	5	523	4	80.0%	0	0.0%	1	20.0%
Camping Equipment	91	1,148	3	670	3	100.0%	0	0.0%	0	0.0%
Computers - Graphics	91	1,148	2	792	0	0.0%	2	100.0%	0	0.0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	91	1,148	2	792	0	0.0%	2	100.0%	0	0.0%
Executive Search Consultants	91	1,148	1	982	1	100.0%	0	0.0%	0	0.0%
Lifts	91	1,148	1	982	1	100.0%	0	0.0%	0	0.0%
Machine Tools	91	1,148	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mediation Services	91	1,148	0	1,356	0	0.0%	0	0.0%	0	0.0%
Herbs	90	1,156	3	670	1	33.3%	2	66.7%	0	0.0%
Metal Finishers	90	1,156	0	1,356	0	0.0%	0	0.0%	0	0.0%
Consignment Service	89	1,158	10	348	2	20.0%	3	30.0%	5	50.0%
Beverage Dispensers	89	1,158	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engravers - Mechanical	89	1,158	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paging Equipment & Service	89	1,158	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Machine Shops	88	1,162	3	670	1	33.3%	2	66.7%	0	0.0%
Baseball Clubs	88	1,162	1	982	1	100.0%	0	0.0%	0	0.0%
Outboard Motors - Repair	87	1,164	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tickets & Coupons - Printers & Suppliers	87	1,164	0	1,356	0	0.0%	0	0.0%	0	0.0%
Blasting Contractors	86	1,166	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gymnasiums	85	1,167	9	383	8	88.9%	1	11.1%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Caulking Contractors	85	1,167	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contractor - Flat Roof	85	1,167	0	1,356	0	0.0%	0	0.0%	0	0.0%
Adult Entertainment	84	1,170	5	523	4	80.0%	1	20.0%	0	0.0%
Wine Storage Equipment	84	1,170	1	982	1	100.0%	0	0.0%	0	0.0%
Data Processing Supplies	84	1,170	0	1,356	0	0.0%	0	0.0%	0	0.0%
Perfume - Wholesale & Manufacturers	84	1,170	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trading Stamps	84	1,170	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pet Supplies & Foods - Wholesale	83	1,175	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailers - Automotive Utility	83	1,175	0	1,356	0	0.0%	0	0.0%	0	0.0%
Charity - Advertising for Publications	82	1,177	4	577	0	0.0%	4	100.0%	0	0.0%
Swimming Pool Manufacturers & Distributors	82	1,177	4	577	1	25.0%	3	75.0%	0	0.0%
Refrigerators & Freezers - Service & Repair	82	1,177	2	792	0	0.0%	2	100.0%	0	0.0%
Sewing Contractors	82	1,177	1	982	0	0.0%	1	100.0%	0	0.0%
Trucking - Light Hauling	82	1,177	1	982	1	100.0%	0	0.0%	0	0.0%
Ambulance Service	82	1,177	0	1,356	0	0.0%	0	0.0%	0	0.0%
Petroleum	82	1,177	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tire Retread & Repair	81	1,184	2	792	1	50.0%	1	50.0%	0	0.0%
Air Pollution Control	81	1,184	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engineers - Electrical	81	1,184	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Senior Products	81	1,184	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailer Storage	81	1,184	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gymnastic Instruction	80	1,189	2	792	0	0.0%	2	100.0%	0	0.0%
Buildings - Concrete	80	1,189	1	982	0	0.0%	1	100.0%	0	0.0%
Brewers Equipment & Supplies	80	1,189	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steel Distributors & Warehouses	80	1,189	0	1,356	0	0.0%	0	0.0%	0	0.0%
Theaters	79	1,193	4	577	3	75.0%	1	25.0%	0	0.0%
Process Servers	79	1,193	1	982	0	0.0%	1	100.0%	0	0.0%
Student Exchange Programs	79	1,193	1	982	1	100.0%	0	0.0%	0	0.0%
Bowling	79	1,193	0	1,356	0	0.0%	0	0.0%	0	0.0%
Data Systems - Consultants & Designers	79	1,193	0	1,356	0	0.0%	0	0.0%	0	0.0%
Delicatessens	79	1,193	0	1,356	0	0.0%	0	0.0%	0	0.0%
Guards - Door & Window	79	1,193	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vacuum Equipment & Systems	79	1,193	0	1,356	0	0.0%	0	0.0%	0	0.0%
Linen Supply Service	78	1,201	4	577	2	50.0%	1	25.0%	1	25.0%
Convention Services & Facilities	78	1,201	1	982	1	100.0%	0	0.0%	0	0.0%
Checks - Printing	78	1,201	0	1,356	0	0.0%	0	0.0%	0	0.0%
Transcription Service	78	1,201	0	1,356	0	0.0%	0	0.0%	0	0.0%
Internet Auction Service	77	1,205	5	523	2	40.0%	3	60.0%	0	0.0%
Storm Windows & Doors - Repair	77	1,205	1	982	0	0.0%	1	100.0%	0	0.0%
Swimming Pools - Private	77	1,205	0	1,356	0	0.0%	0	0.0%	0	0.0%
Parking Attendant Service	76	1,208	6	474	5	83.3%	1	16.7%	0	0.0%
Watches - Dealers	76	1,208	4	577	3	75.0%	1	25.0%	0	0.0%
Amusement Park Equipment	76	1,208	2	792	0	0.0%	2	100.0%	0	0.0%
Motivational & Self Improvement Training	76	1,208	2	792	2	100.0%	0	0.0%	0	0.0%
Sheepskin Specialties	76	1,208	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wheels	76	1,208	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Osteopathic-D.O.	75	1,214	0	1,356	0	0.0%	0	0.0%	0	0.0%
Upholstery Fabrics - Wholesale & Manufacturers	75	1,214	0	1,356	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	%
Printers - Business Forms	74	1,216	2	792	2	100.0%	0	0.0%	0	0.0%
Metal Specialties	74	1,216	1	982	1	100.0%	0	0.0%	0	0.0%
Fishermens Supplies	74	1,216	0	1,356	0	0.0%	0	0.0%	0	0.0%
Seeds & Bulbs - Retail	72	1,219	11	324	7	63.6%	4	36.4%	0	0.0%
Outboard Motors	72	1,219	3	670	1	33.3%	2	66.7%	0	0.0%
Cleaning Supplies Direct Door-to-Door	72	1,219	0	1,356	0	0.0%	0	0.0%	0	0.0%
News Publications - Trade, Association	72	1,219	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stadiums, Arenas & Athletic Fields	72	1,219	0	1,356	0	0.0%	0	0.0%	0	0.0%
Refrigeration Equipment - Supplies & Parts	71	1,224	2	792	0	0.0%	2	100.0%	0	0.0%
First Aid Supplies	71	1,224	0	1,356	0	0.0%	0	0.0%	0	0.0%
Writers - Business	71	1,224	0	1,356	0	0.0%	0	0.0%	0	0.0%
Extended Warranty Contract Service Companies	70	1,227	10	348	8	80.0%	2	20.0%	0	0.0%
Hunting & Fishing Services	70	1,227	6	474	2	33.3%	4	66.7%	0	0.0%
Books - Wholesale	70	1,227	3	670	2	66.7%	0	0.0%	1	33.3%
Real Estate Maintenance Protection Plan	70	1,227	2	792	2	100.0%	0	0.0%	0	0.0%
Cleaning Supplies by Internet	70	1,227	1	982	1	100.0%	0	0.0%	0	0.0%
Coffee Brewing Devices	70	1,227	1	982	1	100.0%	0	0.0%	0	0.0%
Dentist - Orthodontist	70	1,227	1	982	0	0.0%	1	100.0%	0	0.0%
Day Care - Adults	70	1,227	0	1,356	0	0.0%	0	0.0%	0	0.0%
Scaffolding & Aerial Lifts	70	1,227	0	1,356	0	0.0%	0	0.0%	0	0.0%
Scooters - Medical	70	1,227	0	1,356	0	0.0%	0	0.0%	0	0.0%
Observatories	69	1,237	0	1,356	0	0.0%	0	0.0%	0	0.0%
Recording Studio Equipment	69	1,237	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tractor Dealers	69	1,237	0	1,356	0	0.0%	0	0.0%	0	0.0%
Surplus & Salvage Merchandise	68	1,240	2	792	1	50.0%	1	50.0%	0	0.0%
Drug Abuse & Addiction - Info & Treatment	68	1,240	1	982	0	0.0%	1	100.0%	0	0.0%
Freight Consolidating	68	1,240	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hospitalization, Medical & Surgical Plans	68	1,240	0	1,356	0	0.0%	0	0.0%	0	0.0%
Modeling - Advance Fee	68	1,240	0	1,356	0	0.0%	0	0.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	68	1,240	0	1,356	0	0.0%	0	0.0%	0	0.0%
Port Authorities	68	1,240	0	1,356	0	0.0%	0	0.0%	0	0.0%
Van Conversions & Accessories	68	1,240	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fishing Tackle Dealers	67	1,248	3	670	3	100.0%	0	0.0%	0	0.0%
Auto Appraisers	67	1,248	1	982	0	0.0%	1	100.0%	0	0.0%
Musical Instruments - Repair	67	1,248	1	982	1	100.0%	0	0.0%	0	0.0%
Wind Energy Systems	67	1,248	1	982	1	100.0%	0	0.0%	0	0.0%
Buildings - Metal	67	1,248	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cosmetic Sales Direct Door-to-Door	67	1,248	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pavement & Floor Marking Services	67	1,248	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hydroponics - Equipment & Supplies	66	1,255	2	792	1	50.0%	0	0.0%	1	50.0%
Floor Treatment Compounds	66	1,255	0	1,356	0	0.0%	0	0.0%	0	0.0%
Range Hoods & Canopies	66	1,255	0	1,356	0	0.0%	0	0.0%	0	0.0%
Training - Video Instruction Tapes	66	1,255	0	1,356	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning	66	1,255	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wallcoverings - Retail	66	1,255	0	1,356	0	0.0%	0	0.0%	0	0.0%
Video Equipment - Sales & Rentals	65	1,261	6	474	3	50.0%	2	33.3%	1	16.7%
Sandblasting	65	1,261	1	982	0	0.0%	0	0.0%	1	100.0%
China - Wholesale & Manufacturers	65	1,261	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fraternal Organizations	65	1,261	0	1,356	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	%
Labels - Plastic, Metal, Foil	65	1,261	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Coolers	65	1,261	0	1,356	0	0.0%	0	0.0%	0	0.0%
Balloons - Manned	64	1,267	8	411	5	62.5%	2	25.0%	1	12.5%
Automation Systems & Equipment	64	1,267	3	670	2	66.7%	1	33.3%	0	0.0%
Jewelers - Supplies	64	1,267	3	670	1	33.3%	2	66.7%	0	0.0%
Barter & Trade Exchanges	64	1,267	2	792	1	50.0%	1	50.0%	0	0.0%
Auto Electric Equipment	64	1,267	1	982	0	0.0%	1	100.0%	0	0.0%
Battery Repairing & Rebuilding	64	1,267	1	982	1	100.0%	0	0.0%	0	0.0%
Farms	64	1,267	1	982	0	0.0%	1	100.0%	0	0.0%
Bookbinders	64	1,267	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fur Business - Wholesale & Manufacturers	64	1,267	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mutual Funds	64	1,267	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Products - Wholesale & Manufacturing	63	1,277	2	792	2	100.0%	0	0.0%	0	0.0%
Shingles	63	1,277	2	792	2	100.0%	0	0.0%	0	0.0%
Nutritionists	63	1,277	1	982	0	0.0%	1	100.0%	0	0.0%
Audio-Visual Consultants	63	1,277	0	1,356	0	0.0%	0	0.0%	0	0.0%
Door & Gate Operating Devices	63	1,277	0	1,356	0	0.0%	0	0.0%	0	0.0%
Material Handling Equipment	63	1,277	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mattress Makers Supplies	63	1,277	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailers - Camping & Travel	62	1,284	3	670	2	66.7%	1	33.3%	0	0.0%
Advertising - Newspaper	62	1,284	2	792	1	50.0%	1	50.0%	0	0.0%
Comic Books	62	1,284	1	982	0	0.0%	1	100.0%	0	0.0%
Chairs - Orthopedic & Lift	61	1,287	3	670	0	0.0%	2	66.7%	1	33.3%
Thrift Shops	61	1,287	1	982	1	100.0%	0	0.0%	0	0.0%
Office & Desk Space Rental Service	61	1,287	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paint Removing	61	1,287	0	1,356	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Dealers	61	1,287	0	1,356	0	0.0%	0	0.0%	0	0.0%
Title Companies & Agents	61	1,287	0	1,356	0	0.0%	0	0.0%	0	0.0%
Air Cargo & Package Express Service	60	1,293	4	577	2	50.0%	2	50.0%	0	0.0%
Mortgage Bankers	60	1,293	1	982	1	100.0%	0	0.0%	0	0.0%
Armored Car Service	60	1,293	0	1,356	0	0.0%	0	0.0%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	60	1,293	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boutiques	59	1,297	1	982	0	0.0%	1	100.0%	0	0.0%
China & Glassware - Retail	59	1,297	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dressmakers	58	1,299	5	523	2	40.0%	3	60.0%	0	0.0%
Shoes - Wholesale & Manufacturers	58	1,299	3	670	3	100.0%	0	0.0%	0	0.0%
Cocktail Lounges	58	1,299	2	792	2	100.0%	0	0.0%	0	0.0%
Floors - Raised	58	1,299	2	792	2	100.0%	0	0.0%	0	0.0%
Tile Sales	58	1,299	2	792	2	100.0%	0	0.0%	0	0.0%
Metal Powder Fabricators	58	1,299	1	982	1	100.0%	0	0.0%	0	0.0%
Playground Equipment	58	1,299	1	982	1	100.0%	0	0.0%	0	0.0%
Uniform Supply Service	58	1,299	1	982	1	100.0%	0	0.0%	0	0.0%
Administrative Services	58	1,299	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chauffeur Service	58	1,299	0	1,356	0	0.0%	0	0.0%	0	0.0%
Marine Electronic Equipment & Supplies	58	1,299	0	1,356	0	0.0%	0	0.0%	0	0.0%
Media Consultant	58	1,299	0	1,356	0	0.0%	0	0.0%	0	0.0%
Safes & Vaults	58	1,299	0	1,356	0	0.0%	0	0.0%	0	0.0%
Smoke Detectors & Alarms	57	1,312	6	474	6	100.0%	0	0.0%	0	0.0%
Jewelry Repair	57	1,312	4	577	2	50.0%	2	50.0%	0	0.0%
Trailers - Equipment & Parts	57	1,312	3	670	2	66.7%	1	33.3%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Optical Equipment & Supplies	57	1,312	2	792	2	100.0%	0	0.0%	0	0.0%
Airlines - Training Schools	57	1,312	1	982	0	0.0%	1	100.0%	0	0.0%
Auto Manufacturers Equipment & Supplies	57	1,312	1	982	1	100.0%	0	0.0%	0	0.0%
Chocolate & Cocoa	56	1,318	4	577	2	50.0%	2	50.0%	0	0.0%
Dry Cleaners - Self Service	56	1,318	2	792	1	50.0%	1	50.0%	0	0.0%
Exporters	56	1,318	1	982	0	0.0%	1	100.0%	0	0.0%
Medical Business Administration	56	1,318	1	982	1	100.0%	0	0.0%	0	0.0%
Western Apparel	56	1,318	1	982	1	100.0%	0	0.0%	0	0.0%
Information Processing & Retrieval Equipment & Systems	56	1,318	0	1,356	0	0.0%	0	0.0%	0	0.0%
Inks - Manufacturers Materials	56	1,318	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motor Homes - Rent & Lease	56	1,318	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ventilating Equipment	56	1,318	0	1,356	0	0.0%	0	0.0%	0	0.0%
Soccer Clubs	55	1,327	4	577	3	75.0%	1	25.0%	0	0.0%
Mobile Telephone Equipment & Supplies	55	1,327	3	670	2	66.7%	1	33.3%	0	0.0%
Accounting & Bookkeeping Machines	55	1,327	2	792	1	50.0%	1	50.0%	0	0.0%
House Cleaning Equipment & Supplies	55	1,327	1	982	1	100.0%	0	0.0%	0	0.0%
Box Manufacturers Equipment & Supplies	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hand Painting & Decorating	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Logging Companies	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Machinery - New	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paper Converters	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Playgrounds	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Screen Repair	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stock & Bond Transfer Agents	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Window Security Laminates	55	1,327	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe	54	1,340	2	792	1	50.0%	1	50.0%	0	0.0%
Dolls - Collectors	54	1,340	1	982	1	100.0%	0	0.0%	0	0.0%
Marine Equipment & Supplies	54	1,340	1	982	0	0.0%	1	100.0%	0	0.0%
Metal Fabricators	54	1,340	1	982	0	0.0%	0	0.0%	1	100.0%
Ski Centers & Resorts	54	1,340	1	982	1	100.0%	0	0.0%	0	0.0%
Air Conditioning Supplies & Parts	54	1,340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Army & Navy Goods	54	1,340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boat Transporting	54	1,340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chain Link Fence Sales, Service & Contractors	54	1,340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Compressors	54	1,340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Disability Access Equipment	54	1,340	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television & Radio Parts - Wholesale & Manufacturers	53	1,351	10	348	7	70.0%	3	30.0%	0	0.0%
Antiques - Repair & Restore	53	1,351	3	670	0	0.0%	3	100.0%	0	0.0%
Boat Renting & Leasing	53	1,351	3	670	2	66.7%	1	33.3%	0	0.0%
Greenhouse Builders	53	1,351	2	792	1	50.0%	1	50.0%	0	0.0%
Dry Cleaners - Equipment - Wholesales	53	1,351	1	982	1	100.0%	0	0.0%	0	0.0%
Stamps - Collectors	53	1,351	1	982	1	100.0%	0	0.0%	0	0.0%
Insurance - Property	53	1,351	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television Program Producers	53	1,351	0	1,356	0	0.0%	0	0.0%	0	0.0%
Welding Equipment - Rent	53	1,351	0	1,356	0	0.0%	0	0.0%	0	0.0%
Window Shades - Cleaning & Repair	53	1,351	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sportswear - Wholesale & Manufacturers	52	1,361	4	577	3	75.0%	0	0.0%	1	25.0%
Mobile Telephone Service	52	1,361	3	670	2	66.7%	1	33.3%	0	0.0%
Artists - Fine Art	52	1,361	2	792	1	50.0%	1	50.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Lumber - Wholesale	52	1,361	0	1,356	0	0.0%	0	0.0%	0	0.0%
Patent Agents	52	1,361	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rustproofing & Undercoating - Auto	52	1,361	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sheet Metal Equipment & Supplies	52	1,361	0	1,356	0	0.0%	0	0.0%	0	0.0%
Speedometers	52	1,361	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tapestries	52	1,361	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mailing Machines & Equipment	51	1,370	3	670	1	33.3%	2	66.7%	0	0.0%
Costumes - Masquerade & Theatrical	51	1,370	2	792	0	0.0%	1	50.0%	1	50.0%
Boilers - New & Used	51	1,370	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cranes	51	1,370	0	1,356	0	0.0%	0	0.0%	0	0.0%
Food Service Management	51	1,370	0	1,356	0	0.0%	0	0.0%	0	0.0%
Home Sitting Services	51	1,370	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Equipment - Manufacturers	50	1,376	5	523	4	80.0%	1	20.0%	0	0.0%
Equestrian Services	50	1,376	5	523	4	80.0%	1	20.0%	0	0.0%
Childrens & Infants Wear - Wholesale & Manufacturing	50	1,376	0	1,356	0	0.0%	0	0.0%	0	0.0%
House Furnishings & Services	50	1,376	0	1,356	0	0.0%	0	0.0%	0	0.0%
Maps - Publishers & Distributors	50	1,376	0	1,356	0	0.0%	0	0.0%	0	0.0%
Solar Energy Products Service & Repair	50	1,376	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sweeping Service - Power	50	1,376	0	1,356	0	0.0%	0	0.0%	0	0.0%
Desktop Publishing	49	1,383	2	792	0	0.0%	2	100.0%	0	0.0%
Barber Schools	49	1,383	1	982	0	0.0%	1	100.0%	0	0.0%
Fruits & Vegetables - Retail	49	1,383	1	982	0	0.0%	1	100.0%	0	0.0%
Smokers Information & Treatment	49	1,383	1	982	1	100.0%	0	0.0%	0	0.0%
Alcoholism Info & Treatment Centers	49	1,383	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hospitals	49	1,383	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motor Homes	49	1,383	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gasoline - Wholesale	48	1,390	4	577	3	75.0%	1	25.0%	0	0.0%
Labor Organizations	48	1,390	1	982	0	0.0%	1	100.0%	0	0.0%
Shoes - Custom Made	48	1,390	1	982	1	100.0%	0	0.0%	0	0.0%
Billiard Parlors	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Elderly/Senior Specialty Services	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laundry Equipment	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lubricating Devices & Systems	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Millwrights	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mobile Homes - Repair & Service	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Reflexologists	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Smoke Odor Counteracting Service	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tools - Electric	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Youth Organizations & Centers	48	1,390	0	1,356	0	0.0%	0	0.0%	0	0.0%
Travel Escorts	47	1,403	7	438	6	85.7%	0	0.0%	1	14.3%
Brick - Fire	47	1,403	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drama/Acting Instruction	47	1,403	0	1,356	0	0.0%	0	0.0%	0	0.0%
Express & Transfer Service	47	1,403	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paving, Painting, Home Improvement - Itinerant Workers	46	1,407	5	523	0	0.0%	2	40.0%	3	60.0%
Adult & Continuing Education	46	1,407	3	670	3	100.0%	0	0.0%	0	0.0%
Farm Equipment - Repair & Parts	46	1,407	2	792	2	100.0%	0	0.0%	0	0.0%
Swimming Pool Enclosures	46	1,407	2	792	2	100.0%	0	0.0%	0	0.0%
Yacht Brokers	46	1,407	2	792	1	50.0%	1	50.0%	0	0.0%
Christmas Lights & Decorations	46	1,407	1	982	0	0.0%	1	100.0%	0	0.0%
Office Furniture & Equipment - Used	46	1,407	1	982	1	100.0%	0	0.0%	0	0.0%
Dentistry - Children	46	1,407	0	1,356	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	%
Oils - ReRefined	46	1,407	0	1,356	0	0.0%	0	0.0%	0	0.0%
Swap Shops	46	1,407	0	1,356	0	0.0%	0	0.0%	0	0.0%
Telephone Answering Equipment & Systems	46	1,407	0	1,356	0	0.0%	0	0.0%	0	0.0%
Designers - Apparel	45	1,418	6	474	3	50.0%	3	50.0%	0	0.0%
Invitations & Announcements	45	1,418	1	982	1	100.0%	0	0.0%	0	0.0%
Lamps & Lamp Shades - Retail	45	1,418	1	982	1	100.0%	0	0.0%	0	0.0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	45	1,418	1	982	1	100.0%	0	0.0%	0	0.0%
Butchers Equipment & Supplies	45	1,418	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Repair	45	1,418	0	1,356	0	0.0%	0	0.0%	0	0.0%
Filtering Materials & Supplies	45	1,418	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hazardous & Medical Waste Services	45	1,418	0	1,356	0	0.0%	0	0.0%	0	0.0%
Farm Supplies	44	1,426	3	670	3	100.0%	0	0.0%	0	0.0%
Diaper Service	44	1,426	2	792	1	50.0%	0	0.0%	1	50.0%
Industrial Consultants	44	1,426	2	792	0	0.0%	0	0.0%	2	100.0%
Aluminum	44	1,426	1	982	0	0.0%	1	100.0%	0	0.0%
Art Instruction & Schools	44	1,426	1	982	1	100.0%	0	0.0%	0	0.0%
Feed Dealers	44	1,426	1	982	1	100.0%	0	0.0%	0	0.0%
Auto Upholstery Cleaning	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Brass Fabricators	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Garage Door Repair	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Horse Shoeing	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
International Trade Consultants	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lotteries - State	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Weight Reduction	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Roof Structures	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vending Machines - Supplies & Parts	44	1,426	0	1,356	0	0.0%	0	0.0%	0	0.0%
Furniture Cleaning	43	1,441	2	792	2	100.0%	0	0.0%	0	0.0%
Home Warranty Plans	43	1,441	2	792	0	0.0%	0	0.0%	2	100.0%
Cake Decorating Equipment & Supplies	43	1,441	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Disability	43	1,441	0	1,356	0	0.0%	0	0.0%	0	0.0%
Meditation Instruction	43	1,441	0	1,356	0	0.0%	0	0.0%	0	0.0%
Moving Supplies	43	1,441	0	1,356	0	0.0%	0	0.0%	0	0.0%
Valves	43	1,441	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wood Technologists	43	1,441	0	1,356	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Rental & Leasing	42	1,449	1	982	0	0.0%	1	100.0%	0	0.0%
Arbitration Services	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Building Materials - Used	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Medical Service Organizations	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mobile Homes - Parks	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Passport & Visa Services	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Table Tennis Equipment	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Veterinarians Equipment & Supplies	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Warehouses - Cold Storage	42	1,449	0	1,356	0	0.0%	0	0.0%	0	0.0%
Furniture - Outdoor	41	1,458	3	670	3	100.0%	0	0.0%	0	0.0%
Laundry Consultants	41	1,458	2	792	2	100.0%	0	0.0%	0	0.0%
Sharpening Service	41	1,458	1	982	1	100.0%	0	0.0%	0	0.0%
Skating Equipment & Supplies	41	1,458	1	982	0	0.0%	1	100.0%	0	0.0%
Advertising - Shoppers Guides	41	1,458	0	1,356	0	0.0%	0	0.0%	0	0.0%
Commodity Brokers	41	1,458	0	1,356	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	%
Global Positioning Systems	41	1,458	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Land Leases	41	1,458	0	1,356	0	0.0%	0	0.0%	0	0.0%
Signs - Maintenance & Repair	40	1,466	4	577	1	25.0%	2	50.0%	1	25.0%
Tire Distributors & Manufacturers	40	1,466	3	670	3	100.0%	0	0.0%	0	0.0%
Air Conditioning Systems - Cleaning	40	1,466	2	792	1	50.0%	1	50.0%	0	0.0%
Bottles - Used	40	1,466	2	792	1	50.0%	1	50.0%	0	0.0%
Mail Box Rental & Receiving	40	1,466	2	792	2	100.0%	0	0.0%	0	0.0%
Bird & Wildlife Supply Shops	40	1,466	1	982	0	0.0%	1	100.0%	0	0.0%
Fish & Seafood - Wholesale	40	1,466	1	982	1	100.0%	0	0.0%	0	0.0%
Animal Insemination - Artificial	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Backflow Prevention Devices & Services	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Beverages - Wholesale & Distribution	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Curing & Treating Materials	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Salvage - Marine	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Theatrical Equipment & Supplies	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Time Recorders	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vanity Publishers	40	1,466	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bridal & Millinery Supplies	39	1,481	1	982	1	100.0%	0	0.0%	0	0.0%
Photographers - Aerial	39	1,481	1	982	1	100.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Wholesale & Manufacturers	39	1,481	1	982	1	100.0%	0	0.0%	0	0.0%
Aircraft Ferrying & Transporting Service	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Astrologers	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Pumping Service	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dental Service Plans	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Excavating Equipment	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Junk Dealers	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Field Hauling	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Small Engine Repair	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steel Detailers - Structural	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Truck Refrigeration Equipment	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wicker Products	39	1,481	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laundries - Self Service	38	1,495	3	670	2	66.7%	1	33.3%	0	0.0%
Towers	38	1,495	2	792	1	50.0%	0	0.0%	1	50.0%
Ceramic Products - Industrial	38	1,495	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fund Raising Games, Merchandise, Supplies	38	1,495	0	1,356	0	0.0%	0	0.0%	0	0.0%
Livestock Equipment & Supplies	38	1,495	0	1,356	0	0.0%	0	0.0%	0	0.0%
Police & Fire Organizations	38	1,495	0	1,356	0	0.0%	0	0.0%	0	0.0%
Videoconferencing Services	38	1,495	0	1,356	0	0.0%	0	0.0%	0	0.0%
Computers - Rent & Lease	37	1,502	2	792	1	50.0%	1	50.0%	0	0.0%
Compactors - Waste - Industrial & Commercial	37	1,502	1	982	0	0.0%	1	100.0%	0	0.0%
Engines - Fuel Injection Service & Parts	37	1,502	1	982	1	100.0%	0	0.0%	0	0.0%
Gourmet Shops	37	1,502	1	982	1	100.0%	0	0.0%	0	0.0%
Ski Instruction	37	1,502	1	982	1	100.0%	0	0.0%	0	0.0%
Architectural & Construction Specs	37	1,502	0	1,356	0	0.0%	0	0.0%	0	0.0%
Leather Goods - Repair	37	1,502	0	1,356	0	0.0%	0	0.0%	0	0.0%
Maternity Clothes	37	1,502	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wines - Retail	37	1,502	0	1,356	0	0.0%	0	0.0%	0	0.0%
Airport Transportation	36	1,511	7	438	4	57.1%	3	42.9%	0	0.0%
Art Goods	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Artificial Turf	36	1,511	0	1,356	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	%
Chairs - Wholesale & Manufacturers	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shock Absorbers	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Soaps & Detergents	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steel Mills	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sweepers - Power	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tattoos - Removed	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Supplies & Parts	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wine Brokers	36	1,511	0	1,356	0	0.0%	0	0.0%	0	0.0%
Flags & Banners	35	1,523	1	982	1	100.0%	0	0.0%	0	0.0%
Leather Cleaning	35	1,523	1	982	1	100.0%	0	0.0%	0	0.0%
Waterbeds - Dealers	35	1,523	1	982	1	100.0%	0	0.0%	0	0.0%
Beds - Wholesale & Manufacturers	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ceiling Cleaning	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Reinforcements	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electronics Research & Development	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Golf Instruction	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mailing Lists	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paper Products	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ribbons	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Retail	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stationers - Retail	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Transit Lines	35	1,523	0	1,356	0	0.0%	0	0.0%	0	0.0%
Welding Equipment & Supplies	34	1,537	4	577	4	100.0%	0	0.0%	0	0.0%
Electronic Power Supplies	34	1,537	0	1,356	0	0.0%	0	0.0%	0	0.0%
Traffic Signs, Signals & Equipment	34	1,537	0	1,356	0	0.0%	0	0.0%	0	0.0%
Variety Stores	33	1,540	3	670	3	100.0%	0	0.0%	0	0.0%
Bird Barriers, Repellents & Controls	33	1,540	1	982	0	0.0%	1	100.0%	0	0.0%
Plants - Interior Design & Maintenance	33	1,540	1	982	0	0.0%	1	100.0%	0	0.0%
Business Forms & Systems	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ceiling Materials	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Embroidery Design Punching	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Handball Courts	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Heat Supply Companies	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mental Health Services	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mining Companies	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ozone Machines	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paper Shredding Machines	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steering Systems & Equipment	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wineries	33	1,540	0	1,356	0	0.0%	0	0.0%	0	0.0%
Balloons - Novelty & Toy	32	1,554	3	670	3	100.0%	0	0.0%	0	0.0%
Pictures	32	1,554	2	792	1	50.0%	1	50.0%	0	0.0%
Boat Covers, Tops & Upholstery	32	1,554	1	982	1	100.0%	0	0.0%	0	0.0%
Flea Markets	32	1,554	1	982	1	100.0%	0	0.0%	0	0.0%
Assembly & Fabricating Service	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buildings - Pole & Post Frame	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Call Centers	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Motor Controls - Wholesale & Manufacturers	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Elevators - Parts	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Golf Carts	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Landscape Lighting	32	1,554	0	1,356	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	%
Marine Contractors	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Field Consultants	32	1,554	0	1,356	0	0.0%	0	0.0%	0	0.0%
Skateboards & Equipment	31	1,567	3	670	3	100.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies - Rental	31	1,567	1	982	0	0.0%	1	100.0%	0	0.0%
School Supplies	31	1,567	1	982	1	100.0%	0	0.0%	0	0.0%
Utilities Underground - Locating	31	1,567	1	982	1	100.0%	0	0.0%	0	0.0%
Electric Supplies - Manufacturers	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fireproofing	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hydraulic Equipment Repair	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Labeling	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lapidaries	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Packing & Crating Service	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photo Copying	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rust Preventatives & Removers	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Soil Solidification	31	1,567	0	1,356	0	0.0%	0	0.0%	0	0.0%
Machine Tools - Repair & Rebuild	30	1,580	2	792	2	100.0%	0	0.0%	0	0.0%
Mobile Homes - Transporting	30	1,580	1	982	1	100.0%	0	0.0%	0	0.0%
Plastics - Fabricating, Finishing & Decor	30	1,580	1	982	1	100.0%	0	0.0%	0	0.0%
Public Relations Counselors	30	1,580	1	982	0	0.0%	0	0.0%	1	100.0%
Asbestos Consulting & Testing	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bearings	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cargo & Freight Containers	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Glass Blowers	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mountain Climbing Equipment	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Newspaper Distributors	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Additives - Manufacturers & Distributors	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oils - Petroleum	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trapping Equipment & Supplies	30	1,580	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photography Schools	29	1,593	2	792	1	50.0%	1	50.0%	0	0.0%
Audio-Visual Equipment - Rent & Lease	29	1,593	1	982	0	0.0%	1	100.0%	0	0.0%
Garments - Printing & Lettering	29	1,593	1	982	1	100.0%	0	0.0%	0	0.0%
Engineers - Structural	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fuel Economizers	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Infomercials	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Meat - Wholesale	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Meat Packers Equipment & Supplies	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Line Companies	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steel Erectors	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tools - Power Actuated	29	1,593	0	1,356	0	0.0%	0	0.0%	0	0.0%
Taxidermists	28	1,604	3	670	1	33.3%	2	66.7%	0	0.0%
Video Games - Service & Repair	28	1,604	2	792	1	50.0%	1	50.0%	0	0.0%
Chairs - Rent	28	1,604	1	982	0	0.0%	1	100.0%	0	0.0%
Electronic Instruments	28	1,604	1	982	0	0.0%	0	0.0%	1	100.0%
Oils - Lubricating	28	1,604	1	982	1	100.0%	0	0.0%	0	0.0%
Alternators & Generators - Auto Repair	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Decals	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drywall Contractors Equipment & Supplies	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Horticultural Consultants	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Humane Societies	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Legal Clinics	28	1,604	0	1,356	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	%
Livestock Feeding	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paper Distributors	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Recruitment Services	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Works Contractors	28	1,604	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aircraft Parts & Supplies	27	1,619	3	670	1	33.3%	1	33.3%	1	33.3%
Video Games - Rent & Lease	27	1,619	2	792	2	100.0%	0	0.0%	0	0.0%
Glassware - Wholesale & Manufacturers	27	1,619	1	982	1	100.0%	0	0.0%	0	0.0%
Tanks - Metal	27	1,619	1	982	0	0.0%	1	100.0%	0	0.0%
Air Pollution Measuring Service	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Baskets - Retail	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Distillers	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Enameling, Japanning & Lacquering	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fish Processors	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laboratories - Research & Development	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Meters	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Scales	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Seals - Notary & Corporation	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Non-Electric	27	1,619	0	1,356	0	0.0%	0	0.0%	0	0.0%
Animal Breeders	26	1,633	3	670	1	33.3%	1	33.3%	1	33.3%
Drug & Alcohol Screening & Testing	26	1,633	2	792	0	0.0%	2	100.0%	0	0.0%
Artificial Flowers, Plants & Trees	26	1,633	1	982	1	100.0%	0	0.0%	0	0.0%
Fishing Charters	26	1,633	1	982	1	100.0%	0	0.0%	0	0.0%
Water Pollution Control	26	1,633	1	982	1	100.0%	0	0.0%	0	0.0%
Campers - Service & Repair	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Distributors & Manufacturers	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hose Couplings & Fittings	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Housewares - Wholesale & Manufacturers	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Intercoms Systems & Services	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Merchandise Brokers	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Needlework Supplies - Retail, Wholesale, Manufacturing	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Prosthetic Devices	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Quilts	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Slip Covers	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Textile Fibers	26	1,633	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contract Manufacturing	25	1,649	3	670	1	33.3%	2	66.7%	0	0.0%
Mopeds	25	1,649	3	670	2	66.7%	0	0.0%	1	33.3%
Toilets - Portable	25	1,649	2	792	2	100.0%	0	0.0%	0	0.0%
Batteries - Storage-Wholesale & Manufacturers	25	1,649	1	982	1	100.0%	0	0.0%	0	0.0%
Cosmetic Sales by Internet	25	1,649	1	982	0	0.0%	1	100.0%	0	0.0%
Juices	25	1,649	1	982	0	0.0%	1	100.0%	0	0.0%
Laboratory Equipment & Supplies	25	1,649	1	982	0	0.0%	1	100.0%	0	0.0%
Musicians	25	1,649	1	982	1	100.0%	0	0.0%	0	0.0%
Rubber Stamps	25	1,649	1	982	1	100.0%	0	0.0%	0	0.0%
Advertising - Indoor	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery - Wholesale & Manufacturers	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Diesel Fuel	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ear & Body Piercing	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Educational Research	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Guard Dogs	25	1,649	0	1,356	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	%
Leather	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Distributors & Exchange	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Police Departments	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rope	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wire & Cable - Electric	25	1,649	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gates	24	1,669	2	792	2	100.0%	0	0.0%	0	0.0%
Bags - Plastic	24	1,669	1	982	0	0.0%	1	100.0%	0	0.0%
Carpet & Rug Cleaning Equipment& Supplies	24	1,669	1	982	1	100.0%	0	0.0%	0	0.0%
Gun Safety & Marksmanship Instruction	24	1,669	1	982	1	100.0%	0	0.0%	0	0.0%
Riding Apparel & Equipment	24	1,669	1	982	1	100.0%	0	0.0%	0	0.0%
Sporting Goods - Repair	24	1,669	1	982	1	100.0%	0	0.0%	0	0.0%
Archery Instruction	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concierge Services	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cremation Urns	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Well Services	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sausages	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Associations	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shipping Room Supplies	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Conservation	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wood Turning	24	1,669	0	1,356	0	0.0%	0	0.0%	0	0.0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	23	1,684	3	670	1	33.3%	2	66.7%	0	0.0%
Childrens & Family Entertainment	23	1,684	2	792	1	50.0%	1	50.0%	0	0.0%
Custom Framing	23	1,684	1	982	1	100.0%	0	0.0%	0	0.0%
Distributing Service - Circular, Sample	23	1,684	1	982	1	100.0%	0	0.0%	0	0.0%
Fiber Optics	23	1,684	1	982	1	100.0%	0	0.0%	0	0.0%
Jeans	23	1,684	1	982	1	100.0%	0	0.0%	0	0.0%
Art Organizations & Information	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Bumpers, Guards & Grilles	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boutique Items - Wholesale & Manufacturers	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bulletin & Directory Boards	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Calendars	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Docks	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Geophysicists	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Linoleum Dealers	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Quilting Materials & Supplies	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sales Training	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stock Exchanges	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Window Shades - Equipment & Supplies	23	1,684	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Fabrics, Film, Sheets - Prod.	22	1,702	2	792	1	50.0%	1	50.0%	0	0.0%
Online Networking	22	1,702	1	982	1	100.0%	0	0.0%	0	0.0%
Air Conditioning Equipment - Room Units	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Anchors - Marine	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Aggregates	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drive Shafts	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Foresters - Consulting	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grease Traps	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mining Development	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paper Manufacturers	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Parachute Jumping Instruction	22	1,702	0	1,356	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	%
Photo Retouching	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Post Offices	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ship Brokers	22	1,702	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Supplies & Parts	21	1,716	5	523	3	60.0%	1	20.0%	1	20.0%
Fireplace Equipment - Wholesale & Manufacturers	21	1,716	4	577	3	75.0%	1	25.0%	0	0.0%
Aviation Services	21	1,716	1	982	1	100.0%	0	0.0%	0	0.0%
Dinner Theatres	21	1,716	1	982	1	100.0%	0	0.0%	0	0.0%
Advertising - Radio	21	1,716	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fish Hatcheries	21	1,716	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tennis Courts - Public	21	1,716	0	1,356	0	0.0%	0	0.0%	0	0.0%
Theater Stage Play Houses	21	1,716	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trusses - Construction	21	1,716	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Heaters - Repairing	21	1,716	0	1,356	0	0.0%	0	0.0%	0	0.0%
Music Publishers	20	1,726	2	792	2	100.0%	0	0.0%	0	0.0%
Scalp Care	20	1,726	2	792	1	50.0%	0	0.0%	1	50.0%
Lighting Fixtures - Supplies & Parts	20	1,726	1	982	0	0.0%	1	100.0%	0	0.0%
Machinery Rebuild & Repair	20	1,726	1	982	1	100.0%	0	0.0%	0	0.0%
Restaurant Management	20	1,726	1	982	0	0.0%	1	100.0%	0	0.0%
Engineering Reports	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fashion Consultants	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Layouts - Office, Factory	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Machinery Movers & Erectors	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Professional Organizations	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shirts - Custom Made	20	1,726	0	1,356	0	0.0%	0	0.0%	0	0.0%
Halls & Auditoriums	19	1,738	3	670	1	33.3%	2	66.7%	0	0.0%
Batteries - Dry Cell - Wholesale & Manufacturers	19	1,738	1	982	1	100.0%	0	0.0%	0	0.0%
Fiber Glass Materials	19	1,738	1	982	0	0.0%	1	100.0%	0	0.0%
Metal Salvage Yards	19	1,738	1	982	0	0.0%	1	100.0%	0	0.0%
Religious Goods	19	1,738	1	982	1	100.0%	0	0.0%	0	0.0%
Acoustical Consultants	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Animal Brokers & Dealers - Zoo, Circus	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bill Paying Service	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chemicals - Reclaiming	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chinese Food Products	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engineering Equipment & Supplies	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Fire & Flood Specialists	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laminations - Plastic, Paper	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Molders	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Scientific Apparatus & Instruments	19	1,738	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tanners	18	1,755	3	670	3	100.0%	0	0.0%	0	0.0%
Boilers - Repair & Cleaning	18	1,755	1	982	0	0.0%	1	100.0%	0	0.0%
Bras	18	1,755	1	982	1	100.0%	0	0.0%	0	0.0%
Coffee Roasting & Handling Equipment	18	1,755	1	982	0	0.0%	1	100.0%	0	0.0%
Flight School	18	1,755	1	982	1	100.0%	0	0.0%	0	0.0%
Studio Rental	18	1,755	1	982	0	0.0%	0	0.0%	1	100.0%
Abrasives	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Collection Systems	18	1,755	0	1,356	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	%
Dairies	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Food Products Manufacturing Equipment	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ice	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Liquors - Wholesale	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Marine Surveyors	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mirrors - Resilver	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mobile Offices & Commercial Units	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Field Supplies	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Inspection	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sanitary Napkins	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tanks - Repair	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Video Games - Wholesale & Manufacturers	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Webbing	18	1,755	0	1,356	0	0.0%	0	0.0%	0	0.0%
Campers - Dealers	17	1,776	5	523	4	80.0%	1	20.0%	0	0.0%
Auto Repair - Mobile	17	1,776	2	792	0	0.0%	2	100.0%	0	0.0%
Jacks	17	1,776	2	792	0	0.0%	2	100.0%	0	0.0%
Estates - Appraisals, Sales & Auctions	17	1,776	1	982	0	0.0%	1	100.0%	0	0.0%
Insurance Claim Processing Services	17	1,776	1	982	1	100.0%	0	0.0%	0	0.0%
Maps - Dealers	17	1,776	1	982	1	100.0%	0	0.0%	0	0.0%
Museums	17	1,776	1	982	1	100.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Repair & Refinishing	17	1,776	1	982	1	100.0%	0	0.0%	0	0.0%
Tools - Cutting	17	1,776	1	982	0	0.0%	1	100.0%	0	0.0%
Tropical Fish	17	1,776	1	982	0	0.0%	1	100.0%	0	0.0%
Aircraft Engines	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Anti-Fogging Compounds	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bingo & Gaming Halls	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Blood Banks & Centers	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bolts & Nuts	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Die Cutting	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engineers - Mechanical	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engravers - Metal	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ladders	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Painters Equipment & Supplies	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Publishing Consultants	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Screen Printing - Equipment & Supplies	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
ServiceStation Equipment	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shelving	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Silversmiths & Goldsmiths	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tile & Grout Cleaning	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tubing - Metal	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Wholesale & Manufacturers	17	1,776	0	1,356	0	0.0%	0	0.0%	0	0.0%
Flowers - Preserved	16	1,804	4	577	0	0.0%	4	100.0%	0	0.0%
Doll Clothing & Accessories	16	1,804	3	670	3	100.0%	0	0.0%	0	0.0%
Radiotelephone Communications - Common Carrier	16	1,804	2	792	1	50.0%	1	50.0%	0	0.0%
Hatcheries - Poultry	16	1,804	1	982	0	0.0%	1	100.0%	0	0.0%
Laser Therapy	16	1,804	1	982	0	0.0%	1	100.0%	0	0.0%
Lead Products	16	1,804	1	982	0	0.0%	1	100.0%	0	0.0%
Auto Floor Coverings	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chemical Plant Equipment & Supplies	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	16	1,804	0	1,356	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	%
Columns	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fix-It Shops	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Glaziers	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Golf Course Construction	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Government - State	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Juice Extractors	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motion Picture Producers & Studios	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Organs - Tune & Repair	16	1,804	0	1,356	0	0.0%	0	0.0%	0	0.0%
Playing Cards	15	1,821	3	670	3	100.0%	0	0.0%	0	0.0%
Hair Products and Equipment	15	1,821	2	792	0	0.0%	2	100.0%	0	0.0%
Manicuring	15	1,821	2	792	1	50.0%	1	50.0%	0	0.0%
Art Metal Work	15	1,821	1	982	1	100.0%	0	0.0%	0	0.0%
Furniture - Unfinished	15	1,821	1	982	0	0.0%	1	100.0%	0	0.0%
Furniture Repair & Refinish Supplies	15	1,821	1	982	1	100.0%	0	0.0%	0	0.0%
Grant - Scholarship - Financial Aid Finder Service	15	1,821	1	982	0	0.0%	1	100.0%	0	0.0%
Radiator Sales	15	1,821	1	982	1	100.0%	0	0.0%	0	0.0%
Accident Reconstruction Service	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Adhesives & Glues	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cams - Grinding & Cutting	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Divers	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dock Builders	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mining Equipment & Supplies	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Management	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pile Driving	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rubber Stamps - Manufacturers Equipment & Supplies	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Telescopes	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Heaters - Parts & Supplies	15	1,821	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Radios & Stereos - Wholesale & Manufacturers	14	1,840	3	670	2	66.7%	1	33.3%	0	0.0%
Audio-Visual Equipment - Wholesale & Manufacturers	14	1,840	2	792	1	50.0%	1	50.0%	0	0.0%
Sandwiches	14	1,840	2	792	1	50.0%	1	50.0%	0	0.0%
Athletic Organizations	14	1,840	1	982	1	100.0%	0	0.0%	0	0.0%
Candy & Confectionery Brokers	14	1,840	1	982	0	0.0%	1	100.0%	0	0.0%
News Service	14	1,840	1	982	1	100.0%	0	0.0%	0	0.0%
Ski Tours	14	1,840	1	982	1	100.0%	0	0.0%	0	0.0%
Swimming Instruction	14	1,840	1	982	1	100.0%	0	0.0%	0	0.0%
Artists Agents	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Casters & Glides	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chimney Lining Materials	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Church Supplies	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Clocks - Dealers	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Crematories	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Draperies - Wholesale & Manufacturers	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Cleaners	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Manufacturers & Distributors	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Food Brokers	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Iron	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Wholesale & Manufacturers	14	1,840	0	1,356	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	%
Power Transmission Equipment	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Railroads - Freight	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rooming Houses	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Schools - Home Study	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shirts - Wholesale & Manufacturers	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Technical Manual Preparation	14	1,840	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cosmetic & Toiletry Preparations - Manufacturers	13	1,866	2	792	2	100.0%	0	0.0%	0	0.0%
Guide Service	13	1,866	2	792	1	50.0%	1	50.0%	0	0.0%
Agricultural Consultants	13	1,866	1	982	0	0.0%	1	100.0%	0	0.0%
Broom Manufacturers Equipment & Supplies	13	1,866	1	982	0	0.0%	1	100.0%	0	0.0%
Lighting Fixtures - Wholesale & Manufacturers	13	1,866	1	982	0	0.0%	1	100.0%	0	0.0%
Watches - Wholesale & Manufacturers	13	1,866	1	982	1	100.0%	0	0.0%	0	0.0%
Work Clothes - Retail	13	1,866	1	982	1	100.0%	0	0.0%	0	0.0%
Air Balancing	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boxes - Paper	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Brushes	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buses - Repair & Service	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Church Furnishings	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contest Arranging & Judging	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engineers - Civil	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Government - US.	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grouting Compounds	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Heat Exchangers	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hog Farms	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hostels	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Merchandising Service	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Microfilm Service, Equipment & Supplies	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mobile Homes Manufacturers Equipment & Supplies	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ovens - Bakers	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Foam	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailers - Horse	13	1,866	0	1,356	0	0.0%	0	0.0%	0	0.0%
Videographers	12	1,891	3	670	2	66.7%	1	33.3%	0	0.0%
Advertising - Television	12	1,891	2	792	0	0.0%	2	100.0%	0	0.0%
Luggage Manufacturers Equipment & Supplies	12	1,891	1	982	1	100.0%	0	0.0%	0	0.0%
Aircraft & Aircraft Equipment - Testing	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Dealers - Custom Design & Replica	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Smog Inspection	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Baseball Cards & Sports Memorabilia	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Beer & Ale - Retail	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bird Feeders & Houses	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boxes - Specialty & Fancy	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chimney Cleaning Equipment & Supplies	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cookies & Crackers	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Filters - Air & Gas	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Foam & Sponge Rubber	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Retail	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grain Dealers	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grant Writers	12	1,891	0	1,356	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	%
Lie Detection Service	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motion Picture Special Effects	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Field Equipment & Supplies	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paving Equipment	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Bending & Fabricating	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Psychotherapist	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Staples, Staplers & Tackers	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steel Processing & Fabricating Equipment	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Swimming Pools - Public	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Truck Stops	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wall Cleaning	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Skiing Equipment & Supplies	12	1,891	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ceramic Products - Decorative	11	1,920	2	792	1	50.0%	0	0.0%	1	50.0%
Dishwashing Machines - Service & Repair	11	1,920	2	792	2	100.0%	0	0.0%	0	0.0%
Music Instruction - Vocal	11	1,920	2	792	2	100.0%	0	0.0%	0	0.0%
Coaching - Life	11	1,920	1	982	0	0.0%	1	100.0%	0	0.0%
Computers - Furniture	11	1,920	1	982	1	100.0%	0	0.0%	0	0.0%
Computers - Network Security	11	1,920	1	982	0	0.0%	1	100.0%	0	0.0%
Electric Heating Equipment - Wholesale & Manufacturers	11	1,920	1	982	0	0.0%	1	100.0%	0	0.0%
Engines - Gasoline	11	1,920	1	982	0	0.0%	1	100.0%	0	0.0%
Gas - Industrial & Medical - Cylinder & Bulk	11	1,920	1	982	0	0.0%	1	100.0%	0	0.0%
Home Demonstrations	11	1,920	1	982	1	100.0%	0	0.0%	0	0.0%
Hotel Product Sales	11	1,920	1	982	1	100.0%	0	0.0%	0	0.0%
Inks - Print & Lithograph	11	1,920	1	982	1	100.0%	0	0.0%	0	0.0%
Martial Arts Supplies & Equipment	11	1,920	1	982	1	100.0%	0	0.0%	0	0.0%
Recreational Vehicles - Storage	11	1,920	1	982	0	0.0%	1	100.0%	0	0.0%
Reptiles	11	1,920	1	982	1	100.0%	0	0.0%	0	0.0%
Acoustical Materials	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Air Flight Attendants	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Amusement Devices	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cellophane, Cell Materials & Products	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Compressors - Repair	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Craft Instruction	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drapery Trimmings	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Livestock Hauling	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motorcycles - Renting & Leasing	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pearls	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pilot Car Service	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Fittings	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Robots	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Skating Rinks	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Terra Cotta	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Thermocouples	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tractor Repair & Service	11	1,920	0	1,356	0	0.0%	0	0.0%	0	0.0%
Braille Supplies	10	1,953	1	982	0	0.0%	1	100.0%	0	0.0%
Heat Sealing	10	1,953	1	982	0	0.0%	1	100.0%	0	0.0%
Knives - Machine	10	1,953	1	982	0	0.0%	1	100.0%	0	0.0%
Pet Waste Removal	10	1,953	1	982	1	100.0%	0	0.0%	0	0.0%
Seal Coating	10	1,953	1	982	0	0.0%	1	100.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Television & Radio - Rent & Lease	10	1,953	1	982	0	0.0%	1	100.0%	0	0.0%
Bicycles - Wholesale & Manufacturers	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ceramics - Equipment & Supplies	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drilling & Boring Equipment & Supplies	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Employment Service - Government, Co, Fraternal	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engravers - Plastic, Wood	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Farm Management	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Wholesale & Manufacturers	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Group Homes	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insured Property Replacement Service	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Machinery - Specially Designed	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Nursery Stock Dealers	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Producers	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Orchestras & Bands	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Parapsychologists	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Contractors	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Posters	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Printed & Etched Circuits	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sales Presentations	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steam Cleaning - Industrial	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Store Fronts	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
VOIP (Voice Over Internet Protocol) Sales & Service	10	1,953	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laundries	9	1,980	3	670	1	33.3%	2	66.7%	0	0.0%
Conveyors & Conveying Equipment	9	1,980	2	792	2	100.0%	0	0.0%	0	0.0%
Coin Cards	9	1,980	1	982	1	100.0%	0	0.0%	0	0.0%
Shuttle Bus	9	1,980	1	982	1	100.0%	0	0.0%	0	0.0%
Armored Car Manufacturing	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Autographic Registers & Supplies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Biofeedback Therapists	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Booths - Toll, Parking	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cabinet Equipment & Supplies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cement - Wholesale & Manufacturers	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Check Cashing Protection Systems	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment & Supplies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dental Hygienists	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Diamond Buyers	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dietitians	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electronic Testing Equipment	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fabrics - Wholesale & Manufacturers	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fingerprinting	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Furniture Manufacturers Equipment & Supplies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gas Burners	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gaskets	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Glass Coating & Tinting Materials	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hardware Consultants	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Knit Goods - Retail	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Labor Relations Consultants	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Language Training Aids	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mats & Matting	9	1,980	0	1,356	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	%
Mobile Homes - Rent & Lease	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oriental Goods - Retail	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Outlets - Stores, Factory, Mills	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oxygen Therapy Equipment	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Roommate Referral Service	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sandblasting Equipment & Supplies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Saws	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric Repair	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shoppers News Publications	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Speech & Language Pathologists	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steel Processing	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stone - Cast	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tax Reporting Service	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Teleconference Service	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tire Retread & Repair - Equipment & Supplies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Truck Bodies	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Variety Store Merchandise - Wholesale	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Welding Equipment - Repair	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wood Preserving	9	1,980	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ferries	8	2,026	2	792	2	100.0%	0	0.0%	0	0.0%
Picture Frames - Restore & Repair	8	2,026	2	792	1	50.0%	1	50.0%	0	0.0%
Referral - Doctor	8	2,026	2	792	2	100.0%	0	0.0%	0	0.0%
Construction Estimates	8	2,026	1	982	0	0.0%	1	100.0%	0	0.0%
Crisis Intervention Service	8	2,026	1	982	0	0.0%	1	100.0%	0	0.0%
Leather Goods - Wholesale & Manufacturers	8	2,026	1	982	1	100.0%	0	0.0%	0	0.0%
Pyramid Companies	8	2,026	1	982	0	0.0%	1	100.0%	0	0.0%
Race Tracks	8	2,026	1	982	1	100.0%	0	0.0%	0	0.0%
Sculptors	8	2,026	1	982	1	100.0%	0	0.0%	0	0.0%
Tanks - Fiber Glass, Plastic	8	2,026	1	982	0	0.0%	1	100.0%	0	0.0%
Air Fragrances	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aircraft Ground Support & Service Equipment	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Anodizing	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Appraisers - Antiques	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Artificial Flowers & Plants - Manufacturer Supplies	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Association Management	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Automation Consultants	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Baby Sitters	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bar Coding Service	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Billing Service	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Corporate Awards	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Eggs	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fans - Industrial & Commercial	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Farming Service	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Freight Traffic Service	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Import Representatives	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Libraries - Public	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Organs	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paint - Wholesale & Manufacturers	8	2,026	0	1,356	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	%
Plastics - Vacuum, Pressure, Thermoform	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Polyethylene Materials & Products	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ranches	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Reporters - Court & Convention	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sewing Instruction	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Snow Removal Equipment	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tags	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tank Testing & Inspection	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Turbines	8	2,026	0	1,356	0	0.0%	0	0.0%	0	0.0%
Publishers Representatives	7	2,065	2	792	2	100.0%	0	0.0%	0	0.0%
Race Track Equipment & Supplies	7	2,065	2	792	0	0.0%	2	100.0%	0	0.0%
Golf Practice Ranges	7	2,065	1	982	1	100.0%	0	0.0%	0	0.0%
Leak Detecting Instruments	7	2,065	1	982	1	100.0%	0	0.0%	0	0.0%
Office Buildings	7	2,065	1	982	1	100.0%	0	0.0%	0	0.0%
Parking Meters	7	2,065	1	982	1	100.0%	0	0.0%	0	0.0%
Aerospace Research & Development	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aquariums - Public	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Baby Accessories - Wholesale & Manufacturers	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buildings - Portable	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bus Lines Ticket Agencies	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Binding Machines	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Caulking Materials & Equipment	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cemetery Equipment & Supplies	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Household - Dealers	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Display Fixtures & Materials	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Driving Training Equipment	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Embroidery Supplies	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engraving Equipment & Supplies	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Escort Service - Personal	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Fabricators	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Filling Machinery	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Government - Auctions & Job Listing Services	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Industrial Developments	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Industrial Hygiene Consultants	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Karaoke Machines & Tapes	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Knitting Machines	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lenses	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Linens - Wholesale & Manufacturers	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lockers	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lubricants	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Magazine Sales by Telephone	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Wholesale & Manufacturing	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Lining & Coating	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Spiritualists	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Treatment Centers & Rest Homes - Information & Placement	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Typesetting	7	2,065	0	1,356	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	%
Water Well Drilling Equipment & Supplies	7	2,065	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sales & Order Books	6	2,104	3	670	0	0.0%	3	100.0%	0	0.0%
Skating Instruction	6	2,104	2	792	2	100.0%	0	0.0%	0	0.0%
Aerospace Industries	6	2,104	1	982	1	100.0%	0	0.0%	0	0.0%
Antennas	6	2,104	1	982	0	0.0%	1	100.0%	0	0.0%
Hosiery - Retail	6	2,104	1	982	0	0.0%	1	100.0%	0	0.0%
Petroleum Products	6	2,104	1	982	1	100.0%	0	0.0%	0	0.0%
Animal Health Products	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aviation Consultants	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boat Launching	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bridal Registries	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Canvas Goods	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Car Loading & Unloading	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpools	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Casinos - Online	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Supplies	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Color Separations - Offset , Photo Engraving	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Door Closers & Checks - Repairing	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drafting Equipment & Supplies	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Editorial Services	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Instruments	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Switchboards	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ergonomic Products & Services	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Export Management	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Feed Concentrates & Supplements	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fruits & Vegetables - Wholesale	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Go-Karts	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Guards - Machine	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hardware - Builders	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Inks - Writing & Marking	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Dental	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Japanese Food Products	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Livestock Breeders	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lumber Inspectors	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mason Contractors Equipment & Supplies	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mobile Homes - Equipment & Parts	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Outplacement Consultants	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Paneling	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Ophthalmology	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons Information Bureaus	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Research & Consulting	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plywood & Veneers	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Racks	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Referral - Auto Repair	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Salt	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Silverware	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Social Security Services	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Soil Conditioners	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sports Bar	6	2,104	0	1,356	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	%
Stationery - Wholesale & Manufacturers	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Steam Bath Equipment & Supplies	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tarps	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television Station Equipment	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tennis Equipment & Supplies	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailers - Transporting	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Umbrellas	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Work Clothes - Wholesale & Manufacturers	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Yogurt	6	2,104	0	1,356	0	0.0%	0	0.0%	0	0.0%
Horse Riding/Horse Trail Rides	5	2,162	2	792	1	50.0%	1	50.0%	0	0.0%
Motels - Reservation Service	5	2,162	1	982	0	0.0%	1	100.0%	0	0.0%
Pension & Profit Sharing Plans	5	2,162	1	982	1	100.0%	0	0.0%	0	0.0%
Pillows	5	2,162	1	982	1	100.0%	0	0.0%	0	0.0%
Surveying Instruments	5	2,162	1	982	1	100.0%	0	0.0%	0	0.0%
Aircraft Upholsterers	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Animal Carcass Removal	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Artists - Commercial	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bamboo & Bamboo Products	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Beauty Pageants	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Campers - Rent & Lease	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Coins & Tokens - Manufacturers	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Containerized Freight Service	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dehumidifying Equipment	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Display Installation Service	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dresses - Wholesale & Manufacturers	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Supplies & Parts	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Envelopes - Wholesale & Manufacturers	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Flour	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gambling Machine Supplies and Services	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Geologists	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hoists	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Homeopaths	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Identity Theft Protection & Prevention Services	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance Rating Bureaus	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Internet Cafes	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Inventors	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Kennels Equipment & Supplies	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laboratories - Veterinary	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Library Research Service	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Literary Agents	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mulches	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Occupational Therapists	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil - Crude - Purchasing	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oils - Waste	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Payment Processing Service	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Personal ServiceBureaus	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photographic Color Prints & Trans.	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pottery	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pumps - Supplies & Parts	5	2,162	0	1,356	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	%
Rest Homes - Info & Placement Bureaus	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Safe & Vault Movers	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Supplies & Parts	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Skate Sharpening	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ski Equipment - Repair	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television Sys & Equipment - Closed Circuit	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tools - Pneumatic	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trailer Sales	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tree Service Equipment & Supplies	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Utility Tax Refunds for Manufacturers & Business	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Venetian Blinds - Supplies & Parts	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Video Tapes & Discs - Wholesale & Manufacturers	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Weed Control Equipment & Supplies	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wood Carving	5	2,162	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bicycles - Renting	4	2,218	3	670	0	0.0%	3	100.0%	0	0.0%
Oil Refiners	4	2,218	3	670	0	0.0%	3	100.0%	0	0.0%
Animal Registration & Identification	4	2,218	2	792	2	100.0%	0	0.0%	0	0.0%
Railroads - Ticket Agencies	4	2,218	2	792	0	0.0%	2	100.0%	0	0.0%
Auto Service - Steam Cleaning	4	2,218	1	982	1	100.0%	0	0.0%	0	0.0%
Dry Goods - Retail	4	2,218	1	982	0	0.0%	1	100.0%	0	0.0%
Fish & Seafood Brokers	4	2,218	1	982	1	100.0%	0	0.0%	0	0.0%
Murals	4	2,218	1	982	0	0.0%	1	100.0%	0	0.0%
Package Design & Development	4	2,218	1	982	1	100.0%	0	0.0%	0	0.0%
Retreat Facilities	4	2,218	1	982	1	100.0%	0	0.0%	0	0.0%
Screens - Decorative	4	2,218	1	982	0	0.0%	1	100.0%	0	0.0%
Timber & Timberland Companies	4	2,218	1	982	0	0.0%	1	100.0%	0	0.0%
Wellpoint & Dewatering Systems	4	2,218	1	982	1	100.0%	0	0.0%	0	0.0%
Yellow Page Advertising	4	2,218	1	982	0	0.0%	1	100.0%	0	0.0%
Artificial Breasts	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Asbestos & Asbestos Products	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bakers Equipment	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bedspreads - Retail	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bindings - Bias & Straight	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boat - Excursion	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bonds - Surety & Fidelity	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bowling Lane Refinish & Repair	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carburetors	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Dyers	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chamois Skins	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
China & Crystal - Repair	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concert Halls	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Corsets & Girdles	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Costume Fabrics, Trim & Accessories	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Deodorizing & Disinfecting	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Die Castings	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Dealers	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Doll Houses & Accessories	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Door Closers & Checks	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Druggists - Wholesale	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dry Ice	4	2,218	0	1,356	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	%
Economic Research & Analysis	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Equipment - Used	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fallout Shelters - Consultants	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fiberglass - Fabrication & Repair	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Filing Equipment, Systems & Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Florists Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gas Detectors	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Genealogists	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Generators - Steam	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gloves - Work & Industrial	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Historical Places	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hospices	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Human Factors - Research & Development	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laundry Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lighting Equipment - Emergency	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mapping Services	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Metals - Base	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mineral Exploration	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Minerals	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mirrors - Manufacturers Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motel & Hotel Equipment & Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Editing	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Musical Instruments - Wholesale & Manufacturers	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pewterware	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Orthopedic Surgery	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plaques	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plaster Craft Products & Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plating Equipment & Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pneumatic Equipment Components	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Poultry - Retail	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Power Plant Consultants	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Railroad Contractors	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Reading Instruction	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Refractories	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rest Homes	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
SemiConductor Devices	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shoe Findings & Supplies	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Speakers - Rebuild & Repair	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Spraying Equipment	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Surgical Centers	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trucking - Liquid Or Dry Bulk	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	4	2,218	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fruit & Vegetable Growers & Shippers	3	2,296	2	792	1	50.0%	1	50.0%	0	0.0%
Boat Storage	3	2,296	1	982	0	0.0%	1	100.0%	0	0.0%
Buses - Distributors & Manufacturers	3	2,296	1	982	1	100.0%	0	0.0%	0	0.0%
Buttons - Manufacturers Equipment & Supplies	3	2,296	1	982	0	0.0%	1	100.0%	0	0.0%
Tool & Die Makers	3	2,296	1	982	0	0.0%	1	100.0%	0	0.0%
Water Companies - Utility	3	2,296	1	982	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	%
X-Ray Labs - Medical & Dental	3	2,296	1	982	1	100.0%	0	0.0%	0	0.0%
Actuaries	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Albums	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aquariums - Lease & Maintenance	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Audiometers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bagels	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Biological Products	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Blankets	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boilers - Supplies & Parts	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bottles - Wholesale & Manufacturers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Brakes - Lining - Manufacturers & Distributors	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Brass Products	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bridge Builders	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cable Splicing	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Calligraphers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Campers - Wholesale & Manufacturers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Candy & Confectionery Manufacturers Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet Layers Equipment & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Caskets	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chiropractors Equipment & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Coal Brokers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Colon Hydrotherapy - Colonic Therapy	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Custom Tile Painting	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Diabetes Services & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Door Frames	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Duplicating Machines & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dyers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Etched Products - Metal, Glass	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Feed Mill Equipment & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Football Clubs	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fraternalities & Sororities	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Government Offices - Foreign-Reps	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gymnastic Equipment & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gypsum & Gypsum Products	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hats - Clean & Renovate	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hats - Retail	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Horse Dealers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insulation Contractors Equipment & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance Inspection & Audits	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Loans - Small Business	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Locks - Wholesale & Manufacturers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Logging Equipment & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lumber - Drying	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Metal Detecting Equipment	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Metals - Precious - Sheet, Wire, Tubing	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Nailing Machinery	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
News Dealers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Nurses Schools	3	2,296	0	1,356	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	%
Paint Manufacturing Equipment & Materials	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pens & Pencils - Retail	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Machinery & Equipment	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Reinforced	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Popcorn & Supplies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Preserves, Jams & Jellies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pumping Contractors	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Quilting	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Recreation Program Consultants	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Resins	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Riding Academies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Right of Way Acquisition Service	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Road Building Equipment	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rubbish & Garbage Removal Contractors										
Equipment	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
School Furniture & Equipment	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Seating Companies	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Soda Fountain Shops	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sound Control Structures & Equipment	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Spices	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Street Cleaning	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sugar Refiners	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Table Tops	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Telephone 900 Number Resellers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trademark Agents & Consultants	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trucking - Dump	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Industrial & Commercial	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Valet Service	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Dealers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Heaters - Wholesale & Manufacturers	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Service & Repair	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wire Products	3	2,296	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ice Making Equipment & Machines	2	2,382	2	792	2	100.0%	0	0.0%	0	0.0%
Acid Proof Equipment & Materials	2	2,382	1	982	1	100.0%	0	0.0%	0	0.0%
Concrete Patching Compounds	2	2,382	1	982	1	100.0%	0	0.0%	0	0.0%
Electrotype Equipment & Supplies	2	2,382	1	982	0	0.0%	0	0.0%	1	100.0%
Environmental Testing & Consulting	2	2,382	1	982	0	0.0%	1	100.0%	0	0.0%
Kites	2	2,382	1	982	0	0.0%	1	100.0%	0	0.0%
Meat Choppers & Grinders	2	2,382	1	982	1	100.0%	0	0.0%	0	0.0%
School Information	2	2,382	1	982	0	0.0%	1	100.0%	0	0.0%
Seals - Oil, Grease	2	2,382	1	982	0	0.0%	1	100.0%	0	0.0%
Tanning Salons Equipment & Supplies	2	2,382	1	982	0	0.0%	1	100.0%	0	0.0%
Tractor Rent & Lease	2	2,382	1	982	1	100.0%	0	0.0%	0	0.0%
Advertising - Aerial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Agricultural Waste Management	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Air Brushes	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aircraft Dealers	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Archery Ranges	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Art Restoration & Conservation	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Basketball Clubs	2	2,382	0	1,356	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	%
Boat Cleaning	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buckets - Digging & Hoisting	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cabs - Tractor, Truck	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chemical Cleaning - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
China & Glassware - Renting	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cigar & Cigarette Lighters	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Clocks - Wholesale & Manufacturers	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Block & Product Molding Machine	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking Equipment	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contractor - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contractor - Interior Trim	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Converters - Electric	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Covers - Protective	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dressmaking Schools	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Duty Free Shops	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Embroideries - Uniform	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Emergency Shelters	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Encyclopedia & Book Sales	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Explosives	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fans - Household	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fashion Designers	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fax Equipment & Systems	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fertilizer Plant Equipment	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fire Departments	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fishing Bait	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Floodlights & Search Lights	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Floral Design Instruction	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Frozen Food Locker Plants	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gift Wrapping Materials	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Glass - Block	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Miniature	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Guardian Services - Adult & Child	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Horse Breeders	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Incentive Programs	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Inspection Devices - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Marine	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Workers Compensation	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Italian Food Products	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Key Control Systems	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Laminating Equipment & Supplies	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Linings - Clothing	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lithographers	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Massage School	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mattresses - Renovating	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Measuring Machines	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Medical Staffing	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Metal Stamping	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Metallizing	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Metaphysicians	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Dealers	2	2,382	0	1,356	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	%
Midwives	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Millinery - Retail	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mountain/Rock Climbing Instruction	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
MRI (Magnetic Resonance Imaging)	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mushrooms	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Novelties - Wholesale & Manufacturers	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Nuts - Edible	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Radiology	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipes & Smokers Articles	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plants - Retail	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Polyurethane Products	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ponzi Schemes	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Potato Chips	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Potatoes - Processed	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Poultry - Wholesale	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Powder Processing - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Power Plant Equipment - Repairing	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Product Sales via Telephone	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Public Speaking Instruction	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pulp & Pulp Products	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Quarries	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rock Shops	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sanitation Consultants	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sawmills	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Seminars - Wealth Building & Real Estate	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sewage Treatment Equipment	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shoe Manufacturers Supplies	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shopping Carts & Baskets	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Soil Conservation Service	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Statistical Service	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sundials	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Surveyors - Aerial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tapes - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Telephone Solicitation Companies	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Television & Radio Broadcast Schools	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tennis Instruction	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tile - Non-Ceramic - Manufacturers & Distributors	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Toy Manufacturers Supplies	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Traffic Engineers & Planning Service	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Truck Painting & Lettering	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Trucks - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Upholsterers Supplies	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vessels - Pressure	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Vibration Control	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Coin Metered	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Washing Machines - Industrial	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Weatherization	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Weaving & Mending	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Zoos	2	2,382	0	1,356	0	0.0%	0	0.0%	0	0.0%
Shipping Masters	1	2,501	2	792	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	%
Testing Apparatus	1	2,501	2	792	0	0.0%	2	100.0%	0	0.0%
Coin & Bill Count,Sort,Wrap Machines	1	2,501	1	982	1	100.0%	0	0.0%	0	0.0%
Concert Bureaus	1	2,501	1	982	0	0.0%	1	100.0%	0	0.0%
Exterior Designers	1	2,501	1	982	1	100.0%	0	0.0%	0	0.0%
Gloves & Mittens - Dress	1	2,501	1	982	0	0.0%	1	100.0%	0	0.0%
Government Grant Services	1	2,501	1	982	0	0.0%	1	100.0%	0	0.0%
Recording Instruments - Industrial & Scientific	1	2,501	1	982	1	100.0%	0	0.0%	0	0.0%
Tennis Court Construction	1	2,501	1	982	1	100.0%	0	0.0%	0	0.0%
Ultrasonic Equipment & Supplies	1	2,501	1	982	1	100.0%	0	0.0%	0	0.0%
Woolen Goods - Wholesale & Manufacturers	1	2,501	1	982	0	0.0%	1	100.0%	0	0.0%
Addressing Machines & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Adhesives & Gluing Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Advertising - Motion Picture	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Advertising - Transit &Transportation	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Advertising - Vinyl Phone Book Covers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aerial Applicators	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aerial Patrol & Inspection Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aids Research & Clinics	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Air Motors	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aircraft Storage	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Alloys	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Antiques - Reproductions	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Aprons - Industrial	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Armatures - Service & Sales	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Auto Air Conditioning Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Axles	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Baby Foods	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Backflow Testing	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bar Manufacturer	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Barrels & Drums	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Beekeepers Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Beer & Ale - Wholesale	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Beer Dispensing & Cleaning Equipment - Repair	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Belting & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bibles	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Blacksmiths	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Blowers & Blower Systems	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Blueprinting	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boards Of Trade	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boxes - Wooden	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Boy & Girl Organizations - Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Brakes - Manufacturers & Distributors	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Buffing & Polishing Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Bulldozers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Calculators, Adding Machines & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Campers - Supplies & Parts	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Caps - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carbon - Activated	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cargo Stabilizing Devices	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carnivals	1	2,501	0	1,356	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	%
Carpet & Rug Cleaning Equipment - Rental	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Renting	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Weavers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Catalog Showrooms	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Caterer Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cement - Retail	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Centrifugal Machinery	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cereals	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chains	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chemical Milling	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Chemists - Analytical & Consulting	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Christmas Trees	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
City & Town Planners	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Coils - Electric	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Condiments & Sauces	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Contractor - General Green Builder	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Crankshaft Grinding	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Crushing & Pulverizing Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Culverts	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Curtains - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Customs Consultant	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dairy Consultants	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Darts & Dart Boards	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Deck Cleaning and Waterproofing	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Diamonds - Industrial	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dictating Machines & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dolls - Retail	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dress Trimmings	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Drying Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Dust Control Materials	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Cars	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electric Motors - Used	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Electronic Product Waste Management & E Waste Services	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Emergency Disaster Preparedness Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Employee Benefit Plans	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Encyclopedias	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Engravers - Stationery	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Family Planning - Abortion Alternatives	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Felt & Felt Products	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fire Department Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fireworks	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fishing Tackle - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Flashers - Electric	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Repair	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Foods - Dehydrated & Freeze-Dried	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Fuel Injection Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Funeral Directors Equipment & Supplies	1	2,501	0	1,356	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	%
Gambling Abuse & Addiction Info & Treatment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gauges & Gages	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Geophysical Apparatus	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Glassware Decorators	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grain Brokers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grain Elevators	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gumming Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hampers - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hay	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Health Recording Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Heat Recovery Equipment & Systems	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Home Economics Consultants	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing - Rubber & Plastic	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Housing Authorities	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ice Cream Mixes	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Infrared Inspection	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Insurance - Rental	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Investment Castings	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Jade & Jade Goods	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Jewelry Castings	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Knife Sharpening Devices	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Knitted Fabrics	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Labeling Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Law & Financial Printers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Letters - Sign	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Linings - Plastic, Membrane	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Loading Dock Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lobbyists	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Lumber - Used	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mail Boxes - Manufacturers & Distributors	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Meat Brokers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Medical - Dental Discount Plans	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Mining Consultants	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Monograms	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Motion Picture Representatives	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Name Plates	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Navigation Consultants	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Noodles	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Nursing Home Information & Referral	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oceanographic Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Property Management	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Oils - Essential	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Optical Goods - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Ore	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Organ & Tissue Banks	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photogrammetric Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photographic Darkroom Rental	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Photography Sales Direct Door-to-Door	1	2,501	0	1,356	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	%
Physicians & Surgeons - Ear, Nose & Throat	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Picture Frames - Manufacturers Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Materials	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Pipe Line Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Extruders	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Plastics - Rods, Sheets - Sup Center	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Poles	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Poultry Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Propellers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Publicity Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Radio Station Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Radioactivity Instruments, Supplies, Services	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rails & Accessories	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Recorded Information	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Records - Phono - Manufacturers Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rectifiers - Liquor	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Repossession Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Riggers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Rubber Bands	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sales Organizations	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Screen Manufacturers Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Screw Machine Products	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Seismograph Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Septic Tanks - Treatment Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sewage Disposal Systems	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sewer Pipe	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Silks - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Singing Telegrams	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Smoke Abatement Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Social Workers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sprinkler Supervisory Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stencils & Stencil Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stenographers - Public	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Strapping & Strapping Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Stress Relief Equipment & Supplies - Industrial	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Sundries Stores	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Surface Plates	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Wholesale & Manufacturing	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Theatrical Make-Up	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tin	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tool Holders	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Towing - Marine	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Translators Equipment	1	2,501	0	1,356	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	%
Transmissions - Truck, Tractor	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Tunneling Contractors	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Turbochargers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Typewriters - Supplies & Attachments	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Video Equipment - Supplies & Parts	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wall Coatings	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wallpaper Removing	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Washers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Taxi Service	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Water Works Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Weaving Supplies & Equipment	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wheel Align, Frame & Axle Service Equipment & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Wines - Wholesale	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Womens Apparel - Wholesale & Manufacturers	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
X-Ray Apparatus & Supplies	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Yarn - Retail	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Zoological Gardens	1	2,501	0	1,356	0	0.0%	0	0.0%	0	0.0%
Gas Well Drilling	0	2,713	2	792	1	50.0%	1	50.0%	0	0.0%
Ammunition	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Auto Salvage Yards	0	2,713	1	982	0	0.0%	1	100.0%	0	0.0%
Birth Centers	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Birth Control Information Centers	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Dance Apparel	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Gun sights, Scopes & Mounts	0	2,713	1	982	0	0.0%	1	100.0%	0	0.0%
Parcel Post Assembly Service	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Pattern Makers	0	2,713	1	982	0	0.0%	1	100.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Underground Sprinkler Lawn Sprinkler Parts	0	2,713	1	982	1	100.0%	0	0.0%	0	0.0%
Wood Preservatives	0	2,713	1	982	0	0.0%	1	100.0%	0	0.0%