

**Canada BBB  
2010 Statistics  
Sorted by Inquiries**

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaint	Complaints Settled	%	Complaints Not Settled	%	Complaints Unable to Pursue	%
<b>Total</b>	<b>3,434,461</b>		<b>28,679</b>		<b>20,594</b>	<b>71.8%</b>	<b>7,430</b>	<b>25.9%</b>	<b>655</b>	<b>2.3%</b>
Roofing Contractors	167244	1	436	11	238	54.6%	181	41.5%	17	3.9%
Movers	128751	2	569	7	373	65.6%	183	32.2%	13	2.3%
Home Improvements	80039	3	219	24	123	56.2%	85	38.8%	11	5.0%
Auto Dealers - Used Cars	79291	4	491	9	299	60.9%	187	38.1%	5	1.0%
Contractors - General	78009	5	383	15	165	43.1%	203	53.0%	15	3.9%
Auto Dealers - New Cars	77078	6	897	3	766	85.4%	128	14.3%	3	0.3%
Plumbers	70777	7	274	19	192	70.1%	79	28.8%	3	1.1%
Heating & Air Conditioning	62921	8	225	22	155	68.9%	66	29.3%	4	1.8%
Windows	58610	9	224	23	188	83.9%	33	14.7%	3	1.3%
Home Builders	55844	10	193	26	151	78.2%	41	21.2%	1	0.5%
Auto Repair & Service	45081	11	301	17	213	70.8%	84	27.9%	4	1.3%
Landscape Contractors	45068	12	151	35	66	43.7%	78	51.7%	7	4.6%
Paving Contractors	36230	13	246	21	143	58.1%	94	38.2%	9	3.7%
Windows - Installation & Service	34961	14	130	39	91	70.0%	37	28.5%	2	1.5%
Electricians	33919	15	54	93	40	74.1%	12	22.2%	2	3.7%
Painting Contractors	32786	16	95	49	65	68.4%	26	27.4%	4	4.2%
Heating Contractors	32426	17	90	53	63	70.0%	27	30.0%	0	0.0%
Furniture - Retail	32205	18	819	4	645	78.8%	163	19.9%	11	1.3%
Auto Body Repair & Painting	29759	19	64	82	47	73.4%	17	26.6%	0	0.0%
Concrete Contractors	29252	20	87	55	44	50.6%	41	47.1%	2	2.3%
Construction & Remodeling Services	28622	21	149	38	57	38.3%	83	55.7%	9	6.0%
Security Control Equipment & System Monitors	27713	22	125	41	120	96.0%	5	4.0%	0	0.0%
Internet Gaming	27385	23	6	502	5	83.3%	1	16.7%	0	0.0%
Not Elsewhere Classified	24781	24	150	37	78	52.0%	22	14.7%	50	33.3%
Pharmacies	24242	25	36	134	31	86.1%	5	13.9%	0	0.0%
Carpet & Rug Cleaners	23424	26	66	77	41	62.1%	25	37.9%	0	0.0%
Travel Agencies & Bureaus	22198	27	177	31	132	74.6%	34	19.2%	11	6.2%
Property Management	21730	28	95	49	75	78.9%	20	21.1%	0	0.0%
Insurance Companies	19474	29	72	70	63	87.5%	8	11.1%	1	1.4%
Jewelers - Retail	19312	30	84	57	66	78.6%	18	21.4%	0	0.0%
Kitchen & Bath - Design & Remodeling	18942	31	68	74	45	66.2%	21	30.9%	2	2.9%
Lawn Maintenance	17186	32	413	13	328	79.4%	82	19.9%	3	0.7%
Floor Laying, Refinishing & Resurfacing	16722	33	65	79	34	52.3%	29	44.6%	2	3.1%
Natural Gas Companies	16257	34	430	12	399	92.8%	31	7.2%	0	0.0%
Health Clubs	16016	35	591	6	419	70.9%	164	27.7%	8	1.4%
Internet Services	15838	36	287	18	220	76.7%	60	20.9%	7	2.4%
Collection Agencies	15353	37	202	25	157	77.7%	37	18.3%	8	4.0%
Mortgage Brokers	15282	38	17	253	14	82.4%	3	17.6%	0	0.0%
Computers - Dealers	14940	39	188	28	130	69.1%	56	29.8%	2	1.1%
Pest Control Services	14543	40	39	119	20	51.3%	13	33.3%	6	15.4%
Carpet & Rug Dealers - New	14271	41	99	48	80	80.8%	14	14.1%	5	5.1%
Swimming Pool Contractors, Dealers, Design	14241	42	65	79	42	64.6%	20	30.8%	3	4.6%
Cellular Phones Services & Equipment	14225	43	1523	1	1492	98.0%	31	2.0%	0	0.0%
Credit & Debt Counseling	14184	44	17	253	17	100.0%	0	0.0%	0	0.0%
Gutters & Downspouts	13828	45	54	93	37	68.5%	15	27.8%	2	3.7%
Home Inspection Service	13359	46	33	151	29	87.9%	4	12.1%	0	0.0%
Burglar Alarm Systems - Dealers, Monitoring &	13292	47	41	115	39	95.1%	2	4.9%	0	0.0%
Insulation Contractors	13272	48	11	349	10	90.9%	1	9.1%	0	0.0%
Work-At-Home Companies	12838	49	49	101	12	24.5%	29	59.2%	8	16.3%
Appliances - Major - Dealers	12710	50	192	27	159	82.8%	29	15.1%	4	2.1%
Foundation Contractors	12704	51	24	199	18	75.0%	6	25.0%	0	0.0%
Financial Services	12701	52	68	74	58	85.3%	8	11.8%	2	2.9%
Fire & Water Damage Restoration	12339	53	39	119	31	79.5%	8	20.5%	0	0.0%
Computers Software & Services	12312	54	151	35	125	82.8%	17	11.3%	9	6.0%
House Cleaning	12274	55	32	154	24	75.0%	7	21.9%	1	3.1%
Beauty Salons	12266	56	125	41	81	64.8%	37	29.6%	7	5.6%

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Water Heaters - Dealers	12172	57	158	34	106	67.1%	52	32.9%	0	0.0%
Fence Contractors	12151	58	47	103	27	57.4%	17	36.2%	3	6.4%
Auto Services	11926	59	92	52	75	81.5%	17	18.5%	0	0.0%
Siding Contractors	11884	60	36	134	29	80.6%	6	16.7%	1	2.8%
Modeling & Talent Agencies	11308	61	22	204	14	63.6%	5	22.7%	3	13.6%
Real Estate	11110	62	22	204	17	77.3%	4	18.2%	1	4.5%
Banks	10736	63	74	65	67	90.5%	7	9.5%	0	0.0%
Internet Auction Service	10665	64	473	10	432	91.3%	41	8.7%	0	0.0%
Correspondence Schools	10560	65	47	103	0	0.0%	47	100.0%	0	0.0%
Tree Service	10483	66	14	300	11	78.6%	3	21.4%	0	0.0%
Kitchen Cabinets & Equipment - Household	10458	67	49	101	34	69.4%	15	30.6%	0	0.0%
Heating Equipment & Systems Cleaning & Repair	10290	68	36	134	25	69.4%	11	30.6%	0	0.0%
Duct Cleaning	10265	69	43	110	31	72.1%	11	25.6%	1	2.3%
Tire Dealers	10021	70	72	70	53	73.6%	19	26.4%	0	0.0%
Credit Unions	10012	71	6	502	6	100.0%	0	0.0%	0	0.0%
Limousine Service	9852	72	75	63	29	38.7%	39	52.0%	7	9.3%
Building Contractors	9841	73	31	162	24	77.4%	6	19.4%	1	3.2%
Electronic Equipment & Supplies - Dealers	9431	74	402	14	383	95.3%	18	4.5%	1	0.2%
Schools - Business & Vocational	9333	75	22	204	22	100.0%	0	0.0%	0	0.0%
Employment Agencies	8967	76	11	349	6	54.5%	4	36.4%	1	9.1%
Internet Shopping	8965	77	120	44	80	66.7%	35	29.2%	5	4.2%
Janitor Service	8659	78	9	401	7	77.8%	1	11.1%	1	11.1%
Granite	8597	79	29	176	21	72.4%	8	27.6%	0	0.0%
Doors	8568	80	32	154	20	62.5%	12	37.5%	0	0.0%
Health & Medical Products - Scientifically	8386	81	1143	2	682	59.7%	461	40.3%	0	0.0%
Patio, Porch & Deck Enclosures	8170	82	37	128	24	64.9%	13	35.1%	0	0.0%
Water Filtration & Purification Equipment	8019	83	19	228	12	63.2%	7	36.8%	0	0.0%
Telephone Communications	8008	84	511	8	465	91.0%	46	9.0%	0	0.0%
Building Materials	7964	85	44	107	36	81.8%	5	11.4%	3	6.8%
Recreational Vehicles - Dealers	7922	86	76	61	58	76.3%	18	23.7%	0	0.0%
Countertops	7833	87	39	119	21	53.8%	18	46.2%	0	0.0%
Health & Diet Products - Retail	7727	88	52	96	21	40.4%	28	53.8%	3	5.8%
Restaurants	7721	89	115	45	63	54.8%	46	40.0%	6	5.2%
Multi-Level Selling Companies	7565	90	0	1496	0	0.0%	0	0.0%	0	0.0%
Transmissions - Automobile	7278	91	38	123	29	76.3%	9	23.7%	0	0.0%
Drywall Contractors	7248	92	16	268	5	31.3%	11	68.8%	0	0.0%
Auto Renting & Leasing	7130	93	180	30	121	67.2%	56	31.1%	3	1.7%
Floor Materials - Retail	7042	94	41	115	27	65.9%	13	31.7%	1	2.4%
Locks & Locksmiths	7004	95	14	300	11	78.6%	3	21.4%	0	0.0%
Fireplaces	6981	96	35	143	26	74.3%	9	25.7%	0	0.0%
Immigration & Naturalization Consultants	6886	97	32	154	12	37.5%	20	62.5%	0	0.0%
Attorneys	6808	98	11	349	6	54.5%	5	45.5%	0	0.0%
Insurance Services	6648	99	38	123	34	89.5%	4	10.5%	0	0.0%
Web Design	6562	100	44	107	19	43.2%	22	50.0%	3	6.8%
Loans	6527	101	45	105	29	64.4%	14	31.1%	2	4.4%
Real Estate Developers	6465	102	31	162	22	71.0%	9	29.0%	0	0.0%
Excavating Contractors	6301	103	12	333	7	58.3%	5	41.7%	0	0.0%
Glass - Plate and Window	6248	104	18	244	13	72.2%	3	16.7%	2	11.1%
Mason Contractors	6127	105	17	253	6	35.3%	9	52.9%	2	11.8%
Cabinet Manufacturer	6079	106	30	170	21	70.0%	8	26.7%	1	3.3%
Consumer Finance & Loan Companies	6012	107	76	61	64	84.2%	11	14.5%	1	1.3%
Appliances - Major - Parts & Supplies	5983	108	62	85	43	69.4%	16	25.8%	3	4.8%
Auto Warranty Processing Service	5850	109	21	214	19	90.5%	2	9.5%	0	0.0%
Heating Equipment	5831	110	29	176	27	93.1%	2	6.9%	0	0.0%
Auto Parts & Supplies - New	5804	111	101	47	57	56.4%	44	43.6%	0	0.0%
Spas & Hot Tubs - Dealers	5717	112	42	113	31	73.8%	9	21.4%	2	4.8%
Financial Planning Consultants	5688	113	9	401	4	44.4%	4	44.4%	1	11.1%
Bathubs & Sinks - Repair & Refinish	5588	114	31	162	16	51.6%	14	45.2%	1	3.2%
Auto & Truck Brokers	5587	115	36	134	19	52.8%	17	47.2%	0	0.0%

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Furnaces - Industrial	5567	116	9	401	9	100.0%	0	0.0%	0	0.0%
Spas & Hot Tubs - Service & Repair	5500	117	19	228	14	73.7%	3	15.8%	2	10.5%
Property Maintenance	5463	118	20	222	18	90.0%	2	10.0%	0	0.0%
Delivery Service	5457	119	75	63	53	70.7%	21	28.0%	1	1.3%
Waterproofing Contractors	5437	120	9	401	4	44.4%	5	55.6%	0	0.0%
Schools - Academic - Colleges & Universities	5432	121	17	253	14	82.4%	3	17.6%	0	0.0%
Computers - Service & Repair	5427	122	79	58	63	79.7%	14	17.7%	2	2.5%
Associations	5396	123	18	244	12	66.7%	6	33.3%	0	0.0%
Tours - Operators & Promoters	5303	124	20	222	14	70.0%	6	30.0%	0	0.0%
Auctioneers	5278	125	31	162	28	90.3%	3	9.7%	0	0.0%
Driving Instruction	5177	126	22	204	14	63.6%	7	31.8%	1	4.5%
Travel Clubs	5172	127	28	179	25	89.3%	3	10.7%	0	0.0%
Telephone Service - Long Distance	5117	128	62	85	54	87.1%	6	9.7%	2	3.2%
Cabinets	5077	129	10	370	6	60.0%	3	30.0%	1	10.0%
Personal Services	5008	130	15	285	5	33.3%	4	26.7%	6	40.0%
Investment Advisory Service	4996	131	18	244	14	77.8%	4	22.2%	0	0.0%
Motorcycles - Dealers	4890	132	27	186	17	63.0%	10	37.0%	0	0.0%
Auto Detailing	4726	133	17	253	10	58.8%	7	41.2%	0	0.0%
Home Health Services	4677	134	9	401	5	55.6%	4	44.4%	0	0.0%
Handyman Services	4624	135	17	253	8	47.1%	8	47.1%	1	5.9%
Security Guard & Patrol Service	4616	136	6	502	4	66.7%	2	33.3%	0	0.0%
Weight Control Services	4510	137	73	67	48	65.8%	24	32.9%	1	1.4%
Health & Medical - General	4495	138	30	170	21	70.0%	8	26.7%	1	3.3%
Chimney Cleaning	4400	139	18	244	9	50.0%	5	27.8%	4	22.2%
Stucco & Exterior Coating Contractors	4382	140	11	349	4	36.4%	6	54.5%	1	9.1%
General Merchandise - Retail	4340	141	78	59	54	69.2%	24	30.8%	0	0.0%
Internet Marketing Services	4313	142	38	123	15	39.5%	23	60.5%	0	0.0%
Bridal Shops	4292	143	53	95	39	73.6%	12	22.6%	2	3.8%
Hearing Aids & Assistive Devices	4230	144	8	433	8	100.0%	0	0.0%	0	0.0%
Dentists	4211	145	26	191	24	92.3%	2	7.7%	0	0.0%
Charity - National	4158	146	3	698	3	100.0%	0	0.0%	0	0.0%
Furniture - Wholesale	4122	147	171	32	168	98.2%	2	1.2%	1	0.6%
Television - Cable, CATV & Satellite	4083	148	627	5	564	90.0%	63	10.0%	0	0.0%
Telemarketing Services	4080	149	52	96	47	90.4%	4	7.7%	1	1.9%
Online Drug & Prescription Services	4074	150	34	146	5	14.7%	11	32.4%	18	52.9%
Computers - Supplies & Parts	4070	151	26	191	20	76.9%	5	19.2%	1	3.8%
Lotteries - Foreign	4069	152	13	319	3	23.1%	3	23.1%	7	53.8%
Interior Decorators & Designers	4066	153	16	268	11	68.8%	5	31.3%	0	0.0%
Internet - Web Hosting	4049	154	64	82	46	71.9%	18	28.1%	0	0.0%
Mentally Disabled Services	3994	155	8	433	8	100.0%	0	0.0%	0	0.0%
Tax Return Preparation	3969	156	34	146	26	76.5%	8	23.5%	0	0.0%
Patio & Deck Builders	3964	157	11	349	8	72.7%	3	27.3%	0	0.0%
Storage Units - Household & Commercial	3957	158	36	134	22	61.1%	13	36.1%	1	2.8%
Dating Service	3934	159	71	72	45	63.4%	25	35.2%	1	1.4%
Auto Repair - Windshield, Glass Shops	3911	160	15	285	13	86.7%	2	13.3%	0	0.0%
Insurance - Life	3906	161	8	433	7	87.5%	1	12.5%	0	0.0%
Snow Removal Service	3882	162	15	285	5	33.3%	9	60.0%	1	6.7%
Air Conditioning Contractors & Systems	3871	163	15	285	13	86.7%	2	13.3%	0	0.0%
Asphalt	3817	164	16	268	4	25.0%	11	68.8%	1	6.3%
Window Cleaning	3786	165	12	333	3	25.0%	9	75.0%	0	0.0%
Tile - Ceramic - Contractors & Dealers	3777	166	15	285	6	40.0%	9	60.0%	0	0.0%
Scholarships & Financial Aid	3758	167	14	300	14	100.0%	0	0.0%	0	0.0%
Credit Reporting Agencies	3679	168	10	370	7	70.0%	2	20.0%	1	10.0%
Training Programs	3639	169	85	56	31	36.5%	50	58.8%	4	4.7%
Telephone Companies	3632	170	274	19	269	98.2%	5	1.8%	0	0.0%
Business Consultants	3591	171	15	285	5	33.3%	8	53.3%	2	13.3%
Plumbing Drains & Sewer Cleaning	3549	172	31	162	27	87.1%	3	9.7%	1	3.2%
Pardon Services	3521	173	19	228	15	78.9%	4	21.1%	0	0.0%
Garage Builders	3462	174	10	370	8	80.0%	2	20.0%	0	0.0%







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Furniture Repair & Refinish	1415	352	9	401	6	66.7%	3	33.3%	0	0.0%
Garage Doors & Openers	1409	353	13	319	8	61.5%	4	30.8%	1	7.7%
Business & Trade Organizations	1408	354	4	608	1	25.0%	3	75.0%	0	0.0%
Online Networking	1407	355	10	370	8	80.0%	1	10.0%	1	10.0%
Vacation Certificates & Vouchers	1405	356	10	370	8	80.0%	2	20.0%	0	0.0%
Boat Dealers	1397	357	18	244	14	77.8%	4	22.2%	0	0.0%
Real Estate Rental Service	1397	357	9	401	9	100.0%	0	0.0%	0	0.0%
Bank Equipment & Supplies	1391	359	34	146	34	100.0%	0	0.0%	0	0.0%
Hair Styling and Services	1389	360	17	253	13	76.5%	4	23.5%	0	0.0%
Marble & Granite Installation, Stonework	1383	361	18	244	9	50.0%	6	33.3%	3	16.7%
Skylights	1377	362	9	401	3	33.3%	6	66.7%	0	0.0%
Art Galleries, Dealers & Consultants	1371	363	5	552	3	60.0%	2	40.0%	0	0.0%
Archery Equipment & Supplies	1370	364	77	60	14	18.2%	63	81.8%	0	0.0%
Garbage Disposal Equipment - Supplies & Parts	1369	365	4	608	2	50.0%	0	0.0%	2	50.0%
Oilfield Service	1368	366	2	830	1	50.0%	1	50.0%	0	0.0%
Trust Companies	1367	367	1	1023	0	0.0%	0	0.0%	1	100.0%
Apartments	1363	368	8	433	5	62.5%	3	37.5%	0	0.0%
Attorneys - Immigration & Naturalization	1362	369	2	830	1	50.0%	1	50.0%	0	0.0%
Opticians	1348	370	12	333	7	58.3%	5	41.7%	0	0.0%
Martial Arts	1342	371	32	154	11	34.4%	20	62.5%	1	3.1%
Freight Forwarding	1340	372	9	401	7	77.8%	2	22.2%	0	0.0%
Book, Compact Disc, & DVD Clubs	1337	373	37	128	17	45.9%	15	40.5%	5	13.5%
Home Design & Planning	1326	374	5	552	1	20.0%	4	80.0%	0	0.0%
Secret Shopper	1319	375	6	502	0	0.0%	2	33.3%	4	66.7%
Nail Salons	1301	376	13	319	9	69.2%	4	30.8%	0	0.0%
Health & Diet Food Products - Wholesale & Legal Services Plans	1301	376	3	698	3	100.0%	0	0.0%	0	0.0%
Roofing Materials	1301	376	0	1496	0	0.0%	0	0.0%	0	0.0%
Engineers - Professional	1299	379	11	349	10	90.9%	1	9.1%	0	0.0%
Water Well Drilling & Service	1296	380	0	1496	0	0.0%	0	0.0%	0	0.0%
Industrial Manufacturers	1294	381	9	401	9	100.0%	0	0.0%	0	0.0%
Optical Goods - Retail	1293	382	9	401	6	66.7%	3	33.3%	0	0.0%
Taxicabs	1292	383	30	170	15	50.0%	12	40.0%	3	10.0%
Naturopaths	1292	383	16	268	11	68.8%	5	31.3%	0	0.0%
Telephone Equipment & Systems Dealers	1278	385	1	1023	0	0.0%	0	0.0%	1	100.0%
Mud Jacking Contractors	1275	386	14	300	13	92.9%	1	7.1%	0	0.0%
Physicians & Surgeons - Cosmetic, Plastic & Appliances - Small - Service & Repair	1271	387	1	1023	1	100.0%	0	0.0%	0	0.0%
Recreational Vehicles - Equipment, Parts, Gift Shops	1270	388	1	1023	0	0.0%	1	100.0%	0	0.0%
Environmental & Ecological Services	1267	389	42	113	36	85.7%	6	14.3%	0	0.0%
Landscape Maintenance	1254	390	4	608	2	50.0%	2	50.0%	0	0.0%
Car Wash & Polish	1251	391	16	268	12	75.0%	4	25.0%	0	0.0%
Janitors Equipment & Supplies	1251	391	2	830	1	50.0%	1	50.0%	0	0.0%
Solar Energy Equipment & Systems Dealers	1247	393	11	349	6	54.5%	5	45.5%	0	0.0%
Mold & Mildew Inspection/Removal/Remediation	1237	394	35	143	20	57.1%	15	42.9%	0	0.0%
Roofing Service Consultants	1235	395	27	186	25	92.6%	2	7.4%	0	0.0%
Photographers - Portrait	1235	395	8	433	1	12.5%	7	87.5%	0	0.0%
Job Listing & Advisory Services	1232	397	3	698	2	66.7%	1	33.3%	0	0.0%
Insurance - Funeral	1232	397	2	830	2	100.0%	0	0.0%	0	0.0%
Advertising - Directory & Guide	1229	399	55	91	16	29.1%	35	63.6%	4	7.3%
Oil Tank Removal & Installation	1229	399	1	1023	1	100.0%	0	0.0%	0	0.0%
Music Instruction - Instrumental	1228	401	0	1496	0	0.0%	0	0.0%	0	0.0%
Truck Repair & Service	1222	402	43	110	25	58.1%	16	37.2%	2	4.7%
Sauna Equipment & Supplies	1222	402	0	1496	0	0.0%	0	0.0%	0	0.0%
Beauty Schools	1213	404	8	433	6	75.0%	2	25.0%	0	0.0%
Auto Parts & Supplies - Used & Rebuilt	1211	405	4	608	4	100.0%	0	0.0%	0	0.0%
Service Stations - Gasoline & Oil	1211	405	3	698	0	0.0%	3	100.0%	0	0.0%
Insurance - Health	1202	407	7	461	6	85.7%	1	14.3%	0	0.0%
	1199	408	11	349	6	54.5%	3	27.3%	2	18.2%
	1198	409	28	179	14	50.0%	14	50.0%	0	0.0%
	1192	410	8	433	8	100.0%	0	0.0%	0	0.0%



































































































