

**US and 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	%
TOTAL	65,131,352		978,519		720,619	73.6%	224,805	23.0%	33,095	3.4%
Roofing Contractors	2,350,344	1	7,629	20	4,594	60.2%	2,550	33.4%	485	6.4%
Contractors - General	1,487,326	2	6,516	25	3,144	48.3%	2,987	45.8%	385	5.9%
Mortgage Brokers	1,286,841	3	8,116	18	6,130	75.5%	1,640	20.2%	346	4.3%
Movers	1,153,842	4	8,486	17	6,094	71.8%	2,158	25.4%	234	2.8%
Construction & Remodeling Services	1,140,470	5	5,028	37	2,393	47.6%	2,258	44.9%	377	7.5%
Auto Dealers - New Cars	1,136,505	6	26,888	4	22,379	83.2%	4,238	15.8%	271	1.0%
Auto Repair & Service	997,463	7	12,736	10	8,230	64.6%	4,264	33.5%	242	1.9%
Plumbing Contractors	966,218	8	4,764	41	3,517	73.8%	1,152	24.2%	95	2.0%
Heating & Air Conditioning	935,486	9	3,726	52	2,761	74.1%	841	22.6%	124	3.3%
Auto Dealers - Used Cars	873,435	10	13,686	7	9,431	68.9%	3,888	28.4%	367	2.7%
Home Builders	802,398	11	3,894	50	2,502	64.3%	1,241	31.9%	151	3.9%
Credit & Debt Counseling	724,197	12	2,501	88	1,808	72.3%	518	20.7%	175	7.0%
Air Conditioning Contractors & Systems	718,197	13	3,679	53	2,867	77.9%	736	20.0%	76	2.1%
Home Improvements	709,173	14	3,318	63	2,128	64.1%	1,055	31.8%	135	4.1%
Insurance Companies	648,395	15	6,697	23	5,944	88.8%	683	10.2%	70	1.0%
Painting Contractors	615,626	16	1,718	126	871	50.7%	737	42.9%	110	6.4%
Attorneys	607,953	17	3,665	54	2,190	59.8%	1,418	38.7%	57	1.6%
Contractors - Electrical	592,120	18	1,128	182	738	65.4%	351	31.1%	39	3.5%
Landscape Contractors	584,575	19	2,839	74	1,415	49.8%	1,308	46.1%	116	4.1%
Internet Shopping	546,655	20	21,494	5	14,743	68.6%	5,817	27.1%	934	4.3%
Financial Services	515,983	21	9,147	16	8,262	90.3%	632	6.9%	253	2.8%
Auto Body Repair & Painting	508,502	22	2,617	84	1,626	62.1%	936	35.8%	55	2.1%
Windows - Installation & Service	492,816	23	1,840	116	1,369	74.4%	380	20.7%	91	4.9%
Work-At-Home Companies	486,503	24	5,582	33	2,134	38.2%	2,243	40.2%	1,205	21.6%
Real Estate	479,981	25	3,458	61	2,301	66.5%	1,023	29.6%	134	3.9%
Swimming Pool Contractors, Dealers, Design	453,163	26	2,513	87	1,791	71.3%	656	26.1%	66	2.6%
Furniture - Retail	447,554	27	13,158	9	9,969	75.8%	2,756	20.9%	433	3.3%
Pest Control Services	436,681	28	2,553	85	2,070	81.1%	443	17.4%	40	1.6%
Banks	429,211	29	29,920	3	29,219	97.7%	645	2.2%	56	0.2%
Internet Services	409,451	30	11,881	12	8,289	69.8%	3,407	28.7%	185	1.6%
Not Elsewhere Classified	407,712	31	12,334	11	5,381	43.6%	5,766	46.7%	1,187	9.6%
Travel Agencies & Bureaus	400,739	32	5,782	30	4,550	78.7%	1,017	17.6%	215	3.7%
Collection Agencies	385,883	33	15,797	6	13,441	85.1%	2,087	13.2%	269	1.7%
Tree Service	341,598	34	1,530	140	665	43.5%	720	47.1%	145	9.5%
Jewelers - Retail	341,101	35	2,888	73	1,935	67.0%	856	29.6%	97	3.4%
Carpet & Rug Cleaners	337,732	36	1,875	115	1,196	63.8%	613	32.7%	66	3.5%
Concrete Contractors	333,246	37	1,691	131	742	43.9%	864	51.1%	85	5.0%
Dentists	322,397	38	3,815	51	2,961	77.6%	810	21.2%	44	1.2%
Carpet & Rug Dealers - New	321,580	39	1,993	106	1,529	76.7%	403	20.2%	61	3.1%
Property Management	316,065	40	5,394	35	4,077	75.6%	1,240	23.0%	77	1.4%
Security Control Equipment & System Monitors	298,700	41	3,595	56	3,229	89.8%	320	8.9%	46	1.3%
Building Contractors	297,083	42	1,194	170	675	56.5%	492	41.2%	27	2.3%
Fence Contractors	294,075	43	1,412	154	837	59.3%	510	36.1%	65	4.6%
Paving Contractors	286,145	44	1,727	125	781	45.2%	813	47.1%	133	7.7%
Debt Settlement Companies	283,623	45	1,794	120	1,378	76.8%	349	19.5%	67	3.7%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Windows	281,707	46	1,180	174	896	75.9%	218	18.5%	66	5.6%
Loans	258,132	47	3,510	60	1,929	55.0%	1,258	35.8%	323	9.2%
Credit - Debt Consolidation Services	257,508	48	1,091	185	565	51.8%	438	40.1%	88	8.1%
Computers Software & Services	257,118	49	6,139	27	5,321	86.7%	726	11.8%	92	1.5%
Charity - Local	255,757	50	277	425	198	71.5%	63	22.7%	16	5.8%
Restaurants	249,117	51	4,149	48	2,440	58.8%	1,525	36.8%	184	4.4%
Real Estate Loans	249,035	52	4,921	38	1,250	25.4%	3,589	72.9%	82	1.7%
Lawn Maintenance	245,965	53	2,679	83	1,995	74.5%	628	23.4%	56	2.1%
Business Consultants	234,983	54	2,121	100	1,463	69.0%	642	30.3%	16	0.8%
Siding Contractors	232,151	55	878	213	613	69.8%	227	25.9%	38	4.3%
Insurance Services	228,636	56	1,954	108	1,742	89.2%	194	9.9%	18	0.9%
Internet Marketing Services	224,936	57	3,546	58	2,743	77.4%	721	20.3%	82	2.3%
Financial Planning Consultants	208,022	58	939	199	481	51.2%	369	39.3%	89	9.5%
Cellular Telephone Service, Equipment & Supplies	206,267	59	37,477	1	35,626	95.1%	1,698	4.5%	153	0.4%
Timeshare Companies	204,844	60	3,066	69	1,995	65.1%	914	29.8%	157	5.1%
Computers - Dealers	203,360	61	11,155	13	8,380	75.1%	2,690	24.1%	85	0.8%
Business Services - General	203,272	62	4,400	45	2,461	55.9%	1,665	37.8%	274	6.2%
Consumer Finance & Loan Companies	202,682	63	6,077	28	5,349	88.0%	662	10.9%	66	1.1%
Business Opportunity Companies	202,284	64	2,500	89	1,580	63.2%	667	26.7%	253	10.1%
Foundation Contractors	201,436	65	565	280	406	71.9%	143	25.3%	16	2.8%
Gutters & Downspouts	198,175	66	776	229	502	64.7%	200	25.8%	74	9.5%
Auto Transporters & Drive-Away Companies	195,621	67	1,320	160	930	70.5%	364	27.6%	26	2.0%
Transmissions - Automobile	189,763	68	2,715	81	1,879	69.2%	766	28.2%	70	2.6%
Television - Cable, CATV & Satellite	189,555	69	32,616	2	31,660	97.1%	909	2.8%	47	0.1%
Schools - Business & Vocational	185,138	70	1,376	157	1,131	82.2%	219	15.9%	26	1.9%
Marketing Programs & Services	184,251	71	3,170	66	1,304	41.1%	1,696	53.5%	170	5.4%
Kitchen & Bath - Design & Remodeling	183,222	72	689	245	403	58.5%	249	36.1%	37	5.4%
Heating Contractors	179,909	73	875	214	605	69.1%	219	25.0%	51	5.8%
Fire & Water Damage Restoration	177,841	74	582	274	485	83.3%	86	14.8%	11	1.9%
Web Design	176,137	75	1,984	107	1,260	63.5%	663	33.4%	61	3.1%
Tire Dealers	176,098	76	2,821	76	2,070	73.4%	729	25.8%	22	0.8%
Auto Warranty Processing Service	176,066	77	4,270	46	2,906	68.1%	879	20.6%	485	11.4%
Auto Parts & Supplies - New	173,736	78	4,561	44	2,874	63.0%	1,625	35.6%	62	1.4%
Home Inspection Service	173,647	79	446	329	302	67.7%	131	29.4%	13	2.9%
Floor Laying, Refinishing & Resurfacing	173,342	80	822	216	466	56.7%	309	37.6%	47	5.7%
Manufacturers & Producers	171,875	81	3,253	65	2,897	89.1%	337	10.4%	19	0.6%
Extended Warranty Contract Service Companies	168,592	82	2,961	72	2,466	83.3%	352	11.9%	143	4.8%
Internet - Web Hosting	166,608	83	1,213	167	863	71.1%	302	24.9%	48	4.0%
Tax Return Preparation	163,941	84	3,141	67	2,231	71.0%	835	26.6%	75	2.4%
Health & Medical - General	163,042	85	2,256	96	1,810	80.2%	406	18.0%	40	1.8%
Schools - Academic - Colleges & Universities	162,420	86	1,419	153	1,248	87.9%	153	10.8%	18	1.3%
Employment Agencies	160,684	87	490	309	314	64.1%	141	28.8%	35	7.1%
House Cleaning	157,341	88	537	289	363	67.6%	150	27.9%	24	4.5%
Information Bureaus	156,460	89	2,733	80	2,367	86.6%	349	12.8%	17	0.6%
Modeling & Talent Agencies	155,126	90	639	255	359	56.2%	231	36.2%	49	7.7%
Multi-Level Selling Companies	154,879	91	218	486	178	81.7%	32	14.7%	8	3.7%
Appliances - Major - Dealers	153,229	92	4,694	42	4,039	86.0%	564	12.0%	91	1.9%
Home Health Services	149,733	93	189	537	138	73.0%	43	22.8%	8	4.2%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Mason Contractors	149,633	94	471	316	197	41.8%	241	51.2%	33	7.0%
Garage Doors & Openers	148,722	95	691	244	408	59.0%	261	37.8%	22	3.2%
Advertising Agencies & Counselors	146,040	96	2,041	103	1,201	58.8%	784	38.4%	56	2.7%
Burglar Alarm Systems - Dealers, Monitoring & Service	144,467	97	2,974	70	2,704	90.9%	251	8.4%	19	0.6%
Apartments	143,575	98	5,757	31	3,761	65.3%	1,880	32.7%	116	2.0%
Computers - Service & Repair	140,175	99	1,926	112	1,357	70.5%	513	26.6%	56	2.9%
Vacation Time Share	137,417	100	3,104	68	1,979	63.8%	1,012	32.6%	113	3.6%
Waterproofing Contractors	136,562	101	371	371	285	76.8%	74	19.9%	12	3.2%
Accountants - Certified Public	134,544	102	195	527	131	67.2%	61	31.3%	3	1.5%
Electronic Equipment & Supplies - Dealers	132,075	103	7,361	22	5,569	75.7%	933	12.7%	859	11.7%
Health Clubs	131,825	104	7,787	19	6,360	81.7%	1,274	16.4%	153	2.0%
Health & Diet Products - Retail	129,875	105	6,498	26	5,162	79.4%	1,279	19.7%	57	0.9%
Mortgage Bankers	129,051	106	551	287	484	87.8%	46	8.3%	21	3.8%
Taxes - Consultants & Representatives	126,252	107	1,558	139	879	56.4%	656	42.1%	23	1.5%
Credit Repair Services - Advance Fee	125,778	108	994	190	412	41.4%	455	45.8%	127	12.8%
Credit Cards & Plans	124,218	109	9,786	15	9,344	95.5%	356	3.6%	86	0.9%
Building Materials	123,412	110	1,661	133	1,488	89.6%	167	10.1%	6	0.4%
Insulation Contractors	122,481	111	204	509	140	68.6%	54	26.5%	10	4.9%
Veterinarians	122,035	112	815	217	644	79.0%	165	20.2%	6	0.7%
Janitor Service	118,661	113	227	473	143	63.0%	71	31.3%	13	5.7%
Limousine Service	117,491	114	1,151	181	570	49.5%	535	46.5%	46	4.0%
Excavating Contractors	114,922	115	143	618	80	55.9%	55	38.5%	8	5.6%
Training Programs	113,507	116	1,404	156	1,115	79.4%	217	15.5%	72	5.1%
Handyman Services	112,901	117	477	315	229	48.0%	212	44.4%	36	7.5%
Credit Unions	112,673	118	1,520	141	1,396	91.8%	117	7.7%	7	0.5%
Beauty Salons	110,063	119	1,705	129	1,048	61.5%	538	31.6%	119	7.0%
Child Care Centers	108,071	120	532	290	378	71.1%	141	26.5%	13	2.4%
Market Research & Analysis	106,615	121	606	266	536	88.4%	56	9.2%	14	2.3%
Investment Advisory Service	105,306	122	368	372	201	54.6%	144	39.1%	23	6.3%
Computers - Sys Designers & Consult	105,000	123	336	387	210	62.5%	106	31.5%	20	6.0%
Loans - Small Business	104,896	124	1,697	130	1,249	73.6%	434	25.6%	14	0.8%
General Merchandise - Retail	103,167	125	4,873	39	2,969	60.9%	1,787	36.7%	117	2.4%
Glass - Plate and Window	102,400	126	471	316	291	61.8%	154	32.7%	26	5.5%
Gold, Silver & Platinum Dealers	99,914	127	377	366	327	86.7%	40	10.6%	10	2.7%
Duct Cleaning	98,995	128	469	319	305	65.0%	139	29.6%	25	5.3%
Hospital & Medical Equipment & Supplies	97,884	129	1,508	143	1,146	76.0%	331	21.9%	31	2.1%
Services - General	97,472	130	2,490	90	1,304	52.4%	928	37.3%	258	10.4%
Chimney Cleaning	97,028	131	301	409	166	55.1%	113	37.5%	22	7.3%
Tile - Ceramic - Contractors & Dealers	96,483	132	402	351	204	50.7%	178	44.3%	20	5.0%
Mail Order & Catalog Shopping	96,091	133	4,789	40	3,997	83.5%	736	15.4%	56	1.2%
Telephone Communications	95,033	134	5,944	29	5,376	90.4%	501	8.4%	67	1.1%
Swimming Pool Service & Repair	93,330	135	431	335	270	62.6%	152	35.3%	9	2.1%
Electric Companies	93,205	136	4,140	49	3,902	94.3%	233	5.6%	5	0.1%
Floor Materials - Retail	92,845	137	514	300	313	60.9%	166	32.3%	35	6.8%
Locks & Locksmiths	92,648	138	963	196	480	49.8%	389	40.4%	94	9.8%
Hotels	90,948	139	4,651	43	3,212	69.1%	1,390	29.9%	49	1.1%
Funeral Directors	87,662	140	197	522	129	65.5%	66	33.5%	2	1.0%
Physicians & Surgeons - Medical-M.D.	87,406	141	1,181	173	905	76.6%	262	22.2%	14	1.2%
Drywall Contractors	86,552	142	143	618	58	40.6%	78	54.5%	7	4.9%
Printers	86,072	143	545	288	396	72.7%	132	24.2%	17	3.1%
Credit Card Processing Service	85,561	144	1,809	118	1,634	90.3%	157	8.7%	18	1.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Dry Cleaners	84,934	145	3,518	59	1,757	49.9%	1,666	47.4%	95	2.7%
Vacation Certificates & Vouchers	84,322	146	2,963	71	1,565	52.8%	887	29.9%	511	17.2%
Countertops	84,249	147	372	369	188	50.5%	130	34.9%	54	14.5%
Travel Clubs	84,150	148	1,478	146	1,273	86.1%	179	12.1%	26	1.8%
Wholesalers & Distributors	83,873	149	684	246	529	77.3%	141	20.6%	14	2.0%
Computers - Supplies & Parts	83,597	150	3,282	64	2,618	79.8%	649	19.8%	15	0.5%
Towing - Automotive	82,592	151	2,792	78	1,611	57.7%	1,127	40.4%	54	1.9%
Hearing Aids & Assistive Devices	82,522	152	589	271	492	83.5%	82	13.9%	15	2.5%
Games & Supplies	82,323	153	810	218	500	61.7%	288	35.6%	22	2.7%
Auto Repair - Windshield, Glass Shops	80,539	154	641	254	393	61.3%	219	34.2%	29	4.5%
Oils - Fuel	80,484	155	885	209	762	86.1%	110	12.4%	13	1.5%
Kennels & Pet Boarding	80,246	156	367	374	260	70.8%	101	27.5%	6	1.6%
Credit Services	79,985	157	1,066	187	711	66.7%	314	29.5%	41	3.8%
Motorcycles - Dealers	78,899	158	1,920	113	1,228	64.0%	645	33.6%	47	2.4%
Appliances - Major - Parts & Supplies	78,883	159	1,438	151	1,082	75.2%	327	22.7%	29	2.0%
Ticket Sales - Events	78,122	160	1,760	121	1,475	83.8%	255	14.5%	30	1.7%
Telephone Companies	76,766	161	13,470	8	12,890	95.7%	525	3.9%	55	0.4%
Dating Service	76,455	162	2,519	86	2,120	84.2%	335	13.3%	64	2.5%
Pharmacies	74,260	163	2,680	82	761	28.4%	1,886	70.4%	33	1.2%
Photographers - Portrait	73,281	164	1,809	118	716	39.6%	936	51.7%	157	8.7%
Patio, Porch & Deck Enclosures	73,132	165	324	394	208	64.2%	98	30.2%	18	5.6%
Vitamins & Food Supplements	72,370	166	3,588	57	2,514	70.1%	916	25.5%	158	4.4%
Advertising Specialties	72,116	167	667	249	390	58.5%	243	36.4%	34	5.1%
Correspondence Schools	72,085	168	222	481	199	89.6%	8	3.6%	15	6.8%
Auto Renting & Leasing	71,464	169	3,599	55	3,026	84.1%	545	15.1%	28	0.8%
Title Companies & Agents	69,674	170	402	351	274	68.2%	120	29.9%	8	2.0%
Interior Decorators & Designers	69,160	171	250	450	134	53.6%	111	44.4%	5	2.0%
Mattresses	68,647	172	1,501	144	1,184	78.9%	269	17.9%	48	3.2%
Computer Software Publishers & Developers	68,249	173	1,294	162	1,143	88.3%	125	9.7%	26	2.0%
Vacation Rentals	67,547	174	717	237	477	66.5%	201	28.0%	39	5.4%
Caterers	67,279	175	301	409	173	57.5%	122	40.5%	6	2.0%
Water Filtration & Purification Equipment	67,055	176	571	278	411	72.0%	124	21.7%	36	6.3%
Real Estate Developers	66,833	177	503	303	346	68.8%	138	27.4%	19	3.8%
Chambers Of Commerce	66,540	178	14	1,617	9	64.3%	5	35.7%	0	0.0%
Publishers - Book	66,490	179	1,946	111	1,634	84.0%	288	14.8%	24	1.2%
Office Furniture & Equipment	66,239	180	307	402	226	73.6%	75	24.4%	6	2.0%
Advance Fee Brokers	65,507	181	2,324	93	223	9.6%	935	40.2%	1,166	50.2%
Grocers - Retail	65,470	182	884	210	701	79.3%	175	19.8%	8	0.9%
Discount Stores	65,036	183	1,688	132	1,265	74.9%	391	23.2%	32	1.9%
Investigators	64,984	184	274	426	167	60.9%	90	32.8%	17	6.2%
Marketing Consultants	63,856	185	528	294	304	57.6%	192	36.4%	32	6.1%
Publishers - Directory & Guide	63,666	186	1,823	117	1,406	77.1%	380	20.8%	37	2.0%
Chiropractors D.C.	62,942	187	407	348	317	77.9%	83	20.4%	7	1.7%
Recreational Vehicles - Dealers	62,698	188	926	200	675	72.9%	223	24.1%	28	3.0%
Bridal Shops	62,111	189	1,215	166	823	67.7%	298	24.5%	94	7.7%
Water Soft & Conditioning Equipment Service & Supplies	61,329	190	493	307	356	72.2%	109	22.1%	28	5.7%
Professional Services - General	60,946	191	444	330	281	63.3%	137	30.9%	26	5.9%
Cabinets	60,395	192	269	433	133	49.4%	119	44.2%	17	6.3%
Cabinet Manufacturer	60,383	193	186	543	113	60.8%	65	34.9%	8	4.3%
Patio & Deck Builders	59,536	194	298	412	167	56.0%	120	40.3%	11	3.7%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Florists - Retail	59,433	195	2,256	96	1,684	74.6%	529	23.4%	43	1.9%
Rubbish & Garbage Removal	59,345	196	1,439	150	1,100	76.4%	328	22.8%	11	0.8%
Bathtubs & Sinks - Repair & Refinish	59,221	197	274	426	133	48.5%	127	46.4%	14	5.1%
Appliances - Major - Service & Repair	58,889	198	911	204	491	53.9%	388	42.6%	32	3.5%
Educational Consultants	58,879	199	808	220	638	79.0%	127	15.7%	43	5.3%
Storage Units - Household & Commercial	58,812	200	842	215	620	73.6%	210	24.9%	12	1.4%
Pet Grooming	58,605	201	400	354	254	63.5%	140	35.0%	6	1.5%
Mailing Services	58,481	202	2,288	95	2,024	88.5%	254	11.1%	10	0.4%
Granite	58,267	203	258	439	152	58.9%	96	37.2%	10	3.9%
Kitchen Cabinets & Equipment - Household	58,199	204	226	478	134	59.3%	66	29.2%	26	11.5%
Photographic Equipment & Supplies - Retail	58,090	205	1,462	147	915	62.6%	503	34.4%	44	3.0%
Buying Clubs & Group Purchasing Service	58,038	206	3,392	62	3,114	91.8%	160	4.7%	118	3.5%
Computers - Networks	57,961	207	2,795	77	2,711	97.0%	78	2.8%	6	0.2%
Transportation Services	57,750	208	632	259	410	64.9%	211	33.4%	11	1.7%
Relocation Service	57,113	209	628	261	579	92.2%	48	7.6%	1	0.2%
Coin Dealers, Supplies	56,935	210	361	376	289	80.1%	65	18.0%	7	1.9%
Clinics	56,763	211	1,180	174	847	71.8%	324	27.5%	9	0.8%
Doors	56,684	212	435	334	258	59.3%	126	29.0%	51	11.7%
Auto Services	56,287	213	1,498	145	1,062	70.9%	394	26.3%	42	2.8%
Office Supplies	56,112	214	1,609	136	1,394	86.6%	195	12.1%	20	1.2%
Insurance - Health	55,531	215	639	255	573	89.7%	61	9.5%	5	0.8%
Carpenters	55,517	216	158	593	61	38.6%	85	53.8%	12	7.6%
Credit Reporting Agencies	55,267	217	6,517	24	6,410	98.4%	101	1.5%	6	0.1%
Amusement Parks & Places	55,224	218	2,386	91	2,048	85.8%	329	13.8%	9	0.4%
Signs	53,701	219	399	355	165	41.4%	217	54.4%	17	4.3%
Department Stores	52,751	220	7,588	21	7,418	97.8%	156	2.1%	14	0.2%
Business Forms & Systems	52,712	221	1,758	123	784	44.6%	904	51.4%	70	4.0%
Sporting Goods - Retail	52,706	222	1,210	168	780	64.5%	387	32.0%	43	3.6%
Security Guard & Patrol Service	51,964	223	285	418	181	63.5%	101	35.4%	3	1.1%
Weight Control Services	51,722	224	1,234	165	683	55.3%	204	16.5%	347	28.1%
Telephone Equipment & Systems Dealers	51,342	225	1,205	169	1,101	91.4%	94	7.8%	10	0.8%
Investment Securities	51,203	226	243	456	173	71.2%	56	23.0%	14	5.8%
Audio-Visual Equipment - Dealers	50,839	227	1,757	124	1,401	79.7%	341	19.4%	15	0.9%
Credit Cards & Plans - Equipment & Supplies	50,783	228	793	225	736	92.8%	52	6.6%	5	0.6%
Spas & Hot Tubs - Dealers	50,774	229	742	233	470	63.3%	236	31.8%	36	4.9%
Advertising - Direct Mail	50,676	230	1,951	109	1,736	89.0%	201	10.3%	14	0.7%
Escrow Service	50,269	231	343	385	264	77.0%	65	19.0%	14	4.1%
Landscape Designers	50,194	232	160	589	80	50.0%	74	46.3%	6	3.8%
Vacuum Cleaners - Household - Dealers	50,157	233	785	227	560	71.3%	189	24.1%	36	4.6%
Moving Services - Labor & Materials	50,141	234	809	219	476	58.8%	296	36.6%	37	4.6%
Hospitals	49,945	235	1,189	172	1,011	85.0%	171	14.4%	7	0.6%
Bookkeeping Service	49,727	236	205	508	118	57.6%	84	41.0%	3	1.5%
Architects	49,641	237	69	865	43	62.3%	20	29.0%	6	8.7%
Septic Tanks & Systems Contractors & Dealers	49,286	238	209	501	142	67.9%	58	27.8%	9	4.3%
Market Survey Companies	48,952	239	158	593	116	73.4%	19	12.0%	23	14.6%
Shoes - Retail	48,942	240	1,327	159	843	63.5%	437	32.9%	47	3.5%
Solar Energy Equipment & Systems Dealers	48,880	241	143	618	109	76.2%	30	21.0%	4	2.8%
Legal Services Plans	48,795	242	255	444	184	72.2%	69	27.1%	2	0.8%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Payday Loans	48,584	243	991	191	474	47.8%	424	42.8%	93	9.4%
Exercise & Physical Fitness Programs	48,493	244	2,108	101	1,433	68.0%	613	29.1%	62	2.9%
Pet Shops	48,047	245	956	198	600	62.8%	330	34.5%	26	2.7%
Tours - Operators & Promoters	47,234	246	347	384	234	67.4%	82	23.6%	31	8.9%
Job Listing & Advisory Services	47,082	247	560	282	337	60.2%	164	29.3%	59	10.5%
Product Sales - General	47,031	248	1,166	176	901	77.3%	241	20.7%	24	2.1%
Natural Gas Companies	46,855	249	2,322	94	2,175	93.7%	136	5.9%	11	0.5%
Photographers - Commercial	46,624	250	917	203	489	53.3%	382	41.7%	46	5.0%
Service Stations - Gasoline & Oil	46,427	251	1,354	158	804	59.4%	528	39.0%	22	1.6%
Nurseries - Plants, Trees	46,263	252	711	239	440	61.9%	268	37.7%	3	0.4%
Insurance - Auto	46,166	253	909	205	801	88.1%	97	10.7%	11	1.2%
Brake Service	45,960	254	889	208	660	74.2%	220	24.7%	9	1.0%
Pressure Washing	45,951	255	94	752	41	43.6%	41	43.6%	12	12.8%
Bedding	45,826	256	988	192	762	77.1%	189	19.1%	37	3.7%
Hardwood Floor Contractors	45,730	257	221	484	108	48.9%	95	43.0%	18	8.1%
Funeral Related Services	45,546	258	258	439	156	60.5%	97	37.6%	5	1.9%
Commercial Products Wholesale & Distributor	45,169	259	256	443	215	84.0%	36	14.1%	5	2.0%
Environmental & Ecological Services	45,117	260	74	836	44	59.5%	28	37.8%	2	2.7%
Skin Care	45,001	261	957	197	608	63.5%	323	33.8%	26	2.7%
Awnings & Canopies	44,954	262	212	497	132	62.3%	65	30.7%	15	7.1%
Magazine Sales	44,732	263	4,219	47	3,102	73.5%	897	21.3%	220	5.2%
Window Cleaning	44,277	264	176	563	109	61.9%	58	33.0%	9	5.1%
Real Estate Consultants	43,986	265	178	560	112	62.9%	59	33.1%	7	3.9%
Video Production Services	43,852	266	2,018	104	1,629	80.7%	368	18.2%	21	1.0%
Estate Planning & Management	43,775	267	65	893	39	60.0%	22	33.8%	4	6.2%
Tutoring	43,427	268	159	591	107	67.3%	44	27.7%	8	5.0%
Auctioneers	43,392	269	713	238	489	68.6%	215	30.2%	9	1.3%
Animal Hospitals	43,059	270	466	322	382	82.0%	84	18.0%	0	0.0%
Freight Forwarding	43,005	271	328	393	203	61.9%	116	35.4%	9	2.7%
Billing Service	42,988	272	1,648	135	1,329	80.6%	307	18.6%	12	0.7%
Foreclosure Services	42,971	273	356	380	190	53.4%	138	38.8%	28	7.9%
Charity - National	42,452	274	23	1,346	17	73.9%	6	26.1%	0	0.0%
Driving Instruction	41,830	275	447	328	274	61.3%	154	34.5%	19	4.3%
Career & Outplacement Counseling	41,739	276	212	497	167	78.8%	32	15.1%	13	6.1%
Plumbing Drains & Sewer Cleaning	41,725	277	427	337	306	71.7%	111	26.0%	10	2.3%
Newspapers	41,705	278	1,918	114	1,737	90.6%	174	9.1%	7	0.4%
Food Manufacturers, Wholesalers, Distributors	41,612	279	272	428	203	74.6%	63	23.2%	6	2.2%
Lawn & Garden Sprinkler Systems	41,542	280	204	509	136	66.7%	60	29.4%	8	3.9%
Foreclosure Rescue	41,443	281	702	242	181	25.8%	244	34.8%	277	39.5%
Nursing Homes	41,347	282	138	629	89	64.5%	47	34.1%	2	1.4%
Schools - General Interest	41,240	283	393	357	201	51.1%	173	44.0%	19	4.8%
Computers - Training	40,967	284	1,253	164	1,202	95.9%	47	3.8%	4	0.3%
Disc Jockeys	40,700	285	503	303	201	40.0%	298	59.2%	4	0.8%
Legal Forms	40,641	286	426	340	268	62.9%	155	36.4%	3	0.7%
Books - New	40,370	287	1,192	171	832	69.8%	352	29.5%	8	0.7%
Appliances - Small - Service & Repair	40,321	288	762	230	375	49.2%	342	44.9%	45	5.9%
Retirement Planning Service	40,200	289	38	1,121	30	78.9%	8	21.1%	0	0.0%
Collection Systems	40,070	290	2,833	75	2,035	71.8%	767	27.1%	31	1.1%
Real Estate Appraisers	40,007	291	187	542	126	67.4%	57	30.5%	4	2.1%
Shutters	39,961	292	254	445	114	44.9%	117	46.1%	23	9.1%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Garage Builders	39,954	293	469	319	245	52.2%	214	45.6%	10	2.1%
Chimney Builders & Repair	39,843	294	146	610	68	46.6%	66	45.2%	12	8.2%
Electronic Equipment & Suppliers - Service & Repair	39,367	295	1,162	177	839	72.2%	269	23.1%	54	4.6%
Product Development & Marketing	39,209	296	188	538	140	74.5%	44	23.4%	4	2.1%
Engineers - Professional	38,901	297	58	941	32	55.2%	23	39.7%	3	5.2%
Jewelry Buyers	38,844	298	57	950	48	84.2%	9	15.8%	0	0.0%
Swimming Pool Equipment & Supplies	38,832	299	387	361	274	70.8%	106	27.4%	7	1.8%
Physicians - Specialists	38,803	300	305	405	236	77.4%	66	21.6%	3	1.0%
Irrigation Systems & Equipment	38,753	301	185	545	120	64.9%	55	29.7%	10	5.4%
Modeling Schools	38,700	302	93	759	63	67.7%	18	19.4%	12	12.9%
Assisted Living Centers & Adult Family Homes	38,675	303	127	643	102	80.3%	25	19.7%	0	0.0%
Energy Conservation Products & Services	38,515	304	119	660	81	68.1%	36	30.3%	2	1.7%
Asphalt	38,475	305	233	470	72	30.9%	132	56.7%	29	12.4%
Mobile Homes - Dealers	38,422	306	357	379	217	60.8%	123	34.5%	17	4.8%
Building Construction Consultants	37,818	307	230	471	134	58.3%	94	40.9%	2	0.9%
Fireplaces	37,551	308	282	421	215	76.2%	65	23.0%	2	0.7%
Real Estate Rental Service	37,547	309	804	221	517	64.3%	262	32.6%	25	3.1%
Telemarketing Services	37,008	310	704	241	483	68.6%	145	20.6%	76	10.8%
Cutlery	37,002	311	62	916	51	82.3%	3	4.8%	8	12.9%
Roof Structures	36,739	312	207	504	119	57.5%	85	41.1%	3	1.4%
Water Well Drilling & Service	36,704	313	124	652	84	67.7%	35	28.2%	5	4.0%
Personal Services	36,657	314	348	383	199	57.2%	126	36.2%	23	6.6%
Associations	36,304	315	198	521	169	85.4%	29	14.6%	0	0.0%
Optometrists - O.D.	36,120	316	467	321	375	80.3%	89	19.1%	3	0.6%
Boat Dealers	35,910	317	376	368	249	66.2%	118	31.4%	9	2.4%
Accountants	35,812	318	214	493	130	60.7%	77	36.0%	7	3.3%
Gift Shops	35,682	319	302	408	206	68.2%	89	29.5%	7	2.3%
Financing Consultants	35,291	320	586	272	249	42.5%	220	37.5%	117	20.0%
Adoption Services	35,269	321	44	1,054	22	50.0%	18	40.9%	4	9.1%
Insurance - Life	35,257	322	164	584	134	81.7%	26	15.9%	4	2.4%
Credit Cards - Protection Service	35,166	323	1,318	161	1,081	82.0%	225	17.1%	12	0.9%
Graphic Designers	34,922	324	167	578	83	49.7%	80	47.9%	4	2.4%
Landscape Architects	34,660	325	192	531	89	46.4%	89	46.4%	14	7.3%
Government Grant Services	34,151	326	1,442	149	1,017	70.5%	340	23.6%	85	5.9%
Window Shades	34,139	327	194	529	120	61.9%	64	33.0%	10	5.2%
Lubricating Service - Automotive	34,111	328	976	193	699	71.6%	271	27.8%	6	0.6%
Auto Parts & Supplies - Used & Rebuilt	33,918	329	631	260	351	55.6%	267	42.3%	13	2.1%
Vending Machines	33,886	330	199	520	116	58.3%	69	34.7%	14	7.0%
Delivery Service	33,716	331	1,563	138	1,344	86.0%	198	12.7%	21	1.3%
Mobile Homes Distributors & Manufacturers	33,625	332	412	346	324	78.6%	81	19.7%	7	1.7%
Business & Trade Organizations	33,561	333	182	551	147	80.8%	28	15.4%	7	3.8%
Auto Detailing	33,073	334	427	337	211	49.4%	206	48.2%	10	2.3%
Pet Supplies & Foods - Retail	33,064	335	796	223	460	57.8%	320	40.2%	16	2.0%
Tanning Salons	32,911	336	1,454	148	803	55.2%	476	32.7%	175	12.0%
Hardware - Retail	32,821	337	329	391	222	67.5%	73	22.2%	34	10.3%
Auto & Truck Brokers	32,788	338	336	387	163	48.5%	157	46.7%	16	4.8%
Beauty Supplies & Equipment	32,447	339	1,408	155	647	46.0%	681	48.4%	80	5.7%
Health & Medical Products - Scientifically Unproven	32,420	340	5,533	34	3,826	69.1%	1,632	29.5%	75	1.4%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Insurance - Homeowners	32,233	341	557	286	493	88.5%	52	9.3%	12	2.2%
Scholarships & Financial Aid	32,073	342	972	194	833	85.7%	132	13.6%	7	0.7%
Herbs	31,850	343	10,278	14	5,192	50.5%	5,011	48.8%	75	0.7%
Car Wash & Polish	31,759	344	1,286	163	767	59.6%	453	35.2%	66	5.1%
Property Maintenance	31,643	345	286	416	180	62.9%	97	33.9%	9	3.1%
Buildings - Pre - Cut, Prefab & Modular - Dealers	31,412	346	235	466	182	77.4%	47	20.0%	6	2.6%
Medical - Dental Discount Plans	31,369	347	804	221	707	87.9%	75	9.3%	22	2.7%
Auto Repair - Mobile	31,079	348	492	308	286	58.1%	193	39.2%	13	2.6%
Fulfillment Services	31,072	349	5,369	36	1,916	35.7%	1,539	28.7%	1,914	35.6%
Security Systems Consultants	31,057	350	521	297	440	84.5%	76	14.6%	5	1.0%
Draperies & Curtains - Retail & Custom	31,032	351	193	530	126	65.3%	64	33.2%	3	1.6%
Management Consultants	30,974	352	180	556	108	60.0%	62	34.4%	10	5.6%
Guns & Gunsmiths	30,957	353	482	312	301	62.4%	168	34.9%	13	2.7%
Massage Therapists	30,664	354	459	325	287	62.5%	143	31.2%	29	6.3%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	30,432	355	251	449	179	71.3%	60	23.9%	12	4.8%
Check Cashing Service	30,318	356	649	252	510	78.6%	124	19.1%	15	2.3%
Surveyors - Land	30,288	357	73	840	40	54.8%	33	45.2%	0	0.0%
Musical Instruments - Dealers	30,132	358	448	327	331	73.9%	111	24.8%	6	1.3%
Home Theater	30,088	359	111	690	82	73.9%	23	20.7%	6	5.4%
Air Conditioning Repair	30,014	360	200	518	116	58.0%	72	36.0%	12	6.0%
Theatrical Agencies	29,808	361	342	386	223	65.2%	119	34.8%	0	0.0%
Engines - Rebuild & Exchange	29,781	362	511	301	302	59.1%	202	39.5%	7	1.4%
Antiques - Dealers	29,774	363	167	578	83	49.7%	65	38.9%	19	11.4%
Stucco & Exterior Coating Contractors	29,735	364	90	774	40	44.4%	44	48.9%	6	6.7%
Hair Styling and Services	29,712	365	725	236	239	33.0%	223	30.8%	263	36.3%
Pet Training	29,607	366	164	584	100	61.0%	62	37.8%	2	1.2%
Cruises	29,517	367	1,074	186	993	92.5%	78	7.3%	3	0.3%
Truck Repair & Service	29,270	368	172	569	119	69.2%	47	27.3%	6	3.5%
Dental Laboratories	29,116	369	1,157	180	842	72.8%	307	26.5%	8	0.7%
Exercise Equipment	29,019	370	1,021	188	894	87.6%	108	10.6%	19	1.9%
Advertising - Directory & Guide	28,805	371	1,951	109	1,506	77.2%	422	21.6%	23	1.2%
Wedding Consultants	28,608	372	206	506	112	54.4%	81	39.3%	13	6.3%
Collectibles	28,475	373	515	299	379	73.6%	98	19.0%	38	7.4%
Medical Alarms	28,223	374	98	735	70	71.4%	27	27.6%	1	1.0%
Utility Contractors	28,187	375	570	279	495	86.8%	68	11.9%	7	1.2%
Cooking Utensils	28,148	376	284	419	255	89.8%	24	8.5%	5	1.8%
Health & Fitness Program Consultants	27,981	377	606	266	492	81.2%	106	17.5%	8	1.3%
Lawn & Garden Equipment & Supplies	27,732	378	404	349	321	79.5%	76	18.8%	7	1.7%
Machine Shops	27,532	379	37	1,136	23	62.2%	12	32.4%	2	5.4%
Copy & Duplicating Service	27,293	380	112	684	76	67.9%	35	31.3%	1	0.9%
Air Purifying & Cleaning Systems & Equipment	27,268	381	287	415	207	72.1%	70	24.4%	10	3.5%
Shopping Service - Protective, Comparative	27,125	382	135	634	52	38.5%	19	14.1%	64	47.4%
Resorts	27,086	383	696	243	488	70.1%	196	28.2%	12	1.7%
Apartment Finding & Rental Service	26,968	384	531	291	351	66.1%	161	30.3%	19	3.6%
Tattoos	26,924	385	303	407	106	35.0%	158	52.1%	39	12.9%
Foods - Carry Out	26,845	386	596	268	346	58.1%	240	40.3%	10	1.7%
Mechanical Contractors	26,729	387	57	950	41	71.9%	13	22.8%	3	5.3%
Watches - Dealers	26,699	388	217	490	132	60.8%	69	31.8%	16	7.4%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Lumber - Retail	26,565	389	176	563	149	84.7%	26	14.8%	1	0.6%
Motels	26,506	390	1,760	121	1,116	63.4%	623	35.4%	21	1.2%
Cremation Services	26,265	391	33	1,181	28	84.8%	5	15.2%	0	0.0%
Septic Tanks & Systems Cleaning	26,143	392	125	647	80	64.0%	38	30.4%	7	5.6%
Sound Systems & Equipment	26,046	393	498	306	384	77.1%	113	22.7%	1	0.2%
Magazines - Subscription Agents	26,010	394	2,753	79	1,963	71.3%	665	24.2%	125	4.5%
Bakers - Retail	25,686	395	335	389	192	57.3%	125	37.3%	18	5.4%
Bicycle - Dealers	25,609	396	422	343	238	56.4%	180	42.7%	4	0.9%
Welding	25,343	397	74	836	31	41.9%	41	55.4%	2	2.7%
Art Galleries, Dealers & Consultants	25,206	398	249	452	144	57.8%	90	36.1%	15	6.0%
Trucking Transportation Brokers	25,192	399	104	712	59	56.7%	44	42.3%	1	1.0%
Incorporating Companies	25,048	400	185	545	108	58.4%	76	41.1%	1	0.5%
Day Spas	24,963	401	645	253	260	40.3%	215	33.3%	170	26.4%
Copiers & Copier Supplies	24,926	402	218	486	149	68.3%	65	29.8%	4	1.8%
Dancing Instruction	24,851	403	80	812	56	70.0%	23	28.8%	1	1.3%
Optical Goods - Retail	24,800	404	635	258	499	78.6%	135	21.3%	1	0.2%
Physical Therapists	24,787	405	101	723	79	78.2%	22	21.8%	0	0.0%
Clothing - Retail	24,750	406	1,126	183	618	54.9%	458	40.7%	50	4.4%
Upholsterers	24,712	407	210	499	100	47.6%	97	46.2%	13	6.2%
Retirement & Life Care Communities & Homes	24,636	408	56	958	43	76.8%	13	23.2%	0	0.0%
Payroll Service	24,632	409	147	607	108	73.5%	39	26.5%	0	0.0%
Commercial Products Manufacturers	24,466	410	1,006	189	920	91.5%	85	8.4%	1	0.1%
Lighting Fixtures - Retail	24,375	411	306	403	217	70.9%	87	28.4%	2	0.7%
Unclaimed Funds Retrieval Services	24,309	412	52	987	36	69.2%	10	19.2%	6	11.5%
Doors - Repair	24,279	413	170	573	102	60.0%	60	35.3%	8	4.7%
Real Estate Maintenance Protection Plan	24,164	414	2,327	92	1,287	55.3%	376	16.2%	664	28.5%
Home Warranty Plans	23,894	415	390	360	323	82.8%	6	1.5%	61	15.6%
Business Brokers	23,800	416	148	606	64	43.2%	72	48.6%	12	8.1%
Business Promotions - General	23,764	417	415	344	184	44.3%	204	49.2%	27	6.5%
Construction Management	23,741	418	58	941	30	51.7%	25	43.1%	3	5.2%
Publishers - Periodical	23,215	419	1,424	152	1,209	84.9%	173	12.1%	42	2.9%
Adjusters	23,189	420	489	310	469	95.9%	17	3.5%	3	0.6%
Employment Contractors - Temporary Help	22,915	421	60	928	25	41.7%	34	56.7%	1	1.7%
Furniture Manufacturers	22,889	422	530	292	393	74.2%	120	22.6%	17	3.2%
Auto Service - Window Tinting	22,856	423	214	493	115	53.7%	85	39.7%	14	6.5%
Buses - Charter & Rental	22,787	424	504	302	431	85.5%	71	14.1%	2	0.4%
Television & Radio - Dealers	22,751	425	628	261	387	61.6%	214	34.1%	27	4.3%
Hospitalization, Medical & Surgical Plans	22,737	426	564	281	483	85.6%	79	14.0%	2	0.4%
Mold & Mildew Inspection/Removal/Remediation	22,686	427	75	832	57	76.0%	15	20.0%	3	4.0%
Furniture Repair & Refinish	22,609	428	191	532	136	71.2%	50	26.2%	5	2.6%
Office Supplies - Sale by Deceptive Telemarketing	22,532	429	2,164	99	1,518	70.1%	642	29.7%	4	0.2%
Martial Arts	22,510	430	377	366	214	56.8%	151	40.1%	12	3.2%
Airlines	22,505	431	5,660	32	5,159	91.1%	482	8.5%	19	0.3%
Buildings - Metal	22,439	432	125	647	91	72.8%	33	26.4%	1	0.8%
Telecommunications Equipment - Disability	22,431	433	1,712	128	1,135	66.3%	571	33.4%	6	0.4%
Employment Service - Employee Leasing	22,387	434	100	729	75	75.0%	21	21.0%	4	4.0%
Party Planning	22,217	435	182	551	113	62.1%	64	35.2%	5	2.7%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Gas - Propane	22,143	436	583	273	454	77.9%	126	21.6%	3	0.5%
Closet Systems & Accessories	21,999	437	45	1,040	20	44.4%	20	44.4%	5	11.1%
Foundations - Education, Philanthropy, Research	21,983	438	79	814	41	51.9%	36	45.6%	2	2.5%
Identity Theft Protection & Prevention Services	21,909	439	138	629	119	86.2%	15	10.9%	4	2.9%
Recycling Centers	21,742	440	97	740	72	74.2%	24	24.7%	1	1.0%
Telephone Equipment & Systems Service & Repair	21,727	441	301	409	229	76.1%	69	22.9%	3	1.0%
Glass Coating & Tinting	21,691	442	71	854	31	43.7%	36	50.7%	4	5.6%
Dentist - Orthodontist	21,566	443	143	618	124	86.7%	18	12.6%	1	0.7%
Opticians	21,530	444	479	314	377	78.7%	93	19.4%	9	1.9%
Truck Dealers	21,515	445	180	556	124	68.9%	54	30.0%	2	1.1%
Fund Raising Counselors & Orgs	21,506	446	83	794	42	50.6%	38	45.8%	3	3.6%
Secret Shopper	21,480	447	203	511	51	25.1%	55	27.1%	97	47.8%
Motorcycles - Supplies & Parts	21,444	448	663	250	350	52.8%	304	45.9%	9	1.4%
Monuments	21,141	449	239	462	141	59.0%	85	35.6%	13	5.4%
Fire & Smoke Alarm Systems	21,134	450	110	694	68	61.8%	36	32.7%	6	5.5%
Marble - Natural	21,116	451	74	836	46	62.2%	24	32.4%	4	5.4%
Television & Radio - Service & Repair	21,085	452	558	285	365	65.4%	161	28.9%	32	5.7%
Telephone Service - Long Distance	20,952	453	884	210	726	82.1%	139	15.7%	19	2.1%
Cosmetics & Perfumes - Retail	20,714	454	524	296	267	51.0%	224	42.7%	33	6.3%
Industrial Equipment & Supplies	20,683	455	72	846	49	68.1%	22	30.6%	1	1.4%
Pawnbrokers	20,602	456	315	399	210	66.7%	100	31.7%	5	1.6%
Energy Management & Conservation Consultant	20,580	457	92	764	85	92.4%	7	7.6%	0	0.0%
Television Stations & Broadcast Companies	20,502	458	92	764	62	67.4%	28	30.4%	2	2.2%
Financing	20,484	459	926	200	869	93.8%	55	5.9%	2	0.2%
Trucking - Heavy Hauling	20,430	460	44	1,054	21	47.7%	15	34.1%	8	18.2%
Demolition Contractors	20,370	461	26	1,287	14	53.8%	12	46.2%	0	0.0%
Data Processing Service	20,321	462	239	462	71	29.7%	33	13.8%	135	56.5%
Internet Selling Services	20,167	463	919	202	552	60.1%	281	30.6%	86	9.4%
Ambulance Service	20,157	464	207	504	160	77.3%	45	21.7%	2	1.0%
Trucking	20,100	465	98	735	53	54.1%	41	41.8%	4	4.1%
Womens Apparel - Retail	19,987	466	742	233	511	68.9%	206	27.8%	25	3.4%
Plumbing Fixtures, Parts, Supplies - Retail	19,843	467	322	395	154	47.8%	166	51.6%	2	0.6%
Screen Enclosures	19,838	468	103	716	82	79.6%	20	19.4%	1	1.0%
Pet Sitting Services	19,817	469	81	806	43	53.1%	36	44.4%	2	2.5%
Employment Training	19,766	470	254	445	133	52.4%	117	46.1%	4	1.6%
Uniforms	19,624	471	384	364	257	66.9%	122	31.8%	5	1.3%
Pizza	19,614	472	788	226	407	51.6%	355	45.1%	26	3.3%
Woodworking	19,531	473	135	634	52	38.5%	78	57.8%	5	3.7%
Steel Fabricators	19,530	474	63	913	27	42.9%	31	49.2%	5	7.9%
Meat - Retail	19,342	475	183	549	111	60.7%	65	35.5%	7	3.8%
Beds - Retail	19,278	476	444	330	387	87.2%	53	11.9%	4	0.9%
Toys - Retail	19,246	477	739	235	454	61.4%	259	35.0%	26	3.5%
Insurance Consultants	19,076	478	77	825	59	76.6%	18	23.4%	0	0.0%
Mufflers & Exhaust Systems	19,015	479	335	389	230	68.7%	97	29.0%	8	2.4%
Log Cabins, Homes & Buildings	18,944	480	75	832	36	48.0%	36	48.0%	3	4.0%
Paralegals	18,897	481	291	414	145	49.8%	132	45.4%	14	4.8%
Recording Service - Sound & Video	18,885	482	151	603	78	51.7%	69	45.7%	4	2.6%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Travel & Moving Services	18,775	483	161	587	72	44.7%	82	50.9%	7	4.3%
Auto Repairing - Foreign	18,724	484	71	854	59	83.1%	11	15.5%	1	1.4%
Cosmetic Sales	18,667	485	1,118	184	1,015	90.8%	99	8.9%	4	0.4%
Nanny Service	18,579	486	72	846	30	41.7%	39	54.2%	3	4.2%
Computers - Wholesale & Manufacturers	18,481	487	530	292	504	95.1%	23	4.3%	3	0.6%
Contact Lenses	18,458	488	403	350	322	79.9%	76	18.9%	5	1.2%
Sweepstakes	18,303	489	227	473	154	67.8%	48	21.1%	25	11.0%
Stone - Natural	18,220	490	61	921	35	57.4%	25	41.0%	1	1.6%
Wedding Supplies & Services	18,128	491	366	375	200	54.6%	147	40.2%	19	5.2%
Electric Equipment - Service & Repair	18,127	492	465	323	328	70.5%	119	25.6%	18	3.9%
Furniture Designers & Custom Builders	18,113	493	270	431	146	54.1%	113	41.9%	11	4.1%
Water Treatment Equipment,Service & Supplies	18,099	494	168	577	109	64.9%	52	31.0%	7	4.2%
Road Service - Automotive	18,040	495	227	473	200	88.1%	26	11.5%	1	0.4%
Solar Energy Products Service & Repair	18,040	495	109	699	77	70.6%	29	26.6%	3	2.8%
Health Maintenance Organizations	17,789	497	305	405	263	86.2%	42	13.8%	0	0.0%
Resume Service	17,681	498	210	499	120	57.1%	89	42.4%	1	0.5%
Home Design & Planning	17,428	499	67	879	31	46.3%	33	49.3%	3	4.5%
Medical Testing Companies	17,379	500	127	643	89	70.1%	36	28.3%	2	1.6%
Furniture - Outdoor	17,375	501	243	456	183	75.3%	53	21.8%	7	2.9%
Video Tapes & Discs Sales & Rentals	17,365	502	881	212	659	74.8%	200	22.7%	22	2.5%
Telephone Pre-Paid Card Sales & Distribution	17,348	503	1,603	137	1,493	93.1%	97	6.1%	13	0.8%
Asbestos Removal Service	17,322	504	13	1,664	6	46.2%	6	46.2%	1	7.7%
Radon Testing & Service	17,156	505	56	958	39	69.6%	14	25.0%	3	5.4%
Maids & Butlers Service	17,148	506	139	626	80	57.6%	51	36.7%	8	5.8%
Auto Alarms & Security Systems	17,131	507	235	466	133	56.6%	90	38.3%	12	5.1%
Laboratories - Medical	17,060	508	412	346	289	70.1%	120	29.1%	3	0.7%
Physicians & Surgeons - Ophthalmology	17,044	509	110	694	95	86.4%	15	13.6%	0	0.0%
Auto Auctions	16,914	510	145	613	100	69.0%	45	31.0%	0	0.0%
Screens - Door & Window	16,907	511	47	1,022	30	63.8%	17	36.2%	0	0.0%
Schools - Academic - Pre & Kindergarten	16,900	512	78	819	52	66.7%	22	28.2%	4	5.1%
Boat Repair	16,895	513	186	543	111	59.7%	72	38.7%	3	1.6%
Farm Equipment	16,818	514	142	624	102	71.8%	40	28.2%	0	0.0%
Building Restoration & Preservation	16,795	515	69	865	49	71.0%	16	23.2%	4	5.8%
Oil & Gas Exploration & Development	16,776	516	60	928	44	73.3%	16	26.7%	0	0.0%
Medical Record Service	16,682	517	64	903	38	59.4%	25	39.1%	1	1.6%
Dog Breeders	16,672	518	283	420	158	55.8%	110	38.9%	15	5.3%
Banquet Facilities	16,669	519	146	610	86	58.9%	55	37.7%	5	3.4%
Fireplace Equipment - Retail	16,524	520	146	610	79	54.1%	63	43.2%	4	2.7%
Sightseeing Tours	16,513	521	195	527	129	66.2%	60	30.8%	6	3.1%
Auto Service - Sound Systems Sales & Service	16,496	522	182	551	127	69.8%	55	30.2%	0	0.0%
Screen Printing	16,409	523	105	710	53	50.5%	47	44.8%	5	4.8%
Video Games - Dealers	16,389	524	657	251	417	63.5%	228	34.7%	12	1.8%
Sales Promotion Service	16,349	525	257	442	169	65.8%	85	33.1%	3	1.2%
Party Supplies	16,319	526	321	396	196	61.1%	120	37.4%	5	1.6%
Bail Bonds	16,309	527	130	640	71	54.6%	55	42.3%	4	3.1%
Auto Perform, Race & Sport Equipment	16,246	528	216	491	127	58.8%	78	36.1%	11	5.1%
Pharmaceutical Products - Wholesale & Manufacturing	16,243	529	143	618	92	64.3%	50	35.0%	1	0.7%
Appliances - Small - Dealers	16,215	530	576	275	317	55.0%	231	40.1%	28	4.9%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Franchising	16,211	531	91	767	61	67.0%	27	29.7%	3	3.3%
Campgrounds & RV Parks	16,178	532	261	437	188	72.0%	71	27.2%	2	0.8%
Schools - Academic - Special Education	16,156	533	110	694	69	62.7%	34	30.9%	7	6.4%
Venetian Blinds - Dealers	16,102	534	174	567	102	58.6%	57	32.8%	15	8.6%
Auto Customizing	16,058	535	279	423	130	46.6%	137	49.1%	12	4.3%
Hobby & Model Construction Supplies - Retail	16,037	536	708	240	630	89.0%	70	9.9%	8	1.1%
Water Companies - Bottled, Bulk	15,887	537	383	365	344	89.8%	33	8.6%	6	1.6%
Windows - Repairing	15,816	538	74	836	44	59.5%	29	39.2%	1	1.4%
Internet Gaming	15,772	539	621	264	580	93.4%	36	5.8%	5	0.8%
Physicians & Surgeons - OB/GYN	15,670	540	83	794	70	84.3%	11	13.3%	2	2.4%
Auto Wrecking	15,633	541	269	433	144	53.5%	123	45.7%	2	0.7%
Appraisers	15,591	542	126	646	69	54.8%	56	44.4%	1	0.8%
Telephone Answering Equipment & Systems	15,427	543	244	455	212	86.9%	30	12.3%	2	0.8%
Heating Equipment & Systems Cleaning & Repair	15,420	544	87	784	56	64.4%	27	31.0%	4	4.6%
Contract Manufacturing	15,391	545	676	248	442	65.4%	232	34.3%	2	0.3%
Answering Services	15,310	546	196	525	184	93.9%	11	5.6%	1	0.5%
Data Communications Equipment & Systems	15,166	547	2,253	98	2,224	98.7%	28	1.2%	1	0.0%
Cemeteries	15,160	548	152	602	106	69.7%	45	29.6%	1	0.7%
Association Management	15,151	549	240	460	197	82.1%	39	16.3%	4	1.7%
Restaurant Equipment & Supplies	15,148	550	108	703	72	66.7%	32	29.6%	4	3.7%
Embroidery	15,136	551	95	747	46	48.4%	45	47.4%	4	4.2%
Taxicabs	14,962	552	319	397	170	53.3%	131	41.1%	18	5.6%
Radio Stations & Broadcast Companies	14,816	553	1,715	127	1,589	92.7%	107	6.2%	19	1.1%
Electronic Equipment & Supplies - Wholesale & Manufacturers	14,812	554	2,107	102	2,030	96.3%	61	2.9%	16	0.8%
Costumes - Masquerade & Theatrical	14,779	555	252	448	165	65.5%	83	32.9%	4	1.6%
Motivational & Self Improvement Training	14,699	556	261	437	207	79.3%	52	19.9%	2	0.8%
Handbags	14,695	557	437	333	222	50.8%	203	46.5%	12	2.7%
Kitchen Accessories	14,672	558	270	431	166	61.5%	99	36.7%	5	1.9%
Leasing Service	14,644	559	393	357	339	86.3%	49	12.5%	5	1.3%
Laboratories - Testing	14,631	560	81	806	55	67.9%	19	23.5%	7	8.6%
Engineering Contractors - General	14,559	561	23	1,346	16	69.6%	6	26.1%	1	4.3%
Magazines Sold Door-to-Door	14,553	562	617	265	335	54.3%	218	35.3%	64	10.4%
Manufactured Home Dealers	14,531	563	197	522	127	64.5%	68	34.5%	2	1.0%
Executive Search Consultants	14,460	564	22	1,377	14	63.6%	8	36.4%	0	0.0%
Real Estate Investors	14,454	565	91	767	51	56.0%	35	38.5%	5	5.5%
Catalog Showrooms	14,332	566	134	636	111	82.8%	22	16.4%	1	0.7%
Passport & Visa Services	14,301	567	227	473	169	74.4%	57	25.1%	1	0.4%
Vertical Blinds	14,273	568	128	642	63	49.2%	60	46.9%	5	3.9%
Bed & Breakfast	14,138	569	175	565	117	66.9%	55	31.4%	3	1.7%
Sunroom & Solarium Design & Construction	14,022	570	145	613	114	78.6%	20	13.8%	11	7.6%
Telephone & Television Cable Contractors	13,942	571	905	206	781	86.3%	99	10.9%	25	2.8%
Tire Retread & Repair	13,870	572	222	481	127	57.2%	91	41.0%	4	1.8%
Food & Beverage Services	13,870	572	196	525	101	51.5%	79	40.3%	16	8.2%
Searchers of Records	13,822	574	795	224	765	96.2%	28	3.5%	2	0.3%
Carpet Layers	13,817	575	114	674	54	47.4%	54	47.4%	6	5.3%
Dental Service Plans	13,812	576	111	690	69	62.2%	41	36.9%	1	0.9%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Contractors - Flooring	13,791	577	177	562	122	68.9%	47	26.6%	8	4.5%
Organizing Services - Household & Business	13,756	578	45	1,040	16	35.6%	29	64.4%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Retail	13,731	579	572	277	479	83.7%	81	14.2%	12	2.1%
Lotteries - Foreign	13,650	580	82	798	1	1.2%	20	24.4%	61	74.4%
Golf Equipment & Supplies - Retail	13,648	581	173	568	105	60.7%	57	32.9%	11	6.4%
Rental Vacancy Listing Service	13,636	582	471	316	188	39.9%	279	59.2%	4	0.8%
Home Centers	13,620	583	178	560	114	64.0%	55	30.9%	9	5.1%
Physicians & Surgeons - Dermatology	13,557	584	131	637	98	74.8%	29	22.1%	4	3.1%
Porcelain Enamel Repair & Refinish	13,495	585	51	995	36	70.6%	13	25.5%	2	3.9%
Physicians & Surgeons - Orthopedic Surgery	13,494	586	79	814	68	86.1%	10	12.7%	1	1.3%
Commodity Brokers	13,474	587	65	893	47	72.3%	16	24.6%	2	3.1%
Computers - Disaster Recovery	13,471	588	209	501	127	60.8%	79	37.8%	3	1.4%
Jewelry Manufacturers	13,467	589	75	832	36	48.0%	39	52.0%	0	0.0%
Insurance - Viatical	13,466	590	53	976	33	62.3%	20	37.7%	0	0.0%
Plastering Contractors	13,390	591	19	1,454	8	42.1%	10	52.6%	1	5.3%
All-Terrain Vehicles	13,374	592	349	382	172	49.3%	159	45.6%	18	5.2%
Hotels - Reservations	13,164	593	181	555	124	68.5%	42	23.2%	15	8.3%
Driving Proficiency Test Service	13,143	594	78	819	60	76.9%	14	17.9%	4	5.1%
Parking Facilities	13,140	595	761	231	495	65.0%	251	33.0%	15	2.0%
Sportswear - Retail	13,119	596	521	297	308	59.1%	204	39.2%	9	1.7%
Currency Exchange	13,079	597	14	1,617	7	50.0%	7	50.0%	0	0.0%
Drainage Contractors	13,066	598	50	999	36	72.0%	13	26.0%	1	2.0%
Baby Accessories & Services	13,049	599	387	361	189	48.8%	182	47.0%	16	4.1%
Paper & Document Shredding	13,039	600	12	1,712	11	91.7%	1	8.3%	0	0.0%
Furniture Rent & Lease	13,017	601	972	194	865	89.0%	100	10.3%	7	0.7%
Iron Work	13,008	602	91	767	32	35.2%	56	61.5%	3	3.3%
Health & Diet Food Products - Wholesale & Manufacturing	13,002	603	107	706	55	51.4%	50	46.7%	2	1.9%
Gas - Propane - Equipment & Supplies	12,996	604	368	372	329	89.4%	37	10.1%	2	0.5%
Paper Products	12,955	605	36	1,147	17	47.2%	17	47.2%	2	5.6%
Checks - Printing	12,928	606	109	699	105	96.3%	3	2.8%	1	0.9%
Beauty Schools	12,883	607	116	669	92	79.3%	23	19.8%	1	0.9%
Stoves - Wood, Coal	12,858	608	218	486	158	72.5%	57	26.1%	3	1.4%
Watches - Service & Repair	12,832	609	222	481	154	69.4%	66	29.7%	2	0.9%
Sheet Metal Work	12,830	610	35	1,155	25	71.4%	8	22.9%	2	5.7%
Pet Exercising Service	12,763	611	16	1,558	11	68.8%	3	18.8%	2	12.5%
Coatings - Protective	12,755	612	60	928	30	50.0%	26	43.3%	4	6.7%
Auto Manufacturers & Distributors	12,735	613	1,998	105	1,814	90.8%	175	8.8%	9	0.5%
Building Inspection	12,713	614	48	1,014	34	70.8%	13	27.1%	1	2.1%
Compact Discs, Tapes & Records - Retail	12,709	615	247	453	175	70.9%	61	24.7%	11	4.5%
Office Furniture & Equipment - Rental & Leasing	12,708	616	234	469	175	74.8%	59	25.2%	0	0.0%
Industrial Products Wholesalers & Distributors	12,687	617	20	1,422	18	90.0%	2	10.0%	0	0.0%
Entertainers	12,666	618	112	684	51	45.5%	55	49.1%	6	5.4%
Translators & Interpreters	12,631	619	24	1,327	11	45.8%	13	54.2%	0	0.0%
Engineers - Civil	12,621	620	10	1,784	7	70.0%	3	30.0%	0	0.0%
Real Estate - Rentals by Individuals	12,597	621	413	345	243	58.8%	145	35.1%	25	6.1%
Medical Service Organizations	12,589	622	165	582	141	85.5%	23	13.9%	1	0.6%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Elevators - Sales & Service	12,577	623	45	1,040	28	62.2%	17	37.8%	0	0.0%
Communication Consultants	12,477	624	88	779	51	58.0%	32	36.4%	5	5.7%
Door & Gate Operating Devices	12,474	625	26	1,287	16	61.5%	10	38.5%	0	0.0%
Sod & Sodding Service	12,412	626	51	995	27	52.9%	23	45.1%	1	2.0%
Youth Organizations & Centers	12,399	627	76	828	54	71.1%	20	26.3%	2	2.6%
Food Products	12,386	628	103	716	53	51.5%	42	40.8%	8	7.8%
Day Care - Adults	12,385	629	29	1,242	19	65.5%	10	34.5%	0	0.0%
Lingerie	12,380	630	372	369	220	59.1%	144	38.7%	8	2.2%
Insurance Claim Processing Services	12,376	631	202	515	158	78.2%	34	16.8%	10	5.0%
Non Profit Organizations - General Membership	12,355	632	153	601	137	89.5%	15	9.8%	1	0.7%
Gift Baskets & Parcels	12,325	633	108	703	59	54.6%	46	42.6%	3	2.8%
Electric Equipment & Supplies - Retail	12,313	634	241	458	177	73.4%	55	22.8%	9	3.7%
Tool & Utility Sheds	12,297	635	40	1,096	25	62.5%	9	22.5%	6	15.0%
Refrigeration Equipment - Commercial - Sales & Service	12,234	636	49	1,006	23	46.9%	23	46.9%	3	6.1%
Convenience Stores	12,231	637	314	400	206	65.6%	96	30.6%	12	3.8%
Spas & Hot Tubs - Service & Repair	12,225	638	213	495	109	51.2%	79	37.1%	25	11.7%
Battery Supplies	12,216	639	190	535	134	70.5%	51	26.8%	5	2.6%
Coffee & Tea	12,194	640	147	607	76	51.7%	67	45.6%	4	2.7%
Clothes - Consignment & Resale	12,158	641	499	305	167	33.5%	289	57.9%	43	8.6%
Fire Protection Equipment & Supplies	12,136	642	69	865	58	84.1%	9	13.0%	2	2.9%
Boys Clothing & Furnishings - Retail	12,099	643	459	325	254	55.3%	203	44.2%	2	0.4%
Senior Citizens Service Organization	12,074	644	26	1,287	17	65.4%	9	34.6%	0	0.0%
Roofing Materials	12,046	645	49	1,006	36	73.5%	12	24.5%	1	2.0%
Auto Seat Covers, Tops & Upholstery	11,980	646	73	840	49	67.1%	22	30.1%	2	2.7%
Paint - Retail	11,971	647	91	767	34	37.4%	52	57.1%	5	5.5%
Mens Clothing & Furnishings - Retail	11,928	648	258	439	193	74.8%	56	21.7%	9	3.5%
Truck Equipment & Parts	11,917	649	114	674	64	56.1%	43	37.7%	7	6.1%
Concrete Products	11,898	650	64	903	40	62.5%	21	32.8%	3	4.7%
Auto Radios & Stereos - Sales & Repair	11,803	651	385	363	209	54.3%	167	43.4%	9	2.3%
Landscaping Equipment & Supplies	11,796	652	68	875	37	54.4%	29	42.6%	2	2.9%
Social Service Organizations	11,791	653	63	913	29	46.0%	33	52.4%	1	1.6%
Video Equipment - Sales & Rentals	11,653	654	777	228	741	95.4%	35	4.5%	1	0.1%
Optical Goods - Service & Repair	11,643	655	265	435	204	77.0%	57	21.5%	4	1.5%
Barbers	11,640	656	183	549	90	49.2%	89	48.6%	4	2.2%
Novelties - Retail	11,634	657	271	429	169	62.4%	92	33.9%	10	3.7%
Safety Consultants	11,611	658	58	941	49	84.5%	6	10.3%	3	5.2%
Mental Health Services	11,571	659	38	1,121	32	84.2%	5	13.2%	1	2.6%
Fence - Sales, Service & Contractors	11,501	660	117	665	46	39.3%	68	58.1%	3	2.6%
Clubs	11,389	661	395	356	313	79.2%	80	20.3%	2	0.5%
Concrete Blocks & Shapes	11,383	662	65	893	36	55.4%	22	33.8%	7	10.8%
Auto Parts & Supplies - Wholesale & Manufacturers	11,298	663	281	422	111	39.5%	157	55.9%	13	4.6%
Land Clearing & Leveling	11,241	664	18	1,481	7	38.9%	9	50.0%	2	11.1%
Nail Salons	11,236	665	306	403	191	62.4%	108	35.3%	7	2.3%
Buildings - Pole & Post Frame	11,236	665	48	1,014	28	58.3%	20	41.7%	0	0.0%
Scholastic Prep Courses, Books & Materials	11,212	667	526	295	215	40.9%	65	12.4%	246	46.8%
Audio-Visual Production Services	11,209	668	46	1,031	29	63.0%	15	32.6%	2	4.3%
Music Instruction - Instrumental	11,175	669	114	674	75	65.8%	29	25.4%	10	8.8%
Physicians & Surgeons - Pediatrics	11,050	670	61	921	52	85.2%	8	13.1%	1	1.6%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Gymnastic Instruction	11,038	671	101	723	58	57.4%	32	31.7%	11	10.9%
Sewing Machines - Dealers	10,973	672	216	491	123	56.9%	65	30.1%	28	13.0%
Television Home Shopping	10,955	673	1,509	142	1,395	92.4%	108	7.2%	6	0.4%
Vanity Publishers	10,927	674	441	332	227	51.5%	170	38.5%	44	10.0%
Craft Supplies	10,918	675	191	532	105	55.0%	83	43.5%	3	1.6%
Marine Sales & Service	10,907	676	188	538	107	56.9%	76	40.4%	5	2.7%
Industrial Manufacturers	10,897	677	57	950	44	77.2%	13	22.8%	0	0.0%
Insurance - Property	10,873	678	79	814	75	94.9%	3	3.8%	1	1.3%
Estates - Appraisals, Sales & Auctions	10,838	679	104	712	55	52.9%	46	44.2%	3	2.9%
Rehabilitation Services	10,790	680	90	774	58	64.4%	29	32.2%	3	3.3%
Seals - Notary & Corporation	10,745	681	110	694	69	62.7%	40	36.4%	1	0.9%
Heating Equipment	10,670	682	95	747	70	73.7%	23	24.2%	2	2.1%
Physicians & Surgeons - Weight Reduction	10,623	683	1,161	178	1,025	88.3%	134	11.5%	2	0.2%
Housewares - Retail	10,600	684	480	313	199	41.5%	164	34.2%	117	24.4%
Lecture & Seminar Bureaus	10,553	685	117	665	93	79.5%	23	19.7%	1	0.9%
Marriage, Family, Child, Individual Counselors	10,549	686	39	1,107	30	76.9%	9	23.1%	0	0.0%
Diamonds	10,534	687	50	999	34	68.0%	15	30.0%	1	2.0%
Water Companies - Utility	10,512	688	594	270	514	86.5%	75	12.6%	5	0.8%
Party Supplies - Renting	10,493	689	104	712	62	59.6%	39	37.5%	3	2.9%
Churches	10,493	689	38	1,121	23	60.5%	14	36.8%	1	2.6%
Generators - Electric	10,460	691	54	969	44	81.5%	9	16.7%	1	1.9%
Magazines - Dealers	10,458	692	596	268	411	69.0%	165	27.7%	20	3.4%
Animal Shelters	10,390	693	119	660	72	60.5%	42	35.3%	5	4.2%
Human Resources	10,375	694	26	1,287	18	69.2%	6	23.1%	2	7.7%
Ornamental Metal Work	10,336	695	31	1,213	18	58.1%	13	41.9%	0	0.0%
Transportation Consultants	10,331	696	144	615	88	61.1%	55	38.2%	1	0.7%
Childrens & Infants Wear - Retail	10,284	697	271	429	132	48.7%	125	46.1%	14	5.2%
Bathroom Accessories	10,280	698	184	547	114	62.0%	67	36.4%	3	1.6%
Vacuum Cleaners - Service & Repair	10,268	699	208	503	148	71.2%	55	26.4%	5	2.4%
Jewelry Designers	10,227	700	85	788	44	51.8%	33	38.8%	8	9.4%
Contractors Equipment & Supplies - Dealers & Ser	10,221	701	65	893	38	58.5%	22	33.8%	5	7.7%
Payment Processing Service	10,201	702	223	480	213	95.5%	10	4.5%	0	0.0%
Prize Promotions	10,158	703	329	391	228	69.3%	74	22.5%	27	8.2%
Photo Finishing - Retail	10,129	704	250	450	157	62.8%	83	33.2%	10	4.0%
Fix-It Shops	10,125	705	113	679	84	74.3%	27	23.9%	2	1.8%
Marinas	10,117	706	122	657	87	71.3%	35	28.7%	0	0.0%
Wheel Chair Lifts & Ramps	10,097	707	62	916	45	72.6%	17	27.4%	0	0.0%
Marble & Granite Installation, Stonework Fabrication	10,076	708	69	865	41	59.4%	27	39.1%	1	1.4%
Jewelers - Wholesale	10,055	709	36	1,147	28	77.8%	8	22.2%	0	0.0%
Trust Companies	9,947	710	34	1,167	22	64.7%	12	35.3%	0	0.0%
Formal Wear	9,946	711	213	495	139	65.3%	69	32.4%	5	2.3%
Physicians & Surgeons - Internal Medicine	9,946	711	64	903	48	75.0%	15	23.4%	1	1.6%
Motorcycles - Repairing & Service	9,824	713	190	535	95	50.0%	90	47.4%	5	2.6%
Lawn Mowers	9,787	714	226	478	184	81.4%	37	16.4%	5	2.2%
Buildings - Portable	9,698	715	37	1,136	31	83.8%	5	13.5%	1	2.7%
Wedding Chapels & Ceremonies	9,669	716	82	798	37	45.1%	39	47.6%	6	7.3%
Auto Listing Service	9,648	717	118	663	116	98.3%	1	0.8%	1	0.8%
Stock & Bond Brokers	9,636	718	69	865	54	78.3%	12	17.4%	3	4.3%
Casinos	9,623	719	158	593	97	61.4%	54	34.2%	7	4.4%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Oil Field Service	9,622	720	7	1,961	2	28.6%	5	71.4%	0	0.0%
Podiatrists	9,612	721	65	893	55	84.6%	10	15.4%	0	0.0%
Storm Windows & Doors	9,579	722	58	941	36	62.1%	19	32.8%	3	5.2%
Satellite Communication - Common Carrier	9,567	723	1,160	179	1,054	90.9%	103	8.9%	3	0.3%
Hypnotherapists - Hypnotists	9,549	724	30	1,228	28	93.3%	1	3.3%	1	3.3%
Cleaning Supplies	9,524	725	175	565	139	79.4%	31	17.7%	5	2.9%
Immigration & Naturalization Consultants	9,511	726	230	471	64	27.8%	144	62.6%	22	9.6%
Investment Seminars	9,493	727	155	598	127	81.9%	26	16.8%	2	1.3%
Optometrists	9,484	728	235	466	180	76.6%	52	22.1%	3	1.3%
Swimming Pool Enclosures	9,467	729	43	1,067	30	69.8%	13	30.2%	0	0.0%
Air Conditioning Systems - Cleaning	9,368	730	93	759	48	51.6%	41	44.1%	4	4.3%
Fencing Instruction	9,343	731	37	1,136	13	35.1%	17	45.9%	7	18.9%
Auto Dealers - Antique & Classic	9,287	732	112	684	54	48.2%	52	46.4%	6	5.4%
Cabinet Refinishers	9,272	733	38	1,121	16	42.1%	19	50.0%	3	7.9%
Screening - Background & Employment	9,242	734	21	1,398	10	47.6%	10	47.6%	1	4.8%
Janitors Equipment & Supplies	9,229	735	19	1,454	13	68.4%	6	31.6%	0	0.0%
Event Planners	9,218	736	101	723	52	51.5%	45	44.6%	4	4.0%
Publishing Consultants	9,218	736	98	735	69	70.4%	26	26.5%	3	3.1%
Soliciting Organizations	9,206	738	170	573	106	62.4%	61	35.9%	3	1.8%
Cleaning Services	9,184	739	82	798	42	51.2%	38	46.3%	2	2.4%
Police & Fire Organizations	9,156	740	15	1,587	9	60.0%	5	33.3%	1	6.7%
Coupon Book Promotions	9,135	741	401	353	326	81.3%	68	17.0%	7	1.7%
Modular Homes	9,104	742	26	1,287	18	69.2%	8	30.8%	0	0.0%
Golf Carts	9,065	743	53	976	37	69.8%	15	28.3%	1	1.9%
Laboratories - Research & Development	9,062	744	18	1,481	15	83.3%	3	16.7%	0	0.0%
Psychologists	9,054	745	33	1,181	28	84.8%	5	15.2%	0	0.0%
Schools - Academic - Second & Elementary	9,052	746	45	1,040	27	60.0%	18	40.0%	0	0.0%
Gymnasiums	9,036	747	637	257	380	59.7%	178	27.9%	79	12.4%
Books - Used & Rare	9,029	748	358	378	319	89.1%	34	9.5%	5	1.4%
Radio Communication Equipment & Systems	8,996	749	50	999	31	62.0%	17	34.0%	2	4.0%
Marble - Cultured	8,987	750	45	1,040	26	57.8%	11	24.4%	8	17.8%
Grocery - Bulk Food Stores	8,981	751	171	571	103	60.2%	64	37.4%	4	2.3%
Modeling - Advance Fee	8,975	752	140	625	110	78.6%	28	20.0%	2	1.4%
Garden Centers	8,960	753	65	893	40	61.5%	25	38.5%	0	0.0%
Sand & Gravel	8,866	754	24	1,327	16	66.7%	8	33.3%	0	0.0%
Liquor Stores	8,819	755	115	670	75	65.2%	40	34.8%	0	0.0%
Repossession Service	8,816	756	172	569	119	69.2%	43	25.0%	10	5.8%
Auto Restoration	8,812	757	70	860	37	52.9%	32	45.7%	1	1.4%
Savings & Loan Associations	8,797	758	67	879	57	85.1%	9	13.4%	1	1.5%
Insurance - Accident & Health	8,782	759	64	903	40	62.5%	24	37.5%	0	0.0%
Furniture - Childrens	8,765	760	279	423	159	57.0%	67	24.0%	53	19.0%
Diamond Buyers	8,739	761	23	1,346	20	87.0%	3	13.0%	0	0.0%
Aircraft Charter, Rental & Lease	8,700	762	39	1,107	23	59.0%	16	41.0%	0	0.0%
Point of Sale Systems	8,690	763	80	812	76	95.0%	4	5.0%	0	0.0%
Information Technology Services	8,687	764	44	1,054	33	75.0%	10	22.7%	1	2.3%
Recreational Vehicles - Repair & Service	8,676	765	112	684	82	73.2%	29	25.9%	1	0.9%
Surplus & Salvage Merchandise	8,642	766	170	573	106	62.4%	47	27.6%	17	10.0%
Alterations - Clothing	8,632	767	161	587	95	59.0%	61	37.9%	5	3.1%
Radiators - Automotive	8,631	768	114	674	83	72.8%	31	27.2%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Waterproofing Materials	8,626	769	37	1,136	26	70.3%	9	24.3%	2	5.4%
Rental Service Stores & Yards	8,620	770	143	618	98	68.5%	44	30.8%	1	0.7%
Mud Jacking Contractors	8,614	771	18	1,481	13	72.2%	4	22.2%	1	5.6%
Insurance - Employee Benefits	8,597	772	54	969	40	74.1%	14	25.9%	0	0.0%
Contractor - Commercial	8,591	773	32	1,199	21	65.6%	11	34.4%	0	0.0%
Concrete - Ready Mixed	8,588	774	23	1,346	10	43.5%	13	56.5%	0	0.0%
Baths	8,576	775	45	1,040	30	66.7%	11	24.4%	4	8.9%
General Merchandise - Wholesale	8,550	776	131	637	70	53.4%	60	45.8%	1	0.8%
Sewer Contractors	8,539	777	50	999	33	66.0%	16	32.0%	1	2.0%
Controls, Control Sys & Regulators	8,535	778	14	1,617	9	64.3%	5	35.7%	0	0.0%
Artificial Turf	8,519	779	38	1,121	26	68.4%	11	28.9%	1	2.6%
Public Relations Counselors	8,509	780	47	1,022	31	66.0%	14	29.8%	2	4.3%
Mobile Homes - Repair & Service	8,493	781	87	784	44	50.6%	40	46.0%	3	3.4%
Medical Business Administration	8,487	782	87	784	65	74.7%	21	24.1%	1	1.1%
Consignment Service	8,400	783	201	517	87	43.3%	83	41.3%	31	15.4%
Billiard Equipment & Supplies	8,394	784	188	538	35	18.6%	144	76.6%	9	4.8%
Sitting Services	8,388	785	26	1,287	24	92.3%	2	7.7%	0	0.0%
Skylights	8,334	786	22	1,377	11	50.0%	9	40.9%	2	9.1%
Computers - Multimedia	8,330	787	96	743	52	54.2%	42	43.8%	2	2.1%
Art Instruction & Schools	8,321	788	45	1,040	25	55.6%	18	40.0%	2	4.4%
Snow Removal Service	8,297	789	184	547	46	25.0%	112	60.9%	26	14.1%
Money Orders & Transfers	8,288	790	487	311	471	96.7%	15	3.1%	1	0.2%
Video Games - Wholesale & Manufacturers	8,255	791	219	485	214	97.7%	5	2.3%	0	0.0%
Office Records Stored	8,240	792	311	401	284	91.3%	27	8.7%	0	0.0%
Drug Abuse & Addiction - Info & Treatment	8,213	793	41	1,088	29	70.7%	12	29.3%	0	0.0%
Coffee Break Service & Supplies	8,199	794	77	825	53	68.8%	16	20.8%	8	10.4%
Shower Doors & Enclosures	8,196	795	40	1,096	28	70.0%	12	30.0%	0	0.0%
Alcoholism Info & Treatment Centers	8,133	796	95	747	70	73.7%	25	26.3%	0	0.0%
Airport Transportation	8,130	797	113	679	85	75.2%	28	24.8%	0	0.0%
Shoes - Orthopedic	8,128	798	78	819	55	70.5%	18	23.1%	5	6.4%
School Supplies	8,122	799	165	582	100	60.6%	60	36.4%	5	3.0%
Yellow Page Advertising	8,090	800	253	447	179	70.8%	74	29.2%	0	0.0%
Hospices	8,085	801	3	2,313	2	66.7%	1	33.3%	0	0.0%
Bartending Service	8,044	802	111	690	70	63.1%	40	36.0%	1	0.9%
Beverages	8,031	803	53	976	41	77.4%	12	22.6%	0	0.0%
Marine Contractors	8,016	804	31	1,213	16	51.6%	14	45.2%	1	3.2%
Glass - Block	8,009	805	25	1,309	13	52.0%	12	48.0%	0	0.0%
Audiologists	8,001	806	35	1,155	30	85.7%	5	14.3%	0	0.0%
Trophies	7,914	807	38	1,121	25	65.8%	13	34.2%	0	0.0%
Boutiques	7,907	808	159	591	84	52.8%	71	44.7%	4	2.5%
Exporters	7,907	808	21	1,398	7	33.3%	14	66.7%	0	0.0%
Manufacturers Agents & Representatives	7,879	810	76	828	71	93.4%	5	6.6%	0	0.0%
Mailing Lists	7,837	811	430	336	364	84.7%	64	14.9%	2	0.5%
Stone Setting	7,830	812	69	865	33	47.8%	31	44.9%	5	7.2%
Language Schools	7,797	813	38	1,121	19	50.0%	17	44.7%	2	5.3%
Personnel Consultants	7,766	814	29	1,242	15	51.7%	11	37.9%	3	10.3%
Fabric Shops	7,743	815	102	720	69	67.6%	33	32.4%	0	0.0%
Adult Entertainment	7,716	816	203	511	82	40.4%	108	53.2%	13	6.4%
Roofing Equipment & Supplies	7,707	817	14	1,617	10	71.4%	4	28.6%	0	0.0%
Educational Research	7,700	818	49	1,006	31	63.3%	18	36.7%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Contractors Equipment & Supplies - Rent & Lease	7,689	819	24	1,327	15	62.5%	9	37.5%	0	0.0%
Importers	7,670	820	138	629	61	44.2%	74	53.6%	3	2.2%
Safety Equipment & Clothing	7,647	821	55	964	42	76.4%	13	23.6%	0	0.0%
Pumps - Service & Repair	7,644	822	45	1,040	31	68.9%	14	31.1%	0	0.0%
Dental Equipment & Supplies	7,630	823	351	381	104	29.6%	244	69.5%	3	0.9%
Water Heaters - Dealers	7,585	824	94	752	67	71.3%	24	25.5%	3	3.2%
Pianos	7,583	825	36	1,147	21	58.3%	14	38.9%	1	2.8%
Roofing Service Consultants	7,548	826	144	615	31	21.5%	102	70.8%	11	7.6%
Photographers - Wedding	7,506	827	286	416	139	48.6%	127	44.4%	20	7.0%
Pet Foods - Wholesale & Manufacturers	7,502	828	99	731	33	33.3%	40	40.4%	26	26.3%
Seminars - Wealth Building & Real Estate	7,482	829	144	615	108	75.0%	36	25.0%	0	0.0%
Athletic Organizations	7,466	830	171	571	145	84.8%	24	14.0%	2	1.2%
Condominiums	7,453	831	125	647	76	60.8%	46	36.8%	3	2.4%
Drilling & Boring Contractors	7,395	832	10	1,784	4	40.0%	6	60.0%	0	0.0%
Outplacement Consultants	7,383	833	13	1,664	7	53.8%	4	30.8%	2	15.4%
Glass - Stained & Leaded	7,379	834	23	1,346	16	69.6%	6	26.1%	1	4.3%
Trucking - Light Hauling	7,371	835	53	976	36	67.9%	14	26.4%	3	5.7%
Mobile Homes - Parks	7,358	836	72	846	45	62.5%	24	33.3%	3	4.2%
House & Building Movers	7,337	837	39	1,107	17	43.6%	22	56.4%	0	0.0%
Auto Electric Service	7,333	838	67	879	44	65.7%	23	34.3%	0	0.0%
Candy & Confectionery - Retail	7,320	839	78	819	55	70.5%	20	25.6%	3	3.8%
Insurance - Senior Products	7,298	840	8	1,891	5	62.5%	2	25.0%	1	12.5%
Meat Packers	7,259	841	58	941	33	56.9%	21	36.2%	4	6.9%
Audio-Visual Consultants	7,238	842	29	1,242	14	48.3%	15	51.7%	0	0.0%
Check Cashing Protection Systems	7,209	843	628	261	607	96.7%	21	3.3%	0	0.0%
Magazines - Distributors	7,207	844	464	324	308	66.4%	146	31.5%	10	2.2%
Computers - Used	7,172	845	99	731	58	58.6%	34	34.3%	7	7.1%
Furniture - Used	7,136	846	88	779	58	65.9%	27	30.7%	3	3.4%
Playground Equipment	7,110	847	109	699	44	40.4%	62	56.9%	3	2.8%
Landscape Lighting	7,105	848	22	1,377	9	40.9%	13	59.1%	0	0.0%
Convention Services & Facilities	7,098	849	36	1,147	17	47.2%	18	50.0%	1	2.8%
Tools - Rent	7,089	850	62	916	43	69.4%	17	27.4%	2	3.2%
Furniture - Wholesale	7,074	851	119	660	70	58.8%	44	37.0%	5	4.2%
Shipping Masters	7,071	852	191	532	116	60.7%	60	31.4%	15	7.9%
Candles - Retail	7,010	853	97	740	58	59.8%	35	36.1%	4	4.1%
Dentistry - Children	6,990	854	52	987	42	80.8%	10	19.2%	0	0.0%
Sandblasting	6,933	855	26	1,287	18	69.2%	6	23.1%	2	7.7%
Floors - Raised	6,917	856	32	1,199	23	71.9%	9	28.1%	0	0.0%
Administrative Services	6,914	857	22	1,377	16	72.7%	6	27.3%	0	0.0%
Dentistry - Cosmetic	6,908	858	47	1,022	18	38.3%	27	57.4%	2	4.3%
Auto Air Conditioning	6,899	859	58	941	43	74.1%	15	25.9%	0	0.0%
Truck Rent & Lease	6,891	860	575	276	549	95.5%	26	4.5%	0	0.0%
Waste Reduction, Disposal, Recycle Equipment	6,890	861	180	556	124	68.9%	55	30.6%	1	0.6%
Tourist Information	6,889	862	82	798	44	53.7%	34	41.5%	4	4.9%
Computer Consultant	6,880	863	62	916	29	46.8%	31	50.0%	2	3.2%
Video Tape Duplication Service	6,872	864	68	875	31	45.6%	34	50.0%	3	4.4%
In-Home Care	6,859	865	19	1,454	17	89.5%	2	10.5%	0	0.0%
Skateboards & Equipment	6,827	866	392	359	242	61.7%	150	38.3%	0	0.0%
Lawn Mowers - Sharpen & Repair	6,809	867	123	654	84	68.3%	38	30.9%	1	0.8%
Sprinklers - Automatic - Fire	6,796	868	14	1,617	5	35.7%	9	64.3%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Psychiatrists & Psychiatric Services	6,779	869	49	1,006	42	85.7%	7	14.3%	0	0.0%
Packaging Service	6,761	870	47	1,022	28	59.6%	17	36.2%	2	4.3%
Computers - Cable & Installation	6,747	871	52	987	25	48.1%	24	46.2%	3	5.8%
Posters	6,742	872	1,655	134	1,629	98.4%	26	1.6%	0	0.0%
Attorneys Referral Service	6,738	873	49	1,006	26	53.1%	22	44.9%	1	2.0%
Online Drug & Prescription Services	6,727	874	91	767	54	59.3%	25	27.5%	12	13.2%
Nurses Schools	6,688	875	61	921	40	65.6%	20	32.8%	1	1.6%
Physicians & Surgeons - Cardiology Services	6,679	876	17	1,528	15	88.2%	2	11.8%	0	0.0%
Carports	6,656	877	85	788	60	70.6%	23	27.1%	2	2.4%
Golf Courses - Private	6,646	878	41	1,088	26	63.4%	14	34.1%	1	2.4%
Bankruptcy Assistance & Services	6,645	879	51	995	22	43.1%	20	39.2%	9	17.6%
Moving Equipment Rental	6,631	880	58	941	44	75.9%	10	17.2%	4	6.9%
Tractor Dealers	6,623	881	83	794	68	81.9%	14	16.9%	1	1.2%
Go-Karts Manufacturers	6,611	882	21	1,398	21	100.0%	0	0.0%	0	0.0%
Roof Cleaning & Stain Removal	6,610	883	15	1,587	10	66.7%	3	20.0%	2	13.3%
Trailers - Repair & Service	6,595	884	24	1,327	18	75.0%	6	25.0%	0	0.0%
Arbitration Services	6,590	885	14	1,617	5	35.7%	9	64.3%	0	0.0%
Millwork	6,558	886	25	1,309	13	52.0%	10	40.0%	2	8.0%
Meat - Wholesale	6,552	887	44	1,054	19	43.2%	20	45.5%	5	11.4%
Floor Waxing, Polishing & Cleaning	6,528	888	28	1,262	7	25.0%	19	67.9%	2	7.1%
Dance Companies	6,521	889	118	663	69	58.5%	44	37.3%	5	4.2%
Advertising - Telephone	6,509	890	427	337	163	38.2%	206	48.2%	58	13.6%
Feed Dealers	6,468	891	20	1,422	14	70.0%	6	30.0%	0	0.0%
Bowling	6,425	892	60	928	44	73.3%	15	25.0%	1	1.7%
Real Estate Schools	6,424	893	82	798	72	87.8%	9	11.0%	1	1.2%
Golf Courses - Public	6,414	894	47	1,022	38	80.9%	7	14.9%	2	4.3%
Boat - Charter	6,395	895	66	889	43	65.2%	23	34.8%	0	0.0%
Night Clubs	6,344	896	245	454	108	44.1%	127	51.8%	10	4.1%
Stair Builders	6,341	897	18	1,481	6	33.3%	10	55.6%	2	11.1%
Chemicals	6,339	898	43	1,067	18	41.9%	25	58.1%	0	0.0%
Auto Body Shop Equipment & Sup	6,317	899	112	684	51	45.5%	58	51.8%	3	2.7%
Television & Radio Parts - Retail	6,302	900	47	1,022	23	48.9%	18	38.3%	6	12.8%
Tire Distributors & Manufacturers	6,296	901	101	723	96	95.0%	5	5.0%	0	0.0%
Balloons - Novelty & Toy	6,291	902	19	1,454	9	47.4%	10	52.6%	0	0.0%
Locksmiths Equipment & Supplies	6,288	903	32	1,199	13	40.6%	14	43.8%	5	15.6%
Engines - Supplies, Equipment & Parts	6,271	904	73	840	46	63.0%	27	37.0%	0	0.0%
Trucking - Motor Freight	6,250	905	26	1,287	17	65.4%	9	34.6%	0	0.0%
Auto Diagnostic Service	6,239	906	30	1,228	25	83.3%	4	13.3%	1	3.3%
Medical Staffing	6,221	907	11	1,753	8	72.7%	3	27.3%	0	0.0%
Tile & Grout Cleaning	6,204	908	18	1,481	13	72.2%	5	27.8%	0	0.0%
Fire Protection Consultants	6,185	909	12	1,712	9	75.0%	3	25.0%	0	0.0%
Printing Supplies	6,181	910	110	694	67	60.9%	43	39.1%	0	0.0%
Liquidators	6,179	911	88	779	47	53.4%	36	40.9%	5	5.7%
Camps	6,164	912	131	637	60	45.8%	69	52.7%	2	1.5%
Picture Frames - Dealers	6,157	913	66	889	36	54.5%	29	43.9%	1	1.5%
Electric Motors - Dealers & Repairing	6,153	914	39	1,107	23	59.0%	14	35.9%	2	5.1%
Packaging Materials	6,151	915	6	2,033	3	50.0%	3	50.0%	0	0.0%
Air Conditioning Supplies & Parts	6,149	916	39	1,107	32	82.1%	6	15.4%	1	2.6%
Art Supplies	6,138	917	61	921	35	57.4%	23	37.7%	3	4.9%
Entertainment Bureaus	6,136	918	109	699	71	65.1%	36	33.0%	2	1.8%
Molds	6,133	919	41	1,088	28	68.3%	13	31.7%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Auto Repair & Service - Equipment & Supplies	6,122	920	111	690	56	50.5%	51	45.9%	4	3.6%
Fish & Seafood - Retail	6,100	921	29	1,242	13	44.8%	14	48.3%	2	6.9%
Musical Instruments - Supplies & Accessories	6,082	922	139	626	88	63.3%	47	33.8%	4	2.9%
Fire Extinguishers	6,079	923	31	1,213	24	77.4%	5	16.1%	2	6.5%
Solar Energy Equipment & Systems										
Manufacturing & Distribution	6,025	924	13	1,664	7	53.8%	6	46.2%	0	0.0%
Carpet & Rug Dealers - Used	6,019	925	57	950	42	73.7%	14	24.6%	1	1.8%
Steel Erectors	6,018	926	4	2,191	2	50.0%	2	50.0%	0	0.0%
Carpet & Rug Cleaning Equipment& Supplies	5,987	927	41	1,088	27	65.9%	9	22.0%	5	12.2%
Data Systems - Consultants & Designers	5,973	928	17	1,528	6	35.3%	7	41.2%	4	23.5%
Divers Equipment & Supplies	5,955	929	41	1,088	28	68.3%	11	26.8%	2	4.9%
Appliances - Major - Wholesale & Manufacturers	5,953	930	904	207	892	98.7%	12	1.3%	0	0.0%
Beauty Pageants	5,941	931	23	1,346	16	69.6%	4	17.4%	3	13.0%
Farms	5,936	932	40	1,096	22	55.0%	17	42.5%	1	2.5%
Aluminum Fabricators	5,926	933	23	1,346	19	82.6%	1	4.3%	3	13.0%
Wallpapers & Wallcoverings - Retail	5,923	934	748	232	403	53.9%	345	46.1%	0	0.0%
Party Plans - In-Home	5,919	935	81	806	69	85.2%	10	12.3%	2	2.5%
Music Publishers	5,897	936	34	1,167	18	52.9%	15	44.1%	1	2.9%
Drafting Services	5,865	937	18	1,481	11	61.1%	7	38.9%	0	0.0%
Upholstery and Rug Cleaning	5,849	938	60	928	35	58.3%	22	36.7%	3	5.0%
Parking Area Maintenance & Marking	5,823	939	39	1,107	13	33.3%	23	59.0%	3	7.7%
Chimes & Bells	5,822	940	91	767	66	72.5%	25	27.5%	0	0.0%
Electronics Research & Development	5,809	941	317	398	291	91.8%	25	7.9%	1	0.3%
Wines - Retail	5,790	942	123	654	71	57.7%	35	28.5%	17	13.8%
Home Staging	5,779	943	7	1,961	4	57.1%	3	42.9%	0	0.0%
Acupuncturists	5,774	944	9	1,839	7	77.8%	2	22.2%	0	0.0%
Laser Vision Correction	5,736	945	19	1,454	18	94.7%	0	0.0%	1	5.3%
Computers - Security Equip & Systems	5,735	946	154	600	144	93.5%	10	6.5%	0	0.0%
Window Shades - Equipment & Supplies	5,715	947	30	1,228	17	56.7%	12	40.0%	1	3.3%
Safety & Rescue Equipment Sales & Services	5,695	948	79	814	54	68.4%	24	30.4%	1	1.3%
Self Defense	5,671	949	66	889	41	62.1%	23	34.8%	2	3.0%
Fountains - Garden, Display	5,659	950	45	1,040	24	53.3%	17	37.8%	4	8.9%
Recreational Vehicles - Equipment, Parts, Supplies	5,653	951	137	633	97	70.8%	39	28.5%	1	0.7%
Ceiling Contractors	5,649	952	9	1,839	4	44.4%	5	55.6%	0	0.0%
Pianos - Tuning & Repair	5,621	953	11	1,753	4	36.4%	7	63.6%	0	0.0%
Magazine Sales by Mail	5,620	954	680	247	506	74.4%	152	22.4%	22	3.2%
Pipe Line Contractors	5,619	955	16	1,558	6	37.5%	10	62.5%	0	0.0%
Land Companies	5,569	956	29	1,242	18	62.1%	11	37.9%	0	0.0%
Mopeds	5,551	957	155	598	66	42.6%	77	49.7%	12	7.7%
Boat Builders	5,550	958	59	938	43	72.9%	14	23.7%	2	3.4%
Shopping Service - Personal	5,549	959	73	840	51	69.9%	14	19.2%	8	11.0%
Sauna Equipment & Supplies	5,548	960	21	1,398	18	85.7%	3	14.3%	0	0.0%
Mailing Machines & Equipment	5,539	961	147	607	129	87.8%	18	12.2%	0	0.0%
Mobile Homes - Transporting	5,518	962	60	928	30	50.0%	26	43.3%	4	6.7%
Fund Raising Games, Merchandise, Supplies	5,518	962	44	1,054	16	36.4%	24	54.5%	4	9.1%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Packing & Crating Service	5,518	962	18	1,481	11	61.1%	7	38.9%	0	0.0%
Aircraft Servicing & Maintenance	5,512	965	14	1,617	7	50.0%	5	35.7%	2	14.3%
Pyramid Companies	5,500	966	25	1,309	11	44.0%	7	28.0%	7	28.0%
Vacuum Cleaning Systems	5,497	967	103	716	75	72.8%	24	23.3%	4	3.9%
Flea Markets	5,497	967	52	987	28	53.8%	23	44.2%	1	1.9%
Engineers - Structural	5,482	969	17	1,528	16	94.1%	1	5.9%	0	0.0%
Scrap Metals	5,474	970	54	969	31	57.4%	22	40.7%	1	1.9%
Gates	5,461	971	45	1,040	26	57.8%	19	42.2%	0	0.0%
Training - Video Instruction Tapes	5,450	972	56	958	32	57.1%	23	41.1%	1	1.8%
Auto Machine Shops	5,432	973	88	779	36	40.9%	50	56.8%	2	2.3%
Annuities	5,429	974	10	1,784	5	50.0%	3	30.0%	2	20.0%
Health Resorts	5,427	975	200	518	107	53.5%	78	39.0%	15	7.5%
Balloons - Manned	5,403	976	67	879	31	46.3%	34	50.7%	2	3.0%
Auto Inspection Stations	5,374	977	125	647	80	64.0%	44	35.2%	1	0.8%
Hunting & Fishing Services	5,374	977	96	743	54	56.3%	40	41.7%	2	2.1%
Lifts	5,356	979	27	1,272	17	63.0%	2	7.4%	8	29.6%
Marine Equipment & Supplies	5,352	980	46	1,031	29	63.0%	15	32.6%	2	4.3%
Cabinet Equipment & Supplies	5,343	981	36	1,147	20	55.6%	13	36.1%	3	8.3%
Concrete Construction Forms & Accessories	5,329	982	15	1,587	6	40.0%	9	60.0%	0	0.0%
Road Building Contractors	5,314	983	13	1,664	6	46.2%	5	38.5%	2	15.4%
Aircraft Parts & Supplies	5,278	984	14	1,617	7	50.0%	6	42.9%	1	7.1%
Machine Tools	5,255	985	46	1,031	24	52.2%	19	41.3%	3	6.5%
Camping Equipment	5,250	986	102	720	81	79.4%	19	18.6%	2	2.0%
Grant - Scholarship - Financial Aid Finder Service	5,248	987	559	284	466	83.4%	64	11.4%	29	5.2%
Electrical Power Systems Maintenance	5,237	988	19	1,454	9	47.4%	7	36.8%	3	15.8%
Insulation Materials	5,236	989	13	1,664	12	92.3%	0	0.0%	1	7.7%
Concrete Breaking, Cutting, Sawing	5,206	990	6	2,033	2	33.3%	3	50.0%	1	16.7%
Wheels	5,201	991	117	665	37	31.6%	77	65.8%	3	2.6%
Swimming Pools - Private	5,190	992	98	735	68	69.4%	29	29.6%	1	1.0%
Advertising - Outdoor	5,141	993	20	1,422	10	50.0%	9	45.0%	1	5.0%
Government Offices	5,140	994	60	928	35	58.3%	23	38.3%	2	3.3%
Hazardous & Medical Waste Services	5,140	994	40	1,096	31	77.5%	9	22.5%	0	0.0%
Waste Reduction, Recycle Service - Industrial	5,132	996	67	879	60	89.6%	7	10.4%	0	0.0%
Campers - Dealers	5,121	997	86	787	67	77.9%	18	20.9%	1	1.2%
T-Shirts	5,112	998	117	665	38	32.5%	66	56.4%	13	11.1%
Clocks - Service & Repair	5,100	999	88	779	51	58.0%	34	38.6%	3	3.4%
Pet Cemeteries, Crematories & Supplies	5,092	1,000	18	1,481	11	61.1%	6	33.3%	1	5.6%
Insurance - Travel	5,091	1,001	123	654	118	95.9%	4	3.3%	1	0.8%
Wheel Chairs	5,089	1,002	92	764	81	88.0%	10	10.9%	1	1.1%
Agricultural Services	5,081	1,003	16	1,558	12	75.0%	3	18.8%	1	6.3%
Student Exchange Programs	5,046	1,004	14	1,617	12	85.7%	2	14.3%	0	0.0%
Logging Companies	5,037	1,005	14	1,617	7	50.0%	7	50.0%	0	0.0%
Crane Service	5,021	1,006	2	2,476	1	50.0%	1	50.0%	0	0.0%
Photography Sales	5,015	1,007	203	511	75	36.9%	103	50.7%	25	12.3%
Trailers - Rent & Lease	4,993	1,008	34	1,167	22	64.7%	12	35.3%	0	0.0%
Aircraft Dealers	4,987	1,009	20	1,422	7	35.0%	13	65.0%	0	0.0%
Nutritionists	4,986	1,010	96	743	37	38.5%	46	47.9%	13	13.5%
Aquariums - Dealers	4,982	1,011	67	879	29	43.3%	37	55.2%	1	1.5%
MRI (Magnetic Resonance Imaging)	4,971	1,012	34	1,167	30	88.2%	4	11.8%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Referral - Contractor	4,963	1,013	94	752	87	92.6%	6	6.4%	1	1.1%
Electrolysis	4,945	1,014	20	1,422	13	65.0%	7	35.0%	0	0.0%
Product Sales via Telephone	4,935	1,015	68	875	44	64.7%	15	22.1%	9	13.2%
Recreation Centers	4,934	1,016	72	846	49	68.1%	22	30.6%	1	1.4%
Recreational Vehicles - Rent & Lease	4,931	1,017	114	674	60	52.6%	53	46.5%	1	0.9%
Trade Shows, Expositions & Fairs	4,929	1,018	56	958	33	58.9%	21	37.5%	2	3.6%
Artists - Fine Art	4,918	1,019	93	759	34	36.6%	10	10.8%	49	52.7%
Metal Salvage Yards	4,902	1,020	23	1,346	16	69.6%	7	30.4%	0	0.0%
Advertising - Newspaper	4,897	1,021	94	752	49	52.1%	45	47.9%	0	0.0%
Tile - Ceramic - Manufacturers & Distributors	4,878	1,022	26	1,287	7	26.9%	18	69.2%	1	3.8%
Pipe Line, Oil & Gas Wholesaler & Distributors	4,877	1,023	55	964	52	94.5%	2	3.6%	1	1.8%
Tools - Electric	4,874	1,024	70	860	44	62.9%	25	35.7%	1	1.4%
Notaries Public	4,842	1,025	12	1,712	8	66.7%	3	25.0%	1	8.3%
Printers - Business Forms	4,840	1,026	38	1,121	32	84.2%	6	15.8%	0	0.0%
Surgical Centers	4,835	1,027	27	1,272	21	77.8%	6	22.2%	0	0.0%
Electric Equipment & Supplies - Wholesale	4,833	1,028	29	1,242	18	62.1%	11	37.9%	0	0.0%
Glaziers	4,802	1,029	18	1,481	10	55.6%	8	44.4%	0	0.0%
Automated Teller Machines	4,801	1,030	53	976	42	79.2%	11	20.8%	0	0.0%
Prosthetic Devices	4,800	1,031	34	1,167	32	94.1%	2	5.9%	0	0.0%
Merchandising Service	4,799	1,032	113	679	55	48.7%	50	44.2%	8	7.1%
Photographers - Aerial	4,782	1,033	115	670	53	46.1%	56	48.7%	6	5.2%
Baby Carriages & Strollers	4,763	1,034	127	643	78	61.4%	45	35.4%	4	3.1%
Thrift Shops	4,737	1,035	55	964	30	54.5%	23	41.8%	2	3.6%
X-Ray Labs - Medical & Dental	4,736	1,036	65	893	50	76.9%	13	20.0%	2	3.1%
Foundries	4,733	1,037	9	1,839	7	77.8%	2	22.2%	0	0.0%
Mediation Services	4,732	1,038	44	1,054	23	52.3%	20	45.5%	1	2.3%
Airlines - Ticket Agencies	4,726	1,039	113	679	48	42.5%	62	54.9%	3	2.7%
Mail Box Rental & Receiving	4,710	1,040	129	641	74	57.4%	48	37.2%	7	5.4%
Auto Service - Specialty Parts	4,709	1,041	197	522	79	40.1%	114	57.9%	4	2.0%
Barber Schools	4,707	1,042	40	1,096	29	72.5%	11	27.5%	0	0.0%
Plastics - Products - Finished Wholesale & Manufacturers	4,701	1,043	27	1,272	17	63.0%	8	29.6%	2	7.4%
Tile - Non-Ceramic - Contractors & Dealers	4,676	1,044	27	1,272	15	55.6%	11	40.7%	1	3.7%
Brick - Concrete, Pumice	4,662	1,045	29	1,242	14	48.3%	14	48.3%	1	3.4%
Aluminum	4,657	1,046	16	1,558	10	62.5%	6	37.5%	0	0.0%
Glass - Beveled, Carved, Ornamental	4,655	1,047	34	1,167	19	55.9%	14	41.2%	1	2.9%
Publicity Service	4,652	1,048	21	1,398	15	71.4%	6	28.6%	0	0.0%
Government - City, Village & Township	4,641	1,049	20	1,422	16	80.0%	3	15.0%	1	5.0%
Frozen Foods - Retail	4,635	1,050	93	759	48	51.6%	34	36.6%	11	11.8%
Computers - Rent & Lease	4,632	1,051	59	938	14	23.7%	45	76.3%	0	0.0%
Glassware - Wholesale & Manufacturers	4,629	1,052	26	1,287	18	69.2%	7	26.9%	1	3.8%
Sunglasses	4,627	1,053	298	412	152	51.0%	132	44.3%	14	4.7%
Water Analysis	4,627	1,053	30	1,228	13	43.3%	6	20.0%	11	36.7%
Appliances - Major - Rent & Lease	4,625	1,055	113	679	76	67.3%	37	32.7%	0	0.0%
Sports Promoters & Managers	4,598	1,056	104	712	60	57.7%	42	40.4%	2	1.9%
Floors - Industrial	4,584	1,057	27	1,272	11	40.7%	16	59.3%	0	0.0%
Psychics	4,577	1,058	149	605	98	65.8%	46	30.9%	5	3.4%
Office Furniture & Equipment - Installation	4,544	1,059	4	2,191	3	75.0%	1	25.0%	0	0.0%
Lighting Consultants	4,522	1,060	3	2,313	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	%
China & Glassware - Retail	4,520	1,061	33	1,181	19	57.6%	9	27.3%	5	15.2%
Piano & Organ Moving	4,508	1,062	18	1,481	7	38.9%	11	61.1%	0	0.0%
Display Designers & Producers	4,503	1,063	22	1,377	11	50.0%	8	36.4%	3	13.6%
Furnaces - Industrial	4,492	1,064	22	1,377	17	77.3%	5	22.7%	0	0.0%
Theaters	4,490	1,065	151	603	102	67.5%	38	25.2%	11	7.3%
Wheel Alignment, Fr & Axle Service - Auto	4,481	1,066	25	1,309	19	76.0%	6	24.0%	0	0.0%
News Publications - Trade, Association	4,479	1,067	72	846	34	47.2%	37	51.4%	1	1.4%
Mulches	4,472	1,068	13	1,664	7	53.8%	5	38.5%	1	7.7%
Book, Compact Disc, & DVD Clubs	4,453	1,069	425	341	330	77.6%	76	17.9%	19	4.5%
Boat Equipment & Supplies	4,446	1,070	82	798	40	48.8%	40	48.8%	2	2.4%
Desktop Publishing	4,442	1,071	23	1,346	13	56.5%	9	39.1%	1	4.3%
Flags & Banners	4,433	1,072	35	1,155	26	74.3%	9	25.7%	0	0.0%
Surgical Appliances & Supplies	4,420	1,073	25	1,309	20	80.0%	5	20.0%	0	0.0%
Recorded Information	4,417	1,074	26	1,287	23	88.5%	3	11.5%	0	0.0%
Lawn & Garden Pond Dealers & Supplies	4,405	1,075	53	976	26	49.1%	24	45.3%	3	5.7%
Optical Equipment & Supplies	4,395	1,076	180	556	168	93.3%	12	6.7%	0	0.0%
Engineers - Electrical	4,395	1,076	15	1,587	8	53.3%	5	33.3%	2	13.3%
Lighting Systems & Equipment	4,393	1,078	37	1,136	26	70.3%	11	29.7%	0	0.0%
Swimming Pool Manufacturers & Distributors	4,388	1,079	46	1,031	29	63.0%	17	37.0%	0	0.0%
Patent Agents	4,388	1,079	5	2,110	2	40.0%	0	0.0%	3	60.0%
Designers - Apparel	4,383	1,081	72	846	46	63.9%	26	36.1%	0	0.0%
Building Cleaning - Exterior	4,366	1,082	18	1,481	8	44.4%	10	55.6%	0	0.0%
Shopping Centers & Malls	4,342	1,083	58	941	36	62.1%	19	32.8%	3	5.2%
Holding Companies	4,328	1,084	18	1,481	7	38.9%	6	33.3%	5	27.8%
Food Plans	4,318	1,085	70	860	56	80.0%	13	18.6%	1	1.4%
Upholstery Fabrics - Retail	4,313	1,086	46	1,031	27	58.7%	18	39.1%	1	2.2%
Physicians & Surgeons - Osteopathic-D.O.	4,271	1,087	34	1,167	32	94.1%	2	5.9%	0	0.0%
Luggage - Retail	4,242	1,088	69	865	43	62.3%	23	33.3%	3	4.3%
Physicians & Surgeons - Allergy	4,223	1,089	13	1,664	11	84.6%	2	15.4%	0	0.0%
Warehousing Services	4,218	1,090	4	2,191	4	100.0%	0	0.0%	0	0.0%
Utilities Underground - Locating	4,203	1,091	9	1,839	9	100.0%	0	0.0%	0	0.0%
Petroleum Products	4,202	1,092	24	1,327	13	54.2%	11	45.8%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	4,186	1,093	16	1,558	11	68.8%	5	31.3%	0	0.0%
Video Tapes & Discs - Dealers	4,185	1,094	160	589	87	54.4%	54	33.8%	19	11.9%
Auto Dealers - Custom Design & Replica	4,185	1,094	52	987	35	67.3%	17	32.7%	0	0.0%
Legal Clinics	4,177	1,096	44	1,054	27	61.4%	16	36.4%	1	2.3%
Cosmetics - Wholesale & Manufacturers	4,167	1,097	55	964	40	72.7%	10	18.2%	5	9.1%
Nurses	4,167	1,097	10	1,784	7	70.0%	3	30.0%	0	0.0%
Toilets - Portable	4,150	1,099	19	1,454	17	89.5%	2	10.5%	0	0.0%
Horse Breeders	4,147	1,100	22	1,377	14	63.6%	7	31.8%	1	4.5%
Hydraulic Equipment & Supplies	4,144	1,101	13	1,664	9	69.2%	4	30.8%	0	0.0%
Occupational Health - Nursing Services	4,102	1,102	31	1,213	20	64.5%	11	35.5%	0	0.0%
Tourists Attractions	4,096	1,103	52	987	42	80.8%	10	19.2%	0	0.0%
Waste Containers	4,087	1,104	39	1,107	33	84.6%	5	12.8%	1	2.6%
Cash Registers & Supplies	4,084	1,105	33	1,181	22	66.7%	10	30.3%	1	3.0%
Oil Field Consultants	4,074	1,106	3	2,313	2	66.7%	1	33.3%	0	0.0%
Mirrors	4,073	1,107	37	1,136	20	54.1%	16	43.2%	1	2.7%
Electronic Mail Service	4,052	1,108	182	551	37	20.3%	145	79.7%	0	0.0%
Bus Lines	4,047	1,109	103	716	69	67.0%	30	29.1%	4	3.9%
Invitations & Announcements	4,027	1,110	84	791	36	42.9%	48	57.1%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Baseball Cards & Sports Memorabilia	4,025	1,111	202	515	153	75.7%	46	22.8%	3	1.5%
Amusement Devices	3,994	1,112	11	1,753	4	36.4%	7	63.6%	0	0.0%
Divorce Assistance	3,990	1,113	81	806	8	9.9%	36	44.4%	37	45.7%
Engines - Diesel	3,976	1,114	14	1,617	11	78.6%	3	21.4%	0	0.0%
Ponzi Schemes	3,945	1,115	30	1,228	1	3.3%	3	10.0%	26	86.7%
Fireworks	3,943	1,116	12	1,712	7	58.3%	5	41.7%	0	0.0%
Seal Coating	3,941	1,117	42	1,076	14	33.3%	26	61.9%	2	4.8%
Infomercials	3,936	1,118	227	473	219	96.5%	7	3.1%	1	0.4%
Physicians & Surgeons - Radiology	3,933	1,119	95	747	71	74.7%	21	22.1%	3	3.2%
Shoppers News Publications	3,911	1,120	61	921	55	90.2%	6	9.8%	0	0.0%
Funeral Homes	3,911	1,120	13	1,664	11	84.6%	1	7.7%	1	7.7%
Siding Materials	3,899	1,122	21	1,398	17	81.0%	3	14.3%	1	4.8%
Consumers Cooperative Organizations	3,891	1,123	26	1,287	16	61.5%	9	34.6%	1	3.8%
Material Handling Equipment	3,891	1,123	3	2,313	1	33.3%	2	66.7%	0	0.0%
Mobile Telephone Service	3,889	1,125	560	282	542	96.8%	18	3.2%	0	0.0%
Barbecue Equipment & Supplies	3,889	1,125	60	928	39	65.0%	20	33.3%	1	1.7%
Brick - Clay - Common & Face	3,889	1,125	5	2,110	3	60.0%	2	40.0%	0	0.0%
Bill Paying Service	3,878	1,128	60	928	27	45.0%	31	51.7%	2	3.3%
Jewelry Repair	3,873	1,129	120	659	72	60.0%	43	35.8%	5	4.2%
Fruits & Vegetables - Retail	3,853	1,130	33	1,181	28	84.8%	4	12.1%	1	3.0%
Veterans & Military Organizations	3,850	1,131	10	1,784	5	50.0%	5	50.0%	0	0.0%
Patio Equipment & Supplies	3,839	1,132	43	1,067	26	60.5%	14	32.6%	3	7.0%
Yoga Instruction	3,836	1,133	65	893	37	56.9%	25	38.5%	3	4.6%
Metal Finishers	3,816	1,134	17	1,528	9	52.9%	8	47.1%	0	0.0%
Railings	3,807	1,135	10	1,784	5	50.0%	5	50.0%	0	0.0%
Trailers - Equipment & Parts	3,802	1,136	31	1,213	12	38.7%	19	61.3%	0	0.0%
Messenger Service	3,800	1,137	3	2,313	3	100.0%	0	0.0%	0	0.0%
Recycling Services	3,773	1,138	64	903	26	40.6%	37	57.8%	1	1.6%
Tailors	3,757	1,139	122	657	59	48.4%	58	47.5%	5	4.1%
Pallets & Skids	3,756	1,140	1	2,685	0	0.0%	1	100.0%	0	0.0%
Garbage Disposal Equipment - Industrial & Commercial	3,748	1,141	423	342	396	93.6%	23	5.4%	4	0.9%
Machinery Rebuild & Repair	3,732	1,142	17	1,528	9	52.9%	7	41.2%	1	5.9%
Management Training	3,719	1,143	21	1,398	15	71.4%	5	23.8%	1	4.8%
Appliances - Small - Supplies & Parts	3,716	1,144	108	703	93	86.1%	15	13.9%	0	0.0%
Grant Writers	3,715	1,145	82	798	41	50.0%	37	45.1%	4	4.9%
Restaurant Equipment - Repair & Service	3,703	1,146	26	1,287	15	57.7%	11	42.3%	0	0.0%
Professional Organizations	3,696	1,147	24	1,327	14	58.3%	10	41.7%	0	0.0%
Pet Health Plans	3,693	1,148	44	1,054	39	88.6%	5	11.4%	0	0.0%
Animal Health Products	3,686	1,149	33	1,181	27	81.8%	6	18.2%	0	0.0%
Compressors	3,686	1,149	4	2,191	3	75.0%	1	25.0%	0	0.0%
Screen Repair	3,680	1,151	32	1,199	10	31.3%	22	68.8%	0	0.0%
Beads	3,666	1,152	35	1,155	21	60.0%	12	34.3%	2	5.7%
Mobile Homes - Equipment & Parts	3,653	1,153	57	950	36	63.2%	21	36.8%	0	0.0%
Wire & Cable - Electric	3,650	1,154	17	1,528	15	88.2%	2	11.8%	0	0.0%
Welding Equipment & Supplies	3,643	1,155	17	1,528	12	70.6%	5	29.4%	0	0.0%
Ice Cream & Frozen Desserts - Dealers	3,635	1,156	42	1,076	24	57.1%	17	40.5%	1	2.4%
Fasteners - Industrial & Construction	3,632	1,157	3	2,313	2	66.7%	1	33.3%	0	0.0%
Lumber - Wholesale	3,626	1,158	13	1,664	11	84.6%	2	15.4%	0	0.0%
Musical Instruments - Wholesale & Manufacturers	3,614	1,159	12	1,712	7	58.3%	5	41.7%	0	0.0%
Aluminum Products	3,611	1,160	19	1,454	13	68.4%	6	31.6%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Auto Air Conditioning Equipment	3,606	1,161	29	1,242	21	72.4%	7	24.1%	1	3.4%
Petroleum	3,606	1,161	14	1,617	8	57.1%	6	42.9%	0	0.0%
Topsoil	3,599	1,163	20	1,422	11	55.0%	6	30.0%	3	15.0%
Stables	3,594	1,164	23	1,346	13	56.5%	10	43.5%	0	0.0%
License Services	3,591	1,165	18	1,481	9	50.0%	9	50.0%	0	0.0%
Taverns	3,577	1,166	99	731	53	53.5%	44	44.4%	2	2.0%
Auto Smog Inspection	3,570	1,167	40	1,096	31	77.5%	9	22.5%	0	0.0%
Inventory Service	3,564	1,168	9	1,839	3	33.3%	6	66.7%	0	0.0%
Linen Supply Service	3,551	1,169	19	1,454	14	73.7%	4	21.1%	1	5.3%
Pest Control Supplies & Equipment	3,547	1,170	11	1,753	11	100.0%	0	0.0%	0	0.0%
Holistic Practitioners	3,531	1,171	81	806	69	85.2%	12	14.8%	0	0.0%
Motor Homes	3,511	1,172	47	1,022	31	66.0%	16	34.0%	0	0.0%
Trailers - Automotive Utility	3,509	1,173	33	1,181	25	75.8%	7	21.2%	1	3.0%
Art Restoration & Conservation	3,479	1,174	7	1,961	5	71.4%	2	28.6%	0	0.0%
Orthopedic Appliances	3,467	1,175	32	1,199	26	81.3%	6	18.8%	0	0.0%
Paint - Wholesale & Manufacturers	3,465	1,176	6	2,033	4	66.7%	2	33.3%	0	0.0%
Ventilating Systems - Cleaning	3,451	1,177	28	1,262	18	64.3%	10	35.7%	0	0.0%
Candles - Wholesale & Manufacturers	3,450	1,178	22	1,377	5	22.7%	16	72.7%	1	4.5%
Chairs - Rent	3,440	1,179	106	708	58	54.7%	48	45.3%	0	0.0%
Hair Products and Equipment	3,431	1,180	94	752	58	61.7%	31	33.0%	5	5.3%
Metal Specialties	3,429	1,181	11	1,753	8	72.7%	3	27.3%	0	0.0%
Auto Appraisers	3,426	1,182	13	1,664	12	92.3%	1	7.7%	0	0.0%
Mason Contractors Equipment & Supplies	3,411	1,183	5	2,110	3	60.0%	2	40.0%	0	0.0%
Audio-Visual Equipment - Rent & Lease	3,398	1,184	14	1,617	5	35.7%	5	35.7%	4	28.6%
Christmas Trees	3,377	1,185	18	1,481	11	61.1%	6	33.3%	1	5.6%
Linens - Retail	3,374	1,186	170	573	100	58.8%	59	34.7%	11	6.5%
Inventors	3,367	1,187	38	1,121	15	39.5%	23	60.5%	0	0.0%
Religious Goods	3,365	1,188	66	889	51	77.3%	14	21.2%	1	1.5%
Comic Books	3,364	1,189	43	1,067	22	51.2%	18	41.9%	3	7.0%
Irrigation Consultants	3,364	1,189	15	1,587	10	66.7%	5	33.3%	0	0.0%
Meat Brokers	3,354	1,191	63	913	29	46.0%	34	54.0%	0	0.0%
Pension & Profit Sharing Plans	3,348	1,192	16	1,558	12	75.0%	4	25.0%	0	0.0%
Advertising - Shoppers Guides	3,336	1,193	38	1,121	16	42.1%	15	39.5%	7	18.4%
Trucking - Dump	3,336	1,193	9	1,839	3	33.3%	6	66.7%	0	0.0%
Custom Framing	3,335	1,195	13	1,664	6	46.2%	6	46.2%	1	7.7%
Clocks - Dealers	3,327	1,196	29	1,242	16	55.2%	13	44.8%	0	0.0%
Shoe Repair	3,323	1,197	203	511	91	44.8%	105	51.7%	7	3.4%
Global Positioning Systems	3,318	1,198	71	854	21	29.6%	18	25.4%	32	45.1%
Lights Bulbs & Tubes	3,317	1,199	361	376	182	50.4%	156	43.2%	23	6.4%
Writers - Business	3,316	1,200	18	1,481	4	22.2%	10	55.6%	4	22.2%
Drug & Alcohol Screening & Testing	3,313	1,201	20	1,422	15	75.0%	2	10.0%	3	15.0%
Warehouses - Merchandise	3,306	1,202	94	752	61	64.9%	31	33.0%	2	2.1%
Food Service Management	3,302	1,203	13	1,664	11	84.6%	1	7.7%	1	7.7%
Oil Burners	3,296	1,204	20	1,422	13	65.0%	5	25.0%	2	10.0%
Religious Organizations	3,294	1,205	31	1,213	17	54.8%	13	41.9%	1	3.2%
Batteries - Storage-Retail	3,281	1,206	29	1,242	24	82.8%	5	17.2%	0	0.0%
Refrigerators & Freezers - Service & Repair	3,273	1,207	61	921	29	47.5%	27	44.3%	5	8.2%
Cleaning Systems Press, Chemical	3,273	1,207	23	1,346	8	34.8%	15	65.2%	0	0.0%
Truck Caps & Shells	3,270	1,209	17	1,528	14	82.4%	2	11.8%	1	5.9%
Oil Field Hauling	3,267	1,210	0	3,045	0	0.0%	0	0.0%	0	0.0%
Automation Systems & Equipment	3,262	1,211	48	1,014	16	33.3%	32	66.7%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Wood Finishing	3,254	1,212	8	1,891	2	25.0%	6	75.0%	0	0.0%
Aircraft Schools	3,220	1,213	10	1,784	7	70.0%	3	30.0%	0	0.0%
Shelving	3,215	1,214	6	2,033	3	50.0%	3	50.0%	0	0.0%
Western Apparel	3,207	1,215	24	1,327	14	58.3%	10	41.7%	0	0.0%
Physicians & Surgeons - Gastroenterology	3,203	1,216	24	1,327	22	91.7%	2	8.3%	0	0.0%
Safes & Vaults	3,203	1,216	14	1,617	9	64.3%	5	35.7%	0	0.0%
Group Homes	3,196	1,218	4	2,191	2	50.0%	1	25.0%	1	25.0%
Gazebos	3,190	1,219	7	1,961	4	57.1%	3	42.9%	0	0.0%
Tools - Hand	3,179	1,220	98	735	84	85.7%	14	14.3%	0	0.0%
Auto Service - Rust proofing Shops	3,178	1,221	35	1,155	28	80.0%	7	20.0%	0	0.0%
Leak Detecting Instruments	3,176	1,222	16	1,558	14	87.5%	2	12.5%	0	0.0%
Art Goods	3,168	1,223	125	647	76	60.8%	48	38.4%	1	0.8%
Garage Door Repair	3,168	1,223	16	1,558	11	68.8%	5	31.3%	0	0.0%
Van Conversions & Accessories	3,166	1,225	23	1,346	14	60.9%	8	34.8%	1	4.3%
Massage Equipment & Supplies	3,145	1,226	53	976	24	45.3%	27	50.9%	2	3.8%
Process Servers	3,131	1,227	23	1,346	10	43.5%	11	47.8%	2	8.7%
Home Automation	3,128	1,228	10	1,784	9	90.0%	0	0.0%	1	10.0%
Theater Stage Play Houses	3,124	1,229	54	969	28	51.9%	26	48.1%	0	0.0%
Sales & Order Books	3,111	1,230	115	670	82	71.3%	27	23.5%	6	5.2%
Leather Goods - Dealers	3,110	1,231	102	720	63	61.8%	33	32.4%	6	5.9%
Archery Equipment & Supplies	3,099	1,232	32	1,199	19	59.4%	12	37.5%	1	3.1%
Ski Equipment - Retail	3,089	1,233	38	1,121	23	60.5%	15	39.5%	0	0.0%
Furniture - Unfinished	3,085	1,234	41	1,088	30	73.2%	11	26.8%	0	0.0%
Diabetes Services & Supplies	3,078	1,235	29	1,242	27	93.1%	2	6.9%	0	0.0%
Cargo & Freight Containers	3,074	1,236	42	1,076	15	35.7%	27	64.3%	0	0.0%
Greeting Cards - Retail	3,060	1,237	32	1,199	23	71.9%	9	28.1%	0	0.0%
Human Services Organizations	3,059	1,238	11	1,753	7	63.6%	2	18.2%	2	18.2%
Lamps & Lamp Shades - Retail	3,057	1,239	46	1,031	17	37.0%	28	60.9%	1	2.2%
Saddlery & Harness	3,051	1,240	41	1,088	24	58.5%	9	22.0%	8	19.5%
Farm Equipment - Repair & Parts	3,049	1,241	21	1,398	17	81.0%	4	19.0%	0	0.0%
Septic Tanks - Treatment Supplies	3,037	1,242	157	597	42	26.8%	115	73.2%	0	0.0%
Insurance - Long Term Care	3,033	1,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Baby Sitters	3,028	1,244	7	1,961	6	85.7%	1	14.3%	0	0.0%
Travel Agent Mills	3,025	1,245	54	969	36	66.7%	15	27.8%	3	5.6%
Video Games - Rent & Lease	3,023	1,246	166	580	150	90.4%	15	9.0%	1	0.6%
Vending Machines - Supplies & Parts	3,016	1,247	38	1,121	17	44.7%	19	50.0%	2	5.3%
Marine Electronic Equipment & Supplies	3,012	1,248	50	999	42	84.0%	7	14.0%	1	2.0%
Lasers	3,008	1,249	64	903	41	64.1%	17	26.6%	6	9.4%
Police Equipment	3,007	1,250	27	1,272	22	81.5%	5	18.5%	0	0.0%
Massage Therapeutic	3,002	1,251	48	1,014	27	56.3%	11	22.9%	10	20.8%
Tractor Equipment & Parts	2,998	1,252	37	1,136	25	67.6%	11	29.7%	1	2.7%
Personal Security Guard Service	2,994	1,253	22	1,377	8	36.4%	14	63.6%	0	0.0%
Tickets & Coupons - Printers & Suppliers	2,985	1,254	49	1,006	13	26.5%	33	67.3%	3	6.1%
Fishing Tackle Dealers	2,982	1,255	84	791	31	36.9%	53	63.1%	0	0.0%
Fur Business - Retail	2,982	1,255	25	1,309	16	64.0%	5	20.0%	4	16.0%
Pet Fencing & Containment Systems	2,972	1,257	23	1,346	21	91.3%	2	8.7%	0	0.0%
Pet Transporting	2,970	1,258	14	1,617	8	57.1%	4	28.6%	2	14.3%
Transcription Service	2,954	1,259	4	2,191	2	50.0%	0	0.0%	2	50.0%
Tool & Die Makers	2,954	1,259	2	2,476	0	0.0%	2	100.0%	0	0.0%
Designers - Industrial	2,953	1,261	16	1,558	8	50.0%	7	43.8%	1	6.3%
Christmas Lights & Decorations	2,952	1,262	23	1,346	9	39.1%	13	56.5%	1	4.3%
Air Conditioning Equipment - Room Units	2,951	1,263	20	1,422	19	95.0%	1	5.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
House Furnishings & Services	2,946	1,264	53	976	33	62.3%	19	35.8%	1	1.9%
Antiques - Repair & Restore	2,946	1,264	29	1,242	12	41.4%	16	55.2%	1	3.4%
Naturopaths	2,943	1,266	2	2,476	1	50.0%	1	50.0%	0	0.0%
Distributing Service - Circular, Sample	2,936	1,267	20	1,422	15	75.0%	4	20.0%	1	5.0%
Spas & Hot Tubs - Supplies & Parts	2,935	1,268	84	791	46	54.8%	38	45.2%	0	0.0%
Tanning Salons Equipment & Supplies	2,923	1,269	68	875	43	63.2%	22	32.4%	3	4.4%
Swimming Instruction	2,918	1,270	42	1,076	30	71.4%	12	28.6%	0	0.0%
Store Fronts	2,917	1,271	45	1,040	15	33.3%	29	64.4%	1	2.2%
Publishers - Magazine	2,916	1,272	93	759	43	46.2%	40	43.0%	10	10.8%
Carpet & Rug Distributors & Manufacturers	2,916	1,272	69	865	52	75.4%	14	20.3%	3	4.3%
Computers - Network Security	2,916	1,272	45	1,040	26	57.8%	18	40.0%	1	2.2%
Jewelers - Supplies	2,914	1,275	18	1,481	7	38.9%	10	55.6%	1	5.6%
Steel Distributors & Warehouses	2,910	1,276	5	2,110	5	100.0%	0	0.0%	0	0.0%
Weed Control Service	2,891	1,277	35	1,155	28	80.0%	6	17.1%	1	2.9%
Accident Reconstruction Service	2,884	1,278	7	1,961	3	42.9%	4	57.1%	0	0.0%
Books - Wholesale	2,883	1,279	35	1,155	24	68.6%	8	22.9%	3	8.6%
Video Equipment - Service & Repair	2,874	1,280	41	1,088	16	39.0%	24	58.5%	1	2.4%
Traffic & Parking Consultants	2,866	1,281	25	1,309	19	76.0%	6	24.0%	0	0.0%
Marble & Terrazzo Cleaning & Service	2,865	1,282	3	2,313	2	66.7%	1	33.3%	0	0.0%
Carpet & Rug Repair	2,860	1,283	12	1,712	8	66.7%	4	33.3%	0	0.0%
Economic Research & Analysis	2,856	1,284	42	1,076	13	31.0%	29	69.0%	0	0.0%
Oil Producers	2,856	1,284	28	1,262	22	78.6%	6	21.4%	0	0.0%
Water Works Contractors	2,833	1,286	31	1,213	20	64.5%	11	35.5%	0	0.0%
Delicatessens	2,829	1,287	25	1,309	12	48.0%	12	48.0%	1	4.0%
Incentive Programs	2,826	1,288	90	774	67	74.4%	22	24.4%	1	1.1%
Boat Renting & Leasing	2,814	1,289	56	958	34	60.7%	20	35.7%	2	3.6%
Computers - Graphics	2,814	1,289	17	1,528	6	35.3%	10	58.8%	1	5.9%
Plants - Interior Design & Maintenance	2,808	1,291	10	1,784	7	70.0%	3	30.0%	0	0.0%
Smelters & Refiners - Precious Metals	2,804	1,292	6	2,033	5	83.3%	1	16.7%	0	0.0%
Timber & Timberland Companies	2,798	1,293	12	1,712	4	33.3%	8	66.7%	0	0.0%
Barter & Trade Exchanges	2,797	1,294	25	1,309	15	60.0%	10	40.0%	0	0.0%
Water Coolers - Equipment & Supplies	2,793	1,295	39	1,107	30	76.9%	8	20.5%	1	2.6%
Paging Equipment & Service	2,786	1,296	57	950	50	87.7%	6	10.5%	1	1.8%
School Furniture & Equipment	2,786	1,296	1	2,685	1	100.0%	0	0.0%	0	0.0%
Flight School	2,785	1,298	19	1,454	7	36.8%	12	63.2%	0	0.0%
Speech & Language Pathologists	2,778	1,299	13	1,664	8	61.5%	5	38.5%	0	0.0%
Grocers - Wholesale	2,776	1,300	9	1,839	7	77.8%	2	22.2%	0	0.0%
Architectural & Construction Specs	2,766	1,301	10	1,784	8	80.0%	2	20.0%	0	0.0%
Ice	2,757	1,302	3	2,313	2	66.7%	1	33.3%	0	0.0%
Artists Agents	2,754	1,303	21	1,398	13	61.9%	7	33.3%	1	4.8%
Cranes	2,752	1,304	1	2,685	1	100.0%	0	0.0%	0	0.0%
Firewood	2,741	1,305	64	903	34	53.1%	24	37.5%	6	9.4%
Public Utility Consultants	2,738	1,306	44	1,054	38	86.4%	6	13.6%	0	0.0%
Blood Banks & Centers	2,738	1,306	7	1,961	7	100.0%	0	0.0%	0	0.0%
Airlines - Training Schools	2,735	1,308	39	1,107	13	33.3%	19	48.7%	7	17.9%
Office Buildings	2,727	1,309	16	1,558	13	81.3%	3	18.8%	0	0.0%
Fingernail Salons	2,724	1,310	236	465	142	60.2%	90	38.1%	4	1.7%
Caskets	2,723	1,311	7	1,961	3	42.9%	4	57.1%	0	0.0%
Uniform Supply Service	2,716	1,312	33	1,181	25	75.8%	7	21.2%	1	3.0%
Acoustical Consultants	2,709	1,313	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bonds - Surety & Fidelity	2,704	1,314	19	1,454	6	31.6%	13	68.4%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Electric Heating Equipment - Wholesale & Manufacturers	2,703	1,315	8	1,891	7	87.5%	1	12.5%	0	0.0%
Reporters - Court & Convention	2,698	1,316	5	2,110	2	40.0%	3	60.0%	0	0.0%
Sporting Goods - Wholesale & Manufacturers	2,695	1,317	54	969	41	75.9%	13	24.1%	0	0.0%
Audio-Visual Equipment - Supplies & Parts	2,690	1,318	27	1,272	11	40.7%	16	59.3%	0	0.0%
Computers - Furniture	2,685	1,319	138	629	135	97.8%	2	1.4%	1	0.7%
Beer Home Brewing Equipment & Supplies	2,683	1,320	73	840	23	31.5%	50	68.5%	0	0.0%
Boots	2,682	1,321	61	921	33	54.1%	25	41.0%	3	4.9%
Tuck Pointing	2,677	1,322	18	1,481	10	55.6%	8	44.4%	0	0.0%
Trucks - Industrial	2,676	1,323	12	1,712	7	58.3%	5	41.7%	0	0.0%
Perfume - Wholesale & Manufacturers	2,673	1,324	48	1,014	7	14.6%	41	85.4%	0	0.0%
Scales	2,667	1,325	9	1,839	9	100.0%	0	0.0%	0	0.0%
Genealogists	2,665	1,326	112	684	57	50.9%	10	8.9%	45	40.2%
Toys - Wholesale & Manufacturers	2,662	1,327	75	832	53	70.7%	21	28.0%	1	1.3%
Occupational Therapists	2,662	1,327	4	2,191	3	75.0%	1	25.0%	0	0.0%
Candy & Confectionery - Wholesale & Manufacturers	2,660	1,329	30	1,228	14	46.7%	14	46.7%	2	6.7%
Docks	2,654	1,330	6	2,033	1	16.7%	5	83.3%	0	0.0%
Garments - Printing & Lettering	2,652	1,331	26	1,287	11	42.3%	14	53.8%	1	3.8%
Hardware - Wholesale & Manufacturers	2,652	1,331	11	1,753	8	72.7%	3	27.3%	0	0.0%
Support Groups	2,651	1,333	10	1,784	3	30.0%	6	60.0%	1	10.0%
Mapping Services	2,651	1,333	1	2,685	0	0.0%	0	0.0%	1	100.0%
Radiotelephone Communication - Equipment & Systems	2,629	1,335	28	1,262	20	71.4%	8	28.6%	0	0.0%
Genealogy Services	2,625	1,336	50	999	36	72.0%	12	24.0%	2	4.0%
Drapery & Curtain Fabrics - Retail	2,624	1,337	4	2,191	2	50.0%	1	25.0%	1	25.0%
Sales Training	2,621	1,338	5	2,110	4	80.0%	1	20.0%	0	0.0%
Saws	2,618	1,339	206	506	123	59.7%	83	40.3%	0	0.0%
Animal Brokers & Dealers - Zoo, Circus	2,614	1,340	25	1,309	14	56.0%	8	32.0%	3	12.0%
Fence Posts & Fittings	2,608	1,341	30	1,228	16	53.3%	10	33.3%	4	13.3%
Job Listing & Advisory Services - Advanced Fee	2,602	1,342	23	1,346	13	56.5%	6	26.1%	4	17.4%
Hydroponics - Equipment & Supplies	2,598	1,343	13	1,664	9	69.2%	3	23.1%	1	7.7%
Taxidermists	2,597	1,344	106	708	44	41.5%	56	52.8%	6	5.7%
Oil Field Equipment & Supplies	2,592	1,345	3	2,313	3	100.0%	0	0.0%	0	0.0%
Valet Service	2,575	1,346	40	1,096	28	70.0%	11	27.5%	1	2.5%
Greenhouses	2,568	1,347	8	1,891	3	37.5%	5	62.5%	0	0.0%
Detective Agencies	2,564	1,348	14	1,617	7	50.0%	7	50.0%	0	0.0%
Vacuum Cleaners - Wholesale & Manufacturers	2,563	1,349	107	706	90	84.1%	16	15.0%	1	0.9%
Animal Insemination - Artificial	2,561	1,350	82	798	43	52.4%	37	45.1%	2	2.4%
Baseball Clubs	2,558	1,351	22	1,377	12	54.5%	9	40.9%	1	4.5%
Insulation Contractors Equipment & Supplies	2,554	1,352	4	2,191	3	75.0%	1	25.0%	0	0.0%
Engineers - Mechanical	2,536	1,353	14	1,617	6	42.9%	8	57.1%	0	0.0%
Lighting Fixtures - Wholesale & Manufacturers	2,525	1,354	17	1,528	15	88.2%	2	11.8%	0	0.0%
Yacht Brokers	2,522	1,355	22	1,377	14	63.6%	7	31.8%	1	4.5%
Coins & Tokens - Manufacturers	2,520	1,356	26	1,287	12	46.2%	3	11.5%	11	42.3%
Electric Cars	2,517	1,357	39	1,107	20	51.3%	19	48.7%	0	0.0%
Race Tracks	2,515	1,358	23	1,346	17	73.9%	6	26.1%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Leather Clothing - Retail	2,505	1,359	71	854	38	53.5%	30	42.3%	3	4.2%
Pumps - Dealers	2,475	1,360	13	1,664	9	69.2%	4	30.8%	0	0.0%
Printing Equipment	2,471	1,361	7	1,961	4	57.1%	3	42.9%	0	0.0%
Boilers - Repair & Cleaning	2,465	1,362	14	1,617	6	42.9%	8	57.1%	0	0.0%
Merchandise Brokers	2,465	1,362	9	1,839	6	66.7%	3	33.3%	0	0.0%
Social Networking	2,463	1,364	241	458	236	97.9%	5	2.1%	0	0.0%
Self Defense Devices	2,461	1,365	11	1,753	11	100.0%	0	0.0%	0	0.0%
Mental Retardtn/Dev Disabled Services	2,461	1,365	2	2,476	2	100.0%	0	0.0%	0	0.0%
Oil Land Leases	2,458	1,367	16	1,558	11	68.8%	4	25.0%	1	6.3%
Machinery - New	2,455	1,368	24	1,327	14	58.3%	8	33.3%	2	8.3%
Sales Organizations	2,454	1,369	33	1,181	13	39.4%	13	39.4%	7	21.2%
Auto Race Cars	2,441	1,370	32	1,199	26	81.3%	5	15.6%	1	3.1%
Animal Carcass Removal	2,435	1,371	20	1,422	8	40.0%	10	50.0%	2	10.0%
Oil Field Equipment	2,434	1,372	1	2,685	1	100.0%	0	0.0%	0	0.0%
Farm Supplies	2,431	1,373	12	1,712	8	66.7%	4	33.3%	0	0.0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	2,425	1,374	238	464	151	63.4%	85	35.7%	2	0.8%
Plants - Retail	2,420	1,375	158	593	146	92.4%	12	7.6%	0	0.0%
Boat Covers, Tops & Upholstery	2,417	1,376	13	1,664	9	69.2%	2	15.4%	2	15.4%
Literary Agents	2,417	1,376	6	2,033	2	33.3%	2	33.3%	2	33.3%
Auto Manufacturers Equipment & Supplies	2,416	1,378	15	1,587	11	73.3%	4	26.7%	0	0.0%
First Aid Instruction	2,408	1,379	43	1,067	13	30.2%	27	62.8%	3	7.0%
Seeds & Bulbs - Retail	2,396	1,380	94	752	61	64.9%	33	35.1%	0	0.0%
Magazine Sales by Telephone	2,393	1,381	240	460	160	66.7%	79	32.9%	1	0.4%
Physicians & Surgeons - Anesthesiologists	2,387	1,382	45	1,040	29	64.4%	16	35.6%	0	0.0%
Vehicle Sales - Manufacturing Companies	2,386	1,383	53	976	39	73.6%	13	24.5%	1	1.9%
Wineries	2,382	1,384	51	995	26	51.0%	23	45.1%	2	3.9%
Disability Access Equipment	2,372	1,385	13	1,664	10	76.9%	3	23.1%	0	0.0%
Metal Fabricators	2,365	1,386	8	1,891	3	37.5%	3	37.5%	2	25.0%
Assembly & Fabricating Service	2,358	1,387	6	2,033	4	66.7%	2	33.3%	0	0.0%
Pottery	2,356	1,388	27	1,272	17	63.0%	7	25.9%	3	11.1%
Baths - Equipment & Supplies	2,353	1,389	21	1,398	14	66.7%	6	28.6%	1	4.8%
Steel Processing	2,323	1,390	1	2,685	1	100.0%	0	0.0%	0	0.0%
Eviction Service	2,321	1,391	42	1,076	31	73.8%	10	23.8%	1	2.4%
Employee Benefit Plans	2,318	1,392	35	1,155	32	91.4%	3	8.6%	0	0.0%
Paving Materials	2,312	1,393	33	1,181	13	39.4%	19	57.6%	1	3.0%
Cooking Instruction	2,309	1,394	12	1,712	4	33.3%	4	33.3%	4	33.3%
Laundries	2,307	1,395	139	626	64	46.0%	67	48.2%	8	5.8%
Tax Reporting Service	2,304	1,396	29	1,242	16	55.2%	10	34.5%	3	10.3%
Scientific Apparatus & Instruments	2,297	1,397	4	2,191	2	50.0%	2	50.0%	0	0.0%
Environmental, Conservationist & Ecol Org	2,296	1,398	7	1,961	4	57.1%	3	42.9%	0	0.0%
Gourmet Shops	2,293	1,399	21	1,398	12	57.1%	7	33.3%	2	9.5%
Factors	2,289	1,400	11	1,753	10	90.9%	0	0.0%	1	9.1%
Plastics - Molders	2,276	1,401	1	2,685	1	100.0%	0	0.0%	0	0.0%
Sheet Metal Equipment & Supplies	2,274	1,402	2	2,476	2	100.0%	0	0.0%	0	0.0%
Craft Instruction	2,271	1,403	7	1,961	4	57.1%	3	42.9%	0	0.0%
Masonry Panels - Prefabricated	2,267	1,404	8	1,891	1	12.5%	6	75.0%	1	12.5%
Sawmills	2,258	1,405	3	2,313	0	0.0%	3	100.0%	0	0.0%
Variety Stores	2,254	1,406	95	747	55	57.9%	40	42.1%	0	0.0%
Fertilizers	2,254	1,406	3	2,313	0	0.0%	3	100.0%	0	0.0%
Moldings	2,250	1,408	7	1,961	3	42.9%	4	57.1%	0	0.0%
Stone - Cast	2,245	1,409	38	1,121	29	76.3%	8	21.1%	1	2.6%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Stadiums, Arenas & Athletic Fields	2,241	1,410	30	1,228	18	60.0%	11	36.7%	1	3.3%
Bakers - Wholesale	2,241	1,410	5	2,110	4	80.0%	1	20.0%	0	0.0%
Audio-Visual Equipment - Service & Repair	2,239	1,412	52	987	30	57.7%	16	30.8%	6	11.5%
Air Cargo & Package Express Service	2,234	1,413	28	1,262	17	60.7%	11	39.3%	0	0.0%
Aviation Consultants	2,233	1,414	8	1,891	3	37.5%	5	62.5%	0	0.0%
Physicians & Surgeons - Ear, Nose & Throat	2,223	1,415	15	1,587	11	73.3%	4	26.7%	0	0.0%
Fruits & Vegetables - Wholesale	2,217	1,416	6	2,033	6	100.0%	0	0.0%	0	0.0%
Nursery Stock Dealers	2,215	1,417	27	1,272	12	44.4%	15	55.6%	0	0.0%
Car Wash & Polish Equipment & Supplies	2,201	1,418	64	903	31	48.4%	31	48.4%	2	3.1%
Art Metal Work	2,201	1,418	9	1,839	3	33.3%	4	44.4%	2	22.2%
Water - Bottled & Bulk	2,198	1,420	26	1,287	21	80.8%	5	19.2%	0	0.0%
Oil Well Drilling	2,198	1,420	1	2,685	1	100.0%	0	0.0%	0	0.0%
Tents - Rental	2,193	1,422	16	1,558	8	50.0%	7	43.8%	1	6.3%
Mutual Funds	2,181	1,423	14	1,617	14	100.0%	0	0.0%	0	0.0%
Florists - Wholesale	2,176	1,424	65	893	13	20.0%	52	80.0%	0	0.0%
Guards - Door & Window	2,175	1,425	4	2,191	4	100.0%	0	0.0%	0	0.0%
Wheelchair & Disability Transportation	2,172	1,426	22	1,377	16	72.7%	5	22.7%	1	4.5%
Printing Brokers	2,165	1,427	37	1,136	20	54.1%	17	45.9%	0	0.0%
Fish & Seafood - Wholesale	2,165	1,427	6	2,033	4	66.7%	2	33.3%	0	0.0%
Photographic Equipment - Repair	2,156	1,429	72	846	64	88.9%	7	9.7%	1	1.4%
Window Cleaning Equipment & Supplies	2,154	1,430	8	1,891	1	12.5%	7	87.5%	0	0.0%
Baby Accessories - Wholesale & Manufacturers	2,137	1,431	9	1,839	7	77.8%	2	22.2%	0	0.0%
Skating Rinks	2,129	1,432	23	1,346	11	47.8%	11	47.8%	1	4.3%
Metal Powder Fabricators	2,129	1,432	8	1,891	2	25.0%	3	37.5%	3	37.5%
Insurance - Bonding	2,129	1,432	1	2,685	0	0.0%	1	100.0%	0	0.0%
Army & Navy Goods	2,127	1,435	43	1,067	33	76.7%	10	23.3%	0	0.0%
Water Heaters - Repairing	2,125	1,436	13	1,664	10	76.9%	3	23.1%	0	0.0%
Cleaning Compounds	2,124	1,437	9	1,839	5	55.6%	3	33.3%	1	11.1%
Contractor - Decorative & Specialty Concrete	2,123	1,438	26	1,287	13	50.0%	12	46.2%	1	3.8%
Air Ambulance Service	2,123	1,438	10	1,784	6	60.0%	2	20.0%	2	20.0%
Diving Instruction	2,120	1,440	20	1,422	13	65.0%	7	35.0%	0	0.0%
Accounting & Bookkeeping Machines	2,118	1,441	11	1,753	4	36.4%	5	45.5%	2	18.2%
Dock Builders	2,118	1,441	8	1,891	4	50.0%	3	37.5%	1	12.5%
Fraternal Organizations	2,117	1,443	9	1,839	7	77.8%	2	22.2%	0	0.0%
Boxes - Corrugated & Fiber	2,116	1,444	4	2,191	2	50.0%	2	50.0%	0	0.0%
Food Brokers	2,102	1,445	15	1,587	7	46.7%	8	53.3%	0	0.0%
Better Business Bureaus	2,100	1,446	72	846	40	55.6%	14	19.4%	18	25.0%
Laundries - Self Service	2,097	1,447	99	731	46	46.5%	49	49.5%	4	4.0%
Interior Decorators & Designers Supplies	2,093	1,448	11	1,753	8	72.7%	2	18.2%	1	9.1%
Aerospace Industries	2,087	1,449	2	2,476	1	50.0%	1	50.0%	0	0.0%
Barbecue	2,081	1,450	12	1,712	5	41.7%	4	33.3%	3	25.0%
Ranches	2,075	1,451	9	1,839	8	88.9%	1	11.1%	0	0.0%
Trailers - Camping & Travel	2,068	1,452	44	1,054	36	81.8%	8	18.2%	0	0.0%
Caulking Contractors	2,067	1,453	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motor coach Companies	2,065	1,454	9	1,839	6	66.7%	3	33.3%	0	0.0%
Internet Auction Service	2,054	1,455	37	1,136	18	48.6%	14	37.8%	5	13.5%
Myofunctional Therapy	2,053	1,456	100	729	68	68.0%	32	32.0%	0	0.0%
Recording Studio Equipment	2,050	1,457	23	1,346	11	47.8%	10	43.5%	2	8.7%
Cosmetic Sales by Internet	2,048	1,458	188	538	152	80.9%	36	19.1%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Appraisers - Antiques	2,047	1,459	8	1,891	7	87.5%	1	12.5%	0	0.0%
Gymnasiums - Equipment & Supplies	2,040	1,460	42	1,076	21	50.0%	18	42.9%	3	7.1%
Teleconference Service	2,035	1,461	25	1,309	24	96.0%	1	4.0%	0	0.0%
Solar Energy Equipment & Systems Supplies & Parts	2,034	1,462	6	2,033	2	33.3%	4	66.7%	0	0.0%
Equestrian Services	2,027	1,463	24	1,327	12	50.0%	11	45.8%	1	4.2%
Halls & Auditoriums	2,025	1,464	34	1,167	19	55.9%	12	35.3%	3	8.8%
Language Training Aids	2,025	1,464	8	1,891	5	62.5%	3	37.5%	0	0.0%
Airports	2,022	1,466	17	1,528	10	58.8%	4	23.5%	3	17.6%
Whirlpool Bath Equipment & Supplies	2,020	1,467	8	1,891	6	75.0%	2	25.0%	0	0.0%
Craft Galleries & Dealers	2,016	1,468	43	1,067	28	65.1%	13	30.2%	2	4.7%
Physicians & Surgeons Equipment & Supplies	2,014	1,469	16	1,558	12	75.0%	4	25.0%	0	0.0%
Patent Searchers	2,009	1,470	4	2,191	4	100.0%	0	0.0%	0	0.0%
Labor Organizations	2,007	1,471	18	1,481	6	33.3%	10	55.6%	2	11.1%
Lightning Protection Equipment	2,007	1,471	3	2,313	1	33.3%	2	66.7%	0	0.0%
Decoration Contractors - Party, Convention	2,004	1,473	24	1,327	17	70.8%	7	29.2%	0	0.0%
Drama/Acting Instruction	2,004	1,473	3	2,313	3	100.0%	0	0.0%	0	0.0%
Mobile Telephone Equipment & Supplies	2,001	1,475	35	1,155	19	54.3%	12	34.3%	4	11.4%
Identification Equipment & Supplies	1,995	1,476	9	1,839	6	66.7%	3	33.3%	0	0.0%
Vinyl Repair	1,990	1,477	28	1,262	12	42.9%	16	57.1%	0	0.0%
Gasoline - Wholesale	1,989	1,478	21	1,398	8	38.1%	12	57.1%	1	4.8%
Heat Pumps	1,989	1,478	18	1,481	14	77.8%	4	22.2%	0	0.0%
Bank Equipment & Supplies	1,984	1,480	29	1,242	24	82.8%	5	17.2%	0	0.0%
Video Games - Service & Repair	1,983	1,481	83	794	53	63.9%	27	32.5%	3	3.6%
Rubber Products	1,983	1,481	7	1,961	2	28.6%	5	71.4%	0	0.0%
Bridal Registries	1,980	1,483	17	1,528	12	70.6%	5	29.4%	0	0.0%
Fiber Optics	1,980	1,483	4	2,191	4	100.0%	0	0.0%	0	0.0%
Golf Instruction	1,977	1,485	34	1,167	9	26.5%	10	29.4%	15	44.1%
Editorial Services	1,970	1,486	5	2,110	4	80.0%	1	20.0%	0	0.0%
Knife Sharpening Devices	1,962	1,487	166	580	43	25.9%	121	72.9%	2	1.2%
Shoes - Wholesale & Manufacturers	1,959	1,488	91	767	85	93.4%	6	6.6%	0	0.0%
Paper Distributors	1,953	1,489	5	2,110	5	100.0%	0	0.0%	0	0.0%
Gun sights, Scopes & Mounts	1,949	1,490	44	1,054	18	40.9%	26	59.1%	0	0.0%
Connectors - Electric	1,947	1,491	263	436	241	91.6%	21	8.0%	1	0.4%
Online Networking	1,939	1,492	37	1,136	28	75.7%	9	24.3%	0	0.0%
Contractor - General Green Builder	1,937	1,493	18	1,481	8	44.4%	10	55.6%	0	0.0%
Auto Electric Equipment	1,936	1,494	44	1,054	27	61.4%	11	25.0%	6	13.6%
Womens Apparel - Wholesale & Manufacturers	1,935	1,495	12	1,712	8	66.7%	4	33.3%	0	0.0%
Water Supply Systems	1,934	1,496	55	964	29	52.7%	26	47.3%	0	0.0%
Greenhouse Builders	1,931	1,497	5	2,110	4	80.0%	1	20.0%	0	0.0%
Covers - Protective	1,930	1,498	30	1,228	26	86.7%	4	13.3%	0	0.0%
Home Sitting Services	1,929	1,499	3	2,313	3	100.0%	0	0.0%	0	0.0%
Chemical Cleaning - Industrial	1,926	1,500	3	2,313	2	66.7%	1	33.3%	0	0.0%
Doll Houses & Accessories	1,921	1,501	14	1,617	12	85.7%	2	14.3%	0	0.0%
Recreational Vehicles - Storage	1,920	1,502	17	1,528	12	70.6%	5	29.4%	0	0.0%
Steam Cleaning Equipment	1,920	1,502	8	1,891	8	100.0%	0	0.0%	0	0.0%
Schools - Home Study	1,906	1,504	33	1,181	9	27.3%	24	72.7%	0	0.0%
Metals - Precious - Sheet, Wire, Tubing	1,905	1,505	4	2,191	3	75.0%	1	25.0%	0	0.0%
Medicines - Patent & Proprietary	1,898	1,506	5	2,110	2	40.0%	3	60.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Trusses - Construction	1,888	1,507	2	2,476	2	100.0%	0	0.0%	0	0.0%
Dolls - Wholesale & Manufacturers	1,884	1,508	24	1,327	20	83.3%	4	16.7%	0	0.0%
Industrial Consultants	1,879	1,509	4	2,191	1	25.0%	1	25.0%	2	50.0%
Pipe	1,879	1,509	3	2,313	2	66.7%	1	33.3%	0	0.0%
Tractor Repair & Service	1,875	1,511	18	1,481	12	66.7%	4	22.2%	2	11.1%
Dairy Products - Wholesale	1,875	1,511	3	2,313	3	100.0%	0	0.0%	0	0.0%
Gun Safety & Marksmanship Instruction	1,871	1,513	31	1,213	16	51.6%	15	48.4%	0	0.0%
Wine Storage Equipment	1,866	1,514	16	1,558	10	62.5%	4	25.0%	2	12.5%
Projection Apparatus	1,864	1,515	34	1,167	34	100.0%	0	0.0%	0	0.0%
Nurses Registries	1,860	1,516	6	2,033	2	33.3%	4	66.7%	0	0.0%
Asbestos Consulting & Testing	1,857	1,517	0	3,045	0	0.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	1,852	1,518	40	1,096	31	77.5%	8	20.0%	1	2.5%
Musicians	1,852	1,518	13	1,664	9	69.2%	4	30.8%	0	0.0%
Scaffolding & Aerial Lifts	1,849	1,520	2	2,476	2	100.0%	0	0.0%	0	0.0%
Trailer Hitches	1,846	1,521	15	1,587	10	66.7%	5	33.3%	0	0.0%
Elderly/Senior Specialty Services	1,841	1,522	3	2,313	3	100.0%	0	0.0%	0	0.0%
Insured Property Replacement Service	1,838	1,523	101	723	47	46.5%	38	37.6%	16	15.8%
Shoes - Custom Made	1,832	1,524	46	1,031	32	69.6%	14	30.4%	0	0.0%
Contest Arranging & Judging	1,829	1,525	12	1,712	8	66.7%	3	25.0%	1	8.3%
Energy Conservation Products - Wholesale & Manufacturers	1,826	1,526	23	1,346	17	73.9%	6	26.1%	0	0.0%
Food Processing Equipment & Supplies	1,824	1,527	10	1,784	6	60.0%	4	40.0%	0	0.0%
Office & Desk Space Rental Service	1,818	1,528	11	1,753	9	81.8%	2	18.2%	0	0.0%
Smokers Information & Treatment	1,816	1,529	30	1,228	12	40.0%	18	60.0%	0	0.0%
Venetian Blinds - Repair & Cleaning	1,816	1,529	11	1,753	5	45.5%	6	54.5%	0	0.0%
Concrete Reinforcements	1,808	1,531	3	2,313	0	0.0%	3	100.0%	0	0.0%
Plaques	1,805	1,532	26	1,287	17	65.4%	9	34.6%	0	0.0%
Drapery & Curtain Cleaners	1,803	1,533	22	1,377	13	59.1%	8	36.4%	1	4.5%
Concrete Curing & Treating Materials	1,799	1,534	9	1,839	7	77.8%	2	22.2%	0	0.0%
Trampolines	1,793	1,535	20	1,422	19	95.0%	1	5.0%	0	0.0%
Engines - Fuel Injection Service & Parts	1,786	1,536	6	2,033	1	16.7%	4	66.7%	1	16.7%
Containerized Freight Service	1,781	1,537	14	1,617	3	21.4%	11	78.6%	0	0.0%
Washing Machines & Dryers - Service & Repair	1,779	1,538	10	1,784	2	20.0%	7	70.0%	1	10.0%
Chocolate & Cocoa	1,776	1,539	13	1,664	7	53.8%	6	46.2%	0	0.0%
Conference Centers	1,775	1,540	18	1,481	13	72.2%	5	27.8%	0	0.0%
Bird & Wildlife Supply Shops	1,773	1,541	24	1,327	13	54.2%	11	45.8%	0	0.0%
Horse Training	1,773	1,541	15	1,587	9	60.0%	5	33.3%	1	6.7%
E-Learning	1,773	1,541	0	3,045	0	0.0%	0	0.0%	0	0.0%
Parachute Jumping Instruction	1,770	1,544	14	1,617	6	42.9%	8	57.1%	0	0.0%
Stone Cutters	1,767	1,545	8	1,891	3	37.5%	5	62.5%	0	0.0%
Abrasives	1,761	1,546	12	1,712	6	50.0%	6	50.0%	0	0.0%
Boarding Houses	1,761	1,546	7	1,961	2	28.6%	5	71.4%	0	0.0%
Concierge Services	1,761	1,546	1	2,685	0	0.0%	1	100.0%	0	0.0%
Oils - Petroleum	1,751	1,549	15	1,587	10	66.7%	5	33.3%	0	0.0%
Insurance - Workers Compensation	1,748	1,550	8	1,891	7	87.5%	1	12.5%	0	0.0%
Truck Stops	1,747	1,551	22	1,377	9	40.9%	11	50.0%	2	9.1%
Advertising - Periodical	1,746	1,552	33	1,181	14	42.4%	17	51.5%	2	6.1%
Identification Card Service	1,746	1,552	12	1,712	11	91.7%	1	8.3%	0	0.0%
Machinery - Specially Designed	1,735	1,554	18	1,481	10	55.6%	8	44.4%	0	0.0%
Ventilating Contractors	1,734	1,555	5	2,110	4	80.0%	1	20.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Animal Transporting - Zoo, Circus	1,729	1,556	6	2,033	3	50.0%	2	33.3%	1	16.7%
Stock Quotation Boards & Systems	1,724	1,557	69	865	11	15.9%	58	84.1%	0	0.0%
Legal Information Services	1,721	1,558	22	1,377	17	77.3%	5	22.7%	0	0.0%
Advertising - Transit &Transportation	1,713	1,559	70	860	38	54.3%	9	12.9%	23	32.9%
Dancing Supplies	1,711	1,560	35	1,155	7	20.0%	28	80.0%	0	0.0%
Boat Storage	1,707	1,561	21	1,398	14	66.7%	7	33.3%	0	0.0%
Springs - Automotive - Sales & Service	1,706	1,562	16	1,558	11	68.8%	4	25.0%	1	6.3%
Blueprinting	1,704	1,563	4	2,191	3	75.0%	1	25.0%	0	0.0%
Tents	1,702	1,564	115	670	112	97.4%	3	2.6%	0	0.0%
Theatrical & Stage Lighting Equipment	1,702	1,564	4	2,191	3	75.0%	1	25.0%	0	0.0%
Survival Products & Supplies	1,693	1,566	22	1,377	11	50.0%	11	50.0%	0	0.0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	1,689	1,567	43	1,067	25	58.1%	18	41.9%	0	0.0%
Shipping Room Supplies	1,689	1,567	29	1,242	20	69.0%	8	27.6%	1	3.4%
Office Furniture & Equipment - Used	1,683	1,569	17	1,528	16	94.1%	1	5.9%	0	0.0%
Advertising - Television	1,681	1,570	10	1,784	5	50.0%	5	50.0%	0	0.0%
Cheese	1,678	1,571	8	1,891	5	62.5%	3	37.5%	0	0.0%
Tile - Non-Ceramic - Manufacturers & Distributors	1,677	1,572	8	1,891	5	62.5%	2	25.0%	1	12.5%
Barn Equipment	1,671	1,573	5	2,110	4	80.0%	1	20.0%	0	0.0%
Telephone Solicitation Companies	1,660	1,574	48	1,014	31	64.6%	12	25.0%	5	10.4%
Artificial Flowers, Plants & Trees	1,658	1,575	15	1,587	9	60.0%	5	33.3%	1	6.7%
Fishing Charters	1,657	1,576	18	1,481	11	61.1%	3	16.7%	4	22.2%
Cleaning Supplies Direct Door-to-Door	1,655	1,577	13	1,664	7	53.8%	4	30.8%	2	15.4%
Laboratory Equipment & Supplies	1,643	1,578	24	1,327	10	41.7%	14	58.3%	0	0.0%
Shirts - Custom Made	1,636	1,579	60	928	24	40.0%	26	43.3%	10	16.7%
Music - Sheet	1,634	1,580	4	2,191	4	100.0%	0	0.0%	0	0.0%
Environmental Testing & Consulting	1,634	1,580	2	2,476	1	50.0%	1	50.0%	0	0.0%
Brick Preservatives	1,631	1,582	3	2,313	1	33.3%	2	66.7%	0	0.0%
Mail Boxes - Manufacturers & Distributors	1,630	1,583	21	1,398	18	85.7%	3	14.3%	0	0.0%
Fax Transmission Service	1,624	1,584	78	819	57	73.1%	13	16.7%	8	10.3%
Parking Attendant Service	1,623	1,585	97	740	65	67.0%	26	26.8%	6	6.2%
Venetian Blinds - Wholesale & Manufacturers	1,621	1,586	31	1,213	29	93.5%	2	6.5%	0	0.0%
Swimwear & Accessories	1,616	1,587	124	652	56	45.2%	68	54.8%	0	0.0%
Freight Traffic Service	1,611	1,588	21	1,398	15	71.4%	5	23.8%	1	4.8%
Store Fixtures	1,610	1,589	12	1,712	6	50.0%	6	50.0%	0	0.0%
Waterbeds - Dealers	1,609	1,590	37	1,136	32	86.5%	4	10.8%	1	2.7%
Corsets & Girdles	1,609	1,590	3	2,313	2	66.7%	1	33.3%	0	0.0%
Pavement & Floor Marking Services	1,603	1,592	9	1,839	1	11.1%	2	22.2%	6	66.7%
Coal Miners & Shippers	1,601	1,593	0	3,045	0	0.0%	0	0.0%	0	0.0%
Greeting Cards - Wholesale & Manufacturers	1,600	1,594	15	1,587	2	13.3%	1	6.7%	12	80.0%
Gas Well Drilling	1,595	1,595	3	2,313	1	33.3%	2	66.7%	0	0.0%
Duct & Duct Fittings	1,593	1,596	14	1,617	11	78.6%	3	21.4%	0	0.0%
Auto Bumpers, Guards & Grilles	1,590	1,597	19	1,454	7	36.8%	11	57.9%	1	5.3%
Government - Auctions & Job Listing Services	1,588	1,598	62	916	50	80.6%	12	19.4%	0	0.0%
Appraisal - Management	1,585	1,599	7	1,961	2	28.6%	4	57.1%	1	14.3%
Traffic Signs, Signals & Equipment	1,579	1,600	2	2,476	0	0.0%	2	100.0%	0	0.0%
Dairies	1,577	1,601	12	1,712	7	58.3%	5	41.7%	0	0.0%
School Information	1,566	1,602	20	1,422	9	45.0%	10	50.0%	1	5.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Storm Windows & Doors - Repair	1,562	1,603	18	1,481	12	66.7%	5	27.8%	1	5.6%
Electric Heating Elements	1,560	1,604	19	1,454	17	89.5%	2	10.5%	0	0.0%
Woodworking Equipment & Supplies	1,560	1,604	13	1,664	6	46.2%	6	46.2%	1	7.7%
Dental Hygienists	1,558	1,606	64	903	43	67.2%	20	31.3%	1	1.6%
Conveyors & Conveying Equipment	1,552	1,607	2	2,476	2	100.0%	0	0.0%	0	0.0%
Stamps - Collectors	1,540	1,608	32	1,199	23	71.9%	9	28.1%	0	0.0%
Hydraulic Equipment Repair	1,540	1,608	2	2,476	1	50.0%	1	50.0%	0	0.0%
Sewing Machines - Service & Repair	1,537	1,610	34	1,167	24	70.6%	9	26.5%	1	2.9%
International Trade Consultants	1,537	1,610	10	1,784	3	30.0%	7	70.0%	0	0.0%
Beer & Ale - Wholesale	1,535	1,612	8	1,891	5	62.5%	3	37.5%	0	0.0%
Structural Integration	1,525	1,613	1	2,685	1	100.0%	0	0.0%	0	0.0%
Tennis Court Construction	1,524	1,614	2	2,476	1	50.0%	1	50.0%	0	0.0%
Electronic Instruments	1,512	1,615	33	1,181	20	60.6%	11	33.3%	2	6.1%
Trailers - Truck	1,507	1,616	20	1,422	15	75.0%	5	25.0%	0	0.0%
Insurance - Dental	1,506	1,617	19	1,454	14	73.7%	5	26.3%	0	0.0%
Online Drug & Prescription Services - Unapproved Foreign	1,506	1,617	1	2,685	1	100.0%	0	0.0%	0	0.0%
Test Publishers	1,505	1,619	9	1,839	5	55.6%	4	44.4%	0	0.0%
Horse Dealers	1,504	1,620	17	1,528	9	52.9%	8	47.1%	0	0.0%
Painters Equipment & Supplies	1,500	1,621	42	1,076	14	33.3%	25	59.5%	3	7.1%
Outlets - Stores, Factory, Mills	1,498	1,622	46	1,031	38	82.6%	6	13.0%	2	4.3%
Videoconferencing Services	1,497	1,623	6	2,033	4	66.7%	2	33.3%	0	0.0%
Information Processing & Retrieval Equipment & Systems	1,494	1,624	18	1,481	9	50.0%	9	50.0%	0	0.0%
Cake Decorating Equipment & Supplies	1,492	1,625	20	1,422	10	50.0%	10	50.0%	0	0.0%
Veterinarians Equipment & Supplies	1,488	1,626	7	1,961	6	85.7%	1	14.3%	0	0.0%
Photographic Color Prints & Trans.	1,487	1,627	27	1,272	15	55.6%	12	44.4%	0	0.0%
Bar Coding Service	1,474	1,628	14	1,617	9	64.3%	5	35.7%	0	0.0%
Labels - Paper	1,467	1,629	17	1,528	14	82.4%	3	17.6%	0	0.0%
Hospital Consultants	1,466	1,630	105	710	71	67.6%	34	32.4%	0	0.0%
News Service	1,461	1,631	23	1,346	12	52.2%	11	47.8%	0	0.0%
Truck Bodies	1,460	1,632	5	2,110	1	20.0%	4	80.0%	0	0.0%
Electronic Power Supplies	1,458	1,633	13	1,664	6	46.2%	6	46.2%	1	7.7%
Pet Supplies & Foods - Wholesale	1,457	1,634	69	865	61	88.4%	7	10.1%	1	1.4%
Motor Homes - Rent & Lease	1,456	1,635	21	1,398	7	33.3%	13	61.9%	1	4.8%
Buildings - Concrete	1,455	1,636	21	1,398	5	23.8%	13	61.9%	3	14.3%
Antennas	1,455	1,636	15	1,587	3	20.0%	12	80.0%	0	0.0%
Parking Stations & Garages - Construction	1,450	1,638	46	1,031	21	45.7%	23	50.0%	2	4.3%
Advertising - Radio	1,448	1,639	17	1,528	10	58.8%	6	35.3%	1	5.9%
Work Clothes - Retail	1,447	1,640	49	1,006	13	26.5%	36	73.5%	0	0.0%
Diaper Service	1,444	1,641	18	1,481	11	61.1%	6	33.3%	1	5.6%
Laundry Equipment	1,443	1,642	32	1,199	14	43.8%	15	46.9%	3	9.4%
Motion Picture Film Editing	1,442	1,643	16	1,558	6	37.5%	10	62.5%	0	0.0%
Hand Painting & Decorating	1,441	1,644	14	1,617	6	42.9%	7	50.0%	1	7.1%
Foot Appliances	1,437	1,645	10	1,784	9	90.0%	1	10.0%	0	0.0%
Quilting Materials & Supplies	1,433	1,646	10	1,784	4	40.0%	5	50.0%	1	10.0%
Concrete Pumping Service	1,433	1,646	7	1,961	4	57.1%	2	28.6%	1	14.3%
Doughnuts	1,432	1,648	22	1,377	13	59.1%	9	40.9%	0	0.0%
Government - County	1,430	1,649	4	2,191	4	100.0%	0	0.0%	0	0.0%
Aircraft Manufacturers	1,426	1,650	1	2,685	1	100.0%	0	0.0%	0	0.0%
Stump Removal & Grinding	1,421	1,651	9	1,839	3	33.3%	6	66.7%	0	0.0%
Physicians & Surgeons - Oncology	1,421	1,651	8	1,891	7	87.5%	1	12.5%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Mining Companies	1,420	1,653	0	3,045	0	0.0%	0	0.0%	0	0.0%
Brake Service Equipment	1,419	1,654	47	1,022	27	57.4%	20	42.6%	0	0.0%
Paving, Painting, Home Improvement - Itinerant Workers	1,418	1,655	40	1,096	6	15.0%	23	57.5%	11	27.5%
Fans - Household	1,409	1,656	18	1,481	15	83.3%	2	11.1%	1	5.6%
Livestock Breeders	1,406	1,657	19	1,454	10	52.6%	9	47.4%	0	0.0%
Coaching - Life	1,404	1,658	2	2,476	1	50.0%	1	50.0%	0	0.0%
Colon Hydrotherapy - Colonic Therapy	1,404	1,658	1	2,685	0	0.0%	0	0.0%	1	100.0%
Machine Tools - Repair & Rebuild	1,401	1,660	36	1,147	14	38.9%	21	58.3%	1	2.8%
Nuts - Edible	1,398	1,661	4	2,191	2	50.0%	2	50.0%	0	0.0%
Brewers	1,394	1,662	14	1,617	12	85.7%	2	14.3%	0	0.0%
Optical Goods - Wholesale & Manufacturers	1,390	1,663	18	1,481	11	61.1%	6	33.3%	1	5.6%
Boilers - New & Used	1,384	1,664	10	1,784	8	80.0%	1	10.0%	1	10.0%
Needlework Supplies - Retail, Wholesale, Manufacturing	1,379	1,665	18	1,481	4	22.2%	14	77.8%	0	0.0%
Leather	1,374	1,666	58	941	21	36.2%	37	63.8%	0	0.0%
Water Main Contractors	1,373	1,667	4	2,191	3	75.0%	1	25.0%	0	0.0%
Accumulators	1,368	1,668	42	1,076	35	83.3%	6	14.3%	1	2.4%
Maps - Publishers & Distributors	1,368	1,668	24	1,327	16	66.7%	8	33.3%	0	0.0%
Photography Schools	1,367	1,670	17	1,528	7	41.2%	10	58.8%	0	0.0%
Glass - Broken	1,358	1,671	7	1,961	3	42.9%	4	57.1%	0	0.0%
Internet-Based Telephone Service	1,355	1,672	67	879	37	55.2%	30	44.8%	0	0.0%
Judgment Recovery	1,355	1,672	5	2,110	2	40.0%	3	60.0%	0	0.0%
Racquetball Courts - Private	1,349	1,674	18	1,481	15	83.3%	2	11.1%	1	5.6%
Campers - Wholesale & Manufacturers	1,348	1,675	67	879	59	88.1%	8	11.9%	0	0.0%
Rubber Stamps	1,346	1,676	13	1,664	9	69.2%	4	30.8%	0	0.0%
Paint Removing	1,345	1,677	2	2,476	1	50.0%	1	50.0%	0	0.0%
Candle Making Supplies	1,344	1,678	17	1,528	13	76.5%	4	23.5%	0	0.0%
Wood Preserving	1,344	1,678	9	1,839	6	66.7%	2	22.2%	1	11.1%
Social Workers	1,343	1,680	15	1,587	12	80.0%	2	13.3%	1	6.7%
Office Furniture & Equipment - Repair & Refinishing	1,343	1,680	10	1,784	5	50.0%	5	50.0%	0	0.0%
Filters - Air & Gas	1,343	1,680	1	2,685	1	100.0%	0	0.0%	0	0.0%
Sandwiches	1,342	1,683	28	1,262	16	57.1%	12	42.9%	0	0.0%
Machinery Movers & Erectors	1,338	1,684	4	2,191	3	75.0%	1	25.0%	0	0.0%
Plasma Centers	1,338	1,684	4	2,191	3	75.0%	1	25.0%	0	0.0%
Vacuum Equipment & Systems	1,336	1,686	20	1,422	17	85.0%	3	15.0%	0	0.0%
Stock Exchanges	1,336	1,686	7	1,961	2	28.6%	5	71.4%	0	0.0%
Linoleum Dealers	1,332	1,688	7	1,961	2	28.6%	5	71.4%	0	0.0%
Truck Manufacturers & Distributors	1,332	1,688	4	2,191	3	75.0%	1	25.0%	0	0.0%
Insurance - Liability	1,330	1,690	22	1,377	17	77.3%	1	4.5%	4	18.2%
Adult & Continuing Education	1,329	1,691	13	1,664	10	76.9%	3	23.1%	0	0.0%
Perlite & Perlite Products	1,327	1,692	2	2,476	1	50.0%	1	50.0%	0	0.0%
Factoring Service	1,325	1,693	8	1,891	7	87.5%	1	12.5%	0	0.0%
Sewage Disposal Systems	1,324	1,694	25	1,309	17	68.0%	8	32.0%	0	0.0%
Nursing Home Information & Referral	1,323	1,695	9	1,839	8	88.9%	1	11.1%	0	0.0%
Florists Supplies	1,317	1,696	7	1,961	4	57.1%	3	42.9%	0	0.0%
Truck Washing & Cleaning	1,316	1,697	6	2,033	3	50.0%	3	50.0%	0	0.0%
Dressmakers	1,313	1,698	44	1,054	20	45.5%	21	47.7%	3	6.8%
Laundry Consultants	1,312	1,699	85	788	41	48.2%	38	44.7%	6	7.1%
Teachers Agencies	1,312	1,699	2	2,476	0	0.0%	2	100.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Plastics - Fabricating, Finishing & Decor	1,309	1,701	10	1,784	6	60.0%	4	40.0%	0	0.0%
Second Hand Stores	1,305	1,702	29	1,242	14	48.3%	13	44.8%	2	6.9%
Water Heaters - Wholesale & Manufacturers	1,304	1,703	67	879	60	89.6%	7	10.4%	0	0.0%
Appliances - Small - Wholesale & Manufacturers	1,301	1,704	47	1,022	39	83.0%	5	10.6%	3	6.4%
Drywall Contractors Equipment & Supplies	1,297	1,705	2	2,476	1	50.0%	1	50.0%	0	0.0%
Industrial Hygiene Consultants	1,295	1,706	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sweeping Service - Power	1,293	1,707	19	1,454	2	10.5%	17	89.5%	0	0.0%
Armored Car Service	1,288	1,708	6	2,033	3	50.0%	3	50.0%	0	0.0%
Alternators & Generators - Retail	1,284	1,709	16	1,558	9	56.3%	7	43.8%	0	0.0%
Guide Service	1,283	1,710	14	1,617	7	50.0%	7	50.0%	0	0.0%
Music Instruction - Vocal	1,281	1,711	71	854	5	7.0%	64	90.1%	2	2.8%
Oils - Lubricating	1,276	1,712	19	1,454	14	73.7%	5	26.3%	0	0.0%
Restaurant Management	1,274	1,713	8	1,891	4	50.0%	4	50.0%	0	0.0%
Welcome ServiceFor Newcomers	1,270	1,714	1	2,685	0	0.0%	1	100.0%	0	0.0%
Snowmobiles	1,269	1,715	49	1,006	36	73.5%	11	22.4%	2	4.1%
Human Factors - Research & Development	1,268	1,716	4	2,191	4	100.0%	0	0.0%	0	0.0%
Motorcycles - Renting & Leasing	1,264	1,717	27	1,272	15	55.6%	12	44.4%	0	0.0%
Auto Upholstery Cleaning	1,261	1,718	10	1,784	5	50.0%	4	40.0%	1	10.0%
Poultry Farms	1,261	1,718	10	1,784	9	90.0%	1	10.0%	0	0.0%
Bridal & Millinery Supplies	1,260	1,720	20	1,422	12	60.0%	8	40.0%	0	0.0%
Picture Frames - Manufacturers Supplies	1,259	1,721	18	1,481	11	61.1%	7	38.9%	0	0.0%
Encyclopedia & Book Sales by Internet	1,258	1,722	14	1,617	13	92.9%	1	7.1%	0	0.0%
Sanitation Consultants	1,255	1,723	57	950	35	61.4%	19	33.3%	3	5.3%
Advertising - Vinyl Phone Book Covers	1,252	1,724	43	1,067	27	62.8%	16	37.2%	0	0.0%
Stock & Bond Transfer Agents	1,252	1,724	9	1,839	7	77.8%	2	22.2%	0	0.0%
Custom Brokers	1,248	1,726	14	1,617	5	35.7%	9	64.3%	0	0.0%
Trailer Sales	1,247	1,727	20	1,422	12	60.0%	8	40.0%	0	0.0%
Steel Detailers - Structural	1,245	1,728	6	2,033	5	83.3%	1	16.7%	0	0.0%
Mattress Makers Supplies	1,240	1,729	12	1,712	7	58.3%	4	33.3%	1	8.3%
Aircraft Brokers	1,239	1,730	2	2,476	1	50.0%	1	50.0%	0	0.0%
Uniforms - Accessories	1,235	1,731	73	840	61	83.6%	12	16.4%	0	0.0%
City & Town Planners	1,234	1,732	4	2,191	2	50.0%	2	50.0%	0	0.0%
Adhesives & Glues	1,233	1,733	3	2,313	2	66.7%	1	33.3%	0	0.0%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	1,232	1,734	67	879	38	56.7%	28	41.8%	1	1.5%
Ceramic Products - Decorative	1,232	1,734	16	1,558	4	25.0%	11	68.8%	1	6.3%
Roof Decks	1,231	1,736	3	2,313	0	0.0%	2	66.7%	1	33.3%
Outboard Motors - Repair	1,228	1,737	10	1,784	7	70.0%	3	30.0%	0	0.0%
Television Program Producers	1,225	1,738	7	1,961	4	57.1%	1	14.3%	2	28.6%
Grouting Compounds	1,219	1,739	12	1,712	9	75.0%	2	16.7%	1	8.3%
Sprinkler Supervisory Service	1,219	1,739	5	2,110	1	20.0%	4	80.0%	0	0.0%
Emblems	1,218	1,741	56	958	0	0.0%	56	100.0%	0	0.0%
Plating	1,217	1,742	16	1,558	12	75.0%	3	18.8%	1	6.3%
Radar Equipment	1,215	1,743	19	1,454	18	94.7%	1	5.3%	0	0.0%
Museums	1,215	1,743	16	1,558	12	75.0%	4	25.0%	0	0.0%
Trailers - Horse	1,214	1,745	13	1,664	7	53.8%	4	30.8%	2	15.4%
Decals	1,212	1,746	15	1,587	4	26.7%	10	66.7%	1	6.7%
Packaging Machinery	1,211	1,747	3	2,313	2	66.7%	1	33.3%	0	0.0%
Animal Breeders	1,206	1,748	70	860	35	50.0%	27	38.6%	8	11.4%
Towers	1,202	1,749	32	1,199	16	50.0%	14	43.8%	2	6.3%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Powder Processing - Industrial	1,200	1,750	2	2,476	1	50.0%	1	50.0%	0	0.0%
Resident Buyers	1,199	1,751	3	2,313	2	66.7%	0	0.0%	1	33.3%
Piping Contractors	1,196	1,752	4	2,191	0	0.0%	4	100.0%	0	0.0%
Wall Coatings	1,195	1,753	1	2,685	1	100.0%	0	0.0%	0	0.0%
Newspaper Distributors	1,193	1,754	79	814	71	89.9%	8	10.1%	0	0.0%
Stationers - Retail	1,192	1,755	18	1,481	14	77.8%	4	22.2%	0	0.0%
Signs - Equipment & Supplies	1,192	1,755	16	1,558	2	12.5%	14	87.5%	0	0.0%
Sewing Instruction	1,191	1,757	3	2,313	1	33.3%	2	66.7%	0	0.0%
Engines - Gas	1,189	1,758	19	1,454	11	57.9%	8	42.1%	0	0.0%
Divers	1,188	1,759	7	1,961	5	71.4%	2	28.6%	0	0.0%
Murals	1,187	1,760	2	2,476	1	50.0%	1	50.0%	0	0.0%
Oils - Waste	1,186	1,761	0	3,045	0	0.0%	0	0.0%	0	0.0%
Valves	1,185	1,762	2	2,476	1	50.0%	1	50.0%	0	0.0%
Fuel Economizers	1,182	1,763	23	1,346	12	52.2%	11	47.8%	0	0.0%
Refrigeration Equipment - Supplies & Parts	1,182	1,763	21	1,398	6	28.6%	11	52.4%	4	19.0%
Television Program Distributors	1,181	1,765	9	1,839	3	33.3%	4	44.4%	2	22.2%
Organs - Tune & Repair	1,179	1,766	9	1,839	8	88.9%	1	11.1%	0	0.0%
Deck Cleaning and Waterproofing	1,176	1,767	26	1,287	9	34.6%	17	65.4%	0	0.0%
Bolts & Nuts	1,175	1,768	2	2,476	2	100.0%	0	0.0%	0	0.0%
Electric Equipment - Manufacturers	1,172	1,769	11	1,753	6	54.5%	5	45.5%	0	0.0%
Music & Messaging Services	1,171	1,770	33	1,181	15	45.5%	18	54.5%	0	0.0%
Chairs - Orthopedic & Lift	1,170	1,771	26	1,287	11	42.3%	11	42.3%	4	15.4%
Auto Floor Coverings	1,170	1,771	11	1,753	9	81.8%	2	18.2%	0	0.0%
Rifle & Pistol Ranges	1,170	1,771	7	1,961	5	71.4%	2	28.6%	0	0.0%
Cocktail Lounges	1,167	1,774	53	976	29	54.7%	23	43.4%	1	1.9%
Alternators & Generators - Auto Repair	1,167	1,774	40	1,096	22	55.0%	11	27.5%	7	17.5%
Construction Estimates	1,165	1,776	5	2,110	3	60.0%	2	40.0%	0	0.0%
Quilting	1,164	1,777	6	2,033	3	50.0%	2	33.3%	1	16.7%
Construction Reports	1,162	1,778	18	1,481	15	83.3%	3	16.7%	0	0.0%
Organ & Tissue Banks	1,160	1,779	1	2,685	1	100.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Supplies & Parts	1,159	1,780	81	806	51	63.0%	29	35.8%	1	1.2%
Aprons - Industrial	1,159	1,780	29	1,242	16	55.2%	11	37.9%	2	6.9%
Insurance Inspection & Audits	1,156	1,782	7	1,961	1	14.3%	6	85.7%	0	0.0%
Musical Instruments - Repair	1,153	1,783	32	1,199	24	75.0%	8	25.0%	0	0.0%
Foresters - Consulting	1,152	1,784	2	2,476	1	50.0%	1	50.0%	0	0.0%
Greenhouse Equipment & Supplies	1,152	1,784	2	2,476	2	100.0%	0	0.0%	0	0.0%
Automation Consultants	1,151	1,786	1	2,685	1	100.0%	0	0.0%	0	0.0%
Government - US.	1,146	1,787	2	2,476	1	50.0%	1	50.0%	0	0.0%
Weather Instruments	1,141	1,788	31	1,213	21	67.7%	10	32.3%	0	0.0%
Insurance - Funeral	1,141	1,788	3	2,313	3	100.0%	0	0.0%	0	0.0%
Drapery Installation Service	1,140	1,790	5	2,110	4	80.0%	1	20.0%	0	0.0%
Insurance - Fire & Flood Specialists	1,138	1,791	13	1,664	7	53.8%	5	38.5%	1	7.7%
Air Pollution Control	1,138	1,791	1	2,685	1	100.0%	0	0.0%	0	0.0%
Auto Radios & Stereos - Wholesale & Manufacturers	1,135	1,793	22	1,377	9	40.9%	13	59.1%	0	0.0%
Coffee Brewing Devices	1,134	1,794	34	1,167	21	61.8%	12	35.3%	1	2.9%
Denturist	1,129	1,795	21	1,398	8	38.1%	0	0.0%	13	61.9%
Hats - Retail	1,117	1,796	42	1,076	27	64.3%	14	33.3%	1	2.4%
Audio-Visual Equipment - Wholesale & Manufacturers	1,114	1,797	33	1,181	24	72.7%	6	18.2%	3	9.1%
Engravers - Stationery	1,113	1,798	14	1,617	12	85.7%	2	14.3%	0	0.0%
Boat Transporting	1,111	1,799	14	1,617	5	35.7%	8	57.1%	1	7.1%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Roommate Referral Service	1,110	1,800	40	1,096	21	52.5%	19	47.5%	0	0.0%
Water Well Drilling Equipment & Supplies	1,109	1,801	28	1,262	10	35.7%	18	64.3%	0	0.0%
Ceramics - Equipment & Supplies	1,109	1,801	4	2,191	2	50.0%	2	50.0%	0	0.0%
Biofeedback Therapists	1,106	1,803	13	1,664	9	69.2%	4	30.8%	0	0.0%
Heat Treating - Metal	1,103	1,804	0	3,045	0	0.0%	0	0.0%	0	0.0%
Giftware - Wholesale & Manufacturers	1,101	1,805	13	1,664	10	76.9%	1	7.7%	2	15.4%
Sewing Contractors	1,100	1,806	20	1,422	11	55.0%	9	45.0%	0	0.0%
Animal Registration & Identification	1,098	1,807	39	1,107	26	66.7%	13	33.3%	0	0.0%
Labeling	1,097	1,808	48	1,014	5	10.4%	32	66.7%	11	22.9%
Wind Energy Systems	1,097	1,808	4	2,191	3	75.0%	1	25.0%	0	0.0%
Trailer Storage	1,096	1,810	13	1,664	7	53.8%	5	38.5%	1	7.7%
Gas - Industrial & Medical - Cylinder & Bulk	1,095	1,811	15	1,587	12	80.0%	3	20.0%	0	0.0%
Air Pollution Measuring Equipment & Service	1,095	1,811	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Supplies & Parts	1,094	1,813	27	1,272	20	74.1%	7	25.9%	0	0.0%
Inks - Manufacturers Materials	1,094	1,813	17	1,528	12	70.6%	4	23.5%	1	5.9%
Dolls - Retail	1,089	1,815	39	1,107	16	41.0%	20	51.3%	3	7.7%
Interior Decorators & Designers - Workroom	1,085	1,816	7	1,961	2	28.6%	5	71.4%	0	0.0%
Fire Department Equipment & Supplies	1,083	1,817	3	2,313	3	100.0%	0	0.0%	0	0.0%
Surfboards	1,079	1,818	16	1,558	10	62.5%	6	37.5%	0	0.0%
Recruitment Services	1,079	1,818	7	1,961	1	14.3%	5	71.4%	1	14.3%
Ammunition	1,078	1,820	20	1,422	12	60.0%	7	35.0%	1	5.0%
Bar Supplies	1,077	1,821	16	1,558	4	25.0%	12	75.0%	0	0.0%
Trailers - Transporting	1,077	1,821	6	2,033	2	33.3%	4	66.7%	0	0.0%
Metal Stamping	1,074	1,823	0	3,045	0	0.0%	0	0.0%	0	0.0%
Attorneys Service Bureaus	1,070	1,824	4	2,191	3	75.0%	1	25.0%	0	0.0%
Stenographers - Public	1,070	1,824	3	2,313	1	33.3%	1	33.3%	1	33.3%
Lighting Equipment - Emergency	1,063	1,826	7	1,961	3	42.9%	4	57.1%	0	0.0%
Hay	1,063	1,826	1	2,685	0	0.0%	1	100.0%	0	0.0%
Air Courier Service	1,061	1,828	18	1,481	2	11.1%	13	72.2%	3	16.7%
Butchering	1,056	1,829	17	1,528	11	64.7%	6	35.3%	0	0.0%
Pearls	1,056	1,829	1	2,685	1	100.0%	0	0.0%	0	0.0%
Trucking - Liquid Or Dry Bulk	1,054	1,831	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lotteries - Local	1,053	1,832	9	1,839	6	66.7%	2	22.2%	1	11.1%
Tank Testing & Inspection	1,052	1,833	2	2,476	1	50.0%	1	50.0%	0	0.0%
Furnace Sales & Service	1,048	1,834	18	1,481	9	50.0%	8	44.4%	1	5.6%
Air Balancing	1,045	1,835	0	3,045	0	0.0%	0	0.0%	0	0.0%
Check Protection & Signing Machines	1,039	1,836	3	2,313	3	100.0%	0	0.0%	0	0.0%
Campers - Service & Repair	1,038	1,837	12	1,712	6	50.0%	6	50.0%	0	0.0%
Cement - Wholesale & Manufacturers	1,038	1,837	3	2,313	2	66.7%	1	33.3%	0	0.0%
Beverages - Wholesale & Distribution	1,036	1,839	8	1,891	7	87.5%	0	0.0%	1	12.5%
Souvenirs - Retail	1,035	1,840	18	1,481	15	83.3%	3	16.7%	0	0.0%
Precious, Semi-Precious & Synthetic	1,034	1,841	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fashion Consultants	1,033	1,842	21	1,398	13	61.9%	8	38.1%	0	0.0%
Sharpening Service	1,030	1,843	9	1,839	5	55.6%	4	44.4%	0	0.0%
Motel & Hotel Management	1,029	1,844	17	1,528	14	82.4%	3	17.6%	0	0.0%
Videographers	1,028	1,845	77	825	37	48.1%	36	46.8%	4	5.2%
Pumping Contractors	1,027	1,846	4	2,191	1	25.0%	3	75.0%	0	0.0%
Cable Splicing	1,025	1,847	2	2,476	1	50.0%	1	50.0%	0	0.0%
Mobile Homes - Rent & Lease	1,019	1,848	36	1,147	25	69.4%	11	30.6%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Beer Dispensing & Cooling Equipment	1,018	1,849	5	2,110	5	100.0%	0	0.0%	0	0.0%
Ear & Body Piercing	1,017	1,850	10	1,784	7	70.0%	3	30.0%	0	0.0%
Employment Service - Government, Co, Fraternal	1,017	1,850	8	1,891	3	37.5%	5	62.5%	0	0.0%
Webbing	1,015	1,852	12	1,712	0	0.0%	12	100.0%	0	0.0%
Photographic Research Service	1,013	1,853	1	2,685	0	0.0%	1	100.0%	0	0.0%
Package Design & Development	1,006	1,854	8	1,891	2	25.0%	5	62.5%	1	12.5%
Office Records - Destruction	1,004	1,855	0	3,045	0	0.0%	0	0.0%	0	0.0%
Batteries - Storage-Wholesale & Manufacturers	1,002	1,856	101	723	87	86.1%	14	13.9%	0	0.0%
Actuaries	1,002	1,856	2	2,476	2	100.0%	0	0.0%	0	0.0%
Junk Dealers	999	1,858	19	1,454	15	78.9%	3	15.8%	1	5.3%
Beekeepers	998	1,859	15	1,587	7	46.7%	8	53.3%	0	0.0%
Fruit & Vegetable Growers & Shippers	995	1,860	7	1,961	4	57.1%	3	42.9%	0	0.0%
Gift Wrapping Materials	995	1,860	6	2,033	6	100.0%	0	0.0%	0	0.0%
Leather Goods - Repair	994	1,862	13	1,664	4	30.8%	9	69.2%	0	0.0%
Golf Course Equipment & Supplies	991	1,863	17	1,528	12	70.6%	5	29.4%	0	0.0%
Boat Cleaning	989	1,864	6	2,033	3	50.0%	2	33.3%	1	16.7%
Cemetery Equipment & Supplies	986	1,865	9	1,839	8	88.9%	1	11.1%	0	0.0%
Brakes - Manufacturers & Distributors	986	1,865	7	1,961	2	28.6%	5	71.4%	0	0.0%
Lobbyists	985	1,867	5	2,110	4	80.0%	1	20.0%	0	0.0%
Fuel Injection Equipment	979	1,868	7	1,961	5	71.4%	2	28.6%	0	0.0%
Massage School	979	1,868	5	2,110	4	80.0%	0	0.0%	1	20.0%
Paper Shredding Machines	978	1,870	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Fittings	972	1,871	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fur Business - Wholesale & Manufacturers	971	1,872	17	1,528	9	52.9%	8	47.1%	0	0.0%
Bras	966	1,873	16	1,558	4	25.0%	5	31.3%	7	43.8%
Oil Well Services	966	1,873	0	3,045	0	0.0%	0	0.0%	0	0.0%
Karaoke Machines & Tapes	963	1,875	30	1,228	9	30.0%	21	70.0%	0	0.0%
Artificial Limbs	963	1,875	1	2,685	1	100.0%	0	0.0%	0	0.0%
Maternity Clothes	960	1,877	48	1,014	19	39.6%	29	60.4%	0	0.0%
Corporate Awards	958	1,878	2	2,476	2	100.0%	0	0.0%	0	0.0%
Photo Copying	956	1,879	12	1,712	2	16.7%	6	50.0%	4	33.3%
Feed - Wholesale & Manufacturers	954	1,880	3	2,313	3	100.0%	0	0.0%	0	0.0%
Furniture Manufacturers Equipment & Supplies	953	1,881	14	1,617	12	85.7%	2	14.3%	0	0.0%
Beds - Wholesale & Manufacturers	948	1,882	7	1,961	5	71.4%	2	28.6%	0	0.0%
Pipes & Smokers Articles	947	1,883	19	1,454	8	42.1%	11	57.9%	0	0.0%
Pumps - Wholesale & Manufacturers	945	1,884	4	2,191	4	100.0%	0	0.0%	0	0.0%
Ice Cream & Frozen Desserts - Mfg & Dist	944	1,885	11	1,753	7	63.6%	4	36.4%	0	0.0%
Cookies & Crackers	942	1,886	6	2,033	3	50.0%	3	50.0%	0	0.0%
Lie Detection Service	938	1,887	0	3,045	0	0.0%	0	0.0%	0	0.0%
Telephone Equipment & Systems Supplies & Parts	937	1,888	7	1,961	3	42.9%	4	57.1%	0	0.0%
Organs	937	1,888	1	2,685	1	100.0%	0	0.0%	0	0.0%
Billiard Parlors	936	1,890	10	1,784	6	60.0%	4	40.0%	0	0.0%
Beer & Ale - Retail	934	1,891	14	1,617	10	71.4%	4	28.6%	0	0.0%
Government - State	934	1,891	7	1,961	6	85.7%	1	14.3%	0	0.0%
Oil Royalties	933	1,893	2	2,476	1	50.0%	0	0.0%	1	50.0%
Golf Course Construction	933	1,893	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lighting Fixtures - Repair & Maintenance	929	1,895	6	2,033	4	66.7%	2	33.3%	0	0.0%
Missile & Rocket Research & Development	926	1,896	0	3,045	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	%
Hardware - Builders	923	1,897	18	1,481	12	66.7%	6	33.3%	0	0.0%
Sound Control Structures & Equipment	921	1,898	5	2,110	1	20.0%	0	0.0%	4	80.0%
Contractor - Interior Trim	918	1,899	4	2,191	2	50.0%	2	50.0%	0	0.0%
Rubbish & Garbage Removal Contractors										
Equipment	917	1,900	17	1,528	10	58.8%	6	35.3%	1	5.9%
Mexican Food Products	917	1,900	7	1,961	3	42.9%	3	42.9%	1	14.3%
Dental Equipment - Repair & Refinish	915	1,902	218	486	207	95.0%	11	5.0%	0	0.0%
Bottles - Wholesale & Manufacturers	915	1,902	1	2,685	0	0.0%	1	100.0%	0	0.0%
Video Games - Supplies & Parts	913	1,904	96	743	18	18.8%	78	81.3%	0	0.0%
Music Arrangers & Composers	913	1,904	25	1,309	13	52.0%	12	48.0%	0	0.0%
Screen Printing - Equipment & Supplies	911	1,906	6	2,033	5	83.3%	1	16.7%	0	0.0%
Livestock Equipment & Supplies	911	1,906	5	2,110	2	40.0%	3	60.0%	0	0.0%
Express & Transfer Service	910	1,908	6	2,033	2	33.3%	4	66.7%	0	0.0%
Display Fixtures & Materials	905	1,909	10	1,784	6	60.0%	4	40.0%	0	0.0%
Title Loans	903	1,910	36	1,147	25	69.4%	10	27.8%	1	2.8%
Concrete Block & Product Molding Machine	902	1,911	23	1,346	10	43.5%	11	47.8%	2	8.7%
Encyclopedias	898	1,912	23	1,346	16	69.6%	5	21.7%	2	8.7%
Playgrounds	898	1,912	13	1,664	5	38.5%	8	61.5%	0	0.0%
Costume Fabrics, Trim & Accessories	895	1,914	39	1,107	24	61.5%	11	28.2%	4	10.3%
Floor Treatment Compounds	895	1,914	7	1,961	4	57.1%	3	42.9%	0	0.0%
Tennis Courts - Private	895	1,914	6	2,033	2	33.3%	3	50.0%	1	16.7%
Abstracters	895	1,914	5	2,110	1	20.0%	3	60.0%	1	20.0%
Stone - Crushed	893	1,918	2	2,476	1	50.0%	1	50.0%	0	0.0%
Mineral Exploration	893	1,918	0	3,045	0	0.0%	0	0.0%	0	0.0%
Batteries - Dry Cell - Wholesale & Manufacturers	892	1,920	7	1,961	6	85.7%	1	14.3%	0	0.0%
Outboard Motors	890	1,921	20	1,422	7	35.0%	13	65.0%	0	0.0%
Paper Manufacturers	890	1,921	3	2,313	2	66.7%	1	33.3%	0	0.0%
Oxygen Therapy Equipment	888	1,923	6	2,033	4	66.7%	2	33.3%	0	0.0%
Ceiling Cleaning	881	1,924	3	2,313	1	33.3%	1	33.3%	1	33.3%
Antiques - Reproductions	880	1,925	3	2,313	1	33.3%	2	66.7%	0	0.0%
Meal Preparation Service	879	1,926	0	3,045	0	0.0%	0	0.0%	0	0.0%
Trademark Agents & Consultants	878	1,927	13	1,664	9	69.2%	2	15.4%	2	15.4%
Agricultural Consultants	876	1,928	2	2,476	0	0.0%	2	100.0%	0	0.0%
Table Pads	874	1,929	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mausoleums	870	1,930	6	2,033	4	66.7%	2	33.3%	0	0.0%
Burial Vaults	870	1,930	4	2,191	1	25.0%	2	50.0%	1	25.0%
Carpet & Rug Dyers	870	1,930	4	2,191	1	25.0%	3	75.0%	0	0.0%
Sash Operating Devices	870	1,930	0	3,045	0	0.0%	0	0.0%	0	0.0%
Moving Supplies	866	1,934	1	2,685	1	100.0%	0	0.0%	0	0.0%
Freight Consolidating	865	1,935	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ballrooms	864	1,936	14	1,617	6	42.9%	4	28.6%	4	28.6%
Battery Repairing & Rebuilding	863	1,937	6	2,033	5	83.3%	1	16.7%	0	0.0%
Photographic Mounts	863	1,937	6	2,033	4	66.7%	2	33.3%	0	0.0%
Tennis Equipment & Supplies	858	1,939	3	2,313	2	66.7%	1	33.3%	0	0.0%
Sperm Banks	857	1,940	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fireplace Equipment - Wholesale & Manufacturers	856	1,941	20	1,422	14	70.0%	6	30.0%	0	0.0%
Meat - Bulk & Itinerant	852	1,942	38	1,121	10	26.3%	25	65.8%	3	7.9%
Yarn - Retail	852	1,942	21	1,398	15	71.4%	6	28.6%	0	0.0%
Blasting Contractors	852	1,942	0	3,045	0	0.0%	0	0.0%	0	0.0%
Childrens & Family Entertainment	851	1,945	30	1,228	14	46.7%	14	46.7%	2	6.7%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Fingerprinting	849	1,946	8	1,891	4	50.0%	2	25.0%	2	25.0%
Chemical Plant Equipment & Supplies	847	1,947	1	2,685	1	100.0%	0	0.0%	0	0.0%
Reading Instruction	846	1,948	8	1,891	8	100.0%	0	0.0%	0	0.0%
Layouts - Office, Factory	844	1,949	27	1,272	18	66.7%	9	33.3%	0	0.0%
Quilts	843	1,950	14	1,617	8	57.1%	6	42.9%	0	0.0%
Fishing Bait	841	1,951	10	1,784	3	30.0%	7	70.0%	0	0.0%
Spices	836	1,952	5	2,110	2	40.0%	1	20.0%	2	40.0%
Glass Blowers	836	1,952	4	2,191	2	50.0%	2	50.0%	0	0.0%
Wood Preservatives	836	1,952	4	2,191	1	25.0%	3	75.0%	0	0.0%
Concrete Aggregates	836	1,952	2	2,476	1	50.0%	1	50.0%	0	0.0%
Picture Frames - Restore & Repair	833	1,956	4	2,191	2	50.0%	2	50.0%	0	0.0%
Physical Therapy Equipment	831	1,957	12	1,712	7	58.3%	4	33.3%	1	8.3%
Leather Goods - Wholesale & Manufacturers	831	1,957	6	2,033	5	83.3%	1	16.7%	0	0.0%
Typographers	830	1,959	1	2,685	1	100.0%	0	0.0%	0	0.0%
Glass Circles & Specialty Shapes	827	1,960	4	2,191	2	50.0%	2	50.0%	0	0.0%
Telephone Equipment & Systems Wholesale & Manufacturing	826	1,961	4	2,191	4	100.0%	0	0.0%	0	0.0%
Railroads - Freight	822	1,962	1	2,685	0	0.0%	1	100.0%	0	0.0%
Photographs - Stock	821	1,963	12	1,712	4	33.3%	8	66.7%	0	0.0%
Drug Brokers	820	1,964	18	1,481	10	55.6%	7	38.9%	1	5.6%
Flood Control Equipment	820	1,964	13	1,664	9	69.2%	4	30.8%	0	0.0%
Humane Societies	819	1,966	5	2,110	4	80.0%	1	20.0%	0	0.0%
Electric Motors - Supplies & Parts	818	1,967	8	1,891	4	50.0%	4	50.0%	0	0.0%
Small Engine Repair	816	1,968	35	1,155	27	77.1%	8	22.9%	0	0.0%
Heat Supply Companies	815	1,969	15	1,587	6	40.0%	9	60.0%	0	0.0%
Post-Construction Clean Up	815	1,969	0	3,045	0	0.0%	0	0.0%	0	0.0%
Silverware Clean, Repair & Replate	815	1,969	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bridal Gown Preservation	814	1,972	8	1,891	3	37.5%	5	62.5%	0	0.0%
Motel & Hotel Consultants	812	1,973	162	586	153	94.4%	9	5.6%	0	0.0%
First Aid Supplies	812	1,973	4	2,191	3	75.0%	1	25.0%	0	0.0%
Pet Waste Removal	807	1,975	6	2,033	4	66.7%	1	16.7%	1	16.7%
Mats & Matting	804	1,976	4	2,191	2	50.0%	2	50.0%	0	0.0%
Bridge Builders	804	1,976	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dry Goods - Retail	802	1,978	78	819	67	85.9%	11	14.1%	0	0.0%
Football Clubs	802	1,978	24	1,327	12	50.0%	12	50.0%	0	0.0%
Sportswear - Wholesale & Manufacturers	802	1,978	19	1,454	14	73.7%	4	21.1%	1	5.3%
Elevator Consultants	802	1,978	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	801	1,982	13	1,664	5	38.5%	5	38.5%	3	23.1%
Wire & Cable - Non-Electric	799	1,983	15	1,587	11	73.3%	3	20.0%	1	6.7%
Thermographers	798	1,984	1	2,685	1	100.0%	0	0.0%	0	0.0%
Acoustical Materials	798	1,984	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bookbinders	796	1,986	15	1,587	9	60.0%	5	33.3%	1	6.7%
Church Supplies	795	1,987	10	1,784	2	20.0%	8	80.0%	0	0.0%
Engraving Equipment & Supplies	792	1,988	4	2,191	4	100.0%	0	0.0%	0	0.0%
Housing Authorities	790	1,989	9	1,839	8	88.9%	0	0.0%	1	11.1%
Time Recorders	790	1,989	6	2,033	5	83.3%	1	16.7%	0	0.0%
Filtering Materials & Supplies	789	1,991	12	1,712	9	75.0%	3	25.0%	0	0.0%
Telescopes	787	1,992	16	1,558	8	50.0%	8	50.0%	0	0.0%
Water Skiing Equipment & Supplies	785	1,993	18	1,481	10	55.6%	7	38.9%	1	5.6%
Lotteries - State	785	1,993	2	2,476	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	%
Aircraft & Aircraft Equipment - Testing	785	1,993	1	2,685	1	100.0%	0	0.0%	0	0.0%
Winemaking Equipment & Supplies	782	1,996	17	1,528	1	5.9%	16	94.1%	0	0.0%
Insurance - Rental	781	1,997	5	2,110	4	80.0%	1	20.0%	0	0.0%
Bags - Burlap, Canvas & Cotton	781	1,997	2	2,476	2	100.0%	0	0.0%	0	0.0%
Television & Radio Broadcast Schools	779	1,999	8	1,891	6	75.0%	1	12.5%	1	12.5%
Backflow Prevention Devices & Services	779	1,999	1	2,685	0	0.0%	1	100.0%	0	0.0%
Metallurgists	775	2,001	1	2,685	1	100.0%	0	0.0%	0	0.0%
Fiber Glass Products	770	2,002	7	1,961	1	14.3%	6	85.7%	0	0.0%
Wall Cleaning	770	2,002	5	2,110	5	100.0%	0	0.0%	0	0.0%
Industrial Developments	769	2,004	4	2,191	1	25.0%	3	75.0%	0	0.0%
iPod Sales & Service	768	2,005	5	2,110	4	80.0%	1	20.0%	0	0.0%
Tool Designers	767	2,006	1	2,685	0	0.0%	1	100.0%	0	0.0%
Air Brushes	766	2,007	10	1,784	7	70.0%	3	30.0%	0	0.0%
Mattresses - Renovating	765	2,008	23	1,346	9	39.1%	14	60.9%	0	0.0%
Treatment Centers & Rest Homes - Information & Placement	765	2,008	8	1,891	5	62.5%	3	37.5%	0	0.0%
Riding Apparel & Equipment	764	2,010	7	1,961	4	57.1%	3	42.9%	0	0.0%
Word Processing Service	762	2,011	4	2,191	3	75.0%	0	0.0%	1	25.0%
Suits - Custom Made	761	2,012	12	1,712	7	58.3%	5	41.7%	0	0.0%
Sports Bar	760	2,013	35	1,155	18	51.4%	17	48.6%	0	0.0%
Electric Supplies - Manufacturers	760	2,013	12	1,712	10	83.3%	1	8.3%	1	8.3%
Tools - Cutting	759	2,015	4	2,191	3	75.0%	1	25.0%	0	0.0%
Bakers Equipment	758	2,016	4	2,191	2	50.0%	2	50.0%	0	0.0%
Mining Equipment & Supplies	757	2,017	7	1,961	5	71.4%	2	28.6%	0	0.0%
Axles	756	2,018	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	755	2,019	8	1,891	4	50.0%	4	50.0%	0	0.0%
Chiropractors Equipment & Supplies	755	2,019	7	1,961	5	71.4%	2	28.6%	0	0.0%
Engines - Fuel Conversion	753	2,021	28	1,262	5	17.9%	21	75.0%	2	7.1%
Ammunition & Reload Equipment & Supplies	752	2,022	8	1,891	5	62.5%	2	25.0%	1	12.5%
Mobile Homes Manufacturers Equipment & Supplies	751	2,023	6	2,033	6	100.0%	0	0.0%	0	0.0%
Fabrics - Wholesale & Manufacturers	748	2,024	8	1,891	4	50.0%	4	50.0%	0	0.0%
Oil Additives - Manufacturers & Distributors	746	2,025	2	2,476	1	50.0%	1	50.0%	0	0.0%
Orchards	746	2,025	2	2,476	2	100.0%	0	0.0%	0	0.0%
Bearings	746	2,025	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oxygen	745	2,028	7	1,961	6	85.7%	1	14.3%	0	0.0%
Artificial Flowers & Plants - Manufacturer Supplies	744	2,029	19	1,454	8	42.1%	11	57.9%	0	0.0%
Optical Imaging Equipment & Systems	744	2,029	19	1,454	9	47.4%	10	52.6%	0	0.0%
Landfills - Sanitary	742	2,031	1	2,685	1	100.0%	0	0.0%	0	0.0%
Shoring	742	2,031	1	2,685	1	100.0%	0	0.0%	0	0.0%
Office Furniture & Equipment - Wholesale & Manufacturing	741	2,033	6	2,033	3	50.0%	3	50.0%	0	0.0%
Tools - Power Actuated	739	2,034	11	1,753	9	81.8%	2	18.2%	0	0.0%
Tanks - Metal	739	2,034	2	2,476	1	50.0%	1	50.0%	0	0.0%
Livestock Auction Markets	738	2,036	4	2,191	3	75.0%	1	25.0%	0	0.0%
Bicycles - Repair	737	2,037	20	1,422	16	80.0%	4	20.0%	0	0.0%
Carpet & Rug Pads, Linings & Accessories	737	2,037	9	1,839	7	77.8%	1	11.1%	1	11.1%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Computers - Rooms - Installation & Equipment	737	2,037	4	2,191	3	75.0%	1	25.0%	0	0.0%
Engravers - Plastic, Wood	736	2,040	3	2,313	1	33.3%	2	66.7%	0	0.0%
Artists - Commercial	735	2,041	8	1,891	3	37.5%	5	62.5%	0	0.0%
Millwrights	735	2,041	0	3,045	0	0.0%	0	0.0%	0	0.0%
Seating Companies	734	2,043	2	2,476	2	100.0%	0	0.0%	0	0.0%
Aids Research & Clinics	734	2,043	1	2,685	0	0.0%	1	100.0%	0	0.0%
Binoculars	732	2,045	11	1,753	7	63.6%	3	27.3%	1	9.1%
Photo Retouching	731	2,046	4	2,191	1	25.0%	3	75.0%	0	0.0%
Marine Electric Service	731	2,046	1	2,685	1	100.0%	0	0.0%	0	0.0%
Railroads	730	2,048	29	1,242	26	89.7%	3	10.3%	0	0.0%
Key Holders	727	2,049	1	2,685	1	100.0%	0	0.0%	0	0.0%
Home Demonstrations	726	2,050	13	1,664	5	38.5%	8	61.5%	0	0.0%
Warehouses - Cold Storage	725	2,051	12	1,712	6	50.0%	6	50.0%	0	0.0%
Odor Neutralizer	725	2,051	2	2,476	1	50.0%	1	50.0%	0	0.0%
Sewage Treatment Equipment	725	2,051	2	2,476	2	100.0%	0	0.0%	0	0.0%
Cosmetic & Toiletry Preparations - Manufacturers	724	2,054	52	987	28	53.8%	24	46.2%	0	0.0%
Laboratories - Veterinary	724	2,054	14	1,617	13	92.9%	1	7.1%	0	0.0%
Liquors - Wholesale	722	2,056	11	1,753	9	81.8%	2	18.2%	0	0.0%
Ice Making Equipment & Machines	719	2,057	3	2,313	3	100.0%	0	0.0%	0	0.0%
Welding Equipment - Repair	719	2,057	2	2,476	1	50.0%	1	50.0%	0	0.0%
Pillows	713	2,059	24	1,327	22	91.7%	2	8.3%	0	0.0%
Electric Motors - Manufacturers & Distributors	712	2,060	53	976	18	34.0%	35	66.0%	0	0.0%
Alternative Medicine	708	2,061	11	1,753	11	100.0%	0	0.0%	0	0.0%
Badges	708	2,061	3	2,313	1	33.3%	2	66.7%	0	0.0%
SemiConductor Devices	707	2,063	4	2,191	2	50.0%	2	50.0%	0	0.0%
Baseball Batting Ranges	707	2,063	3	2,313	3	100.0%	0	0.0%	0	0.0%
Air Flight Attendants	706	2,065	2	2,476	0	0.0%	1	50.0%	1	50.0%
Quarries	705	2,066	0	3,045	0	0.0%	0	0.0%	0	0.0%
VOIP (Voice Over Internet Protocol) Sales & Service	703	2,067	30	1,228	29	96.7%	1	3.3%	0	0.0%
Parks	700	2,068	18	1,481	14	77.8%	4	22.2%	0	0.0%
Popcorn Machines	698	2,069	2	2,476	2	100.0%	0	0.0%	0	0.0%
Bingo & Gaming Halls	698	2,069	1	2,685	0	0.0%	1	100.0%	0	0.0%
Oil - Crude - Purchasing	698	2,069	1	2,685	0	0.0%	1	100.0%	0	0.0%
Statistical Service	696	2,072	6	2,033	5	83.3%	1	16.7%	0	0.0%
Theatrical Managers & Producers	692	2,073	2	2,476	1	50.0%	0	0.0%	1	50.0%
Surgical Instruments	691	2,074	3	2,313	2	66.7%	1	33.3%	0	0.0%
Steam Cleaning - Industrial	689	2,075	50	999	37	74.0%	13	26.0%	0	0.0%
Eyesight Training	688	2,076	71	854	53	74.6%	18	25.4%	0	0.0%
Document Imaging & Scanning Service	688	2,076	6	2,033	2	33.3%	4	66.7%	0	0.0%
Publishers Representatives	687	2,078	45	1,040	37	82.2%	6	13.3%	2	4.4%
Apartment Sharing Service	687	2,078	9	1,839	3	33.3%	4	44.4%	2	22.2%
Silversmiths & Goldsmiths	686	2,080	18	1,481	13	72.2%	5	27.8%	0	0.0%
Engravers - Metal	685	2,081	5	2,110	4	80.0%	1	20.0%	0	0.0%
Microscopes	685	2,081	2	2,476	2	100.0%	0	0.0%	0	0.0%
Tile Sales	682	2,083	21	1,398	12	57.1%	8	38.1%	1	4.8%
Theatrical Equipment & Supplies	682	2,083	1	2,685	0	0.0%	1	100.0%	0	0.0%
Fans - Industrial & Commercial	677	2,085	15	1,587	5	33.3%	3	20.0%	7	46.7%
Student Housing	674	2,086	19	1,454	9	47.4%	10	52.6%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Beverage Dispensers	671	2,087	5	2,110	5	100.0%	0	0.0%	0	0.0%
Engineering Equipment & Supplies	671	2,087	2	2,476	0	0.0%	2	100.0%	0	0.0%
Homeopaths	670	2,089	5	2,110	5	100.0%	0	0.0%	0	0.0%
Garbage Disposals - Household	669	2,090	54	969	34	63.0%	19	35.2%	1	1.9%
Candy & Confectionery Brokers	669	2,090	3	2,313	2	66.7%	1	33.3%	0	0.0%
Filters - Liquid	669	2,090	2	2,476	1	50.0%	1	50.0%	0	0.0%
Wheel Align, Frame & Axle Service Equipment & Supplies	668	2,093	8	1,891	7	87.5%	1	12.5%	0	0.0%
Water Pollution Control	667	2,094	3	2,313	2	66.7%	1	33.3%	0	0.0%
Tank Heads	667	2,094	2	2,476	2	100.0%	0	0.0%	0	0.0%
Pinball Sales & Service	664	2,096	9	1,839	5	55.6%	4	44.4%	0	0.0%
Police Departments	664	2,096	0	3,045	0	0.0%	0	0.0%	0	0.0%
Silverware	663	2,098	18	1,481	5	27.8%	12	66.7%	1	5.6%
Screening - Tenant	663	2,098	1	2,685	1	100.0%	0	0.0%	0	0.0%
Driving Training Equipment	662	2,100	9	1,839	3	33.3%	4	44.4%	2	22.2%
Magnets & Magnetic Devices	662	2,100	5	2,110	3	60.0%	2	40.0%	0	0.0%
Midwives	662	2,100	2	2,476	2	100.0%	0	0.0%	0	0.0%
Garbage Disposal Equipment - Supplies & Parts	661	2,103	6	2,033	4	66.7%	2	33.3%	0	0.0%
Fishermen - Commercial	659	2,104	3	2,313	2	66.7%	1	33.3%	0	0.0%
Technical Manual Preparation	658	2,105	16	1,558	8	50.0%	7	43.8%	1	6.3%
X-Ray Labs - Industrial	654	2,106	25	1,309	17	68.0%	8	32.0%	0	0.0%
Saws - Sharpen & Repair	649	2,107	1	2,685	0	0.0%	1	100.0%	0	0.0%
Sales Presentations	648	2,108	10	1,784	7	70.0%	2	20.0%	1	10.0%
Riding Academies	648	2,108	2	2,476	2	100.0%	0	0.0%	0	0.0%
Golf Equipment & Supplies - Wholesale & Manufacturers	647	2,110	20	1,422	16	80.0%	4	20.0%	0	0.0%
X-Ray Apparatus & Supplies	645	2,111	3	2,313	3	100.0%	0	0.0%	0	0.0%
Astrologers	644	2,112	14	1,617	7	50.0%	6	42.9%	1	7.1%
Souvenirs - Wholesale & Manufacturers	643	2,113	2	2,476	1	50.0%	1	50.0%	0	0.0%
Watches - Wholesale & Manufacturers	642	2,114	18	1,481	17	94.4%	1	5.6%	0	0.0%
Brass Products	641	2,115	0	3,045	0	0.0%	0	0.0%	0	0.0%
House Cleaning Equipment & Supplies	640	2,116	23	1,346	10	43.5%	13	56.5%	0	0.0%
Marine Surveyors	640	2,116	5	2,110	3	60.0%	2	40.0%	0	0.0%
Picture Restoring	640	2,116	3	2,313	0	0.0%	3	100.0%	0	0.0%
Tractor Rent & Lease	639	2,119	7	1,961	6	85.7%	0	0.0%	1	14.3%
Lead	638	2,120	76	828	48	63.2%	28	36.8%	0	0.0%
Linings - Plastic, Membrane	638	2,120	14	1,617	6	42.9%	8	57.1%	0	0.0%
Letters - Sign	635	2,122	11	1,753	4	36.4%	5	45.5%	2	18.2%
Grease Traps	635	2,122	1	2,685	1	100.0%	0	0.0%	0	0.0%
Braids	634	2,124	32	1,199	15	46.9%	16	50.0%	1	3.1%
Fax Equipment & Systems	632	2,125	10	1,784	1	10.0%	8	80.0%	1	10.0%
Envelopes - Wholesale & Manufacturers	631	2,126	1	2,685	1	100.0%	0	0.0%	0	0.0%
Luggage Carriers	630	2,127	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fashion Designers	629	2,128	20	1,422	7	35.0%	12	60.0%	1	5.0%
Soaps & Detergents	629	2,128	20	1,422	8	40.0%	7	35.0%	5	25.0%
Concert Halls	628	2,130	30	1,228	15	50.0%	14	46.7%	1	3.3%
Farming Service	628	2,130	7	1,961	4	57.1%	3	42.9%	0	0.0%
Tags	628	2,130	3	2,313	3	100.0%	0	0.0%	0	0.0%
Swimming Pools - Public	626	2,133	9	1,839	6	66.7%	3	33.3%	0	0.0%
Bird Barriers, Repellents & Controls	626	2,133	3	2,313	1	33.3%	1	33.3%	1	33.3%
Health Recording Service	625	2,135	42	1,076	38	90.5%	4	9.5%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Drawing Materials	625	2,135	21	1,398	14	66.7%	7	33.3%	0	0.0%
Coal Brokers	625	2,135	0	3,045	0	0.0%	0	0.0%	0	0.0%
Truck Painting & Lettering	624	2,138	3	2,313	1	33.3%	2	66.7%	0	0.0%
Mining Development	624	2,138	0	3,045	0	0.0%	0	0.0%	0	0.0%
Golf Courses - Miniature	622	2,140	6	2,033	4	66.7%	1	16.7%	1	16.7%
Flatware - Table	622	2,140	2	2,476	2	100.0%	0	0.0%	0	0.0%
Bulldozers	622	2,140	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe & Valve Fitters	621	2,143	0	3,045	0	0.0%	0	0.0%	0	0.0%
Libraries - Public	619	2,144	8	1,891	8	100.0%	0	0.0%	0	0.0%
Flowers - Preserved	618	2,145	39	1,107	14	35.9%	24	61.5%	1	2.6%
Dinner Theatres	618	2,145	22	1,377	13	59.1%	6	27.3%	3	13.6%
Food & Beverage Consultants	618	2,145	4	2,191	1	25.0%	3	75.0%	0	0.0%
Church Furnishings	615	2,148	2	2,476	2	100.0%	0	0.0%	0	0.0%
Chauffeur Service	614	2,149	4	2,191	1	25.0%	3	75.0%	0	0.0%
Electronic Testing Equipment	611	2,150	5	2,110	4	80.0%	1	20.0%	0	0.0%
Steamship Agencies	610	2,151	8	1,891	1	12.5%	7	87.5%	0	0.0%
Bicycles - Wholesale & Manufacturers	608	2,152	31	1,213	18	58.1%	12	38.7%	1	3.2%
Truck Permits	608	2,152	6	2,033	3	50.0%	3	50.0%	0	0.0%
Pipe Inspection	608	2,152	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tattoos - Removed	607	2,155	7	1,961	1	14.3%	4	57.1%	2	28.6%
Imprinting	606	2,156	34	1,167	16	47.1%	17	50.0%	1	2.9%
Turbines	605	2,157	12	1,712	4	33.3%	7	58.3%	1	8.3%
Public Speaking Instruction	605	2,157	6	2,033	6	100.0%	0	0.0%	0	0.0%
Skating Equipment & Supplies	604	2,159	13	1,664	5	38.5%	8	61.5%	0	0.0%
Water Coolers	600	2,160	10	1,784	3	30.0%	7	70.0%	0	0.0%
Locks - Wholesale & Manufacturers	599	2,161	5	2,110	5	100.0%	0	0.0%	0	0.0%
Social Security Services	598	2,162	21	1,398	4	19.0%	16	76.2%	1	4.8%
Physicians & Surgeons Information Bureaus	598	2,162	4	2,191	4	100.0%	0	0.0%	0	0.0%
Linens - Wholesale & Manufacturers	598	2,162	3	2,313	2	66.7%	1	33.3%	0	0.0%
Duplicating Machines & Supplies	597	2,165	7	1,961	6	85.7%	1	14.3%	0	0.0%
Emergency Disaster Preparedness Equipment & Supplies	597	2,165	7	1,961	5	71.4%	2	28.6%	0	0.0%
Amusement Park Equipment	597	2,165	5	2,110	0	0.0%	5	100.0%	0	0.0%
Pipe Line Companies	597	2,165	0	3,045	0	0.0%	0	0.0%	0	0.0%
Traffic Engineers & Planning Service	592	2,169	1	2,685	1	100.0%	0	0.0%	0	0.0%
Lubricants	590	2,170	2	2,476	2	100.0%	0	0.0%	0	0.0%
Roof Cooling Systems	589	2,171	2	2,476	0	0.0%	1	50.0%	1	50.0%
Aircraft Ground Support & Service Equipment	589	2,171	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gauges & Gages	589	2,171	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lawn & Garden Equipment & Supplies - Rental	588	2,174	18	1,481	11	61.1%	7	38.9%	0	0.0%
Sewer Cleaning Equipment & Supplies	587	2,175	6	2,033	2	33.3%	1	16.7%	3	50.0%
Lettering Machines	586	2,176	3	2,313	3	100.0%	0	0.0%	0	0.0%
Biological Products	581	2,177	3	2,313	1	33.3%	2	66.7%	0	0.0%
Clay Products	581	2,177	1	2,685	1	100.0%	0	0.0%	0	0.0%
Aerial Applicators	577	2,179	0	3,045	0	0.0%	0	0.0%	0	0.0%
Smoke Detectors & Alarms	576	2,180	6	2,033	6	100.0%	0	0.0%	0	0.0%
Auto Salvage Yards	575	2,181	24	1,327	12	50.0%	12	50.0%	0	0.0%
Music Boxes	575	2,181	10	1,784	10	100.0%	0	0.0%	0	0.0%
Soy Bean Products	575	2,181	1	2,685	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	%
Underground Sprinkler Lawn Sprinkler Parts	573	2,184	8	1,891	4	50.0%	4	50.0%	0	0.0%
Carburetors	572	2,185	8	1,891	7	87.5%	1	12.5%	0	0.0%
Intercoms Systems & Services	570	2,186	1	2,685	1	100.0%	0	0.0%	0	0.0%
Photography Sales on the Internet	569	2,187	10	1,784	2	20.0%	7	70.0%	1	10.0%
Concert Bureaus	564	2,188	42	1,076	40	95.2%	2	4.8%	0	0.0%
Glass Board - Up Service	564	2,188	7	1,961	2	28.6%	5	71.4%	0	0.0%
Chain Letters	564	2,188	1	2,685	0	0.0%	1	100.0%	0	0.0%
Auto Hand & Foot Controls	563	2,191	11	1,753	3	27.3%	8	72.7%	0	0.0%
Door Closers & Checks	563	2,191	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fraternal Regalia & Supplies	562	2,193	90	774	26	28.9%	64	71.1%	0	0.0%
Wine Brokers	562	2,193	17	1,528	11	64.7%	4	23.5%	2	11.8%
Navigation Consultants	559	2,195	13	1,664	10	76.9%	3	23.1%	0	0.0%
Drapery & Curtain Fixtures	559	2,195	4	2,191	3	75.0%	1	25.0%	0	0.0%
Slides & Film Strips	558	2,197	10	1,784	9	90.0%	1	10.0%	0	0.0%
Benches & Work Tables	558	2,197	2	2,476	0	0.0%	1	50.0%	1	50.0%
Textile Fibers	557	2,199	2	2,476	2	100.0%	0	0.0%	0	0.0%
Box Manufacturers Equipment & Supplies	557	2,199	0	3,045	0	0.0%	0	0.0%	0	0.0%
Water Works Equipment & Supplies	555	2,201	3	2,313	0	0.0%	0	0.0%	3	100.0%
Sporting Goods - Repair	554	2,202	27	1,272	19	70.4%	6	22.2%	2	7.4%
Carpet & Rug Weavers	554	2,202	4	2,191	2	50.0%	2	50.0%	0	0.0%
Bird Feeders & Houses	551	2,204	6	2,033	3	50.0%	3	50.0%	0	0.0%
Aquariums - Wholesale & Manufacturers	551	2,204	3	2,313	1	33.3%	2	66.7%	0	0.0%
Battery Charging Equipment	550	2,206	8	1,891	6	75.0%	2	25.0%	0	0.0%
Tropical Fish	549	2,207	32	1,199	18	56.3%	13	40.6%	1	3.1%
Drilling & Boring Equipment & Supplies	547	2,208	1	2,685	0	0.0%	1	100.0%	0	0.0%
Jewelry Findings	545	2,209	23	1,346	10	43.5%	9	39.1%	4	17.4%
Customs Consultant	545	2,209	3	2,313	0	0.0%	3	100.0%	0	0.0%
Smoke Abatement Equipment	545	2,209	1	2,685	1	100.0%	0	0.0%	0	0.0%
Furniture Cleaning	544	2,212	8	1,891	6	75.0%	2	25.0%	0	0.0%
Ventilating Equipment	544	2,212	1	2,685	0	0.0%	1	100.0%	0	0.0%
Geologists	543	2,214	10	1,784	6	60.0%	3	30.0%	1	10.0%
Engravers - Mechanical	543	2,214	4	2,191	1	25.0%	3	75.0%	0	0.0%
Lumber Carriers	543	2,214	2	2,476	2	100.0%	0	0.0%	0	0.0%
Monograms	542	2,217	11	1,753	6	54.5%	5	45.5%	0	0.0%
Clean Room Facilities	542	2,217	5	2,110	3	60.0%	2	40.0%	0	0.0%
Air Fragrances	542	2,217	4	2,191	2	50.0%	2	50.0%	0	0.0%
Encyclopedia & Book Sales	541	2,220	28	1,262	5	17.9%	22	78.6%	1	3.6%
Motion Picture Film Distributors & Exchange	541	2,220	12	1,712	3	25.0%	9	75.0%	0	0.0%
Diesel Fuel	541	2,220	5	2,110	2	40.0%	3	60.0%	0	0.0%
Referral - Doctor	539	2,223	15	1,587	12	80.0%	3	20.0%	0	0.0%
Chairs - Wholesale & Manufacturers	538	2,224	23	1,346	8	34.8%	14	60.9%	1	4.3%
Foods - Dehydrated & Freeze-Dried	537	2,225	15	1,587	2	13.3%	11	73.3%	2	13.3%
Storm Shelters	537	2,225	4	2,191	1	25.0%	3	75.0%	0	0.0%
Railroad Contractors	537	2,225	1	2,685	1	100.0%	0	0.0%	0	0.0%
Slip Covers	535	2,228	20	1,422	13	65.0%	6	30.0%	1	5.0%
Cushions	534	2,229	25	1,309	12	48.0%	11	44.0%	2	8.0%
Political Organizations	534	2,229	3	2,313	3	100.0%	0	0.0%	0	0.0%
Jacks	532	2,231	7	1,961	1	14.3%	5	71.4%	1	14.3%
Labels - Plastic, Metal, Foil	532	2,231	5	2,110	4	80.0%	1	20.0%	0	0.0%
Ship Builders & Repair	532	2,231	0	3,045	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	%
Insurance - Disability	531	2,234	3	2,313	2	66.7%	1	33.3%	0	0.0%
Family Planning - Abortion Services	530	2,235	5	2,110	2	40.0%	0	0.0%	3	60.0%
ServiceStation Equipment	530	2,235	1	2,685	0	0.0%	1	100.0%	0	0.0%
Refrigerators & Freezers - Dealers	529	2,237	64	903	59	92.2%	5	7.8%	0	0.0%
Boat Yards	528	2,238	2	2,476	1	50.0%	1	50.0%	0	0.0%
Concessionaires	528	2,238	2	2,476	2	100.0%	0	0.0%	0	0.0%
Porch Shades	527	2,240	3	2,313	3	100.0%	0	0.0%	0	0.0%
Oil Refiners	526	2,241	14	1,617	7	50.0%	7	50.0%	0	0.0%
Testing Apparatus	526	2,241	6	2,033	1	16.7%	4	66.7%	1	16.7%
Toilets - Composting	526	2,241	3	2,313	2	66.7%	0	0.0%	1	33.3%
Gaskets	525	2,244	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bankruptcy Counseling - Federally Certified	524	2,245	0	3,045	0	0.0%	0	0.0%	0	0.0%
Barricades	523	2,246	1	2,685	1	100.0%	0	0.0%	0	0.0%
Timber Framing	523	2,246	1	2,685	0	0.0%	1	100.0%	0	0.0%
Bridal Supplies - Wholesale & Manufacturing	520	2,248	19	1,454	12	63.2%	7	36.8%	0	0.0%
Visual Control Systems	520	2,248	1	2,685	1	100.0%	0	0.0%	0	0.0%
Horse Riding/Horse Trail Rides	519	2,250	10	1,784	5	50.0%	4	40.0%	1	10.0%
Foam & Sponge Rubber	519	2,250	3	2,313	2	66.7%	1	33.3%	0	0.0%
Drills	518	2,252	0	3,045	0	0.0%	0	0.0%	0	0.0%
Typesetting	517	2,253	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chemists - Manufacturers	515	2,254	23	1,346	20	87.0%	3	13.0%	0	0.0%
Flavoring Extracts	515	2,254	0	3,045	0	0.0%	0	0.0%	0	0.0%
Horseshoe Equipment & Supplies	514	2,256	13	1,664	9	69.2%	4	30.8%	0	0.0%
Wire Products	514	2,256	3	2,313	1	33.3%	1	33.3%	1	33.3%
Inks - Print & Lithograph	513	2,258	12	1,712	7	58.3%	5	41.7%	0	0.0%
Carriages - Horse	513	2,258	11	1,753	3	27.3%	8	72.7%	0	0.0%
Magicians	512	2,260	5	2,110	3	60.0%	1	20.0%	1	20.0%
Electrical Discharge Machines & Supplies	512	2,260	1	2,685	1	100.0%	0	0.0%	0	0.0%
Drive Shafts	512	2,260	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bamboo & Bamboo Products	508	2,263	1	2,685	1	100.0%	0	0.0%	0	0.0%
Rustproofing & Undercoating - Auto	507	2,264	8	1,891	7	87.5%	1	12.5%	0	0.0%
Advertising - Indoor	506	2,265	1	2,685	1	100.0%	0	0.0%	0	0.0%
Recruiting - Armed Forces	506	2,265	0	3,045	0	0.0%	0	0.0%	0	0.0%
Truck Washing & Cleaning - Equipment & Supplies	505	2,267	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fireproofing	503	2,268	0	3,045	0	0.0%	0	0.0%	0	0.0%
Water Conservation	501	2,269	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pens & Pencils - Retail	500	2,270	14	1,617	7	50.0%	7	50.0%	0	0.0%
Loading Dock Equipment	500	2,270	2	2,476	1	50.0%	1	50.0%	0	0.0%
Lead Products	499	2,272	20	1,422	3	15.0%	2	10.0%	15	75.0%
Signs - Maintenance & Repair	499	2,272	20	1,422	8	40.0%	11	55.0%	1	5.0%
Premium Goods	499	2,272	16	1,558	7	43.8%	7	43.8%	2	12.5%
Aquariums - Public	499	2,272	13	1,664	12	92.3%	0	0.0%	1	7.7%
Key Control Systems	499	2,272	11	1,753	8	72.7%	3	27.3%	0	0.0%
Infrared Inspection	499	2,272	0	3,045	0	0.0%	0	0.0%	0	0.0%
Iron	497	2,278	9	1,839	4	44.4%	5	55.6%	0	0.0%
Cosmetic Sales Direct Door-to-Door	497	2,278	1	2,685	1	100.0%	0	0.0%	0	0.0%
Septic Tanks & Systems Wholesale & Manufacturers	497	2,278	1	2,685	0	0.0%	0	0.0%	1	100.0%
Excavating Equipment	496	2,281	2	2,476	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	%
Theatrical Make-Up	496	2,281	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dining Club Plans	495	2,283	7	1,961	2	28.6%	4	57.1%	1	14.3%
Aquaculture	493	2,284	7	1,961	1	14.3%	5	71.4%	1	14.3%
Aircraft Engines	493	2,284	1	2,685	1	100.0%	0	0.0%	0	0.0%
Limestone	491	2,286	0	3,045	0	0.0%	0	0.0%	0	0.0%
Water Heaters - Parts & Supplies	488	2,287	26	1,287	17	65.4%	9	34.6%	0	0.0%
Autograph Dealers	487	2,288	33	1,181	11	33.3%	10	30.3%	12	36.4%
Hotel Product Sales	486	2,289	18	1,481	12	66.7%	5	27.8%	1	5.6%
Coated Fabrics	486	2,289	8	1,891	8	100.0%	0	0.0%	0	0.0%
Upholsterers Supplies	486	2,289	2	2,476	2	100.0%	0	0.0%	0	0.0%
Call Centers	486	2,289	1	2,685	1	100.0%	0	0.0%	0	0.0%
Basketball Clubs	485	2,293	13	1,664	9	69.2%	4	30.8%	0	0.0%
Door Frames	485	2,293	5	2,110	0	0.0%	4	80.0%	1	20.0%
Contractor - Low Voltage Systems	485	2,293	1	2,685	1	100.0%	0	0.0%	0	0.0%
Racks	484	2,296	5	2,110	3	60.0%	2	40.0%	0	0.0%
Oils - Fuel - Treatment Compounds	484	2,296	4	2,191	4	100.0%	0	0.0%	0	0.0%
Tank Cleaning	484	2,296	4	2,191	1	25.0%	3	75.0%	0	0.0%
Steam Bath Equipment & Supplies	483	2,299	4	2,191	4	100.0%	0	0.0%	0	0.0%
Laminating Equipment & Supplies	483	2,299	3	2,313	1	33.3%	2	66.7%	0	0.0%
Coffee Roasting & Handling Equipment	482	2,301	12	1,712	3	25.0%	9	75.0%	0	0.0%
Venetian Blinds - Supplies & Parts	482	2,301	2	2,476	0	0.0%	2	100.0%	0	0.0%
Contractor - Crawl Space	480	2,303	1	2,685	0	0.0%	1	100.0%	0	0.0%
Foster Child Care	480	2,303	0	3,045	0	0.0%	0	0.0%	0	0.0%
Aircraft Instruments	478	2,305	0	3,045	0	0.0%	0	0.0%	0	0.0%
Minerals	478	2,305	0	3,045	0	0.0%	0	0.0%	0	0.0%
Seeds & Bulbs - Wholesale	477	2,307	17	1,528	14	82.4%	3	17.6%	0	0.0%
Fish Hatcheries	477	2,307	3	2,313	0	0.0%	3	100.0%	0	0.0%
Boating Instruction	474	2,309	9	1,839	6	66.7%	3	33.3%	0	0.0%
Fiber Glass Fabricators	474	2,309	1	2,685	0	0.0%	1	100.0%	0	0.0%
Lathing Contractors	474	2,309	0	3,045	0	0.0%	0	0.0%	0	0.0%
Terrazzo	474	2,309	0	3,045	0	0.0%	0	0.0%	0	0.0%
Polyurethane Products	473	2,313	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tourists Homes	469	2,314	3	2,313	2	66.7%	1	33.3%	0	0.0%
Carpet Layers Equipment & Supplies	469	2,314	2	2,476	1	50.0%	1	50.0%	0	0.0%
Die Castings	469	2,314	0	3,045	0	0.0%	0	0.0%	0	0.0%
Funeral Directors Equipment & Supplies	468	2,317	3	2,313	2	66.7%	1	33.3%	0	0.0%
Lumber Treating	468	2,317	0	3,045	0	0.0%	0	0.0%	0	0.0%
Towing - Marine	467	2,319	5	2,110	5	100.0%	0	0.0%	0	0.0%
Veterinarians Information & Referral	467	2,319	4	2,191	2	50.0%	2	50.0%	0	0.0%
News Dealers	465	2,321	8	1,891	7	87.5%	1	12.5%	0	0.0%
Vaporizers	465	2,321	1	2,685	1	100.0%	0	0.0%	0	0.0%
Television Sys & Equipment - Closed Circuit	464	2,323	3	2,313	1	33.3%	2	66.7%	0	0.0%
Concrete Additives	463	2,324	2	2,476	2	100.0%	0	0.0%	0	0.0%
Calculators, Adding Machines & Supplies	461	2,325	8	1,891	8	100.0%	0	0.0%	0	0.0%
Knives - Machine	461	2,325	7	1,961	2	28.6%	5	71.4%	0	0.0%
Fur Novelties & Accessories	459	2,327	2	2,476	1	50.0%	1	50.0%	0	0.0%
Psychologist Information & Referral Services	459	2,327	1	2,685	1	100.0%	0	0.0%	0	0.0%
Wood Carving	458	2,329	13	1,664	2	15.4%	10	76.9%	1	7.7%
Podiatrists Equipment & Supplies	458	2,329	5	2,110	5	100.0%	0	0.0%	0	0.0%
Truck Bedliner	457	2,331	5	2,110	2	40.0%	2	40.0%	1	20.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Gloves & Mittens - Dress	454	2,332	4	2,191	2	50.0%	2	50.0%	0	0.0%
Coin & Bill Count,Sort,Wrap Machines	453	2,333	18	1,481	18	100.0%	0	0.0%	0	0.0%
Watch Bands	451	2,334	13	1,664	11	84.6%	2	15.4%	0	0.0%
Golf Practice Ranges	451	2,334	2	2,476	1	50.0%	1	50.0%	0	0.0%
Concrete Patching Compounds	450	2,336	8	1,891	3	37.5%	5	62.5%	0	0.0%
Copyright Service	449	2,337	14	1,617	12	85.7%	2	14.3%	0	0.0%
Karts - Motorized	449	2,337	7	1,961	4	57.1%	3	42.9%	0	0.0%
Feed Concentrates & Supplements	448	2,339	2	2,476	1	50.0%	1	50.0%	0	0.0%
Tanners	447	2,340	11	1,753	6	54.5%	5	45.5%	0	0.0%
Dietitians	445	2,341	6	2,033	3	50.0%	3	50.0%	0	0.0%
Wallpaper Removing	445	2,341	2	2,476	0	0.0%	2	100.0%	0	0.0%
Filing Equipment, Systems & Supplies	445	2,341	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bio - Chemicals	444	2,344	1	2,685	1	100.0%	0	0.0%	0	0.0%
China & Crystal - Repair	443	2,345	7	1,961	7	100.0%	0	0.0%	0	0.0%
Clay	443	2,345	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hats - Clean & Renovate	441	2,347	8	1,891	8	100.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Pulmonary Diseases	440	2,348	8	1,891	8	100.0%	0	0.0%	0	0.0%
Embroideries - Uniform	439	2,349	5	2,110	3	60.0%	2	40.0%	0	0.0%
Charity - Advertising for Publications	438	2,350	6	2,033	0	0.0%	4	66.7%	2	33.3%
Escort Service - Personal	438	2,350	2	2,476	0	0.0%	2	100.0%	0	0.0%
Campers - Rent & Lease	437	2,352	11	1,753	5	45.5%	6	54.5%	0	0.0%
Sculptors	437	2,352	9	1,839	1	11.1%	8	88.9%	0	0.0%
Tunneling Contractors	437	2,352	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper - Corrugated	435	2,355	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paint Manufacturing Equipment & Materials	434	2,356	3	2,313	3	100.0%	0	0.0%	0	0.0%
Microfilm Service, Equipment & Supplies	432	2,357	31	1,213	29	93.5%	2	6.5%	0	0.0%
Guardian Services - Adult & Child	432	2,357	1	2,685	1	100.0%	0	0.0%	0	0.0%
Insurance - Marine	432	2,357	0	3,045	0	0.0%	0	0.0%	0	0.0%
Crime Scene/Trauma Clean Up	430	2,360	1	2,685	1	100.0%	0	0.0%	0	0.0%
Sewing Machines - Industrial & Commercial	429	2,361	4	2,191	2	50.0%	2	50.0%	0	0.0%
Blacksmiths	429	2,361	1	2,685	0	0.0%	1	100.0%	0	0.0%
Soccer Clubs	428	2,363	31	1,213	17	54.8%	12	38.7%	2	6.5%
Paint Manufacturing Materials	428	2,363	1	2,685	1	100.0%	0	0.0%	0	0.0%
Storage - Liquid & Bulk	427	2,365	5	2,110	4	80.0%	1	20.0%	0	0.0%
Concrete Mixers	427	2,365	2	2,476	0	0.0%	1	50.0%	1	50.0%
Oils - Essential	427	2,365	2	2,476	2	100.0%	0	0.0%	0	0.0%
Truck Refrigeration Equipment	426	2,368	6	2,033	3	50.0%	3	50.0%	0	0.0%
Steel Processing & Fabricating Equipment	426	2,368	1	2,685	0	0.0%	0	0.0%	1	100.0%
Washing Machines & Dryers - Coin Metered	423	2,370	31	1,213	11	35.5%	17	54.8%	3	9.7%
Embroidery Supplies	423	2,370	8	1,891	5	62.5%	3	37.5%	0	0.0%
Contractor - Industrial	423	2,370	3	2,313	2	66.7%	1	33.3%	0	0.0%
Power Plant Equipment	422	2,373	2	2,476	0	0.0%	2	100.0%	0	0.0%
Pictures	421	2,374	24	1,327	11	45.8%	11	45.8%	2	8.3%
Barrels & Drums	421	2,374	1	2,685	1	100.0%	0	0.0%	0	0.0%
Plywood & Veneers	421	2,374	0	3,045	0	0.0%	0	0.0%	0	0.0%
Towels - Cloths-Wholesale & Manufacturers	420	2,377	1	2,685	1	100.0%	0	0.0%	0	0.0%
Concrete - Prestressed	420	2,377	0	3,045	0	0.0%	0	0.0%	0	0.0%
Psychotherapist	419	2,379	4	2,191	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	%
Metal Cleaning	419	2,379	2	2,476	2	100.0%	0	0.0%	0	0.0%
Measuring Machines	419	2,379	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tarps	416	2,382	6	2,033	3	50.0%	3	50.0%	0	0.0%
Printing Plates	416	2,382	3	2,313	2	66.7%	1	33.3%	0	0.0%
Paper Brokers & Mill Reps	416	2,382	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ferries	415	2,385	3	2,313	2	66.7%	1	33.3%	0	0.0%
Wiping Cloths	415	2,385	1	2,685	1	100.0%	0	0.0%	0	0.0%
Ski Centers & Resorts	414	2,387	23	1,346	21	91.3%	2	8.7%	0	0.0%
Flags & Banners - Manufacturers Supplies	414	2,387	9	1,839	4	44.4%	5	55.6%	0	0.0%
Export Management	414	2,387	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lenses	413	2,390	15	1,587	7	46.7%	4	26.7%	4	26.7%
Farm Management	412	2,391	0	3,045	0	0.0%	0	0.0%	0	0.0%
Livestock Buyers	411	2,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tree Service Equipment & Supplies	411	2,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Contractor - Flat Roof	410	2,394	5	2,110	3	60.0%	2	40.0%	0	0.0%
Ultrasonic Equipment & Supplies	410	2,394	2	2,476	2	100.0%	0	0.0%	0	0.0%
Speech Aid Devices	410	2,394	0	3,045	0	0.0%	0	0.0%	0	0.0%
Backflow Testing	409	2,397	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cigar, Cigarette & Tobacco Manufacturers	408	2,398	7	1,961	4	57.1%	3	42.9%	0	0.0%
Radios - Citizen Band	406	2,399	2	2,476	1	50.0%	1	50.0%	0	0.0%
Corrosion Control	406	2,399	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dune Buggies	403	2,401	8	1,891	5	62.5%	2	25.0%	1	12.5%
Juices	403	2,401	8	1,891	3	37.5%	4	50.0%	1	12.5%
Logging Equipment & Supplies	403	2,401	3	2,313	1	33.3%	2	66.7%	0	0.0%
Picture Frames - Wholesale & Manufacturers	403	2,401	1	2,685	0	0.0%	1	100.0%	0	0.0%
Recreation Program Consultants	402	2,405	10	1,784	5	50.0%	4	40.0%	1	10.0%
Plastics - Foam	402	2,405	2	2,476	1	50.0%	1	50.0%	0	0.0%
Aerospace Research & Development	402	2,405	1	2,685	1	100.0%	0	0.0%	0	0.0%
Greeting Card Manufacturers Supplies	401	2,408	0	3,045	0	0.0%	0	0.0%	0	0.0%
Calligraphers	400	2,409	3	2,313	1	33.3%	2	66.7%	0	0.0%
Cremation Urns	399	2,410	3	2,313	2	66.7%	0	0.0%	1	33.3%
Sheepskin Specialties	399	2,410	1	2,685	0	0.0%	1	100.0%	0	0.0%
Martial Arts Supplies & Equipment	398	2,412	25	1,309	11	44.0%	10	40.0%	4	16.0%
Maps - Dealers	396	2,413	12	1,712	6	50.0%	5	41.7%	1	8.3%
Television Station Reps	396	2,413	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hockey Clubs	394	2,415	11	1,753	11	100.0%	0	0.0%	0	0.0%
Emergency Shelters	392	2,416	9	1,839	6	66.7%	3	33.3%	0	0.0%
Solar Energy Research & Development	391	2,417	1	2,685	1	100.0%	0	0.0%	0	0.0%
Drafting Equipment & Supplies	391	2,417	0	3,045	0	0.0%	0	0.0%	0	0.0%
Marriage Brokers	389	2,419	1	2,685	1	100.0%	0	0.0%	0	0.0%
Mailing Containers	387	2,420	1	2,685	1	100.0%	0	0.0%	0	0.0%
Booths - Toll, Parking	386	2,421	65	893	50	76.9%	13	20.0%	2	3.1%
Plastics - Fabrics, Film, Sheets - Prod.	386	2,421	5	2,110	3	60.0%	2	40.0%	0	0.0%
Rock Shops	386	2,421	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tobacco Warehouses	386	2,421	0	3,045	0	0.0%	0	0.0%	0	0.0%
Aircraft Rebuilding	385	2,425	0	3,045	0	0.0%	0	0.0%	0	0.0%
Engineering Reports	384	2,426	5	2,110	2	40.0%	3	60.0%	0	0.0%
Respirators	383	2,427	3	2,313	3	100.0%	0	0.0%	0	0.0%
Dictating Machines & Supplies	383	2,427	0	3,045	0	0.0%	0	0.0%	0	0.0%
Violins	383	2,427	0	3,045	0	0.0%	0	0.0%	0	0.0%
Transformers	382	2,430	1	2,685	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	%
Partitions	382	2,430	0	3,045	0	0.0%	0	0.0%	0	0.0%
Show Cases	382	2,430	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wallboard & Plasterboard	382	2,430	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tire Changing Equipment	377	2,434	3	2,313	3	100.0%	0	0.0%	0	0.0%
Paneling	377	2,434	1	2,685	1	100.0%	0	0.0%	0	0.0%
Sailmakers	376	2,436	7	1,961	4	57.1%	3	42.9%	0	0.0%
Druggists - Wholesale	376	2,436	3	2,313	2	66.7%	1	33.3%	0	0.0%
Carbide Metals & Products	376	2,436	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hoists	376	2,436	0	3,045	0	0.0%	0	0.0%	0	0.0%
Aviation Services	375	2,440	20	1,422	7	35.0%	13	65.0%	0	0.0%
Smelters & Refiners Equipment & Supplies	375	2,440	0	3,045	0	0.0%	0	0.0%	0	0.0%
Transmissions - Truck, Tractor	374	2,442	4	2,191	3	75.0%	1	25.0%	0	0.0%
Carpet Workrooms	374	2,442	0	3,045	0	0.0%	0	0.0%	0	0.0%
Color Consultants	373	2,444	1	2,685	1	100.0%	0	0.0%	0	0.0%
Plastics - Raw Materials, Powder, Liquid	373	2,444	1	2,685	1	100.0%	0	0.0%	0	0.0%
Display Installation Service	370	2,446	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bicycles - Renting	369	2,447	29	1,242	15	51.7%	14	48.3%	0	0.0%
Motion Picture Producers & Studios	369	2,447	9	1,839	5	55.6%	4	44.4%	0	0.0%
Hosiery - Retail	368	2,449	57	950	7	12.3%	49	86.0%	1	1.8%
Window Shades - Cleaning & Repair	367	2,450	1	2,685	0	0.0%	1	100.0%	0	0.0%
Railroad Equipment & Supplies	367	2,450	0	3,045	0	0.0%	0	0.0%	0	0.0%
Spraying Equipment	366	2,452	0	3,045	0	0.0%	0	0.0%	0	0.0%
Art Organizations & Information	365	2,453	12	1,712	9	75.0%	3	25.0%	0	0.0%
Birth Centers	365	2,453	2	2,476	2	100.0%	0	0.0%	0	0.0%
Hose Couplings & Fittings	365	2,453	2	2,476	0	0.0%	0	0.0%	2	100.0%
Television Station Equipment	361	2,456	14	1,617	5	35.7%	9	64.3%	0	0.0%
Typewriters	361	2,456	10	1,784	10	100.0%	0	0.0%	0	0.0%
Riggers	361	2,456	0	3,045	0	0.0%	0	0.0%	0	0.0%
Steel Mills	361	2,456	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shredding Services	360	2,460	2	2,476	2	100.0%	0	0.0%	0	0.0%
Plastics - Extruders	359	2,461	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rest Homes	356	2,462	1	2,685	1	100.0%	0	0.0%	0	0.0%
Child Care Referral	356	2,462	0	3,045	0	0.0%	0	0.0%	0	0.0%
Computer Gaming Centers	355	2,464	15	1,587	5	33.3%	5	33.3%	5	33.3%
Shielding - Magnetic, Electrostatic	354	2,465	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaners - Industrial & Commercial	353	2,466	10	1,784	5	50.0%	5	50.0%	0	0.0%
Etched Products - Metal, Glass	353	2,466	1	2,685	0	0.0%	0	0.0%	1	100.0%
Trailers - Boat	352	2,468	6	2,033	5	83.3%	1	16.7%	0	0.0%
Oriental Goods - Retail	352	2,468	3	2,313	3	100.0%	0	0.0%	0	0.0%
Boat - Excursion	349	2,470	11	1,753	4	36.4%	7	63.6%	0	0.0%
Buses - Distributors & Manufacturers	349	2,470	3	2,313	3	100.0%	0	0.0%	0	0.0%
Motel & Hotel Equipment & Supplies	349	2,470	3	2,313	1	33.3%	2	66.7%	0	0.0%
Pile Driving	349	2,470	2	2,476	0	0.0%	2	100.0%	0	0.0%
Calendars	347	2,474	5	2,110	5	100.0%	0	0.0%	0	0.0%
Trading Stamps	346	2,475	3	2,313	2	66.7%	1	33.3%	0	0.0%
Feed Mill Equipment & Supplies	346	2,475	1	2,685	1	100.0%	0	0.0%	0	0.0%
Glass Coating & Tinting Materials	346	2,475	1	2,685	0	0.0%	0	0.0%	1	100.0%
Fishing Tackle - Wholesale & Manufacturers	345	2,478	4	2,191	2	50.0%	2	50.0%	0	0.0%
Candy & Confectionery Manufacturers Supplies	344	2,479	2	2,476	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	%
Forgings	343	2,480	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mountain Climbing Equipment	342	2,481	9	1,839	8	88.9%	1	11.1%	0	0.0%
Geophysicists	342	2,481	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric	341	2,483	10	1,784	6	60.0%	4	40.0%	0	0.0%
Sawdust & Shavings	341	2,483	0	3,045	0	0.0%	0	0.0%	0	0.0%
Baskets - Wholesale & Manufacturers	340	2,485	3	2,313	3	100.0%	0	0.0%	0	0.0%
Sawmill Equipment & Supplies	340	2,485	1	2,685	0	0.0%	0	0.0%	1	100.0%
Meat Packers Equipment & Supplies	340	2,485	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tours - Wholesale	339	2,488	4	2,191	0	0.0%	4	100.0%	0	0.0%
Brick - Fire	339	2,488	1	2,685	0	0.0%	1	100.0%	0	0.0%
Truck Driver Leasing	339	2,488	1	2,685	1	100.0%	0	0.0%	0	0.0%
Compressors - Repair	338	2,491	1	2,685	0	0.0%	1	100.0%	0	0.0%
Corporation Supplies	338	2,491	1	2,685	0	0.0%	1	100.0%	0	0.0%
Cylinders - Gas	338	2,491	0	3,045	0	0.0%	0	0.0%	0	0.0%
Meat Choppers & Grinders	337	2,494	7	1,961	5	71.4%	2	28.6%	0	0.0%
Beauty Supplies & Equipment Repair	337	2,494	3	2,313	1	33.3%	2	66.7%	0	0.0%
Bibles	337	2,494	3	2,313	2	66.7%	1	33.3%	0	0.0%
Barge Lines	336	2,497	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Field Supplies	336	2,497	0	3,045	0	0.0%	0	0.0%	0	0.0%
Laminations - Plastic, Paper	335	2,499	5	2,110	4	80.0%	1	20.0%	0	0.0%
Telegraph Service	334	2,500	2	2,476	1	50.0%	0	0.0%	1	50.0%
Blankets	333	2,501	29	1,242	4	13.8%	21	72.4%	4	13.8%
Casters & Glides	333	2,501	1	2,685	1	100.0%	0	0.0%	0	0.0%
Metals - Precoated	333	2,501	1	2,685	0	0.0%	1	100.0%	0	0.0%
Canvas Goods	332	2,504	7	1,961	3	42.9%	4	57.1%	0	0.0%
Leather Cleaning	332	2,504	2	2,476	2	100.0%	0	0.0%	0	0.0%
Hardware Consultants	332	2,504	1	2,685	1	100.0%	0	0.0%	0	0.0%
Stakes	331	2,507	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tool & Die Makers Equipment & Supplies	330	2,508	5	2,110	2	40.0%	3	60.0%	0	0.0%
Absorbents	329	2,509	0	3,045	0	0.0%	0	0.0%	0	0.0%
Boxes - Wooden	329	2,509	0	3,045	0	0.0%	0	0.0%	0	0.0%
Umbrellas	328	2,511	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tubing - Metal	328	2,511	0	3,045	0	0.0%	0	0.0%	0	0.0%
Speakers - Wholesale & Manufacturers	325	2,513	22	1,377	3	13.6%	19	86.4%	0	0.0%
Stucco Manufacturers & Distributors	325	2,513	2	2,476	1	50.0%	1	50.0%	0	0.0%
Foundry Equipment & Supplies	325	2,513	0	3,045	0	0.0%	0	0.0%	0	0.0%
Horse Transporting	324	2,516	26	1,287	4	15.4%	22	84.6%	0	0.0%
Knitted Fabrics	324	2,516	10	1,784	6	60.0%	4	40.0%	0	0.0%
Baskets - Retail	324	2,516	8	1,891	4	50.0%	4	50.0%	0	0.0%
Salt	324	2,516	5	2,110	4	80.0%	0	0.0%	1	20.0%
Travel Escorts	323	2,520	10	1,784	6	60.0%	3	30.0%	1	10.0%
Boxes - Paper	323	2,520	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bags - Plastic	319	2,522	3	2,313	1	33.3%	2	66.7%	0	0.0%
Luggage - Wholesale & Manufacturers	319	2,522	1	2,685	0	0.0%	1	100.0%	0	0.0%
Plaster	319	2,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bronze	317	2,525	1	2,685	1	100.0%	0	0.0%	0	0.0%
Copper Products	315	2,526	2	2,476	1	50.0%	0	0.0%	1	50.0%
Sweepers - Power	315	2,526	1	2,685	1	100.0%	0	0.0%	0	0.0%
Metal Detecting Equipment	314	2,528	1	2,685	1	100.0%	0	0.0%	0	0.0%
Carbon Products	313	2,529	6	2,033	4	66.7%	2	33.3%	0	0.0%
Birth Control Information Centers	313	2,529	4	2,191	3	75.0%	1	25.0%	0	0.0%
Condiments & Sauces	313	2,529	1	2,685	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	%
Washing Machines & Dryers - Rent & Lease	312	2,532	33	1,181	26	78.8%	7	21.2%	0	0.0%
Fish Processors	312	2,532	1	2,685	0	0.0%	1	100.0%	0	0.0%
Transit Lines	311	2,534	13	1,664	11	84.6%	2	15.4%	0	0.0%
Brushes	310	2,535	1	2,685	1	100.0%	0	0.0%	0	0.0%
Guard Dogs	310	2,535	1	2,685	1	100.0%	0	0.0%	0	0.0%
Tools - Pneumatic	310	2,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Envelopes - Retail	309	2,538	3	2,313	2	66.7%	1	33.3%	0	0.0%
Shears & Scissors	309	2,538	3	2,313	2	66.7%	1	33.3%	0	0.0%
Building Materials - Used	309	2,538	2	2,476	1	50.0%	1	50.0%	0	0.0%
Paper Hangers - Wall covering	309	2,538	0	3,045	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Repair	308	2,542	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bagels	307	2,543	2	2,476	1	50.0%	1	50.0%	0	0.0%
Aircraft Ferrying & Transporting Service	307	2,543	1	2,685	0	0.0%	1	100.0%	0	0.0%
Home Economics Consultants	306	2,545	1	2,685	1	100.0%	0	0.0%	0	0.0%
Scalp Care	305	2,546	8	1,891	6	75.0%	1	12.5%	1	12.5%
Meters	305	2,546	4	2,191	2	50.0%	2	50.0%	0	0.0%
Hose & Tubing - Rubber & Plastic	305	2,546	1	2,685	0	0.0%	1	100.0%	0	0.0%
Spraying Equipment - Renting	304	2,549	25	1,309	13	52.0%	12	48.0%	0	0.0%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	303	2,550	5	2,110	1	20.0%	4	80.0%	0	0.0%
Soil Conditioners	303	2,550	5	2,110	0	0.0%	5	100.0%	0	0.0%
Tractor Distributors & Manufacturers	303	2,550	4	2,191	4	100.0%	0	0.0%	0	0.0%
Speedometers	303	2,550	1	2,685	1	100.0%	0	0.0%	0	0.0%
Oil Handling Equipment	303	2,550	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cutting & Slitting Service	302	2,555	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coppersmiths	301	2,556	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ladders	301	2,556	0	3,045	0	0.0%	0	0.0%	0	0.0%
Horse Shoeing	300	2,558	2	2,476	1	50.0%	1	50.0%	0	0.0%
Air Pollution Measuring Service	300	2,558	0	3,045	0	0.0%	0	0.0%	0	0.0%
Teletypewriters Message Service	300	2,558	0	3,045	0	0.0%	0	0.0%	0	0.0%
Zoos	299	2,561	10	1,784	8	80.0%	2	20.0%	0	0.0%
Wines - Wholesale	299	2,561	5	2,110	4	80.0%	0	0.0%	1	20.0%
Knobs	299	2,561	3	2,313	3	100.0%	0	0.0%	0	0.0%
Insulation Materials - Electric	299	2,561	0	3,045	0	0.0%	0	0.0%	0	0.0%
Plastics - Machinery & Equipment	299	2,561	0	3,045	0	0.0%	0	0.0%	0	0.0%
Public Opinion Analysts	298	2,566	1	2,685	0	0.0%	0	0.0%	1	100.0%
Labels - Fabric	296	2,567	4	2,191	0	0.0%	4	100.0%	0	0.0%
Cryogenics	295	2,568	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wicker Products	293	2,569	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fishermens Supplies	292	2,570	6	2,033	4	66.7%	2	33.3%	0	0.0%
Surveying Instruments	291	2,571	2	2,476	2	100.0%	0	0.0%	0	0.0%
Mushrooms	291	2,571	1	2,685	1	100.0%	0	0.0%	0	0.0%
Dry Cleaners - Self Service	290	2,573	13	1,664	8	61.5%	5	38.5%	0	0.0%
Snow Removal Equipment	290	2,573	7	1,961	2	28.6%	5	71.4%	0	0.0%
Retreat Facilities	290	2,573	3	2,313	3	100.0%	0	0.0%	0	0.0%
Gasoline Additives - Manufacturers & Distributors	289	2,576	3	2,313	3	100.0%	0	0.0%	0	0.0%
Insurance - Crop	287	2,577	2	2,476	2	100.0%	0	0.0%	0	0.0%
Carpet & Rug Cleaning Equipment - Rental	286	2,578	11	1,753	11	100.0%	0	0.0%	0	0.0%
Zoological Gardens	286	2,578	9	1,839	7	77.8%	2	22.2%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Upholstery Fabrics - Wholesale & Manufacturers	286	2,578	4	2,191	0	0.0%	4	100.0%	0	0.0%
Pneumatic Equipment Components	286	2,578	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tube Bending & Fabricating	286	2,578	0	3,045	0	0.0%	0	0.0%	0	0.0%
Earthworms	285	2,583	89	778	6	6.7%	5	5.6%	78	87.6%
Tailoring Instruction	285	2,583	1	2,685	1	100.0%	0	0.0%	0	0.0%
Bus Lines Ticket Agencies	284	2,585	2	2,476	2	100.0%	0	0.0%	0	0.0%
Handwriting Analysts	284	2,585	1	2,685	0	0.0%	1	100.0%	0	0.0%
Cement - Retail	283	2,587	9	1,839	2	22.2%	7	77.8%	0	0.0%
Physicians & Surgeons - Industrial Medicine	283	2,587	3	2,313	2	66.7%	1	33.3%	0	0.0%
Rainwear	283	2,587	0	3,045	0	0.0%	0	0.0%	0	0.0%
Advertising - Checking Service	282	2,590	8	1,891	7	87.5%	1	12.5%	0	0.0%
Asphalt Mixing Equipment	282	2,590	4	2,191	1	25.0%	3	75.0%	0	0.0%
Electrolysis Equipment & Supplies	282	2,590	4	2,191	2	50.0%	2	50.0%	0	0.0%
Clean Rooms - Installation & Equipment	282	2,590	2	2,476	2	100.0%	0	0.0%	0	0.0%
Fishing Tackle - Repair & Parts	282	2,590	1	2,685	1	100.0%	0	0.0%	0	0.0%
Reptiles	281	2,595	17	1,528	13	76.5%	4	23.5%	0	0.0%
Post Offices	281	2,595	9	1,839	5	55.6%	4	44.4%	0	0.0%
Plants - Wholesale	281	2,595	2	2,476	0	0.0%	2	100.0%	0	0.0%
Dryers - Hand	281	2,595	0	3,045	0	0.0%	0	0.0%	0	0.0%
Popcorn & Supplies	280	2,599	23	1,346	13	56.5%	10	43.5%	0	0.0%
Floral Design Instruction	280	2,599	4	2,191	3	75.0%	1	25.0%	0	0.0%
Auto Sunroofs	279	2,601	3	2,313	3	100.0%	0	0.0%	0	0.0%
Shuttle Bus	278	2,602	10	1,784	6	60.0%	3	30.0%	1	10.0%
Oxygen Producing Equipment	278	2,602	9	1,839	9	100.0%	0	0.0%	0	0.0%
Inspection Devices - Industrial	278	2,602	2	2,476	2	100.0%	0	0.0%	0	0.0%
Winches	278	2,602	0	3,045	0	0.0%	0	0.0%	0	0.0%
Table Tops	277	2,606	2	2,476	1	50.0%	1	50.0%	0	0.0%
Jewelry Polishing & Plating	277	2,606	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fiberglass - Fabrication & Repair	276	2,608	5	2,110	3	60.0%	1	20.0%	1	20.0%
Salvage - Marine	276	2,608	5	2,110	3	60.0%	2	40.0%	0	0.0%
Machinery - Used	276	2,608	4	2,191	3	75.0%	1	25.0%	0	0.0%
Laminated Structural Products	276	2,608	2	2,476	0	0.0%	2	100.0%	0	0.0%
Buttons - Advertising	276	2,608	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dresses - Wholesale & Manufacturers	275	2,613	14	1,617	7	50.0%	5	35.7%	2	14.3%
Indian Goods	275	2,613	7	1,961	1	14.3%	4	57.1%	2	28.6%
Bags - Paper	275	2,613	2	2,476	1	50.0%	0	0.0%	1	50.0%
Etiquette School	275	2,613	0	3,045	0	0.0%	0	0.0%	0	0.0%
Inks - Writing & Marking	274	2,617	16	1,558	14	87.5%	2	12.5%	0	0.0%
Dolls - Collectors	274	2,617	12	1,712	11	91.7%	1	8.3%	0	0.0%
Caps & Gowns	274	2,617	2	2,476	1	50.0%	1	50.0%	0	0.0%
Childrens & Infants Wear - Wholesale & Manufacturing	274	2,617	0	3,045	0	0.0%	0	0.0%	0	0.0%
Model Makers	273	2,621	4	2,191	3	75.0%	1	25.0%	0	0.0%
Shoring Contractors	273	2,621	1	2,685	0	0.0%	1	100.0%	0	0.0%
Columns	273	2,621	0	3,045	0	0.0%	0	0.0%	0	0.0%
Jeans	272	2,624	31	1,213	5	16.1%	26	83.9%	0	0.0%
Bins	271	2,625	2	2,476	1	50.0%	1	50.0%	0	0.0%
Signs - Erectors & Hangers	270	2,626	1	2,685	1	100.0%	0	0.0%	0	0.0%
Sand & Gravel Handling Equipment	269	2,627	4	2,191	0	0.0%	4	100.0%	0	0.0%
Indoor Sky Diving	269	2,627	0	3,045	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	%
Ribbons	268	2,629	14	1,617	10	71.4%	3	21.4%	1	7.1%
Gloves - Work & Industrial	268	2,629	12	1,712	1	8.3%	11	91.7%	0	0.0%
Bedspreads - Retail	267	2,631	19	1,454	15	78.9%	2	10.5%	2	10.5%
Furniture Repair & Refinish Supplies	267	2,631	4	2,191	3	75.0%	1	25.0%	0	0.0%
Housewares - Wholesale & Manufacturers	267	2,631	4	2,191	4	100.0%	0	0.0%	0	0.0%
Myotherapy	267	2,631	0	3,045	0	0.0%	0	0.0%	0	0.0%
Family Planning - Abortion Alternatives	266	2,635	3	2,313	2	66.7%	1	33.3%	0	0.0%
Frozen Food Locker Plants	266	2,635	0	3,045	0	0.0%	0	0.0%	0	0.0%
Go-Karts	265	2,637	38	1,121	8	21.1%	30	78.9%	0	0.0%
Crematories	265	2,637	0	3,045	0	0.0%	0	0.0%	0	0.0%
Plastics - Research & Consulting	264	2,639	1	2,685	0	0.0%	1	100.0%	0	0.0%
Fairgrounds	263	2,640	5	2,110	4	80.0%	1	20.0%	0	0.0%
Paper - Adhesive - Pressure Sensitive	263	2,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Orchestras & Bands	262	2,642	8	1,891	6	75.0%	1	12.5%	1	12.5%
Letter Shop Service	262	2,642	3	2,313	2	66.7%	1	33.3%	0	0.0%
Flag Poles	262	2,642	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fingerprinting Equipment	261	2,645	3	2,313	1	33.3%	2	66.7%	0	0.0%
Boxes - Specialty & Fancy	261	2,645	2	2,476	2	100.0%	0	0.0%	0	0.0%
Recording Instruments - Industrial & Scientific	261	2,645	1	2,685	1	100.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies	260	2,648	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Shapes - Extruded	257	2,649	0	3,045	0	0.0%	0	0.0%	0	0.0%
Photography Sales Direct Door-to-Door	256	2,650	14	1,617	10	71.4%	4	28.6%	0	0.0%
Parcel Post Assembly Service	256	2,650	10	1,784	7	70.0%	3	30.0%	0	0.0%
Game - Birds, Venison	256	2,650	3	2,313	1	33.3%	2	66.7%	0	0.0%
Buses - Used	256	2,650	1	2,685	1	100.0%	0	0.0%	0	0.0%
Brewers Equipment & Supplies	256	2,650	0	3,045	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Industrial & Commercial	255	2,655	2	2,476	0	0.0%	2	100.0%	0	0.0%
Pins - Common, Safety	255	2,655	1	2,685	0	0.0%	1	100.0%	0	0.0%
Cabs - Tractor, Truck	252	2,657	6	2,033	2	33.3%	3	50.0%	1	16.7%
Filters Air & Gas Cleaning	251	2,658	15	1,587	5	33.3%	10	66.7%	0	0.0%
Power Take - Offs	251	2,658	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shafting	250	2,660	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grinding - Precision & Production	249	2,661	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dance Apparel	248	2,662	9	1,839	8	88.9%	1	11.1%	0	0.0%
Tanks - Fiber Glass, Plastic	248	2,662	3	2,313	2	66.7%	1	33.3%	0	0.0%
Dry Ice	248	2,662	1	2,685	1	100.0%	0	0.0%	0	0.0%
Jewelry Castings	247	2,665	5	2,110	2	40.0%	3	60.0%	0	0.0%
Archery Ranges	247	2,665	1	2,685	1	100.0%	0	0.0%	0	0.0%
Nurserymen Equipment & Supplies	246	2,667	4	2,191	1	25.0%	3	75.0%	0	0.0%
Coal & Coke - Retail	246	2,667	3	2,313	2	66.7%	1	33.3%	0	0.0%
Chemists - Analytical & Consulting	246	2,667	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pardon Services	246	2,667	0	3,045	0	0.0%	0	0.0%	0	0.0%
Labor Posters	245	2,671	4	2,191	0	0.0%	4	100.0%	0	0.0%
Stationery - Wholesale & Manufacturers	245	2,671	3	2,313	2	66.7%	1	33.3%	0	0.0%
Tire Retread & Repair - Equipment & Supplies	243	2,673	5	2,110	4	80.0%	1	20.0%	0	0.0%
Tools - Hydraulic	243	2,673	1	2,685	1	100.0%	0	0.0%	0	0.0%
Missions	243	2,673	0	3,045	0	0.0%	0	0.0%	0	0.0%
Riggers Equipment & Supplies	243	2,673	0	3,045	0	0.0%	0	0.0%	0	0.0%
Power Transmission Equipment	242	2,677	3	2,313	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	%
Furniture Stripping	241	2,678	6	2,033	6	100.0%	0	0.0%	0	0.0%
Commercials - Radio & Television	241	2,678	3	2,313	0	0.0%	3	100.0%	0	0.0%
Paper Converters	241	2,678	1	2,685	1	100.0%	0	0.0%	0	0.0%
Nuclear Energy Consultants	241	2,678	0	3,045	0	0.0%	0	0.0%	0	0.0%
Windmills	240	2,682	3	2,313	0	0.0%	3	100.0%	0	0.0%
Insect Control Devices	240	2,682	2	2,476	2	100.0%	0	0.0%	0	0.0%
Lighting Plants	240	2,682	1	2,685	0	0.0%	1	100.0%	0	0.0%
Electronic Product Waste Management & E Waste Services	239	2,685	0	3,045	0	0.0%	0	0.0%	0	0.0%
Girls Apparel	238	2,686	25	1,309	10	40.0%	14	56.0%	1	4.0%
Pattern Makers	238	2,686	17	1,528	3	17.6%	14	82.4%	0	0.0%
Contractor - Sheetrock	238	2,686	7	1,961	2	28.6%	4	57.1%	1	14.3%
Variety Store Merchandise - Wholesale	237	2,689	13	1,664	8	61.5%	5	38.5%	0	0.0%
Presses - Power-Equipment	237	2,689	5	2,110	4	80.0%	1	20.0%	0	0.0%
Oil Well Logging & Perforating	237	2,689	0	3,045	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Maxillofacial	236	2,692	8	1,891	5	62.5%	3	37.5%	0	0.0%
Duty Free Shops	235	2,693	76	828	59	77.6%	17	22.4%	0	0.0%
Television & Radio Parts - Wholesale & Manufacturers	235	2,693	15	1,587	10	66.7%	5	33.3%	0	0.0%
Cams - Grinding & Cutting	235	2,693	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Property Management	234	2,696	16	1,558	12	75.0%	4	25.0%	0	0.0%
Engines - Gasoline	234	2,696	6	2,033	2	33.3%	4	66.7%	0	0.0%
Grain Dealers	234	2,696	0	3,045	0	0.0%	0	0.0%	0	0.0%
Media Consultant	233	2,699	12	1,712	0	0.0%	9	75.0%	3	25.0%
Polishes	233	2,699	10	1,784	9	90.0%	1	10.0%	0	0.0%
Physicians Assistants	232	2,701	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tanks - Repair	231	2,702	2	2,476	0	0.0%	2	100.0%	0	0.0%
Missing Person Services	231	2,702	0	3,045	0	0.0%	0	0.0%	0	0.0%
Clipping Service	230	2,704	0	3,045	0	0.0%	0	0.0%	0	0.0%
Corporate Housing	228	2,705	2	2,476	2	100.0%	0	0.0%	0	0.0%
Oil Well Surveyors	228	2,705	2	2,476	0	0.0%	0	0.0%	2	100.0%
Range Hoods & Canopies	228	2,705	2	2,476	2	100.0%	0	0.0%	0	0.0%
Shingles	228	2,705	2	2,476	2	100.0%	0	0.0%	0	0.0%
Weather Vanes	228	2,705	1	2,685	1	100.0%	0	0.0%	0	0.0%
Rubber - Synthetic	228	2,705	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shirts - Wholesale & Manufacturers	227	2,711	6	2,033	2	33.3%	4	66.7%	0	0.0%
Piling	227	2,711	4	2,191	0	0.0%	4	100.0%	0	0.0%
Boutique Items - Wholesale & Manufacturers	226	2,713	15	1,587	4	26.7%	11	73.3%	0	0.0%
Chimney Cleaning Equipment & Supplies	226	2,713	2	2,476	1	50.0%	1	50.0%	0	0.0%
Eggs	225	2,715	8	1,891	1	12.5%	7	87.5%	0	0.0%
Swap Shops	225	2,715	8	1,891	6	75.0%	2	25.0%	0	0.0%
Hats - Wholesale & Manufacturers	225	2,715	3	2,313	0	0.0%	3	100.0%	0	0.0%
Deodorizing Equipment	225	2,715	1	2,685	1	100.0%	0	0.0%	0	0.0%
Livestock Feeding	225	2,715	1	2,685	1	100.0%	0	0.0%	0	0.0%
Microwave Communications	225	2,715	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sundries Stores	224	2,721	8	1,891	4	50.0%	4	50.0%	0	0.0%
Manicuring	223	2,722	10	1,784	3	30.0%	6	60.0%	1	10.0%
Buses - Repair & Service	223	2,722	2	2,476	2	100.0%	0	0.0%	0	0.0%
Bottlers Equipment & Supplies	223	2,722	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metals - Base	223	2,722	0	3,045	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	%
Screen Manufacturers Equipment & Supplies	223	2,722	0	3,045	0	0.0%	0	0.0%	0	0.0%
Glass Coating & Tinting Machinery	222	2,727	1	2,685	1	100.0%	0	0.0%	0	0.0%
Radiator Sales	220	2,728	8	1,891	7	87.5%	1	12.5%	0	0.0%
Pharmaceutical Suppliers - Foreign	220	2,728	4	2,191	0	0.0%	0	0.0%	4	100.0%
Cylinders - Air & Hydraulic	220	2,728	1	2,685	1	100.0%	0	0.0%	0	0.0%
Polyethylene Materials & Products	220	2,728	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sterilizing Service	219	2,732	0	3,045	0	0.0%	0	0.0%	0	0.0%
Parking Stations & Garages - Equipment & Supplies	217	2,733	4	2,191	1	25.0%	2	50.0%	1	25.0%
Road Oiling & Dust Control	217	2,733	1	2,685	1	100.0%	0	0.0%	0	0.0%
Skateboard Parks & Rinks	216	2,735	7	1,961	5	71.4%	2	28.6%	0	0.0%
Nets & Netting	216	2,735	0	3,045	0	0.0%	0	0.0%	0	0.0%
Robots	214	2,737	1	2,685	0	0.0%	1	100.0%	0	0.0%
Underwear - Wholesale & Manufacturers	212	2,738	7	1,961	1	14.3%	6	85.7%	0	0.0%
Washers	212	2,738	2	2,476	2	100.0%	0	0.0%	0	0.0%
Mobile Offices & Commercial Units	212	2,738	0	3,045	0	0.0%	0	0.0%	0	0.0%
Doll Clothing & Accessories	211	2,741	6	2,033	5	83.3%	1	16.7%	0	0.0%
Exterior Designers	211	2,741	3	2,313	1	33.3%	2	66.7%	0	0.0%
Ice Cream Manufacturers Equipment	211	2,741	2	2,476	1	50.0%	0	0.0%	1	50.0%
Diamond Cutters	210	2,744	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wire Rope	210	2,744	0	3,045	0	0.0%	0	0.0%	0	0.0%
Honey	209	2,746	4	2,191	3	75.0%	0	0.0%	1	25.0%
Wire Harnesses - Electrical	209	2,746	0	3,045	0	0.0%	0	0.0%	0	0.0%
Aquariums - Lease & Maintenance	208	2,748	4	2,191	1	25.0%	3	75.0%	0	0.0%
Frozen Foods - Processors	208	2,748	0	3,045	0	0.0%	0	0.0%	0	0.0%
Video Equipment - Wholesale & Manufacturers	207	2,750	5	2,110	2	40.0%	3	60.0%	0	0.0%
Ambulances & Hearses	207	2,750	1	2,685	1	100.0%	0	0.0%	0	0.0%
Steamship Companies	206	2,752	1	2,685	1	100.0%	0	0.0%	0	0.0%
Pewter	206	2,752	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Finishers Equipment & Supplies	205	2,754	3	2,313	2	66.7%	0	0.0%	1	33.3%
Handbags - Manufacturers Equipment & Supplies	205	2,754	2	2,476	1	50.0%	1	50.0%	0	0.0%
Scoreboards	205	2,754	0	3,045	0	0.0%	0	0.0%	0	0.0%
Amplifiers	204	2,757	6	2,033	5	83.3%	1	16.7%	0	0.0%
Meditation Instruction	204	2,757	3	2,313	1	33.3%	2	66.7%	0	0.0%
Bronzing	204	2,757	2	2,476	2	100.0%	0	0.0%	0	0.0%
Fasteners - Textile & Apparel	204	2,757	2	2,476	2	100.0%	0	0.0%	0	0.0%
Drug Manufacturers	203	2,761	12	1,712	2	16.7%	10	83.3%	0	0.0%
Labeling Equipment	203	2,761	3	2,313	3	100.0%	0	0.0%	0	0.0%
Impregnating	203	2,761	1	2,685	1	100.0%	0	0.0%	0	0.0%
Knitting Instruction	202	2,764	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tin	202	2,764	1	2,685	1	100.0%	0	0.0%	0	0.0%
Campers - Supplies & Parts	201	2,766	3	2,313	3	100.0%	0	0.0%	0	0.0%
Lawn Installation Service	198	2,767	7	1,961	2	28.6%	5	71.4%	0	0.0%
Plumbing Fixtures, Parts, Supplies - Used	198	2,767	0	3,045	0	0.0%	0	0.0%	0	0.0%
Springs - Coil, Flat - Distributors & Manufacturing	198	2,767	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grain Elevators - Equipment & Supplies	197	2,770	0	3,045	0	0.0%	0	0.0%	0	0.0%
Manhole Covers	197	2,770	0	3,045	0	0.0%	0	0.0%	0	0.0%
Boilers - Supplies & Parts	196	2,772	3	2,313	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	%
Bakers Supplies	196	2,772	2	2,476	1	50.0%	1	50.0%	0	0.0%
Pilots - Marine	196	2,772	1	2,685	0	0.0%	1	100.0%	0	0.0%
Agricultural Waste Management	194	2,775	5	2,110	2	40.0%	3	60.0%	0	0.0%
Cigar & Cigarette Lighters	194	2,775	5	2,110	2	40.0%	3	60.0%	0	0.0%
Animation Mechanics - Display, Sign	194	2,775	1	2,685	0	0.0%	1	100.0%	0	0.0%
Heat Exchangers	194	2,775	0	3,045	0	0.0%	0	0.0%	0	0.0%
Poultry Equipment & Supplies	193	2,779	3	2,313	3	100.0%	0	0.0%	0	0.0%
Grain Elevators	193	2,779	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cooling Towers	193	2,779	0	3,045	0	0.0%	0	0.0%	0	0.0%
Data Processing Equipment	193	2,779	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gas Boosters	192	2,783	14	1,617	1	7.1%	13	92.9%	0	0.0%
Hawaiian Goods	192	2,783	10	1,784	9	90.0%	1	10.0%	0	0.0%
Spiritualists	192	2,783	8	1,891	3	37.5%	5	62.5%	0	0.0%
Buttons - Manufacturers Equipment & Supplies	192	2,783	2	2,476	0	0.0%	2	100.0%	0	0.0%
Sausages	192	2,783	1	2,685	1	100.0%	0	0.0%	0	0.0%
Miniatures - Collectors	191	2,788	8	1,891	5	62.5%	3	37.5%	0	0.0%
Albums	191	2,788	5	2,110	2	40.0%	1	20.0%	2	40.0%
Fire Hydrants	190	2,790	0	3,045	0	0.0%	0	0.0%	0	0.0%
Newspaper Feature Syndicates	189	2,791	4	2,191	3	75.0%	1	25.0%	0	0.0%
Scooters - Medical	189	2,791	4	2,191	3	75.0%	1	25.0%	0	0.0%
Dentist Information Bureaus	189	2,791	3	2,313	0	0.0%	3	100.0%	0	0.0%
Video Tapes & Discs - Wholesale & Manufacturers	189	2,791	3	2,313	0	0.0%	3	100.0%	0	0.0%
Textile Brokers	189	2,791	2	2,476	2	100.0%	0	0.0%	0	0.0%
Crisis Intervention Service	189	2,791	1	2,685	0	0.0%	1	100.0%	0	0.0%
Playing Cards	187	2,797	8	1,891	6	75.0%	2	25.0%	0	0.0%
Lockers	187	2,797	4	2,191	4	100.0%	0	0.0%	0	0.0%
Thermostats	187	2,797	2	2,476	0	0.0%	2	100.0%	0	0.0%
Ceiling Materials	187	2,797	1	2,685	0	0.0%	1	100.0%	0	0.0%
Sanctuaries - Wild Life	187	2,797	1	2,685	1	100.0%	0	0.0%	0	0.0%
Pipe Line Equipment	187	2,797	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ammunition Reloading	186	2,803	9	1,839	9	100.0%	0	0.0%	0	0.0%
Fur Designers	186	2,803	1	2,685	0	0.0%	1	100.0%	0	0.0%
Propellers	186	2,803	1	2,685	0	0.0%	1	100.0%	0	0.0%
Import Representatives	185	2,806	4	2,191	0	0.0%	4	100.0%	0	0.0%
Ski Equipment - Repair	185	2,806	3	2,313	1	33.3%	2	66.7%	0	0.0%
Armatures - Service & Sales	184	2,808	8	1,891	7	87.5%	1	12.5%	0	0.0%
Kites	184	2,808	7	1,961	6	85.7%	1	14.3%	0	0.0%
Metal Rolling & Forming	184	2,808	2	2,476	2	100.0%	0	0.0%	0	0.0%
Jewels - Imitation	184	2,808	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gas Burners	183	2,812	0	3,045	0	0.0%	0	0.0%	0	0.0%
Heavy Duty Equipment Repair	182	2,813	4	2,191	3	75.0%	1	25.0%	0	0.0%
Plastics - Scrap	182	2,813	1	2,685	0	0.0%	1	100.0%	0	0.0%
Candy & Confectionery Manufacturer Equip & Supplies	180	2,815	0	3,045	0	0.0%	0	0.0%	0	0.0%
Law Books	179	2,816	34	1,167	24	70.6%	10	29.4%	0	0.0%
Electric Motors - Used	179	2,816	1	2,685	0	0.0%	1	100.0%	0	0.0%
Sandblasting Equipment & Supplies	179	2,816	1	2,685	1	100.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies	179	2,816	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vacuum Cleaning - Industrial	179	2,816	0	3,045	0	0.0%	0	0.0%	0	0.0%
Knit Goods - Retail	178	2,821	6	2,033	4	66.7%	2	33.3%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Glassware Decorators	178	2,821	1	2,685	1	100.0%	0	0.0%	0	0.0%
Soil Conservation Service	178	2,821	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Supplies & Parts	177	2,824	11	1,753	5	45.5%	5	45.5%	1	9.1%
Fishing Piers	177	2,824	4	2,191	3	75.0%	1	25.0%	0	0.0%
Bleachers & Grandstands	177	2,824	0	3,045	0	0.0%	0	0.0%	0	0.0%
Anchors - Marine	175	2,827	4	2,191	3	75.0%	1	25.0%	0	0.0%
Deodorizing & Disinfecting	175	2,827	1	2,685	1	100.0%	0	0.0%	0	0.0%
Plastics - High Pressure Laminates	175	2,827	1	2,685	1	100.0%	0	0.0%	0	0.0%
Bindings - Bias & Straight	175	2,827	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fish & Seafood Brokers	174	2,831	2	2,476	1	50.0%	1	50.0%	0	0.0%
Mountain/Rock Climbing Instruction	174	2,831	2	2,476	2	100.0%	0	0.0%	0	0.0%
Skating Instruction	173	2,833	2	2,476	2	100.0%	0	0.0%	0	0.0%
Developmental Disability Services	173	2,833	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lithographers	173	2,833	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe & Boiler Covering Materials	173	2,833	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ski Tours	172	2,837	5	2,110	3	60.0%	1	20.0%	1	20.0%
Boat Launching Sites	172	2,837	0	3,045	0	0.0%	0	0.0%	0	0.0%
Generators - Steam	172	2,837	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hose & Tubing - Flexible Metal	172	2,837	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Operators	172	2,837	0	3,045	0	0.0%	0	0.0%	0	0.0%
Soil Solidification	172	2,837	0	3,045	0	0.0%	0	0.0%	0	0.0%
Magicians Supplies	171	2,843	5	2,110	3	60.0%	2	40.0%	0	0.0%
Pens & Pencils - Wholesale & Manufacturers	171	2,843	4	2,191	1	25.0%	3	75.0%	0	0.0%
Rope	171	2,843	1	2,685	1	100.0%	0	0.0%	0	0.0%
Dry Cleaners - Equipment - Wholesales	169	2,846	6	2,033	4	66.7%	1	16.7%	1	16.7%
Fur Storage	169	2,846	1	2,685	1	100.0%	0	0.0%	0	0.0%
Evaporating Apparatus	169	2,846	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fashion Show Producers	168	2,849	9	1,839	1	11.1%	6	66.7%	2	22.2%
Television & Radio - Rent & Lease	168	2,849	8	1,891	3	37.5%	4	50.0%	1	12.5%
Trapping Equipment & Supplies	168	2,849	6	2,033	1	16.7%	5	83.3%	0	0.0%
Seals - Security	168	2,849	4	2,191	3	75.0%	1	25.0%	0	0.0%
Printed & Etched Circuits	168	2,849	2	2,476	1	50.0%	1	50.0%	0	0.0%
Hatcheries - Poultry	167	2,854	2	2,476	1	50.0%	1	50.0%	0	0.0%
Insurance Rating Bureaus	167	2,854	2	2,476	0	0.0%	2	100.0%	0	0.0%
Tennis Instruction	167	2,854	2	2,476	2	100.0%	0	0.0%	0	0.0%
Insecticides	166	2,857	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hosiery - Wholesale & Manufacturers	165	2,858	3	2,313	2	66.7%	1	33.3%	0	0.0%
Japanese Food Products	165	2,858	3	2,313	2	66.7%	1	33.3%	0	0.0%
Slate	165	2,858	0	3,045	0	0.0%	0	0.0%	0	0.0%
Weatherization	164	2,861	2	2,476	0	0.0%	2	100.0%	0	0.0%
Tank Lining & Coating	164	2,861	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tennis Courts - Public	163	2,863	6	2,033	2	33.3%	4	66.7%	0	0.0%
Draperies - Wholesale & Manufacturers	163	2,863	1	2,685	1	100.0%	0	0.0%	0	0.0%
Street Cleaning	163	2,863	1	2,685	0	0.0%	1	100.0%	0	0.0%
Bowling Lane Equipment & Supplies	163	2,863	0	3,045	0	0.0%	0	0.0%	0	0.0%
Italian Food Products	163	2,863	0	3,045	0	0.0%	0	0.0%	0	0.0%
China - Wholesale & Manufacturers	162	2,868	2	2,476	1	50.0%	1	50.0%	0	0.0%
Laundry Supplies	161	2,869	12	1,712	7	58.3%	4	33.3%	1	8.3%
Cleaning Supplies by Internet	161	2,869	10	1,784	6	60.0%	3	30.0%	1	10.0%
Convention Information	161	2,869	2	2,476	1	50.0%	1	50.0%	0	0.0%
Lamps - Wholesale & Manufacturers	160	2,872	2	2,476	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	%
Dairy Equipment & Supplies	160	2,872	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gratings	160	2,872	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gymnastic Equipment & Supplies	157	2,875	3	2,313	1	33.3%	2	66.7%	0	0.0%
Coats - Wholesale & Manufacturers	157	2,875	1	2,685	1	100.0%	0	0.0%	0	0.0%
Mining Consultants	157	2,875	0	3,045	0	0.0%	0	0.0%	0	0.0%
Safes & Vaults - Opening & Repairing	157	2,875	0	3,045	0	0.0%	0	0.0%	0	0.0%
Architects Supplies	156	2,879	1	2,685	0	0.0%	1	100.0%	0	0.0%
Identification Bureaus	156	2,879	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rooming Houses	155	2,881	6	2,033	3	50.0%	3	50.0%	0	0.0%
Physicians & Surgeons Equipment - Repair & Refinish	155	2,881	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rubber Stamps - Manufacturers Equipment & Supplies	154	2,883	3	2,313	1	33.3%	2	66.7%	0	0.0%
Power Plant Consultants	154	2,883	1	2,685	0	0.0%	1	100.0%	0	0.0%
Balancing Service - Industrial	154	2,883	0	3,045	0	0.0%	0	0.0%	0	0.0%
Data Processing Supplies	154	2,883	0	3,045	0	0.0%	0	0.0%	0	0.0%
Screws	154	2,883	0	3,045	0	0.0%	0	0.0%	0	0.0%
Weaving Supplies & Equipment	154	2,883	0	3,045	0	0.0%	0	0.0%	0	0.0%
Government Contractors	152	2,889	1	2,685	1	100.0%	0	0.0%	0	0.0%
Spill Control Service	152	2,889	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sky Diving	151	2,891	7	1,961	2	28.6%	4	57.1%	1	14.3%
Food Products Manufacturing Equipment	151	2,891	4	2,191	4	100.0%	0	0.0%	0	0.0%
Cylinders - Rebuild & Repair	151	2,891	0	3,045	0	0.0%	0	0.0%	0	0.0%
Auto Metal & Equipment - Distribution & Manufacturing	150	2,894	4	2,191	3	75.0%	1	25.0%	0	0.0%
Radio Program Producers	150	2,894	3	2,313	1	33.3%	1	33.3%	1	33.3%
Aircraft Upholsterers	150	2,894	0	3,045	0	0.0%	0	0.0%	0	0.0%
Radiotelephone Communications - Common Carrier	149	2,897	4	2,191	3	75.0%	1	25.0%	0	0.0%
Gears & Gear Cutting	149	2,897	3	2,313	0	0.0%	3	100.0%	0	0.0%
Jail Equipment	148	2,899	3	2,313	3	100.0%	0	0.0%	0	0.0%
Smoke Odor Counteracting Service	147	2,900	1	2,685	0	0.0%	1	100.0%	0	0.0%
Chain Link Fence Sales, Service & Contractors	146	2,901	5	2,110	1	20.0%	2	40.0%	2	40.0%
Toy Manufacturers Supplies	146	2,901	4	2,191	2	50.0%	2	50.0%	0	0.0%
Pumps - Supplies & Parts	146	2,901	3	2,313	2	66.7%	1	33.3%	0	0.0%
Food Facilities Consultants	146	2,901	1	2,685	0	0.0%	1	100.0%	0	0.0%
Ozone Machines	146	2,901	0	3,045	0	0.0%	0	0.0%	0	0.0%
Music Copyists	145	2,906	12	1,712	6	50.0%	6	50.0%	0	0.0%
Covers - Book, Catalog	145	2,906	6	2,033	4	66.7%	1	16.7%	1	16.7%
Programmed Instruction	145	2,906	5	2,110	4	80.0%	1	20.0%	0	0.0%
Weather Forecast Service	145	2,906	2	2,476	2	100.0%	0	0.0%	0	0.0%
Consulates & Other Federal Government Representatives	145	2,906	0	3,045	0	0.0%	0	0.0%	0	0.0%
Plating Equipment & Supplies	145	2,906	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bowling Clothes & Accessories	144	2,912	10	1,784	6	60.0%	4	40.0%	0	0.0%
Asbestos & Asbestos Products	144	2,912	0	3,045	0	0.0%	0	0.0%	0	0.0%
Poultry Services	144	2,912	0	3,045	0	0.0%	0	0.0%	0	0.0%
Racquetball Court Construction	144	2,912	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rest Homes - Info & Placement Bureaus	144	2,912	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metaphysicians	143	2,917	6	2,033	5	83.3%	1	16.7%	0	0.0%
Bicycle Racks & Security Systems	143	2,917	5	2,110	1	20.0%	4	80.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Casinos - Online	143	2,917	2	2,476	0	0.0%	0	0.0%	2	100.0%
Ranges & Ovens - Dealers	143	2,917	2	2,476	0	0.0%	2	100.0%	0	0.0%
Elevators - Parts	143	2,917	0	3,045	0	0.0%	0	0.0%	0	0.0%
Noise Control Consultants	142	2,922	2	2,476	0	0.0%	1	50.0%	1	50.0%
Electric Motor Controls - Wholesale & Manufacturers	142	2,922	0	3,045	0	0.0%	0	0.0%	0	0.0%
Radioactive Materials	142	2,922	0	3,045	0	0.0%	0	0.0%	0	0.0%
Concrete Mixers - Renting	141	2,925	0	3,045	0	0.0%	0	0.0%	0	0.0%
Concrete Mixing Plant Equipment	141	2,925	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Spinning	141	2,925	0	3,045	0	0.0%	0	0.0%	0	0.0%
Animal Supplies - Zoo, Circus	140	2,928	10	1,784	0	0.0%	6	60.0%	4	40.0%
Paving Equipment	140	2,928	1	2,685	1	100.0%	0	0.0%	0	0.0%
Referral - Auto Repair	140	2,928	1	2,685	0	0.0%	1	100.0%	0	0.0%
Crushing & Pulverizing Service	140	2,928	0	3,045	0	0.0%	0	0.0%	0	0.0%
Die Cutting	139	2,932	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fiber Glass Materials	138	2,933	3	2,313	0	0.0%	3	100.0%	0	0.0%
Speakers - Rebuild & Repair	138	2,933	3	2,313	3	100.0%	0	0.0%	0	0.0%
Aircraft Storage	138	2,933	1	2,685	0	0.0%	1	100.0%	0	0.0%
Armories	138	2,933	1	2,685	0	0.0%	1	100.0%	0	0.0%
Jewelry Advisory Service	138	2,933	0	3,045	0	0.0%	0	0.0%	0	0.0%
Screw Machine Products	138	2,933	0	3,045	0	0.0%	0	0.0%	0	0.0%
Humidifying Apparatus	137	2,939	8	1,891	6	75.0%	2	25.0%	0	0.0%
Bus - Sales & Rental	137	2,939	4	2,191	3	75.0%	1	25.0%	0	0.0%
Dredging	137	2,939	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pharmaceutical Machinery	137	2,939	0	3,045	0	0.0%	0	0.0%	0	0.0%
Railroads - Ticket Agencies	136	2,943	13	1,664	10	76.9%	3	23.1%	0	0.0%
Yogurt	136	2,943	4	2,191	1	25.0%	3	75.0%	0	0.0%
Race Track Equipment & Supplies	136	2,943	3	2,313	1	33.3%	2	66.7%	0	0.0%
Internet Cafes	136	2,943	1	2,685	1	100.0%	0	0.0%	0	0.0%
Carnival Supplies	136	2,943	0	3,045	0	0.0%	0	0.0%	0	0.0%
Radio Station Equipment	136	2,943	0	3,045	0	0.0%	0	0.0%	0	0.0%
Electric Instruments	135	2,949	7	1,961	2	28.6%	2	28.6%	3	42.9%
Door Closers & Checks - Repairing	135	2,949	3	2,313	3	100.0%	0	0.0%	0	0.0%
Historical Places	133	2,951	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pilot Car Service	133	2,951	0	3,045	0	0.0%	0	0.0%	0	0.0%
Printers - Glass, Metal, Plastic	132	2,953	1	2,685	1	100.0%	0	0.0%	0	0.0%
Alloys	132	2,953	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tapestries	131	2,955	8	1,891	2	25.0%	6	75.0%	0	0.0%
Caterer Equipment & Supplies	131	2,955	2	2,476	1	50.0%	1	50.0%	0	0.0%
Kerosene	131	2,955	2	2,476	2	100.0%	0	0.0%	0	0.0%
Ergonomic Products & Services	131	2,955	1	2,685	1	100.0%	0	0.0%	0	0.0%
Pneumatic Tube Equipment & Systems	131	2,955	1	2,685	1	100.0%	0	0.0%	0	0.0%
Archaeologists	131	2,955	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chimney Lining Materials	131	2,955	0	3,045	0	0.0%	0	0.0%	0	0.0%
Resins	131	2,955	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wood Technologists	130	2,963	0	3,045	0	0.0%	0	0.0%	0	0.0%
Curtains - Wholesale & Manufacturers	128	2,964	6	2,033	3	50.0%	3	50.0%	0	0.0%
Fan Clubs	128	2,964	6	2,033	5	83.3%	1	16.7%	0	0.0%
Lubricating Devices & Systems	128	2,964	0	3,045	0	0.0%	0	0.0%	0	0.0%
Livestock Hauling	127	2,967	6	2,033	2	33.3%	4	66.7%	0	0.0%
Grain Drying	127	2,967	0	3,045	0	0.0%	0	0.0%	0	0.0%
Blowers & Blower Systems	126	2,969	1	2,685	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	%
Hostels	125	2,970	12	1,712	6	50.0%	5	41.7%	1	8.3%
Tire Additives & Sealants	125	2,970	0	3,045	0	0.0%	0	0.0%	0	0.0%
Soda Fountain Shops	124	2,972	2	2,476	1	50.0%	1	50.0%	0	0.0%
Washing Machines & Dryers - Dealers	124	2,972	2	2,476	2	100.0%	0	0.0%	0	0.0%
Carpet & Rug Binding Machines	124	2,972	1	2,685	0	0.0%	1	100.0%	0	0.0%
Motion Picture Projection Service	124	2,972	1	2,685	1	100.0%	0	0.0%	0	0.0%
Bridge Operators	124	2,972	0	3,045	0	0.0%	0	0.0%	0	0.0%
Peanut Products	124	2,972	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metals - Corrugated	123	2,978	1	2,685	1	100.0%	0	0.0%	0	0.0%
Belting & Supplies	123	2,978	0	3,045	0	0.0%	0	0.0%	0	0.0%
Corn Products	123	2,978	0	3,045	0	0.0%	0	0.0%	0	0.0%
Turntables	122	2,981	7	1,961	4	57.1%	3	42.9%	0	0.0%
Weighers	122	2,981	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cleaners & Dyers Equipment & Supplies	121	2,983	4	2,191	2	50.0%	2	50.0%	0	0.0%
Clutches	120	2,984	4	2,191	3	75.0%	1	25.0%	0	0.0%
Coatings - Vacuum Deposition	120	2,984	1	2,685	0	0.0%	1	100.0%	0	0.0%
Pipe Hangers	120	2,984	0	3,045	0	0.0%	0	0.0%	0	0.0%
Adhesives & Gluing Equipment	119	2,987	0	3,045	0	0.0%	0	0.0%	0	0.0%
Right of Way Acquisition Service	119	2,987	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rustproofing - Industrial	119	2,987	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lumber Mill Representatives	118	2,990	5	2,110	3	60.0%	1	20.0%	1	20.0%
Caulking Materials & Equipment	118	2,990	2	2,476	0	0.0%	2	100.0%	0	0.0%
Weed Control Equipment & Supplies	118	2,990	1	2,685	1	100.0%	0	0.0%	0	0.0%
Hardware - Marine	117	2,993	1	2,685	1	100.0%	0	0.0%	0	0.0%
Photogrammetric Equipment & Supplies	117	2,993	1	2,685	0	0.0%	1	100.0%	0	0.0%
Garment Hangers	116	2,995	3	2,313	1	33.3%	2	66.7%	0	0.0%
Ribbon Printing	116	2,995	2	2,476	2	100.0%	0	0.0%	0	0.0%
Artificial Breasts	116	2,995	1	2,685	0	0.0%	0	0.0%	1	100.0%
Electric Equipment - Used	116	2,995	1	2,685	1	100.0%	0	0.0%	0	0.0%
Steeple Jacks	116	2,995	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pottery Equipment & Supplies	115	3,000	1	2,685	0	0.0%	1	100.0%	0	0.0%
Dust Collecting Systems	115	3,000	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pies	114	3,002	1	2,685	1	100.0%	0	0.0%	0	0.0%
Wood Turning	114	3,002	1	2,685	1	100.0%	0	0.0%	0	0.0%
Diecast Cars - Dealers	114	3,002	0	3,045	0	0.0%	0	0.0%	0	0.0%
Personal ServiceBureaus	114	3,002	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ski Instruction	113	3,006	5	2,110	4	80.0%	1	20.0%	0	0.0%
Blueprinting Equipment & Supplies	113	3,006	1	2,685	0	0.0%	1	100.0%	0	0.0%
Canes	113	3,006	1	2,685	1	100.0%	0	0.0%	0	0.0%
Leather Goods Manufacturers Supplies	112	3,009	6	2,033	2	33.3%	4	66.7%	0	0.0%
Turbochargers	112	3,009	3	2,313	2	66.7%	1	33.3%	0	0.0%
Cupolas	112	3,009	0	3,045	0	0.0%	0	0.0%	0	0.0%
Kilns	112	3,009	0	3,045	0	0.0%	0	0.0%	0	0.0%
Color Separations - Offset , Photo Engraving	111	3,013	1	2,685	0	0.0%	1	100.0%	0	0.0%
Poultry - Retail	111	3,013	0	3,045	0	0.0%	0	0.0%	0	0.0%
Expansion Joints	110	3,015	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fishery Consultants	110	3,015	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chinese Food Products	109	3,017	9	1,839	5	55.6%	4	44.4%	0	0.0%
Apprenticeship Programs	108	3,018	3	2,313	0	0.0%	3	100.0%	0	0.0%
Locomotives	108	3,018	0	3,045	0	0.0%	0	0.0%	0	0.0%
Horticultural Consultants	107	3,020	1	2,685	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	%
Game Farms	106	3,021	1	2,685	0	0.0%	1	100.0%	0	0.0%
Soldering Equipment	106	3,021	1	2,685	0	0.0%	0	0.0%	1	100.0%
Plaster Products - Ornamental	106	3,021	0	3,045	0	0.0%	0	0.0%	0	0.0%
Airport Equipment & Supplies	105	3,024	2	2,476	1	50.0%	0	0.0%	1	50.0%
Kennels Equipment & Supplies	104	3,025	3	2,313	3	100.0%	0	0.0%	0	0.0%
Circuit Breakers	104	3,025	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gambling Abuse & Addiction Info & Treatment	104	3,025	0	3,045	0	0.0%	0	0.0%	0	0.0%
Refractories	104	3,025	0	3,045	0	0.0%	0	0.0%	0	0.0%
Seals - O-Ring	104	3,025	0	3,045	0	0.0%	0	0.0%	0	0.0%
Darts & Dart Boards	103	3,030	15	1,587	9	60.0%	6	40.0%	0	0.0%
Routing Service - Air, Highway & Marine	103	3,030	2	2,476	2	100.0%	0	0.0%	0	0.0%
Brass	103	3,030	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pianos - Parts	102	3,033	4	2,191	3	75.0%	1	25.0%	0	0.0%
Video Equipment - Supplies & Parts	102	3,033	3	2,313	2	66.7%	0	0.0%	1	33.3%
Gardening Hand Tools	102	3,033	0	3,045	0	0.0%	0	0.0%	0	0.0%
Snow Melting Systems	102	3,033	0	3,045	0	0.0%	0	0.0%	0	0.0%
Soda Fountain Supplies	101	3,037	8	1,891	7	87.5%	0	0.0%	1	12.5%
Debris Box Service	101	3,037	1	2,685	1	100.0%	0	0.0%	0	0.0%
Potato Chips	101	3,037	1	2,685	1	100.0%	0	0.0%	0	0.0%
Razors & Razor Blades	100	3,040	14	1,617	6	42.9%	8	57.1%	0	0.0%
Shoe Findings & Supplies	100	3,040	3	2,313	1	33.3%	2	66.7%	0	0.0%
Grain Brokers	100	3,040	0	3,045	0	0.0%	0	0.0%	0	0.0%
Studio Rental	99	3,043	10	1,784	6	60.0%	2	20.0%	2	20.0%
Liquor Brokers	99	3,043	3	2,313	3	100.0%	0	0.0%	0	0.0%
Lamps - Supplies & Parts	99	3,043	0	3,045	0	0.0%	0	0.0%	0	0.0%
Louvers	99	3,043	0	3,045	0	0.0%	0	0.0%	0	0.0%
Juke Boxes	98	3,047	4	2,191	4	100.0%	0	0.0%	0	0.0%
Factory Locating Consultants	98	3,047	0	3,045	0	0.0%	0	0.0%	0	0.0%
Textile Mill Supplies	98	3,047	0	3,045	0	0.0%	0	0.0%	0	0.0%
Braille Supplies	97	3,050	2	2,476	1	50.0%	1	50.0%	0	0.0%
Library Research Service	97	3,050	2	2,476	1	50.0%	1	50.0%	0	0.0%
Embroidering Machines	97	3,050	1	2,685	1	100.0%	0	0.0%	0	0.0%
Statuary	97	3,050	1	2,685	1	100.0%	0	0.0%	0	0.0%
Rubber Working Machinery	97	3,050	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gambling Machine Supplies and Services	96	3,055	1	2,685	1	100.0%	0	0.0%	0	0.0%
Notions - Retail	96	3,055	1	2,685	1	100.0%	0	0.0%	0	0.0%
Fire Departments	95	3,057	4	2,191	3	75.0%	1	25.0%	0	0.0%
Dishwashing Machines - Service & Repair	95	3,057	2	2,476	2	100.0%	0	0.0%	0	0.0%
Ranges & Ovens - Service & Repair	95	3,057	2	2,476	2	100.0%	0	0.0%	0	0.0%
Custom Tile Painting	95	3,057	1	2,685	1	100.0%	0	0.0%	0	0.0%
Fiber & Fiber Products	95	3,057	1	2,685	1	100.0%	0	0.0%	0	0.0%
Dome Structures	95	3,057	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tanners Equipment & Supplies	94	3,063	59	938	2	3.4%	15	25.4%	42	71.2%
Photo Finishing - Wholesale	94	3,063	9	1,839	3	33.3%	6	66.7%	0	0.0%
Work Clothes - Wholesale & Manufacturers	94	3,063	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tool Grinding - Industrial	94	3,063	0	3,045	0	0.0%	0	0.0%	0	0.0%
Valves - Repairing	94	3,063	0	3,045	0	0.0%	0	0.0%	0	0.0%
Clamps	93	3,068	6	2,033	6	100.0%	0	0.0%	0	0.0%
Gas Lights	93	3,068	2	2,476	0	0.0%	2	100.0%	0	0.0%
Car Loading & Unloading	93	3,068	1	2,685	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	%
Table Tennis Equipment	93	3,068	1	2,685	1	100.0%	0	0.0%	0	0.0%
Thermometers	93	3,068	1	2,685	1	100.0%	0	0.0%	0	0.0%
Bulletin & Directory Boards	92	3,073	8	1,891	5	62.5%	3	37.5%	0	0.0%
Dressmaking Schools	92	3,073	2	2,476	1	50.0%	1	50.0%	0	0.0%
Eyelets	92	3,073	1	2,685	0	0.0%	1	100.0%	0	0.0%
Proofreading	92	3,073	1	2,685	1	100.0%	0	0.0%	0	0.0%
Grinding Machines	92	3,073	0	3,045	0	0.0%	0	0.0%	0	0.0%
Incense	92	3,073	0	3,045	0	0.0%	0	0.0%	0	0.0%
Physicians & Surgeons - Sports Medicine	92	3,073	0	3,045	0	0.0%	0	0.0%	0	0.0%
Computers - Bulletin Boards	91	3,080	0	3,045	0	0.0%	0	0.0%	0	0.0%
Orchid Growers	91	3,080	0	3,045	0	0.0%	0	0.0%	0	0.0%
Picture Hanging Service	91	3,080	0	3,045	0	0.0%	0	0.0%	0	0.0%
Reflexologists	91	3,080	0	3,045	0	0.0%	0	0.0%	0	0.0%
Water Taxi Service	90	3,084	9	1,839	5	55.6%	4	44.4%	0	0.0%
Fertilizer Plant Equipment	90	3,084	3	2,313	2	66.7%	1	33.3%	0	0.0%
Acids	90	3,084	1	2,685	0	0.0%	1	100.0%	0	0.0%
Boxes - Plastic & Transparent	90	3,084	1	2,685	1	100.0%	0	0.0%	0	0.0%
Luggage Manufacturers Equipment & Supplies	90	3,084	1	2,685	1	100.0%	0	0.0%	0	0.0%
Grilles, Registers & Diffusers	89	3,089	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Lining & Coating	89	3,089	0	3,045	0	0.0%	0	0.0%	0	0.0%
Compactors - Waste - Household - Dealers	88	3,091	6	2,033	4	66.7%	2	33.3%	0	0.0%
Scenery Studio	88	3,091	3	2,313	1	33.3%	2	66.7%	0	0.0%
Desk Pads & Accessories	88	3,091	1	2,685	0	0.0%	1	100.0%	0	0.0%
Carpet & Rug Measuring	88	3,091	0	3,045	0	0.0%	0	0.0%	0	0.0%
Disposable Products	87	3,095	2	2,476	1	50.0%	1	50.0%	0	0.0%
Railroad Ties - Dealers	87	3,095	0	3,045	0	0.0%	0	0.0%	0	0.0%
Road Building Equipment	87	3,095	0	3,045	0	0.0%	0	0.0%	0	0.0%
Water Skiing Instruction	86	3,098	4	2,191	1	25.0%	3	75.0%	0	0.0%
Fire Exit Devices	86	3,098	0	3,045	0	0.0%	0	0.0%	0	0.0%
Voting Equipment	86	3,098	0	3,045	0	0.0%	0	0.0%	0	0.0%
Binders - Loose Leaf	85	3,101	1	2,685	0	0.0%	1	100.0%	0	0.0%
Pavement & Floor Marking Supplies & Equipment	85	3,101	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cotton	85	3,101	0	3,045	0	0.0%	0	0.0%	0	0.0%
Salads	85	3,101	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tobacco Growers	85	3,101	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vibration Measurement	85	3,101	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tapes	84	3,107	33	1,181	4	12.1%	29	87.9%	0	0.0%
Demonstration Services	84	3,107	1	2,685	0	0.0%	1	100.0%	0	0.0%
Presses - Power	84	3,107	1	2,685	0	0.0%	1	100.0%	0	0.0%
Galvanizing	84	3,107	0	3,045	0	0.0%	0	0.0%	0	0.0%
Plastics - Vacuum, Pressure, Thermoform	84	3,107	0	3,045	0	0.0%	0	0.0%	0	0.0%
Clocks - Wholesale & Manufacturers	83	3,112	7	1,961	1	14.3%	6	85.7%	0	0.0%
Novelties - Wholesale & Manufacturers	83	3,112	3	2,313	0	0.0%	3	100.0%	0	0.0%
Clergy	83	3,112	1	2,685	1	100.0%	0	0.0%	0	0.0%
Shuffleboards	83	3,112	1	2,685	0	0.0%	1	100.0%	0	0.0%
Oils - Vegetables	82	3,116	0	3,045	0	0.0%	0	0.0%	0	0.0%
Port Authorities	82	3,116	0	3,045	0	0.0%	0	0.0%	0	0.0%
Laser Therapy	81	3,118	2	2,476	1	50.0%	1	50.0%	0	0.0%
Stair Treads	81	3,118	1	2,685	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	%
Burial Advisory Service	81	3,118	0	3,045	0	0.0%	0	0.0%	0	0.0%
Floor Machines - Rent	81	3,118	0	3,045	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Service & Repair	81	3,118	0	3,045	0	0.0%	0	0.0%	0	0.0%
Plaster Craft Products & Supplies	81	3,118	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ship Chandlers	81	3,118	0	3,045	0	0.0%	0	0.0%	0	0.0%
Silks - Wholesale & Manufacturers	80	3,125	1	2,685	1	100.0%	0	0.0%	0	0.0%
Chiropractor Information Bureaus	80	3,125	0	3,045	0	0.0%	0	0.0%	0	0.0%
Printing Rollers	80	3,125	0	3,045	0	0.0%	0	0.0%	0	0.0%
Quartz	80	3,125	0	3,045	0	0.0%	0	0.0%	0	0.0%
Two-Way Radio Sales & Service	79	3,129	6	2,033	2	33.3%	4	66.7%	0	0.0%
Cans Manufacturers Machinery	79	3,129	0	3,045	0	0.0%	0	0.0%	0	0.0%
Farm Management Systems	79	3,129	0	3,045	0	0.0%	0	0.0%	0	0.0%
Insurance - Aviation	79	3,129	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paint Removers - Manufacturers	79	3,129	0	3,045	0	0.0%	0	0.0%	0	0.0%
Parking Meters	78	3,134	7	1,961	5	71.4%	1	14.3%	1	14.3%
Paper & Plastic Cups, Containers	78	3,134	3	2,313	1	33.3%	2	66.7%	0	0.0%
Log Splitting Equipment	78	3,134	2	2,476	1	50.0%	1	50.0%	0	0.0%
Compactors - Waste - Wholesale & Manufacturers	78	3,134	1	2,685	0	0.0%	1	100.0%	0	0.0%
Feather Goods	78	3,134	1	2,685	1	100.0%	0	0.0%	0	0.0%
Scientists	78	3,134	1	2,685	0	0.0%	1	100.0%	0	0.0%
Fallout Shelter Equipment & Supplies	78	3,134	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tapes - Sound - Wholesale & Manufacturers	78	3,134	0	3,045	0	0.0%	0	0.0%	0	0.0%
Window Security Laminates	78	3,134	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mirrors - Manufacturers Supplies	77	3,143	2	2,476	1	50.0%	1	50.0%	0	0.0%
Lamp Shade Frames & Supplies	77	3,143	1	2,685	1	100.0%	0	0.0%	0	0.0%
Coin & Bill Change Machines	77	3,143	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grommets	77	3,143	0	3,045	0	0.0%	0	0.0%	0	0.0%
Observatories	77	3,143	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pickles & Pickle Products	77	3,143	0	3,045	0	0.0%	0	0.0%	0	0.0%
Advertising - Motion Picture	76	3,149	1	2,685	1	100.0%	0	0.0%	0	0.0%
Aircraft Salvage	76	3,149	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coal & Coke - Wholesale	76	3,149	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rubber Clothing & Footwear	75	3,152	27	1,272	27	100.0%	0	0.0%	0	0.0%
Money Order Systems	75	3,152	3	2,313	2	66.7%	1	33.3%	0	0.0%
Truck Terminals	75	3,152	2	2,476	1	50.0%	1	50.0%	0	0.0%
Photographic Darkroom Rental	75	3,152	1	2,685	0	0.0%	1	100.0%	0	0.0%
Time Cards & Racks	75	3,152	1	2,685	0	0.0%	1	100.0%	0	0.0%
Store Fixtures - Used	75	3,152	0	3,045	0	0.0%	0	0.0%	0	0.0%
Templates	75	3,152	0	3,045	0	0.0%	0	0.0%	0	0.0%
Acid Proof Equipment & Materials	74	3,159	4	2,191	2	50.0%	2	50.0%	0	0.0%
Yarn - Wholesale & Manufacturers	74	3,159	2	2,476	2	100.0%	0	0.0%	0	0.0%
Ship Brokers	74	3,159	1	2,685	0	0.0%	0	0.0%	1	100.0%
Stamp Machines	74	3,159	1	2,685	0	0.0%	1	100.0%	0	0.0%
Pipe Bending & Fabricating	74	3,159	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rotogravure Printers	74	3,159	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ultraviolet Ray Lamps & Apparatus	74	3,159	0	3,045	0	0.0%	0	0.0%	0	0.0%
Engravers - Photo	73	3,166	5	2,110	0	0.0%	4	80.0%	1	20.0%
Gloves - Cleaning & Repairing	73	3,166	4	2,191	2	50.0%	2	50.0%	0	0.0%
Drying Service	73	3,166	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rice	73	3,166	0	3,045	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	%
Singing Telegrams	73	3,166	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tricks & Jokes	73	3,166	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cellophane, Cell Materials & Products	72	3,172	2	2,476	0	0.0%	2	100.0%	0	0.0%
Oils - Industrial	72	3,172	2	2,476	2	100.0%	0	0.0%	0	0.0%
Lapidaries	72	3,172	0	3,045	0	0.0%	0	0.0%	0	0.0%
Solvents	72	3,172	0	3,045	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Supplies & Parts	71	3,176	4	2,191	1	25.0%	3	75.0%	0	0.0%
Hang Gliding & Instruction	71	3,176	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cotton Gins	71	3,176	0	3,045	0	0.0%	0	0.0%	0	0.0%
Heat Treating - Metal - Equipment & Supplies	71	3,176	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lime	71	3,176	0	3,045	0	0.0%	0	0.0%	0	0.0%
Syrups	71	3,176	0	3,045	0	0.0%	0	0.0%	0	0.0%
Nails & Tacks	70	3,182	4	2,191	2	50.0%	2	50.0%	0	0.0%
Accordions	70	3,182	0	3,045	0	0.0%	0	0.0%	0	0.0%
Commissary Contractors	69	3,184	1	2,685	0	0.0%	1	100.0%	0	0.0%
Acupressure	69	3,184	0	3,045	0	0.0%	0	0.0%	0	0.0%
Railroad Cars - Manufacturers	69	3,184	0	3,045	0	0.0%	0	0.0%	0	0.0%
Screening & Sifting Equipment	69	3,184	0	3,045	0	0.0%	0	0.0%	0	0.0%
Smelters & Refiners - Base Metals	69	3,184	0	3,045	0	0.0%	0	0.0%	0	0.0%
Microphones	68	3,189	6	2,033	4	66.7%	2	33.3%	0	0.0%
Temperature Measuring Materials	68	3,189	3	2,313	3	100.0%	0	0.0%	0	0.0%
Data Processing Equipment - Maintenance	68	3,189	1	2,685	1	100.0%	0	0.0%	0	0.0%
Pressurization Equipment	68	3,189	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rodeos	67	3,193	7	1,961	2	28.6%	5	71.4%	0	0.0%
Barbers Equipment & Supplies	67	3,193	1	2,685	1	100.0%	0	0.0%	0	0.0%
Dowels	67	3,193	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grain Elevator Builders	67	3,193	0	3,045	0	0.0%	0	0.0%	0	0.0%
Scales - Repair	67	3,193	0	3,045	0	0.0%	0	0.0%	0	0.0%
Street Lighting Standards & Equipment	67	3,193	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tapes - Adhesive-Dispensers	67	3,193	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fraternities & Sororities	66	3,200	3	2,313	1	33.3%	1	33.3%	1	33.3%
Equipment Calibration	66	3,200	2	2,476	1	50.0%	1	50.0%	0	0.0%
Caps - Wholesale & Manufacturers	66	3,200	1	2,685	0	0.0%	1	100.0%	0	0.0%
Welding Equipment - Rent	66	3,200	1	2,685	0	0.0%	1	100.0%	0	0.0%
Hinges	66	3,200	0	3,045	0	0.0%	0	0.0%	0	0.0%
Street Cleaning Equipment	66	3,200	0	3,045	0	0.0%	0	0.0%	0	0.0%
State Fairs	65	3,206	3	2,313	2	66.7%	1	33.3%	0	0.0%
Dehumidifying Equipment	65	3,206	1	2,685	0	0.0%	1	100.0%	0	0.0%
Luggage Repair	65	3,206	1	2,685	0	0.0%	0	0.0%	1	100.0%
Reels	65	3,206	1	2,685	1	100.0%	0	0.0%	0	0.0%
Wool	65	3,206	1	2,685	1	100.0%	0	0.0%	0	0.0%
Geophysical Apparatus	65	3,206	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ice Melting Equipment & Supplies	65	3,206	0	3,045	0	0.0%	0	0.0%	0	0.0%
Millinery - Wholesale & Manufacturers	65	3,206	0	3,045	0	0.0%	0	0.0%	0	0.0%
Reloader Schemes	65	3,206	0	3,045	0	0.0%	0	0.0%	0	0.0%
Telephone 900 Number Resellers	64	3,215	3	2,313	2	66.7%	1	33.3%	0	0.0%
Glass Beads - Industrial	64	3,215	2	2,476	0	0.0%	2	100.0%	0	0.0%
Pipe & Boiler Covering Contractors	64	3,215	0	3,045	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Wholesale & Manufacturers	64	3,215	0	3,045	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	%
Ice Cream Freezers	63	3,219	4	2,191	4	100.0%	0	0.0%	0	0.0%
Auto Service - Steam Cleaning	63	3,219	3	2,313	3	100.0%	0	0.0%	0	0.0%
Bookbinders Equipment & Supplies	63	3,219	1	2,685	1	100.0%	0	0.0%	0	0.0%
Records - Phono - Manufacturers Equipment & Supplies	63	3,219	1	2,685	0	0.0%	0	0.0%	1	100.0%
Steering Systems & Equipment	63	3,219	1	2,685	0	0.0%	1	100.0%	0	0.0%
Calculating Service	63	3,219	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Well Drilling Mud & Additives	63	3,219	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stools	62	3,226	7	1,961	1	14.3%	5	71.4%	1	14.3%
Boat Launching	62	3,226	2	2,476	1	50.0%	1	50.0%	0	0.0%
Bottles - Used	62	3,226	2	2,476	1	50.0%	1	50.0%	0	0.0%
Compactors - Waste - Service & Repair	62	3,226	2	2,476	1	50.0%	1	50.0%	0	0.0%
Circulation Auditors	62	3,226	0	3,045	0	0.0%	0	0.0%	0	0.0%
Crankshaft Manufacturers	62	3,226	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cotton Goods - Wholesale & Manufacturers	61	3,232	1	2,685	0	0.0%	0	0.0%	1	100.0%
Couplings	61	3,232	0	3,045	0	0.0%	0	0.0%	0	0.0%
Indexing Service - Book, Periodical	61	3,232	0	3,045	0	0.0%	0	0.0%	0	0.0%
Spill Control Equipment & Materials	61	3,232	0	3,045	0	0.0%	0	0.0%	0	0.0%
Zippers	61	3,232	0	3,045	0	0.0%	0	0.0%	0	0.0%
Photography Sales by Mail	60	3,237	10	1,784	5	50.0%	5	50.0%	0	0.0%
Circus Companies	60	3,237	3	2,313	2	66.7%	1	33.3%	0	0.0%
Brakes - Lining - Manufacturers & Distributors	60	3,237	2	2,476	1	50.0%	1	50.0%	0	0.0%
Beekeepers Supplies	60	3,237	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lumber - Drying	60	3,237	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shock Absorbers	60	3,237	0	3,045	0	0.0%	0	0.0%	0	0.0%
Addressing Machines & Supplies	59	3,243	2	2,476	2	100.0%	0	0.0%	0	0.0%
Wellpoint & Dewatering Systems	59	3,243	2	2,476	2	100.0%	0	0.0%	0	0.0%
Benches - Seating	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Christian Science Reading Rooms	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Life Raft Inflation Equipment	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Stamping Equipment	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ovens - Bakers	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rails & Accessories	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stevedoring Contractors	59	3,243	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bowling Instruction	58	3,252	3	2,313	1	33.3%	2	66.7%	0	0.0%
Textile Printing Equipment & Supplies	58	3,252	2	2,476	1	50.0%	0	0.0%	1	50.0%
Time Locks	58	3,252	0	3,045	0	0.0%	0	0.0%	0	0.0%
Electrical Discharge Machining	57	3,255	2	2,476	1	50.0%	1	50.0%	0	0.0%
Distillers	57	3,255	1	2,685	1	100.0%	0	0.0%	0	0.0%
Starters - Engine	57	3,255	1	2,685	1	100.0%	0	0.0%	0	0.0%
Stencils & Stencil Supplies	56	3,258	3	2,313	0	0.0%	3	100.0%	0	0.0%
Gas Recycling Plants	56	3,258	0	3,045	0	0.0%	0	0.0%	0	0.0%
Telegrams - Novelty	56	3,258	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motels - Reservation Service	55	3,261	4	2,191	2	50.0%	2	50.0%	0	0.0%
Dolls - Repairing	55	3,261	3	2,313	1	33.3%	1	33.3%	1	33.3%
Woolen Goods - Wholesale & Manufacturers	55	3,261	1	2,685	0	0.0%	1	100.0%	0	0.0%
Brass Fabricators	55	3,261	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gas Detectors	55	3,261	0	3,045	0	0.0%	0	0.0%	0	0.0%
Meters - Repair	55	3,261	0	3,045	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	%
Oceanographic Equipment	55	3,261	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Reports	55	3,261	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper Hangers Equipment & Supplies	55	3,261	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tree Climbing Instruction	55	3,261	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shopping Carts & Baskets	54	3,271	2	2,476	2	100.0%	0	0.0%	0	0.0%
Baby Foods	54	3,271	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cleaners & Dyers Supplies	54	3,271	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tailors Supplies	54	3,271	1	2,685	0	0.0%	1	100.0%	0	0.0%
Mosaics	53	3,275	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cocktail Mixes	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Concrete Breaking Equipment	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Naval Architects	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pole Line Contractors	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Savings & Loan Association - Reps	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Surveyors - Aerial	53	3,275	0	3,045	0	0.0%	0	0.0%	0	0.0%
Electrotype Equipment & Supplies	52	3,283	2	2,476	0	0.0%	1	50.0%	1	50.0%
Rendering Companies	52	3,283	1	2,685	1	100.0%	0	0.0%	0	0.0%
Seals - Oil, Grease	52	3,283	1	2,685	0	0.0%	1	100.0%	0	0.0%
Neckwear - Retail	52	3,283	0	3,045	0	0.0%	0	0.0%	0	0.0%
Poles	52	3,283	0	3,045	0	0.0%	0	0.0%	0	0.0%
Music Writers Supplies	51	3,288	5	2,110	4	80.0%	1	20.0%	0	0.0%
Oil Refiners Equipment & Supplies	51	3,288	3	2,313	3	100.0%	0	0.0%	0	0.0%
Towel Supply Service	51	3,288	2	2,476	1	50.0%	1	50.0%	0	0.0%
Juice Extractors	51	3,288	0	3,045	0	0.0%	0	0.0%	0	0.0%
Laminations - Motor & Transformer	51	3,288	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Properties	51	3,288	0	3,045	0	0.0%	0	0.0%	0	0.0%
Portfolios	51	3,288	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rivets	51	3,288	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tape Recorders	51	3,288	0	3,045	0	0.0%	0	0.0%	0	0.0%
Buffing & Polishing Equipment & Supplies	50	3,297	4	2,191	3	75.0%	1	25.0%	0	0.0%
Ice Cream Cone Manufacturers & Distributors	50	3,297	3	2,313	2	66.7%	1	33.3%	0	0.0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	50	3,297	1	2,685	1	100.0%	0	0.0%	0	0.0%
Parachutes	50	3,297	1	2,685	0	0.0%	1	100.0%	0	0.0%
Catalog Designers & Compilers	50	3,297	0	3,045	0	0.0%	0	0.0%	0	0.0%
Embroidery Design Punching	50	3,297	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hydrologists	50	3,297	0	3,045	0	0.0%	0	0.0%	0	0.0%
Packing - Mechanical	50	3,297	0	3,045	0	0.0%	0	0.0%	0	0.0%
Jewelry Engravers	49	3,305	6	2,033	5	83.3%	1	16.7%	0	0.0%
Chains	49	3,305	2	2,476	0	0.0%	2	100.0%	0	0.0%
Archery Instruction	49	3,305	1	2,685	0	0.0%	1	100.0%	0	0.0%
Camping Equipment - Renting	49	3,305	1	2,685	1	100.0%	0	0.0%	0	0.0%
Heat Sealing	49	3,305	1	2,685	0	0.0%	1	100.0%	0	0.0%
Lamps - Repair	49	3,305	0	3,045	0	0.0%	0	0.0%	0	0.0%
Astronomical Instruments	48	3,311	3	2,313	2	66.7%	1	33.3%	0	0.0%
Heaters - Automotive	48	3,311	2	2,476	2	100.0%	0	0.0%	0	0.0%
Ice Cream Mixes	48	3,311	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oils - ReRefined	48	3,311	0	3,045	0	0.0%	0	0.0%	0	0.0%
Post Cards - Manufacturers & Distributors	47	3,315	5	2,110	0	0.0%	3	60.0%	2	40.0%
Etching Equipment & Supplies	47	3,315	4	2,191	2	50.0%	2	50.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Radiator Covers & Enclosures	47	3,315	2	2,476	1	50.0%	1	50.0%	0	0.0%
Plastics - Rods, Sheets - Sup Center	47	3,315	1	2,685	0	0.0%	1	100.0%	0	0.0%
Closures - Industrial - Protective	47	3,315	0	3,045	0	0.0%	0	0.0%	0	0.0%
Milling Machines	47	3,315	0	3,045	0	0.0%	0	0.0%	0	0.0%
Signals	47	3,315	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sewing Machines - Wholesale & Manufacturers	46	3,322	9	1,839	9	100.0%	0	0.0%	0	0.0%
Screens - Decorative	46	3,322	2	2,476	0	0.0%	2	100.0%	0	0.0%
Butchers Equipment & Supplies	46	3,322	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ceramic Products - Industrial	46	3,322	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coin & Bill Count,Sort,Wrap Services	46	3,322	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Wholesale	46	3,322	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sanitary Napkins	46	3,322	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shavers - Electric Repair	46	3,322	0	3,045	0	0.0%	0	0.0%	0	0.0%
Millinery - Retail	45	3,330	5	2,110	2	40.0%	2	40.0%	1	20.0%
Library Equipment & Supplies	45	3,330	3	2,313	3	0.0%	3	100.0%	0	0.0%
Cabanas - Beach & Pool	45	3,330	2	2,476	0	0.0%	2	100.0%	0	0.0%
Table Tennis Facilities	45	3,330	2	2,476	2	100.0%	0	0.0%	0	0.0%
Diamond Setters	45	3,330	1	2,685	0	0.0%	1	100.0%	0	0.0%
Plastics - Reinforced	45	3,330	1	2,685	1	100.0%	0	0.0%	0	0.0%
Air Curtains & Screens	45	3,330	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bid Report Service	45	3,330	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chess Instruction	45	3,330	0	3,045	0	0.0%	0	0.0%	0	0.0%
Animal Foods - Zoo, Circus	44	3,339	3	2,313	2	66.7%	1	33.3%	0	0.0%
Buttons - Clothing	44	3,339	1	2,685	1	100.0%	0	0.0%	0	0.0%
Converters - Electric	44	3,339	0	3,045	0	0.0%	0	0.0%	0	0.0%
Electric Switchboards	44	3,339	0	3,045	0	0.0%	0	0.0%	0	0.0%
Labor Relations Consultants	44	3,339	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Well Fishing Tools	44	3,339	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tool Holders	44	3,339	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bullet-Resistant Equipment	43	3,346	1	2,685	1	100.0%	0	0.0%	0	0.0%
Alfalfa & Alfalfa Products	43	3,346	0	3,045	0	0.0%	0	0.0%	0	0.0%
Advertising - Aerial	42	3,348	2	2,476	1	50.0%	1	50.0%	0	0.0%
Investment Castings	42	3,348	2	2,476	0	0.0%	2	100.0%	0	0.0%
Tobacco Buyers	42	3,348	1	2,685	0	0.0%	1	100.0%	0	0.0%
Blasting Equipment & Supplies	42	3,348	0	3,045	0	0.0%	0	0.0%	0	0.0%
Flour	42	3,348	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wallpapers & Wall coverings - Wholesale & Manufacturing	42	3,348	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tapes - Sound - Dealers	41	3,354	3	2,313	2	66.7%	1	33.3%	0	0.0%
Computers - Time Share	41	3,354	1	2,685	0	0.0%	1	100.0%	0	0.0%
Crushing & Pulverizing Equipment	41	3,354	1	2,685	1	100.0%	0	0.0%	0	0.0%
Rust Preventatives & Removers	41	3,354	1	2,685	1	100.0%	0	0.0%	0	0.0%
Charcoal	41	3,354	0	3,045	0	0.0%	0	0.0%	0	0.0%
Machinery Cleaning	41	3,354	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lamp Shades - Wholesale & Manufacturers	40	3,360	3	2,313	3	100.0%	0	0.0%	0	0.0%
Art Identification & Registration	40	3,360	1	2,685	0	0.0%	1	100.0%	0	0.0%
Carnivals	40	3,360	1	2,685	1	100.0%	0	0.0%	0	0.0%
Pretzels	40	3,360	1	2,685	0	0.0%	1	100.0%	0	0.0%
Seat Belts	40	3,360	1	2,685	0	0.0%	1	100.0%	0	0.0%
Wax	40	3,360	1	2,685	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	%
Buses - Parts & Supplies	40	3,360	0	3,045	0	0.0%	0	0.0%	0	0.0%
Honing Machines & Equipment	40	3,360	0	3,045	0	0.0%	0	0.0%	0	0.0%
Floodlights & Search Lights	39	3,368	2	2,476	0	0.0%	2	100.0%	0	0.0%
Bar Manufacturer	39	3,368	1	2,685	1	100.0%	0	0.0%	0	0.0%
Barrels & Drums - Equipment & Supplies	39	3,368	1	2,685	1	100.0%	0	0.0%	0	0.0%
Brush Manufacturers Equipment & Supplies	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fish Nets	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Heat Recovery Equipment & Systems	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hog Farms	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Poultry Brokers	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vibration Control	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Waste Paper	39	3,368	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fur Cleaning & Dyeing - Retail	38	3,378	3	2,313	2	66.7%	1	33.3%	0	0.0%
Mirrors - Resilver	38	3,378	1	2,685	1	100.0%	0	0.0%	0	0.0%
Pipe Reconditioning	38	3,378	1	2,685	1	100.0%	0	0.0%	0	0.0%
Bushings	38	3,378	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hay Rides	38	3,378	0	3,045	0	0.0%	0	0.0%	0	0.0%
Leather Clothing - Wholesale & Manufacturers	38	3,378	0	3,045	0	0.0%	0	0.0%	0	0.0%
Plasterers Equipment & Supplies	38	3,378	0	3,045	0	0.0%	0	0.0%	0	0.0%
Steam Specialties	38	3,378	0	3,045	0	0.0%	0	0.0%	0	0.0%
Canvas - Wholesale & Manufacturers	37	3,386	1	2,685	0	0.0%	0	0.0%	1	100.0%
Induction Heating Equipment	37	3,386	1	2,685	1	100.0%	0	0.0%	0	0.0%
Parapsychologists	37	3,386	1	2,685	1	100.0%	0	0.0%	0	0.0%
Chemicals - Reclaiming	37	3,386	0	3,045	0	0.0%	0	0.0%	0	0.0%
Easels - Wholesale & Manufacturers	37	3,386	0	3,045	0	0.0%	0	0.0%	0	0.0%
Radio Program Surveys	37	3,386	0	3,045	0	0.0%	0	0.0%	0	0.0%
Latex Products	36	3,392	6	2,033	0	0.0%	6	100.0%	0	0.0%
Photo Electric Cells & Equipment	36	3,392	3	2,313	0	0.0%	3	100.0%	0	0.0%
Geochemists	36	3,392	2	2,476	2	100.0%	0	0.0%	0	0.0%
Trusses - Medical & Surgical	36	3,392	1	2,685	1	100.0%	0	0.0%	0	0.0%
Colors & Pigment	36	3,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Combustion Controls	36	3,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gift Wrapping Service	36	3,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Linoleum Layers Equipment & Supplies	36	3,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Potatoes - Processed	36	3,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Washing Machines - Industrial	36	3,392	0	3,045	0	0.0%	0	0.0%	0	0.0%
Buckles	35	3,402	6	2,033	4	66.7%	2	33.3%	0	0.0%
Eye Banks	35	3,402	3	2,313	2	66.7%	1	33.3%	0	0.0%
Libraries - Circulating & Rental	35	3,402	1	2,685	0	0.0%	1	100.0%	0	0.0%
Cinders	35	3,402	0	3,045	0	0.0%	0	0.0%	0	0.0%
Filling Machinery	35	3,402	0	3,045	0	0.0%	0	0.0%	0	0.0%
Soda Fountain Equipment	35	3,402	0	3,045	0	0.0%	0	0.0%	0	0.0%
Floor Machines	34	3,408	3	2,313	3	100.0%	0	0.0%	0	0.0%
Radio Station Reps	34	3,408	3	2,313	0	0.0%	3	100.0%	0	0.0%
Artificial Eyes - Human	34	3,408	1	2,685	0	0.0%	1	100.0%	0	0.0%
Broom Manufacturers Equipment & Supplies	34	3,408	1	2,685	0	0.0%	1	100.0%	0	0.0%
Magnifying Glasses	34	3,408	1	2,685	1	100.0%	0	0.0%	0	0.0%
Brooms	34	3,408	0	3,045	0	0.0%	0	0.0%	0	0.0%
Buckets - Digging & Hoisting	34	3,408	0	3,045	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	%
Cans	34	3,408	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dairy Equipment Repair	34	3,408	0	3,045	0	0.0%	0	0.0%	0	0.0%
Toilet Seats	34	3,408	0	3,045	0	0.0%	0	0.0%	0	0.0%
Law & Financial Printers	33	3,418	1	2,685	0	0.0%	1	100.0%	0	0.0%
Handball Courts	33	3,418	0	3,045	0	0.0%	0	0.0%	0	0.0%
Anodizing	32	3,420	4	2,191	1	25.0%	3	75.0%	0	0.0%
Silicones	32	3,420	1	2,685	0	0.0%	1	100.0%	0	0.0%
Steam Traps	32	3,420	1	2,685	1	100.0%	0	0.0%	0	0.0%
Dairy Consultants	32	3,420	0	3,045	0	0.0%	0	0.0%	0	0.0%
Furniture Pads	31	3,424	1	2,685	1	100.0%	0	0.0%	0	0.0%
Bookcases	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Embalmers	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Embossing	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lacquers - Manufacturers	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Linings - Clothing	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Representatives	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Slippers - Wholesale & Manufacturers	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stress Relief Equipment & Supplies - Industrial	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Utility Tax Refunds for Manufacturers & Business	31	3,424	0	3,045	0	0.0%	0	0.0%	0	0.0%
Olive Oil	30	3,434	1	2,685	1	100.0%	0	0.0%	0	0.0%
Optometric Information Bureaus	30	3,434	1	2,685	0	0.0%	1	100.0%	0	0.0%
Chemical Milling	30	3,434	0	3,045	0	0.0%	0	0.0%	0	0.0%
Explosives	30	3,434	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hides	30	3,434	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lamps - Health	30	3,434	0	3,045	0	0.0%	0	0.0%	0	0.0%
Static Controls	30	3,434	0	3,045	0	0.0%	0	0.0%	0	0.0%
Physicists	29	3,441	5	2,110	2	40.0%	3	60.0%	0	0.0%
Coin Cards	29	3,441	2	2,476	1	50.0%	1	50.0%	0	0.0%
Lumber - Used	29	3,441	1	2,685	1	100.0%	0	0.0%	0	0.0%
Safe & Vault Movers	29	3,441	1	2,685	1	100.0%	0	0.0%	0	0.0%
Heat Sealing Equipment & Supplies	29	3,441	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper Boxboard	29	3,441	0	3,045	0	0.0%	0	0.0%	0	0.0%
Relays	29	3,441	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stenographic Machines & Supplies	29	3,441	0	3,045	0	0.0%	0	0.0%	0	0.0%
Thread	29	3,441	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wire Wrapping Service & Equipment	29	3,441	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fish By-Products	28	3,451	2	2,476	0	0.0%	2	100.0%	0	0.0%
Fungicides	28	3,451	0	3,045	0	0.0%	0	0.0%	0	0.0%
Poultry - Wholesale	28	3,451	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoe Manufacturers Supplies	28	3,451	0	3,045	0	0.0%	0	0.0%	0	0.0%
Balls Steel, Bronze, Ceramic	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Boys Clothing & Furnishings - Wholesale & Manufacturers	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Culverts	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Enameling, Japanning & Lacquering	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Forging Equipment	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gypsum & Gypsum Products	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pulp & Pulp Products	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Textile Engravers	27	3,455	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cord Sets & Cords - Electric	26	3,463	4	2,191	4	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	%
Taxidermists Equipment & Supplies	26	3,463	2	2,476	2	100.0%	0	0.0%	0	0.0%
Magazines - Back Number	26	3,463	1	2,685	1	100.0%	0	0.0%	0	0.0%
Surfing Instruction	26	3,463	1	2,685	0	0.0%	1	100.0%	0	0.0%
Armored Car Manufacturing	26	3,463	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chimneys - Prefabricated	26	3,463	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cranes - Accessories & Parts	26	3,463	0	3,045	0	0.0%	0	0.0%	0	0.0%
Job Lot Merchandise	25	3,470	3	2,313	1	33.3%	2	66.7%	0	0.0%
Puppets & Marionettes	25	3,470	2	2,476	0	0.0%	2	100.0%	0	0.0%
Wire Stitching Machines & Supplies	25	3,470	2	2,476	0	0.0%	2	100.0%	0	0.0%
Baseball Pitching Machines	25	3,470	1	2,685	0	0.0%	1	100.0%	0	0.0%
Dehydrating Service	25	3,470	1	2,685	0	0.0%	1	100.0%	0	0.0%
Drying Equipment - Industrial	25	3,470	1	2,685	0	0.0%	1	100.0%	0	0.0%
Addressing Plate Service	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Aircraft Hangar Construction	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Beds - Renting	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Brazing	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Charts	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cleaning Supplies by Mail	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Frog Dealers	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fruits - Dried	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Furniture Frames	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Magnetic Inspection Service	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shower Curtains - Wholesale & Manufacturers	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Spark Plugs	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Thermocouples	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Thread Rolling, Cutting & Grinding	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tortilla & Tamale Making Equipment	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Travelers Checks	25	3,470	0	3,045	0	0.0%	0	0.0%	0	0.0%
Aprons - Domestic & Fancy	24	3,492	2	2,476	1	50.0%	1	50.0%	0	0.0%
Lamp Shades - Cleaning & Repairing	24	3,492	1	2,685	1	100.0%	0	0.0%	0	0.0%
Film Scrap	24	3,492	0	3,045	0	0.0%	0	0.0%	0	0.0%
Masts & Spars	24	3,492	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Equipment & Supplies - Repair	24	3,492	0	3,045	0	0.0%	0	0.0%	0	0.0%
Porcelain Products	23	3,497	2	2,476	1	50.0%	1	50.0%	0	0.0%
Aerial Patrol & Inspection Service	23	3,497	1	2,685	0	0.0%	1	100.0%	0	0.0%
Fallout Shelters - Consultants	23	3,497	1	2,685	1	100.0%	0	0.0%	0	0.0%
Surface Plates	23	3,497	1	2,685	1	100.0%	0	0.0%	0	0.0%
Clocks - Components	23	3,497	0	3,045	0	0.0%	0	0.0%	0	0.0%
Garment Racks	23	3,497	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grinding Wheels	23	3,497	0	3,045	0	0.0%	0	0.0%	0	0.0%
Nautical Instruments	23	3,497	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ship Wreckers	22	3,505	0	3,045	0	0.0%	0	0.0%	0	0.0%
Transfers - Dry	22	3,505	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tube Fittings	22	3,505	0	3,045	0	0.0%	0	0.0%	0	0.0%
Refrigerators & Freezers - Rent & Lease	21	3,508	2	2,476	2	100.0%	0	0.0%	0	0.0%
Terminals - River & Marine	21	3,508	1	2,685	1	100.0%	0	0.0%	0	0.0%
Arboretums	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bellows	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bottle Caps & Seals	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cereals	21	3,508	0	3,045	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	%
Color Cards	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Disinfectants & Germicides	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Furniture Cleaning Equipment & Supplies	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Guards - Machine	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Leather Finishes	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Marking & Coding Equipment	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Safe Deposit Box Rental	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shot Peening	21	3,508	0	3,045	0	0.0%	0	0.0%	0	0.0%
Opera Companies	20	3,522	4	2,191	2	50.0%	2	50.0%	0	0.0%
Menu Service	20	3,522	2	2,476	1	50.0%	1	50.0%	0	0.0%
Tape Recorders - Sound - Service & Repair	20	3,522	2	2,476	1	50.0%	1	50.0%	0	0.0%
Caning	20	3,522	1	2,685	1	100.0%	0	0.0%	0	0.0%
Capacitors	20	3,522	1	2,685	0	0.0%	1	100.0%	0	0.0%
Tables - Folding	20	3,522	1	2,685	1	100.0%	0	0.0%	0	0.0%
Anti-Fogging Compounds	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Canners Equipment & Supplies	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cotton Ginning Equipment & Supplies	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fire Hose	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper Tubes & Cores	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Screw Machines & Equipment	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Strapping & Strapping Equipment	20	3,522	0	3,045	0	0.0%	0	0.0%	0	0.0%
Air Motors	19	3,535	2	2,476	2	100.0%	0	0.0%	0	0.0%
Stock Certificates	19	3,535	2	2,476	1	50.0%	1	50.0%	0	0.0%
Boy & Girl Organizations - Supplies	19	3,535	1	2,685	1	100.0%	0	0.0%	0	0.0%
Dyers	19	3,535	1	2,685	0	0.0%	1	100.0%	0	0.0%
Leather Finishers	19	3,535	1	2,685	0	0.0%	1	100.0%	0	0.0%
Racquetball Equipment & Supplies	19	3,535	1	2,685	0	0.0%	1	100.0%	0	0.0%
Fur Skin Dealers & Brokers	19	3,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Noodles	19	3,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Preserves, Jams & Jellies	19	3,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tape Recorders - Sound - Supplies & Parts	19	3,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Turnstiles	19	3,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Wholesale & Manufacturers	19	3,535	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fare Registers & Meters	18	3,547	1	2,685	0	0.0%	1	100.0%	0	0.0%
Sugar Refiners	18	3,547	1	2,685	0	0.0%	1	100.0%	0	0.0%
Baby Formula Service	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Feeders - Industrial	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Felt & Felt Products	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gas Plant Equipment	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Glass Rods & Tubing	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Kosher Food Products	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Name Plates	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Power Plant Equipment - Repairing	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Seismograph Service	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tool Salvage Companies	18	3,547	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Film Storage	17	3,559	1	2,685	0	0.0%	1	100.0%	0	0.0%
Watchmakers Equipment & Supplies	17	3,559	1	2,685	1	100.0%	0	0.0%	0	0.0%
Assayers	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fire Extinguishing Fluid	17	3,559	0	3,045	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	%
Government Offices - Foreign-Reps	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Handles - Wholesale & Manufacturers	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Infrared Equipment	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metallizing	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Missile & Rocket Components - Manufacturers	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sample Cards & Books	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Seed Cleaning Equipment	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Surveyors - Cargo	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Textile Converting	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Wholesale & Manufacturers	17	3,559	0	3,045	0	0.0%	0	0.0%	0	0.0%
Notions - Wholesale & Manufacturers	16	3,573	1	2,685	1	100.0%	0	0.0%	0	0.0%
Picnic Grounds	16	3,573	1	2,685	1	100.0%	0	0.0%	0	0.0%
Auditory Training Equipment	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bakers Equipment - Repair	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Discotheques	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Dealers	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Drapery Trimmings	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Instrument Cases	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Special Effects	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Naval Stores	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Seismograph Equipment & Supplies	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Switches - Electric	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Trap & Skeet Ranges	16	3,573	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dress Trimmings	15	3,586	1	2,685	1	100.0%	0	0.0%	0	0.0%
Linoleum - Wholesale & Manufacturers	15	3,586	1	2,685	1	100.0%	0	0.0%	0	0.0%
Staples, Staplers & Tackers	15	3,586	1	2,685	1	100.0%	0	0.0%	0	0.0%
Agates	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Baling Equipment & Supplies	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fabric Laminating & Bonding	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Handwriting Experts	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Libraries - Institutional	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Measuring Tapes & Rules	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ovens - Industrial	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoe Shining	15	3,586	0	3,045	0	0.0%	0	0.0%	0	0.0%
Boxes - Wire Bound	14	3,597	2	2,476	2	100.0%	0	0.0%	0	0.0%
Dress Forms - Wholesale & Manufacturers	14	3,597	1	2,685	0	0.0%	1	100.0%	0	0.0%
Handbags - Repairing	14	3,597	1	2,685	0	0.0%	1	100.0%	0	0.0%
Shower Pan Replacement	14	3,597	1	2,685	1	100.0%	0	0.0%	0	0.0%
Skating Rinks - Installation, Equipment & Supplies	14	3,597	1	2,685	1	100.0%	0	0.0%	0	0.0%
Spinologists	14	3,597	1	2,685	1	100.0%	0	0.0%	0	0.0%
Concrete Vibrators	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dust Control Materials	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gold Leaf	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grinding Wheel Dressers	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Knitting Machines	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lumber Inspectors	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Sawing & Cut-Off Service	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Reflectors	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sound Level Testing - Industrial	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Virtual Tours	14	3,597	0	3,045	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	%
X-Ray Protection Levels	14	3,597	0	3,045	0	0.0%	0	0.0%	0	0.0%
Audiometers	13	3,614	2	2,476	0	0.0%	2	100.0%	0	0.0%
Bag Making Machinery	13	3,614	1	2,685	1	100.0%	0	0.0%	0	0.0%
Mannequins - Display Fixture	13	3,614	1	2,685	1	100.0%	0	0.0%	0	0.0%
Timing Devices	13	3,614	1	2,685	1	100.0%	0	0.0%	0	0.0%
Titanium	13	3,614	1	2,685	1	100.0%	0	0.0%	0	0.0%
Beer Dispensing & Cleaning Equipment - Repair	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fire Escapes	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fireproofing Materials	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Radioactivity Instruments, Supplies, Services	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Separators	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sports Hospitality	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Strippers - Mechanical	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Translators Equipment	13	3,614	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pails	12	3,628	3	2,313	0	0.0%	3	100.0%	0	0.0%
Ski Equipment - Wholesale & Manufacturers	12	3,628	3	2,313	3	100.0%	0	0.0%	0	0.0%
Pen Pal Lists	12	3,628	2	2,476	1	50.0%	1	50.0%	0	0.0%
ServiceStation Supplies	12	3,628	2	2,476	1	50.0%	1	50.0%	0	0.0%
Shoe Dyers	12	3,628	1	2,685	1	100.0%	0	0.0%	0	0.0%
Airport Designers	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Autographic Registers & Supplies	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Badges - Manufacturer Supplies	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chillers - Liquid	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coils - Electric	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Compressors - Rent	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Snow Making Machines	12	3,628	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oriental Goods - Wholesale & Manufacturers	11	3,640	3	2,313	1	33.3%	2	66.7%	0	0.0%
Baton Twirling Instruction	11	3,640	2	2,476	2	100.0%	0	0.0%	0	0.0%
Elastic Stockings	11	3,640	2	2,476	1	50.0%	0	0.0%	1	50.0%
Music Shells	11	3,640	2	2,476	1	50.0%	1	50.0%	0	0.0%
Sewer Pipe	11	3,640	1	2,685	1	100.0%	0	0.0%	0	0.0%
Cargo Stabilizing Devices	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coal Washing	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fans - Repair	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Golf Course Architects	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Porcelain Enameling	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoe Laces	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Slings	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Solvents - Reclaiming	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Terra Cotta	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Variable Speed Drives	11	3,640	0	3,045	0	0.0%	0	0.0%	0	0.0%
Windshield Wipers	10	3,655	2	2,476	1	50.0%	1	50.0%	0	0.0%
Pressing Machines - Clothes	10	3,655	1	2,685	1	100.0%	0	0.0%	0	0.0%
Box Lunches	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bronze Powders & Liquids	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Carbon - Activated	10	3,655	0	3,045	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	%
Egg Processing & Shipping Equipment & Supplies	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gelatin	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Governors	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Monorail Systems	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Laboratories	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Neckwear - Wholesale & Manufacturers	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pleating Machines	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rack Merchandise Service	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Skate Sharpening	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tanks - Concrete	10	3,655	0	3,045	0	0.0%	0	0.0%	0	0.0%
Folding Machines	9	3,670	2	2,476	2	100.0%	0	0.0%	0	0.0%
Artificial Fruits & Foods	9	3,670	1	2,685	1	100.0%	0	0.0%	0	0.0%
Compactors - Waste - Supplies & Parts	9	3,670	1	2,685	0	0.0%	1	100.0%	0	0.0%
Refreshment Stands	9	3,670	1	2,685	1	100.0%	0	0.0%	0	0.0%
Sirens & Horns	9	3,670	1	2,685	0	0.0%	1	100.0%	0	0.0%
Steam Cleaning - Automotive	9	3,670	1	2,685	0	0.0%	1	100.0%	0	0.0%
Boilers - Rental	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Boxes - Used	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Brake Shoe Bonding & Exchanging	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Burlap	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Canners	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cork & Cork Products	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Deodorants	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Doll Manufacturers Equipment & Supplies	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dredging Machinery	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lead Burning	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Livestock Grooming	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Magnetic Inspection Equipment	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mayonnaise & Salad Dressings	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Cleaning Equipment	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Model Car Race Centers	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Perfumes - Raw Materials & Supplies	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pole Line Equipment	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shovels - Power	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Soap Dispensers	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Speed Reducers	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stock Yards	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Winding Machinery	9	3,670	0	3,045	0	0.0%	0	0.0%	0	0.0%
Frozen Custard Machines	8	3,698	1	2,685	1	100.0%	0	0.0%	0	0.0%
Caverns	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chlorinators	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dishwashing Machines - Supplies & Parts	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dynamometers	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Encyclopedia & Book Sales by Mail	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Grain Inspection	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ladders - Renting	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lamp Shade Covers	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Legal Printing	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metal Slitting & Shearing	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Non - Woven Fabrics	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Nozzles	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%

Industry Description	Inquiries	Rank by Inquiries	Complaints	Complaint Rank	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
Paper Cutting & Drilling Machines	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper Mill Machinery	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Locating Equipment	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ranges & Ovens - Wholesale & Manufacturers	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shortening	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Square Dance Apparel	8	3,698	0	3,045	0	0.0%	0	0.0%	0	0.0%
Square Dance Callers	7	3,717	3	2,313	3	100.0%	0	0.0%	0	0.0%
Ice Cream Manufacturers Supplies	7	3,717	2	2,476	0	0.0%	2	100.0%	0	0.0%
Boards Of Trade	7	3,717	1	2,685	1	100.0%	0	0.0%	0	0.0%
Babbitt Metals	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bag Ties	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Black Light Equipment & Supplies	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Boxes - Metal	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Crystals - Industrial	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Diamonds - Industrial	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dusters & Dusting Cloths	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Expanded Metals	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Laces	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lake & Pond Management	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lathes	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Well Cementing	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Racquetball Courts - Public	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Railroad Car Leasing	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoplifting Prevention Devices	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Spools	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stamp Pads	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Steel - Used	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tapes - Industrial	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vibrators - Industrial	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Word Processing Equipment - Maintenance	7	3,717	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cosmetic Sales by Mail	6	3,741	2	2,476	1	50.0%	1	50.0%	0	0.0%
Shells - Marine	6	3,741	2	2,476	1	50.0%	1	50.0%	0	0.0%
Pistons	6	3,741	1	2,685	0	0.0%	1	100.0%	0	0.0%
Ticket Issuing Machines	6	3,741	1	2,685	0	0.0%	1	100.0%	0	0.0%
Baby Shoe Preservation	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Carpet & Rug Renting	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Feed Grinding	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ice Crushers	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Knit Goods - Wholesale & Manufacturers	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mezzanines & Platforms	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Sealing - Industrial	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Printers - Cellophane, Foil	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Safety Cans	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sculptors Equipment & Supplies	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoe Machinery	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Stabilizers	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wire Strippers	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Zippers - Repair	6	3,741	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Research Service	5	3,759	1	2,685	0	0.0%	1	100.0%	0	0.0%
Anchors - Expansion	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Anodes	5	3,759	0	3,045	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	%
Bathing Beaches	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bedspreads - Wholesale & Manufacturers	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Branding Equipment	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Butter	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coil Winding	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Conduit & Fittings	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Crankshaft Grinding	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dials	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dyes & Dyestuff	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Elastic Goods	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Livestock Appraisers	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mixing & Agitation Machinery	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Nut Cracking & Shelling Machines	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Hole Covers	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oils - Cutting	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oils - Hydrogenated	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Olives	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe - Used	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Strainers - Wholesale & Manufacturers	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Weaving & Mending	5	3,759	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pewterware	4	3,782	1	2,685	0	0.0%	1	100.0%	0	0.0%
Titling Service - Television & Motion Pictures	4	3,782	1	2,685	1	100.0%	0	0.0%	0	0.0%
Barrels & Drums - Used	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bowling Lane Refinish & Repair	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chamois Skins	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cold Type Composition	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Counterfeit Money Detection Devices	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Demagnetizers	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Embossing Equipment & Supplies	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fuses - Electric	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Jalousies	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mathematicians	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Meteorological Consultants	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Mothproofing	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Perforated Materials	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Planetariums	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rayon Fabrics	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rulers & Yardsticks	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
School Lunch Ordering & Management	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ship Cleaning	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ship Registers	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sound Effect Records	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sweaters - Trimming Service	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tanks - Used	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tear Gas	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tennis Court Enclosures	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Time Stamps	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Typewriters - Supplies & Attachments	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Washing Machines & Dryers - Supplies & Parts	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Service & Repair	4	3,782	0	3,045	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	%
Word Process System, Consultant, Designer	4	3,782	0	3,045	0	0.0%	0	0.0%	0	0.0%
Drop Cloths	3	3,813	2	2,476	0	0.0%	2	100.0%	0	0.0%
Car Pool Information	3	3,813	1	2,685	1	100.0%	0	0.0%	0	0.0%
Check Room Service	3	3,813	1	2,685	0	0.0%	1	100.0%	0	0.0%
Coat Fronts	3	3,813	1	2,685	0	0.0%	1	100.0%	0	0.0%
Oils - Road	3	3,813	1	2,685	1	100.0%	0	0.0%	0	0.0%
Watchmens Clocks & Systems	3	3,813	1	2,685	0	0.0%	1	100.0%	0	0.0%
Brick - Used	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bridge Clubs	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chewing Gum	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Compasses	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cornices - Building	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Die Cutting Equipment & Supplies	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Flanges	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fountains - Drinking	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gavels	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gold Stamping	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Milling Cutters	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Nailing Machinery	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Mill Machinery	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Oil Well Equipment & Supplies - Rental	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pants	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper Mill Supplies	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Price Marking Equipment & Supplies	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Radio Direction Finders	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Reiki Therapy	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rings - Retaining	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rubber - Crude	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Teletypewriters & Systems	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Twines & Cordage	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vessels - Pressure	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Waste - Cotton, Wool	3	3,813	0	3,045	0	0.0%	0	0.0%	0	0.0%
Convents & Monasteries	2	3,844	1	2,685	0	0.0%	1	100.0%	0	0.0%
Copper	2	3,844	1	2,685	1	100.0%	0	0.0%	0	0.0%
Ranges & Ovens - Supplies & Parts	2	3,844	1	2,685	0	0.0%	1	100.0%	0	0.0%
Aerosols	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Anti-Freeze Compounds	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Assayers Supplies	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Babbitting	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Bacteria Control Equipment	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Balls - Glass	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Brake Fluids	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Breakfast Nooks & Booths	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
China & Glassware - Renting	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cistern Builders	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coils - Fin	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Collapsible Tubes	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Criminologists	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cylinders - Hydrostatic Testing	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dressmakers Supplies	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Entomologists	2	3,844	0	3,045	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	%
Fruits - Glace	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Funnels	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gasoline Plant Equipment	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gumming Service	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Livestock Spraying	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Macaroni	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Malt & Hops	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Micrometers	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Microwave Ovens - Dealers	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Motion Picture Technicians	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pay Phone Booths - Equipment & Service	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Picnic Equipment & Supplies	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Cutting & Threading Equipment	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Thawing	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rectifiers - Electric	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rods - Threaded	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rollers	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rolling Mill Machinery	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sample Cases	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shims	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoe Trees	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Smoke Stacks	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sorting Equipment	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Squash Courts - Private	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sugar Brokers & Wholesalers	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sundials	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Telemeter Equipment	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tin ware	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Umbrellas - Repairing	2	3,844	0	3,045	0	0.0%	0	0.0%	0	0.0%
Quilts - Renovating	1	3,892	2	2,476	0	0.0%	2	100.0%	0	0.0%
Microwave Ovens - Supplies & Parts	1	3,892	1	2,685	1	100.0%	0	0.0%	0	0.0%
Badminton Courts - Public	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Batching Equipment	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Buoys - Marine	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Centrifugal Machinery	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Chalkboards	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Choreographers	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Christian Science Practitioners	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Coils - Plate	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Combs	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cottonseed Products	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Crutches	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Dyers - Industrial	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Experimental Work	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Fish Processors Equipment	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Flashers - Electric	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Flavoring Extracts - Raw Materials	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Food Products Reconditioning	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Gift Certificates/Cards	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Hampers - Wholesale & Manufacturers	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Incinerators - Supplies & Parts	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ivory Goods	1	3,892	0	3,045	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	%
Jade & Jade Goods	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Jigs & Fixtures - Components	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Lath	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Livestock Order Buyers	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Metallizing Equipment	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Missile & Rocket Manufacturers	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Ore	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Paper Towels	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pattern Makers Equipment & Supplies	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Perfuming - Fabric, Paper	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Picture Hangers - Wholesale & Manufacturers	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pillows - Renovating	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pipe Joint Compounds	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Pulleys	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Punches	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Railroad Ties - Wholesale & Manufacturers	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rectifiers - Liquor	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Rubber Bands	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Sanitariums	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Shoulder Pads	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Suicide Prevention Service	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Thermograph Equipment & Supplies	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tobacco Growers Equipment & Supplies	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Tube Cleaning & Expanding Equipment	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Universal Joints	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Vials	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Waterbeds - Supplies & Parts	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Wire Straighten & Cut	1	3,892	0	3,045	0	0.0%	0	0.0%	0	0.0%
Cloth Cutting	0	3,943	1	2,685	0	0.0%	1	100.0%	0	0.0%
Jacks - Repair	0	3,943	1	2,685	1	100.0%	0	0.0%	0	0.0%
Jai-Alai Exhibitions	0	3,943	1	2,685	0	0.0%	1	100.0%	0	0.0%