

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|--------------------|-------------------|----------------|----------------|----------------|--------------|-------------------|--------------|------------------------|-------------|
| Total | 103,273,134 | | 927,256 | | 707,189 | 76.3% | 194,853 | 21.0% | 25,214 | 2.7% |
| Roofing Contractors | 3,343,214 | 1 | 8,682 | 13 | 5,370 | 61.9% | 2,821 | 32.5% | 491 | 5.7% |
| Contractors - General | 2,232,022 | 2 | 5,945 | 25 | 3,120 | 52.5% | 2,572 | 43.3% | 253 | 4.3% |
| Auto Dealers - Used Cars | 1,606,226 | 3 | 16,264 | 5 | 11,863 | 72.9% | 4,116 | 25.3% | 285 | 1.8% |
| Auto Repair & Service | 1,581,440 | 4 | 14,490 | 9 | 9,663 | 66.7% | 4,541 | 31.3% | 286 | 2.0% |
| Plumbers | 1,524,559 | 5 | 4,984 | 34 | 3,814 | 76.5% | 1,093 | 21.9% | 77 | 1.5% |
| Auto Dealers - New Cars | 1,517,950 | 6 | 25,983 | 2 | 22,822 | 87.8% | 2,998 | 11.5% | 163 | 0.6% |
| Mortgage Brokers | 1,471,565 | 7 | 6,727 | 19 | 5,170 | 76.9% | 1,441 | 21.4% | 116 | 1.7% |
| Construction & Remodeling Services | 1,293,423 | 8 | 4,102 | 41 | 2,098 | 51.1% | 1,806 | 44.8% | 198 | 4.8% |
| Heating & Air Conditioning | 1,267,787 | 9 | 4,244 | 38 | 3,386 | 80.0% | 753 | 17.8% | 95 | 2.1% |
| Movers | 1,205,158 | 10 | 8,007 | 17 | 5,295 | 74.9% | 1,810 | 22.6% | 202 | 2.5% |
| Insurance Companies | 1,081,170 | 11 | 8,689 | 12 | 8,047 | 92.6% | 610 | 7.0% | 32 | 0.4% |
| Air Conditioning Contractors & Systems | 1,001,756 | 12 | 4,508 | 35 | 3,596 | 79.8% | 853 | 18.9% | 59 | 1.3% |
| Home Builders | 985,114 | 13 | 2,976 | 60 | 2,219 | 74.6% | 685 | 23.0% | 72 | 2.4% |
| Home Improvements | 942,068 | 14 | 3,692 | 46 | 2,515 | 68.1% | 1,056 | 28.6% | 121 | 3.3% |
| Collection Agencies | 918,912 | 15 | 18,090 | 4 | 15,034 | 83.1% | 2,462 | 13.6% | 594 | 3.3% |
| Landscape Contractors | 901,506 | 16 | 2,864 | 65 | 1,524 | 53.2% | 1,246 | 43.5% | 94 | 3.3% |
| Building Contractors | 889,024 | 17 | 1,122 | 175 | 721 | 64.3% | 376 | 33.5% | 25 | 2.2% |
| Internet Services | 873,692 | 18 | 8,671 | 14 | 7,392 | 85.2% | 1,085 | 12.5% | 194 | 2.2% |
| Electricians | 847,156 | 19 | 964 | 198 | 659 | 68.4% | 287 | 29.8% | 18 | 1.9% |
| Attorneys & Lawyers | 794,824 | 20 | 2,890 | 64 | 1,944 | 67.3% | 830 | 28.7% | 116 | 4.0% |
| Painting Contractors | 787,152 | 21 | 1,693 | 127 | 930 | 58.0% | 600 | 37.4% | 73 | 4.6% |
| Internet Shopping | 767,670 | 22 | 14,877 | 10 | 9,257 | 71.9% | 3,352 | 26.0% | 268 | 1.1% |
| Property Management | 751,865 | 23 | 6,113 | 20 | 5,280 | 79.8% | 1,258 | 19.0% | 75 | 1.1% |
| Travel Agencies & Bureaus | 750,086 | 24 | 6,085 | 24 | 4,913 | 80.7% | 1,032 | 17.0% | 140 | 2.3% |
| Financial Services | 741,580 | 25 | 8,561 | 16 | 7,829 | 91.4% | 565 | 6.6% | 167 | 2.0% |
| Auto Body Repair & Painting | 731,722 | 26 | 2,909 | 63 | 1,934 | 66.5% | 914 | 31.4% | 61 | 2.1% |
| Furniture - Retail | 686,991 | 27 | 14,521 | 8 | 10,928 | 75.3% | 2,958 | 20.4% | 635 | 4.4% |
| Pest Control Services | 645,685 | 28 | 2,974 | 61 | 2,389 | 80.3% | 529 | 17.8% | 56 | 1.9% |
| Jewelers - Retail | 636,703 | 29 | 3,443 | 49 | 2,663 | 77.3% | 746 | 21.7% | 34 | 1.0% |
| Swimming Pool Contractors, Dealers, Design | 615,628 | 30 | 2,274 | 78 | 1,704 | 74.9% | 515 | 22.6% | 55 | 2.4% |
| Real Estate | 596,958 | 31 | 3,247 | 53 | 2,341 | 72.1% | 842 | 25.9% | 64 | 2.0% |
| Work-At-Home Companies | 533,031 | 32 | 2,638 | 69 | 1,259 | 47.7% | 1,129 | 42.8% | 250 | 9.5% |
| Computers Hardware, Software & Services | 522,933 | 33 | 5,752 | 27 | 4,960 | 86.2% | 668 | 11.6% | 124 | 2.2% |
| Tire Service | 512,034 | 34 | 1,847 | 102 | 940 | 45.5% | 857 | 46.4% | 150 | 8.1% |
| Internet Marketing Services | 507,917 | 35 | 3,890 | 44 | 3,090 | 79.4% | 691 | 17.8% | 109 | 2.8% |
| Not Elsewhere Classified | 489,725 | 36 | 8,639 | 15 | 4,382 | 50.7% | 3,660 | 42.4% | 597 | 6.9% |
| Windows - Installation & Service | 488,561 | 37 | 1,828 | 103 | 1,437 | 78.6% | 327 | 17.9% | 64 | 3.5% |
| Dentists | 454,083 | 38 | 3,951 | 43 | 3,131 | 79.2% | 675 | 17.1% | 145 | 3.7% |
| Banks | 445,948 | 39 | 15,989 | 6 | 15,582 | 97.5% | 368 | 2.3% | 39 | 0.2% |
| Concrete Contractors | 445,646 | 40 | 1,601 | 128 | 809 | 50.5% | 737 | 46.0% | 55 | 3.4% |
| Carpet & Rug Cleaners | 428,465 | 41 | 1,655 | 117 | 1,053 | 63.6% | 549 | 33.2% | 53 | 3.2% |
| Mortgage Bankers | 424,461 | 42 | 982 | 191 | 927 | 94.4% | 46 | 4.7% | 9 | 0.9% |
| Business Services - General | 408,249 | 43 | 2,114 | 87 | 1,333 | 63.1% | 660 | 31.2% | 121 | 5.7% |
| Lawn Maintenance | 393,230 | 44 | 3,201 | 55 | 2,582 | 80.7% | 584 | 18.2% | 35 | 1.1% |
| Burglar Alarm Systems - Dealers, Monitoring & Service | 386,967 | 45 | 4,222 | 40 | 3,906 | 92.5% | 282 | 6.7% | 34 | 0.8% |
| Auto Parts & Supplies - New | 386,682 | 46 | 4,506 | 36 | 3,050 | 67.7% | 1,409 | 31.3% | 47 | 1.0% |
| Business Opportunity Companies | 373,972 | 47 | 2,164 | 84 | 927 | 43.3% | 640 | 29.6% | 587 | 27.1% |
| Paving Contractors | 367,901 | 48 | 1,777 | 108 | 880 | 49.5% | 779 | 43.8% | 118 | 6.6% |
| Windows | 366,215 | 49 | 1,366 | 149 | 1,028 | 75.3% | 245 | 17.9% | 93 | 6.8% |
| Fence Contractors | 349,518 | 50 | 1,374 | 147 | 848 | 61.7% | 461 | 33.6% | 65 | 4.7% |
| Loans | 346,872 | 51 | 3,336 | 50 | 1,744 | 52.3% | 1,219 | 36.5% | 373 | 11.2% |
| Computers - Dealers | 345,332 | 52 | 6,144 | 23 | 5,582 | 90.9% | 513 | 8.3% | 49 | 0.8% |
| Security Control Equipment & System Monitors | 345,234 | 53 | 2,227 | 82 | 1,948 | 87.5% | 247 | 11.1% | 32 | 1.4% |
| Cellular Telephone Service & Equipment | 337,974 | 54 | 38,420 | 1 | 36,904 | 96.1% | 1,349 | 3.5% | 167 | 0.4% |
| Insurance Services | 337,735 | 55 | 1,994 | 90 | 1,814 | 91.0% | 153 | 7.7% | 27 | 1.4% |
| Credit & Debt Counseling | 331,094 | 56 | 814 | 224 | 665 | 81.7% | 107 | 13.1% | 42 | 5.2% |
| Games & Supplies | 330,743 | 57 | 463 | 317 | 304 | 65.7% | 146 | 31.5% | 13 | 2.8% |
| Consumer Finance & Loan Companies | 325,080 | 58 | 5,755 | 26 | 5,187 | 90.1% | 431 | 7.5% | 137 | 2.4% |
| Schools - Business & Vocational | 318,928 | 59 | 1,265 | 159 | 981 | 77.5% | 852 | 67.9% | 21 | 2.5% |
| Moving & Storage Company | 307,299 | 60 | 1,893 | 99 | 1,253 | 66.2% | 616 | 32.5% | 24 | 1.3% |
| Tax Return Preparation | 302,630 | 61 | 2,364 | 75 | 1,504 | 63.6% | 776 | 32.8% | 84 | 3.6% |
| Carpet & Rug Dealers - New | 300,097 | 62 | 1,652 | 119 | 1,406 | 85.1% | 213 | 12.9% | 33 | 2.0% |
| Auto Transporters & Drive-Away Companies | 298,501 | 63 | 1,665 | 115 | 994 | 59.7% | 641 | 38.5% | 30 | 1.8% |
| Attorney Advertising | 297,589 | 64 | 919 | 204 | 512 | 55.7% | 394 | 42.9% | 13 | 1.4% |
| Marketing Programs & Services | 290,058 | 65 | 1,652 | 119 | 1,164 | 70.5% | 412 | 24.9% | 76 | 4.6% |
| Fire & Water Damage Restoration | 285,773 | 66 | 799 | 229 | 705 | 88.2% | 86 | 10.8% | 8 | 1.0% |
| Advertising Agencies & Counselors | 277,661 | 67 | 1,610 | 124 | 923 | 57.3% | 614 | 38.1% | 73 | 4.5% |
| Heating Contractors | 270,424 | 68 | 830 | 223 | 629 | 75.8% | 177 | 21.3% | 24 | 2.9% |
| Gold, Silver & Platinum Dealers | 269,000 | 69 | 628 | 266 | 392 | 62.4% | 226 | 36.0% | 10 | 1.6% |
| Health & Diet Products - Retail | 265,531 | 70 | 3,298 | 52 | 2,543 | 77.1% | 654 | 19.8% | 101 | 3.1% |
| Business Consultants | 264,795 | 71 | 912 | 206 | 559 | 61.3% | 301 | 33.0% | 52 | 5.7% |
| Employment Agencies | 260,089 | 72 | 386 | 359 | 267 | 69.2% | 108 | 28.0% | 11 | 2.8% |
| Transmissions - Automobile | 258,113 | 73 | 2,964 | 62 | 2,043 | 68.9% | 839 | 28.3% | 82 | 2.8% |
| Web Design | 257,941 | 74 | 1,939 | 94 | 1,194 | 61.6% | 567 | 29.2% | 178 | 9.2% |
| Financial Planning Consultants | 254,954 | 75 | 599 | 274 | 359 | 59.9% | 188 | 31.4% | 52 | 8.7% |
| Restaurants | 250,736 | 76 | 5,187 | 32 | 3,204 | 61.8% | 1,847 | 35.6% | 136 | 2.6% |
| Television - Cable, CATV & Satellite | 249,527 | 77 | 25,518 | 3 | 24,968 | 97.8% | 487 | 1.9% | 63 | 0.2% |
| Health & Medical - General | 249,387 | 78 | 1,798 | 106 | 1,371 | 76.3% | 375 | 20.9% | 52 | 2.9% |
| Siding Contractors | 249,386 | 79 | 794 | 234 | 614 | 77.3% | 148 | 18.6% | 32 | 4.0% |
| Apartments | 245,937 | 80 | 6,442 | 21 | 4,467 | 69.3% | 1,888 | 29.3% | 87 | 1.4% |
| Dating Service | 243,249 | 81 | 2,470 | 73 | 2,204 | 89.2% | 222 | 9.0% | 44 | 1.8% |
| Tire Dealers | 242,487 | 82 | 2,713 | 67 | 2,109 | 77.7% | 572 | 21.1% | 32 | 1.2% |
| Foundation Contractors | 235,029 | 83 | 567 | 282 | 427 | 75.3% | 119 | 21.0% | 15 | 3.7% |
| Manufacturers & Producers | 232,366 | 84 | 2,775 | 66 | 2,505 | 90.3% | 66 | 9.2% | 21 | 0.5% |
| Modeling & Talent Agencies | 230,221 | 85 | 438 | 337 | 294 | 67.1% | 128 | 29.2% | 16 | 3.7% |
| Credit Card Processing Service | 227,734 | 86 | 2,263 | 79 | 2,071 | 91.5% | 185 | 8.2% | 7 | 0.3% |
| Computers - Supplies & Parts | 227,311 | 87 | 1,940 | 93 | 1,594 | 82.2% | 312 | 16.1% | 34 | 1.8% |
| Appliances - Major - Dealers | 222,729 | 88 | 4,044 | 42 | 3,362 | 83.1% | 639 | 15.8% | 43 | 1.1% |
| House Cleaning | 222,362 | 89 | 601 | 272 | 412 | 68.6% | 171 | 28.5% | 18 | 3.0% |
| Gutters & Downspouts | 222,107 | 90 | 653 | 257 | 454 | 69.5% | 166 | 25.4% | 33 | 5.1% |
| Schools - Academic - Colleges & Universities | 221,118 | 91 | 1,685 | 114 | 1,513 | 89.8% | 156 | 9.3% | 16 | 0.9% |
| Health Clubs | 218,955 | 92 | 7,227 | 18 | 6,211 | 85.9% | 935 | 12.9% | 81 | 1.1% |
| Taxes - Consultants & Representatives | 217,291 | 93 | 1,283 | 155 | 833 | 64.9% | 410 | 32.0% | 40 | 3.1% |
| Waterproofing Contractors | 212,628 | 94 | 643 | 262 | 493 | 76.7% | 112 | 17.4% | 38 | 5.9% |
| Timeshare Resale and Rental Marketing | 205,382 | 95 | 2,664 | 68 | 903 | 33.9% | 1,295 | 48.6% | 466 | 17.5% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Travel Clubs | 203,844 | 96 | 1,852 | 101 | 1,314 | 71.0% | 469 | 25.3% | 69 | 3.7% |
| Home Inspection Service | 202,968 | 97 | 490 | 307 | 340 | 69.4% | 134 | 27.3% | 16 | 3.3% |
| Home Health Services | 202,652 | 98 | 236 | 494 | 167 | 70.8% | 61 | 25.8% | 8 | 3.4% |
| Mason Contractors | 197,388 | 99 | 530 | 296 | 254 | 47.9% | 259 | 48.9% | 17 | 3.2% |
| Debt Relief Services | 196,404 | 100 | 1,282 | 156 | 806 | 62.9% | 391 | 30.5% | 85 | 6.6% |
| Kitchen & Bath - Design & Remodeling | 195,861 | 101 | 439 | 336 | 293 | 66.7% | 126 | 28.7% | 20 | 4.6% |
| Telephone Companies | 195,453 | 102 | 15,691 | 7 | 15,115 | 96.3% | 562 | 3.6% | 14 | 0.1% |
| Market Research & Analysis | 193,474 | 103 | 636 | 265 | 547 | 86.0% | 60 | 9.4% | 29 | 4.6% |
| Electric Companies | 192,993 | 104 | 4,457 | 37 | 4,298 | 96.4% | 154 | 3.5% | 5 | 0.1% |
| Beauty Salons | 191,772 | 105 | 2,090 | 88 | 1,245 | 59.6% | 672 | 32.2% | 173 | 8.3% |
| Penny Auctions | 191,281 | 106 | 2,443 | 85 | 1,664 | 77.6% | 479 | 22.4% | 0 | 0.0% |
| General Merchandise - Retail | 190,966 | 107 | 5,424 | 31 | 4,041 | 74.5% | 1,009 | 18.6% | 374 | 6.9% |
| Towing - Automotive | 190,809 | 108 | 3,018 | 58 | 1,743 | 57.8% | 1,232 | 40.8% | 43 | 1.4% |
| Handyman Services | 188,938 | 109 | 609 | 270 | 309 | 50.7% | 266 | 43.7% | 34 | 5.6% |
| Mail Order & Catalog Shopping | 188,634 | 110 | 4,229 | 39 | 3,802 | 89.9% | 398 | 9.4% | 29 | 0.7% |
| Computers - Service & Repair | 187,418 | 111 | 1,590 | 129 | 1,072 | 67.4% | 466 | 29.3% | 52 | 3.3% |
| Timeshare Companies | 186,590 | 112 | 2,175 | 83 | 1,162 | 53.4% | 789 | 36.3% | 224 | 10.3% |
| Auto Warranty Processing Service | 185,111 | 113 | 1,637 | 122 | 1,200 | 73.3% | 361 | 22.1% | 76 | 4.6% |
| Electronic Equipment & Supplies - Dealers | 179,753 | 114 | 5,442 | 30 | 4,819 | 88.6% | 551 | 10.1% | 72 | 1.3% |
| Investment Advisory Service | 177,844 | 115 | 244 | 480 | 154 | 63.1% | 72 | 29.5% | 18 | 7.4% |
| Accountants - Certified Public | 168,597 | 116 | 227 | 512 | 141 | 62.1% | 78 | 34.4% | 8 | 3.5% |
| Contractor - Insulation | 167,906 | 117 | 293 | 420 | 226 | 76.6% | 68 | 19.7% | 11 | 3.7% |
| Child Care Centers | 165,785 | 118 | 534 | 295 | 357 | 66.5% | 161 | 30.3% | 15 | 2.8% |
| Credit Cards & Plans | 162,458 | 119 | 6,327 | 22 | 6,068 | 95.9% | 201 | 3.2% | 58 | 0.9% |
| Credit Unions | 160,965 | 120 | 1,656 | 116 | 1,528 | 92.3% | 125 | 7.5% | 3 | 0.2% |
| Computers - Networks | 159,947 | 121 | 2,360 | 76 | 2,325 | 98.5% | 27 | 1.1% | 8 | 0.3% |
| Training Programs | 159,945 | 122 | 906 | 208 | 708 | 78.1% | 153 | 16.9% | 45 | 5.0% |
| Coin Dealers, Supplies | 159,055 | 123 | 448 | 329 | 300 | 67.0% | 147 | 32.8% | 1 | 0.2% |
| Excavating Contractors | 156,284 | 124 | 158 | 650 | 98 | 62.0% | 55 | 34.8% | 5 | 3.2% |
| Information Bureaus | 156,052 | 125 | 1,609 | 125 | 1,251 | 77.8% | 336 | 20.9% | 22 | 1.4% |
| Limousine Service | 149,977 | 126 | 1,258 | 161 | 628 | 49.9% | 580 | 46.1% | 50 | 4.0% |
| Floor Laying, Refinishing & Resurfacing | 149,772 | 127 | 514 | 300 | 295 | 57.4% | 200 | 38.9% | 19 | 3.7% |
| Auto Renting & Leasing | 149,330 | 128 | 3,773 | 45 | 3,181 | 84.3% | 579 | 15.3% | 13 | 0.3% |
| Internet - Web Hosting | 148,258 | 129 | 1,226 | 163 | 876 | 71.5% | 297 | 24.2% | 53 | 4.3% |
| Multi-Level Selling Companies | 145,483 | 130 | 211 | 538 | 135 | 87.7% | 23 | 4.9% | 4 | 1.9% |
| Wholesalers & Distributors | 144,560 | 131 | 798 | 232 | 553 | 69.3% | 223 | 27.9% | 22 | 2.8% |
| Janitor Service | 142,705 | 132 | 261 | 457 | 167 | 64.0% | 86 | 33.0% | 8 | 3.1% |
| Building Materials | 142,042 | 133 | 1,552 | 130 | 1,464 | 94.3% | 82 | 5.3% | 6 | 0.4% |
| Publishers - Book | 141,891 | 134 | 2,235 | 81 | 1,895 | 84.8% | 320 | 14.3% | 20 | 0.9% |
| Physicians & Surgeons - Medical-M.D. | 141,567 | 135 | 1,037 | 184 | 825 | 79.6% | 205 | 19.8% | 7 | 0.7% |
| Shoes - Retail | 140,418 | 136 | 1,626 | 123 | 1,088 | 66.9% | 461 | 28.4% | 77 | 4.7% |
| Printers | 140,304 | 137 | 530 | 296 | 423 | 79.8% | 105 | 19.8% | 2 | 0.4% |
| Telephone Communications | 140,128 | 138 | 5,016 | 33 | 4,623 | 92.2% | 345 | 6.9% | 48 | 1.0% |
| Appliances - Major - Service & Repair | 137,913 | 139 | 1,224 | 164 | 771 | 63.0% | 425 | 34.7% | 28 | 2.3% |
| Oils - Fuel | 137,902 | 140 | 882 | 211 | 745 | 84.5% | 126 | 14.3% | 11 | 1.2% |
| Marketing Consultants | 137,153 | 141 | 650 | 259 | 423 | 65.1% | 195 | 30.0% | 32 | 4.3% |
| Vitamins & Food Supplements | 136,783 | 142 | 1,420 | 142 | 933 | 65.7% | 326 | 23.0% | 161 | 11.3% |
| Audio-Visual Equipment - Dealers | 136,127 | 143 | 1,214 | 167 | 869 | 71.6% | 330 | 27.2% | 15 | 1.2% |
| Chimney Cleaning | 134,992 | 144 | 408 | 350 | 244 | 59.8% | 129 | 31.6% | 35 | 8.6% |
| Hearing Aids & Assistive Devices | 134,759 | 145 | 540 | 293 | 458 | 84.8% | 73 | 13.5% | 9 | 1.7% |
| Payday Loans | 134,460 | 146 | 3,053 | 57 | 1,375 | 45.0% | 1,210 | 39.6% | 468 | 15.3% |
| Motorcycles - Dealers | 134,053 | 147 | 1,505 | 135 | 994 | 66.0% | 485 | 32.2% | 26 | 1.7% |
| Glass - Plate and Window | 133,355 | 148 | 487 | 310 | 305 | 62.6% | 171 | 35.1% | 11 | 2.3% |
| Swimming Pool Service & Repair | 133,232 | 149 | 624 | 267 | 384 | 61.5% | 223 | 35.7% | 17 | 2.7% |
| Exercise & Physical Fitness Programs | 132,540 | 150 | 1,374 | 147 | 1,022 | 74.4% | 312 | 22.7% | 40 | 2.9% |
| Veterinarians | 132,351 | 151 | 701 | 248 | 562 | 80.2% | 136 | 19.4% | 3 | 0.4% |
| Mattresses | 131,151 | 152 | 1,702 | 112 | 1,398 | 82.1% | 275 | 16.2% | 29 | 1.7% |
| Loans - Small Business | 129,912 | 153 | 1,465 | 139 | 1,230 | 84.0% | 211 | 14.4% | 24 | 1.6% |
| Ticket Sales - Events | 129,713 | 154 | 1,543 | 133 | 1,168 | 75.7% | 309 | 20.0% | 66 | 4.3% |
| Educational Consultants | 129,613 | 155 | 1,291 | 227 | 706 | 87.8% | 93 | 6.6% | 5 | 0.6% |
| Clinics | 129,015 | 156 | 1,084 | 179 | 797 | 82.2% | 282 | 25.9% | 10 | 0.9% |
| Auto Repair - Windshield, Glass Shops | 127,786 | 157 | 766 | 238 | 515 | 67.2% | 230 | 30.0% | 21 | 2.7% |
| Extended Warranty Contract Service Companies | 127,724 | 158 | 1,180 | 172 | 923 | 78.2% | 140 | 11.9% | 117 | 9.9% |
| Advance Fee Brokers | 126,835 | 159 | 2,538 | 70 | 571 | 22.5% | 1,162 | 45.8% | 805 | 31.7% |
| Hospital & Medical Equipment & Supplies | 126,786 | 160 | 975 | 195 | 751 | 77.0% | 214 | 21.9% | 10 | 1.0% |
| Title Companies & Agents | 125,019 | 161 | 574 | 280 | 278 | 48.4% | 276 | 48.1% | 20 | 3.5% |
| Legal Forms | 124,654 | 162 | 460 | 320 | 330 | 71.7% | 122 | 26.5% | 8 | 1.7% |
| Pharmacies | 123,320 | 163 | 974 | 196 | 869 | 89.2% | 75 | 7.7% | 30 | 3.1% |
| Dry Cleaners | 122,919 | 164 | 3,127 | 56 | 1,686 | 53.2% | 1,417 | 44.7% | 64 | 2.0% |
| Locks & Locksmiths | 120,894 | 165 | 985 | 189 | 398 | 40.4% | 453 | 46.0% | 134 | 13.6% |
| Tile - Ceramic - Contractors & Dealers | 119,636 | 166 | 295 | 420 | 172 | 58.3% | 113 | 38.3% | 10 | 3.4% |
| Collection Systems | 118,697 | 167 | 1,651 | 121 | 1,094 | 66.3% | 514 | 31.1% | 43 | 2.6% |
| Internet Gaming | 118,073 | 168 | 1,552 | 130 | 1,232 | 92.2% | 110 | 7.1% | 10 | 0.6% |
| Hotels | 116,497 | 169 | 5,627 | 29 | 3,837 | 68.2% | 1,757 | 31.2% | 33 | 0.6% |
| Vacuum Cleaners - Household - Dealers | 114,719 | 170 | 789 | 235 | 602 | 76.3% | 169 | 21.4% | 18 | 2.3% |
| Skin Care | 114,583 | 171 | 1,484 | 137 | 1,254 | 84.5% | 206 | 13.9% | 24 | 1.6% |
| Pet Boarding & Kennels | 114,110 | 172 | 291 | 426 | 214 | 73.5% | 72 | 24.7% | 5 | 1.7% |
| Drywall Contractors | 113,748 | 173 | 94 | 851 | 44 | 46.8% | 38 | 40.4% | 12 | 12.8% |
| Computer Software Publishers & Developers | 112,893 | 174 | 1,380 | 145 | 1,240 | 89.9% | 114 | 8.3% | 26 | 1.9% |
| Vacation Time Share | 112,195 | 175 | 1,914 | 96 | 1,597 | 83.4% | 268 | 14.0% | 49 | 2.6% |
| Dental Laboratories | 111,645 | 176 | 934 | 200 | 721 | 77.2% | 208 | 22.3% | 5 | 0.5% |
| Water Filtration & Purification Equipment | 110,199 | 177 | 576 | 279 | 422 | 73.3% | 128 | 22.2% | 26 | 4.5% |
| Weight Control Services | 107,990 | 178 | 976 | 193 | 861 | 88.2% | 101 | 10.3% | 14 | 1.4% |
| Charity - Local | 105,749 | 179 | 199 | 567 | 174 | 87.4% | 23 | 11.6% | 2 | 1.0% |
| Sporting Goods - Retail | 105,378 | 180 | 1,188 | 171 | 912 | 76.8% | 244 | 20.5% | 32 | 2.7% |
| Rubbish & Garbage Removal | 103,859 | 181 | 1,879 | 146 | 1,039 | 55.3% | 330 | 23.9% | 10 | 0.7% |
| Garage Doors & Openers | 102,673 | 182 | 417 | 346 | 278 | 66.7% | 126 | 30.2% | 13 | 3.1% |
| Countertops | 101,527 | 183 | 332 | 395 | 222 | 66.9% | 95 | 28.6% | 15 | 4.5% |
| Vacation Rentals | 101,321 | 184 | 798 | 232 | 510 | 63.9% | 269 | 33.7% | 19 | 2.4% |
| Insurance - Auto | 101,012 | 185 | 971 | 197 | 847 | 87.2% | 116 | 11.9% | 8 | 0.8% |
| Insurance - Health | 100,826 | 186 | 867 | 214 | 780 | 90.0% | 79 | 9.1% | 8 | 0.9% |
| Computers - Sys Designers & Consult | 100,606 | 187 | 303 | 415 | 224 | 73.9% | 70 | 23.1% | 9 | 3.0% |
| Advertising Specialties | 100,592 | 188 | 814 | 224 | 557 | 68.4% | 239 | 29.4% | 18 | 2.2% |
| Duct Cleaning | 100,395 | 189 | 305 | 414 | 190 | 62.3% | 94 | 30.8% | 21 | 6.9% |
| Investigators | 100,370 | 190 | 453 | 327 | 296 | 65.3% | 150 | 33.1% | 7 | 1.5% |
| Insurance - Life | 100,224 | 191 | 223 | 519 | 196 | 87.9% | 22 | 9.9% | 5 | 2.2% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Photographic Equipment & Supplies - Retail | 99,723 | 192 | 753 | 241 | 503 | 66.8% | 226 | 30.0% | 24 | 3.2% |
| Appliances - Major - Parts & Supplies | 99,589 | 1,224 | 1,224 | 164 | 892 | 72.9% | 309 | 25.2% | 23 | 1.9% |
| Security Guard & Patrol Service | 98,799 | 194 | 142 | 687 | 85 | 59.9% | 45 | 31.7% | 12 | 8.5% |
| Natural Gas Companies | 98,798 | 195 | 2,136 | 86 | 2,028 | 94.9% | 105 | 4.9% | 3 | 0.1% |
| Auctioneers | 98,583 | 196 | 1,709 | 111 | 933 | 54.6% | 731 | 42.8% | 45 | 2.6% |
| Chiropractors D.C. | 98,414 | 197 | 429 | 340 | 340 | 79.3% | 85 | 19.8% | 4 | 0.9% |
| Solar Energy Equipment & Systems Dealers | 98,090 | 198 | 292 | 425 | 208 | 71.2% | 78 | 26.7% | 6 | 2.1% |
| Florists - Retail | 96,352 | 199 | 3,212 | 54 | 2,715 | 84.5% | 468 | 14.6% | 29 | 0.9% |
| Credit Services | 95,872 | 200 | 915 | 205 | 695 | 76.0% | 198 | 21.6% | 22 | 2.4% |
| Debt Relief Services (Non-compliant with FTC Rule) | 95,252 | 201 | 883 | 211 | 451 | 51.1% | 409 | 46.4% | 23 | 2.5% |
| Watches - Dealers | 95,090 | 202 | 948 | 287 | 379 | 69.2% | 164 | 29.9% | 5 | 0.9% |
| Discount Stores | 94,375 | 203 | 1,351 | 151 | 1,096 | 81.1% | 245 | 18.1% | 10 | 0.7% |
| Office Supplies | 94,048 | 204 | 1,355 | 150 | 1,189 | 87.7% | 161 | 11.9% | 5 | 0.4% |
| Recreational Vehicles - Dealers | 93,882 | 205 | 985 | 189 | 818 | 83.0% | 157 | 15.9% | 10 | 1.0% |
| Floor Materials - Retail | 91,997 | 206 | 356 | 381 | 249 | 69.9% | 95 | 26.7% | 12 | 3.4% |
| Grocers - Retail | 91,416 | 207 | 1,007 | 187 | 821 | 81.5% | 177 | 17.6% | 9 | 0.9% |
| Real Estate Developers | 91,126 | 208 | 267 | 449 | 190 | 71.2% | 73 | 27.3% | 4 | 1.5% |
| Credit Cards - Protection Service | 90,394 | 209 | 657 | 253 | 576 | 87.7% | 79 | 12.0% | 2 | 0.3% |
| Magazine Sales | 90,023 | 210 | 3,585 | 47 | 2,626 | 73.2% | 893 | 24.9% | 66 | 1.8% |
| Services - General | 89,799 | 211 | 1,116 | 176 | 571 | 51.2% | 377 | 33.8% | 168 | 15.1% |
| Interior Decorators & Designers | 89,196 | 212 | 260 | 461 | 146 | 56.2% | 96 | 36.9% | 18 | 6.9% |
| Auto Services | 88,761 | 213 | 1,039 | 183 | 751 | 72.3% | 271 | 26.1% | 17 | 1.6% |
| Pet Grooming | 88,511 | 214 | 370 | 369 | 275 | 74.3% | 89 | 24.1% | 6 | 1.6% |
| Remodeling Services | 88,332 | 215 | 403 | 351 | 192 | 47.6% | 189 | 46.9% | 22 | 5.5% |
| Transportation Services | 87,745 | 216 | 617 | 269 | 406 | 65.8% | 185 | 30.0% | 26 | 4.2% |
| Department Stores | 87,451 | 217 | 9,616 | 11 | 9,534 | 99.1% | 75 | 0.8% | 7 | 0.1% |
| Pet Shops | 87,121 | 218 | 784 | 236 | 534 | 68.1% | 229 | 29.2% | 21 | 2.7% |
| Bridal Shops | 86,503 | 219 | 1,129 | 174 | 782 | 69.3% | 285 | 25.2% | 62 | 5.5% |
| Granite | 85,631 | 220 | 248 | 477 | 151 | 60.9% | 90 | 36.3% | 7 | 2.8% |
| Cabinets | 85,610 | 221 | 298 | 418 | 155 | 52.0% | 127 | 42.6% | 16 | 5.4% |
| Real Estate Rental Service | 83,839 | 222 | 1,010 | 186 | 669 | 66.2% | 292 | 28.9% | 49 | 4.9% |
| Tours - Operators & Promoters | 83,565 | 223 | 400 | 354 | 290 | 72.5% | 105 | 26.3% | 5 | 1.3% |
| Caterers | 83,354 | 224 | 285 | 431 | 154 | 54.0% | 120 | 42.1% | 11 | 3.9% |
| Building Construction Consultants | 83,302 | 225 | 206 | 549 | 117 | 57.8% | 86 | 41.7% | 3 | 1.5% |
| Beauty Supplies & Equipment | 83,226 | 226 | 1,201 | 169 | 723 | 60.2% | 441 | 36.7% | 37 | 3.1% |
| Photographers - Portrait | 83,114 | 227 | 1,691 | 113 | 732 | 43.3% | 864 | 51.1% | 95 | 5.6% |
| Health Maintenance Organizations | 83,075 | 228 | 237 | 490 | 210 | 88.6% | 22 | 9.3% | 5 | 2.1% |
| Water Soft & Conditioning Equipment Service & Supplies | 82,443 | 229 | 382 | 363 | 311 | 81.4% | 60 | 15.7% | 11 | 2.9% |
| Debt Relief Services | 82,075 | 230 | 911 | 207 | 370 | 40.6% | 463 | 50.8% | 78 | 8.6% |
| Home Warranty Plans | 81,912 | 231 | 1,454 | 140 | 1,256 | 86.4% | 186 | 12.8% | 12 | 0.8% |
| Credit Repair Services - Advance Fee | 81,895 | 232 | 401 | 353 | 148 | 36.9% | 200 | 49.9% | 53 | 13.2% |
| Foreclosure Services | 81,662 | 233 | 393 | 356 | 85 | 21.6% | 289 | 73.5% | 19 | 4.8% |
| Photographers - Commercial | 81,507 | 234 | 623 | 268 | 331 | 53.1% | 276 | 44.3% | 16 | 2.6% |
| Clothing - Retail | 81,246 | 235 | 1,954 | 92 | 1,053 | 53.9% | 819 | 41.9% | 82 | 4.2% |
| Moving Services - Labor & Materials | 81,024 | 236 | 715 | 246 | 421 | 58.9% | 270 | 37.8% | 24 | 3.4% |
| Internet Auction Service | 80,229 | 237 | 782 | 237 | 598 | 76.5% | 154 | 19.7% | 30 | 3.8% |
| Marketing - Home Based Business | 79,939 | 238 | 911 | 874 | 71 | 78.0% | 19 | 20.9% | 1 | 1.1% |
| Video Games - Dealers | 79,928 | 239 | 1,822 | 104 | 1,421 | 78.0% | 393 | 21.6% | 8 | 0.4% |
| Loan Modification | 79,833 | 240 | 1,325 | 153 | 447 | 33.7% | 783 | 59.1% | 95 | 7.3% |
| Billing Service | 79,616 | 241 | 1,404 | 144 | 1,257 | 89.5% | 134 | 9.5% | 13 | 0.9% |
| Mailing Services | 79,246 | 242 | 1,655 | 117 | 1,398 | 84.5% | 240 | 14.5% | 17 | 1.0% |
| Driving Instruction | 79,209 | 243 | 379 | 365 | 261 | 68.9% | 115 | 30.3% | 3 | 0.8% |
| Investment Securities | 78,986 | 244 | 207 | 544 | 143 | 69.1% | 59 | 28.5% | 5 | 2.4% |
| Motorcycles - Supplies & Parts | 77,909 | 245 | 751 | 243 | 503 | 67.0% | 230 | 30.6% | 18 | 2.4% |
| Tutoring | 77,848 | 246 | 196 | 575 | 146 | 74.5% | 39 | 19.9% | 11 | 5.6% |
| Product Sales - General | 77,780 | 247 | 1,412 | 143 | 948 | 67.1% | 389 | 27.5% | 75 | 5.3% |
| Dog Breeders | 77,702 | 248 | 385 | 360 | 216 | 56.1% | 155 | 40.3% | 14 | 3.6% |
| Energy Conservation Products & Services | 77,608 | 249 | 278 | 438 | 195 | 70.1% | 69 | 24.8% | 14 | 5.0% |
| Scholarships & Financial Aid | 77,271 | 250 | 1,277 | 157 | 1,257 | 98.4% | 16 | 1.3% | 4 | 0.3% |
| Freight Forwarding | 77,214 | 251 | 354 | 384 | 221 | 61.4% | 128 | 36.2% | 7 | 2.0% |
| Food Manufacturers, Wholesalers, Distributors | 76,981 | 252 | 237 | 490 | 166 | 70.0% | 58 | 24.5% | 13 | 5.5% |
| Spas & Hot Tubs - Dealers | 76,842 | 253 | 672 | 251 | 563 | 83.2% | 95 | 14.0% | 19 | 2.8% |
| Engines - Rebuild & Exchange | 76,326 | 254 | 441 | 334 | 302 | 68.5% | 134 | 30.4% | 5 | 1.1% |
| Doors | 76,204 | 255 | 387 | 358 | 215 | 55.6% | 142 | 36.7% | 30 | 7.8% |
| Guns & Gunsmiths | 76,039 | 256 | 447 | 330 | 277 | 62.0% | 149 | 33.3% | 21 | 4.7% |
| Bookkeeping Service | 76,034 | 257 | 161 | 640 | 99 | 61.5% | 53 | 32.9% | 9 | 5.6% |
| Professional Services - General | 74,592 | 258 | 314 | 408 | 223 | 71.0% | 84 | 26.8% | 7 | 2.2% |
| Auto Detailing | 74,153 | 259 | 543 | 291 | 273 | 50.3% | 256 | 47.1% | 14 | 2.6% |
| Books - New | 73,803 | 260 | 1,982 | 91 | 1,631 | 82.3% | 312 | 15.7% | 39 | 2.0% |
| Credit Reporting Agencies | 73,643 | 261 | 3,566 | 48 | 3,518 | 98.7% | 39 | 1.1% | 9 | 0.3% |
| Escrow Service | 73,385 | 262 | 331 | 397 | 262 | 79.2% | 53 | 16.0% | 16 | 4.8% |
| Cleaning Services | 73,073 | 263 | 1,063 | 181 | 473 | 44.4% | 419 | 39.4% | 173 | 16.2% |
| Buying Clubs & Group Purchasing Service | 72,868 | 264 | 1,477 | 138 | 1,331 | 90.1% | 124 | 8.4% | 24 | 3.3% |
| Air conditioning & Heating Contractors - Residential | 72,849 | 265 | 600 | 273 | 406 | 67.7% | 182 | 30.3% | 12 | 2.0% |
| Payment Processing Service | 72,806 | 266 | 654 | 255 | 573 | 87.6% | 75 | 11.5% | 6 | 0.9% |
| Delivery Service | 72,470 | 267 | 1,881 | 100 | 1,658 | 88.1% | 204 | 10.8% | 19 | 1.0% |
| Internet Selling Services | 71,960 | 268 | 2,261 | 80 | 1,889 | 83.5% | 333 | 14.7% | 39 | 1.7% |
| Hardwood Floor Contractors | 71,800 | 269 | 191 | 588 | 98 | 51.3% | 86 | 45.0% | 7 | 3.7% |
| Telemarketing Services | 71,673 | 270 | 639 | 263 | 417 | 65.3% | 174 | 27.2% | 48 | 7.5% |
| Magazines - Subscription Agents | 71,658 | 271 | 3,330 | 51 | 2,392 | 71.8% | 891 | 26.8% | 47 | 1.4% |
| Credit Cards & Plans - Equipment & Supplies | 71,658 | 271 | 927 | 201 | 899 | 97.0% | 25 | 2.7% | 3 | 0.3% |
| Storage Units - Household & Commercial | 71,336 | 273 | 1,071 | 180 | 801 | 74.8% | 254 | 23.7% | 16 | 1.5% |
| Plumbing Drains & Sewer Cleaning | 71,022 | 274 | 495 | 306 | 368 | 74.3% | 111 | 22.4% | 16 | 3.2% |
| Massage Therapists | 70,790 | 275 | 722 | 245 | 479 | 66.3% | 249 | 30.3% | 24 | 3.3% |
| Herbs | 70,737 | 276 | 426 | 342 | 232 | 54.4% | 191 | 44.8% | 3 | 0.7% |
| Vacation Certificates & Vouchers | 70,542 | 277 | 1,427 | 141 | 892 | 62.5% | 479 | 33.6% | 56 | 3.9% |
| Hospitals | 69,252 | 278 | 1,496 | 136 | 1,258 | 84.1% | 232 | 15.5% | 6 | 0.4% |
| Health & Medical Products | 68,829 | 279 | 2,089 | 89 | 1,358 | 65.0% | 653 | 31.3% | 78 | 3.7% |
| Property Maintenance | 68,771 | 280 | 274 | 442 | 174 | 63.5% | 89 | 32.5% | 11 | 4.0% |
| Window Cleaning | 68,507 | 281 | 165 | 633 | 96 | 58.2% | 62 | 37.6% | 7 | 4.2% |
| Cutlery | 68,447 | 282 | 91 | 874 | 74 | 81.3% | 17 | 18.7% | 0 | 0.0% |
| Nurseries - Plants, Trees | 68,322 | 283 | 810 | 226 | 626 | 77.3% | 182 | 22.5% | 2 | 0.2% |
| Insurance Agency | 68,217 | 284 | 326 | 398 | 251 | 77.0% | 73 | 22.4% | 2 | 0.6% |
| Publishers - Directory & Guide | 67,325 | 285 | 2,350 | 77 | 1,592 | 67.7% | 719 | 30.6% | 39 | 1.7% |
| Correspondence Schools | 67,298 | 286 | 357 | 379 | 305 | 85.4% | 33 | 9.2% | 19 | 5.3% |
| Lawn & Garden Sprinkler Systems | 67,226 | 287 | 224 | 516 | 132 | 58.9% | 88 | 39.3% | 4 | 1.8% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Credit - Debt Consolidation Services | 67,047 | 288 | 594 | 277 | 141 | 23.7% | 417 | 70.2% | 36 | 6.1% |
| Signs | 67,044 | 289 | 371 | 368 | 175 | 47.2% | 177 | 47.7% | 19 | 5.1% |
| Medical Equipment & Supplies | 66,885 | 290 | 599 | 274 | 434 | 72.5% | 153 | 25.5% | 12 | 2.0% |
| Real Estate Loans | 66,558 | 291 | 225 | 514 | 72 | 32.0% | 147 | 65.3% | 6 | 2.7% |
| Architects | 66,224 | 292 | 79 | 941 | 27 | 34.2% | 50 | 63.3% | 2 | 2.5% |
| Service Stations - Gasoline & Oil | 66,194 | 293 | 1,534 | 134 | 941 | 61.3% | 558 | 36.4% | 35 | 2.3% |
| Handbags | 65,800 | 294 | 799 | 229 | 514 | 64.3% | 261 | 32.7% | 24 | 3.0% |
| Video Production Services | 65,407 | 295 | 251 | 474 | 115 | 45.8% | 123 | 49.0% | 13 | 5.2% |
| Office Supplies - Sale by Deceptive Telemarketing | 65,066 | 296 | 1,816 | 105 | 1,291 | 71.1% | 505 | 27.8% | 20 | 1.1% |
| Funeral Directors | 65,051 | 297 | 165 | 633 | 119 | 72.1% | 43 | 26.1% | 3 | 1.8% |
| Chambers Of Commerce | 65,006 | 298 | 7 | 2,413 | 6 | 85.7% | 0 | 0.0% | 1 | 14.3% |
| Auto Parts & Supplies - Used & Rebuilt | 64,893 | 299 | 558 | 284 | 310 | 55.6% | 202 | 36.2% | 46 | 8.2% |
| Bathroom Remodeling | 64,762 | 300 | 216 | 531 | 137 | 63.4% | 71 | 32.9% | 8 | 3.7% |
| Credit Repair Services - No Advance Fee | 64,533 | 301 | 208 | 542 | 191 | 91.8% | 17 | 8.2% | 0 | 0.0% |
| Swimming Pool Equipment & Supplies | 64,404 | 302 | 469 | 314 | 348 | 74.2% | 116 | 24.7% | 5 | 1.1% |
| Septic Tanks & Systems Contractors & Dealers | 64,261 | 303 | 217 | 527 | 144 | 66.4% | 69 | 31.8% | 4 | 1.8% |
| Chimney Builders & Repair | 64,163 | 304 | 205 | 555 | 125 | 61.0% | 58 | 28.3% | 22 | 10.7% |
| Lighting Fixtures - Retail | 64,122 | 305 | 652 | 258 | 409 | 62.7% | 232 | 35.6% | 11 | 1.7% |
| Office Furniture & Equipment | 64,019 | 306 | 218 | 524 | 121 | 55.5% | 86 | 39.4% | 11 | 5.0% |
| Bedding | 63,964 | 307 | 599 | 274 | 478 | 79.8% | 102 | 17.0% | 19 | 3.2% |
| Job Listing & Advisory Services | 63,900 | 308 | 261 | 457 | 177 | 67.8% | 57 | 21.8% | 27 | 10.3% |
| Pet Supplies & Foods - Retail | 63,847 | 309 | 207 | 247 | 445 | 62.9% | 218 | 30.8% | 44 | 6.2% |
| Pizza | 63,709 | 310 | 843 | 221 | 433 | 51.4% | 397 | 47.1% | 13 | 1.5% |
| Schools - General Interest | 62,671 | 311 | 267 | 449 | 183 | 68.5% | 75 | 28.1% | 9 | 3.4% |
| Landscape Designers | 62,456 | 312 | 196 | 575 | 112 | 57.1% | 81 | 41.3% | 3 | 1.5% |
| Real Estate Investors | 62,373 | 313 | 189 | 591 | 100 | 52.9% | 81 | 42.9% | 8 | 4.2% |
| Kitchen Cabinets & Equipment - Household | 62,093 | 314 | 153 | 659 | 107 | 69.9% | 42 | 27.5% | 4 | 2.6% |
| Patio & Deck Builders | 62,059 | 315 | 187 | 599 | 104 | 55.6% | 71 | 38.0% | 12 | 6.4% |
| Real Estate Services | 61,970 | 316 | 368 | 371 | 237 | 64.4% | 121 | 32.9% | 10 | 2.7% |
| Newspapers | 61,921 | 317 | 1,906 | 97 | 1,758 | 92.2% | 142 | 7.5% | 6 | 0.3% |
| Musical Instruments - Dealers | 61,847 | 318 | 528 | 299 | 314 | 59.5% | 127 | 24.1% | 87 | 16.5% |
| Cabinet Manufacturer | 61,703 | 319 | 169 | 627 | 98 | 58.0% | 66 | 39.1% | 5 | 3.0% |
| Garage Builders | 61,566 | 320 | 238 | 489 | 178 | 74.8% | 59 | 24.8% | 1 | 0.4% |
| Management Consultants | 61,137 | 321 | 179 | 613 | 107 | 59.8% | 62 | 34.6% | 10 | 5.6% |
| Bathtubs & Sinks - Repair & Refinish | 60,903 | 322 | 203 | 561 | 103 | 51.0% | 81 | 40.1% | 18 | 8.9% |
| Air Duct Cleaning | 60,824 | 323 | 552 | 286 | 272 | 49.3% | 244 | 44.2% | 36 | 6.5% |
| Disc Jockeys | 60,539 | 324 | 316 | 406 | 134 | 42.4% | 172 | 54.4% | 10 | 3.2% |
| Collectibles | 60,412 | 325 | 427 | 341 | 371 | 86.9% | 54 | 12.6% | 2 | 0.5% |
| Tattoos | 60,317 | 326 | 214 | 533 | 114 | 53.3% | 88 | 41.1% | 12 | 5.6% |
| Estate Planning & Management | 59,986 | 327 | 37 | 1,338 | 27 | 73.0% | 9 | 24.3% | 1 | 2.7% |
| Patio, Porch & Deck Enclosures | 59,683 | 328 | 265 | 453 | 177 | 66.8% | 81 | 30.6% | 7 | 2.6% |
| Product Development & Marketing | 59,487 | 329 | 221 | 522 | 184 | 83.3% | 33 | 14.9% | 4 | 1.8% |
| Auto & Truck Brokers | 59,073 | 330 | 169 | 627 | 105 | 62.1% | 63 | 37.3% | 1 | 0.6% |
| Electronic Equipment & Suppliers - Service & Repair | 58,726 | 331 | 1,904 | 98 | 1,617 | 84.9% | 269 | 14.1% | 18 | 0.9% |
| Personal Services | 58,370 | 332 | 243 | 483 | 138 | 56.8% | 82 | 33.7% | 23 | 9.5% |
| Real Estate Consultants | 58,143 | 333 | 287 | 429 | 182 | 63.4% | 97 | 33.8% | 8 | 2.8% |
| Optical Goods - Retail | 57,938 | 334 | 655 | 254 | 506 | 77.3% | 143 | 21.8% | 6 | 0.9% |
| Physicians - Specialists | 57,880 | 335 | 319 | 404 | 251 | 78.7% | 60 | 18.8% | 8 | 2.5% |
| Day Spas | 57,839 | 336 | 799 | 229 | 343 | 42.9% | 212 | 26.5% | 244 | 30.5% |
| Attorneys & Lawyers - Bankruptcy | 57,803 | 337 | 109 | 774 | 92 | 84.4% | 16 | 14.7% | 1 | 0.9% |
| Pawnbrokers | 57,598 | 338 | 410 | 348 | 309 | 75.4% | 92 | 22.4% | 9 | 2.2% |
| Landscape Architects | 57,558 | 339 | 144 | 679 | 77 | 53.5% | 58 | 40.3% | 9 | 6.3% |
| Carpenters | 57,485 | 340 | 139 | 697 | 54 | 38.8% | 77 | 55.4% | 8 | 5.8% |
| Party Supplies | 57,419 | 341 | 382 | 363 | 231 | 60.5% | 147 | 38.5% | 4 | 1.0% |
| Accountants | 57,314 | 342 | 139 | 697 | 81 | 58.3% | 55 | 39.6% | 3 | 2.2% |
| Irrigation Systems & Equipment | 57,155 | 343 | 204 | 556 | 142 | 69.6% | 51 | 25.0% | 11 | 5.4% |
| Nursing Homes | 57,140 | 344 | 101 | 819 | 69 | 68.3% | 32 | 31.7% | 0 | 0.0% |
| Apartment Finding & Rental Service | 56,917 | 345 | 659 | 252 | 415 | 63.0% | 218 | 33.1% | 26 | 3.9% |
| Auto Service Contract Companies | 56,124 | 346 | 879 | 213 | 491 | 55.9% | 374 | 42.5% | 14 | 1.6% |
| Security Systems Consultants | 55,824 | 347 | 464 | 316 | 382 | 82.3% | 176 | 46.4% | 5 | 1.2% |
| Car Wash & Polish | 55,780 | 348 | 1,546 | 132 | 970 | 62.7% | 469 | 30.3% | 107 | 6.9% |
| Real Estate Appraisers | 55,173 | 349 | 170 | 626 | 120 | 70.6% | 47 | 27.6% | 3 | 1.8% |
| Gift Shops | 54,558 | 350 | 569 | 281 | 300 | 52.7% | 249 | 43.8% | 20 | 3.5% |
| Assisted Living Centers & Adult Family Homes | 54,526 | 351 | 100 | 823 | 64 | 64.0% | 35 | 35.0% | 1 | 1.0% |
| Resorts | 54,349 | 352 | 1,217 | 166 | 995 | 81.8% | 201 | 16.5% | 21 | 1.7% |
| Hobby & Model Construction Supplies - Retail | 54,348 | 353 | 729 | 244 | 605 | 83.0% | 106 | 14.5% | 18 | 2.5% |
| Water Well Drilling & Service | 54,222 | 354 | 109 | 774 | 69 | 63.3% | 37 | 33.9% | 3 | 2.8% |
| Environmental & Ecological Services | 54,117 | 355 | 81 | 925 | 48 | 59.3% | 28 | 34.6% | 5 | 6.2% |
| Medical Alarms | 54,023 | 356 | 139 | 697 | 124 | 89.2% | 14 | 10.1% | 1 | 0.7% |
| Awnings & Canopies | 53,832 | 357 | 271 | 444 | 165 | 60.9% | 100 | 36.9% | 6 | 2.2% |
| Furniture Manufacturers | 53,529 | 358 | 410 | 348 | 223 | 54.4% | 185 | 45.1% | 2 | 0.5% |
| Shopping Service - Protective, Comparative | 53,230 | 359 | 90 | 883 | 55 | 61.1% | 18 | 20.0% | 17 | 18.9% |
| Exercise Equipment | 52,235 | 360 | 691 | 249 | 582 | 84.2% | 100 | 14.5% | 6 | 0.8% |
| Graphic Designers | 53,208 | 361 | 1,184 | 606 | 91 | 49.5% | 81 | 44.0% | 12 | 6.5% |
| Asphalt | 53,155 | 362 | 356 | 381 | 162 | 45.5% | 168 | 47.2% | 26 | 7.3% |
| Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery | 53,082 | 363 | 142 | 687 | 105 | 73.9% | 37 | 26.1% | 0 | 0.0% |
| Legal Services Plans | 53,039 | 364 | 189 | 591 | 145 | 76.7% | 39 | 20.6% | 5 | 2.6% |
| Commercial Products Manufacturers | 53,022 | 365 | 587 | 278 | 530 | 90.3% | 53 | 9.0% | 4 | 0.7% |
| Incorporating Companies | 52,419 | 366 | 199 | 567 | 179 | 89.9% | 18 | 9.0% | 2 | 1.0% |
| Bakers - Retail | 52,327 | 367 | 440 | 335 | 249 | 56.6% | 175 | 39.8% | 16 | 3.6% |
| Air Purifying & Cleaning Systems & Equipment | 52,194 | 368 | 213 | 534 | 168 | 78.9% | 35 | 16.4% | 10 | 4.7% |
| Unclaimed Funds Retrieval Services | 51,884 | 369 | 91 | 874 | 76 | 83.5% | 12 | 13.2% | 3 | 3.3% |
| Advertising - Directory & Guide | 51,845 | 370 | 976 | 193 | 671 | 68.8% | 240 | 24.6% | 65 | 6.7% |
| Shutters | 51,687 | 371 | 186 | 600 | 107 | 57.5% | 71 | 38.2% | 8 | 4.3% |
| Appliances - Small - Service & Repair | 51,594 | 372 | 893 | 210 | 512 | 57.4% | 328 | 36.8% | 52 | 5.9% |
| Antiques - Dealers | 51,559 | 373 | 180 | 610 | 114 | 63.3% | 60 | 33.3% | 6 | 3.3% |
| Hardware - Retail | 51,161 | 374 | 312 | 410 | 228 | 73.1% | 80 | 25.6% | 4 | 1.3% |
| Contractor - Remodel & Repair | 50,704 | 375 | 323 | 400 | 118 | 36.5% | 191 | 59.1% | 14 | 4.3% |
| Currency Exchange | 50,520 | 376 | 29 | 1,473 | 29 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cruises | 50,454 | 377 | 1,272 | 158 | 1,141 | 89.7% | 118 | 9.3% | 13 | 1.0% |
| Retirement Planning Service | 50,329 | 378 | 60 | 1,071 | 51 | 85.0% | 9 | 15.0% | 0 | 0.0% |
| Amusement Parks & Places | 50,236 | 379 | 757 | 239 | 665 | 87.8% | 86 | 11.4% | 6 | 0.8% |
| Bicycle - Dealers | 50,231 | 380 | 370 | 369 | 264 | 71.4% | 93 | 25.1% | 13 | 3.5% |
| Truck Repair & Service | 50,027 | 381 | 202 | 561 | 133 | 65.8% | 65 | 32.2% | 4 | 2.0% |
| Manufactured Homes Distributors & Manufacturers | 49,576 | 382 | 268 | 447 | 203 | 75.7% | 63 | 23.5% | 2 | 0.7% |
| Check Cashing Service | 49,505 | 383 | 543 | 291 | 370 | 68.1% | 151 | 27.8% | 22 | 4.1% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Associations | 49,341 | 384 | 293 | 424 | 267 | 91.1% | 25 | 8.5% | 1 | 0.3% |
| Animal Hospitals | 49,305 | 385 | 449 | 328 | 374 | 83.3% | 75 | 16.7% | 0 | 0.0% |
| Contractors - Flooring | 49,271 | 386 | 291 | 426 | 149 | 51.2% | 124 | 42.6% | 18 | 6.2% |
| Coaching - Business | 49,013 | 387 | 153 | 659 | 128 | 83.7% | 21 | 13.7% | 4 | 2.6% |
| Lawn & Garden Equipment & Supplies | 49,010 | 388 | 457 | 323 | 330 | 72.2% | 115 | 25.2% | 12 | 2.6% |
| Advertising - Direct Mail | 48,845 | 389 | 1,751 | 109 | 1,582 | 90.3% | 138 | 7.9% | 31 | 1.8% |
| Checks - Printing | 48,748 | 390 | 206 | 549 | 201 | 97.6% | 4 | 1.9% | 1 | 0.5% |
| Womens Apparel - Retail | 48,154 | 391 | 647 | 261 | 461 | 71.3% | 166 | 25.7% | 20 | 3.1% |
| Secret Shopper | 48,090 | 392 | 297 | 419 | 127 | 42.8% | 55 | 18.5% | 115 | 38.7% |
| Insurance - Homeowners | 48,042 | 393 | 510 | 303 | 434 | 85.1% | 45 | 9.8% | 31 | 6.1% |
| Boys Clothing & Furnishings - Retail | 48,039 | 394 | 364 | 373 | 195 | 53.6% | 165 | 45.3% | 4 | 1.1% |
| Cosmetics & Perfumes - Retail | 48,008 | 395 | 480 | 312 | 231 | 48.1% | 217 | 45.2% | 32 | 6.7% |
| Video Tapes & Discs Sales & Rentals | 47,911 | 396 | 865 | 215 | 543 | 62.8% | 292 | 33.8% | 30 | 3.5% |
| Telephone Equipment & Systems Dealers | 47,902 | 397 | 1,140 | 173 | 1,091 | 95.7% | 45 | 3.9% | 4 | 0.4% |
| Brake Service | 47,622 | 398 | 1,100 | 178 | 563 | 51.2% | 534 | 48.5% | 3 | 0.3% |
| Market Survey Companies | 47,581 | 399 | 155 | 654 | 97 | 62.6% | 31 | 20.0% | 27 | 17.4% |
| Business Forms & Systems | 47,577 | 400 | 499 | 304 | 247 | 49.5% | 242 | 48.5% | 10 | 2.0% |
| Foods - Carry Out | 47,560 | 401 | 545 | 290 | 348 | 63.9% | 185 | 33.9% | 12 | 2.2% |
| Gas - Propane | 47,212 | 402 | 654 | 255 | 529 | 80.9% | 123 | 18.8% | 2 | 0.3% |
| Trucking Transportation Brokers | 47,170 | 403 | 157 | 652 | 107 | 68.2% | 49 | 31.2% | 1 | 0.6% |
| Funeral Related Services | 46,957 | 404 | 194 | 580 | 112 | 57.7% | 77 | 39.7% | 5 | 2.6% |
| Engineers - Professional | 46,879 | 405 | 37 | 1,338 | 18 | 51.4% | 18 | 48.6% | 0 | 0.0% |
| Relocation Service | 46,722 | 406 | 438 | 337 | 337 | 76.9% | 90 | 20.5% | 11 | 2.5% |
| Copiers & Copier Supplies | 46,689 | 407 | 244 | 480 | 173 | 70.9% | 68 | 27.9% | 3 | 1.2% |
| Cooking Utensils | 46,580 | 408 | 243 | 483 | 198 | 81.5% | 44 | 18.1% | 1 | 0.4% |
| Meat - Retail | 46,388 | 409 | 204 | 556 | 132 | 64.7% | 67 | 32.8% | 5 | 2.5% |
| Commercial Products Wholesale & Distributor | 46,308 | 410 | 865 | 215 | 826 | 95.5% | 33 | 3.8% | 6 | 0.7% |
| Manufactured Homes - Dealers | 46,230 | 411 | 249 | 476 | 172 | 69.1% | 69 | 27.7% | 8 | 3.2% |
| Paralegals | 45,998 | 412 | 213 | 534 | 112 | 52.6% | 94 | 44.1% | 7 | 3.3% |
| Pressure Washing | 45,826 | 413 | 128 | 720 | 82 | 64.1% | 42 | 32.8% | 4 | 3.1% |
| Boat Dealers | 45,619 | 414 | 362 | 377 | 252 | 69.6% | 104 | 28.7% | 6 | 1.7% |
| Auto Wrecking | 45,457 | 415 | 322 | 401 | 206 | 64.0% | 112 | 34.8% | 4 | 1.2% |
| Auto Service - Window Tinting | 45,323 | 416 | 237 | 490 | 139 | 58.6% | 90 | 38.0% | 8 | 3.4% |
| Martial Arts | 45,289 | 417 | 443 | 332 | 225 | 62.1% | 160 | 36.1% | 8 | 1.8% |
| Machine Shops | 44,933 | 418 | 43 | 1,246 | 23 | 53.5% | 18 | 41.9% | 2 | 4.7% |
| Computers - Disaster Recovery | 44,923 | 419 | 189 | 591 | 108 | 57.1% | 80 | 42.3% | 11 | 0.5% |
| Television & Radio - Dealers | 44,840 | 420 | 456 | 324 | 264 | 57.9% | 171 | 37.5% | 21 | 4.6% |
| Tanning Salons | 44,766 | 421 | 1,265 | 159 | 739 | 58.4% | 384 | 30.4% | 142 | 11.2% |
| Trucking | 44,754 | 422 | 120 | 744 | 75 | 62.5% | 41 | 34.2% | 4 | 3.3% |
| Career & Outplacement Counseling | 44,660 | 423 | 89 | 887 | 71 | 79.8% | 10 | 11.2% | 8 | 9.0% |
| Solar Energy System Design & Installation | 44,567 | 424 | 76 | 953 | 61 | 80.3% | 13 | 17.1% | 2 | 2.6% |
| Computers - Training | 44,468 | 425 | 207 | 544 | 169 | 81.6% | 28 | 13.5% | 10 | 4.8% |
| Mechanical Contractors | 44,285 | 426 | 103 | 809 | 75 | 72.8% | 26 | 25.2% | 2 | 1.9% |
| Doors - Repair | 44,032 | 427 | 162 | 639 | 108 | 66.7% | 52 | 32.1% | 2 | 1.2% |
| Searchers of Records | 43,554 | 428 | 851 | 218 | 800 | 94.0% | 41 | 4.8% | 10 | 1.2% |
| Plumbing Fixtures, Parts, Supplies - Retail | 43,310 | 429 | 316 | 406 | 259 | 82.0% | 51 | 16.1% | 6 | 1.9% |
| Landscape Maintenance | 43,272 | 430 | 336 | 494 | 112 | 47.5% | 114 | 48.3% | 10 | 4.2% |
| Contract Manufacturing | 43,188 | 431 | 278 | 438 | 226 | 81.3% | 51 | 18.3% | 1 | 0.4% |
| Recycling Centers | 43,167 | 432 | 106 | 791 | 74 | 69.8% | 29 | 27.4% | 3 | 2.8% |
| Real Estate Agents | 42,911 | 433 | 346 | 386 | 209 | 60.4% | 130 | 37.6% | 7 | 2.0% |
| Jewelry Buyers | 42,857 | 434 | 198 | 569 | 81 | 40.9% | 115 | 58.1% | 2 | 1.0% |
| Fireplaces | 42,497 | 435 | 267 | 449 | 229 | 85.8% | 33 | 12.4% | 5 | 1.9% |
| Foundation Repair & House Leveling | 42,420 | 436 | 90 | 883 | 67 | 74.4% | 15 | 16.7% | 8 | 8.9% |
| Physical Therapists | 42,368 | 437 | 130 | 718 | 99 | 76.2% | 26 | 20.0% | 5 | 3.8% |
| Motels | 42,082 | 438 | 1,712 | 110 | 1,106 | 64.6% | 587 | 34.3% | 19 | 1.1% |
| Yacht Charter Broker | 41,699 | 439 | 237 | 490 | 137 | 57.8% | 99 | 41.8% | 1 | 0.4% |
| Septic Tanks & Systems Cleaning | 41,483 | 440 | 140 | 695 | 84 | 60.0% | 46 | 32.9% | 10 | 7.1% |
| Toys - Retail | 41,423 | 441 | 963 | 199 | 760 | 78.9% | 184 | 19.1% | 19 | 2.0% |
| Water Treatment Equipment, Service & Supplies | 41,333 | 442 | 141 | 693 | 115 | 81.6% | 19 | 13.5% | 7 | 5.0% |
| Art Galleries, Dealers & Consultants | 41,209 | 443 | 29 | 1,217 | 121 | 52.8% | 92 | 42.2% | 16 | 7.0% |
| Copy & Duplicating Service | 41,191 | 444 | 94 | 851 | 66 | 70.2% | 24 | 25.5% | 4 | 4.3% |
| Rental Vacancy Listing Service | 41,078 | 445 | 562 | 283 | 208 | 37.0% | 323 | 57.5% | 31 | 5.5% |
| Fence - Sales, Service & Contractors | 40,827 | 446 | 241 | 487 | 141 | 58.5% | 87 | 36.1% | 13 | 5.4% |
| Payroll Service | 40,797 | 447 | 192 | 585 | 169 | 88.0% | 23 | 12.0% | 0 | 0.0% |
| Sound Systems & Equipment | 40,751 | 448 | 313 | 409 | 233 | 74.4% | 78 | 24.9% | 2 | 0.6% |
| Mold & Mildew Inspection/Removal/Remediation | 40,637 | 449 | 106 | 791 | 77 | 72.6% | 29 | 27.4% | 0 | 0.0% |
| Fund Raising Counselors & Orgs | 40,237 | 450 | 85 | 904 | 42 | 49.4% | 18 | 21.2% | 25 | 29.4% |
| Floors - Hardwood | 40,235 | 451 | 295 | 420 | 204 | 69.2% | 86 | 29.2% | 5 | 1.7% |
| Vending Machines | 40,148 | 452 | 195 | 578 | 100 | 51.3% | 81 | 41.5% | 14 | 7.2% |
| Energy Management & Conservation Consultant | 40,057 | 453 | 163 | 637 | 111 | 68.1% | 52 | 31.9% | 0 | 0.0% |
| Home Theater | 40,042 | 454 | 122 | 737 | 83 | 68.0% | 35 | 28.7% | 4 | 3.3% |
| Upholsterers | 39,949 | 455 | 186 | 600 | 83 | 50.0% | 83 | 44.6% | 10 | 5.4% |
| Sportswear - Retail | 39,909 | 456 | 466 | 215 | 322 | 69.1% | 130 | 27.9% | 14 | 3.0% |
| Association Management | 39,493 | 457 | 224 | 516 | 185 | 82.6% | 34 | 15.2% | 5 | 2.3% |
| Day Care - Adults | 39,337 | 458 | 26 | 1,544 | 17 | 65.4% | 9 | 34.6% | 0 | 0.0% |
| Retirement & Life Care Communities & Homes | 38,938 | 459 | 61 | 1,058 | 49 | 80.3% | 12 | 19.7% | 0 | 0.0% |
| Surveyors - Land | 38,534 | 460 | 73 | 971 | 51 | 69.9% | 22 | 30.1% | 0 | 0.0% |
| Auto Auctions | 38,459 | 461 | 230 | 504 | 166 | 72.2% | 63 | 27.4% | 1 | 0.4% |
| Uniforms | 38,186 | 462 | 481 | 311 | 299 | 62.2% | 128 | 26.6% | 54 | 11.2% |
| Cremation Services | 38,134 | 463 | 36 | 1,354 | 34 | 94.4% | 2 | 5.6% | 0 | 0.0% |
| Bus - Charter & Rental | 38,007 | 464 | 923 | 202 | 769 | 83.3% | 148 | 16.0% | 6 | 0.7% |
| Truck Dealers | 37,712 | 465 | 229 | 507 | 176 | 76.9% | 50 | 21.8% | 3 | 1.3% |
| Lubricating Service - Automotive | 37,680 | 466 | 851 | 218 | 625 | 73.4% | 207 | 24.3% | 19 | 2.2% |
| Resume Service | 37,469 | 467 | 203 | 560 | 145 | 71.4% | 50 | 24.6% | 8 | 3.9% |
| Pet Sitting Services | 37,386 | 468 | 70 | 941 | 50 | 63.3% | 26 | 32.9% | 3 | 3.8% |
| Adjusters | 37,256 | 469 | 475 | 313 | 452 | 95.1% | 23 | 4.6% | 11 | 0.2% |
| Financing | 37,218 | 470 | 217 | 527 | 187 | 86.2% | 26 | 12.0% | 4 | 1.8% |
| Jewelry Manufacturers | 37,216 | 471 | 77 | 950 | 57 | 74.0% | 12 | 15.6% | 8 | 10.4% |
| Adoption Services | 37,061 | 472 | 33 | 1,405 | 26 | 78.8% | 5 | 15.2% | 2 | 6.1% |
| Insurance Consultants | 37,012 | 473 | 128 | 720 | 55 | 43.0% | 68 | 53.1% | 5 | 3.9% |
| Fire & Smoke Alarm Systems | 36,923 | 474 | 121 | 741 | 90 | 74.4% | 28 | 23.1% | 3 | 2.5% |
| Modeling Schools | 36,820 | 475 | 80 | 931 | 57 | 71.3% | 20 | 25.0% | 3 | 3.8% |
| Identity Theft Protection & Prevention Services | 36,808 | 476 | 142 | 687 | 128 | 90.1% | 8 | 5.6% | 6 | 4.2% |
| Marble & Granite Installation, Stonework Fabrication | 36,646 | 477 | 198 | 569 | 114 | 57.6% | 75 | 37.9% | 9 | 4.5% |
| Internet Access Provider | 36,494 | 478 | 1,790 | 107 | 1,741 | 97.3% | 46 | 2.6% | 3 | 0.2% |
| Nail Salons | 36,037 | 479 | 607 | 271 | 343 | 56.5% | 244 | 40.2% | 20 | 3.3% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Business & Trade Organizations | 36,018 | 480 | 288 | 428 | 260 | 90.3% | 25 | 8.7% | 3 | 1.0% |
| Draperies & Curtains - Retail & Custom | 35,795 | 481 | 161 | 640 | 113 | 70.2% | 44 | 27.3% | 4 | 2.5% |
| Telecommunications Equipment - Disability | 35,251 | 482 | 637 | 264 | 567 | 89.0% | 65 | 10.2% | 5 | 0.8% |
| Welding | 35,082 | 483 | 88 | 890 | 47 | 53.4% | 41 | 46.6% | 0 | 0.0% |
| Insurance Claim Processing Services | 35,081 | 484 | 220 | 523 | 179 | 81.4% | 35 | 15.9% | 6 | 2.7% |
| Oil & Gas Exploration & Development | 35,074 | 485 | 40 | 1,288 | 33 | 82.5% | 6 | 15.0% | 1 | 2.5% |
| Furniture Repair & Refinish | 34,822 | 486 | 160 | 647 | 84 | 52.5% | 55 | 34.4% | 21 | 13.1% |
| Buildings - Metal | 34,787 | 487 | 191 | 588 | 149 | 78.0% | 41 | 21.5% | 1 | 0.5% |
| Air Conditioning Repair | 34,594 | 488 | 207 | 544 | 109 | 52.7% | 88 | 42.5% | 10 | 4.8% |
| Industrial Equipment & Supplies | 34,310 | 489 | 107 | 785 | 60 | 56.1% | 45 | 42.1% | 2 | 1.9% |
| Window Shades | 34,168 | 490 | 209 | 541 | 138 | 66.0% | 59 | 28.2% | 12 | 5.7% |
| Ball Bonds | 34,146 | 491 | 142 | 687 | 62 | 43.7% | 76 | 53.5% | 4 | 2.8% |
| Stucco & Exterior Coating Contractors | 34,146 | 491 | 72 | 975 | 31 | 43.1% | 30 | 41.7% | 11 | 15.3% |
| Foundations - Education, Philanthropy, Research | 34,142 | 493 | 45 | 1,219 | 28 | 62.2% | 16 | 35.6% | 1 | 2.2% |
| Cigar & Cigarette & Tobacco Dealers - Retail | 34,107 | 494 | 411 | 347 | 279 | 67.9% | 127 | 30.9% | 5 | 1.2% |
| Information Technology Services | 34,057 | 495 | 222 | 521 | 188 | 84.7% | 31 | 14.0% | 3 | 1.4% |
| Optometrists | 33,956 | 496 | 301 | 416 | 221 | 73.4% | 64 | 21.3% | 16 | 5.3% |
| Auto Repair - Mobile | 33,955 | 497 | 368 | 371 | 212 | 57.6% | 140 | 38.0% | 16 | 4.3% |
| Telephone Pre-Paid Card Sales & Distribution | 33,891 | 498 | 2,527 | 71 | 2,432 | 96.2% | 79 | 3.1% | 16 | 0.6% |
| Cosmetic Sales | 33,826 | 499 | 459 | 321 | 364 | 79.3% | 75 | 16.3% | 20 | 4.4% |
| Furniture - Outdoor | 33,336 | 500 | 192 | 585 | 147 | 76.6% | 43 | 22.4% | 2 | 1.0% |
| Linens | 33,313 | 501 | 217 | 527 | 149 | 68.7% | 62 | 28.6% | 6 | 2.8% |
| Auto Alarms & Security Systems | 33,246 | 502 | 218 | 524 | 143 | 65.4% | 67 | 27.7% | 8 | 3.7% |
| Construction Management | 33,116 | 503 | 83 | 911 | 34 | 41.0% | 46 | 55.4% | 3 | 3.6% |
| Party Planning | 33,014 | 504 | 109 | 774 | 49 | 45.0% | 57 | 52.3% | 3 | 2.8% |
| Auto Customizing | 32,978 | 505 | 256 | 465 | 141 | 55.1% | 111 | 43.4% | 4 | 1.6% |
| Business Promotions - General | 32,930 | 506 | 161 | 640 | 85 | 52.8% | 54 | 33.5% | 22 | 13.7% |
| Restaurant Equipment & Supplies | 32,874 | 507 | 190 | 590 | 115 | 60.5% | 71 | 37.4% | 4 | 2.1% |
| Publishers - Periodical | 32,606 | 508 | 1,609 | 125 | 1,419 | 88.2% | 157 | 9.8% | 33 | 2.1% |
| Business Brokers | 32,514 | 509 | 121 | 741 | 54 | 44.6% | 64 | 52.9% | 3 | 2.5% |
| Laboratories - Medical | 32,359 | 510 | 321 | 402 | 286 | 89.1% | 33 | 10.3% | 2 | 0.6% |
| Radio Stations & Broadcast Companies | 32,274 | 511 | 2,986 | 59 | 2,964 | 99.3% | 21 | 0.7% | 1 | 0.0% |
| Employment Training | 32,196 | 512 | 144 | 679 | 56 | 38.9% | 62 | 43.1% | 26 | 18.1% |
| Campgrounds & RV Parks | 32,187 | 513 | 283 | 435 | 214 | 75.6% | 67 | 23.7% | 2 | 0.7% |
| Boat Repair | 32,095 | 514 | 234 | 516 | 135 | 60.3% | 86 | 38.2% | 3 | 1.3% |
| Wedding Consultants | 31,962 | 515 | 236 | 494 | 133 | 56.4% | 87 | 36.9% | 16 | 6.8% |
| Food Products | 31,896 | 516 | 229 | 507 | 124 | 54.1% | 81 | 35.4% | 24 | 10.5% |
| Coffee & Tea | 31,858 | 517 | 230 | 504 | 175 | 76.1% | 53 | 23.0% | 2 | 0.9% |
| Marriage, Family, Child, Individual Counselors | 31,858 | 517 | 53 | 1,137 | 48 | 90.6% | 4 | 7.5% | 1 | 1.9% |
| Beauty Schools | 31,774 | 519 | 148 | 669 | 115 | 77.7% | 32 | 21.6% | 1 | 0.7% |
| Childrens & Infants Wear - Retail | 31,629 | 520 | 339 | 389 | 226 | 66.7% | 103 | 30.4% | 10 | 2.9% |
| Sightseeing Tours | 31,618 | 521 | 189 | 591 | 123 | 65.1% | 65 | 34.4% | 1 | 0.5% |
| Modeling - Advance Fee | 31,617 | 522 | 91 | 874 | 19 | 20.9% | 63 | 69.2% | 9 | 9.9% |
| Physicians & Surgeons - Weight Reduction | 31,486 | 523 | 241 | 487 | 222 | 92.1% | 18 | 7.5% | 1 | 0.4% |
| Woodworking | 31,473 | 524 | 161 | 640 | 48 | 29.8% | 97 | 60.2% | 16 | 9.9% |
| Steel Fabricators | 31,473 | 524 | 50 | 1,165 | 20 | 40.0% | 22 | 44.0% | 8 | 16.0% |
| Contact Lenses | 31,467 | 526 | 326 | 398 | 267 | 81.2% | 56 | 17.2% | 3 | 0.9% |
| T-Shirts | 31,291 | 527 | 234 | 498 | 110 | 47.0% | 103 | 44.0% | 21 | 9.0% |
| Clothes - Consignment & Resale | 31,257 | 528 | 461 | 319 | 219 | 47.5% | 191 | 41.4% | 51 | 11.1% |
| Employment Contractors - Temporary Help | 31,245 | 529 | 57 | 1,098 | 35 | 61.4% | 20 | 35.1% | 2 | 3.5% |
| Medical - Dental Discount Plans | 31,195 | 530 | 281 | 436 | 180 | 64.1% | 91 | 32.4% | 10 | 3.6% |
| Taxis | 31,176 | 531 | 462 | 318 | 250 | 54.1% | 191 | 41.3% | 21 | 4.5% |
| Transportation Consultants | 31,147 | 532 | 218 | 524 | 125 | 57.3% | 92 | 42.2% | 1 | 0.5% |
| Attorneys & Lawyers - Bankruptcy & Taxes | 30,983 | 533 | 154 | 656 | 145 | 94.2% | 9 | 5.8% | 0 | 0.0% |
| Wedding Supplies & Services | 30,951 | 534 | 285 | 431 | 172 | 60.4% | 94 | 33.0% | 19 | 6.7% |
| Restaurant Equipment - Repair & Service | 30,874 | 535 | 42 | 1,261 | 25 | 59.5% | 17 | 40.5% | 0 | 0.0% |
| Screen Printing | 30,688 | 536 | 167 | 630 | 90 | 53.9% | 72 | 43.1% | 5 | 3.0% |
| Ambulance Service | 30,682 | 537 | 188 | 598 | 148 | 78.7% | 39 | 20.7% | 1 | 0.5% |
| Buildings - Pre - Cut, Prefab & Modular - Dealers | 30,577 | 538 | 171 | 624 | 125 | 73.1% | 43 | 25.1% | 3 | 1.8% |
| Opticians | 30,571 | 539 | 326 | 446 | 285 | 80.4% | 107 | 19.3% | 3 | 0.4% |
| Air conditioning & Heating Contractors - Commercial | 30,485 | 540 | 175 | 618 | 116 | 66.3% | 53 | 30.3% | 6 | 3.4% |
| Auto Radios & Stereos - Sales & Repair | 30,433 | 541 | 253 | 471 | 146 | 57.7% | 102 | 40.3% | 5 | 2.0% |
| Contractor - Commercial | 30,321 | 542 | 47 | 1,194 | 23 | 48.9% | 21 | 44.7% | 3 | 6.4% |
| Furniture Designers & Custom Builders | 30,259 | 543 | 178 | 615 | 114 | 64.0% | 60 | 33.7% | 4 | 2.2% |
| Fitness Centers | 30,180 | 544 | 1,241 | 162 | 897 | 72.3% | 305 | 24.6% | 39 | 3.1% |
| Schools - Academic - Special Education | 30,146 | 545 | 148 | 669 | 96 | 64.9% | 41 | 27.7% | 11 | 7.4% |
| Fire Protection Equipment & Supplies | 30,084 | 546 | 104 | 798 | 73 | 70.2% | 25 | 24.0% | 6 | 5.8% |
| Skateboards & Equipment | 29,934 | 547 | 268 | 447 | 161 | 60.1% | 103 | 38.4% | 4 | 1.5% |
| Passport & Visa Services | 29,853 | 548 | 364 | 373 | 184 | 50.5% | 179 | 49.2% | 1 | 0.3% |
| Television & Radio - Service & Repair | 29,833 | 549 | 489 | 308 | 269 | 55.0% | 195 | 39.9% | 25 | 5.1% |
| Health & Fitness Program Consultants | 29,696 | 550 | 234 | 498 | 163 | 69.7% | 68 | 29.1% | 3 | 1.3% |
| Dental Service Plans | 29,689 | 551 | 164 | 635 | 134 | 81.7% | 30 | 18.3% | 0 | 0.0% |
| Recording Service - Sound & Video | 29,667 | 552 | 110 | 770 | 49 | 44.5% | 47 | 4.7% | 0 | 0.0% |
| Auto Repairing - Foreign | 29,561 | 553 | 100 | 823 | 77 | 77.0% | 23 | 23.0% | 0 | 0.0% |
| Financing Consultants | 29,531 | 554 | 98 | 831 | 50 | 51.0% | 21 | 21.4% | 27 | 27.6% |
| Answering Services | 29,476 | 555 | 122 | 737 | 112 | 91.8% | 10 | 8.2% | 0 | 0.0% |
| Lumber - Retail | 29,380 | 556 | 106 | 791 | 80 | 75.5% | 22 | 20.8% | 4 | 3.8% |
| Fulfillment Services | 29,243 | 557 | 1,329 | 152 | 1,220 | 91.8% | 100 | 7.5% | 9 | 0.7% |
| Demolition Contractors | 29,200 | 558 | 48 | 1,186 | 21 | 43.8% | 26 | 54.2% | 1 | 2.1% |
| Eyesight Training | 29,182 | 559 | 57 | 1,098 | 43 | 75.4% | 14 | 24.6% | 0 | 0.0% |
| Asbestos Removal Service | 29,146 | 560 | 10 | 2,158 | 10 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Event Planners | 29,039 | 561 | 243 | 483 | 119 | 49.0% | 95 | 39.1% | 29 | 11.9% |
| Leasing Service | 28,932 | 562 | 363 | 376 | 277 | 76.3% | 84 | 23.1% | 2 | 0.6% |
| Nanny Service | 28,921 | 563 | 68 | 996 | 46 | 67.6% | 19 | 27.9% | 3 | 4.4% |
| Hotels - Reservations | 28,864 | 564 | 295 | 420 | 173 | 58.6% | 47 | 26.1% | 4 | 4.4% |
| Airlines | 28,804 | 565 | 5,709 | 28 | 5,365 | 94.0% | 329 | 5.8% | 15 | 2.3% |
| Building Restoration & Preservation | 28,776 | 566 | 70 | 984 | 51 | 72.9% | 18 | 25.7% | 1 | 1.4% |
| Adult Entertainment | 28,740 | 567 | 231 | 502 | 98 | 42.4% | 127 | 55.0% | 6 | 2.6% |
| Marine Sales & Service | 28,729 | 568 | 175 | 618 | 124 | 70.9% | 49 | 28.0% | 2 | 1.1% |
| Watches - Service & Repair | 28,582 | 569 | 173 | 622 | 113 | 65.3% | 56 | 32.4% | 4 | 2.3% |
| Language Training Aids | 28,577 | 570 | 35 | 1,376 | 31 | 88.6% | 4 | 11.4% | 0 | 0.0% |
| Kitchen Accessories | 28,567 | 571 | 309 | 411 | 211 | 68.3% | 95 | 30.7% | 3 | 1.0% |
| Mufflers & Exhaust Systems | 28,539 | 572 | 378 | 366 | 249 | 65.9% | 122 | 32.3% | 7 | 1.9% |
| Banquet Facilities | 28,515 | 573 | 127 | 722 | 74 | 58.3% | 50 | 39.4% | 3 | 2.4% |
| In-Home Care | 28,489 | 574 | 25 | 1,568 | 22 | 88.0% | 3 | 12.0% | 0 | 0.0% |
| Office Furniture & Equipment - Rental & Leasing | 28,469 | 575 | 85 | 904 | 70 | 82.4% | 14 | 16.5% | 1 | 1.2% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Appraisers | 28,442 | 576 | 98 | 831 | 62 | 63.3% | 35 | 35.7% | 1 | 1.0% |
| Foreign Currency Exchange Broker | 28,362 | 577 | 17 | 1,800 | 7 | 41.2% | 7 | 41.2% | 0 | 0.0% |
| Novelties - Retail | 28,294 | 578 | 261 | 457 | 144 | 55.2% | 96 | 36.8% | 21 | 8.0% |
| Dentist - Orthodontist | 28,235 | 579 | 121 | 741 | 84 | 69.4% | 34 | 28.1% | 3 | 2.5% |
| Alcoholism Info & Treatment Centers | 28,234 | 580 | 68 | 996 | 42 | 61.8% | 26 | 38.2% | 0 | 0.0% |
| Laboratories - Testing | 28,085 | 581 | 82 | 921 | 44 | 53.7% | 35 | 42.7% | 3 | 3.7% |
| Log Cabins, Homes & Buildings | 28,012 | 582 | 87 | 895 | 52 | 59.8% | 31 | 35.6% | 4 | 4.6% |
| Auto Parts & Supplies - Wholesale & Manufacturers | 27,949 | 583 | 399 | 355 | 269 | 67.4% | 123 | 30.8% | 7 | 1.8% |
| Pet Training | 27,944 | 584 | 79 | 941 | 52 | 65.8% | 26 | 32.9% | 1 | 1.3% |
| Utility Contractors | 27,886 | 585 | 264 | 455 | 276 | 85.6% | 36 | 13.6% | 2 | 0.8% |
| Repossession Service | 27,856 | 586 | 244 | 480 | 144 | 59.0% | 99 | 40.6% | 1 | 0.4% |
| Golf Equipment & Supplies - Retail | 27,791 | 587 | 198 | 569 | 118 | 59.6% | 75 | 37.9% | 5 | 2.5% |
| Drug Abuse & Addiction - Info & Treatment | 27,759 | 588 | 64 | 1,027 | 50 | 78.1% | 14 | 21.9% | 0 | 0.0% |
| Mens Clothing & Furnishings - Retail | 27,619 | 589 | 171 | 624 | 89 | 52.0% | 74 | 43.3% | 8 | 4.7% |
| Road Service - Automotive | 27,595 | 590 | 309 | 411 | 275 | 89.0% | 32 | 10.4% | 2 | 0.6% |
| Coupon Book Promotions | 27,585 | 591 | 333 | 393 | 254 | 76.3% | 77 | 23.1% | 2 | 0.6% |
| Books - Textbooks New & Used | 27,569 | 592 | 393 | 356 | 378 | 96.2% | 13 | 3.3% | 2 | 0.5% |
| Parking Facilities | 27,510 | 593 | 994 | 188 | 689 | 69.3% | 286 | 28.8% | 19 | 1.9% |
| Attorneys Referral Service | 27,507 | 594 | 68 | 996 | 54 | 79.4% | 14 | 20.6% | 0 | 0.0% |
| Auto Perform, Race & Sport Equipment | 27,444 | 595 | 269 | 446 | 150 | 55.8% | 112 | 41.6% | 7 | 2.6% |
| Maids & Butlers Service | 27,436 | 596 | 167 | 630 | 85 | 50.9% | 78 | 46.7% | 4 | 2.4% |
| Hospitalization, Medical & Surgical Plans | 27,372 | 597 | 785 | 240 | 702 | 93.0% | 53 | 6.9% | 1 | 0.1% |
| Clubs | 27,344 | 598 | 499 | 304 | 420 | 84.2% | 69 | 13.8% | 10 | 2.0% |
| Contractor - Electrical | 27,236 | 599 | 74 | 963 | 42 | 56.8% | 29 | 39.2% | 3 | 4.1% |
| Appliances - Small - Dealers | 27,211 | 600 | 420 | 344 | 239 | 56.9% | 162 | 38.6% | 19 | 4.5% |
| Monuments | 27,197 | 601 | 236 | 494 | 132 | 55.9% | 71 | 30.1% | 33 | 14.0% |
| Dancing Instruction | 27,093 | 602 | 131 | 717 | 74 | 56.5% | 53 | 40.5% | 4 | 3.1% |
| Convenience Stores | 27,078 | 603 | 434 | 339 | 244 | 56.2% | 179 | 41.2% | 11 | 2.5% |
| Health & Diet Food Products - Wholesale & Manufacturing | 26,884 | 604 | 535 | 294 | 441 | 82.4% | 69 | 12.9% | 25 | 4.7% |
| Hair Replacement | 26,806 | 605 | 126 | 725 | 95 | 75.4% | 27 | 21.4% | 4 | 3.2% |
| Hair Removal - Laser & Electrolysis | 26,757 | 606 | 419 | 345 | 254 | 60.6% | 145 | 34.6% | 20 | 4.8% |
| Floor Coverings & Installation | 26,724 | 607 | 81 | 925 | 60 | 74.1% | 17 | 21.0% | 4 | 4.9% |
| Kitchen Remodeling | 26,665 | 608 | 97 | 838 | 52 | 53.6% | 35 | 36.1% | 10 | 10.3% |
| Wigs & Hairpieces | 26,543 | 609 | 373 | 367 | 237 | 63.5% | 133 | 35.7% | 3 | 0.8% |
| Craft Supplies | 26,521 | 610 | 247 | 477 | 143 | 57.7% | 101 | 40.7% | 1 | 1.6% |
| Sweepstakes | 26,449 | 611 | 197 | 572 | 98 | 49.7% | 81 | 25.9% | 48 | 24.4% |
| Television Stations & Broadcast Companies | 26,391 | 612 | 115 | 756 | 81 | 70.4% | 26 | 22.6% | 8 | 7.0% |
| Magazines - Dealers | 26,326 | 613 | 902 | 209 | 447 | 49.6% | 439 | 48.7% | 16 | 1.8% |
| Electronic Equipment & Supplies - Wholesale & Manufacturers | 26,267 | 614 | 2,368 | 74 | 2,288 | 96.6% | 73 | 3.1% | 7 | 0.3% |
| Pillows | 26,256 | 615 | 55 | 1,123 | 15 | 27.3% | 40 | 72.7% | 0 | 0.0% |
| Hair Styling and Services | 26,252 | 616 | 271 | 444 | 190 | 70.1% | 72 | 26.6% | 9 | 3.3% |
| Electric Equipment & Supplies - Retail | 26,239 | 617 | 215 | 532 | 150 | 69.8% | 61 | 28.4% | 4 | 1.9% |
| Screens - Door & Window | 25,947 | 618 | 58 | 1,089 | 39 | 67.2% | 18 | 31.0% | 1 | 1.7% |
| Water Heaters - Dealers | 25,940 | 619 | 252 | 472 | 211 | 83.7% | 40 | 15.9% | 1 | 0.4% |
| Telephone Service - Long Distance | 25,869 | 620 | 856 | 217 | 728 | 85.0% | 105 | 12.3% | 23 | 2.7% |
| Funeral Homes | 25,766 | 621 | 93 | 857 | 67 | 72.0% | 26 | 28.0% | 0 | 0.0% |
| Heating Equipment | 25,580 | 622 | 102 | 814 | 69 | 67.6% | 28 | 37.5% | 5 | 4.9% |
| Farm Equipment | 25,472 | 623 | 124 | 732 | 104 | 82.9% | 19 | 15.3% | 11 | 8.8% |
| Auto Warranty Service | 25,417 | 624 | 231 | 502 | 209 | 90.5% | 16 | 6.9% | 6 | 2.6% |
| Schools - Academic - Pre & Kindergarten | 25,356 | 625 | 98 | 831 | 66 | 67.3% | 26 | 26.5% | 6 | 6.1% |
| Solar Energy Products Service & Repair | 25,141 | 626 | 51 | 1,154 | 33 | 64.7% | 17 | 33.3% | 1 | 2.0% |
| All-Terrain Vehicles | 25,122 | 627 | 189 | 591 | 114 | 60.3% | 70 | 37.0% | 5 | 2.6% |
| Real Estate - Rentals by Individuals | 25,041 | 628 | 383 | 361 | 237 | 61.9% | 136 | 35.5% | 10 | 2.6% |
| Electric Equipment - Service & Repair | 24,983 | 629 | 254 | 470 | 192 | 75.6% | 54 | 21.3% | 8 | 3.1% |
| Barbers | 24,797 | 630 | 144 | 679 | 88 | 61.1% | 52 | 36.1% | 4 | 2.8% |
| Fireplace Equipment - Retail | 24,795 | 631 | 140 | 695 | 108 | 77.1% | 31 | 22.1% | 1 | 0.7% |
| Jewelry Designers | 24,742 | 632 | 117 | 753 | 54 | 46.2% | 62 | 53.0% | 1 | 0.9% |
| Building Inspection | 24,638 | 633 | 65 | 1,020 | 50 | 76.9% | 13 | 20.0% | 2 | 3.1% |
| Beds - Retail | 24,576 | 634 | 350 | 384 | 297 | 84.9% | 41 | 11.7% | 12 | 3.4% |
| Talent Listing Service | 24,430 | 635 | 103 | 1,013 | 62 | 93.9% | 4 | 1.9% | 0 | 0.0% |
| Photographers - Wedding | 24,411 | 636 | 513 | 301 | 196 | 38.2% | 294 | 57.3% | 23 | 4.5% |
| Rehabilitation Services | 24,270 | 637 | 94 | 851 | 66 | 70.2% | 25 | 26.6% | 3 | 3.2% |
| Gift Baskets & Parcels | 24,252 | 638 | 156 | 653 | 101 | 64.7% | 50 | 32.1% | 5 | 3.2% |
| Seals - Notary & Corporation | 24,202 | 639 | 278 | 438 | 71 | 25.5% | 174 | 62.6% | 33 | 11.9% |
| Prize Promotions | 24,192 | 640 | 259 | 463 | 163 | 62.9% | 72 | 27.8% | 24 | 9.3% |
| Immigration & Naturalization Consultants | 24,107 | 641 | 217 | 527 | 100 | 46.1% | 75 | 34.6% | 42 | 19.4% |
| Data Processing Service | 23,954 | 642 | 126 | 725 | 101 | 80.2% | 23 | 18.3% | 2 | 1.6% |
| Real Estate Maintenance Protection Plan | 23,938 | 643 | 1,213 | 168 | 1,159 | 95.5% | 53 | 4.4% | 1 | 0.1% |
| Home Design & Planning | 23,795 | 644 | 47 | 1,194 | 27 | 57.4% | 18 | 38.3% | 2 | 4.3% |
| Screening - Background & Employment | 23,786 | 645 | 179 | 613 | 166 | 92.7% | 13 | 7.3% | 0 | 0.0% |
| Trucking - Heavy Hauling | 23,765 | 646 | 38 | 1,321 | 17 | 44.7% | 17 | 44.7% | 4 | 10.5% |
| Optical Goods - Service & Repair | 23,760 | 647 | 208 | 642 | 147 | 71.6% | 54 | 27.4% | 2 | 1.0% |
| Executive Search Consultants | 23,745 | 648 | 185 | 1,354 | 20 | 55.6% | 14 | 38.9% | 2 | 5.6% |
| Forensic Loan Audits | 23,684 | 649 | 75 | 958 | 46 | 61.3% | 27 | 36.0% | 2 | 2.7% |
| Sunglasses | 23,649 | 650 | 261 | 457 | 153 | 58.6% | 57 | 21.8% | 51 | 19.5% |
| Satellite Communication - Common Carrier | 23,605 | 651 | 802 | 228 | 720 | 89.8% | 79 | 9.9% | 3 | 0.4% |
| Mental Health Services | 23,501 | 652 | 48 | 1,186 | 36 | 75.0% | 11 | 22.9% | 1 | 2.1% |
| Psychologists | 23,486 | 653 | 41 | 1,274 | 34 | 82.9% | 7 | 17.1% | 0 | 0.0% |
| Costumes - Masquerade & Theatrical | 23,336 | 654 | 346 | 386 | 236 | 68.2% | 102 | 29.5% | 8 | 2.3% |
| Sales Promotion Service | 23,279 | 655 | 125 | 729 | 70 | 56.0% | 30 | 24.0% | 25 | 20.0% |
| Closet Systems & Accessories | 23,124 | 656 | 59 | 1,080 | 39 | 66.1% | 19 | 32.2% | 1 | 1.7% |
| Paper & Document Shredding | 23,072 | 657 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Bed & Breakfast | 23,013 | 658 | 161 | 640 | 101 | 62.7% | 56 | 34.8% | 4 | 2.5% |
| Translators & Interpreters | 23,006 | 659 | 41 | 1,274 | 28 | 68.3% | 13 | 31.7% | 0 | 0.0% |
| Stone - Natural | 22,953 | 660 | 62 | 1,046 | 27 | 43.5% | 34 | 54.8% | 1 | 1.6% |
| Attorneys & Lawyers - Collections Law | 22,772 | 661 | 280 | 437 | 192 | 68.6% | 82 | 29.3% | 6 | 2.1% |
| Attorneys & Lawyers - Real Estate | 22,772 | 661 | 50 | 1,165 | 30 | 60.0% | 20 | 40.0% | 0 | 0.0% |
| Furniture Rent & Lease | 22,746 | 663 | 982 | 191 | 907 | 92.4% | 69 | 7.0% | 6 | 0.6% |
| Credit Card ? Merchant Services | 22,720 | 664 | 210 | 539 | 188 | 89.5% | 22 | 10.5% | 0 | 0.0% |
| Water Companies - Utility | 22,713 | 665 | 752 | 242 | 639 | 85.0% | 108 | 14.4% | 5 | 0.7% |
| Physicians & Surgeons - Ophthalmology | 22,687 | 666 | 104 | 798 | 90 | 86.5% | 11 | 10.6% | 3 | 2.9% |
| Referral - Contractor | 22,683 | 667 | 81 | 925 | 70 | 86.4% | 8 | 9.9% | 3 | 3.7% |
| Computer Consultant | 22,612 | 668 | 98 | 831 | 58 | 59.2% | 38 | 38.8% | 2 | 2.0% |
| Catalog Showrooms | 22,593 | 669 | 246 | 479 | 236 | 95.9% | 9 | 3.7% | 1 | 0.4% |
| Athletic Organizations | 22,552 | 670 | 195 | 578 | 161 | 82.6% | 33 | 16.9% | 1 | 0.5% |
| Importers | 22,542 | 671 | 183 | 607 | 131 | 71.6% | 49 | 26.8% | 3 | 1.6% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Stoves - Wood, Coal | 22,535 | 672 | 150 | 666 | 118 | 78.7% | 29 | 19.3% | 3 | 2.0% |
| Employment Service | 22,414 | 673 | 74 | 963 | 47 | 63.5% | 20 | 27.0% | 7 | 9.5% |
| Water Companies - Bottled, Bulk | 22,339 | 674 | 285 | 431 | 265 | 93.0% | 17 | 6.0% | 3 | 1.1% |
| Scholastic Prep Courses, Books & Materials | 22,319 | 675 | 337 | 390 | 244 | 72.4% | 80 | 23.7% | 13 | 3.9% |
| Attorneys & Lawyers - Family | 22,274 | 676 | 36 | 1,354 | 24 | 66.7% | 10 | 27.8% | 2 | 5.6% |
| Food & Beverage Services | 22,255 | 677 | 333 | 393 | 240 | 72.1% | 90 | 27.0% | 3 | 0.9% |
| Diamonds | 22,226 | 678 | 39 | 1,306 | 23 | 59.0% | 15 | 38.5% | 1 | 2.6% |
| Heating Equipment & Systems Cleaning & Repair | 22,155 | 679 | 102 | 814 | 56 | 54.9% | 44 | 43.1% | 2 | 2.0% |
| Health Resorts | 22,096 | 680 | 206 | 549 | 107 | 51.9% | 97 | 47.1% | 2 | 1.0% |
| Jewelers - Wholesale | 22,072 | 681 | 42 | 1,261 | 28 | 65.7% | 14 | 33.3% | 0 | 0.0% |
| Pet Foods - Wholesale & Manufacturers | 22,042 | 682 | 87 | 895 | 52 | 59.8% | 35 | 40.2% | 0 | 0.0% |
| Water Damage Restoration | 22,040 | 683 | 87 | 895 | 52 | 59.8% | 22 | 25.3% | 13 | 14.9% |
| Telephone Equipment & Systems Service & Repair | 21,951 | 684 | 101 | 819 | 68 | 67.3% | 23 | 22.8% | 10 | 9.9% |
| Motivational & Self Improvement Training | 21,946 | 685 | 260 | 461 | 209 | 80.4% | 50 | 19.2% | 1 | 0.4% |
| Communication Consultants | 21,932 | 686 | 96 | 842 | 67 | 69.8% | 27 | 28.1% | 2 | 2.1% |
| Housewares - Retail | 21,929 | 687 | 306 | 413 | 194 | 63.4% | 111 | 36.3% | 1 | 0.3% |
| Battery Supplies | 21,888 | 688 | 185 | 603 | 121 | 65.4% | 59 | 31.9% | 5 | 2.7% |
| Manufactured Home Dealers | 21,828 | 689 | 105 | 796 | 78 | 74.3% | 25 | 23.8% | 2 | 1.9% |
| Home Electronics | 21,775 | 690 | 530 | 296 | 439 | 82.8% | 72 | 13.6% | 19 | 3.6% |
| Employment Service - Employee Leasing | 21,761 | 691 | 53 | 1,137 | 51 | 96.2% | 2 | 3.8% | 0 | 0.0% |
| Senior Citizens Service Organization | 21,737 | 692 | 19 | 1,723 | 15 | 78.9% | 4 | 21.1% | 0 | 0.0% |
| Refrigeration Equipment - Commercial - Sales & Service | 21,718 | 693 | 45 | 1,219 | 32 | 71.1% | 2 | 2.4% | 2 | 4.4% |
| Concrete - Stamped & Decorative | 21,664 | 694 | 92 | 868 | 69 | 75.0% | 21 | 22.8% | 0 | 0.0% |
| Physicians & Surgeons - Dermatology | 21,649 | 695 | 127 | 722 | 104 | 81.9% | 20 | 15.7% | 3 | 2.4% |
| General Merchandise - Wholesale | 21,517 | 696 | 107 | 785 | 62 | 57.9% | 45 | 42.1% | 0 | 0.0% |
| Engineering Contractors - General | 21,476 | 697 | 29 | 1,473 | 11 | 37.9% | 16 | 55.2% | 2 | 6.9% |
| Iron Work | 21,461 | 698 | 99 | 826 | 45 | 45.5% | 49 | 49.5% | 5 | 5.1% |
| Call Centers | 21,334 | 699 | 34 | 1,392 | 19 | 55.9% | 6 | 17.6% | 9 | 26.5% |
| Estates - Appraisals, Sales & Auctions | 21,325 | 700 | 93 | 857 | 58 | 62.4% | 34 | 36.6% | 1 | 1.1% |
| Venetian Blinds - Dealers | 21,319 | 701 | 95 | 846 | 68 | 71.6% | 22 | 23.2% | 5 | 5.3% |
| Auto Service - Sound Systems Sales & Service | 21,264 | 702 | 227 | 512 | 163 | 71.8% | 61 | 26.9% | 3 | 1.3% |
| Money Orders & Transfers | 21,244 | 703 | 488 | 309 | 470 | 96.3% | 17 | 3.5% | 1 | 0.2% |
| Saws | 21,240 | 704 | 189 | 591 | 166 | 87.8% | 23 | 12.2% | 0 | 0.0% |
| Legal Clinics | 21,198 | 705 | 138 | 701 | 93 | 67.4% | 35 | 25.4% | 10 | 2.2% |
| Schools - Home Study | 21,183 | 706 | 93 | 836 | 43 | 43.4% | 20 | 24.2% | 36 | 36.4% |
| Auto Inspection Stations | 21,124 | 707 | 132 | 714 | 95 | 72.0% | 35 | 26.5% | 2 | 1.5% |
| Embroidery | 21,097 | 708 | 117 | 753 | 61 | 52.1% | 50 | 42.7% | 6 | 5.1% |
| Travel & Moving Services | 20,953 | 709 | 118 | 747 | 79 | 66.9% | 36 | 30.5% | 3 | 2.5% |
| Sunroom & Solarium Design & Construction | 20,948 | 710 | 78 | 946 | 56 | 71.8% | 20 | 25.6% | 2 | 2.6% |
| Grocery - Bulk Food Stores | 20,880 | 711 | 212 | 536 | 145 | 68.4% | 65 | 30.7% | 2 | 0.9% |
| Music Instruction - Instrumental | 20,875 | 712 | 69 | 991 | 41 | 59.4% | 24 | 34.8% | 4 | 5.8% |
| Formal Wear | 20,724 | 713 | 257 | 464 | 159 | 61.9% | 83 | 32.3% | 15 | 5.8% |
| Gas - Propane - Equipment & Supplies | 20,681 | 714 | 345 | 388 | 296 | 85.8% | 49 | 14.2% | 0 | 0.0% |
| Office Records Stored | 20,633 | 715 | 357 | 379 | 341 | 95.5% | 16 | 4.5% | 0 | 0.0% |
| Door-to-Door Sales - Magazines | 20,624 | 716 | 1,201 | 169 | 657 | 54.7% | 518 | 43.1% | 26 | 2.2% |
| Bathroom Accessories | 20,579 | 717 | 103 | 809 | 71 | 68.9% | 25 | 24.3% | 7 | 6.8% |
| Medical Testing Companies | 20,555 | 718 | 718 | 979 | 57 | 80.3% | 13 | 16.9% | 2 | 2.8% |
| Sewing Machines - Dealers | 20,527 | 719 | 134 | 710 | 109 | 81.3% | 23 | 17.2% | 0 | 0.0% |
| Pharmaceutical Products - Wholesale & Manufacturing | 20,479 | 720 | 137 | 704 | 97 | 70.8% | 40 | 29.2% | 0 | 0.0% |
| Non Profit Organizations - General Membership | 20,401 | 721 | 66 | 1,013 | 54 | 81.8% | 11 | 16.7% | 1 | 1.5% |
| Lawn Mowers | 20,298 | 722 | 161 | 640 | 116 | 72.0% | 44 | 27.3% | 1 | 0.6% |
| Bathtub Refinishing | 20,280 | 723 | 83 | 911 | 40 | 48.2% | 35 | 42.2% | 8 | 9.6% |
| Physicians & Surgeons - OB/GYN | 20,269 | 724 | 93 | 857 | 68 | 73.1% | 25 | 26.9% | 0 | 0.0% |
| Tourist Information | 20,164 | 725 | 35 | 1,376 | 30 | 85.7% | 5 | 14.3% | 0 | 0.0% |
| Cleaning Supplies | 20,156 | 726 | 163 | 637 | 78 | 47.9% | 79 | 48.5% | 6 | 3.7% |
| Hypnotherapists - Hypnotists | 20,119 | 727 | 45 | 1,219 | 39 | 86.7% | 5 | 11.1% | 1 | 2.2% |
| Auto Dealers - Antique & Classic | 20,070 | 728 | 130 | 718 | 73 | 56.2% | 57 | 43.8% | 0 | 0.0% |
| Physicians & Surgeons - Orthopedic Surgery | 20,010 | 729 | 109 | 774 | 92 | 84.4% | 17 | 15.6% | 0 | 0.0% |
| Seal Coating | 19,954 | 730 | 83 | 911 | 42 | 50.6% | 37 | 44.6% | 4 | 4.8% |
| Mailing Services - Drop Shipper | 19,933 | 731 | 104 | 979 | 57 | 80.3% | 13 | 16.9% | 2 | 1.9% |
| Landscape Equipment & Supplies | 19,892 | 732 | 73 | 971 | 41 | 56.2% | 29 | 39.7% | 3 | 4.1% |
| Vacuum Cleaners - Service & Repair | 19,827 | 733 | 143 | 685 | 98 | 68.5% | 38 | 26.6% | 7 | 4.9% |
| Liquor Stores | 19,799 | 734 | 112 | 763 | 75 | 67.0% | 37 | 33.0% | 0 | 0.0% |
| Mailing Lists | 19,693 | 735 | 233 | 500 | 174 | 74.7% | 46 | 19.7% | 13 | 5.6% |
| Accounting Services | 19,689 | 736 | 61 | 1,058 | 43 | 70.5% | 17 | 27.9% | 1 | 1.6% |
| Auto Listing Service | 19,579 | 737 | 354 | 383 | 309 | 87.3% | 44 | 12.4% | 1 | 0.3% |
| Plastering Contractors | 19,545 | 738 | 35 | 1,376 | 18 | 51.4% | 17 | 48.6% | 0 | 0.0% |
| Oilfield Service | 19,535 | 739 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Attorneys & Lawyers - Personal Injury & Property Damage | 19,391 | 740 | 18 | 1,756 | 14 | 77.8% | 4 | 22.2% | 0 | 0.0% |
| Buildings - Pole & Post Frame | 19,380 | 741 | 62 | 1,046 | 42 | 67.7% | 16 | 25.8% | 4 | 6.5% |
| Photo Finishing - Retail | 19,371 | 742 | 181 | 608 | 116 | 64.1% | 63 | 34.8% | 2 | 1.1% |
| Furniture - Childrens | 19,362 | 743 | 287 | 544 | 132 | 63.8% | 71 | 44.4% | 4 | 1.9% |
| Truck Equipment & Parts | 19,343 | 744 | 102 | 811 | 67 | 63.7% | 21 | 30.4% | 4 | 3.9% |
| Waste Reduction, Disposal, Recycle Equipment | 19,336 | 745 | 228 | 511 | 182 | 79.8% | 44 | 19.8% | 2 | 0.9% |
| Sheet Metal Work | 19,330 | 746 | 40 | 1,288 | 18 | 45.0% | 19 | 47.5% | 3 | 7.5% |
| Auto Manufacturers & Distributors | 19,312 | 747 | 1,915 | 95 | 1,842 | 96.2% | 65 | 3.4% | 8 | 0.4% |
| Surplus & Salvage Merchandise | 19,235 | 748 | 225 | 514 | 85 | 37.8% | 131 | 58.2% | 9 | 4.0% |
| Glass Coating & Tinting | 19,191 | 749 | 66 | 1,013 | 45 | 68.2% | 18 | 27.3% | 3 | 4.5% |
| Spas & Hot Tubs - Service & Repair | 19,172 | 750 | 115 | 756 | 77 | 67.0% | 33 | 28.7% | 5 | 4.3% |
| Public Relations Counselors | 19,108 | 751 | 33 | 1,405 | 22 | 66.7% | 11 | 33.3% | 0 | 0.0% |
| Human Resources | 19,023 | 752 | 25 | 1,568 | 14 | 56.0% | 11 | 44.0% | 0 | 0.0% |
| Motorcycles - Repairing & Service | 18,982 | 753 | 194 | 580 | 113 | 58.2% | 78 | 40.2% | 3 | 1.5% |
| Windows - Repairing | 18,876 | 754 | 68 | 996 | 49 | 72.1% | 18 | 26.5% | 1 | 1.5% |
| Garage Door Repair | 18,696 | 755 | 88 | 890 | 69 | 78.4% | 16 | 18.2% | 3 | 3.4% |
| Baby Accessories & Services | 18,648 | 756 | 318 | 405 | 163 | 51.3% | 117 | 36.8% | 38 | 11.9% |
| Computers - Used | 18,593 | 757 | 75 | 958 | 45 | 60.0% | 26 | 34.7% | 4 | 5.3% |
| Generators - Electric | 18,536 | 758 | 96 | 842 | 89 | 92.7% | 5 | 5.2% | 2 | 2.1% |
| Artificial Turf | 18,523 | 759 | 49 | 1,171 | 30 | 61.2% | 14 | 28.6% | 5 | 10.2% |
| Cable TV, Internet & Telephone Installation Service | 18,436 | 760 | 1,014 | 185 | 827 | 81.6% | 158 | 15.6% | 29 | 2.9% |
| Investment Seminars | 18,426 | 761 | 108 | 781 | 100 | 92.6% | 7 | 6.5% | 1 | 0.9% |
| Storm Windows & Doors | 18,347 | 762 | 80 | 931 | 47 | 58.8% | 31 | 38.8% | 2 | 2.5% |
| Safety Consultants | 18,318 | 763 | 26 | 1,544 | 20 | 76.9% | 5 | 19.2% | 1 | 3.8% |
| China & Glassware - Retail | 18,316 | 764 | 38 | 1,321 | 31 | 81.6% | 7 | 18.4% | 0 | 0.0% |
| Recreational Vehicles - Repair & Service | 18,279 | 765 | 134 | 710 | 98 | 73.1% | 31 | 23.1% | 5 | 3.7% |
| Diamond Buyers | 18,262 | 766 | 37 | 1,338 | 34 | 91.9% | 3 | 8.1% | 0 | 0.0% |
| Coatings - Protective | 18,218 | 767 | 63 | 1,037 | 34 | 54.0% | 26 | 41.3% | 3 | 4.8% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Roofing Materials | 18,170 | 768 | 54 | 1,129 | 48 | 88.9% | 6 | 11.1% | 0 | 0.0% |
| Cemeteries | 18,166 | 769 | 154 | 656 | 114 | 74.0% | 40 | 26.0% | 0 | 0.0% |
| Fabric Shops | 18,103 | 770 | 143 | 685 | 117 | 81.8% | 25 | 17.5% | 1 | 0.7% |
| Medical Service Organizations | 18,070 | 771 | 152 | 662 | 110 | 72.4% | 41 | 27.0% | 1 | 0.7% |
| Entertainers | 18,019 | 772 | 132 | 714 | 68 | 51.5% | 60 | 45.5% | 4 | 3.0% |
| Night Clubs | 18,018 | 773 | 233 | 500 | 96 | 41.2% | 132 | 56.7% | 5 | 2.1% |
| Moving Brokers | 17,995 | 774 | 320 | 403 | 311 | 97.2% | 8 | 2.5% | 1 | 0.3% |
| Nurses Schools | 17,905 | 775 | 51 | 1,154 | 39 | 76.5% | 12 | 23.5% | 0 | 0.0% |
| Government Grant Services | 17,887 | 776 | 336 | 391 | 102 | 30.4% | 218 | 64.9% | 16 | 4.8% |
| Recreational Vehicles - Equipment, Parts, Supplies | 17,700 | 777 | 194 | 798 | 65 | 42.5% | 38 | 36.5% | 1 | 1.0% |
| Scrap Metals | 17,672 | 778 | 40 | 1,288 | 17 | 42.5% | 19 | 47.5% | 4 | 10.0% |
| Dental Equipment & Supplies | 17,634 | 779 | 75 | 958 | 43 | 57.3% | 30 | 40.0% | 2 | 2.7% |
| Paint - Retail | 17,634 | 779 | 56 | 1,112 | 31 | 55.4% | 21 | 37.5% | 4 | 7.1% |
| Wedding Chapels & Ceremonies | 17,619 | 781 | 91 | 874 | 49 | 53.8% | 40 | 44.0% | 2 | 2.2% |
| Cabinet Equipment & Supplies | 17,611 | 782 | 63 | 1,037 | 33 | 52.4% | 28 | 44.4% | 2 | 3.2% |
| Computers - Security Equip & Systems | 17,583 | 783 | 107 | 785 | 92 | 86.0% | 15 | 14.0% | 0 | 0.0% |
| Gymnasiums | 17,573 | 784 | 650 | 259 | 411 | 63.2% | 217 | 33.4% | 22 | 3.4% |
| Trust Companies | 17,401 | 785 | 61 | 1,058 | 47 | 77.0% | 13 | 21.3% | 1 | 1.6% |
| Radon Testing & Service | 17,374 | 786 | 80 | 931 | 64 | 80.0% | 15 | 18.8% | 1 | 1.3% |
| Upholstery & Carpet Cleaning | 17,321 | 787 | 90 | 883 | 55 | 61.1% | 28 | 31.1% | 7 | 7.8% |
| Marble - Natural | 17,229 | 788 | 57 | 1,098 | 45 | 78.9% | 12 | 21.1% | 0 | 0.0% |
| Blinds | 17,193 | 789 | 91 | 874 | 49 | 54.5% | 40 | 44.0% | 6 | 6.6% |
| Snow Removal Service | 17,093 | 790 | 284 | 434 | 125 | 44.0% | 152 | 53.5% | 7 | 2.5% |
| Modular Homes | 17,038 | 791 | 48 | 1,186 | 33 | 68.8% | 13 | 27.1% | 2 | 4.2% |
| Land Companies | 17,030 | 792 | 36 | 1,354 | 21 | 58.3% | 6 | 16.7% | 9 | 25.0% |
| Charity - National | 17,008 | 793 | 21 | 1,662 | 20 | 95.2% | 1 | 4.8% | 0 | 0.0% |
| Insurance - Property | 16,987 | 794 | 102 | 814 | 97 | 95.1% | 5 | 4.9% | 0 | 0.0% |
| Boutiques | 16,982 | 795 | 204 | 556 | 113 | 55.4% | 84 | 41.2% | 7 | 3.4% |
| Yellow Page Advertising | 16,963 | 796 | 1,103 | 177 | 871 | 79.0% | 229 | 20.8% | 3 | 0.3% |
| Mud Jacking Contractors | 16,947 | 797 | 26 | 1,544 | 20 | 76.9% | 4 | 15.4% | 2 | 7.7% |
| Sand & Gravel | 16,944 | 798 | 23 | 1,619 | 11 | 47.8% | 12 | 52.2% | 0 | 0.0% |
| Industrial Products Wholesalers & Distributors | 16,933 | 799 | 52 | 1,143 | 37 | 71.2% | 13 | 25.0% | 2 | 3.8% |
| Concrete Products | 16,855 | 800 | 57 | 1,098 | 47 | 82.5% | 10 | 17.5% | 0 | 0.0% |
| Alterations - Clothing | 16,850 | 801 | 139 | 697 | 91 | 65.5% | 46 | 33.1% | 2 | 1.4% |
| Shower Doors & Enclosures | 16,848 | 802 | 46 | 1,208 | 25 | 54.3% | 15 | 32.6% | 6 | 13.0% |
| e-cigarettes | 16,837 | 803 | 831 | 222 | 645 | 77.6% | 181 | 21.8% | 6 | 0.6% |
| Condominiums | 16,828 | 804 | 146 | 671 | 108 | 74.0% | 37 | 25.3% | 1 | 0.7% |
| Contractors - Solar Energy | 16,799 | 805 | 52 | 1,143 | 44 | 84.6% | 8 | 15.4% | 0 | 0.0% |
| Furniture - Wholesale | 16,746 | 806 | 141 | 693 | 100 | 70.9% | 35 | 24.8% | 6 | 4.3% |
| Sod & Sodding Service | 16,707 | 807 | 113 | 762 | 76 | 67.3% | 37 | 32.7% | 0 | 0.0% |
| Liquidators | 16,641 | 808 | 95 | 846 | 58 | 61.1% | 34 | 35.8% | 3 | 3.2% |
| Shoes - Orthopedic | 16,458 | 809 | 134 | 710 | 106 | 79.1% | 26 | 19.4% | 2 | 1.5% |
| Online Drug & Prescription Services | 16,439 | 810 | 125 | 729 | 91 | 72.8% | 15 | 12.0% | 19 | 15.2% |
| Shipping Masters | 16,430 | 811 | 207 | 544 | 89 | 43.0% | 78 | 37.7% | 40 | 19.3% |
| Gymnastic Instruction | 16,425 | 812 | 101 | 819 | 61 | 60.4% | 34 | 33.7% | 6 | 5.9% |
| Engineers - Civil | 16,355 | 813 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Tool & Utility Sheds | 16,151 | 814 | 47 | 1,194 | 25 | 53.2% | 13 | 27.7% | 9 | 19.1% |
| Printing Supplies | 16,145 | 815 | 114 | 759 | 51 | 44.7% | 60 | 52.6% | 3 | 2.6% |
| Prepaid Debit/Credit Cards | 16,125 | 816 | 459 | 321 | 432 | 94.1% | 12 | 2.6% | 15 | 3.3% |
| Dance Companies | 16,086 | 817 | 125 | 729 | 73 | 58.4% | 49 | 39.2% | 3 | 2.4% |
| Sitting Services | 15,924 | 818 | 57 | 1,098 | 56 | 98.2% | 1 | 1.8% | 0 | 0.0% |
| Mobile Telephone Equipment & Supplies | 15,830 | 819 | 118 | 747 | 53 | 44.9% | 44 | 37.3% | 21 | 17.8% |
| Party Supplies - Renting | 15,746 | 820 | 119 | 746 | 66 | 55.5% | 51 | 42.9% | 2 | 1.7% |
| Franchising | 15,713 | 821 | 61 | 1,058 | 43 | 70.5% | 18 | 29.5% | 0 | 0.0% |
| Medical Business Administration | 15,709 | 822 | 118 | 747 | 57 | 48.3% | 57 | 48.3% | 4 | 3.4% |
| Baseball Cards & Sports Memorabilia | 15,684 | 823 | 206 | 549 | 130 | 63.1% | 73 | 35.4% | 3 | 1.5% |
| Property Management - Industrial & Commercial | 15,678 | 824 | 142 | 687 | 113 | 79.6% | 28 | 19.7% | 1 | 0.7% |
| Trailers - Automotive Utility | 15,661 | 825 | 62 | 1,046 | 34 | 54.8% | 27 | 43.5% | 1 | 1.6% |
| Podiatrists | 15,649 | 826 | 115 | 756 | 80 | 69.6% | 35 | 30.4% | 0 | 0.0% |
| Carports | 15,641 | 827 | 29 | 1,194 | 161 | 85.2% | 27 | 35.3% | 1 | 0.5% |
| Molds | 15,637 | 828 | 20 | 1,694 | 12 | 60.0% | 7 | 35.0% | 1 | 5.0% |
| Stock & Bond Brokers | 15,584 | 829 | 42 | 1,261 | 26 | 61.9% | 13 | 31.0% | 3 | 7.1% |
| Data Communications Equipment & Systems | 15,559 | 830 | 149 | 668 | 136 | 91.3% | 11 | 7.4% | 2 | 1.3% |
| Drainage Contractors | 15,509 | 831 | 45 | 1,219 | 19 | 42.2% | 23 | 51.1% | 3 | 6.7% |
| Auto Seat Covers, Tops & Upholstery | 15,484 | 832 | 64 | 1,027 | 47 | 73.4% | 17 | 26.6% | 0 | 0.0% |
| Rental Service Stores & Yards | 15,462 | 833 | 154 | 656 | 102 | 66.2% | 48 | 31.2% | 4 | 2.6% |
| Tire Retread & Repair | 15,428 | 834 | 212 | 536 | 131 | 61.8% | 78 | 36.8% | 3 | 1.4% |
| Commodity Brokers | 15,421 | 835 | 56 | 1,112 | 45 | 80.4% | 10 | 17.9% | 1 | 1.8% |
| Trucking - Light Hauling | 15,414 | 836 | 40 | 1,288 | 23 | 57.5% | 16 | 40.0% | 1 | 2.5% |
| Insurance - Travel | 15,392 | 837 | 186 | 600 | 180 | 96.8% | 6 | 3.2% | 0 | 0.0% |
| Compact Discs, Tapes & Records - Retail | 15,342 | 838 | 146 | 671 | 78 | 53.4% | 60 | 41.1% | 8 | 5.5% |
| Gutter Cleaning | 15,340 | 839 | 70 | 984 | 42 | 60.0% | 26 | 37.1% | 2 | 2.9% |
| Attorneys & Lawyers - Criminal | 15,219 | 840 | 27 | 1,517 | 10 | 37.0% | 16 | 50.3% | 1 | 3.7% |
| Telephone & Television Cable Contractors | 15,209 | 841 | 383 | 361 | 336 | 87.7% | 38 | 9.9% | 9 | 2.3% |
| Solar Energy Products - Retail | 15,303 | 842 | 120 | 744 | 95 | 79.2% | 25 | 20.8% | 0 | 0.0% |
| Elevators - Sales & Service | 15,298 | 843 | 32 | 1,420 | 20 | 62.5% | 12 | 37.5% | 0 | 0.0% |
| Educational Research | 15,285 | 844 | 83 | 911 | 44 | 53.0% | 10 | 12.0% | 29 | 34.9% |
| Industrial Manufacturers | 15,256 | 845 | 59 | 1,080 | 47 | 79.7% | 12 | 20.3% | 0 | 0.0% |
| Auto Accessories | 15,244 | 846 | 256 | 465 | 134 | 52.3% | 114 | 44.5% | 8 | 3.1% |
| Insurance - Viatical | 15,225 | 847 | 44 | 1,231 | 32 | 72.7% | 12 | 27.3% | 0 | 0.0% |
| Merchandising Service | 15,161 | 848 | 91 | 874 | 31 | 34.1% | 58 | 63.7% | 2 | 2.2% |
| Search Engine Optimization Services | 15,159 | 849 | 97 | 838 | 56 | 57.7% | 29 | 29.9% | 12 | 12.4% |
| Motor Scooters - Dealers | 15,080 | 850 | 256 | 465 | 163 | 63.7% | 91 | 35.5% | 2 | 0.8% |
| Computers - Wholesale & Manufacturers | 15,079 | 851 | 454 | 325 | 433 | 95.4% | 19 | 4.2% | 2 | 0.4% |
| Banking Services | 15,072 | 852 | 2,494 | 72 | 2,470 | 98.0% | 23 | 0.9% | 1 | 0.0% |
| Hospices | 15,073 | 853 | 15 | 1,879 | 13 | 86.7% | 2 | 13.3% | 0 | 0.0% |
| Online Networking | 14,961 | 854 | 288 | 288 | 493 | 90.3% | 37 | 6.8% | 16 | 2.9% |
| Consignment Service | 14,892 | 855 | 274 | 442 | 132 | 48.2% | 120 | 43.8% | 22 | 8.0% |
| School Supplies | 14,887 | 856 | 146 | 671 | 63 | 43.2% | 81 | 55.5% | 2 | 1.4% |
| Lawn Mowers - Sharpen & Repair | 14,877 | 857 | 124 | 732 | 81 | 65.3% | 40 | 32.3% | 3 | 2.4% |
| Auto Restoration | 14,845 | 858 | 72 | 975 | 40 | 55.6% | 26 | 36.1% | 6 | 8.3% |
| Pet Boarding - Dogs | 14,826 | 859 | 57 | 1,098 | 34 | 59.6% | 22 | 38.6% | 1 | 1.8% |
| Casinos | 14,770 | 860 | 164 | 635 | 127 | 77.4% | 35 | 21.3% | 2 | 1.2% |
| Social Service Organizations | 14,763 | 861 | 55 | 1,123 | 29 | 52.7% | 25 | 45.5% | 1 | 1.8% |
| Camps | 14,727 | 862 | 100 | 823 | 57 | 57.0% | 40 | 40.0% | 3 | 3.0% |
| Roofing Service Consultants | 14,719 | 863 | 57 | 1,098 | 37 | 64.9% | 17 | 29.8% | 3 | 5.3% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Chimes & Bells | 14,713 | 864 | 38 | 1,321 | 13 | 34.2% | 25 | 65.8% | 0 | 0.0% |
| Radiators - Automotive | 14,662 | 865 | 109 | 774 | 67 | 61.5% | 40 | 36.7% | 2 | 1.8% |
| Books - Used & Rare | 14,630 | 866 | 202 | 561 | 134 | 66.3% | 65 | 32.2% | 3 | 1.5% |
| Driving Proficiency Test Service | 14,618 | 867 | 70 | 984 | 47 | 67.1% | 21 | 30.0% | 2 | 2.9% |
| Buildings - Portable | 14,608 | 868 | 88 | 890 | 44 | 50.0% | 34 | 38.6% | 10 | 11.4% |
| Pet Training - Dog | 14,588 | 869 | 59 | 1,080 | 38 | 64.4% | 17 | 28.8% | 4 | 6.8% |
| Ornamental Metal Work | 14,573 | 870 | 44 | 1,231 | 25 | 56.8% | 16 | 36.4% | 3 | 6.8% |
| Acupuncturists | 14,543 | 871 | 19 | 1,723 | 15 | 78.9% | 4 | 21.1% | 0 | 0.0% |
| Video Games - Service & Repair | 14,453 | 872 | 264 | 455 | 153 | 58.0% | 101 | 38.3% | 10 | 3.8% |
| Meat Packers | 14,452 | 873 | 61 | 1,058 | 33 | 54.1% | 23 | 37.8% | 5 | 8.2% |
| Wheel Chair Lifts & Ramps | 14,449 | 874 | 52 | 1,143 | 43 | 82.7% | 8 | 15.4% | 1 | 1.9% |
| Incentive Programs | 14,431 | 875 | 512 | 302 | 486 | 94.9% | 26 | 5.1% | 0 | 0.0% |
| Psychics | 14,410 | 876 | 202 | 561 | 116 | 57.4% | 80 | 39.6% | 6 | 3.0% |
| Manufactured Homes - Parks | 14,361 | 877 | 107 | 785 | 63 | 58.9% | 40 | 37.4% | 4 | 3.7% |
| Television Home Shopping | 14,351 | 878 | 920 | 203 | 778 | 84.6% | 141 | 15.3% | 1 | 0.1% |
| Basement - Remodeling | 14,297 | 879 | 19 | 1,723 | 7 | 36.8% | 9 | 47.4% | 3 | 15.8% |
| Manufacturers Agents & Representatives | 14,296 | 880 | 76 | 953 | 67 | 88.2% | 9 | 11.8% | 0 | 0.0% |
| Point of Sale Systems | 14,185 | 881 | 447 | 330 | 411 | 91.9% | 35 | 7.8% | 1 | 0.2% |
| Timeshare Advocates | 14,083 | 882 | 25 | 1,568 | 9 | 36.0% | 12 | 48.0% | 4 | 16.0% |
| Home Centers | 14,073 | 883 | 265 | 453 | 216 | 81.5% | 46 | 17.4% | 3 | 1.1% |
| Contractors Equipment & Supplies - Dealers & Ser | 13,997 | 884 | 21 | 1,662 | 14 | 66.7% | 7 | 33.3% | 0 | 0.0% |
| Auto Parts & Supplies - Used | 13,987 | 885 | 265 | 452 | 195 | 73.3% | 71 | 26.7% | 0 | 0.0% |
| Music Publishers | 13,980 | 886 | 56 | 1,112 | 30 | 53.6% | 26 | 46.4% | 0 | 0.0% |
| Computers - Multimedia | 13,974 | 887 | 137 | 704 | 116 | 84.7% | 20 | 14.6% | 1 | 0.7% |
| Psychiatrists & Psychiatric Services | 13,941 | 888 | 59 | 1,080 | 48 | 81.4% | 11 | 18.6% | 0 | 0.0% |
| Legal Document Assistance | 13,871 | 889 | 137 | 704 | 95 | 69.3% | 40 | 29.2% | 2 | 1.5% |
| Publishers - Magazine | 13,856 | 890 | 255 | 468 | 155 | 60.8% | 88 | 34.5% | 12 | 4.7% |
| Carpet Layers | 13,848 | 891 | 81 | 925 | 49 | 60.5% | 26 | 32.1% | 6 | 7.4% |
| Retail Stores | 13,819 | 892 | 180 | 610 | 103 | 57.2% | 65 | 36.1% | 12 | 6.7% |
| Marinas | 13,675 | 893 | 111 | 766 | 70 | 63.1% | 41 | 36.9% | 0 | 0.0% |
| Schools - Academic - Elementary & Secondary | 13,638 | 894 | 44 | 1,231 | 35 | 79.5% | 6 | 13.6% | 3 | 6.8% |
| Camping Equipment | 13,617 | 895 | 67 | 1,005 | 41 | 61.2% | 26 | 38.8% | 0 | 0.0% |
| Bartending Service | 13,548 | 896 | 35 | 1,376 | 18 | 51.4% | 17 | 48.6% | 0 | 0.0% |
| Engines - Supplies, Equipment & Parts | 13,537 | 897 | 193 | 582 | 128 | 66.3% | 40 | 20.7% | 25 | 13.0% |
| Administrative Services | 13,511 | 898 | 60 | 1,071 | 50 | 83.3% | 10 | 16.7% | 0 | 0.0% |
| Concrete - Ready Mixed | 13,477 | 899 | 28 | 1,494 | 20 | 71.4% | 8 | 28.6% | 0 | 0.0% |
| Language Schools | 13,464 | 900 | 44 | 1,231 | 32 | 72.7% | 11 | 25.0% | 1 | 2.3% |
| Party Plans - In-Home | 13,455 | 901 | 70 | 984 | 67 | 95.7% | 3 | 4.3% | 0 | 0.0% |
| Musical Instruments - Supplies & Accessories | 13,403 | 902 | 180 | 610 | 101 | 56.1% | 79 | 43.9% | 0 | 0.0% |
| Dentistry - Children | 13,340 | 903 | 49 | 1,171 | 40 | 81.6% | 9 | 18.4% | 0 | 0.0% |
| Gun Dealers | 13,300 | 904 | 136 | 707 | 75 | 55.1% | 59 | 43.4% | 2 | 1.5% |
| Adult & Continuing Education | 13,278 | 905 | 138 | 701 | 115 | 83.3% | 21 | 15.2% | 2 | 1.4% |
| Barber Schools | 13,269 | 906 | 39 | 1,306 | 33 | 84.6% | 6 | 15.4% | 0 | 0.0% |
| Beverages | 13,261 | 907 | 50 | 1,165 | 33 | 66.0% | 14 | 28.0% | 3 | 6.0% |
| Sewer Contractors | 13,246 | 908 | 54 | 1,129 | 32 | 59.3% | 18 | 33.3% | 4 | 7.4% |
| House & Building Movers | 13,241 | 909 | 81 | 925 | 66 | 81.5% | 14 | 17.3% | 1 | 1.2% |
| Hunting & Fishing Services | 13,239 | 910 | 104 | 798 | 68 | 65.4% | 33 | 31.7% | 3 | 2.9% |
| Video Games - Rent & Lease | 13,172 | 911 | 144 | 679 | 135 | 93.8% | 8 | 5.6% | 1 | 0.7% |
| Tailors | 13,171 | 912 | 92 | 868 | 50 | 54.3% | 41 | 44.6% | 1 | 1.1% |
| Meat - Wholesale | 13,169 | 913 | 39 | 1,306 | 30 | 76.9% | 8 | 20.5% | 1 | 2.6% |
| Energy Service Companies | 13,138 | 914 | 48 | 1,186 | 43 | 89.6% | 4 | 8.3% | 1 | 2.1% |
| Aircraft Charter, Rental & Lease | 13,132 | 915 | 61 | 1,058 | 31 | 50.8% | 30 | 49.2% | 0 | 0.0% |
| Recreation Centers | 13,127 | 916 | 146 | 671 | 114 | 78.1% | 29 | 19.9% | 3 | 2.1% |
| Garden Centers | 13,084 | 917 | 65 | 1,020 | 43 | 66.2% | 20 | 30.8% | 2 | 3.1% |
| Coupon Services | 13,033 | 918 | 1,047 | 182 | 974 | 93.0% | 73 | 7.0% | 0 | 0.0% |
| Physicians & Surgeons - Pediatrics | 12,999 | 919 | 95 | 846 | 77 | 81.1% | 16 | 16.8% | 2 | 2.1% |
| Aquariums - Dealers | 12,978 | 920 | 93 | 857 | 58 | 62.4% | 33 | 35.5% | 2 | 2.2% |
| Farms | 12,960 | 921 | 72 | 975 | 42 | 58.3% | 28 | 38.9% | 2 | 2.8% |
| Publishing Consultants | 12,958 | 922 | 99 | 826 | 66 | 66.7% | 28 | 28.3% | 5 | 5.1% |
| Insurance - Employee Benefits | 12,955 | 923 | 26 | 1,544 | 15 | 57.7% | 11 | 30.5% | 0 | 0.0% |
| Physicians & Surgeons - Family Practice | 12,951 | 924 | 210 | 679 | 158 | 75.2% | 48 | 22.9% | 4 | 1.9% |
| Solar Energy Equipment & Systems Manufacturing & Distribution | 12,915 | 925 | 35 | 1,376 | 30 | 85.7% | 3 | 8.6% | 2 | 5.7% |
| Animal Shelters | 12,913 | 926 | 92 | 868 | 66 | 71.7% | 25 | 27.2% | 1 | 1.1% |
| Art Supplies | 12,901 | 927 | 48 | 1,186 | 34 | 70.8% | 13 | 27.1% | 1 | 2.1% |
| Auto Warranty Plans | 12,856 | 928 | 136 | 707 | 114 | 83.8% | 16 | 11.8% | 6 | 4.4% |
| Candles - Retail | 12,851 | 929 | 76 | 953 | 39 | 51.3% | 29 | 38.2% | 8 | 10.5% |
| Laser Vision Correction | 12,848 | 930 | 35 | 1,376 | 30 | 85.7% | 5 | 14.3% | 0 | 0.0% |
| Stone Setting - Interlocking Pavers | 12,833 | 931 | 36 | 1,354 | 23 | 63.9% | 13 | 36.1% | 0 | 0.0% |
| Air Conditioning Supplies & Parts | 12,820 | 932 | 61 | 1,058 | 36 | 59.0% | 22 | 36.1% | 3 | 4.9% |
| Candy & Confectionery - Retail | 12,806 | 933 | 83 | 911 | 48 | 57.8% | 29 | 34.9% | 6 | 7.2% |
| Marble - Cultured | 12,788 | 934 | 21 | 1,662 | 14 | 66.7% | 7 | 33.3% | 0 | 0.0% |
| Beauty Pageants | 12,786 | 935 | 46 | 1,208 | 24 | 53.2% | 20 | 33.3% | 2 | 4.3% |
| Sauna Equipment & Supplies | 12,764 | 936 | 116 | 755 | 69 | 59.5% | 47 | 36.2% | 5 | 4.2% |
| Trophies | 12,731 | 937 | 30 | 1,456 | 24 | 80.0% | 6 | 20.0% | 0 | 0.0% |
| Promotional Products - Wearable | 12,728 | 938 | 60 | 1,071 | 32 | 53.3% | 25 | 41.7% | 3 | 5.0% |
| Attorneys & Lawyers - Litigation | 12,724 | 939 | 27 | 1,517 | 21 | 77.8% | 5 | 18.5% | 1 | 3.7% |
| Foreclosure Rescue | 12,703 | 940 | 110 | 770 | 20 | 18.2% | 61 | 55.5% | 29 | 26.4% |
| Advertising - Telephone | 12,691 | 941 | 153 | 659 | 64 | 41.8% | 83 | 54.2% | 6 | 3.9% |
| Roof Cleaning & Stain Removal | 12,691 | 941 | 23 | 1,619 | 13 | 56.5% | 9 | 39.1% | 1 | 4.3% |
| Boat - Charter | 12,644 | 943 | 72 | 975 | 40 | 55.6% | 32 | 44.4% | 0 | 0.0% |
| Contractors Equipment & Supplies - Rent & Lease | 12,630 | 944 | 26 | 1,544 | 19 | 73.1% | 7 | 26.9% | 0 | 0.0% |
| Upholstery Fabrics - Retail | 12,621 | 945 | 41 | 1,274 | 24 | 58.5% | 17 | 41.5% | 0 | 0.0% |
| Employee Benefit Plans | 12,584 | 946 | 104 | 798 | 100 | 96.2% | 4 | 3.8% | 0 | 0.0% |
| Computers - Network Security | 12,572 | 947 | 68 | 896 | 60 | 88.2% | 6 | 8.8% | 2 | 2.9% |
| Auto Electric Service | 12,511 | 948 | 81 | 895 | 54 | 62.1% | 33 | 37.9% | 0 | 0.0% |
| Pumps - Service & Repair | 12,468 | 949 | 46 | 1,208 | 31 | 67.4% | 15 | 32.6% | 0 | 0.0% |
| Marine Contractors | 12,461 | 950 | 49 | 1,171 | 25 | 53.1% | 23 | 46.9% | 0 | 0.0% |
| Thrift Shops | 12,460 | 951 | 88 | 890 | 50 | 56.8% | 33 | 37.5% | 5 | 5.7% |
| Screen Enclosures | 12,289 | 952 | 45 | 1,219 | 28 | 62.2% | 16 | 35.6% | 1 | 2.2% |
| Pyramid Companies | 12,235 | 953 | 122 | 737 | 31 | 25.4% | 89 | 73.0% | 2 | 1.6% |
| Medical Record Service | 12,177 | 954 | 57 | 1,098 | 37 | 64.9% | 20 | 35.1% | 0 | 0.0% |
| Physicians & Surgeons - Internal Medicine | 12,165 | 955 | 67 | 1,005 | 47 | 70.1% | 19 | 28.4% | 1 | 1.5% |
| Real Estate Schools | 12,164 | 956 | 28 | 1,494 | 18 | 64.3% | 10 | 35.7% | 0 | 0.0% |
| Golf Carts | 12,149 | 957 | 89 | 887 | 61 | 68.5% | 25 | 28.1% | 3 | 3.4% |
| Chemicals | 12,136 | 958 | 83 | 911 | 43 | 51.8% | 36 | 43.4% | 4 | 4.8% |
| Wheels | 12,133 | 959 | 118 | 747 | 44 | 37.3% | 71 | 60.2% | 3 | 2.5% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Waste Reduction, Recycle Service - Industrial | 12,102 | 960 | 95 | 846 | 59 | 62.1% | 35 | 36.8% | 1 | 1.1% |
| Dentistry - Cosmetic | 12,070 | 961 | 109 | 774 | 76 | 69.7% | 29 | 26.6% | 4 | 3.7% |
| Lecture & Seminar Bureaus | 12,053 | 962 | 67 | 1,005 | 51 | 76.1% | 12 | 17.9% | 4 | 6.0% |
| Baths | 12,003 | 963 | 29 | 1,473 | 26 | 89.7% | 3 | 10.3% | 0 | 0.0% |
| Auto Lube & Oil - Mobile | 11,978 | 964 | 229 | 507 | 149 | 65.1% | 80 | 34.9% | 0 | 0.0% |
| Home Improvements - Additions | 11,925 | 965 | 49 | 1,171 | 22 | 44.9% | 26 | 53.1% | 1 | 2.0% |
| Hazardous & Medical Waste Services | 11,878 | 966 | 37 | 1,338 | 26 | 70.3% | 11 | 29.7% | 0 | 0.0% |
| Safety Equipment & Clothing | 11,873 | 967 | 75 | 958 | 49 | 65.3% | 26 | 34.7% | 0 | 0.0% |
| Elderly/Senior Specialty Services | 11,866 | 968 | 24 | 1,592 | 16 | 66.7% | 7 | 29.2% | 1 | 4.2% |
| Personnel Consultants | 11,821 | 969 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Jewelry Repair | 11,786 | 970 | 118 | 747 | 74 | 62.7% | 42 | 35.6% | 2 | 1.7% |
| Auto Paintless Dent Repair | 11,780 | 971 | 29 | 1,473 | 11 | 37.9% | 17 | 58.6% | 1 | 3.4% |
| Parking Area Maintenance & Marking | 11,733 | 972 | 27 | 1,517 | 18 | 66.7% | 9 | 33.3% | 0 | 0.0% |
| Auto Air Conditioning | 11,702 | 973 | 49 | 1,171 | 30 | 61.2% | 19 | 38.8% | 0 | 0.0% |
| Computers - Cable & Installation | 11,693 | 974 | 24 | 1,592 | 10 | 45.8% | 10 | 41.7% | 3 | 12.5% |
| Furnace Sales & Service | 11,677 | 975 | 42 | 1,261 | 22 | 52.4% | 16 | 38.1% | 4 | 9.5% |
| Billiard Equipment & Supplies | 11,663 | 976 | 55 | 1,123 | 33 | 60.0% | 19 | 34.5% | 3 | 5.5% |
| Recycling Services | 11,627 | 977 | 57 | 1,098 | 19 | 33.3% | 27 | 47.4% | 11 | 19.3% |
| Millwork | 11,610 | 978 | 33 | 1,405 | 13 | 39.4% | 16 | 48.5% | 4 | 12.1% |
| Air Conditioning Systems - Cleaning | 11,600 | 979 | 144 | 679 | 72 | 50.0% | 61 | 42.4% | 11 | 7.6% |
| Trucking - Motor Freight | 11,585 | 980 | 64 | 1,027 | 47 | 73.4% | 17 | 26.6% | 0 | 0.0% |
| Audiologists | 11,575 | 981 | 25 | 1,568 | 21 | 84.0% | 4 | 16.0% | 0 | 0.0% |
| Storm Shelters | 11,529 | 982 | 16 | 1,848 | 15 | 93.0% | 1 | 6.3% | 0 | 0.0% |
| Feed Dealers | 11,510 | 983 | 21 | 1,662 | 14 | 66.7% | 6 | 28.6% | 1 | 4.8% |
| Real Estate Loan Modification | 11,453 | 984 | 255 | 468 | 57 | 22.4% | 134 | 52.5% | 64 | 25.1% |
| Telecommunication Equipment & Systems Dealers | 11,444 | 985 | 65 | 1,020 | 39 | 60.0% | 24 | 36.9% | 2 | 3.1% |
| Radio Communication Equipment & Systems | 11,439 | 986 | 84 | 909 | 57 | 67.9% | 26 | 31.0% | 1 | 1.2% |
| Holistic Practitioners | 11,434 | 987 | 25 | 1,568 | 22 | 88.0% | 3 | 12.0% | 0 | 0.0% |
| Bus Lines | 11,424 | 988 | 106 | 791 | 59 | 55.7% | 45 | 42.5% | 2 | 1.9% |
| Logistics | 11,404 | 989 | 30 | 1,456 | 26 | 86.7% | 4 | 13.3% | 0 | 0.0% |
| Display Designers & Producers | 11,389 | 990 | 18 | 1,756 | 7 | 38.9% | 11 | 61.1% | 0 | 0.0% |
| Nutritionists | 11,374 | 991 | 56 | 1,112 | 35 | 62.5% | 21 | 37.5% | 0 | 0.0% |
| Skylights | 11,366 | 992 | 18 | 1,756 | 12 | 66.7% | 5 | 27.8% | 1 | 5.6% |
| Attorneys & Lawyers - Estate Planning | 11,323 | 993 | 13 | 1,985 | 12 | 92.3% | 1 | 7.7% | 0 | 0.0% |
| Packaging Materials | 11,285 | 994 | 61 | 2,499 | 51 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Consumers Cooperative Organizations | 11,271 | 995 | 71 | 979 | 66 | 93.0% | 5 | 7.0% | 0 | 0.0% |
| Insurance - Accident & Health | 11,270 | 996 | 60 | 1,071 | 50 | 83.3% | 7 | 11.7% | 3 | 5.0% |
| Trade Shows, Expositions & Fairs | 11,262 | 997 | 138 | 701 | 86 | 62.3% | 52 | 37.7% | 0 | 0.0% |
| Linens - Retail | 11,250 | 998 | 126 | 725 | 71 | 56.3% | 49 | 38.9% | 6 | 4.8% |
| Insurance - Senior Products | 11,240 | 999 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Health Care Management | 11,230 | 1,000 | 92 | 868 | 62 | 67.4% | 30 | 32.6% | 0 | 0.0% |
| Luggage - Retail | 11,162 | 1,001 | 123 | 735 | 96 | 78.0% | 24 | 19.5% | 3 | 2.4% |
| Emergency Disaster Preparedness Equipment & Supplies | 11,161 | 1,002 | 83 | 911 | 29 | 34.9% | 54 | 65.1% | 0 | 0.0% |
| Telephone Answering Equipment & Systems | 11,141 | 1,003 | 68 | 996 | 47 | 69.1% | 21 | 30.9% | 0 | 0.0% |
| Photographers | 11,115 | 1,004 | 426 | 342 | 211 | 49.5% | 191 | 44.8% | 24 | 5.6% |
| License Services | 11,115 | 1,004 | 40 | 1,288 | 28 | 70.0% | 11 | 27.5% | 1 | 2.5% |
| Cabin, Cottage & Chalet - Rentals | 11,074 | 1,006 | 99 | 826 | 67 | 67.7% | 21 | 21.2% | 11 | 11.1% |
| Barbecue Equipment & Supplies | 11,071 | 1,007 | 69 | 991 | 32 | 46.4% | 31 | 44.9% | 6 | 8.7% |
| Playground Equipment | 10,992 | 1,008 | 64 | 1,027 | 54 | 84.4% | 9 | 14.1% | 1 | 1.6% |
| Vacuum Cleaning Systems | 10,980 | 1,009 | 108 | 781 | 78 | 72.2% | 28 | 25.9% | 2 | 1.9% |
| Wines - Retail | 10,978 | 1,010 | 97 | 838 | 56 | 57.7% | 37 | 38.1% | 4 | 4.1% |
| Paper Products | 10,965 | 1,011 | 20 | 1,694 | 8 | 40.0% | 10 | 50.0% | 2 | 10.0% |
| Boat Equipment & Supplies | 10,962 | 1,012 | 111 | 766 | 48 | 43.2% | 63 | 56.8% | 0 | 0.0% |
| Sales Organizations | 10,945 | 1,013 | 59 | 1,080 | 40 | 67.8% | 16 | 27.1% | 3 | 5.1% |
| Airport Transportation | 10,939 | 1,014 | 196 | 575 | 154 | 78.6% | 41 | 20.9% | 1 | 0.5% |
| Shoe Repair | 10,937 | 1,015 | 206 | 549 | 99 | 48.1% | 102 | 49.5% | 5 | 2.4% |
| Lotteries - Foreign | 10,929 | 1,016 | 24 | 1,592 | 0 | 0.0% | 5 | 20.8% | 19 | 79.2% |
| Sales Training | 10,920 | 1,017 | 15 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Photography Sales | 10,873 | 1,018 | 243 | 483 | 97 | 39.9% | 126 | 51.9% | 20 | 8.2% |
| Janitors Equipment & Supplies | 10,858 | 1,019 | 62 | 1,005 | 62 | 92.5% | 1 | 2.5% | 2 | 3.0% |
| Laboratories - Research & Development | 10,847 | 1,020 | 25 | 1,568 | 15 | 60.0% | 10 | 40.0% | 0 | 0.0% |
| Medical Staffing | 10,829 | 1,021 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Youth Organizations & Centers | 10,827 | 1,022 | 51 | 1,154 | 36 | 70.6% | 14 | 27.5% | 1 | 2.0% |
| Fish & Seafood - Retail | 10,782 | 1,023 | 39 | 1,306 | 19 | 48.7% | 20 | 51.3% | 0 | 0.0% |
| Recreational Vehicles - Rent & Lease | 10,773 | 1,024 | 168 | 629 | 77 | 45.8% | 76 | 45.2% | 15 | 8.9% |
| Attorneys & Lawyers - Immigration & Naturalization | 10,764 | 1,025 | 25 | 1,568 | 13 | 52.0% | 12 | 48.0% | 0 | 0.0% |
| Swimming Pool Enclosures | 10,757 | 1,026 | 32 | 1,420 | 26 | 81.3% | 5 | 15.6% | 1 | 3.1% |
| Legal Information Services | 10,753 | 1,027 | 22 | 1,644 | 15 | 68.2% | 6 | 27.3% | 1 | 4.5% |
| Mortgage Lender | 10,697 | 1,028 | 15 | 1,879 | 13 | 86.7% | 2 | 13.3% | 0 | 0.0% |
| Attorneys & Lawyers - Divorce | 10,633 | 1,029 | 43 | 1,246 | 29 | 67.4% | 13 | 30.2% | 1 | 2.3% |
| Auto Machine Shops | 10,628 | 1,030 | 38 | 1,321 | 20 | 52.6% | 16 | 42.1% | 2 | 5.3% |
| Investment Management | 10,614 | 1,031 | 58 | 1,088 | 37 | 63.8% | 18 | 31.0% | 3 | 5.2% |
| Auto Service - Specialty Parts | 10,545 | 1,032 | 185 | 602 | 141 | 76.2% | 44 | 23.8% | 0 | 0.0% |
| Furniture - Used | 10,531 | 1,033 | 114 | 759 | 77 | 67.5% | 35 | 30.7% | 2 | 1.8% |
| Metal Salvage Yards | 10,509 | 1,034 | 27 | 1,517 | 13 | 48.1% | 14 | 51.9% | 0 | 0.0% |
| Engineers - Structural | 10,479 | 1,035 | 13 | 1,985 | 12 | 92.3% | 1 | 7.7% | 0 | 0.0% |
| Stair Builders | 10,459 | 1,036 | 23 | 1,619 | 14 | 60.9% | 8 | 34.8% | 1 | 4.3% |
| Porcelain Enamel Repair & Refinish | 10,458 | 1,037 | 52 | 1,143 | 37 | 71.2% | 12 | 23.1% | 3 | 5.8% |
| Reverse Mortgage | 10,448 | 1,038 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg | 10,440 | 1,039 | 53 | 1,137 | 42 | 79.2% | 11 | 20.8% | 0 | 0.0% |
| Tractor Dealers | 10,426 | 1,040 | 94 | 851 | 72 | 76.6% | 21 | 22.3% | 1 | 1.1% |
| Coffee Break Service & Supplies | 10,426 | 1,040 | 62 | 1,046 | 50 | 80.6% | 12 | 19.4% | 0 | 0.0% |
| Basement - Contractors | 10,387 | 1,042 | 29 | 1,473 | 16 | 55.2% | 12 | 41.4% | 1 | 3.4% |
| Bars & Taverns | 10,376 | 1,043 | 92 | 868 | 53 | 57.6% | 36 | 39.1% | 3 | 3.3% |
| Wheel Chairs | 10,347 | 1,044 | 18 | 1,676 | 132 | 71.0% | 11 | 6.6% | 2 | 1.4% |
| Theaters | 10,310 | 1,045 | 145 | 676 | 104 | 71.7% | 38 | 26.2% | 3 | 2.1% |
| Sprinklers - Automatic - Fire | 10,310 | 1,045 | 16 | 1,848 | 7 | 43.8% | 7 | 43.8% | 2 | 12.5% |
| Land Clearing & Leveling | 10,290 | 1,047 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Grant Writers | 10,239 | 1,048 | 127 | 722 | 46 | 36.2% | 56 | 44.1% | 25 | 19.7% |
| Baby Carriages & Strollers | 10,225 | 1,049 | 44 | 1,231 | 35 | 79.5% | 9 | 20.5% | 0 | 0.0% |
| Windows & Doors - Installation & Service | 10,186 | 1,050 | 24 | 1,592 | 16 | 66.7% | 6 | 25.0% | 2 | 8.3% |
| Road Building Contractors | 10,186 | 1,050 | 19 | 1,723 | 10 | 52.6% | 8 | 42.1% | 1 | 5.3% |
| Candy & Confectionery - Wholesale & Manufacturers | 10,122 | 1,052 | 108 | 781 | 62 | 57.4% | 45 | 41.7% | 1 | 0.9% |
| Environmental Consulting & Contracting | 10,120 | 1,053 | 12 | 2,033 | 8 | 66.7% | 3 | 25.0% | 1 | 8.3% |
| Stone Setting | 10,109 | 1,054 | 49 | 1,171 | 28 | 57.1% | 21 | 42.9% | 0 | 0.0% |
| Pianos | 10,108 | 1,055 | 34 | 1,392 | 19 | 55.9% | 14 | 41.2% | 1 | 2.9% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Engineering Consultants | 10,077 | 1,056 | 14 | 1,934 | 9 | 64.3% | 4 | 28.6% | 1 | 7.1% |
| Boots | 10,066 | 1,057 | 79 | 941 | 54 | 68.4% | 20 | 25.3% | 5 | 6.3% |
| Appliances - Small - Supplies & Parts | 10,059 | 1,058 | 144 | 679 | 121 | 84.0% | 23 | 16.0% | 0 | 0.0% |
| Video Tape Duplication Service | 10,048 | 1,059 | 14 | 1,934 | 7 | 50.0% | 7 | 50.0% | 0 | 0.0% |
| CPR Training & Certification | 10,046 | 1,060 | 29 | 1,473 | 14 | 48.3% | 9 | 31.0% | 6 | 20.7% |
| Sports Promoters & Managers | 10,032 | 1,061 | 65 | 1,020 | 34 | 52.3% | 23 | 35.4% | 8 | 12.3% |
| Tools - Electric | 10,011 | 1,062 | 69 | 991 | 43 | 62.3% | 25 | 36.2% | 1 | 1.4% |
| Greeting Cards - Retail | 9,963 | 1,063 | 161 | 640 | 146 | 90.7% | 15 | 9.3% | 0 | 0.0% |
| Brake Service - Equipment | 9,938 | 1,064 | 29 | 1,473 | 16 | 55.2% | 13 | 44.8% | 0 | 0.0% |
| Audio-Visual Consultants | 9,931 | 1,065 | 20 | 1,694 | 12 | 60.0% | 7 | 35.0% | 1 | 5.0% |
| Leather Clothing - Retail | 9,918 | 1,066 | 62 | 1,046 | 38 | 61.3% | 24 | 38.7% | 0 | 0.0% |
| Drug & Alcohol Screening & Testing | 9,901 | 1,067 | 49 | 1,171 | 40 | 81.6% | 9 | 18.4% | 0 | 0.0% |
| Dentist - Dental Surgery | 9,873 | 1,068 | 132 | 714 | 65 | 49.2% | 14 | 10.6% | 53 | 40.2% |
| Aircraft Servicing & Maintenance | 9,860 | 1,069 | 13 | 1,985 | 4 | 30.8% | 9 | 69.2% | 0 | 0.0% |
| Electric Motors - Dealers & Repairing | 9,852 | 1,070 | 46 | 1,208 | 23 | 50.0% | 18 | 39.1% | 5 | 10.9% |
| Safes & Vaults | 9,815 | 1,071 | 13 | 1,985 | 11 | 84.6% | 2 | 15.4% | 0 | 0.0% |
| Gold Buyers | 9,717 | 1,072 | 9 | 2,223 | 5 | 55.6% | 3 | 33.3% | 1 | 11.1% |
| Lights Bulbs & Tubes | 9,697 | 1,073 | 49 | 1,171 | 40 | 81.6% | 8 | 16.3% | 1 | 2.0% |
| Drilling & Boring Contractors | 9,693 | 1,074 | 20 | 1,694 | 12 | 60.0% | 8 | 40.0% | 0 | 0.0% |
| Kitchen & Bath Design | 9,683 | 1,075 | 27 | 1,517 | 15 | 55.6% | 12 | 44.4% | 0 | 0.0% |
| Magazines - Distributors | 9,680 | 1,076 | 250 | 475 | 190 | 76.0% | 51 | 20.4% | 9 | 3.6% |
| Real Estate - Commercial | 9,621 | 1,077 | 49 | 1,171 | 30 | 61.2% | 17 | 34.7% | 2 | 4.1% |
| Small Engine Repair | 9,574 | 1,078 | 96 | 842 | 71 | 74.0% | 20 | 20.8% | 5 | 5.2% |
| Professional Organizations | 9,546 | 1,079 | 99 | 826 | 90 | 90.9% | 8 | 8.1% | 1 | 1.0% |
| Convention Services & Facilities | 9,529 | 1,080 | 42 | 1,261 | 36 | 85.7% | 6 | 14.3% | 0 | 0.0% |
| Soliciting Organizations | 9,515 | 1,081 | 151 | 664 | 132 | 87.4% | 16 | 10.6% | 3 | 2.0% |
| Video Games - Wholesale & Manufacturers | 9,503 | 1,082 | 546 | 288 | 538 | 98.5% | 8 | 1.5% | 0 | 0.0% |
| Image & Graphics Printing | 9,485 | 1,083 | 104 | 798 | 46 | 44.2% | 53 | 51.0% | 5 | 4.8% |
| Massage Therapeutic | 9,442 | 1,084 | 152 | 662 | 87 | 57.2% | 25 | 16.4% | 40 | 26.3% |
| Commercial Roofing | 9,427 | 1,085 | 37 | 1,338 | 24 | 64.9% | 13 | 35.1% | 0 | 0.0% |
| Auto Diagnostic Service | 9,403 | 1,086 | 62 | 1,046 | 35 | 56.5% | 19 | 30.6% | 8 | 12.9% |
| Motor Homes | 9,397 | 1,087 | 47 | 1,194 | 34 | 72.3% | 12 | 25.5% | 1 | 2.1% |
| Pipe Line Contractors | 9,384 | 1,088 | 38 | 1,321 | 34 | 89.5% | 4 | 10.5% | 0 | 0.0% |
| Spas & Hot Tubs - Supplies & Parts | 9,373 | 1,089 | 172 | 623 | 63 | 36.6% | 107 | 62.2% | 2 | 1.2% |
| Tools - Rent | 9,362 | 1,090 | 43 | 1,137 | 37 | 69.8% | 16 | 34.2% | 0 | 0.0% |
| Telecommunication Equipment & Systems Service & Repair | 9,359 | 1,091 | 78 | 946 | 64 | 82.1% | 11 | 14.1% | 3 | 3.8% |
| Physicians & Surgeons - Hormone Replacement Therapy | 9,332 | 1,092 | 24 | 1,592 | 19 | 79.2% | 5 | 20.8% | 0 | 0.0% |
| Yoga Instruction | 9,314 | 1,093 | 98 | 831 | 57 | 58.2% | 36 | 36.7% | 5 | 5.1% |
| Recycling - Computers & Other Electronics | 9,300 | 1,094 | 145 | 676 | 136 | 93.8% | 8 | 5.5% | 1 | 0.7% |
| Gates | 9,297 | 1,095 | 41 | 1,274 | 19 | 46.3% | 18 | 43.9% | 4 | 9.8% |
| Animal Breeders | 9,292 | 1,096 | 104 | 798 | 50 | 48.1% | 48 | 46.2% | 6 | 5.8% |
| California - Advance Fee Residential Loan Modification/Mortgage Loan Forbearance Services | 9,286 | 1,097 | 193 | 582 | 37 | 19.2% | 135 | 69.9% | 21 | 10.9% |
| Controls, Control Sys & Regulators | 9,283 | 1,098 | 8 | 2,312 | 2 | 25.0% | 6 | 75.0% | 0 | 0.0% |
| Chairs - Rent | 9,279 | 1,099 | 43 | 1,246 | 23 | 53.5% | 20 | 46.5% | 0 | 0.0% |
| Exporters | 9,226 | 1,100 | 14 | 1,934 | 10 | 71.4% | 4 | 28.6% | 0 | 0.0% |
| Entertainment Bureaus | 9,205 | 1,101 | 91 | 874 | 55 | 60.4% | 34 | 37.4% | 2 | 2.2% |
| Patio Equipment & Supplies | 9,181 | 1,102 | 51 | 1,154 | 43 | 84.3% | 8 | 15.7% | 0 | 0.0% |
| Animals - Nuisance Control - Trapping | 9,181 | 1,102 | 43 | 1,246 | 33 | 76.7% | 10 | 23.3% | 0 | 0.0% |
| Dentist - Dental Implants | 9,152 | 1,104 | 28 | 1,494 | 22 | 78.6% | 6 | 21.4% | 0 | 0.0% |
| Optical Equipment & Supplies | 9,139 | 1,105 | 82 | 921 | 67 | 81.7% | 13 | 15.9% | 2 | 2.4% |
| Airlines - Ticket Agencies | 9,133 | 1,106 | 174 | 620 | 151 | 86.8% | 20 | 11.5% | 3 | 1.7% |
| Manufactured Homes - Repair & Service | 9,133 | 1,106 | 58 | 1,089 | 42 | 72.4% | 14 | 24.1% | 2 | 3.4% |
| Cabinet Refinishers | 9,133 | 1,106 | 26 | 1,544 | 13 | 50.0% | 12 | 46.2% | 1 | 3.8% |
| Prosthetic Devices | 9,130 | 1,109 | 38 | 1,321 | 29 | 76.3% | 9 | 23.7% | 0 | 0.0% |
| Data Systems - Consultants & Designers | 9,064 | 1,110 | 62 | 1,046 | 41 | 66.1% | 19 | 30.6% | 2 | 3.2% |
| Mail Box Rental & Receiving | 9,061 | 1,111 | 106 | 791 | 77 | 72.6% | 29 | 27.4% | 0 | 0.0% |
| Health & Wellness | 9,061 | 1,111 | 45 | 1,219 | 38 | 84.4% | 7 | 15.6% | 0 | 0.0% |
| Balloons - Manned | 9,053 | 1,113 | 82 | 921 | 56 | 68.3% | 24 | 29.3% | 2 | 2.4% |
| Energy Audits | 9,045 | 1,114 | 17 | 1,800 | 11 | 64.7% | 3 | 17.6% | 3 | 16.6% |
| Golf Courses - Private | 9,037 | 1,115 | 67 | 1,037 | 45 | 71.4% | 18 | 28.6% | 0 | 0.0% |
| Recruitment Services | 9,035 | 1,116 | 32 | 1,420 | 26 | 81.3% | 5 | 15.6% | 0 | 0.0% |
| Gift Certificates/Cards | 8,999 | 1,117 | 689 | 250 | 186 | 27.0% | 487 | 70.7% | 16 | 2.3% |
| Consultant - Employee Benefit Plans | 8,997 | 1,118 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - General Green Builder | 8,957 | 1,119 | 25 | 1,568 | 9 | 36.0% | 14 | 56.0% | 2 | 8.0% |
| Fund Raising Games, Merchandise, Supplies | 8,949 | 1,120 | 38 | 1,321 | 24 | 63.2% | 13 | 34.2% | 1 | 2.6% |
| Tools - Hand | 8,947 | 1,121 | 181 | 608 | 165 | 91.2% | 15 | 8.3% | 1 | 0.6% |
| Bowling | 8,946 | 1,122 | 59 | 1,080 | 45 | 76.3% | 14 | 23.7% | 0 | 0.0% |
| Taxes - Negotiators | 8,939 | 1,123 | 10 | 2,158 | 6 | 60.0% | 3 | 30.0% | 1 | 10.0% |
| Audio-Visual Production Services | 8,923 | 1,124 | 26 | 1,544 | 17 | 65.4% | 6 | 23.1% | 3 | 11.5% |
| Electric Equipment & Supplies - Wholesale | 8,879 | 1,125 | 62 | 1,046 | 40 | 64.5% | 22 | 35.5% | 0 | 0.0% |
| Flags & Banners | 8,877 | 1,126 | 63 | 1,037 | 54 | 85.7% | 8 | 12.7% | 1 | 1.6% |
| Glass - Beveled, Carved, Ornamental | 8,869 | 1,127 | 21 | 1,662 | 12 | 57.1% | 8 | 38.1% | 1 | 4.8% |
| Agricultural Services | 8,863 | 1,128 | 24 | 1,544 | 10 | 36.5% | 15 | 37.7% | 0 | 0.0% |
| Drafting Services | 8,862 | 1,129 | 15 | 1,800 | 13 | 76.5% | 4 | 23.5% | 0 | 0.0% |
| Insulation Materials | 8,857 | 1,130 | 17 | 1,800 | 14 | 82.4% | 2 | 11.8% | 1 | 5.9% |
| Reloader Schemes | 8,853 | 1,131 | 30 | 1,456 | 4 | 13.3% | 25 | 83.3% | 1 | 3.3% |
| Machine Tools | 8,840 | 1,132 | 71 | 979 | 46 | 64.8% | 23 | 32.4% | 2 | 2.8% |
| Trailers - Repair & Service | 8,822 | 1,133 | 32 | 1,420 | 20 | 62.5% | 12 | 37.5% | 0 | 0.0% |
| Smelters & Refiners - Precious Metals | 8,816 | 1,134 | 35 | 1,376 | 24 | 68.6% | 6 | 17.1% | 5 | 14.3% |
| Shopping Service - Personal | 8,798 | 1,135 | 276 | 441 | 202 | 73.2% | 70 | 25.4% | 4 | 1.4% |
| Schools - Private | 8,789 | 1,136 | 88 | 890 | 73 | 83.0% | 13 | 14.8% | 2 | 2.3% |
| Western Apparel | 8,756 | 1,137 | 24 | 1,592 | 20 | 83.3% | 4 | 16.7% | 0 | 0.0% |
| Logging Companies | 8,753 | 1,138 | 23 | 1,619 | 8 | 34.8% | 14 | 60.9% | 1 | 4.3% |
| Deck Cleaning & Sealing | 8,752 | 1,139 | 31 | 1,436 | 17 | 54.8% | 14 | 45.2% | 0 | 0.0% |
| Self Defense | 8,736 | 1,140 | 99 | 1,080 | 39 | 66.1% | 20 | 33.9% | 0 | 0.0% |
| Marine Equipment & Supplies | 8,716 | 1,141 | 67 | 1,005 | 31 | 46.3% | 34 | 50.7% | 2 | 3.0% |
| Patent Agents | 8,696 | 1,142 | 12 | 2,033 | 7 | 58.3% | 0 | 0.0% | 5 | 41.7% |
| Auto Parts & Supplies - Custom Wheels/Rims | 8,690 | 1,143 | 124 | 732 | 71 | 57.3% | 51 | 41.1% | 2 | 1.6% |
| Video Tapes & Discs - Dealers | 8,684 | 1,144 | 223 | 519 | 130 | 58.3% | 84 | 37.7% | 9 | 4.0% |
| Process Servers | 8,682 | 1,145 | 56 | 1,112 | 29 | 51.8% | 20 | 35.7% | 7 | 12.5% |
| Paving Materials | 8,661 | 1,146 | 14 | 1,934 | 7 | 50.0% | 7 | 50.0% | 0 | 0.0% |
| Pet Health Plans | 8,653 | 1,147 | 43 | 1,246 | 43 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Distributors & Manufacturers | 8,651 | 1,148 | 63 | 1,037 | 51 | 81.0% | 10 | 15.9% | 2 | 3.2% |
| Electrolysis | 8,637 | 1,149 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Genealogists | 8,631 | 1,150 | 86 | 901 | 76 | 88.4% | 10 | 11.6% | 0 | 0.0% |
| Door & Gate Operating Devices | 8,624 | 1,151 | 62 | 1,046 | 32 | 51.6% | 29 | 46.8% | 1 | 1.6% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|-------|-------------------|-------|------------------------|-------|
| Stock Quotation Boards & Systems | 8,621 | 1,152 | 14 | 1,934 | 5 | 35.7% | 9 | 64.3% | 0 | 0.0% |
| Advertising - Newspaper | 8,615 | 1,153 | 83 | 911 | 43 | 51.8% | 37 | 44.6% | 3 | 3.6% |
| Sandblasting | 8,580 | 1,154 | 19 | 1,723 | 8 | 42.1% | 10 | 52.6% | 1 | 5.3% |
| Food Plans | 8,565 | 1,155 | 64 | 1,027 | 38 | 59.4% | 22 | 34.4% | 4 | 6.3% |
| Truck Rent & Lease | 8,536 | 1,156 | 844 | 220 | 809 | 95.9% | 34 | 4.0% | 1 | 0.1% |
| Picture Frames - Manufacturers Supplies | 8,529 | 1,157 | 32 | 1,420 | 5 | 15.6% | 27 | 84.4% | 0 | 0.0% |
| Test Publishers | 8,495 | 1,158 | 53 | 1,137 | 50 | 94.3% | 1 | 1.9% | 2 | 3.8% |
| Ink Cartridge - Refill & Sales | 8,488 | 1,159 | 74 | 963 | 45 | 60.8% | 26 | 35.1% | 3 | 4.1% |
| Pipe Line, Oil & Gas Wholesaler & Distributors | 8,487 | 1,160 | 35 | 1,376 | 33 | 94.3% | 2 | 5.7% | 0 | 0.0% |
| Metal Fabricators | 8,483 | 1,161 | 23 | 1,619 | 7 | 30.4% | 16 | 69.6% | 0 | 0.0% |
| Packaging Service | 8,455 | 1,162 | 44 | 1,231 | 27 | 61.4% | 12 | 27.3% | 5 | 11.4% |
| Garments - Printing & Lettering | 8,444 | 1,163 | 67 | 1,005 | 27 | 40.3% | 36 | 53.7% | 4 | 6.0% |
| Appliances - Major - Wholesale & Manufacturers | 8,402 | 1,164 | 1,319 | 154 | 1,294 | 98.1% | 23 | 1.7% | 2 | 0.2% |
| Designers - Apparel | 8,401 | 1,165 | 94 | 851 | 32 | 34.0% | 60 | 63.8% | 2 | 2.1% |
| Estate Liquidators | 8,389 | 1,166 | 57 | 1,098 | 28 | 49.1% | 29 | 50.9% | 0 | 0.0% |
| Computer Business Services | 8,388 | 1,167 | 16 | 1,848 | 10 | 62.5% | 6 | 37.5% | 0 | 0.0% |
| Auto Salvage Yards | 8,363 | 1,168 | 74 | 963 | 41 | 55.4% | 31 | 41.9% | 2 | 2.7% |
| Pet Services | 8,280 | 1,169 | 47 | 1,194 | 27 | 57.4% | 19 | 40.4% | 1 | 2.1% |
| Firewood | 8,247 | 1,170 | 49 | 1,171 | 17 | 34.7% | 27 | 55.1% | 5 | 10.2% |
| Boat Builders | 8,230 | 1,171 | 46 | 1,208 | 34 | 73.9% | 12 | 26.1% | 0 | 0.0% |
| Glass - Block | 8,230 | 1,171 | 16 | 1,848 | 11 | 68.8% | 4 | 25.0% | 1 | 6.3% |
| Landscape Lighting | 8,205 | 1,173 | 45 | 1,219 | 30 | 66.7% | 14 | 31.1% | 1 | 2.2% |
| Hospital Consultants | 8,202 | 1,174 | 104 | 798 | 58 | 55.8% | 46 | 44.2% | 0 | 0.0% |
| Aluminum Fabricators | 8,196 | 1,175 | 30 | 1,456 | 24 | 80.0% | 6 | 20.0% | 0 | 0.0% |
| Video Equipment - Sales & Rentals | 8,180 | 1,176 | 36 | 1,354 | 21 | 58.3% | 12 | 33.3% | 3 | 8.3% |
| Auto Driving School | 8,164 | 1,177 | 66 | 1,013 | 36 | 54.5% | 26 | 39.4% | 4 | 6.1% |
| Cosmetics - Wholesale & Manufacturers | 8,148 | 1,178 | 202 | 561 | 175 | 86.6% | 25 | 12.4% | 2 | 1.0% |
| VOIP (Voice Over Internet Protocol) Sales & Service | 8,144 | 1,179 | 442 | 333 | 439 | 99.3% | 2 | 0.5% | 1 | 0.2% |
| Pet Cemeteries, Crematories & Supplies | 8,144 | 1,179 | 17 | 1,800 | 15 | 88.2% | 2 | 11.8% | 0 | 0.0% |
| Tile - Non-Ceramic - Contractors & Dealers | 8,104 | 1,181 | 43 | 1,246 | 25 | 58.1% | 17 | 39.5% | 1 | 2.3% |
| Swimming Pool Manufacturers & Distributors | 8,101 | 1,182 | 46 | 1,208 | 37 | 80.4% | 9 | 19.6% | 0 | 0.0% |
| Carpet & Rug Dealers - Used | 8,083 | 1,183 | 66 | 1,013 | 41 | 62.1% | 25 | 37.9% | 0 | 0.0% |
| Piano & Organ Moving | 8,075 | 1,184 | 26 | 1,544 | 13 | 50.0% | 13 | 50.0% | 0 | 0.0% |
| Window Coverings | 8,069 | 1,185 | 65 | 1,020 | 30 | 46.2% | 35 | 53.8% | 0 | 0.0% |
| Clocks - Service & Repair | 8,063 | 1,186 | 110 | 870 | 61 | 55.5% | 45 | 35.4% | 4 | 3.6% |
| Truck Driver Training | 8,057 | 1,187 | 31 | 1,436 | 19 | 61.3% | 8 | 25.8% | 4 | 12.9% |
| Divorce Assistance | 8,052 | 1,188 | 36 | 1,354 | 17 | 47.2% | 18 | 50.0% | 1 | 2.8% |
| House Furnishings & Services | 8,044 | 1,189 | 82 | 921 | 43 | 52.4% | 37 | 45.1% | 2 | 2.4% |
| Attorneys & Lawyers - Tax | 8,043 | 1,190 | 18 | 1,756 | 12 | 66.7% | 6 | 33.3% | 0 | 0.0% |
| Business Plan Preparation | 8,039 | 1,191 | 34 | 1,392 | 7 | 20.6% | 7 | 20.6% | 20 | 58.8% |
| Organizing Services - Household & Business | 8,013 | 1,192 | 17 | 1,800 | 7 | 41.2% | 8 | 47.1% | 2 | 11.8% |
| Campers - Dealers | 8,010 | 1,193 | 74 | 963 | 58 | 78.4% | 16 | 21.6% | 0 | 0.0% |
| Plastics - Products - Finished Wholesale & Manufacturers | 8,002 | 1,194 | 86 | 901 | 26 | 30.2% | 59 | 68.6% | 1 | 1.2% |
| Mailing Machines & Equipment | 8,000 | 1,195 | 150 | 666 | 136 | 90.7% | 14 | 9.3% | 0 | 0.0% |
| Electricians - Commercial | 7,994 | 1,196 | 13 | 1,985 | 6 | 46.2% | 6 | 46.2% | 0 | 0.0% |
| Holding Companies | 7,984 | 1,197 | 29 | 1,473 | 24 | 82.8% | 4 | 13.8% | 1 | 3.4% |
| Glass - Stained & Leaded | 7,962 | 1,198 | 19 | 1,723 | 12 | 63.2% | 7 | 36.8% | 0 | 0.0% |
| Pet Transporting | 7,950 | 1,199 | 40 | 1,288 | 18 | 45.0% | 15 | 37.5% | 7 | 17.5% |
| Air Conditioning Equipment - Room Units | 7,938 | 1,200 | 40 | 1,288 | 39 | 97.5% | 1 | 2.5% | 0 | 0.0% |
| Savings & Loan Associations | 7,931 | 1,201 | 47 | 1,194 | 41 | 87.2% | 6 | 12.8% | 0 | 0.0% |
| Churches | 7,883 | 1,202 | 40 | 1,288 | 32 | 80.0% | 7 | 17.5% | 1 | 2.5% |
| Vehicle Transport Services | 7,852 | 1,203 | 70 | 984 | 20 | 28.6% | 48 | 68.6% | 2 | 2.9% |
| Animal Insemination - Artificial | 7,837 | 1,204 | 38 | 1,321 | 10 | 26.3% | 27 | 71.1% | 1 | 2.6% |
| Stables | 7,832 | 1,205 | 25 | 1,568 | 15 | 60.0% | 10 | 40.0% | 0 | 0.0% |
| Laser Cosmetic Services | 7,827 | 1,206 | 142 | 687 | 37 | 26.1% | 52 | 36.6% | 53 | 37.3% |
| Trailer Sales | 7,779 | 1,207 | 39 | 1,306 | 23 | 59.0% | 12 | 30.8% | 4 | 10.3% |
| Mentally Disabled Services | 7,754 | 1,208 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Auto Repair & Service - Equipment & Supplies | 7,752 | 1,209 | 83 | 911 | 50 | 60.2% | 32 | 38.6% | 1 | 1.2% |
| Bill Paying Service | 7,749 | 1,210 | 36 | 1,354 | 25 | 69.4% | 10 | 27.8% | 1 | 2.8% |
| Vinyl Repair | 7,727 | 1,211 | 27 | 1,517 | 7 | 25.9% | 20 | 72.1% | 0 | 0.0% |
| Book, Compact Disc, & DVD Clubs | 7,704 | 1,212 | 362 | 377 | 316 | 87.3% | 35 | 9.7% | 11 | 3.0% |
| Frozen Foods - Retail | 7,697 | 1,213 | 68 | 996 | 51 | 75.0% | 15 | 22.1% | 2 | 2.9% |
| Physicians & Surgeons - Osteopathic-D.O. | 7,665 | 1,214 | 21 | 1,662 | 18 | 85.7% | 3 | 14.3% | 0 | 0.0% |
| Taxidermists | 7,659 | 1,215 | 87 | 895 | 40 | 46.0% | 42 | 48.3% | 5 | 5.7% |
| Picture Frames - Dealers | 7,656 | 1,216 | 54 | 1,129 | 32 | 59.3% | 21 | 38.9% | 1 | 1.9% |
| Radon Mitigation | 7,653 | 1,217 | 17 | 1,800 | 15 | 88.2% | 1 | 5.9% | 1 | 5.9% |
| Appliances - Used | 7,649 | 1,218 | 185 | 603 | 120 | 64.9% | 53 | 28.6% | 12 | 6.5% |
| Tile & Grout Cleaning | 7,596 | 1,219 | 15 | 1,879 | 9 | 60.0% | 5 | 33.3% | 1 | 6.7% |
| Divers Equipment & Supplies | 7,577 | 1,220 | 44 | 1,231 | 28 | 63.6% | 13 | 29.5% | 3 | 6.8% |
| Archery Equipment & Supplies | 7,562 | 1,221 | 56 | 1,112 | 35 | 62.5% | 20 | 35.7% | 1 | 1.8% |
| Batteries - Storage-Retail | 7,542 | 1,222 | 28 | 1,494 | 18 | 64.3% | 8 | 28.6% | 2 | 7.1% |
| Contractor - Spray Foam Insulation | 7,520 | 1,223 | 21 | 1,662 | 12 | 37.1% | 9 | 42.9% | 0 | 0.0% |
| Manufactured Homes - Transporting | 7,511 | 1,224 | 62 | 1,046 | 23 | 37.1% | 36 | 58.1% | 3 | 4.8% |
| Adult Novelties | 7,510 | 1,225 | 75 | 958 | 45 | 60.0% | 28 | 37.3% | 2 | 2.7% |
| Auto Body Shop Equipment & Sup | 7,508 | 1,226 | 159 | 649 | 79 | 49.7% | 73 | 45.9% | 7 | 4.4% |
| Wheel Alignment, Frame & Axle Service - Auto | 7,486 | 1,227 | 21 | 1,662 | 14 | 66.7% | 6 | 28.6% | 1 | 4.8% |
| Steel Erectors | 7,471 | 1,228 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Fruits & Vegetables - Retail | 7,466 | 1,229 | 43 | 1,246 | 31 | 72.1% | 12 | 27.9% | 0 | 0.0% |
| Christmas Lights & Decorations | 7,464 | 1,230 | 39 | 1,306 | 27 | 69.2% | 10 | 25.6% | 2 | 5.1% |
| Orthopedic Appliances | 7,451 | 1,231 | 49 | 1,171 | 46 | 93.9% | 2 | 4.1% | 1 | 2.0% |
| Art Instruction & Schools | 7,428 | 1,232 | 41 | 1,274 | 26 | 63.4% | 10 | 24.4% | 5 | 12.2% |
| Mulches | 7,428 | 1,232 | 21 | 1,662 | 15 | 71.4% | 6 | 28.6% | 0 | 0.0% |
| Pet Exercising Service | 7,410 | 1,234 | 11 | 2,093 | 9 | 81.8% | 2 | 18.2% | 0 | 0.0% |
| Title Loans | 7,408 | 1,235 | 112 | 763 | 76 | 67.9% | 33 | 29.5% | 3 | 2.7% |
| Swimming Pools - Private | 7,395 | 1,236 | 95 | 842 | 59 | 67.9% | 36 | 33.3% | 5 | 5.2% |
| Lighting Systems & Equipment | 7,393 | 1,237 | 41 | 1,274 | 24 | 58.5% | 16 | 39.0% | 1 | 2.4% |
| Truck accessories | 7,369 | 1,238 | 41 | 1,274 | 34 | 82.9% | 7 | 17.1% | 0 | 0.0% |
| Trailers - Rent & Lease | 7,365 | 1,239 | 44 | 1,231 | 34 | 77.3% | 10 | 22.7% | 0 | 0.0% |
| Home Accessories | 7,354 | 1,240 | 67 | 1,005 | 35 | 52.2% | 28 | 41.8% | 4 | 6.0% |
| Glass - Repair | 7,353 | 1,241 | 80 | 931 | 40 | 50.0% | 40 | 50.0% | 0 | 0.0% |
| Laundries - Self Service | 7,338 | 1,242 | 111 | 766 | 46 | 41.4% | 60 | 54.1% | 5 | 4.5% |
| First Aid Instruction | 7,322 | 1,243 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Nurses | 7,282 | 1,244 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Insurance - Long Term Care | 7,282 | 1,244 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Fishing Tackle Dealers | 7,264 | 1,246 | 42 | 1,261 | 25 | 59.5% | 16 | 38.1% | 1 | 2.4% |
| Utilities Underground - Locating | 7,237 | 1,247 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Vertical Blinds | 7,214 | 1,248 | 59 | 1,080 | 21 | 35.6% | 35 | 59.3% | 3 | 5.1% |
| Lifts | 7,193 | 1,249 | 35 | 1,376 | 10 | 28.6% | 17 | 48.6% | 8 | 22.9% |
| Concrete - Custom | 7,188 | 1,250 | 42 | 1,261 | 23 | 54.8% | 16 | 38.1% | 3 | 7.1% |
| News Publications - Trade, Association | 7,182 | 1,251 | 76 | 953 | 46 | 60.5% | 28 | 36.8% | 2 | 2.6% |
| Meat Brokers | 7,167 | 1,252 | 46 | 1,208 | 25 | 54.3% | 18 | 39.1% | 3 | 6.5% |
| Contractors - Framing | 7,164 | 1,253 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Doors - Installation | 7,146 | 1,254 | 33 | 1,405 | 17 | 51.5% | 15 | 45.5% | 1 | 3.0% |
| Outlets - Stores, Factory, Mills | 7,135 | 1,255 | 80 | 931 | 67 | 83.8% | 13 | 16.3% | 0 | 0.0% |
| Geothermal Heating & Cooling | 7,135 | 1,255 | 31 | 1,436 | 26 | 83.9% | 3 | 9.7% | 2 | 6.5% |
| Promotional Products | 7,124 | 1,257 | 63 | 1,037 | 21 | 33.3% | 24 | 38.1% | 18 | 28.6% |
| Attorneys & Lawyers - Business Law/Corporation/Partnership | 7,123 | 1,258 | 43 | 1,246 | 26 | 60.5% | 17 | 39.5% | 0 | 0.0% |
| Lasers | 7,100 | 1,259 | 50 | 1,165 | 23 | 46.0% | 12 | 24.0% | 15 | 30.0% |
| Travel Escorts | 7,094 | 1,260 | 11 | 2,093 | 11 | 90.9% | 1 | 9.1% | 0 | 0.0% |
| Engines - Diesel | 7,092 | 1,261 | 25 | 1,568 | 17 | 68.0% | 8 | 32.0% | 0 | 0.0% |
| Appliances - Major - Rent & Lease | 7,090 | 1,262 | 80 | 931 | 49 | 61.3% | 26 | 32.5% | 5 | 6.3% |
| Termite Control | 7,085 | 1,263 | 10 | 2,158 | 8 | 80.0% | 2 | 20.0% | 0 | 0.0% |
| Go-Karts | 7,078 | 1,264 | 45 | 1,219 | 42 | 93.3% | 3 | 6.7% | 0 | 0.0% |
| Wallpapers & Wallcoverings - Retail | 7,074 | 1,265 | 48 | 1,186 | 31 | 64.6% | 16 | 33.3% | 1 | 2.1% |
| Global Positioning Systems | 7,066 | 1,266 | 27 | 1,517 | 12 | 44.4% | 9 | 33.3% | 6 | 22.2% |
| Surgical Centers | 7,065 | 1,267 | 21 | 1,662 | 14 | 66.7% | 7 | 33.3% | 0 | 0.0% |
| Swimwear & Accessories | 7,059 | 1,268 | 78 | 946 | 39 | 50.0% | 36 | 46.2% | 3 | 3.8% |
| Oil Land Leases | 7,042 | 1,269 | 9 | 2,223 | 7 | 73.8% | 3 | 22.2% | 0 | 0.0% |
| Brick - Concrete, Pumice | 7,008 | 1,270 | 40 | 1,288 | 16 | 40.0% | 23 | 57.5% | 11 | 2.5% |
| Welding Equipment & Supplies | 6,994 | 1,271 | 18 | 1,756 | 12 | 66.7% | 6 | 33.3% | 0 | 0.0% |
| Online Education | 6,976 | 1,272 | 42 | 1,261 | 38 | 90.5% | 4 | 9.5% | 0 | 0.0% |
| Concrete Repair/Leveling | 6,973 | 1,273 | 33 | 1,405 | 15 | 45.5% | 14 | 42.4% | 4 | 12.1% |
| Clocks - Dealers | 6,967 | 1,274 | 43 | 1,246 | 30 | 69.8% | 13 | 30.2% | 0 | 0.0% |
| Books - Wholesale | 6,952 | 1,275 | 68 | 996 | 50 | 73.5% | 17 | 25.0% | 1 | 1.5% |
| Roofing Equipment & Supplies | 6,933 | 1,276 | 37 | 1,338 | 16 | 43.2% | 21 | 56.8% | 0 | 0.0% |
| Contractors - Ceiling | 6,919 | 1,277 | 9 | 2,223 | 1 | 11.1% | 1 | 11.1% | 0 | 0.0% |
| Fountains - Garden, Display | 6,917 | 1,278 | 26 | 1,544 | 17 | 65.4% | 6 | 23.1% | 3 | 11.5% |
| Personal Security Guard Service | 6,911 | 1,279 | 14 | 1,934 | 11 | 78.6% | 3 | 21.4% | 0 | 0.0% |
| Training - Video Instruction Tapes | 6,907 | 1,280 | 47 | 1,194 | 26 | 55.3% | 21 | 44.7% | 0 | 0.0% |
| Truck Pointing | 6,898 | 1,281 | 20 | 1,694 | 7 | 35.0% | 12 | 60.0% | 1 | 5.0% |
| Annuities | 6,885 | 1,282 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Advertising - Outdoor | 6,860 | 1,283 | 30 | 1,456 | 15 | 50.0% | 13 | 43.3% | 2 | 6.7% |
| Religious Organizations | 6,851 | 1,284 | 12 | 2,033 | 7 | 58.3% | 4 | 33.3% | 1 | 8.3% |
| X-Ray Labs - Medical & Dental | 6,847 | 1,285 | 41 | 1,274 | 27 | 65.9% | 11 | 26.8% | 3 | 7.3% |
| Floor Waxing, Polishing & Cleaning | 6,835 | 1,286 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Foundries | 6,816 | 1,287 | 31 | 1,436 | 10 | 32.3% | 17 | 54.8% | 4 | 12.9% |
| Infomercials | 6,797 | 1,288 | 105 | 796 | 99 | 94.3% | 5 | 4.8% | 1 | 1.0% |
| Cosmetic Sales by Internet | 6,793 | 1,289 | 336 | 391 | 278 | 82.7% | 56 | 16.7% | 2 | 0.6% |
| Ice Cream & Frozen Desserts - Dealers | 6,773 | 1,290 | 48 | 1,186 | 27 | 56.3% | 21 | 43.8% | 0 | 0.0% |
| Seeds & Bulbs - Retail | 6,744 | 1,291 | 74 | 963 | 66 | 89.2% | 8 | 10.8% | 0 | 0.0% |
| Siding Materials | 6,735 | 1,292 | 19 | 1,723 | 9 | 47.4% | 10 | 52.6% | 0 | 0.0% |
| Religious Goods | 6,705 | 1,293 | 118 | 747 | 47 | 39.8% | 66 | 55.9% | 5 | 4.2% |
| Wheelchair & Disability Transportation | 6,684 | 1,294 | 38 | 1,321 | 25 | 65.8% | 13 | 31.6% | 1 | 2.6% |
| Printers - Business Forms | 6,660 | 1,295 | 40 | 1,288 | 35 | 87.5% | 5 | 12.5% | 0 | 0.0% |
| Gun sights, Scopes & Mounts | 6,659 | 1,296 | 64 | 1,027 | 31 | 48.4% | 32 | 50.0% | 1 | 1.6% |
| Physicians & Surgeons - Radiology | 6,658 | 1,297 | 103 | 809 | 81 | 78.6% | 22 | 21.4% | 0 | 0.0% |
| Topsoil | 6,651 | 1,298 | 26 | 1,544 | 17 | 65.4% | 9 | 34.6% | 0 | 0.0% |
| Automated Teller Machines | 6,627 | 1,299 | 39 | 1,306 | 22 | 56.4% | 14 | 35.9% | 3 | 7.2% |
| Butchering | 6,614 | 1,300 | 27 | 1,517 | 7 | 25.9% | 17 | 63.0% | 3 | 11.1% |
| Shopping Centers & Malls | 6,594 | 1,301 | 48 | 1,186 | 34 | 70.8% | 11 | 22.9% | 3 | 6.3% |
| Art Metal Work | 6,582 | 1,302 | 17 | 1,800 | 7 | 41.2% | 8 | 47.1% | 2 | 11.8% |
| Steel Distributors & Warehouses | 6,575 | 1,303 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Floors - Raised | 6,574 | 1,304 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Tile - Ceramic - Manufacturers & Distributors | 6,573 | 1,305 | 34 | 1,392 | 14 | 41.2% | 19 | 55.9% | 1 | 2.9% |
| Moving Equipment Rental | 6,567 | 1,306 | 58 | 1,089 | 35 | 60.3% | 18 | 31.0% | 5 | 8.6% |
| Gourmet Shops | 6,566 | 1,307 | 24 | 1,592 | 18 | 75.0% | 6 | 25.0% | 0 | 0.0% |
| Swimming Instruction | 6,561 | 1,308 | 47 | 1,194 | 30 | 63.8% | 13 | 27.7% | 4 | 8.5% |
| Signs - Equipment & Supplies | 6,557 | 1,309 | 73 | 871 | 68 | 93.2% | 5 | 6.8% | 0 | 0.0% |
| Waterproofing Materials | 6,556 | 1,310 | 38 | 1,321 | 26 | 68.4% | 12 | 31.6% | 0 | 0.0% |
| Waste Containers | 6,552 | 1,311 | 35 | 1,376 | 29 | 82.9% | 6 | 17.1% | 0 | 0.0% |
| Petroleum | 6,547 | 1,312 | 18 | 1,756 | 16 | 88.9% | 2 | 11.1% | 0 | 0.0% |
| Online Travel Agency | 6,531 | 1,313 | 403 | 351 | 401 | 99.5% | 2 | 0.5% | 0 | 0.0% |
| Fire Protection Consultants | 6,531 | 1,313 | 21 | 1,662 | 9 | 42.9% | 12 | 57.1% | 0 | 0.0% |
| Pet Day Care | 6,530 | 1,315 | 26 | 1,544 | 15 | 57.7% | 10 | 38.5% | 1 | 3.8% |
| Timber & Timberland Companies | 6,529 | 1,316 | 23 | 1,619 | 7 | 30.4% | 13 | 56.5% | 3 | 13.0% |
| Fire Extinguishers | 6,526 | 1,317 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Pest Control Supplies & Equipment | 6,516 | 1,318 | 33 | 1,405 | 21 | 63.6% | 11 | 33.3% | 1 | 3.0% |
| Home Staging | 6,510 | 1,319 | 6 | 2,499 | 6 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Tractor Equipment & Parts | 6,507 | 1,320 | 36 | 1,354 | 25 | 69.7% | 11 | 30.6% | 0 | 0.0% |
| Desktop Publishing | 6,454 | 1,321 | 30 | 1,456 | 17 | 56.7% | 12 | 40.0% | 1 | 3.3% |
| Tourists Attractions | 6,435 | 1,322 | 51 | 1,154 | 40 | 78.4% | 11 | 21.6% | 0 | 0.0% |
| Water Supply Systems | 6,433 | 1,323 | 34 | 1,392 | 21 | 61.8% | 10 | 29.4% | 3 | 8.8% |
| Oilfield Equipment & Supplies | 6,409 | 1,324 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Material Handling Equipment | 6,401 | 1,325 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Diabetes Services & Supplies | 6,354 | 1,326 | 29 | 1,473 | 19 | 65.5% | 6 | 20.7% | 4 | 13.8% |
| Economic Research & Analysis | 6,346 | 1,327 | 27 | 1,517 | 21 | 77.8% | 6 | 22.2% | 0 | 0.0% |
| Meat - Bulk & Itinerant | 6,344 | 1,328 | 93 | 857 | 40 | 43.0% | 48 | 51.6% | 5 | 5.4% |
| Pharmacy - Compounding | 6,339 | 1,329 | 26 | 1,544 | 17 | 65.4% | 9 | 34.6% | 0 | 0.0% |
| Speech & Language Pathologists | 6,338 | 1,330 | 17 | 1,800 | 12 | 70.6% | 5 | 29.4% | 0 | 0.0% |
| Petroleum Products | 6,328 | 1,331 | 56 | 1,112 | 26 | 46.4% | 28 | 50.0% | 2 | 3.6% |
| Basement - Finishing | 6,325 | 1,332 | 20 | 1,694 | 16 | 80.0% | 1 | 5.0% | 3 | 15.0% |
| Consultants - Medical | 6,320 | 1,333 | 58 | 1,089 | 27 | 46.0% | 25 | 43.1% | 6 | 10.3% |
| Sporting Goods - Wholesale & Manufacturers | 6,319 | 1,334 | 122 | 737 | 98 | 80.3% | 24 | 19.7% | 0 | 0.0% |
| Tanning Salons Equipment & Supplies | 6,290 | 1,335 | 98 | 831 | 40 | 40.8% | 57 | 58.2% | 1 | 1.0% |
| Occupational Health - Nursing Services | 6,279 | 1,336 | 12 | 2,033 | 9 | 75.0% | 3 | 25.0% | 0 | 0.0% |
| Animal Rescue Relocation | 6,267 | 1,337 | 34 | 1,392 | 22 | 64.7% | 11 | 32.4% | 1 | 2.9% |
| Coins & Tokens - Manufacturers | 6,257 | 1,338 | 11 | 2,093 | 6 | 54.5% | 3 | 27.3% | 2 | 18.2% |
| Irrigation Consultants | 6,247 | 1,339 | 23 | 1,619 | 16 | 69.6% | 7 | 30.4% | 0 | 0.0% |
| Student Exchange Programs | 6,240 | 1,340 | 17 | 1,800 | 14 | 82.4% | 3 | 17.6% | 0 | 0.0% |
| Refrigerators & Freezers - Service & Repair | 6,225 | 1,341 | 109 | 774 | 56 | 51.4% | 46 | 42.2% | 7 | 6.4% |
| Crane Service | 6,218 | 1,342 | 7 | 2,413 | 1 | 14.3% | 6 | 85.7% | 0 | 0.0% |
| Art Goods | 6,217 | 1,343 | 78 | 946 | 52 | 66.7% | 24 | 30.8% | 2 | 2.6% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Accumulators | 6,189 | 1,344 | 57 | 1,098 | 22 | 38.6% | 35 | 61.4% | 0 | 0.0% |
| Eviction Service | 6,187 | 1,345 | 51 | 1,154 | 42 | 82.4% | 8 | 15.7% | 1 | 2.0% |
| Police Equipment | 6,181 | 1,346 | 40 | 1,288 | 29 | 72.5% | 10 | 25.0% | 1 | 2.5% |
| Garbage Disposal Equipment - Industrial & Commercial | 6,170 | 1,347 | 454 | 325 | 434 | 95.6% | 19 | 4.2% | 1 | 0.2% |
| Videotape, CD, & DVD Duplication & Transfer Services | 6,169 | 1,348 | 38 | 1,321 | 21 | 55.3% | 17 | 44.7% | 0 | 0.0% |
| Window Shades - Equipment & Supplies | 6,163 | 1,349 | 26 | 1,544 | 17 | 65.4% | 7 | 26.9% | 2 | 7.7% |
| Sports Bar | 6,159 | 1,350 | 61 | 1,058 | 31 | 50.8% | 28 | 45.9% | 2 | 3.3% |
| Safety & Rescue Equipment Sales & Services | 6,146 | 1,351 | 28 | 1,494 | 10 | 35.7% | 18 | 64.3% | 0 | 0.0% |
| Public Utility Consultants | 6,130 | 1,352 | 65 | 1,020 | 56 | 86.2% | 8 | 12.3% | 1 | 1.5% |
| Social Networking | 6,106 | 1,353 | 174 | 620 | 131 | 75.3% | 29 | 16.7% | 14 | 8.0% |
| Reading Instruction | 6,102 | 1,354 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Locksmiths Equipment & Supplies | 6,100 | 1,355 | 80 | 931 | 41 | 51.3% | 27 | 33.8% | 12 | 15.0% |
| Police & Fire Organizations | 6,084 | 1,356 | 8 | 2,312 | 7 | 87.5% | 0 | 0.0% | 1 | 12.5% |
| Laundries | 6,070 | 1,357 | 146 | 671 | 79 | 54.1% | 62 | 42.5% | 5 | 3.4% |
| Naturopaths | 6,069 | 1,358 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Mirrors | 6,068 | 1,359 | 32 | 1,420 | 16 | 50.0% | 16 | 50.0% | 0 | 0.0% |
| Flea Markets | 6,058 | 1,360 | 38 | 1,321 | 25 | 65.8% | 11 | 28.9% | 2 | 5.3% |
| Home Automation | 6,035 | 1,361 | 12 | 2,033 | 11 | 91.7% | 1 | 8.3% | 0 | 0.0% |
| Spas & Hot Tubs - Rental - Wholesale, Manufacturing | 6,034 | 1,362 | 49 | 1,171 | 39 | 79.6% | 10 | 20.4% | 0 | 0.0% |
| Bank Equipment & Supplies | 6,033 | 1,363 | 58 | 1,089 | 57 | 98.3% | 1 | 1.7% | 0 | 0.0% |
| Disability Access Equipment | 6,028 | 1,364 | 26 | 1,544 | 24 | 92.3% | 1 | 3.8% | 1 | 3.8% |
| Cleaning Services - Commercial Office | 6,019 | 1,365 | 137 | 1,879 | 8 | 53.3% | 6 | 40.0% | 1 | 6.7% |
| Biofeedback Therapists | 5,982 | 1,366 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Trucking - Dump | 5,980 | 1,367 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Air Cargo & Package Express Service | 5,958 | 1,368 | 60 | 1,071 | 23 | 38.3% | 34 | 56.7% | 3 | 5.0% |
| Lawn & Garden Pond Dealers & Supplies | 5,956 | 1,369 | 39 | 1,306 | 18 | 46.2% | 13 | 33.3% | 8 | 20.5% |
| Truck Caps & Shells | 5,953 | 1,370 | 11 | 2,093 | 9 | 81.8% | 2 | 18.2% | 0 | 0.0% |
| Valet Service | 5,945 | 1,371 | 70 | 984 | 50 | 71.4% | 18 | 25.7% | 2 | 2.9% |
| Barter & Trade Exchanges | 5,944 | 1,372 | 24 | 1,592 | 15 | 62.5% | 7 | 29.2% | 2 | 8.3% |
| Carpet & Rug Cleaning Equipment & Supplies | 5,939 | 1,373 | 18 | 1,756 | 11 | 61.1% | 4 | 22.2% | 3 | 16.7% |
| Grant - Scholarship - Financial Aid Finder Service | 5,935 | 1,374 | 73 | 971 | 20 | 27.4% | 25 | 34.2% | 28 | 38.4% |
| Invitations & Announcements | 5,912 | 1,375 | 80 | 931 | 18 | 22.5% | 62 | 77.5% | 0 | 0.0% |
| Nuts - Edible | 5,911 | 1,376 | 103 | 809 | 96 | 93.2% | 7 | 6.8% | 0 | 0.0% |
| Medical Imaging Services | 5,906 | 1,377 | 193 | 582 | 22 | 37.3% | 40 | 20.7% | 81 | 42.0% |
| Photographers - Aerial | 5,889 | 1,378 | 108 | 781 | 38 | 45.2% | 52 | 48.1% | 18 | 16.7% |
| Water & Sewer Line Protection | 5,884 | 1,379 | 11 | 2,093 | 11 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Oxygen | 5,882 | 1,380 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Urgent Care Centers | 5,861 | 1,381 | 66 | 1,013 | 56 | 84.8% | 9 | 13.6% | 1 | 1.5% |
| Motion Picture Film Editing | 5,852 | 1,382 | 11 | 2,093 | 5 | 45.5% | 6 | 54.5% | 0 | 0.0% |
| Foods - Dehydrated & Freeze-Dried | 5,850 | 1,383 | 21 | 1,662 | 18 | 85.7% | 3 | 14.3% | 0 | 0.0% |
| Warehouses - Merchandise | 5,837 | 1,384 | 80 | 931 | 49 | 61.3% | 26 | 32.5% | 5 | 6.3% |
| Equestrian Services | 5,836 | 1,385 | 16 | 1,848 | 8 | 50.0% | 8 | 50.0% | 0 | 0.0% |
| Parking Attendant Service | 5,811 | 1,386 | 126 | 725 | 96 | 76.2% | 29 | 23.0% | 1 | 0.8% |
| Inventory Service | 5,810 | 1,387 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Warehousing Services | 5,808 | 1,388 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Water Coolers - Equipment & Supplies | 5,796 | 1,389 | 23 | 1,619 | 10 | 43.5% | 13 | 56.5% | 0 | 0.0% |
| Toilets - Portable | 5,796 | 1,389 | 23 | 1,644 | 13 | 59.1% | 9 | 40.9% | 0 | 0.0% |
| Shoes - Custom Made | 5,791 | 1,391 | 55 | 1,123 | 26 | 47.3% | 27 | 49.1% | 2 | 3.6% |
| Gas - Industrial & Medical - Cylinder & Bulk | 5,791 | 1,391 | 10 | 2,158 | 8 | 80.0% | 2 | 20.0% | 0 | 0.0% |
| Auto Service - Rust proofing Shops | 5,782 | 1,393 | 33 | 1,405 | 32 | 97.0% | 1 | 3.0% | 0 | 0.0% |
| Carqo & Freight Containers | 5,779 | 1,394 | 57 | 1,098 | 28 | 49.1% | 22 | 38.6% | 7 | 12.3% |
| Contractor - Decorative & Specialty Concrete | 5,779 | 1,394 | 29 | 1,473 | 13 | 44.8% | 14 | 48.3% | 2 | 6.9% |
| Weed Control Service | 5,760 | 1,396 | 36 | 1,354 | 30 | 83.3% | 6 | 16.7% | 0 | 0.0% |
| Tire Distributors & Manufacturers | 5,736 | 1,397 | 230 | 504 | 222 | 96.5% | 8 | 3.5% | 0 | 0.0% |
| Environmental Testing & Consulting | 5,727 | 1,398 | 26 | 1,544 | 16 | 61.5% | 9 | 34.6% | 1 | 3.8% |
| Vanity Publishers | 5,699 | 1,399 | 176 | 616 | 130 | 73.9% | 23 | 13.1% | 23 | 13.1% |
| Printing Equipment | 5,695 | 1,400 | 20 | 1,694 | 12 | 60.0% | 8 | 40.0% | 0 | 0.0% |
| Comic Books | 5,649 | 1,401 | 71 | 979 | 34 | 47.9% | 28 | 39.4% | 9 | 12.7% |
| Ski Equipment - Retail | 5,639 | 1,402 | 94 | 851 | 34 | 36.2% | 56 | 59.6% | 4 | 4.3% |
| Animal Health Products | 5,639 | 1,402 | 29 | 911 | 70 | 84.3% | 10 | 0.0% | 0 | 0.0% |
| Farm Equipment - Repair & Parts | 5,639 | 1,402 | 20 | 1,694 | 13 | 65.0% | 4 | 20.0% | 3 | 15.0% |
| Magazine Sales by Telephone | 5,619 | 1,405 | 287 | 429 | 255 | 88.9% | 25 | 8.7% | 7 | 2.4% |
| Notaries Public | 5,619 | 1,405 | 47 | 1,194 | 31 | 66.0% | 16 | 34.0% | 0 | 0.0% |
| Childrens & Family Entertainment | 5,604 | 1,407 | 160 | 647 | 113 | 70.6% | 40 | 25.0% | 7 | 4.4% |
| Eyeglass Suppliers | 5,597 | 1,408 | 93 | 857 | 74 | 79.6% | 17 | 18.3% | 2 | 2.2% |
| Gymnasiums - Equipment & Supplies | 5,585 | 1,409 | 37 | 1,338 | 26 | 70.3% | 10 | 27.0% | 1 | 2.7% |
| Machinery - New | 5,561 | 1,410 | 40 | 1,288 | 25 | 62.5% | 12 | 30.0% | 3 | 7.5% |
| Uniform Supply Service | 5,557 | 1,411 | 64 | 1,027 | 35 | 54.7% | 29 | 45.3% | 0 | 0.0% |
| Hydroponics - Equipment & Supplies | 5,533 | 1,412 | 15 | 1,879 | 10 | 66.7% | 4 | 26.7% | 1 | 6.7% |
| Saddlery & Harness | 5,532 | 1,413 | 31 | 1,436 | 22 | 71.0% | 9 | 29.0% | 0 | 0.0% |
| Pardon Services | 5,523 | 1,414 | 56 | 1,112 | 48 | 85.7% | 8 | 14.3% | 0 | 0.0% |
| Fire Damage Restoration | 5,503 | 1,415 | 23 | 1,619 | 17 | 73.9% | 6 | 26.1% | 0 | 0.0% |
| Hydraulic Equipment & Supplies | 5,498 | 1,416 | 18 | 1,756 | 10 | 56.6% | 8 | 44.4% | 0 | 0.0% |
| Seminars - Wealth Building & Real Estate | 5,497 | 1,417 | 27 | 1,517 | 17 | 63.0% | 9 | 33.3% | 1 | 3.7% |
| Government Offices | 5,490 | 1,418 | 50 | 1,165 | 24 | 48.0% | 24 | 48.0% | 2 | 4.0% |
| Boat Renting & Leasing | 5,486 | 1,419 | 63 | 1,037 | 41 | 65.1% | 22 | 34.9% | 0 | 0.0% |
| Railings | 5,481 | 1,420 | 15 | 1,879 | 9 | 60.0% | 3 | 20.0% | 3 | 20.0% |
| Garage Organizers | 5,462 | 1,421 | 24 | 1,592 | 22 | 91.7% | 2 | 8.3% | 0 | 0.0% |
| Tile Sales | 5,459 | 1,422 | 51 | 1,154 | 18 | 35.3% | 22 | 43.1% | 11 | 21.6% |
| Perfume - Wholesale & Manufacturers | 5,445 | 1,423 | 39 | 1,306 | 28 | 71.8% | 10 | 25.6% | 1 | 2.6% |
| MRI (Magnetic Resonance Imaging) | 5,445 | 1,423 | 19 | 1,723 | 15 | 78.9% | 4 | 21.1% | 0 | 0.0% |
| Variety Stores | 5,442 | 1,425 | 81 | 925 | 50 | 61.7% | 30 | 37.0% | 1 | 1.2% |
| X-Ray Labs - Industrial | 5,442 | 1,425 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Connectors - Electric | 5,438 | 1,427 | 114 | 759 | 102 | 89.5% | 12 | 10.5% | 0 | 0.0% |
| Fertilizers | 5,437 | 1,428 | 11 | 2,093 | 8 | 72.7% | 0 | 0.0% | 0 | 0.0% |
| Van Conversions & Accessories | 5,431 | 1,429 | 25 | 1,568 | 9 | 36.0% | 14 | 56.0% | 2 | 8.0% |
| Concrete Breaking, Cutting, Sawing | 5,428 | 1,430 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Employment Counseling | 5,425 | 1,431 | 17 | 1,800 | 16 | 94.1% | 1 | 5.9% | 0 | 0.0% |
| Metal Finishers | 5,420 | 1,432 | 10 | 2,158 | 4 | 40.0% | 6 | 60.0% | 0 | 0.0% |
| Printing Brokers | 5,417 | 1,433 | 11 | 2,093 | 4 | 36.4% | 6 | 54.5% | 1 | 9.1% |
| Computers - Rent & Lease | 5,413 | 1,434 | 34 | 1,392 | 4 | 11.8% | 30 | 88.2% | 0 | 0.0% |
| Lamps & Lamp Shades - Retail | 5,412 | 1,435 | 20 | 1,694 | 13 | 65.0% | 7 | 35.0% | 0 | 0.0% |
| Auto Appraisers | 5,400 | 1,436 | 27 | 1,517 | 25 | 92.6% | 2 | 7.4% | 0 | 0.0% |
| Jewelers - Supplies | 5,400 | 1,436 | 15 | 1,879 | 8 | 53.3% | 7 | 46.7% | 0 | 0.0% |
| Nurses Reistries | 5,369 | 1,438 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Womens Apparel - Wholesale & Manufacturers | 5,366 | 1,439 | 23 | 1,619 | 10 | 43.5% | 10 | 43.5% | 3 | 13.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|-------|-------------------|--------|------------------------|-------|
| Health Care - Staffing | 5,365 | 1,440 | 43 | 1,246 | 17 | 39.5% | 26 | 60.5% | 0 | 0.0% |
| Water Works Contractors | 5,362 | 1,441 | 28 | 1,494 | 16 | 57.1% | 10 | 35.7% | 2 | 7.1% |
| Fur Business - Retail | 5,354 | 1,442 | 28 | 1,494 | 17 | 60.7% | 10 | 35.7% | 1 | 3.6% |
| Lumber - Wholesale | 5,350 | 1,443 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Information Processing & Retrieval Equipment & Systems | 5,348 | 1,444 | 37 | 1,338 | 11 | 29.7% | 26 | 70.3% | 0 | 0.0% |
| Bonds - Surety & Fidelity | 5,302 | 1,445 | 9 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Gun Safety & Marksmanship Instruction | 5,255 | 1,446 | 34 | 1,392 | 22 | 64.7% | 12 | 35.3% | 0 | 0.0% |
| Photographic Equipment - Repair | 5,252 | 1,447 | 79 | 941 | 54 | 68.4% | 24 | 30.4% | 1 | 1.3% |
| Judgment Recovery | 5,252 | 1,447 | 22 | 1,644 | 11 | 50.0% | 11 | 50.0% | 0 | 0.0% |
| Massage Equipment & Supplies | 5,251 | 1,449 | 29 | 1,473 | 14 | 48.3% | 15 | 51.7% | 0 | 0.0% |
| Wind Energy Systems | 5,239 | 1,450 | 17 | 1,800 | 10 | 58.8% | 7 | 41.2% | 0 | 0.0% |
| Insurance - Fire & Flood Specialists | 5,235 | 1,451 | 17 | 1,800 | 13 | 76.5% | 3 | 17.6% | 1 | 5.9% |
| Management Training | 5,235 | 1,451 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Horse Training | 5,226 | 1,453 | 18 | 1,756 | 13 | 72.2% | 5 | 27.8% | 0 | 0.0% |
| Pet Fencing & Containment Systems | 5,219 | 1,454 | 28 | 1,494 | 27 | 96.4% | 1 | 3.6% | 0 | 0.0% |
| Antennas | 5,207 | 1,455 | 32 | 1,420 | 12 | 37.5% | 16 | 50.0% | 4 | 12.5% |
| Trailers - Equipment & Parts | 5,197 | 1,456 | 17 | 1,800 | 10 | 58.8% | 7 | 41.2% | 0 | 0.0% |
| Attorneys & Lawyers - Patent | 5,189 | 1,457 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Golf Courses - Public | 5,180 | 1,458 | 54 | 1,129 | 34 | 63.0% | 16 | 29.6% | 4 | 7.4% |
| Mobile Telephone Service | 5,169 | 1,459 | 202 | 561 | 88 | 43.6% | 111 | 55.0% | 3 | 1.5% |
| Auto Smog Inspection | 5,156 | 1,460 | 65 | 1,020 | 47 | 72.3% | 17 | 26.2% | 1 | 1.5% |
| Kitchen Cabinet Refacing | 5,136 | 1,461 | 22 | 1,644 | 17 | 72.3% | 5 | 27.8% | 0 | 0.0% |
| Auto Repair & Service - Diesel | 5,133 | 1,462 | 55 | 1,823 | 29 | 52.7% | 24 | 47.6% | 2 | 3.6% |
| Denturist | 5,124 | 1,463 | 14 | 1,934 | 10 | 71.4% | 3 | 21.4% | 1 | 7.1% |
| Pension & Profit Sharing Plans | 5,117 | 1,464 | 20 | 1,694 | 17 | 85.0% | 3 | 15.0% | 0 | 0.0% |
| Trademark Agents & Consultants | 5,094 | 1,465 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Baths - Equipment & Supplies | 5,079 | 1,466 | 17 | 1,800 | 11 | 64.7% | 6 | 35.3% | 0 | 0.0% |
| Insurance - Medicare Services | 5,067 | 1,467 | 13 | 1,985 | 10 | 76.9% | 3 | 23.1% | 0 | 0.0% |
| Alternative Medicine | 5,034 | 1,468 | 41 | 1,274 | 32 | 78.0% | 8 | 19.5% | 1 | 2.4% |
| Personal Trainers | 5,025 | 1,469 | 64 | 1,027 | 41 | 64.1% | 21 | 32.8% | 2 | 3.1% |
| Plants - Interior Design & Maintenance | 5,023 | 1,470 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Mediation Services | 5,022 | 1,471 | 40 | 1,288 | 19 | 47.5% | 20 | 50.0% | 1 | 2.5% |
| Plastics - Molders | 5,015 | 1,472 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Employment Service - Government, Co, Fraternal | 5,002 | 1,473 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Aircraft Dealers | 5,001 | 1,474 | 11 | 2,093 | 2 | 18.2% | 9 | 81.8% | 0 | 0.0% |
| Referral - Debt Relief Services | 5,000 | 1,475 | 31 | 2,872 | 1 | 33.2% | 2 | 66.7% | 0 | 0.0% |
| Media Consultant | 4,958 | 1,476 | 28 | 1,494 | 9 | 32.1% | 14 | 50.0% | 5 | 17.9% |
| Concierge Services | 4,955 | 1,477 | 9 | 2,223 | 4 | 44.4% | 4 | 44.4% | 1 | 11.1% |
| Aluminum Products | 4,944 | 1,478 | 31 | 1,436 | 20 | 64.5% | 11 | 35.5% | 0 | 0.0% |
| Television & Radio Parts - Retail | 4,938 | 1,479 | 61 | 1,058 | 32 | 52.5% | 24 | 39.3% | 5 | 8.2% |
| Carpet & Rug Repair | 4,899 | 1,480 | 8 | 2,312 | 0 | 0.0% | 8 | 100.0% | 0 | 0.0% |
| Linen Supply Service | 4,887 | 1,481 | 15 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Floors - Industrial | 4,867 | 1,482 | 17 | 1,800 | 5 | 29.4% | 8 | 47.1% | 4 | 23.5% |
| Leather Goods - Dealers | 4,861 | 1,483 | 91 | 874 | 58 | 63.7% | 30 | 33.0% | 3 | 3.3% |
| Ranches | 4,855 | 1,484 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Bakers - Wholesale | 4,850 | 1,485 | 9 | 2,223 | 7 | 77.8% | 1 | 11.1% | 1 | 11.1% |
| Aircraft Parts & Supplies | 4,847 | 1,486 | 18 | 1,756 | 6 | 33.3% | 8 | 44.4% | 4 | 22.2% |
| Solar Energy Equipment & Systems Supplies & Parts | 4,842 | 1,487 | 13 | 1,985 | 4 | 30.8% | 4 | 30.8% | 5 | 38.5% |
| Publishers Representatives | 4,841 | 1,488 | 35 | 1,376 | 31 | 88.6% | 2 | 5.7% | 2 | 5.7% |
| Covers - Protective | 4,839 | 1,489 | 85 | 904 | 71 | 83.5% | 11 | 12.9% | 3 | 3.5% |
| Internet-Based Telephone Service | 4,833 | 1,490 | 93 | 857 | 43 | 46.2% | 28 | 30.1% | 22 | 23.7% |
| Construction Equipment Sales / Services | 4,833 | 1,490 | 41 | 1,274 | 30 | 73.2% | 11 | 26.8% | 0 | 0.0% |
| Boat Covers, Tops & Upholstery | 4,823 | 1,492 | 24 | 1,592 | 12 | 50.0% | 12 | 50.0% | 0 | 0.0% |
| Shirts - Custom Made | 4,797 | 1,493 | 95 | 846 | 36 | 37.9% | 57 | 60.0% | 2 | 2.1% |
| Insulation Contractors Equipment & Supplies | 4,796 | 1,494 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Traffic & Parking Consultants | 4,787 | 1,495 | 111 | 766 | 103 | 92.8% | 8 | 7.2% | 0 | 0.0% |
| Office & Desk Space Rental Service | 4,787 | 1,495 | 21 | 1,662 | 11 | 52.4% | 7 | 33.3% | 3 | 14.3% |
| Bankruptcy Assistance & Services | 4,769 | 1,497 | 30 | 1,456 | 13 | 43.3% | 16 | 53.3% | 1 | 3.3% |
| Auto Dealers - Custom Design & Replica | 4,766 | 1,498 | 38 | 1,321 | 22 | 57.9% | 16 | 42.1% | 0 | 0.0% |
| Building Cleaning - Exterior | 4,761 | 1,499 | 5 | 2,596 | 2 | 40.0% | 1 | 20.0% | 1 | 20.0% |
| Marine Electronic Equipment & Supplies | 4,753 | 1,500 | 27 | 2,517 | 20 | 74.1% | 7 | 25.9% | 0 | 0.0% |
| Trailers - Truck | 4,724 | 1,501 | 30 | 1,456 | 25 | 83.3% | 5 | 16.7% | 0 | 0.0% |
| Metal Specialties | 4,722 | 1,502 | 15 | 1,879 | 5 | 33.3% | 9 | 60.0% | 1 | 6.7% |
| Karaoke Machines & Tapes | 4,721 | 1,503 | 9 | 2,223 | 7 | 77.8% | 1 | 11.1% | 1 | 11.1% |
| Tax Reporting Service | 4,720 | 1,504 | 44 | 1,231 | 21 | 47.7% | 21 | 47.7% | 2 | 4.5% |
| Laboratory Equipment & Supplies | 4,694 | 1,505 | 18 | 1,756 | 10 | 55.6% | 8 | 44.4% | 0 | 0.0% |
| Occupational Therapists | 4,693 | 1,506 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Pipe | 4,692 | 1,507 | 13 | 1,985 | 12 | 92.3% | 1 | 7.7% | 0 | 0.0% |
| Check Cashing Protection Systems | 4,691 | 1,508 | 206 | 549 | 204 | 99.0% | 1 | 0.5% | 1 | 0.5% |
| Wire & Cable - Electric | 4,687 | 1,509 | 13 | 1,985 | 7 | 53.8% | 6 | 46.2% | 0 | 0.0% |
| Trailers - Camping & Travel | 4,681 | 1,510 | 54 | 1,129 | 41 | 75.9% | 13 | 24.1% | 0 | 0.0% |
| Fraternal Organizations | 4,681 | 1,510 | 25 | 1,934 | 12 | 85.7% | 13 | 14.3% | 0 | 0.0% |
| Food Service/Management | 4,675 | 1,512 | 23 | 1,644 | 19 | 86.4% | 2 | 9.1% | 1 | 4.5% |
| Veterans & Military Organizations | 4,672 | 1,513 | 8 | 2,312 | 5 | 62.5% | 2 | 25.0% | 1 | 12.5% |
| Vending Machines - Supplies & Parts | 4,667 | 1,514 | 36 | 1,354 | 10 | 27.8% | 23 | 63.9% | 3 | 8.3% |
| Screen Repair | 4,661 | 1,515 | 14 | 1,934 | 5 | 35.7% | 9 | 64.3% | 0 | 0.0% |
| Advertising - Periodical | 4,654 | 1,516 | 52 | 1,143 | 14 | 26.9% | 32 | 61.5% | 6 | 11.5% |
| Electronic Mail Service | 4,641 | 1,517 | 204 | 556 | 146 | 71.6% | 51 | 25.0% | 7 | 3.4% |
| Furniture - Unfinished | 4,635 | 1,518 | 34 | 1,392 | 30 | 88.2% | 4 | 11.8% | 0 | 0.0% |
| Human Services Organizations | 4,635 | 1,518 | 15 | 1,879 | 7 | 46.7% | 6 | 40.0% | 2 | 13.3% |
| Venetian Blinds - Repair & Cleaning | 4,629 | 1,520 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Insurance - Workers Compensation | 4,622 | 1,521 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Animal Brokers & Dealers - Zoo, Circus | 4,614 | 1,522 | 33 | 1,405 | 18 | 54.5% | 12 | 36.4% | 3 | 9.1% |
| Christmas Trees | 4,613 | 1,523 | 44 | 1,231 | 33 | 75.0% | 10 | 22.7% | 1 | 2.3% |
| Bathroom Remodeling - Walk-In Tubs | 4,608 | 1,524 | 41 | 1,274 | 37 | 90.2% | 4 | 9.8% | 0 | 0.0% |
| Physicians & Surgeons - Cardiology Services | 4,603 | 1,525 | 31 | 1,436 | 26 | 83.9% | 5 | 16.1% | 0 | 0.0% |
| Water Heaters - Repairing | 4,603 | 1,525 | 20 | 1,694 | 9 | 45.0% | 10 | 50.0% | 1 | 5.0% |
| Surfboards | 4,601 | 1,527 | 16 | 1,848 | 11 | 68.8% | 5 | 31.3% | 0 | 0.0% |
| Sales & Order Books | 4,594 | 1,528 | 110 | 770 | 97 | 88.2% | 9 | 8.2% | 4 | 3.6% |
| Deck Builder | 4,590 | 1,529 | 18 | 1,756 | 12 | 66.7% | 5 | 27.8% | 1 | 5.6% |
| Dolls - Retail | 4,569 | 1,530 | 52 | 1,143 | 33 | 63.5% | 19 | 36.5% | 0 | 0.0% |
| Beads | 4,566 | 1,531 | 15 | 1,879 | 11 | 73.3% | 4 | 26.7% | 0 | 0.0% |
| Balloons - Novelty & Toy | 4,554 | 1,532 | 23 | 1,619 | 16 | 69.6% | 7 | 30.4% | 0 | 0.0% |
| Wine Storage Equipment | 4,551 | 1,533 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Caskets | 4,541 | 1,534 | 17 | 1,800 | 8 | 47.1% | 8 | 47.1% | 1 | 5.9% |
| Computer Printers Sales & Service | 4,525 | 1,535 | 38 | 1,321 | 24 | 63.2% | 13 | 34.2% | 1 | 2.6% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % | |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|------|
| Trailer Hitches | 4,523 | 1,536 | 20 | 1,694 | 15 | 75.0% | 4 | 20.0% | 1 | 5.0% | |
| Stone - Cast | 4,519 | 1,537 | 15 | 1,879 | 7 | 46.7% | 8 | 53.3% | 0 | 0.0% | |
| Physicians & Surgeons - Gastroenterology | 4,515 | 1,538 | 43 | 1,246 | 32 | 74.4% | 11 | 25.6% | 0 | 0.0% | |
| Magazine Sales by Mail | 4,514 | 1,539 | 123 | 735 | 61 | 49.6% | 42 | 34.1% | 20 | 16.3% | |
| Writers - Business | 4,507 | 1,540 | 29 | 1,473 | 9 | 31.0% | 10 | 34.5% | 10 | 34.5% | |
| Delicatessens | 4,498 | 1,541 | 24 | 1,592 | 14 | 58.3% | 9 | 37.5% | 1 | 4.2% | |
| Concrete Construction Forms & Accessories | 4,482 | 1,542 | 22 | 1,644 | 4 | 18.2% | 7 | 31.8% | 11 | 50.0% | |
| Self Defense Devices | 4,470 | 1,543 | 33 | 1,405 | 19 | 57.6% | 14 | 42.4% | 0 | 0.0% | |
| Nursery Stock Dealers | 4,466 | 1,544 | 33 | 1,405 | 26 | 78.8% | 7 | 21.2% | 0 | 0.0% | |
| Craft Instruction | 4,446 | 1,545 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% | |
| Musical Instruments - Repair | 4,425 | 1,546 | 37 | 1,338 | 16 | 43.2% | 21 | 56.8% | 0 | 0.0% | |
| Fiber Optics | 4,425 | 1,546 | 17 | 1,800 | 12 | 70.6% | 4 | 23.5% | 1 | 5.9% | |
| Office Furniture & Equipment - Used | 4,420 | 1,548 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% | |
| Wood Finishing | 4,404 | 1,549 | 20 | 1,694 | 13 | 65.0% | 6 | 30.0% | 1 | 5.0% | |
| Dressmakers | 4,402 | 1,550 | 61 | 1,058 | 27 | 44.3% | 33 | 54.1% | 1 | 1.6% | |
| Soaps & Detergents | 4,398 | 1,551 | 57 | 1,098 | 28 | 49.1% | 25 | 43.9% | 4 | 7.0% | |
| Videoconferencing Services | 4,398 | 1,551 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% | |
| Musical Instruments - Wholesale & Manufacturers | 4,397 | 1,553 | 25 | 1,568 | 14 | 56.0% | 9 | 36.0% | 2 | 8.0% | |
| Electronics Research & Development | 4,392 | 1,554 | 58 | 1,089 | 54 | 93.1% | 4 | 6.9% | 0 | 0.0% | |
| Insurance - Funeral | 4,389 | 1,555 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% | |
| Leather | 4,383 | 1,556 | 60 | 1,071 | 21 | 35.0% | 38 | 63.3% | 1 | 1.7% | |
| Sperm Banks | 4,370 | 1,557 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% | |
| Oil Producers | 4,367 | 1,558 | 10 | 2,158 | 6 | 60.0% | 4 | 40.0% | 0 | 0.0% | |
| Typographers | 4,364 | 1,559 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% | |
| Pianos - Tuning & Repair | 4,363 | 1,560 | 19 | 1,723 | 9 | 47.4% | 9 | 47.4% | 1 | 5.3% | |
| Plants - Retail | 4,360 | 1,561 | 43 | 1,246 | 26 | 60.5% | 15 | 34.9% | 2 | 4.7% | |
| Social Security Services | 4,357 | 1,562 | 51 | 1,154 | 45 | 88.2% | 5 | 9.8% | 1 | 2.0% | |
| Glassware - Wholesale & Manufacturers | 4,353 | 1,563 | 32 | 1,420 | 15 | 46.9% | 13 | 40.6% | 4 | 12.5% | |
| Charity - Human Services (i.e. assistance to individuals & families) | 4,351 | 1,564 | 36 | 1,354 | 31 | 86.1% | 5 | 13.9% | 0 | 0.0% | |
| Physicians & Surgeons - Anesthesiologists | 4,339 | 1,565 | 46 | 1,208 | 34 | 73.9% | 12 | 26.1% | 0 | 0.0% | |
| Dock Builders | 4,337 | 1,566 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% | |
| Flight School | 4,321 | 1,567 | 23 | 1,619 | 15 | 65.2% | 6 | 26.1% | 2 | 8.7% | |
| Renewable Energy | 4,318 | 1,568 | 10 | 2,158 | 8 | 80.0% | 2 | 20.0% | 0 | 0.0% | |
| Army & Navy Goods | 4,315 | 1,569 | 58 | 1,089 | 28 | 48.3% | 30 | 51.7% | 0 | 0.0% | |
| Automobile Dealers - Imported Cars | 4,314 | 1,570 | 77 | 950 | 56 | 72.7% | 21 | 27.3% | 0 | 0.0% | |
| Newspaper Distributors | 4,304 | 1,571 | 133 | 713 | 125 | 94.0% | 6 | 4.5% | 2 | 1.5% | |
| Auto Bumpers, Guards & Grilles | 4,302 | 1,572 | 23 | 1,619 | 15 | 65.2% | 8 | 34.8% | 0 | 0.0% | |
| Hardware - Wholesale & Manufacturers | 4,301 | 1,573 | 14 | 1,934 | 11 | 78.6% | 3 | 21.4% | 0 | 0.0% | |
| Industrial Consultants | 4,295 | 1,574 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% | |
| Advertising - Shoppers Guides | 4,294 | 1,575 | 68 | 996 | 23 | 33.8% | 38 | 55.9% | 7 | 10.3% | |
| Lighting Fixtures - Wholesale & Manufacturers | 4,291 | 1,576 | 17 | 1,800 | 8 | 47.1% | 9 | 52.9% | 0 | 0.0% | |
| Toys - Wholesale & Manufacturers | 4,288 | 1,577 | 63 | 1,037 | 38 | 60.3% | 21 | 33.3% | 4 | 6.3% | |
| Travel Agent Mills | 4,287 | 1,578 | 27 | 1,517 | 14 | 51.9% | 11 | 40.7% | 2 | 7.4% | |
| Fireworks | 4,287 | 1,578 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% | |
| Office Furniture & Equipment - Installation | 4,287 | 1,578 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% | |
| Pallets & Skids | 4,273 | 1,581 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% | |
| Dental Hygienists | 4,269 | 1,582 | 37 | 1,338 | 30 | 81.1% | 6 | 16.2% | 1 | 2.7% | |
| Clinics - Sleep Centers | 4,259 | 1,583 | 31 | 1,436 | 22 | 71.0% | 9 | 29.0% | 0 | 0.0% | |
| Pumps - Dealers | 4,239 | 1,584 | 17 | 1,800 | 5 | 29.4% | 11 | 64.7% | 1 | 5.9% | |
| Marble & Terrazzo Cleaning & Service | 4,239 | 1,584 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% | |
| Freight Traffic Service | 4,233 | 1,586 | 76 | 953 | 68 | 89.5% | 8 | 10.5% | 0 | 0.0% | |
| Custom Framing | 4,209 | 1,587 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% | |
| Attorneys Service Bureaus | 4,208 | 1,588 | 5 | 2,596 | 2 | 40.0% | 2 | 40.0% | 1 | 20.0% | |
| Theater Stage Play Houses | 4,207 | 1,589 | 44 | 1,231 | 29 | 65.9% | 13 | 29.5% | 2 | 4.5% | |
| Oil Burners | 4,202 | 1,590 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% | |
| Car Wash & Polish Equipment & Supplies | 4,185 | 1,591 | 45 | 1,219 | 27 | 60.0% | 17 | 37.8% | 1 | 2.2% | |
| Automation Systems & Equipment | 4,177 | 1,592 | 32 | 1,420 | 29 | 90.6% | 3 | 9.4% | 0 | 0.0% | |
| Staffing - Technical | 4,176 | 1,593 | 3 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% | |
| Lawn & Tree Care | 4,174 | 1,594 | 176 | 616 | 109 | 61.9% | 59 | 33.5% | 8 | 4.5% | |
| Packing & Crating Service | 4,172 | 1,595 | 17 | 1,800 | 10 | 58.8% | 7 | 38.9% | 0 | 0.0% | |
| Tents | 4,152 | 1,596 | 26 | 1,544 | 22 | 84.6% | 4 | 15.4% | 0 | 0.0% | |
| E-Learning | 4,148 | 1,597 | 21 | 1,662 | 18 | 85.7% | 3 | 14.3% | 0 | 0.0% | |
| Metals - Precious - Sheet, Wire, Tubing | 4,118 | 1,598 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% | |
| Engineers - Electrical | 4,117 | 1,599 | 7 | 2,413 | 2 | 28.6% | 4 | 57.1% | 1 | 14.3% | |
| Septic Tanks - Treatment Supplies | 4,086 | 1,600 | 252 | 472 | 237 | 94.0% | 13 | 5.2% | 2 | 0.8% | |
| Fruits & Vegetables - Wholesale | 4,079 | 1,601 | 14 | 1,934 | 10 | 71.4% | 4 | 28.6% | 0 | 0.0% | |
| Wineries | 4,064 | 1,602 | 46 | 1,208 | 26 | 56.5% | 18 | 39.1% | 2 | 4.3% | |
| Tool & Die Makers | 4,050 | 1,603 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% | |
| Oil Tank Removal & Installation | 4,047 | 1,604 | 21 | 1,662 | 8 | 38.1% | 13 | 61.9% | 0 | 0.0% | |
| Tree Service - Pruning | 4,047 | 1,604 | 17 | 1,800 | 9 | 52.9% | 8 | 47.1% | 0 | 0.0% | |
| Horse Dealers | 4,041 | 1,606 | 14 | 1,934 | 10 | 71.4% | 4 | 28.6% | 0 | 0.0% | |
| Myofunctional Therapy | 4,038 | 1,607 | 83 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% | |
| Appliances - Small - Wholesale & Manufacturers | 4,028 | 1,608 | 112 | 763 | 91 | 87.8% | 21 | 18.8% | 0 | 0.0% | |
| Video Games - Supplies & Parts | 4,028 | 1,608 | 58 | 1,089 | 35 | 60.3% | 11 | 22 | 37.9% | 1 | 1.7% |
| Lighting Consultants | 4,021 | 1,610 | 19 | 1,723 | 9 | 47.4% | 9 | 47.4% | 1 | 5.3% | |
| Toner Cartridges | 4,017 | 1,611 | 28 | 1,494 | 7 | 25.0% | 20 | 71.4% | 1 | 3.6% | |
| Stump Removal & Grinding | 4,015 | 1,612 | 17 | 1,800 | 5 | 29.4% | 8 | 47.1% | 4 | 23.5% | |
| Shoes - Wholesale & Manufacturers | 4,012 | 1,613 | 107 | 785 | 88 | 82.2% | 19 | 17.8% | 0 | 0.0% | |
| Paving, Painting, Home Improvement - Itinerant Workers | 4,009 | 1,614 | 45 | 1,219 | 14 | 31.1% | 11 | 24.4% | 20 | 44.4% | |
| Web Conferencing | 4,009 | 1,614 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% | |
| Scaffolding & Aerial Lifts | 3,996 | 1,616 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% | |
| Aircraft Schools | 3,994 | 1,617 | 11 | 2,093 | 8 | 72.7% | 2 | 18.2% | 1 | 9.1% | |
| Literary Agents | 3,991 | 1,618 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% | |
| Snowmobiles | 3,990 | 1,619 | 74 | 963 | 60 | 81.1% | 14 | 18.9% | 0 | 0.0% | |
| Audio-Visual Equipment - Service & Repair | 3,980 | 1,620 | 47 | 1,194 | 17 | 36.2% | 30 | 63.8% | 0 | 0.0% | |
| Oilfield Equipment | 3,970 | 1,621 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% | |
| Junk Removal | 3,964 | 1,622 | 27 | 1,517 | 17 | 63.0% | 10 | 37.0% | 0 | 0.0% | |
| Oilfield Hauling | 3,962 | 1,623 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | |
| Arbitration Services | 3,956 | 1,624 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% | |
| Check Verification & Recovery Service | 3,952 | 1,625 | 40 | 1,288 | 37 | 92.5% | 3 | 7.5% | 0 | 0.0% | |
| Radiotelephone Communication - Equipment & Systems | 3,952 | 1,625 | 17 | 1,800 | 9 | 52.9% | 8 | 47.1% | 0 | 0.0% | |
| Custom Brokers | 3,948 | 1,627 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% | |
| Engineers - Mechanical | 3,941 | 1,628 | 9 | 2,223 | 3 | 33.3% | 4 | 44.4% | 2 | 22.2% | |
| Hats - Retail | 3,938 | 1,629 | 93 | 857 | 57 | 61.3% | 33 | 35.5% | 3 | 3.2% | |
| Shelving | 3,920 | 1,630 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% | |
| Transcription Service | 3,896 | 1,631 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% | |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|-------|------------------------|-------|
| Pottery | 3,891 | 1,632 | 38 | 1,321 | 22 | 57.9% | 16 | 42.1% | 0 | 0.0% |
| Manufactured Homes - Equipment & Parts | 3,884 | 1,633 | 19 | 1,723 | 4 | 21.1% | 4 | 21.1% | 0 | 0.0% |
| Mailing Services - International | 3,883 | 1,634 | 21 | 1,662 | 16 | 76.2% | 5 | 23.8% | 0 | 0.0% |
| Concrete - Restoration, Sealing & Cleaning | 3,881 | 1,635 | 29 | 1,473 | 11 | 37.9% | 14 | 48.3% | 4 | 13.8% |
| Sawmills | 3,875 | 1,636 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Scrapbooking | 3,871 | 1,637 | 54 | 1,129 | 41 | 75.9% | 8 | 14.8% | 5 | 9.3% |
| Motorcycles - Renting & Leasing | 3,869 | 1,638 | 40 | 1,288 | 12 | 30.0% | 28 | 70.0% | 0 | 0.0% |
| Glaziers | 3,868 | 1,639 | 11 | 2,093 | 4 | 36.4% | 6 | 54.5% | 1 | 9.1% |
| Refrigeration Equipment - Supplies & Parts | 3,859 | 1,640 | 14 | 1,934 | 7 | 50.0% | 5 | 35.7% | 2 | 14.3% |
| Watches - Wholesale & Manufacturers | 3,856 | 1,641 | 26 | 1,544 | 17 | 65.4% | 8 | 30.8% | 1 | 3.8% |
| Office Buildings | 3,853 | 1,642 | 24 | 1,592 | 21 | 87.5% | 3 | 12.5% | 1 | 0.0% |
| Beer & Ale - Wholesale | 3,853 | 1,642 | 10 | 2,158 | 10 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Coaching - Life | 3,852 | 1,644 | 18 | 1,756 | 7 | 38.9% | 9 | 50.0% | 2 | 11.1% |
| Baseball Clubs | 3,829 | 1,645 | 34 | 1,392 | 24 | 70.6% | 8 | 23.5% | 2 | 5.9% |
| Cleaning Systems Press, Chemical | 3,823 | 1,646 | 12 | 2,033 | 2 | 16.7% | 10 | 83.3% | 0 | 0.0% |
| Dryer Vent Cleaning | 3,822 | 1,647 | 11 | 2,093 | 5 | 45.5% | 6 | 54.5% | 0 | 0.0% |
| Consultant - Planning | 3,818 | 1,648 | 20 | 1,694 | 9 | 45.0% | 10 | 50.0% | 1 | 5.0% |
| Food Brokers | 3,814 | 1,649 | 19 | 1,723 | 6 | 31.6% | 2 | 10.5% | 2 | 10.5% |
| Golf Instruction | 3,812 | 1,650 | 20 | 1,694 | 7 | 35.0% | 8 | 40.0% | 5 | 25.0% |
| Court Reporters | 3,809 | 1,651 | 7 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Detective Agencies | 3,804 | 1,652 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Boxes - Corrugated & Fiber | 3,803 | 1,653 | 31 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Senior Home Care | 3,799 | 1,654 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Halls & Auditoriums | 3,798 | 1,655 | 30 | 1,456 | 12 | 40.0% | 16 | 53.3% | 2 | 6.7% |
| Ammunition & Reload Equipment & Supplies | 3,780 | 1,656 | 30 | 1,456 | 23 | 76.7% | 7 | 23.3% | 0 | 0.0% |
| Tile - Non-Ceramic - Manufacturers & Distributors | 3,777 | 1,657 | 19 | 1,723 | 9 | 47.4% | 10 | 52.6% | 0 | 0.0% |
| Wood Preserving | 3,777 | 1,657 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Teeth Whitening Services | 3,775 | 1,659 | 61 | 1,058 | 18 | 29.5% | 40 | 65.6% | 3 | 4.9% |
| Greenhouses | 3,775 | 1,659 | 18 | 1,756 | 10 | 55.6% | 8 | 44.4% | 0 | 0.0% |
| Auto Electric Equipment | 3,765 | 1,661 | 57 | 1,098 | 38 | 66.7% | 18 | 31.6% | 1 | 1.8% |
| Pipes & Smokers Articles | 3,764 | 1,662 | 64 | 1,027 | 10 | 15.6% | 54 | 84.4% | 0 | 0.0% |
| Giftware - Wholesale & Manufacturers | 3,759 | 1,663 | 18 | 1,756 | 16 | 88.9% | 2 | 11.1% | 0 | 0.0% |
| Concrete Blocks & Shapes | 3,759 | 1,663 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Protection Apparatus | 3,749 | 1,665 | 197 | 572 | 194 | 98.5% | 3 | 1.5% | 0 | 0.0% |
| Auto Floor Coverings | 3,741 | 1,666 | 39 | 1,306 | 38 | 97.4% | 1 | 0.0% | 1 | 2.6% |
| Precious, Semi-Precious & Synthetic | 3,741 | 1,666 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Fasteners - Industrial & Construction | 3,739 | 1,668 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Vacuum Cleaners - Wholesale & Manufacturers | 3,731 | 1,669 | 93 | 857 | 87 | 93.5% | 5 | 5.4% | 1 | 1.1% |
| Jeans | 3,725 | 1,670 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Boilers - Repair & Cleaning | 3,724 | 1,671 | 15 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Machinery Rebuild & Repair | 3,721 | 1,672 | 19 | 1,723 | 10 | 52.6% | 8 | 42.1% | 1 | 5.3% |
| Drama/Acting Instruction | 3,713 | 1,673 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Oils - Essential | 3,712 | 1,674 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Breastfeeding Supplies & Information | 3,697 | 1,675 | 22 | 1,644 | 22 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Artists - Fine Art | 3,697 | 1,675 | 13 | 1,985 | 7 | 53.8% | 5 | 38.5% | 1 | 7.7% |
| Trailers - Horse | 3,684 | 1,677 | 12 | 2,033 | 7 | 58.3% | 4 | 33.3% | 1 | 8.3% |
| Television & Radio Broadcast Schools | 3,682 | 1,678 | 41 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Audio-Visual Equipment - Supplies & Parts | 3,671 | 1,679 | 24 | 1,592 | 12 | 50.0% | 11 | 45.8% | 1 | 4.2% |
| Tents - Rental | 3,669 | 1,680 | 17 | 1,800 | 12 | 70.6% | 5 | 29.4% | 0 | 0.0% |
| Craft Galleries & Dealers | 3,663 | 1,681 | 31 | 1,436 | 18 | 58.1% | 13 | 41.9% | 0 | 0.0% |
| Brick - Clay - Common & Face | 3,659 | 1,682 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Fire Protection Contractor | 3,653 | 1,683 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Genealogy Services | 3,647 | 1,684 | 56 | 1,112 | 46 | 82.1% | 9 | 16.1% | 1 | 1.8% |
| Music & Messaging Services | 3,636 | 1,685 | 299 | 417 | 287 | 96.0% | 11 | 3.7% | 1 | 0.3% |
| Compliance Consulting | 3,632 | 1,686 | 19 | 1,723 | 14 | 73.7% | 4 | 21.1% | 1 | 5.3% |
| Environmental, Conservationist & Ecol Org | 3,625 | 1,687 | 22 | 1,644 | 7 | 31.8% | 15 | 68.2% | 0 | 0.0% |
| Fish & Seafood - Wholesale | 3,620 | 1,688 | 7 | 2,413 | 3 | 42.9% | 3 | 42.9% | 1 | 14.3% |
| Distributing Service - Circular, Sample | 3,616 | 1,689 | 17 | 1,800 | 13 | 76.5% | 3 | 17.6% | 1 | 5.9% |
| Roof Structures | 3,611 | 1,690 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Air Ambulance Service | 3,610 | 1,691 | 1 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Beauty Consultant | 3,606 | 1,692 | 28 | 1,494 | 19 | 67.9% | 9 | 32.1% | 0 | 0.0% |
| Asbestos Consulting & Testing | 3,601 | 1,693 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber Stamps | 3,598 | 1,694 | 13 | 1,985 | 5 | 38.5% | 8 | 61.5% | 0 | 0.0% |
| Costume Fabrics, Trim & Accessories | 3,596 | 1,695 | 36 | 1,354 | 25 | 69.4% | 10 | 27.8% | 1 | 2.8% |
| Colon Hydrotherapy - Colonic Therapy | 3,595 | 1,696 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Teleconference Service | 3,592 | 1,697 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Mens Clothing & Furnishings - Wholesale & Manufacturers | 3,590 | 1,698 | 15 | 1,879 | 6 | 40.0% | 8 | 53.3% | 1 | 6.7% |
| Engravers - Mechanical | 3,584 | 1,699 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| News Service | 3,577 | 1,700 | 29 | 1,473 | 20 | 69.0% | 2 | 6.9% | 7 | 24.1% |
| Identification Equipment & Supplies | 3,576 | 1,701 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Inventors | 3,571 | 1,702 | 28 | 1,494 | 2 | 7.1% | 15 | 53.6% | 11 | 39.3% |
| Paintball - Games & Supplies | 3,569 | 1,703 | 27 | 1,517 | 22 | 81.5% | 5 | 18.5% | 0 | 0.0% |
| Audio-Visual Equipment - Rent & Lease | 3,566 | 1,704 | 0 | 2,227 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Coffee & Tea Shops | 3,565 | 1,705 | 51 | 1,154 | 62 | 62.7% | 17 | 33.3% | 2 | 3.9% |
| Woodworking Equipment & Supplies | 3,561 | 1,706 | 11 | 2,093 | 6 | 54.5% | 5 | 45.5% | 0 | 0.0% |
| Photography Schools | 3,560 | 1,707 | 20 | 1,694 | 13 | 65.0% | 6 | 30.0% | 1 | 5.0% |
| Towers | 3,558 | 1,708 | 64 | 1,027 | 28 | 43.8% | 33 | 51.6% | 3 | 4.7% |
| Airport Parking Reservations | 3,554 | 1,709 | 29 | 1,473 | 14 | 48.3% | 15 | 51.7% | 0 | 0.0% |
| Videographers | 3,551 | 1,710 | 90 | 883 | 43 | 47.8% | 44 | 48.9% | 3 | 3.3% |
| Steam Cleaning - Industrial | 3,551 | 1,710 | 36 | 1,354 | 14 | 38.9% | 21 | 58.3% | 1 | 2.8% |
| Survival Products & Supplies | 3,547 | 1,712 | 18 | 1,756 | 11 | 61.1% | 7 | 38.9% | 0 | 0.0% |
| Steel Processing | 3,534 | 1,713 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Food Processing Equipment & Supplies | 3,532 | 1,714 | 9 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Plasma Centers | 3,530 | 1,715 | 10 | 2,158 | 6 | 60.0% | 3 | 30.0% | 1 | 10.0% |
| Ice | 3,528 | 1,716 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Trampolines | 3,525 | 1,717 | 37 | 1,338 | 32 | 86.5% | 5 | 13.5% | 0 | 0.0% |
| Grout Resurfacing & Repair | 3,522 | 1,718 | 13 | 1,985 | 8 | 61.5% | 5 | 38.5% | 0 | 0.0% |
| Painting - Faux Finishing | 3,517 | 1,719 | 12 | 2,033 | 6 | 50.0% | 5 | 41.7% | 1 | 8.3% |
| Water - Bottled & Bulk | 3,510 | 1,720 | 20 | 1,694 | 16 | 80.0% | 4 | 20.0% | 0 | 0.0% |
| Advertising - Television | 3,506 | 1,721 | 44 | 1,231 | 13 | 29.5% | 26 | 59.1% | 5 | 11.4% |
| Video Equipment - Service & Repair | 3,498 | 1,722 | 31 | 1,436 | 13 | 41.9% | 18 | 58.1% | 0 | 0.0% |
| Stamps - Collectors | 3,497 | 1,723 | 22 | 1,644 | 18 | 81.8% | 3 | 13.6% | 1 | 4.5% |
| Grocers - Wholesale | 3,497 | 1,723 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Auto Air Conditioning Equipment | 3,494 | 1,725 | 27 | 1,517 | 19 | 70.4% | 6 | 22.2% | 2 | 7.4% |
| Attorneys & Lawyers - Wills, Trust & Probate | 3,480 | 1,726 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Antiques - Repair & Restore | 3,471 | 1,727 | 30 | 1,456 | 12 | 40.0% | 16 | 53.3% | 2 | 6.7% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Factoring Service | 3,463 | 1,728 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Factors | 3,450 | 1,729 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Appraisers - Antiques | 3,448 | 1,730 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Crime Scene/Trauma Clean Up | 3,444 | 1,731 | 14 | 1,934 | 14 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Identification Card Service | 3,439 | 1,732 | 14 | 1,934 | 9 | 64.3% | 4 | 28.6% | 1 | 7.1% |
| Storm Windows & Doors - Repair | 3,437 | 1,733 | 18 | 1,756 | 6 | 33.3% | 11 | 61.1% | 1 | 5.6% |
| Merchandise Brokers | 3,437 | 1,733 | 16 | 1,848 | 11 | 68.8% | 5 | 31.3% | 0 | 0.0% |
| Computers - Graphics | 3,431 | 1,735 | 15 | 1,879 | 1 | 6.7% | 12 | 80.0% | 2 | 13.3% |
| Outplacement Consultants | 3,424 | 1,736 | 15 | 1,879 | 8 | 53.3% | 2 | 13.3% | 5 | 33.3% |
| Vacuum Equipment & Systems | 3,422 | 1,737 | 31 | 1,436 | 23 | 74.2% | 7 | 29.6% | 1 | 3.7% |
| Alternators & Generators - Auto Repair | 3,421 | 1,738 | 42 | 1,261 | 25 | 59.5% | 16 | 38.1% | 1 | 2.4% |
| Musicians | 3,421 | 1,738 | 17 | 1,800 | 9 | 52.9% | 7 | 41.2% | 1 | 5.9% |
| School Furniture & Equipment | 3,414 | 1,740 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Water Analysis | 3,413 | 1,741 | 16 | 1,848 | 7 | 43.8% | 7 | 43.8% | 2 | 12.5% |
| Fashion Consultants | 3,413 | 1,741 | 11 | 2,093 | 2 | 18.2% | 8 | 72.7% | 1 | 9.1% |
| Medical Diagnostic Testing Facilities | 3,408 | 1,743 | 16 | 1,848 | 13 | 81.3% | 3 | 18.8% | 0 | 0.0% |
| Outdoor Kitchens | 3,401 | 1,744 | 23 | 1,619 | 17 | 73.9% | 5 | 21.7% | 1 | 4.3% |
| Online Drug & Prescription Services - Unapproved Foreign | 3,390 | 1,745 | 7 | 2,413 | 2 | 28.6% | 4 | 57.1% | 1 | 14.3% |
| Oils - Petroleum | 3,387 | 1,746 | 14 | 1,934 | 12 | 85.7% | 2 | 14.3% | 0 | 0.0% |
| Fruit & Vegetable Growers & Shippers | 3,380 | 1,747 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Door-to-Door Sales - Cleaning Supplies | 3,367 | 1,748 | 52 | 1,143 | 28 | 53.8% | 22 | 42.3% | 2 | 3.8% |
| Second Hand Stores | 3,359 | 1,749 | 30 | 1,456 | 15 | 50.0% | 14 | 46.7% | 1 | 3.3% |
| Screening - Tenant | 3,359 | 1,749 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Designers - Industrial | 3,352 | 1,751 | 30 | 1,456 | 14 | 46.7% | 16 | 53.3% | 0 | 0.0% |
| Drapery & Curtain Cleaners | 3,346 | 1,752 | 9 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Windows - Vinyl | 3,337 | 1,753 | 9 | 2,223 | 9 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Party Facilities | 3,333 | 1,754 | 46 | 1,208 | 23 | 50.0% | 19 | 41.3% | 4 | 8.7% |
| Fishing Charters | 3,321 | 1,755 | 19 | 1,723 | 8 | 42.1% | 11 | 57.9% | 0 | 0.0% |
| Movers - Office | 3,312 | 1,756 | 30 | 1,456 | 18 | 60.0% | 10 | 33.3% | 2 | 6.7% |
| Exterior Structures - Barn Construction | 3,306 | 1,757 | 21 | 1,662 | 7 | 33.3% | 8 | 38.1% | 6 | 28.6% |
| Window Tinting & Coating - Residential | 3,306 | 1,757 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Surveillance Equipment, Sales & Service | 3,296 | 1,759 | 80 | 931 | 76 | 95.0% | 4 | 5.0% | 0 | 0.0% |
| Cocktail Lounges | 3,290 | 1,760 | 46 | 1,208 | 28 | 60.9% | 16 | 34.8% | 2 | 4.3% |
| Diaper Service | 3,289 | 1,761 | 28 | 1,494 | 10 | 35.7% | 17 | 60.7% | 1 | 3.6% |
| Chemical Cleaning - Industrial | 3,285 | 1,762 | 19 | 1,723 | 4 | 21.1% | 15 | 78.9% | 0 | 0.0% |
| Interior Decorators & Designers Supplies | 3,284 | 1,763 | 67 | 1,005 | 18 | 26.9% | 49 | 73.1% | 0 | 0.0% |
| Sheet Metal Equipment & Supplies | 3,280 | 1,764 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Electric Heating Elements | 3,279 | 1,765 | 22 | 1,644 | 16 | 72.7% | 5 | 22.7% | 1 | 4.5% |
| Group Homes | 3,273 | 1,766 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Hardscapes | 3,271 | 1,767 | 17 | 1,800 | 9 | 52.9% | 8 | 47.1% | 0 | 0.0% |
| Scales | 3,270 | 1,768 | 16 | 1,848 | 11 | 68.8% | 5 | 31.3% | 0 | 0.0% |
| Tile & Marble | 3,265 | 1,769 | 8 | 2,312 | 5 | 62.5% | 2 | 25.0% | 1 | 12.5% |
| Posters | 3,257 | 1,770 | 62 | 1,046 | 35 | 56.5% | 26 | 41.9% | 1 | 1.6% |
| Pharmacies - Specialty | 3,252 | 1,771 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Home Decor, Accessories & Gifts - Online Retailer | 3,246 | 1,772 | 197 | 572 | 196 | 99.5% | 1 | 0.5% | 0 | 0.0% |
| Child Support Enforcement | 3,233 | 1,773 | 35 | 1,376 | 25 | 71.4% | 10 | 28.6% | 0 | 0.0% |
| Baby Sitters | 3,233 | 1,773 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Rubber Products | 3,226 | 1,775 | 104 | 798 | 72 | 69.2% | 31 | 29.8% | 1 | 1.0% |
| Plating | 3,225 | 1,776 | 25 | 1,568 | 10 | 40.0% | 13 | 52.0% | 2 | 8.0% |
| Coins, Stamps & Precious Metals Dealer | 3,223 | 1,777 | 11 | 2,093 | 8 | 72.7% | 2 | 18.2% | 1 | 9.1% |
| Health Care - Placement | 3,198 | 1,778 | 7 | 2,413 | 3 | 42.9% | 3 | 42.9% | 1 | 14.3% |
| Hydraulic Equipment Repair | 3,198 | 1,778 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Sewing Machines - Service & Repair | 3,191 | 1,780 | 31 | 1,436 | 21 | 67.7% | 10 | 32.3% | 0 | 0.0% |
| Nursing Home Information & Referral | 3,191 | 1,780 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Horse Breeders | 3,185 | 1,782 | 14 | 1,934 | 10 | 71.4% | 4 | 28.6% | 0 | 0.0% |
| Fuel Economizers | 3,182 | 1,783 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Beverages - Wholesale & Distribution | 3,178 | 1,784 | 7 | 2,413 | 6 | 85.7% | 0 | 0.0% | 1 | 14.3% |
| Water Gardens Fountains & Ponds | 3,172 | 1,785 | 14 | 1,934 | 8 | 57.1% | 5 | 35.7% | 1 | 7.1% |
| Picture Restoring | 3,166 | 1,786 | 364 | 373 | 20 | 6.5% | 344 | 94.5% | 0 | 0.0% |
| Beer & Ale - Retail | 3,166 | 1,786 | 6 | 2,223 | 6 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Photo Imaging Service | 3,165 | 1,788 | 103 | 809 | 82 | 79.6% | 18 | 17.5% | 3 | 2.9% |
| Beds ? Electric & Adjustable | 3,159 | 1,789 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Labels - Paper | 3,156 | 1,790 | 17 | 1,800 | 5 | 29.4% | 12 | 70.6% | 0 | 0.0% |
| Cabinet Maker | 3,153 | 1,791 | 16 | 1,848 | 7 | 43.8% | 8 | 50.0% | 1 | 6.3% |
| Insured Property Replacement Service | 3,142 | 1,792 | 69 | 991 | 67 | 97.1% | 0 | 0.0% | 2 | 2.9% |
| Cabinet Refacing | 3,142 | 1,792 | 18 | 1,756 | 8 | 44.4% | 10 | 55.6% | 0 | 0.0% |
| Mopeds | 3,141 | 1,794 | 26 | 1,544 | 15 | 57.7% | 8 | 30.8% | 3 | 11.5% |
| Food Products - Organic | 3,139 | 1,795 | 30 | 1,456 | 23 | 76.7% | 6 | 20.0% | 1 | 3.3% |
| Music - Sheet | 3,135 | 1,796 | 9 | 2,223 | 6 | 66.7% | 2 | 22.2% | 1 | 11.1% |
| Race Tracks | 3,129 | 1,797 | 36 | 1,354 | 26 | 72.2% | 10 | 27.8% | 0 | 0.0% |
| Bird & Wildlife Supply Shops | 3,127 | 1,798 | 31 | 1,436 | 15 | 48.4% | 13 | 41.9% | 3 | 9.7% |
| Vacuum Cleaners - Supplies & Parts | 3,118 | 1,799 | 42 | 1,261 | 26 | 61.9% | 15 | 35.7% | 1 | 2.4% |
| Insurance - Dental | 3,117 | 1,800 | 27 | 1,526 | 24 | 88.9% | 3 | 11.1% | 0 | 0.0% |
| Florists - Wholesale | 3,112 | 1,801 | 43 | 1,246 | 10 | 23.3% | 31 | 72.1% | 2 | 4.7% |
| Electrical Power Systems Maintenance | 3,111 | 1,802 | 9 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Caulking Contractors | 3,108 | 1,803 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Document Imaging & Scanning Service | 3,098 | 1,804 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Bolts & Nuts | 3,095 | 1,805 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% |
| Canvas Goods | 3,094 | 1,806 | 97 | 838 | 17 | 17.5% | 24 | 24.7% | 56 | 57.7% |
| Campers - Wholesale & Manufacturers | 3,094 | 1,806 | 60 | 1,071 | 52 | 86.7% | 7 | 11.7% | 1 | 1.7% |
| Cooking Instruction | 3,083 | 1,808 | 18 | 1,756 | 12 | 66.7% | 4 | 22.2% | 2 | 11.1% |
| Bicycles - Wholesale & Manufacturers | 3,080 | 1,809 | 44 | 1,231 | 26 | 59.1% | 17 | 38.6% | 1 | 2.3% |
| Recreational Vehicles - Storage | 3,078 | 1,810 | 20 | 1,694 | 15 | 75.0% | 5 | 25.0% | 0 | 0.0% |
| Airlines - Training Schools | 3,069 | 1,811 | 8 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Cash Registers & Supplies | 3,065 | 1,812 | 20 | 1,694 | 8 | 48.0% | 7 | 35.0% | 5 | 25.0% |
| Telephone Solicitation Companies | 3,063 | 1,813 | 71 | 979 | 51 | 71.8% | 7 | 9.9% | 13 | 18.3% |
| Photo Booth Rentals | 3,059 | 1,814 | 14 | 1,934 | 11 | 78.6% | 2 | 14.3% | 1 | 7.1% |
| Contractor - Industrial | 3,041 | 1,815 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Teachers Agencies | 3,040 | 1,816 | 11 | 2,093 | 9 | 81.8% | 2 | 18.2% | 0 | 0.0% |
| Rifle & Pistol Ranges | 3,030 | 1,817 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Electric Heating Equipment - Wholesale & Manufacturers | 3,028 | 1,818 | 15 | 1,879 | 11 | 73.3% | 4 | 26.7% | 0 | 0.0% |
| Decoration Contractors - Party, Convention | 3,027 | 1,819 | 21 | 1,662 | 10 | 47.6% | 10 | 47.6% | 1 | 4.8% |
| Auto Manufacturers Equipment & Supplies | 3,026 | 1,820 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Valves | 3,025 | 1,821 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Yacht Brokers | 3,023 | 1,822 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Slip Covers | 3,017 | 1,823 | 40 | 1,288 | 24 | 60.0% | 16 | 40.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Buildings - Concrete | 3,013 | 1,824 | 11 | 2,093 | 5 | 45.5% | 5 | 45.5% | 1 | 9.1% |
| Mutual Funds | 3,007 | 1,825 | 51 | 1,154 | 44 | 86.3% | 7 | 13.7% | 0 | 0.0% |
| Endodontics | 3,004 | 1,826 | 15 | 1,879 | 14 | 93.3% | 1 | 6.7% | 0 | 0.0% |
| Sewing Contractors | 3,003 | 1,827 | 17 | 1,800 | 7 | 41.2% | 10 | 58.8% | 0 | 0.0% |
| Beer Home Brewing Equipment & Supplies | 2,991 | 1,828 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Plaques | 2,989 | 1,829 | 20 | 1,694 | 14 | 70.0% | 4 | 20.0% | 2 | 10.0% |
| Shipping Room Supplies | 2,988 | 1,830 | 37 | 1,338 | 25 | 67.6% | 12 | 32.4% | 0 | 0.0% |
| Sales Lead Generation | 2,986 | 1,831 | 32 | 1,420 | 17 | 53.1% | 15 | 46.9% | 0 | 0.0% |
| Fans - Household | 2,986 | 1,831 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Stadiums, Arenas & Athletic Fields | 2,984 | 1,833 | 39 | 1,306 | 28 | 71.8% | 11 | 28.2% | 0 | 0.0% |
| Traffic Signs, Signals & Equipment | 2,984 | 1,833 | 11 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dancing Supplies | 2,981 | 1,835 | 29 | 1,473 | 7 | 24.1% | 22 | 75.9% | 0 | 0.0% |
| Organic/Green Products | 2,979 | 1,836 | 60 | 1,071 | 52 | 86.7% | 7 | 11.7% | 1 | 1.7% |
| Mason Contractors Equipment & Supplies | 2,978 | 1,837 | 13 | 1,985 | 10 | 76.9% | 3 | 23.1% | 0 | 0.0% |
| Compressors | 2,974 | 1,838 | 14 | 1,934 | 9 | 64.3% | 5 | 35.7% | 0 | 0.0% |
| Roommate Referral Service | 2,973 | 1,839 | 151 | 664 | 128 | 84.8% | 23 | 15.2% | 0 | 0.0% |
| Engines - Fuel Injection Service & Parts | 2,971 | 1,840 | 11 | 2,093 | 8 | 72.7% | 2 | 18.2% | 1 | 9.1% |
| Smokers Information & Treatment | 2,968 | 1,841 | 13 | 1,985 | 6 | 46.2% | 4 | 30.8% | 3 | 23.1% |
| Venetian Blinds - Wholesale & Manufacturers | 2,967 | 1,842 | 43 | 1,246 | 39 | 90.7% | 4 | 9.3% | 0 | 0.0% |
| Autograph Dealers | 2,965 | 1,843 | 41 | 1,274 | 33 | 80.5% | 4 | 9.8% | 4 | 9.8% |
| Alternators & Generators - Retail | 2,963 | 1,844 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Labeling | 2,960 | 1,845 | 18 | 1,756 | 1 | 5.6% | 3 | 16.7% | 14 | 72.8% |
| International Trade Consultants | 2,947 | 1,846 | 14 | 1,934 | 7 | 50.0% | 7 | 50.0% | 0 | 0.0% |
| Dispensary - Medical Marijuana | 2,946 | 1,847 | 12 | 2,033 | 3 | 25.0% | 1 | 8.6% | 1 | 8.3% |
| Store Fixtures | 2,943 | 1,848 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Window Tinting & Coating - Commercial | 2,942 | 1,849 | 17 | 1,800 | 5 | 29.4% | 11 | 64.7% | 1 | 5.9% |
| Electric Equipment - Manufacturers | 2,941 | 1,850 | 35 | 1,376 | 18 | 51.4% | 17 | 48.6% | 0 | 0.0% |
| Scooters - Medical | 2,938 | 1,851 | 15 | 1,879 | 10 | 66.7% | 4 | 26.7% | 1 | 6.7% |
| Guide Service | 2,934 | 1,852 | 10 | 2,158 | 4 | 40.0% | 6 | 60.0% | 0 | 0.0% |
| Veterinarians Equipment & Supplies | 2,924 | 1,853 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Sharpening Service | 2,919 | 1,854 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Assembly & Fabricating Service | 2,904 | 1,855 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Physicians & Surgeons - Allergy | 2,898 | 1,856 | 26 | 1,544 | 22 | 84.6% | 4 | 15.4% | 0 | 0.0% |
| Shoppers News Publications | 2,887 | 1,857 | 25 | 1,544 | 12 | 46.2% | 10 | 38.5% | 4 | 15.4% |
| Gasoline - Wholesale | 2,887 | 1,857 | 19 | 1,723 | 10 | 57.6% | 9 | 47.4% | 0 | 0.0% |
| Physicians - Surgeons & Neurosurgeons | 2,878 | 1,859 | 16 | 1,848 | 13 | 81.3% | 3 | 18.8% | 0 | 0.0% |
| Baby Car Seats, Carriages & Strollers | 2,877 | 1,860 | 16 | 1,848 | 8 | 50.0% | 5 | 31.3% | 3 | 18.8% |
| Packaging Machinery | 2,877 | 1,860 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Ventilating Systems - Cleaning | 2,875 | 1,862 | 21 | 1,662 | 13 | 61.9% | 8 | 38.1% | 0 | 0.0% |
| Medical Transcription | 2,870 | 1,863 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bar Coding Service | 2,864 | 1,864 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Child Care - In Home | 2,861 | 1,865 | 28 | 1,494 | 19 | 67.9% | 8 | 28.6% | 1 | 3.6% |
| Cleaning Compounds | 2,860 | 1,866 | 167 | 630 | 161 | 96.4% | 6 | 3.6% | 0 | 0.0% |
| Gazebos | 2,860 | 1,866 | 53 | 1,137 | 53 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| DNA Testing | 2,858 | 1,868 | 16 | 1,848 | 15 | 93.8% | 1 | 6.3% | 0 | 0.0% |
| Messenger Service | 2,851 | 1,869 | 14 | 1,934 | 11 | 78.6% | 3 | 21.4% | 0 | 0.0% |
| Fence Posts & Fittings | 2,851 | 1,869 | 11 | 2,093 | 5 | 45.5% | 6 | 45.5% | 1 | 9.1% |
| Display Fixtures & Materials | 2,850 | 1,871 | 104 | 798 | 94 | 90.4% | 6 | 5.8% | 4 | 3.8% |
| Surgical Appliances & Supplies | 2,849 | 1,872 | 28 | 1,494 | 21 | 75.0% | 7 | 25.0% | 0 | 0.0% |
| Optical Imaging Equipment & Systems | 2,846 | 1,873 | 23 | 1,619 | 15 | 65.2% | 7 | 30.4% | 1 | 4.3% |
| Computers - Furniture | 2,838 | 1,874 | 87 | 895 | 80 | 92.0% | 6 | 6.9% | 1 | 1.1% |
| Watch Bands | 2,837 | 1,875 | 36 | 1,354 | 34 | 94.4% | 2 | 5.6% | 0 | 0.0% |
| Assisted Living & Adult Family Homes | 2,836 | 1,876 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Riding Apparel & Equipment | 2,831 | 1,877 | 10 | 2,158 | 6 | 60.0% | 4 | 40.0% | 0 | 0.0% |
| Insurance - Bonding | 2,824 | 1,878 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Suits - Custom Made | 2,822 | 1,879 | 16 | 1,848 | 9 | 56.3% | 6 | 37.5% | 1 | 6.3% |
| Electric Motors - Supplies & Parts | 2,822 | 1,879 | 12 | 2,033 | 3 | 25.0% | 9 | 75.0% | 0 | 0.0% |
| Lighting Fixtures - Supplies & Parts | 2,813 | 1,881 | 25 | 1,568 | 12 | 48.0% | 12 | 48.0% | 1 | 4.0% |
| Range Hoods & Canopies | 2,806 | 1,882 | 22 | 1,644 | 21 | 95.5% | 1 | 4.5% | 0 | 0.0% |
| Architectural & Construction Specs | 2,805 | 1,883 | 56 | 2,719 | 0 | 75.0% | 3 | 25.0% | 1 | 8.1% |
| Drivers Education | 2,804 | 1,884 | 4 | 1,112 | 28 | 50.0% | 25 | 44.6% | 3 | 5.4% |
| Lead Products | 2,799 | 1,885 | 69 | 991 | 42 | 60.9% | 27 | 39.1% | 0 | 0.0% |
| Blood Banks & Centers | 2,798 | 1,886 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Machine Tools - Repair & Rebuild | 2,793 | 1,887 | 18 | 1,756 | 7 | 38.9% | 9 | 50.0% | 2 | 11.1% |
| Pet Supplies & Foods - Wholesale | 2,790 | 1,888 | 42 | 1,261 | 25 | 59.5% | 16 | 38.1% | 1 | 2.4% |
| Fax Transmission Service | 2,788 | 1,889 | 50 | 1,165 | 46 | 92.0% | 4 | 8.0% | 0 | 0.0% |
| Restaurant Management | 2,783 | 1,890 | 16 | 1,848 | 15 | 93.8% | 1 | 6.3% | 0 | 0.0% |
| Auto Race Cars | 2,777 | 1,891 | 42 | 1,261 | 22 | 52.4% | 20 | 47.6% | 0 | 0.0% |
| Contractor - Crawl Space | 2,761 | 1,892 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Concrete Pumping Service | 2,749 | 1,893 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Charity - Community Development & Civic Organizations | 2,748 | 1,894 | 14 | 1,934 | 10 | 71.4% | 4 | 28.6% | 0 | 0.0% |
| Labor Organizations | 2,748 | 1,894 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Funerals - Industrial | 2,746 | 1,896 | 11 | 2,087 | 6 | 54.5% | 4 | 36.4% | 1 | 8.1% |
| Attorneys & Lawyers - Elder Law | 2,743 | 1,897 | 26 | 1,544 | 26 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Homeopaths | 2,743 | 1,897 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Maternity Clothes | 2,740 | 1,899 | 47 | 1,194 | 37 | 78.7% | 10 | 21.3% | 0 | 0.0% |
| Stationers - Retail | 2,740 | 1,899 | 15 | 1,879 | 10 | 66.7% | 4 | 26.7% | 1 | 6.7% |
| Mining Companies | 2,740 | 1,899 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% |
| Filtering Materials & Supplies | 2,739 | 1,902 | 17 | 1,800 | 2 | 11.8% | 15 | 88.2% | 0 | 0.0% |
| Meat - Processing | 2,733 | 1,903 | 17 | 1,800 | 11 | 64.7% | 5 | 29.4% | 1 | 5.9% |
| Shoring Contractors | 2,733 | 1,903 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Souvenirs - Retail | 2,732 | 1,905 | 35 | 1,376 | 25 | 71.4% | 10 | 28.6% | 0 | 0.0% |
| House Cleaning Equipment & Supplies | 2,732 | 1,905 | 24 | 1,592 | 23 | 95.8% | 1 | 4.2% | 0 | 0.0% |
| Binoculars | 2,722 | 1,907 | 41 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Student Housing | 2,718 | 1,908 | 40 | 1,288 | 31 | 77.5% | 9 | 22.5% | 0 | 0.0% |
| Decals | 2,717 | 1,909 | 31 | 1,436 | 13 | 41.9% | 18 | 58.1% | 0 | 0.0% |
| Countertop - Fabrication | 2,714 | 1,910 | 13 | 1,985 | 8 | 61.5% | 5 | 38.5% | 0 | 0.0% |
| Oil Royalties | 2,712 | 1,911 | 8 | 2,312 | 5 | 62.5% | 2 | 25.0% | 1 | 12.5% |
| Moldings | 2,710 | 1,912 | 8 | 2,312 | 5 | 62.5% | 1 | 12.5% | 1 | 12.5% |
| Glass, Mirror & Screen Companies | 2,708 | 1,913 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Heat Pumps | 2,703 | 1,914 | 28 | 1,494 | 19 | 67.9% | 9 | 32.1% | 0 | 0.0% |
| Bridal Supplies - Wholesale & Manufacturing | 2,703 | 1,914 | 21 | 1,662 | 16 | 76.2% | 5 | 23.8% | 0 | 0.0% |
| Leak Detecting Instruments | 2,703 | 1,914 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Tools - Power Actuated | 2,701 | 1,917 | 22 | 1,644 | 17 | 77.3% | 5 | 22.7% | 0 | 0.0% |
| Fingerprinting | 2,695 | 1,918 | 15 | 1,879 | 11 | 73.3% | 4 | 26.7% | 0 | 0.0% |
| Candy & Confectionery Brokers | 2,692 | 1,919 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Motor Homes - Rent & Lease | 2,691 | 1,920 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Artists Agents | 2,691 | 1,920 | 10 | 2,158 | 4 | 40.0% | 6 | 60.0% | 0 | 0.0% |
| Hair Products and Equipment | 2,684 | 1,922 | 89 | 887 | 42 | 47.2% | 38 | 42.7% | 9 | 10.1% |
| Aerospace Industries | 2,683 | 1,923 | 1 | 3,356 | 0 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Photographic Mounts | 2,682 | 1,924 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Food - Sales & Delivery | 2,678 | 1,925 | 25 | 1,568 | 18 | 72.0% | 6 | 24.0% | 1 | 4.0% |
| Patent Searchers | 2,669 | 1,926 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Couriers | 2,668 | 1,927 | 19 | 1,723 | 11 | 57.9% | 7 | 36.8% | 1 | 5.3% |
| Editorial Services | 2,657 | 1,928 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Pet Grooming - Mobile | 2,652 | 1,929 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Theatrical Agencies | 2,652 | 1,929 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Vehicle Sales - Manufacturing Companies | 2,646 | 1,931 | 38 | 1,321 | 29 | 76.3% | 7 | 18.4% | 2 | 5.3% |
| Trusses - Construction | 2,645 | 1,932 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Concrete Curing & Treating Materials | 2,633 | 1,933 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Conference Centers | 2,627 | 1,934 | 14 | 1,934 | 8 | 57.1% | 6 | 42.9% | 0 | 0.0% |
| Home Health Services - Skilled | 2,624 | 1,935 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Employment & Workers Compensation | 2,624 | 1,935 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Chocolate & Cocoa | 2,623 | 1,937 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Structural Integration | 2,620 | 1,938 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Paint - Wholesale & Manufacturers | 2,615 | 1,939 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Lobbyists | 2,609 | 1,940 | 66 | 1,013 | 63 | 95.5% | 3 | 4.5% | 0 | 0.0% |
| Waterbeds - Dealers | 2,609 | 1,940 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Coffee Brewing Devices | 2,606 | 1,942 | 42 | 1,261 | 32 | 76.2% | 10 | 23.8% | 0 | 0.0% |
| Lighting Equipment - Emergency | 2,598 | 1,943 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Truck Stops | 2,592 | 1,944 | 10 | 2,158 | 6 | 60.0% | 4 | 40.0% | 0 | 0.0% |
| Mosquito Control | 2,588 | 1,945 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Power Plant Consultants | 2,585 | 1,946 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Contractor - Low Voltage Systems | 2,584 | 1,947 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Computer Gaming Centers | 2,572 | 1,948 | 47 | 1,194 | 21 | 44.7% | 13 | 27.7% | 13 | 27.7% |
| Photographic Equipment & Supplies - Wholesale & Manufacturing | 2,568 | 1,949 | 158 | 650 | 89 | 56.3% | 51 | 32.3% | 18 | 11.4% |
| Pavement & Floor Marking Services | 2,567 | 1,950 | 16 | 1,848 | 11 | 68.8% | 5 | 31.3% | 0 | 0.0% |
| Plastics - Fabricating, Finishing & Decor | 2,564 | 1,951 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Hand Painting & Decorating | 2,554 | 1,952 | 22 | 1,644 | 14 | 63.6% | 7 | 31.8% | 1 | 4.5% |
| Scalp Care | 2,554 | 1,952 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Housing Authorities | 2,550 | 1,954 | 25 | 1,568 | 20 | 80.0% | 5 | 20.0% | 0 | 0.0% |
| Pearls | 2,550 | 1,954 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Acoustical Consultants | 2,548 | 1,956 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Skating Rinks | 2,536 | 1,957 | 27 | 1,517 | 19 | 70.4% | 8 | 29.6% | 0 | 0.0% |
| Oil Well Services | 2,535 | 1,958 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Skating Equipment & Supplies | 2,516 | 1,959 | 19 | 1,723 | 14 | 73.7% | 5 | 26.3% | 0 | 0.0% |
| Boilers - New & Used | 2,512 | 1,960 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Contractors - Retaining Wall | 2,503 | 1,961 | 14 | 1,934 | 5 | 35.7% | 6 | 42.9% | 3 | 21.4% |
| Truck Washing & Cleaning | 2,502 | 1,962 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Project Management | 2,502 | 1,962 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Sewage Disposal Systems | 2,494 | 1,964 | 41 | 1,274 | 20 | 48.8% | 21 | 51.2% | 0 | 0.0% |
| Stock & Bond Transfer Agents | 2,493 | 1,965 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Attorneys & Lawyers - DUI | 2,491 | 1,966 | 9 | 2,223 | 9 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Social Workers | 2,488 | 1,967 | 41 | 2,719 | 2 | 20.0% | 2 | 50.0% | 0 | 0.0% |
| Diving Instruction | 2,484 | 1,968 | 18 | 1,756 | 13 | 72.2% | 5 | 27.8% | 0 | 0.0% |
| Gardeners | 2,480 | 1,969 | 33 | 1,405 | 13 | 39.4% | 20 | 60.6% | 0 | 0.0% |
| Public Opinion Analysts | 2,476 | 1,970 | 7 | 2,413 | 6 | 85.7% | 0 | 0.0% | 1 | 14.3% |
| Medical Billing Services | 2,474 | 1,971 | 23 | 1,619 | 16 | 69.6% | 7 | 30.4% | 0 | 0.0% |
| Antiques - Reproductions | 2,471 | 1,972 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Furniture Cleaning | 2,470 | 1,973 | 86 | 901 | 81 | 94.2% | 1 | 1.2% | 4 | 4.7% |
| Deck Cleaning and Waterproofing | 2,464 | 1,974 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Bottles - Wholesale & Manufacturers | 2,462 | 1,975 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Motor coach Companies | 2,461 | 1,976 | 11 | 2,093 | 3 | 27.3% | 8 | 72.7% | 0 | 0.0% |
| Dentist - Periodontist | 2,456 | 1,977 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Cheerleading Instruction | 2,451 | 1,978 | 34 | 1,392 | 15 | 44.1% | 19 | 55.9% | 0 | 0.0% |
| Aluminum | 2,451 | 1,978 | 9 | 1,879 | 12 | 80.0% | 0 | 0.0% | 0 | 0.0% |
| Work Clothes - Retail | 2,451 | 1,978 | 12 | 2,033 | 9 | 75.0% | 3 | 25.0% | 0 | 0.0% |
| Air Pollution Control | 2,434 | 1,981 | 8 | 2,312 | 4 | 50.0% | 3 | 37.5% | 1 | 12.5% |
| Appliances - Installation | 2,432 | 1,982 | 36 | 1,354 | 16 | 44.4% | 20 | 55.6% | 0 | 0.0% |
| Batteries - Dry Cell - Wholesale & Manufacturers | 2,429 | 1,983 | 18 | 1,756 | 15 | 83.3% | 3 | 16.7% | 0 | 0.0% |
| Truck Refrigeration Equipment | 2,429 | 1,983 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Amusement Devices | 2,428 | 1,985 | 17 | 1,800 | 7 | 41.2% | 9 | 52.9% | 1 | 5.9% |
| Fertility Specialists | 2,426 | 1,986 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Electronic Instruments | 2,425 | 1,987 | 41 | 1,274 | 24 | 58.5% | 12 | 29.3% | 5 | 12.2% |
| Geologists | 2,423 | 1,988 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Blueprinting | 2,413 | 1,989 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Photography Sales on the Internet | 2,412 | 1,990 | 39 | 1,306 | 12 | 30.8% | 27 | 69.2% | 0 | 0.0% |
| Health Savings Administrators | 2,410 | 1,991 | 25 | 1,568 | 23 | 93.0% | 1 | 4.0% | 1 | 4.0% |
| Escort Services - Personal | 2,410 | 1,991 | 1 | 2,872 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Encyclopedia & Book Sales by Internet | 2,408 | 1,993 | 26 | 1,544 | 22 | 84.6% | 3 | 11.5% | 1 | 3.8% |
| Wire Products | 2,404 | 1,994 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Abrasives | 2,403 | 1,995 | 9 | 2,223 | 6 | 66.7% | 2 | 22.2% | 1 | 11.1% |
| Home Sitting Services | 2,402 | 1,996 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Spraying Equipment - Renting | 2,399 | 1,997 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Administrators - Class Action Settlement | 2,395 | 1,998 | 13 | 1,985 | 13 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Organs - Tune & Repair | 2,389 | 1,999 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Insurance Agents | 2,386 | 2,000 | 24 | 1,592 | 20 | 83.3% | 4 | 16.7% | 0 | 0.0% |
| Skip Tracing | 2,386 | 2,000 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Microscopes | 2,385 | 2,002 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Tractor Repair & Service | 2,384 | 2,003 | 24 | 1,592 | 19 | 79.2% | 5 | 20.8% | 0 | 0.0% |
| Speedometers | 2,380 | 2,004 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bedsprads - Retail | 2,375 | 2,005 | 34 | 1,392 | 23 | 67.6% | 11 | 32.4% | 0 | 0.0% |
| Advertising - Radio | 2,375 | 2,005 | 31 | 1,436 | 18 | 58.1% | 13 | 41.9% | 0 | 0.0% |
| Flatware - Table | 2,373 | 2,007 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Laser Therapy | 2,365 | 2,008 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Sanitation Consultants | 2,364 | 2,009 | 37 | 1,338 | 33 | 89.2% | 4 | 10.8% | 0 | 0.0% |
| Cranes | 2,364 | 2,009 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Barbecue | 2,360 | 2,011 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Tattoos - Removed | 2,347 | 2,012 | 11 | 2,093 | 5 | 45.5% | 6 | 54.5% | 0 | 0.0% |
| Aviation Consultants | 2,345 | 2,013 | 3 | 2,872 | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% |
| Auto Upholstery Cleaning | 2,339 | 2,014 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Dairies | 2,336 | 2,015 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Permanent Make Up | 2,334 | 2,016 | 14 | 1,934 | 12 | 85.7% | 2 | 14.3% | 0 | 0.0% |
| Beds - Wholesale & Manufacturers | 2,328 | 2,017 | 14 | 1,934 | 3 | 21.4% | 3 | 21.4% | 1 | 7.1% |
| Massage School | 2,328 | 2,017 | 10 | 2,158 | 8 | 80.0% | 2 | 20.0% | 0 | 0.0% |
| Boat Storage | 2,316 | 2,019 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Candles - Wholesale & Manufacturers | 2,314 | 2,020 | 10 | 2,158 | 8 | 80.0% | 1 | 10.0% | 1 | 10.0% |
| Fishing Bait | 2,314 | 2,020 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Poultry Farms | 2,312 | 2,022 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Animal Registration & Identification | 2,310 | 2,023 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Brewers | 2,308 | 2,024 | 24 | 1,592 | 12 | 50.0% | 12 | 50.0% | 0 | 0.0% |
| Outboard Motors - Repair | 2,305 | 2,025 | 21 | 1,662 | 11 | 52.4% | 6 | 28.6% | 4 | 19.0% |
| Horse Riding/Horse Trail Rides | 2,294 | 2,026 | 19 | 1,723 | 13 | 68.4% | 6 | 31.6% | 0 | 0.0% |
| Contest Arranging & Judging | 2,293 | 2,027 | 23 | 1,619 | 21 | 91.3% | 0 | 0.0% | 2 | 8.7% |
| Erosion Control | 2,290 | 2,028 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Facility Maintenance | 2,285 | 2,029 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dairy Products - Wholesale | 2,279 | 2,030 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Bicycles - Repair | 2,274 | 2,031 | 45 | 1,219 | 25 | 55.6% | 18 | 40.0% | 2 | 4.4% |
| Advertising - Internet | 2,273 | 2,032 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Farm Supplies | 2,262 | 2,033 | 24 | 1,592 | 19 | 79.2% | 5 | 20.8% | 0 | 0.0% |
| Furniture - Rustic | 2,261 | 2,034 | 44 | 1,231 | 29 | 65.9% | 14 | 31.8% | 1 | 2.3% |
| Bounce Houses | 2,256 | 2,035 | 27 | 1,517 | 14 | 51.9% | 13 | 48.1% | 0 | 0.0% |
| Sportswear - Wholesale & Manufacturers | 2,255 | 2,036 | 25 | 1,568 | 20 | 80.0% | 4 | 16.0% | 1 | 4.0% |
| Water Well Drilling Equipment & Supplies | 2,255 | 2,036 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 1 | 10.0% |
| Machinery - Specially Designed | 2,254 | 2,038 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Awards - Production & Engraving | 2,253 | 2,039 | 47 | 1,194 | 17 | 36.2% | 30 | 63.8% | 0 | 0.0% |
| Lenses | 2,246 | 2,040 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Referral - Doctor | 2,244 | 2,041 | 62 | 1,046 | 46 | 74.2% | 14 | 22.6% | 2 | 3.2% |
| Numismatics | 2,244 | 2,041 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Martial Arts Supplies & Equipment | 2,240 | 2,043 | 33 | 1,405 | 7 | 21.2% | 26 | 78.8% | 0 | 0.0% |
| Cabinet Hardware | 2,239 | 2,044 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Laundry Equipment | 2,236 | 2,045 | 60 | 1,071 | 32 | 53.3% | 22 | 36.7% | 6 | 10.0% |
| Lie Detection Service | 2,233 | 2,046 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| School Information | 2,232 | 2,047 | 10 | 2,158 | 8 | 80.0% | 1 | 10.0% | 1 | 10.0% |
| Docks | 2,232 | 2,047 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Warehouses - Cold Storage | 2,231 | 2,049 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Fence Staining | 2,227 | 2,050 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Paper Distributors | 2,215 | 2,051 | 9 | 2,223 | 4 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Leather Goods - Repair | 2,214 | 2,052 | 13 | 1,985 | 7 | 53.8% | 6 | 46.2% | 0 | 0.0% |
| Oil Well Drilling | 2,204 | 2,053 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Tickets & Coupons - Printers & Suppliers | 2,203 | 2,054 | 52 | 1,143 | 15 | 28.8% | 37 | 71.2% | 0 | 0.0% |
| Sandwiches | 2,199 | 2,055 | 51 | 1,154 | 34 | 66.7% | 17 | 33.3% | 0 | 0.0% |
| Theatrical & Stage Lighting Equipment | 2,197 | 2,056 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Cake Decorating Equipment & Supplies | 2,193 | 2,057 | 33 | 1,405 | 7 | 21.2% | 24 | 72.7% | 2 | 6.1% |
| Shoring | 2,193 | 2,057 | 10 | 2,158 | 10 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ammunition | 2,190 | 2,059 | 32 | 1,420 | 18 | 56.3% | 11 | 34.4% | 3 | 9.4% |
| Water Heater - Tankless | 2,186 | 2,060 | 11 | 2,093 | 7 | 27.3% | 7 | 63.6% | 1 | 9.1% |
| Manufactured Homes - Rent & Lease | 2,184 | 2,061 | 19 | 1,723 | 12 | 63.2% | 5 | 26.3% | 2 | 10.5% |
| Water Wells - Pumps Sales & Service | 2,184 | 2,061 | 13 | 1,985 | 11 | 84.6% | 2 | 15.4% | 0 | 0.0% |
| Construction Estimates | 2,179 | 2,063 | 18 | 1,756 | 6 | 33.3% | 12 | 66.7% | 0 | 0.0% |
| Museums | 2,179 | 2,063 | 18 | 1,756 | 15 | 83.3% | 3 | 16.7% | 0 | 0.0% |
| First Aid Supplies | 2,176 | 2,065 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Organ & Tissue Banks | 2,169 | 2,066 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Physicians & Surgeons - Ear, Nose & Throat | 2,154 | 2,067 | 31 | 1,436 | 27 | 87.1% | 3 | 9.7% | 1 | 3.2% |
| Reptiles | 2,151 | 2,068 | 16 | 1,848 | 13 | 81.3% | 3 | 18.8% | 0 | 0.0% |
| Photographs - Stock | 2,148 | 2,069 | 37 | 1,338 | 31 | 83.8% | 5 | 13.5% | 1 | 2.7% |
| Psychotherapist | 2,145 | 2,070 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Concrete Reinforcements | 2,145 | 2,070 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Tennis Court Construction | 2,145 | 2,070 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Spices | 2,140 | 2,073 | 21 | 1,662 | 10 | 47.6% | 10 | 47.6% | 1 | 4.8% |
| Fix-It Shops | 2,138 | 2,074 | 11 | 2,093 | 7 | 63.6% | 3 | 27.3% | 1 | 9.1% |
| Diesel Fuel | 2,138 | 2,074 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Employment Service - Virtual Assistant | 2,137 | 2,076 | 11 | 2,093 | 10 | 90.9% | 1 | 9.1% | 0 | 0.0% |
| Sales Presentations | 2,133 | 2,077 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Ceramic Products - Decorative | 2,129 | 2,078 | 61 | 1,058 | 20 | 32.8% | 41 | 67.2% | 0 | 0.0% |
| Mail Boxes - Manufacturers & Distributors | 2,122 | 2,079 | 14 | 1,934 | 10 | 71.4% | 4 | 28.6% | 0 | 0.0% |
| Boarding Houses | 2,117 | 2,080 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Hay | 2,111 | 2,081 | 13 | 1,985 | 12 | 92.3% | 1 | 7.7% | 0 | 0.0% |
| Product Sales via Telephone | 2,104 | 2,082 | 54 | 1,129 | 32 | 59.3% | 11 | 20.4% | 11 | 20.4% |
| Drapery Installation Service | 2,103 | 2,083 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Drapery & Curtain Fabrics - Retail | 2,102 | 2,084 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Auto Services - Oil & Lube | 2,101 | 2,085 | 93 | 857 | 70 | 75.3% | 23 | 24.7% | 0 | 0.0% |
| Body Care Products | 2,099 | 2,086 | 77 | 950 | 24 | 31.2% | 49 | 63.6% | 4 | 5.2% |
| Commercial Painting Contractor | 2,099 | 2,086 | 14 | 1,934 | 7 | 50.0% | 5 | 35.7% | 2 | 14.3% |
| Pumping Contractors | 2,090 | 2,088 | 4 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Motion Picture Film Distributors & Exchange | 2,087 | 2,089 | 17 | 1,800 | 9 | 52.9% | 8 | 47.1% | 0 | 0.0% |
| Physicians & Surgeons - Maxillofacial | 2,085 | 2,090 | 14 | 1,934 | 11 | 78.6% | 3 | 21.4% | 0 | 0.0% |
| Fish Hatcheries | 2,082 | 2,091 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Check Protection & Signing Machines | 2,081 | 2,092 | 15 | 1,879 | 15 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Windows - Wells & Covers | 2,079 | 2,093 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Consultant - Strategic Planning | 2,073 | 2,094 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Ventilating Contractors | 2,058 | 2,095 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Cleaning Supplies by Internet | 2,056 | 2,096 | 15 | 1,879 | 14 | 93.3% | 1 | 6.7% | 0 | 0.0% |
| Stone Cutters | 2,056 | 2,096 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Office Supplies - Sale by Telemarketing | 2,054 | 2,098 | 54 | 1,129 | 40 | 74.1% | 7 | 13.0% | 7 | 13.0% |
| Fabrics - Wholesale & Manufacturers | 2,046 | 2,099 | 19 | 1,723 | 14 | 73.7% | 5 | 26.3% | 0 | 0.0% |
| Floor Treatment Compounds | 2,041 | 2,100 | 6 | 2,499 | 4 | 66.7% | 4 | 66.7% | 0 | 0.0% |
| Livestock Breeders | 2,040 | 2,101 | 3 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Drywall Contractors Equipment & Supplies | 2,038 | 2,102 | 3 | 2,872 | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% |
| Real Estate - Short Sale | 2,037 | 2,103 | 11 | 2,093 | 2 | 18.2% | 9 | 81.8% | 0 | 0.0% |
| Human Factors - Research & Development | 2,032 | 2,104 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Concert Halls | 2,030 | 2,105 | 35 | 1,376 | 18 | 51.4% | 16 | 45.7% | 1 | 2.9% |
| Insurance Inspection & Audits | 2,028 | 2,106 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Foam & Sponge Rubber | 2,027 | 2,107 | 5 | 2,596 | 4 | 80.0% | 0 | 0.0% | 1 | 20.0% |
| Recorded Information | 2,026 | 2,108 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Shuttle Bus | 2,020 | 2,109 | 47 | 1,194 | 27 | 57.4% | 19 | 40.4% | 1 | 2.1% |
| Medical Coding | 2,017 | 2,110 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Quilting Materials & Supplies | 2,013 | 2,111 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Barn Equipment | 2,013 | 2,111 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Automation Consultants | 2,013 | 2,111 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Hobby & Model Construction Supplies - Wholesale & Manufacturing | 2,008 | 2,114 | 37 | 1,338 | 20 | 54.1% | 17 | 45.9% | 0 | 0.0% |
| Ear & Body Piercing | 2,004 | 2,115 | 12 | 2,033 | 8 | 66.7% | 3 | 25.0% | 1 | 8.3% |
| Job Listing & Advisory Services - Advanced Fee | 2,004 | 2,115 | 6 | 2,499 | 0 | 0.0% | 2 | 33.3% | 4 | 66.7% |
| Fur Business - Wholesale & Manufacturers | 2,002 | 2,117 | 14 | 1,934 | 6 | 42.9% | 8 | 57.1% | 0 | 0.0% |
| Boat Transporting | 2,001 | 2,118 | 20 | 1,694 | 13 | 65.0% | 7 | 35.0% | 0 | 0.0% |
| Bookbinders | 1,998 | 2,119 | 14 | 1,934 | 7 | 50.0% | 7 | 50.0% | 0 | 0.0% |
| Parties - Children | 1,994 | 2,120 | 10 | 2,158 | 8 | 80.0% | 1 | 10.0% | 1 | 10.0% |
| Truck Manufacturers & Distributors | 1,992 | 2,121 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Ultrasound - Nonmedical | 1,992 | 2,121 | 11 | 2,093 | 3 | 27.3% | 1 | 9.1% | 7 | 63.6% |
| Dry Cleaners - Self Service | 1,989 | 2,123 | 102 | 814 | 40 | 39.2% | 62 | 60.8% | 0 | 0.0% |
| Dental Equipment - Repair & Refinish | 1,988 | 2,124 | 192 | 585 | 13 | 6.8% | 177 | 92.2% | 2 | 1.0% |
| Water Heaters - Wholesale & Manufacturers | 1,983 | 2,125 | 98 | 831 | 93 | 94.9% | 5 | 5.1% | 0 | 0.0% |
| Chairs - Wholesale & Manufacturers | 1,981 | 2,126 | 38 | 1,321 | 25 | 65.8% | 13 | 34.2% | 0 | 0.0% |
| Paging Equipment & Service | 1,981 | 2,126 | 36 | 1,354 | 29 | 80.6% | 7 | 19.4% | 0 | 0.0% |
| Doughnuts | 1,981 | 2,126 | 14 | 1,934 | 5 | 35.7% | 8 | 57.1% | 1 | 7.1% |
| Filters Air & Gas Cleaning | 1,977 | 2,129 | 18 | 1,756 | 15 | 83.3% | 3 | 16.7% | 0 | 0.0% |
| Art Restoration & Conservation | 1,976 | 2,130 | 13 | 1,985 | 6 | 46.2% | 7 | 53.8% | 0 | 0.0% |
| Quilting | 1,973 | 2,131 | 19 | 1,723 | 8 | 42.1% | 11 | 57.9% | 0 | 0.0% |
| Laminations - Plastic, Paper | 1,971 | 2,132 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Oils - Fuel - Treatment Compounds | 1,970 | 2,133 | 2 | 3,085 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Contact Discs, Tapes, Records - Wholesale & Manufacturing | 1,966 | 2,134 | 13 | 1,985 | 8 | 61.5% | 5 | 28.5% | 0 | 0.0% |
| Parking Stations & Garages - Construction | 1,965 | 2,135 | 56 | 1,112 | 11 | 19.6% | 44 | 78.6% | 1 | 1.8% |
| Post Cards - Manufacturers & Distributors | 1,962 | 2,136 | 12 | 2,033 | 12 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Playgrounds | 1,959 | 2,137 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Electric Vehicles | 1,954 | 2,138 | 27 | 1,517 | 14 | 51.9% | 13 | 48.1% | 0 | 0.0% |
| Booths - Toll, Parking | 1,952 | 2,139 | 136 | 707 | 128 | 94.1% | 6 | 4.4% | 2 | 1.5% |
| Ranges & Ovens - Supplies & Parts | 1,952 | 2,139 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Battery Repairing & Rebuilding | 1,944 | 2,141 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Greenhouse Equipment & Supplies | 1,937 | 2,142 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Employment Litigation | 1,937 | 2,142 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Jewelry Findings | 1,935 | 2,144 | 16 | 1,848 | 7 | 43.8% | 7 | 43.8% | 2 | 12.5% |
| Attorneys & Lawyers - Social Security & Disability | 1,935 | 2,144 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Mold Consulting & Testing | 1,932 | 2,146 | 6 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Attorneys & Lawyers - Traffic Law | 1,928 | 2,147 | 10 | 2,158 | 8 | 50.0% | 4 | 40.0% | 1 | 10.0% |
| Mining Equipment & Supplies | 1,923 | 2,148 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Bird Feeders & Houses | 1,923 | 2,148 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Insurance - Liability | 1,923 | 2,148 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Football Clubs | 1,916 | 2,151 | 28 | 1,494 | 17 | 60.7% | 10 | 35.7% | 1 | 3.6% |
| Government - State | 1,913 | 2,152 | 33 | 1,405 | 26 | 78.8% | 6 | 18.2% | 1 | 3.0% |
| Dryers - Hand | 1,912 | 2,153 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Audio-Visual Equipment - Wholesale & Manufacturers | 1,910 | 2,154 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Filters - Air & Gas | 1,909 | 2,155 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Government - US | 1,906 | 2,156 | 6 | 2,499 | 5 | 83.3% | 0 | 0.0% | 1 | 16.7% |
| Hardware - Builders | 1,902 | 2,157 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Baby Accessories - Wholesale & Manufacturers | 1,898 | 2,158 | 25 | 1,568 | 17 | 68.0% | 7 | 28.0% | 1 | 4.0% |
| Steam Bath Equipment & Supplies | 1,895 | 2,159 | 17 | 1,800 | 15 | 88.2% | 2 | 11.8% | 0 | 0.0% |
| Appraisal - Jewelry (formerly 66000-000) | 1,895 | 2,159 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Containerized Freight Service | 1,894 | 2,161 | 27 | 1,517 | 18 | 66.7% | 9 | 33.3% | 0 | 0.0% |
| Fireplace Equipment - Wholesale & Manufacturers | 1,894 | 2,161 | 16 | 1,848 | 14 | 87.5% | 2 | 12.5% | 0 | 0.0% |
| Vinyl Flooring | 1,893 | 2,163 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Garbage Disposals - Household | 1,890 | 2,164 | 39 | 1,306 | 28 | 71.8% | 11 | 28.2% | 0 | 0.0% |
| Lawn Installation Service | 1,888 | 2,165 | 29 | 1,473 | 15 | 51.7% | 11 | 37.9% | 3 | 10.3% |
| Mats & Matting | 1,888 | 2,165 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Sprinkler Supervisory Service | 1,886 | 2,167 | 18 | 1,756 | 7 | 38.9% | 10 | 55.6% | 1 | 5.6% |
| Sporting Goods - Repair | 1,885 | 2,168 | 18 | 1,756 | 11 | 61.1% | 6 | 33.3% | 1 | 5.6% |
| Armored Car Service | 1,882 | 2,169 | 3 | 2,872 | 1 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Table Pads | 1,871 | 2,170 | 27 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Varn - Retail | 1,863 | 2,171 | 13 | 1,985 | 8 | 60.2% | 4 | 30.8% | 0 | 0.0% |
| Painters Equipment & Supplies | 1,863 | 2,171 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Murals | 1,860 | 2,173 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Liquors - Wholesale | 1,854 | 2,174 | 0 | 2,499 | 0 | 0.0% | 3 | 50.0% | 3 | 50.0% |
| Lubricants | 1,854 | 2,174 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Heat Supply Companies | 1,853 | 2,176 | 36 | 1,354 | 28 | 77.8% | 8 | 22.2% | 0 | 0.0% |
| Sky Diving | 1,852 | 2,177 | 32 | 1,420 | 18 | 56.3% | 14 | 43.8% | 0 | 0.0% |
| Seating Companies | 1,848 | 2,178 | 21 | 1,662 | 20 | 95.2% | 1 | 4.8% | 0 | 0.0% |
| Trading Stamps | 1,846 | 2,179 | 5 | 2,596 | 3 | 60.0% | 0 | 0.0% | 2 | 40.0% |
| Physicians & Surgeons - Oncology | 1,843 | 2,180 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Farming Service | 1,840 | 2,181 | 10 | 2,158 | 1 | 10.0% | 9 | 90.0% | 0 | 0.0% |
| Labor Posters | 1,839 | 2,182 | 24 | 1,592 | 22 | 91.7% | 2 | 8.3% | 0 | 0.0% |
| Engines - Fuel Conversion | 1,838 | 2,183 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 1 | 20.0% |
| Lightning Protection Equipment | 1,835 | 2,184 | 0 | 2,872 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cemetery Equipment & Supplies | 1,834 | 2,185 | 15 | 1,879 | 10 | 66.7% | 5 | 33.3% | 0 | 0.0% |
| Government - Auctions & Job Listing Services | 1,829 | 2,186 | 13 | 1,985 | 8 | 61.5% | 4 | 30.8% | 1 | 7.7% |
| Flowers - Preserved | 1,818 | 2,187 | 55 | 1,123 | 19 | 34.5% | 31 | 56.4% | 5 | 9.1% |
| Airports | 1,813 | 2,188 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Television Program Producers | 1,811 | 2,189 | 11 | 2,093 | 10 | 90.9% | 1 | 9.1% | 0 | 0.0% |
| Garbage Disposal Equipment - Supplies & Parts | 1,807 | 2,190 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Concrete Block & Product Molding Machine | 1,806 | 2,191 | 27 | 1,517 | 9 | 33.3% | 18 | 66.7% | 0 | 0.0% |
| Horse Equipment & Supplies | 1,806 | 2,191 | 27 | 1,517 | 12 | 44.4% | 13 | 48.1% | 2 | 7.4% |
| Metal Powder Fabricators | 1,804 | 2,193 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bakers Supplies | 1,803 | 2,194 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Veterinary Emergency | 1,800 | 2,195 | 18 | 1,756 | 11 | 61.1% | 6 | 33.3% | 1 | 5.6% |
| Foresters - Consulting | 1,796 | 2,196 | 3 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Trailers - Transporting | 1,795 | 2,197 | 0 | 2,413 | 2 | 28.6% | 1 | 14.3% | 1 | 14.3% |
| Hair Weaving | 1,789 | 2,198 | 29 | 1,473 | 12 | 41.4% | 16 | 55.2% | 1 | 3.4% |
| Aviation Services | 1,789 | 2,198 | 21 | 1,662 | 4 | 19.0% | 17 | 81.0% | 0 | 0.0% |
| Stair Lifts | 1,789 | 2,198 | 10 | 2,158 | 10 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Boarding - Horses | 1,788 | 2,201 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Charity - Health | 1,786 | 2,202 | 21 | 1,662 | 11 | 52.4% | 10 | 47.6% | 0 | 0.0% |
| Photo Copying | 1,783 | 2,203 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Yogurt | 1,781 | 2,204 | 11 | 2,093 | 7 | 63.6% | 4 | 36.4% | 0 | 0.0% |
| Government - County | 1,769 | 2,205 | 14 | 1,934 | 8 | 57.1% | 6 | 42.9% | 0 | 0.0% |
| Dinner Theatres | 1,767 | 2,206 | 29 | 1,473 | 20 | 69.0% | 9 | 31.0% | 0 | 0.0% |
| Electronic Testing Equipment | 1,767 | 2,206 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Cigar & Cigarette & Tobacco Dealers - Wholesale | 1,763 | 2,208 | 30 | 1,456 | 22 | 73.3% | 8 | 26.7% | 0 | 0.0% |
| Treatment Centers & Rest Homes - Information & Placement | 1,755 | 2,209 | 6 | 2,499 | 2 | 33.3% | 2 | 33.3% | 0 | 0.0% |
| Weather Instruments | 1,754 | 2,210 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bras | 1,752 | 2,211 | 22 | 1,644 | 8 | 36.4% | 10 | 45.5% | 4 | 18.2% |
| Chiropractors Equipment & Supplies | 1,750 | 2,212 | 16 | 1,848 | 15 | 93.8% | 1 | 6.3% | 0 | 0.0% |
| Door-to-Door Sales - Cosmetics | 1,750 | 2,212 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Uniforms - Medical | 1,749 | 2,214 | 20 | 1,694 | 13 | 65.0% | 7 | 35.0% | 0 | 0.0% |
| Social Media | 1,749 | 2,214 | 19 | 1,723 | 12 | 63.2% | 7 | 36.8% | 0 | 0.0% |
| Linoleum Dealers | 1,748 | 2,216 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fence Material | 1,747 | 2,217 | 15 | 1,879 | 15 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Developmental Disability Services | 1,743 | 2,218 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bartending Instruction | 1,732 | 2,219 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Prescription Benefit Consultants | 1,729 | 2,220 | 13 | 1,985 | 10 | 76.9% | 3 | 23.1% | 0 | 0.0% |
| Scientific Apparatus & Instruments | 1,725 | 2,221 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Trucking - Liquid Or Dry Bulk | 1,725 | 2,221 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Astrologers | 1,724 | 2,223 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Dolls - Wholesale & Manufacturers | 1,721 | 2,224 | 21 | 1,662 | 17 | 81.0% | 4 | 19.0% | 0 | 0.0% |
| Oilfield Consultants | 1,721 | 2,224 | 12 | 2,033 | 5 | 41.7% | 7 | 58.3% | 0 | 0.0% |
| Beekeepers | 1,718 | 2,226 | 29 | 1,473 | 13 | 44.8% | 16 | 55.2% | 0 | 0.0% |
| Loan Acceleration | 1,718 | 2,226 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Office Furniture & Equipment - Wholesale & Manufacturing | 1,717 | 2,228 | 10 | 2,158 | 5 | 50.0% | 5 | 50.0% | 0 | 0.0% |
| Conveyors & Conveying Equipment | 1,717 | 2,228 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Glass - Broken | 1,713 | 2,230 | 5 | 2,596 | 2 | 60.0% | 3 | 20.0% | 1 | 20.0% |
| Rest Homes | 1,713 | 2,230 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Truck Bodies | 1,713 | 2,230 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Junk Dealers | 1,709 | 2,233 | 16 | 1,848 | 7 | 43.8% | 7 | 43.8% | 2 | 12.5% |
| Outboard Motors | 1,701 | 2,234 | 17 | 1,800 | 8 | 47.1% | 9 | 52.9% | 0 | 0.0% |
| Whirlpool Bath Equipment & Supplies | 1,701 | 2,234 | 3 | 2,872 | 0 | 0.0% | 2 | 66.7% | 1 | 33.3% |
| Pumps - Wholesale & Manufacturers | 1,698 | 2,236 | 4 | 2,719 | 3 | 75.0% | 0 | 0.0% | 1 | 25.0% |
| Psychologist Information & Referral Services | 1,697 | 2,237 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Calendars | 1,695 | 2,238 | 15 | 1,879 | 10 | 66.7% | 5 | 33.3% | 0 | 0.0% |
| Accident Reconstruction Service | 1,695 | 2,238 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Publicity Service | 1,694 | 2,240 | 14 | 1,934 | 10 | 71.4% | 3 | 21.4% | 1 | 7.1% |
| Fences - Vinyl | 1,694 | 2,240 | 13 | 1,985 | 10 | 76.9% | 3 | 23.1% | 0 | 0.0% |
| Video Equipment - Supplies & Parts | 1,691 | 2,242 | 10 | 1,819 | 10 | 99.0% | 0 | 0.0% | 0 | 0.0% |
| Pens & Pencils - Retail | 1,688 | 2,243 | 27 | 1,517 | 10 | 37.0% | 14 | 51.9% | 3 | 11.1% |
| Pet Waste Removal | 1,687 | 2,244 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Glass Board - Up Service | 1,686 | 2,245 | 8 | 2,312 | 0 | 0.0% | 8 | 100.0% | 0 | 0.0% |
| Laundry Consultants | 1,683 | 2,246 | 49 | 1,171 | 32 | 65.3% | 15 | 30.6% | 2 | 4.1% |
| Chairs - Orthopedic & Lift | 1,682 | 2,247 | 9 | 2,223 | 2 | 22.2% | 6 | 66.7% | 1 | 11.1% |
| Steel Detailers - Structural | 1,674 | 2,248 | 2 | 3,085 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Braids | 1,673 | 2,249 | 24 | 1,592 | 16 | 66.7% | 8 | 33.3% | 0 | 0.0% |
| Ceramics - Equipment & Supplies | 1,667 | 2,250 | 8 | 2,312 | 2 | 25.0% | 6 | 75.0% | 0 | 0.0% |
| Oils - Lubricating | 1,665 | 2,251 | 24 | 1,592 | 21 | 87.5% | 3 | 12.5% | 0 | 0.0% |
| Support Groups | 1,664 | 2,252 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Hosiery - Retail | 1,663 | 2,253 | 32 | 1,420 | 15 | 46.9% | 17 | 53.1% | 0 | 0.0% |
| Coffee Roasting & Handling Equipment | 1,660 | 2,254 | 93 | 857 | 87 | 93.5% | 6 | 6.5% | 0 | 0.0% |
| Power Transmission Equipment | 1,657 | 2,255 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Music Distribution Service | 1,654 | 2,256 | 11 | 2,093 | 6 | 54.5% | 4 | 36.4% | 1 | 9.1% |
| Charity - Veterans & Military | 1,642 | 2,257 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| College Admission Counseling | 1,641 | 2,258 | 155 | 654 | 82 | 52.9% | 73 | 47.1% | 0 | 0.0% |
| Drug Brokers | 1,640 | 2,259 | 10 | 2,158 | 4 | 40.0% | 5 | 50.0% | 1 | 10.0% |
| Machinery Movers & Erectors | 1,640 | 2,259 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Engines - Gas | 1,638 | 2,261 | 25 | 1,568 | 15 | 60.0% | 10 | 40.0% | 0 | 0.0% |
| Patio Cover | 1,632 | 2,262 | 6 | 2,499 | 4 | 66.7% | 1 | 16.7% | 1 | 16.7% |
| Knobs | 1,626 | 2,263 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Knives - Machine | 1,624 | 2,264 | 19 | 1,723 | 5 | 26.3% | 14 | 73.7% | 0 | 0.0% |
| Racks | 1,624 | 2,264 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Quarries | 1,615 | 2,266 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Charity - Education & Literacy | 1,614 | 2,267 | 15 | 1,879 | 8 | 53.3% | 7 | 46.7% | 0 | 0.0% |
| Taxes - Property Tax Consultants | 1,613 | 2,268 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Steam Cleaning Equipment | 1,612 | 2,269 | 3 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Dining Club Plans | 1,604 | 2,270 | 332 | 395 | 329 | 99.1% | 3 | 0.9% | 0 | 0.0% |
| Paint Removing | 1,602 | 2,271 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Futon Sales | 1,599 | 2,272 | 11 | 2,093 | 11 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Piping Contractors | 1,593 | 2,273 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Hydroseeding | 1,592 | 2,274 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Accounting & Bookkeeping Machines | 1,591 | 2,275 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Ventilating Equipment | 1,590 | 2,276 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Animal Transporting - Zoo, Circus | 1,590 | 2,276 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Post-Construction Clean Up | 1,590 | 2,276 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lighting Fixtures - Repair & Maintenance | 1,588 | 2,279 | 71 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Animal Online Drug & Prescription Services | 1,577 | 2,280 | 22 | 1,644 | 21 | 95.5% | 1 | 4.5% | 0 | 0.0% |
| Greeting Cards - Wholesale & Manufacturers | 1,575 | 2,281 | 15 | 1,879 | 11 | 67.3% | 1 | 6.7% | 0 | 0.0% |
| Key Control Systems | 1,573 | 2,282 | 13 | 1,985 | 8 | 61.5% | 5 | 38.5% | 0 | 0.0% |
| Lawn & Garden Equipment & Supplies - Rental | 1,569 | 2,283 | 25 | 1,568 | 11 | 44.0% | 14 | 56.0% | 0 | 0.0% |
| Midwives | 1,569 | 2,283 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Telephone Equipment & Systems Supplies & Parts | 1,566 | 2,285 | 49 | 1,171 | 32 | 65.3% | 16 | 32.7% | 1 | 2.0% |
| Washing Machines & Dryers - Service & Repair | 1,565 | 2,286 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Metal Stamping | 1,564 | 2,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Engravers - Metal | 1,563 | 2,288 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Livestock Equipment & Supplies | 1,562 | 2,289 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Package Design & Development | 1,559 | 2,290 | 12 | 2,033 | 8 | 66.7% | 4 | 33.3% | 0 | 0.0% |
| Model Makers | 1,556 | 2,291 | 27 | 1,517 | 16 | 59.3% | 8 | 29.6% | 3 | 11.1% |
| Pinball Sales & Service | 1,550 | 2,292 | 16 | 1,848 | 13 | 81.2% | 3 | 18.8% | 0 | 0.0% |
| Rustproofing & Undercoating - Auto | 1,547 | 2,293 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Electric Motors - Manufacturers & Distributors | 1,544 | 2,294 | 21 | 1,662 | 3 | 14.3% | 4 | 19.0% | 14 | 66.7% |
| Carburetors | 1,543 | 2,295 | 10 | 2,158 | 6 | 60.0% | 4 | 40.0% | 0 | 0.0% |
| Motel & Hotel Management | 1,541 | 2,296 | 28 | 1,494 | 18 | 64.3% | 10 | 35.7% | 0 | 0.0% |
| Moving Supplies | 1,541 | 2,296 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Store Fronts | 1,539 | 2,298 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Hotel Product Sales | 1,536 | 2,299 | 40 | 1,288 | 18 | 45.0% | 22 | 55.0% | 0 | 0.0% |
| Excavating Equipment | 1,535 | 2,300 | 7 | 2,413 | 4 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Tank Testing & Inspection | 1,535 | 2,300 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Corporate Housing | 1,531 | 2,302 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Parachute Jumping Instruction | 1,530 | 2,303 | 10 | 2,158 | 3 | 30.0% | 7 | 70.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Charity - Animal Protection | 1,528 | 2,304 | 14 | 1,934 | 12 | 85.7% | 2 | 14.3% | 0 | 0.0% |
| Batteries - Storage-Wholesale & Manufacturers | 1,528 | 2,304 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Railroad Contractors | 1,528 | 2,304 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Construction Reports | 1,526 | 2,307 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Beer Dispensing & Cooling Equipment | 1,526 | 2,307 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Semiconductor Devices | 1,526 | 2,307 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Water Leak Detection | 1,525 | 2,310 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rock Shops | 1,524 | 2,311 | 13 | 1,985 | 4 | 30.8% | 9 | 69.2% | 0 | 0.0% |
| Digital Media | 1,519 | 2,312 | 11 | 2,093 | 1 | 9.1% | 5 | 45.5% | 5 | 45.5% |
| Physicians & Surgeons - Endocrinology, Diabetes & Metabolism | 1,519 | 2,312 | 0 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Campers - Service & Repair | 1,519 | 2,312 | 8 | 2,312 | 5 | 62.5% | 2 | 25.0% | 1 | 12.5% |
| Engineering Equipment & Supplies | 1,519 | 2,312 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Guards - Door & Window | 1,511 | 2,316 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Solar Energy Research & Development | 1,510 | 2,317 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Consultant - Public Sector Planning | 1,506 | 2,318 | 11 | 2,093 | 11 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bridal Registries | 1,505 | 2,319 | 36 | 1,354 | 33 | 91.7% | 3 | 8.3% | 0 | 0.0% |
| Charity - Religious | 1,503 | 2,320 | 11 | 2,093 | 9 | 81.8% | 2 | 18.2% | 0 | 0.0% |
| Screen Printing - Equipment & Supplies | 1,502 | 2,321 | 9 | 2,223 | 5 | 55.6% | 3 | 33.3% | 1 | 11.1% |
| Trucks - Industrial | 1,501 | 2,322 | 18 | 1,756 | 13 | 72.2% | 5 | 27.8% | 0 | 0.0% |
| Bridal & Millinery Supplies | 1,497 | 2,323 | 24 | 1,592 | 7 | 29.2% | 16 | 66.7% | 1 | 4.2% |
| Air Courier Service | 1,495 | 2,324 | 20 | 1,694 | 7 | 35.0% | 13 | 65.0% | 0 | 0.0% |
| Housewares - Wholesale & Manufacturers | 1,493 | 2,325 | 10 | 2,158 | 5 | 50.0% | 7 | 100.0% | 0 | 0.0% |
| Office Records - Destruction | 1,489 | 2,326 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Leather Goods - Wholesale & Manufacturers | 1,486 | 2,327 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Chain Link Fence Sales, Service & Contractors | 1,484 | 2,328 | 28 | 1,494 | 6 | 21.4% | 19 | 67.9% | 3 | 10.7% |
| Masonry Panels - Prefabricated | 1,484 | 2,328 | 7 | 2,413 | 1 | 14.3% | 5 | 71.4% | 1 | 14.3% |
| Flood Control Equipment | 1,481 | 2,330 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plumbers - Commercial | 1,476 | 2,331 | 15 | 1,879 | 8 | 53.3% | 2 | 13.3% | 5 | 33.3% |
| Animal Carcass Removal | 1,474 | 2,332 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Mattresses - Renovating | 1,472 | 2,333 | 6 | 2,499 | 1 | 16.7% | 5 | 83.3% | 0 | 0.0% |
| Chemical Plant Equipment & Supplies | 1,472 | 2,333 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Heavy Duty Equipment Repair | 1,469 | 2,335 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Tropical Fish | 1,467 | 2,336 | 20 | 1,694 | 12 | 60.0% | 8 | 40.0% | 0 | 0.0% |
| Technical Manual Preparation | 1,467 | 2,336 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Customs Consultant | 1,466 | 2,338 | 0 | 2,413 | 0 | 0.0% | 7 | 100.0% | 0 | 0.0% |
| Tanks - Metal | 1,465 | 2,339 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Collection Agencies - Government Loans | 1,464 | 2,340 | 13 | 1,985 | 2 | 15.4% | 10 | 76.9% | 1 | 7.7% |
| Golf Equipment & Supplies - Wholesale & Manufacturers | 1,463 | 2,341 | 11 | 2,093 | 8 | 72.7% | 0 | 0.0% | 3 | 27.3% |
| Fiberglass - Fabrication & Repair | 1,463 | 2,341 | 10 | 2,158 | 5 | 50.0% | 4 | 40.0% | 1 | 10.0% |
| Poultry Equipment & Supplies | 1,463 | 2,341 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Optical Goods - Wholesale & Manufacturers | 1,463 | 2,341 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Tree Service Equipment & Supplies | 1,460 | 2,345 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Auto Registration | 1,460 | 2,345 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cushions | 1,458 | 2,347 | 9 | 2,223 | 3 | 33.3% | 6 | 66.7% | 0 | 0.0% |
| Drive Shafts | 1,458 | 2,347 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Truck Bedliner - Spray On | 1,457 | 2,349 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Gasoline Additives - Manufacturers & Distributors | 1,454 | 2,350 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Office Furniture & Equipment - Repair & Refinishing | 1,452 | 2,351 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| iPod Sales & Service | 1,451 | 2,352 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Recording Studio Equipment | 1,450 | 2,353 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Buttons - Advertising | 1,450 | 2,353 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Transmissions - Truck, Tractor | 1,444 | 2,355 | 17 | 1,800 | 10 | 58.8% | 7 | 41.2% | 0 | 0.0% |
| Guardian Services - Adult & Child | 1,443 | 2,356 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Winemaking Equipment & Supplies | 1,441 | 2,357 | 9 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Consultants - Automobile Purchase | 1,437 | 2,358 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Swimming Pools - Leak Detection & Repair | 1,436 | 2,359 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Chauffeur Service | 1,435 | 2,360 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Odor Neutralizer | 1,430 | 2,361 | 12 | 2,033 | 3 | 25.0% | 8 | 66.7% | 1 | 8.3% |
| Ceiling Cleaning | 1,430 | 2,361 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Hats & Gowns | 1,429 | 2,363 | 5 | 1,879 | 13 | 86.7% | 1 | 13.3% | 0 | 0.0% |
| Tools - Cutting | 1,428 | 2,364 | 11 | 2,093 | 5 | 45.5% | 6 | 54.5% | 0 | 0.0% |
| Fiber Glass Products | 1,428 | 2,364 | 7 | 2,413 | 1 | 14.3% | 5 | 71.4% | 1 | 14.3% |
| Artificial Flowers, Plants & Trees | 1,428 | 2,364 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Health Care Referral | 1,423 | 2,367 | 11 | 2,093 | 4 | 36.4% | 7 | 63.6% | 0 | 0.0% |
| Locks - Wholesale & Manufacturers | 1,422 | 2,368 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Agricultural Consultants | 1,422 | 2,368 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sweeping Service - Power | 1,420 | 2,370 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Mobile Apps | 1,419 | 2,371 | 84 | 909 | 49 | 58.3% | 17 | 20.2% | 18 | 21.4% |
| Energy Conservation Products - Wholesale & Manufacturers | 1,419 | 2,371 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Riding Academies | 1,419 | 2,371 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Charity - Children & Youth | 1,417 | 2,374 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Door-to-Door Sales - Meat | 1,412 | 2,375 | 32 | 1,420 | 15 | 46.9% | 15 | 46.9% | 2 | 6.3% |
| Hair Ornaments | 1,411 | 2,376 | 92 | 868 | 26 | 28.2% | 65 | 70.7% | 1 | 1.1% |
| Railroads | 1,410 | 2,376 | 85 | 904 | 81 | 95.3% | 4 | 4.7% | 0 | 0.0% |
| Sewing Instruction | 1,409 | 2,378 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Needlework Supplies - Retail, Wholesale, Manufacturing | 1,408 | 2,379 | 5 | 2,596 | 1 | 20.0% | 1 | 20.0% | 0 | 0.0% |
| Arborist | 1,407 | 2,380 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Upholstery and Rug Cleaning | 1,406 | 2,381 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Beverage Dispensers | 1,406 | 2,381 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Inspection | 1,406 | 2,381 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Meal Preparation Service | 1,405 | 2,384 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Wire & Cable - Non-Electric | 1,405 | 2,384 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Oilfield Supplies | 1,405 | 2,384 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Maps - Publishers & Distributors | 1,400 | 2,387 | 31 | 1,436 | 18 | 58.1% | 13 | 41.9% | 0 | 0.0% |
| Pipe & Valve Fitters | 1,396 | 2,388 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Insurance - Disability | 1,395 | 2,389 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glass Circles & Specialty Shapes | 1,393 | 2,390 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Music Instruction - Vocal | 1,392 | 2,391 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Dance Apparel | 1,389 | 2,392 | 23 | 1,619 | 14 | 60.9% | 7 | 30.4% | 2 | 8.7% |
| Aircraft Manufacturers | 1,389 | 2,392 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fashion Designers | 1,387 | 2,394 | 19 | 1,723 | 13 | 68.4% | 6 | 31.6% | 0 | 0.0% |
| Boxing Gym | 1,385 | 2,395 | 52 | 1,143 | 31 | 59.6% | 17 | 32.7% | 4 | 7.7% |
| Air Balancing | 1,384 | 2,396 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Cremation Urns | 1,383 | 2,397 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Surrogacy | 1,383 | 2,397 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper & Plastic Cups, Containers | 1,380 | 2,399 | 33 | 1,405 | 32 | 97.0% | 1 | 3.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Video Editing | 1,380 | 2,399 | 5 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Playing Cards | 1,379 | 2,401 | 6 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Baskets - Retail | 1,378 | 2,402 | 11 | 2,093 | 6 | 54.5% | 5 | 45.5% | 0 | 0.0% |
| Retreat Facilities | 1,365 | 2,403 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Driving Training Equipment | 1,364 | 2,404 | 16 | 1,848 | 5 | 31.3% | 11 | 68.8% | 0 | 0.0% |
| Fire Department Equipment & Supplies | 1,361 | 2,405 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Metal Cleaning | 1,361 | 2,405 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Silverware | 1,360 | 2,407 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Oxygen Therapy Equipment | 1,356 | 2,408 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Water Coolers | 1,353 | 2,409 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Contractor - Interior Trim | 1,352 | 2,410 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Amusement Park Equipment | 1,351 | 2,411 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Cable Networking | 1,349 | 2,412 | 52 | 1,143 | 47 | 90.4% | 5 | 9.6% | 0 | 0.0% |
| Computers - Rooms - Installation & Equipment | 1,348 | 2,413 | 8 | 2,312 | 3 | 37.5% | 4 | 50.0% | 1 | 12.5% |
| Adhesives & Glues | 1,346 | 2,414 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Gift Wrapping Materials | 1,345 | 2,415 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Property Management | 1,343 | 2,416 | 13 | 1,985 | 8 | 61.5% | 5 | 38.5% | 0 | 0.0% |
| Linens - Wholesale & Manufacturers | 1,341 | 2,417 | 17 | 1,800 | 16 | 94.1% | 1 | 5.9% | 0 | 0.0% |
| Embroideries - Uniform | 1,341 | 2,417 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Carpet & Rug Pads, Linings & Accessories | 1,340 | 2,419 | 17 | 1,800 | 10 | 58.8% | 7 | 41.2% | 0 | 0.0% |
| Sewing Machines - Supplies & Parts | 1,338 | 2,420 | 14 | 1,934 | 7 | 50.0% | 7 | 50.0% | 0 | 0.0% |
| Feed - Wholesale & Manufacturers | 1,338 | 2,420 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Cigars and Cigar Accessories | 1,336 | 2,422 | 59 | 1,080 | 22 | 37.2% | 37 | 62.7% | 0 | 0.0% |
| Cable Splicing | 1,336 | 2,422 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Popcorn & Supplies | 1,333 | 2,424 | 22 | 1,644 | 17 | 77.3% | 5 | 22.7% | 0 | 0.0% |
| Child Care Referral | 1,333 | 2,424 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Maps - Dealers | 1,332 | 2,426 | 24 | 1,592 | 17 | 70.8% | 6 | 25.0% | 1 | 4.2% |
| Backflow Testing | 1,330 | 2,427 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Mediation & Arbitration | 1,329 | 2,428 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Billiard Parlors | 1,329 | 2,428 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Cosmetic & Toiletry Preparations - Manufacturers | 1,327 | 2,430 | 19 | 1,723 | 15 | 78.9% | 4 | 21.1% | 0 | 0.0% |
| Shingles | 1,327 | 2,430 | 12 | 2,033 | 8 | 66.7% | 2 | 16.7% | 2 | 16.7% |
| Basketball Clubs | 1,324 | 2,432 | 15 | 1,879 | 6 | 40.0% | 9 | 60.0% | 0 | 0.0% |
| Wedding Officiant | 1,324 | 2,432 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Ultrasound - Medical | 1,323 | 2,434 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Mineral Exploration | 1,320 | 2,435 | 11 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Telephone Equipment & Systems Wholesale & Manufacturing | 1,317 | 2,436 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Cheese | 1,315 | 2,437 | 12 | 2,033 | 10 | 83.3% | 2 | 16.7% | 0 | 0.0% |
| Roof Decks | 1,315 | 2,437 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Landscape Contractors - Commercial | 1,314 | 2,439 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Voice Mail Services | 1,313 | 2,440 | 74 | 963 | 71 | 95.9% | 3 | 4.1% | 0 | 0.0% |
| Mexican Food Products | 1,310 | 2,441 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Organs | 1,307 | 2,442 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ponzi Schemes | 1,306 | 2,443 | 3 | 2,872 | 0 | 0.0% | 1 | 33.3% | 2 | 66.7% |
| Rubbish & Garbage Removal Contractors Equipment | 1,305 | 2,444 | 17 | 1,800 | 11 | 64.7% | 1 | 5.9% | 5 | 29.4% |
| Greenhouse Builders | 1,300 | 2,445 | 16 | 1,848 | 16 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tennis Equipment & Supplies | 1,300 | 2,445 | 6 | 2,499 | 6 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Snow Removal Equipment | 1,297 | 2,447 | 25 | 1,568 | 23 | 92.0% | 2 | 8.0% | 0 | 0.0% |
| Bee Removal | 1,297 | 2,447 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Deck - Repair | 1,296 | 2,449 | 10 | 2,158 | 3 | 30.0% | 5 | 50.0% | 2 | 20.0% |
| Clinics - Pain Management | 1,293 | 2,450 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Manufactured Homes Equipment & Supplies (Manufacturers) | 1,289 | 2,451 | 10 | 2,158 | 5 | 50.0% | 3 | 30.0% | 2 | 20.0% |
| Mapping Services | 1,287 | 2,452 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Cigar & Cigarette Lighters | 1,285 | 2,453 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Paper Manufacturers | 1,284 | 2,454 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Electric Supplies - Manufacturers | 1,283 | 2,455 | 14 | 1,934 | 9 | 64.3% | 5 | 35.7% | 0 | 0.0% |
| Carpet & Rug Dealers - Persian/Oriental Rugs | 1,282 | 2,456 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Chain Letters | 1,281 | 2,457 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Elevator Consultants | 1,280 | 2,458 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Blasting Contractors | 1,280 | 2,458 | 6 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Air Quality Service | 1,279 | 2,460 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Bearings | 1,279 | 2,460 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Fuel Injection Equipment | 1,278 | 2,462 | 10 | 2,158 | 8 | 80.0% | 2 | 20.0% | 0 | 0.0% |
| Radar Equipment | 1,275 | 2,463 | 18 | 1,756 | 18 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Wall Coatings | 1,274 | 2,464 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Gauges & Gages | 1,271 | 2,465 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| ServiceStation Equipment | 1,266 | 2,466 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Picture Framing | 1,264 | 2,467 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Artists - Commercial | 1,263 | 2,468 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Farm Management | 1,261 | 2,469 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Girls Apparel | 1,259 | 2,470 | 36 | 1,354 | 11 | 30.6% | 21 | 58.3% | 4 | 11.1% |
| Embroidery Supplies | 1,257 | 2,471 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 2 | 28.6% |
| Photographic Color Prints & Trans. | 1,252 | 2,472 | 23 | 1,619 | 10 | 42.5% | 13 | 56.5% | 0 | 0.0% |
| Signs - Digital | 1,251 | 2,473 | 9 | 2,223 | 4 | 44.4% | 3 | 33.3% | 2 | 22.3% |
| Washing Machines & Dryers - Coin Metered | 1,250 | 2,474 | 30 | 1,456 | 18 | 60.0% | 11 | 36.7% | 1 | 3.3% |
| Interior Decorators & Designers - Workroom | 1,249 | 2,475 | 9 | 2,223 | 4 | 44.4% | 4 | 44.4% | 1 | 11.1% |
| Shredding Services | 1,247 | 2,476 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Testing Apparatus | 1,246 | 2,477 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Industrial Hygiene Consultants | 1,243 | 2,478 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Grease Traps | 1,242 | 2,479 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Septic Tanks & Systems Wholesale & Manufacturers | 1,241 | 2,480 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Drilling & Boring Equipment & Supplies | 1,241 | 2,480 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Water Conditioning | 1,240 | 2,482 | 18 | 1,756 | 11 | 61.1% | 7 | 38.9% | 0 | 0.0% |
| Insurance Services - Commercial | 1,237 | 2,483 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ammunition Reloading | 1,230 | 2,484 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Refrigerators & Freezers - Dealers | 1,226 | 2,485 | 20 | 1,694 | 14 | 70.0% | 6 | 30.0% | 0 | 0.0% |
| Cord Blood Storage | 1,225 | 2,486 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Home Performance | 1,224 | 2,487 | 24 | 1,592 | 6 | 25.0% | 16 | 66.7% | 2 | 8.3% |
| Oil Marketers | 1,223 | 2,488 | 13 | 1,985 | 12 | 92.3% | 0 | 0.0% | 1 | 7.7% |
| Oil Refiners | 1,223 | 2,488 | 11 | 2,093 | 10 | 90.9% | 1 | 9.1% | 0 | 0.0% |
| Livestock Auction Markets | 1,221 | 2,490 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Contractors - Acoustical Ceiling | 1,219 | 2,491 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Horse Transporting | 1,216 | 2,492 | 13 | 1,985 | 2 | 15.4% | 10 | 76.9% | 1 | 7.7% |
| Linings - Plastic, Membrane | 1,214 | 2,493 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Gas Well Drilling | 1,214 | 2,493 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Fencing Instruction | 1,212 | 2,495 | 13 | 1,985 | 5 | 38.5% | 8 | 61.5% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Home Demonstrations | 1,211 | 2,496 | 18 | 1,756 | 13 | 72.2% | 5 | 27.8% | 0 | 0.0% |
| Iron | 1,211 | 2,496 | 14 | 1,934 | 8 | 35.7% | 8 | 57.1% | 1 | 7.1% |
| Rooming Houses | 1,211 | 2,496 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Imprinting | 1,208 | 2,499 | 15 | 1,879 | 5 | 33.3% | 9 | 60.0% | 1 | 6.7% |
| Abstractors | 1,203 | 2,500 | 7 | 2,413 | 2 | 28.6% | 3 | 42.9% | 2 | 28.6% |
| Forklift Repair & Maintenance | 1,203 | 2,500 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Chimney Cleaning Equipment & Supplies | 1,202 | 2,502 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Monograms | 1,201 | 2,503 | 49 | 1,171 | 21 | 42.9% | 28 | 57.1% | 0 | 0.0% |
| Geotechnical Engineering | 1,201 | 2,503 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Telescopes | 1,197 | 2,505 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Marine Surveyors | 1,197 | 2,505 | 7 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Tractor Rent & Lease | 1,196 | 2,507 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ice Cream & Frozen Desserts - Mfg & Dist | 1,194 | 2,508 | 10 | 2,158 | 4 | 40.0% | 5 | 50.0% | 1 | 10.0% |
| Food & Beverage Consultants | 1,194 | 2,508 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Fiber Glass Fabricators | 1,192 | 2,510 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Boating Instruction | 1,190 | 2,511 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Lottery Buying Club | 1,188 | 2,512 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Recreation Program Consultants | 1,183 | 2,513 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Mattress Makers Supplies | 1,183 | 2,513 | 13 | 1,985 | 7 | 53.8% | 5 | 38.5% | 1 | 7.7% |
| Painters - Commercial or Residential | 1,181 | 2,515 | 27 | 1,517 | 8 | 29.6% | 16 | 59.3% | 3 | 11.1% |
| Bags - Burlap, Canvas & Cotton | 1,180 | 2,516 | 9 | 2,223 | 4 | 44.4% | 2 | 22.2% | 3 | 33.3% |
| Child Care - Infant | 1,180 | 2,516 | 6 | 2,499 | 3 | 50.0% | 2 | 33.3% | 1 | 16.7% |
| Ticket Broker | 1,173 | 2,518 | 21 | 1,662 | 13 | 61.9% | 4 | 19.0% | 4 | 19.0% |
| Television Program Distributors | 1,169 | 2,519 | 23 | 1,619 | 0 | 0.0% | 6 | 26.1% | 17 | 73.9% |
| Trailers - Boat | 1,169 | 2,519 | 10 | 2,158 | 3 | 30.0% | 7 | 70.0% | 0 | 0.0% |
| Barricades | 1,169 | 2,519 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oils - Waste | 1,166 | 2,522 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Duct & Duct Fittings | 1,165 | 2,523 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Plumbing Plan Services | 1,164 | 2,524 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ballrooms | 1,162 | 2,525 | 14 | 1,934 | 5 | 35.7% | 8 | 57.1% | 1 | 7.1% |
| Envelopes - Wholesale & Manufacturers | 1,162 | 2,525 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Webbing | 1,160 | 2,527 | 31 | 1,436 | 22 | 71.0% | 9 | 29.0% | 0 | 0.0% |
| Security Cameras | 1,158 | 2,528 | 14 | 1,934 | 4 | 28.6% | 10 | 71.4% | 0 | 0.0% |
| Aids Research & Clinics | 1,154 | 2,529 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Producers & Studios | 1,149 | 2,530 | 0 | 2,223 | 5 | 65.6% | 2 | 44.4% | 0 | 0.0% |
| Plastics - Fabrics, Film, Sheets - Prod. | 1,148 | 2,531 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Water Conservation | 1,147 | 2,532 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Millwrights | 1,145 | 2,533 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Labels - Fabric | 1,142 | 2,534 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Soccer Clubs | 1,141 | 2,535 | 27 | 1,517 | 19 | 70.4% | 7 | 25.9% | 1 | 3.7% |
| Ice Making Equipment & Machines | 1,138 | 2,536 | 7 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Bird Barriers, Repellents & Controls | 1,138 | 2,536 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Writer - Freelance | 1,135 | 2,538 | 18 | 1,756 | 7 | 38.9% | 7 | 38.9% | 4 | 22.2% |
| Blacksmiths | 1,133 | 2,539 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Leather Goods Manufacturers Supplies | 1,128 | 2,540 | 10 | 2,158 | 7 | 70.0% | 2 | 20.0% | 1 | 10.0% |
| Boat - Excursion | 1,127 | 2,541 | 18 | 1,756 | 12 | 66.7% | 6 | 33.3% | 0 | 0.0% |
| Hatcheries - Poultry | 1,126 | 2,542 | 8 | 2,312 | 2 | 25.0% | 3 | 37.5% | 3 | 37.5% |
| Florists Supplies | 1,125 | 2,543 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Metal Detecting Equipment | 1,123 | 2,544 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Paint Manufacturing Equipment & Materials | 1,122 | 2,545 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Guard Dogs | 1,122 | 2,545 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bingo & Gaming Halls | 1,121 | 2,547 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Engravers - Plastic, Wood | 1,120 | 2,548 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Truck Permits | 1,118 | 2,549 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Florist - Funeral Bouquets & Wreaths | 1,117 | 2,550 | 18 | 1,756 | 11 | 61.1% | 4 | 22.2% | 3 | 16.7% |
| Oil Operators | 1,116 | 2,551 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Underground Sprinkler Lawn Sprinkler Parts | 1,115 | 2,552 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Real Estate - Rent to Own | 1,114 | 2,553 | 16 | 1,848 | 7 | 43.8% | 8 | 50.0% | 1 | 6.3% |
| Electronic Power Supplies | 1,112 | 2,554 | 32 | 1,420 | 12 | 37.5% | 20 | 62.5% | 0 | 0.0% |
| Advertising - Transit & Transportation | 1,112 | 2,554 | 17 | 1,800 | 4 | 23.5% | 12 | 70.0% | 1 | 5.9% |
| Acoustical Materials | 1,112 | 2,554 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Indian Goods | 1,109 | 2,557 | 7 | 2,413 | 2 | 28.6% | 4 | 57.1% | 1 | 14.3% |
| Leak Detection | 1,109 | 2,557 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Photo Retouching | 1,108 | 2,559 | 9 | 2,223 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Marriage Brokers | 1,108 | 2,559 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Contractor - Flat Roof | 1,107 | 2,561 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Medical Tourism | 1,103 | 2,562 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Church Supplies | 1,102 | 2,563 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Church Furnishings | 1,102 | 2,563 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Burial Vaults | 1,101 | 2,565 | 7 | 2,413 | 1 | 14.3% | 2 | 28.6% | 4 | 57.1% |
| Tank Heads | 1,101 | 2,565 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Honey | 1,100 | 2,567 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Weatherization | 1,099 | 2,568 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Charity - Police & Firefighter Organizations | 1,095 | 2,569 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Charity - Other Charitable Organizations | 1,088 | 2,570 | 10 | 2,158 | 4 | 40.0% | 4 | 40.0% | 2 | 20.0% |
| Golf Course Construction | 1,087 | 2,571 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Amplifiers | 1,086 | 2,572 | 28 | 1,494 | 5 | 17.9% | 23 | 82.1% | 0 | 0.0% |
| Music Arrangers & Composers | 1,083 | 2,573 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Gaskets | 1,078 | 2,574 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hauling & Clean Up Services | 1,078 | 2,574 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Quilts | 1,073 | 2,576 | 14 | 1,934 | 4 | 28.6% | 10 | 71.4% | 0 | 0.0% |
| Auto Radios & Stereos - Wholesale & Manufacturers | 1,072 | 2,577 | 13 | 1,985 | 9 | 69.2% | 3 | 23.1% | 1 | 7.7% |
| Uniforms - Accessories | 1,071 | 2,578 | 18 | 1,756 | 11 | 61.1% | 7 | 38.9% | 0 | 0.0% |
| Raft Trips & Tours | 1,071 | 2,578 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Fishing Tackle - Wholesale & Manufacturers | 1,071 | 2,578 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Lathing Contractors | 1,070 | 2,581 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Magicians Supplies | 1,069 | 2,582 | 18 | 1,756 | 8 | 44.4% | 6 | 33.3% | 4 | 22.2% |
| Candle Making Supplies | 1,062 | 2,583 | 20 | 1,694 | 10 | 50.0% | 9 | 45.0% | 1 | 5.0% |
| Accounting - Forensic | 1,062 | 2,583 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Springs - Automotive - Sales & Service | 1,061 | 2,585 | 11 | 2,093 | 6 | 54.5% | 5 | 45.5% | 0 | 0.0% |
| Attorneys & Lawyers - Consumer Fraud | 1,061 | 2,585 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Drawing Materials | 1,060 | 2,587 | 21 | 1,662 | 17 | 81.0% | 4 | 19.0% | 0 | 0.0% |
| Bio - Chemicals | 1,060 | 2,587 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ergonomic Products & Services | 1,054 | 2,589 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chimney Sweeper | 1,052 | 2,590 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Fur Novelties & Accessories | 1,051 | 2,591 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Interior Designers - Registered/Licensed | 1,050 | 2,592 | 13 | 1,985 | 8 | 61.5% | 5 | 38.5% | 0 | 0.0% |
| Lead | 1,050 | 2,592 | 11 | 2,093 | 9 | 81.8% | 1 | 9.1% | 0 | 9.1% |
| Pipe Fittings | 1,050 | 2,592 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cookies & Crackers | 1,049 | 2,595 | 15 | 1,879 | 13 | 86.7% | 2 | 13.3% | 0 | 0.0% |
| Lumber Carriers | 1,048 | 2,596 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Stenographers - Public | 1,047 | 2,597 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Beauty Supplies & Equipment Repair | 1,041 | 2,598 | 16 | 1,848 | 1 | 6.3% | 7 | 43.8% | 8 | 50.0% |
| Pilates | 1,041 | 2,598 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Spiritualists | 1,040 | 2,600 | 39 | 1,306 | 34 | 87.2% | 5 | 12.8% | 0 | 0.0% |
| Magnets & Magnetic Devices | 1,039 | 2,601 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Battery Charging Equipment | 1,038 | 2,602 | 14 | 1,934 | 1 | 92.9% | 1 | 7.1% | 0 | 0.0% |
| Bins | 1,038 | 2,602 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bid Report Service | 1,032 | 2,604 | 12 | 2,033 | 11 | 91.7% | 1 | 8.3% | 0 | 0.0% |
| Meat Packers Equipment & Supplies | 1,029 | 2,605 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Personal Chef | 1,027 | 2,606 | 6 | 2,499 | 3 | 50.0% | 1 | 16.7% | 2 | 33.3% |
| Fans - Industrial & Commercial | 1,025 | 2,607 | 34 | 1,392 | 11 | 32.4% | 23 | 67.6% | 0 | 0.0% |
| Stationery - Wholesale & Manufacturers | 1,025 | 2,607 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Paper Shredding Machines | 1,024 | 2,609 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brick Preservatives | 1,021 | 2,610 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Dry Goods - Retail | 1,018 | 2,611 | 12 | 2,033 | 7 | 58.3% | 5 | 41.7% | 0 | 0.0% |
| Water Heaters - Parts & Supplies | 1,017 | 2,612 | 12 | 2,033 | 11 | 91.7% | 1 | 8.3% | 0 | 0.0% |
| Aromatherapy & Essential Oils | 1,017 | 2,612 | 9 | 2,223 | 6 | 66.7% | 1 | 11.1% | 2 | 22.2% |
| Helicopters - Charter, Rent & Lease | 1,017 | 2,612 | 4 | 2,719 | 2 | 50.0% | 0 | 0.0% | 0 | 50.0% |
| Luggage Carriers | 1,016 | 2,615 | 4 | 2,719 | 3 | 75.0% | 0 | 0.0% | 0 | 0.0% |
| Aircraft Engines | 1,013 | 2,616 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Golf Courses - Miniature | 1,010 | 2,617 | 8 | 2,312 | 4 | 50.0% | 3 | 37.5% | 1 | 12.5% |
| Minerals | 1,010 | 2,617 | 2 | 3,085 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Lice Removal/Protection Services | 1,009 | 2,619 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dry Cleaners - Equipment - Wholesales | 1,005 | 2,620 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tire Retread & Repair - Equipment & Supplies | 1,002 | 2,621 | 15 | 1,879 | 11 | 73.3% | 4 | 26.7% | 0 | 0.0% |
| Wheel Align, Frame & Axle Service Equipment & Supplies | 1,001 | 2,622 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Swimming Pool Cover Sales & Service | 992 | 2,623 | 12 | 2,033 | 8 | 66.7% | 3 | 25.0% | 1 | 8.3% |
| Trailer Storage | 990 | 2,624 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Oil Additives - Manufacturers & Distributors | 988 | 2,625 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chemists - Manufacturers | 986 | 2,626 | 107 | 98 | 105 | 98.1% | 1 | 1.9% | 0 | 0.0% |
| Bridge Builders | 985 | 2,627 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Impregnating | 984 | 2,628 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Lotteries - Local | 982 | 2,629 | 9 | 2,223 | 5 | 55.6% | 1 | 11.1% | 3 | 33.3% |
| Boat Yards | 979 | 2,630 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Insurance - Crop | 977 | 2,631 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Government - City, Village & Township | 974 | 2,632 | 23 | 1,619 | 16 | 69.6% | 6 | 26.1% | 1 | 4.3% |
| Welding Equipment - Repair | 974 | 2,632 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Emblems | 973 | 2,634 | 6 | 2,499 | 1 | 16.7% | 3 | 50.0% | 2 | 33.3% |
| Advertising - Checking Service | 973 | 2,634 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Biological Products | 972 | 2,636 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Consultants - Security | 970 | 2,637 | 14 | 1,934 | 13 | 92.9% | 1 | 7.1% | 0 | 0.0% |
| Sheepskin Specialties | 967 | 2,638 | 13 | 1,985 | 11 | 84.6% | 2 | 15.4% | 0 | 0.0% |
| Art Organizations & Information | 965 | 2,639 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Restaurants - Breakfast | 965 | 2,640 | 16 | 1,848 | 8 | 50.0% | 7 | 43.8% | 1 | 6.3% |
| Lead Abatement | 961 | 2,640 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| X-Ray Apparatus & Supplies | 959 | 2,642 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tags | 956 | 2,643 | 23 | 1,619 | 9 | 39.1% | 14 | 60.9% | 0 | 0.0% |
| Intercoms Systems & Services | 956 | 2,643 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Frozen Food Locker Plants | 956 | 2,643 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Electronic Product Waste Management & E Waste Services | 954 | 2,646 | 6 | 2,499 | 4 | 66.7% | 0 | 0.0% | 2 | 33.3% |
| Express & Transfer Service | 950 | 2,647 | 2 | 3,085 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Steel Mills | 946 | 2,648 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Infrared Inspection | 946 | 2,648 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bamboo & Bamboo Products | 944 | 2,650 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Government Contractors | 944 | 2,650 | 3 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Parts & Supplies - Rebuilt | 943 | 2,652 | 45 | 1,219 | 0 | 0.0% | 33 | 73.3% | 2 | 4.4% |
| Bagels | 943 | 2,652 | 9 | 2,223 | 7 | 77.8% | 1 | 11.1% | 1 | 11.1% |
| Engravers - Stationery | 943 | 2,652 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Shavers - Electric | 942 | 2,655 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Estheticians | 941 | 2,656 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Magicians | 935 | 2,657 | 5 | 2,596 | 2 | 40.0% | 2 | 40.0% | 1 | 20.0% |
| Water Main Contractors | 933 | 2,658 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Sculptors | 932 | 2,659 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Apartment Sharing Service | 930 | 2,660 | 12 | 2,033 | 1 | 8.3% | 10 | 83.3% | 1 | 8.3% |
| Food Products Manufacturing Equipment | 929 | 2,661 | 12 | 2,033 | 5 | 41.7% | 6 | 50.0% | 1 | 8.3% |
| Coatings - Powder | 928 | 2,662 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Advertising - Indoor | 927 | 2,663 | 13 | 1,985 | 7 | 53.8% | 6 | 46.2% | 0 | 0.0% |
| Lettering Machines | 927 | 2,663 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Proofreading | 925 | 2,665 | 15 | 1,800 | 16 | 94.1% | 1 | 5.9% | 0 | 0.0% |
| Modeling & Acting - Training | 925 | 2,665 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Boat Cleaning | 924 | 2,667 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Surgical Instruments | 923 | 2,668 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pictures | 920 | 2,669 | 10 | 2,158 | 6 | 60.0% | 3 | 30.0% | 1 | 10.0% |
| Inks - Manufacturers Materials | 919 | 2,670 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Elevator Installation | 919 | 2,670 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Aquariums - Lease & Maintenance | 917 | 2,672 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Plants - Wholesale | 916 | 2,673 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Bronzing | 916 | 2,673 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Public Speaking Instruction | 916 | 2,673 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Ribbons | 913 | 2,676 | 63 | 1,058 | 60 | 98.4% | 3 | 4.6% | 0 | 0.0% |
| Fishermens Supplies | 910 | 2,677 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Consulates & Other Federal Government Representatives | 910 | 2,677 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Word Processing Service | 909 | 2,679 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Grain Elevators | 908 | 2,680 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glass Blowers | 907 | 2,681 | 10 | 2,158 | 3 | 30.0% | 6 | 60.0% | 1 | 10.0% |
| Drafting Equipment & Supplies | 907 | 2,681 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Baseball Batting Ranges | 906 | 2,683 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Emergency Shelters | 905 | 2,684 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Carriages - Horse | 903 | 2,685 | 12 | 2,033 | 7 | 58.3% | 4 | 33.3% | 1 | 8.3% |
| Advertising - Vinyl Phone Book Covers | 902 | 2,686 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Tarps | 900 | 2,687 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Building Materials - Used | 896 | 2,688 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Consignment Service - Online | 895 | 2,689 | 11 | 2,093 | 4 | 36.4% | 4 | 36.4% | 0 | 0.0% |
| Seeds & Bulbs - Wholesale | 893 | 2,690 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Knife Sharpening Devices | 891 | 2,691 | 23 | 1,619 | 7 | 30.4% | 16 | 69.6% | 0 | 0.0% |
| Humane Societies | 891 | 2,691 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Bed Bug Removal | 891 | 2,691 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Vaporizers | 891 | 2,691 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Novelties - Wholesale & Manufacturers | 889 | 2,695 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Consultants - Social Media | 886 | 2,696 | 9 | 2,223 | 4 | 44.4% | 4 | 44.4% | 1 | 11.1% |
| Carpet & Rug Dyers | 885 | 2,697 | 14 | 1,934 | 6 | 42.9% | 8 | 57.1% | 0 | 0.0% |
| Pet Finding Service | 882 | 2,698 | 24 | 1,592 | 20 | 83.3% | 4 | 16.7% | 0 | 0.0% |
| Birth Centers | 882 | 2,698 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Stock Exchanges | 882 | 2,698 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Crematories | 882 | 2,698 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Corporate Awards | 881 | 2,702 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boat Lifts | 880 | 2,703 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Traffic School | 879 | 2,704 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Corsets & Girdles | 878 | 2,705 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Cylinders - Air & Hydraulic | 878 | 2,705 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Upholstery Fabrics - Wholesale & Manufacturers | 877 | 2,707 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Defense Contractors | 875 | 2,708 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Parks | 873 | 2,709 | 13 | 1,985 | 9 | 60.2% | 4 | 30.8% | 0 | 0.0% |
| Wines - Wholesale | 872 | 2,710 | 19 | 1,723 | 16 | 84.2% | 3 | 15.8% | 0 | 0.0% |
| Landfills - Sanitary | 872 | 2,710 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Water/Pool Heating - Solar | 872 | 2,710 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Motorcycles - Customizing | 871 | 2,713 | 31 | 1,436 | 15 | 48.4% | 15 | 48.4% | 1 | 3.2% |
| Time Recorders | 871 | 2,713 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Concrete Mixers | 871 | 2,713 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Wine Brokers | 870 | 2,716 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Child Parent Development Centers | 868 | 2,717 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Freight Consolidating | 867 | 2,718 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bibles | 866 | 2,719 | 20 | 1,694 | 11 | 55.0% | 9 | 45.0% | 0 | 0.0% |
| Lamp Shade Frames & Supplies | 865 | 2,720 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Theatrical Equipment & Supplies | 862 | 2,721 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Swimming Pools - Maintenance | 861 | 2,722 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Powder Processing - Industrial | 861 | 2,722 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Zoos | 858 | 2,724 | 14 | 1,934 | 8 | 57.1% | 6 | 42.9% | 0 | 0.0% |
| Appraisal - Management | 858 | 2,724 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Knit Goods - Retail | 858 | 2,724 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Wall Cleaning | 858 | 2,724 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Loading Dock Equipment | 856 | 2,728 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Metal Roofing | 854 | 2,729 | 10 | 2,158 | 4 | 40.0% | 6 | 60.0% | 0 | 0.0% |
| Pattern Makers | 854 | 2,729 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Geophysicists | 854 | 2,729 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Italian Food Products | 853 | 2,732 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Filters - Liquid | 853 | 2,732 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| File Restoration | 851 | 2,734 | 13 | 1,985 | 8 | 61.5% | 5 | 38.5% | 0 | 0.0% |
| Signs - Neon | 851 | 2,734 | 12 | 2,032 | 3 | 25.0% | 6 | 50.0% | 3 | 25.0% |
| Charity - Advertising for Publications | 850 | 2,736 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Tank Lining & Coating | 850 | 2,736 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Doll Houses & Accessories | 848 | 2,738 | 16 | 1,848 | 10 | 62.5% | 6 | 37.5% | 0 | 0.0% |
| Filing Equipment, Systems & Supplies | 847 | 2,739 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oriental Goods - Retail | 844 | 2,740 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Auto Hand & Foot Controls | 842 | 2,741 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Foot Appliances | 841 | 2,742 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Interactive Media | 839 | 2,743 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Juices | 838 | 2,744 | 15 | 1,879 | 7 | 46.7% | 8 | 53.3% | 0 | 0.0% |
| Storage - Liquid & Bulk | 838 | 2,744 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Laminating Equipment & Supplies | 837 | 2,746 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Gloves - Work & Industrial | 836 | 2,747 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Physicians & Surgeons Equipment & Supplies | 835 | 2,748 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Underwear - Wholesale & Manufacturers | 834 | 2,749 | 19 | 1,723 | 14 | 73.7% | 5 | 26.3% | 0 | 0.0% |
| Metal Shapes - Extruded | 833 | 2,750 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tourists Homes | 830 | 2,751 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pharmaceutical Suppliers - Foreign | 829 | 2,752 | 10 | 2,158 | 1 | 10.0% | 5 | 50.0% | 4 | 40.0% |
| Labels - Plastic, Metal, Foil | 827 | 2,753 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Mountain Climbing Equipment | 827 | 2,753 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Wood Preservatives | 827 | 2,753 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Consultants - Dental Management | 826 | 2,756 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Motorcycle Sales - Consignments | 826 | 2,756 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Identification Bureaus | 826 | 2,756 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Fan Clubs | 825 | 2,759 | 28 | 1,494 | 14 | 50.0% | 14 | 42.9% | 2 | 7.1% |
| Caregivers Resources | 824 | 2,760 | 4 | 2,596 | 1 | 20.0% | 3 | 60.0% | 1 | 20.0% |
| Childrens & Infants Wear - Wholesale & Manufacturing | 819 | 2,761 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Aerospace Research & Development | 819 | 2,761 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Speakers - Rebuild & Repair | 818 | 2,763 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Brushes | 818 | 2,763 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Family Planning - Abortion Alternatives | 815 | 2,765 | 4 | 2,719 | 1 | 25.0% | 2 | 50.0% | 1 | 25.0% |
| Bakers Equipment | 814 | 2,766 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Ski Centers & Resorts | 812 | 2,767 | 25 | 1,568 | 20 | 80.0% | 5 | 20.0% | 0 | 0.0% |
| Concessionaires | 810 | 2,768 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Consultants - Telecommunication | 809 | 2,769 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Bankruptcy Counseling - Federally Certified | 806 | 2,770 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Boutique Items - Wholesale & Manufacturers | 805 | 2,771 | 28 | 1,494 | 17 | 60.7% | 10 | 35.7% | 1 | 3.6% |
| Swimming Pools - Public | 804 | 2,772 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Cigar, Cigarette & Tobacco Manufacturers | 802 | 2,773 | 17 | 1,800 | 11 | 64.7% | 6 | 35.3% | 0 | 0.0% |
| Turbchargers | 801 | 2,774 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Industrial Developments | 799 | 2,775 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Wood Carving | 798 | 2,776 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Insurance Rating Bureaus | 795 | 2,777 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Home Economics Consultants | 794 | 2,778 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Meditation Instruction | 794 | 2,778 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Farmers Market | 793 | 2,780 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Cement - Wholesale & Manufacturers | 793 | 2,780 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Carbon Products | 792 | 2,782 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Smoke Detectors & Alarms | 791 | 2,783 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Metal Finishers Equipment & Supplies | 791 | 2,783 | 3 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Welcome ServiceFor Newcomers | 790 | 2,785 | 1 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Drapery & Curtain Fixtures | 785 | 2,786 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dietitians | 782 | 2,787 | 13 | 1,985 | 7 | 53.8% | 5 | 38.5% | 1 | 7.7% |
| Plastics - Foam | 782 | 2,787 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Orchards | 780 | 2,789 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Flag Poles | 779 | 2,790 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Charity - Cancer | 779 | 2,790 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Horticultural Consultants | 778 | 2,792 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Flood assistance | 777 | 2,793 | 0 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Pharmaceutical Products - Research | 777 | 2,793 | 5 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Truck Driver Leasing | 776 | 2,795 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Repair - Vintage | 775 | 2,796 | 9 | 2,223 | 3 | 33.3% | 4 | 44.4% | 2 | 22.2% |
| Slate | 775 | 2,796 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Gloves & Mittens - Dress | 773 | 2,798 | 29 | 1,473 | 7 | 24.1% | 22 | 75.9% | 0 | 0.0% |
| Machinery - Used | 772 | 2,799 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Auto Sunroofs | 769 | 2,800 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Artificial Limbs | 767 | 2,801 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Violins | 765 | 2,802 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grouting Compounds | 763 | 2,803 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Jetski/Personal Watercraft | 762 | 2,804 | 17 | 1,800 | 8 | 47.1% | 9 | 52.9% | 0 | 0.0% |
| Copper Products | 762 | 2,804 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Senior Care Information and Resources | 761 | 2,806 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Data Recovery | 760 | 2,807 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Jewelry Castings | 758 | 2,808 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Turbines | 758 | 2,808 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Insect Control Devices | 757 | 2,810 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Door Frames | 756 | 2,811 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Binding Machines | 755 | 2,812 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Partitions | 754 | 2,813 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plastics - Raw Materials, Powder, Liquid | 754 | 2,813 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Steamship Agencies | 752 | 2,815 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Lamps - Supplies & Parts | 751 | 2,816 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Popcorn Machines | 749 | 2,817 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Limestone | 746 | 2,818 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Electrical Power Systems (Residential & Commercial) - Backup Systems | 745 | 2,819 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Caterer Equipment & Supplies | 745 | 2,819 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Oil Well Equipment & Supplies | 745 | 2,819 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lotteries - State | 743 | 2,822 | 5 | 2,596 | 1 | 20.0% | 3 | 60.0% | 1 | 20.0% |
| Towing - Marine | 742 | 2,823 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Soil Conditioners | 741 | 2,824 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Heat Treating - Metal | 741 | 2,824 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ship Builders & Repair | 741 | 2,824 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tools - Pneumatic | 739 | 2,827 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Telecommunication Design | 738 | 2,828 | 12 | 2,033 | 12 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Floor Coatings - Epoxy/Polyurethane | 737 | 2,829 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Physicians & Surgeons - Pulmonary Diseases | 737 | 2,829 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Frozen Foods - Processors | 736 | 2,831 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Actuaries | 736 | 2,831 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Backflow Prevention Devices & Services | 735 | 2,833 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Professional Fundraiser | 733 | 2,834 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Sports Hospitality | 732 | 2,835 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Lake & Pond Management | 728 | 2,836 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Funeral Directors Equipment & Supplies | 727 | 2,837 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Signs - Maintenance & Repair | 724 | 2,838 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Chimney Lining Materials | 723 | 2,839 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% |
| Movers ? International | 722 | 2,840 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Laboratories - Veterinary | 721 | 2,841 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Display Installation Service | 721 | 2,841 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Concrete Aggregates | 721 | 2,841 | 0 | 3,356 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Railroad Equipment & Supplies | 721 | 2,841 | 1 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cement - Retail | 720 | 2,845 | 8 | 2,312 | 2 | 25.0% | 6 | 75.0% | 0 | 0.0% |
| Swords | 719 | 2,846 | 63 | 1,037 | 11 | 17.5% | 52 | 82.5% | 0 | 0.0% |
| Contractor - Disabled Access | 717 | 2,847 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pile Driving | 717 | 2,847 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Speakers - Wholesale & Manufacturers | 716 | 2,849 | 10 | 2,158 | 5 | 50.0% | 5 | 50.0% | 0 | 0.0% |
| Resident Buyers | 713 | 2,850 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Insurance - Medical Liability | 709 | 2,851 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Axles | 709 | 2,851 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tables - Folding | 708 | 2,853 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Medicines - Patent & Proprietary | 706 | 2,854 | 26 | 1,544 | 6 | 23.1% | 19 | 73.1% | 1 | 3.8% |
| Jewelry Advisory Service | 704 | 2,855 | 6 | 2,499 | 3 | 50.0% | 1 | 16.7% | 2 | 33.3% |
| Manicuring | 703 | 2,856 | 13 | 1,985 | 6 | 46.2% | 6 | 46.2% | 0 | 0.0% |
| Salt | 702 | 2,856 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 0 | 0.0% |
| Fireproofing | 702 | 2,857 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Sewing Machines - Industrial & Commercial | 702 | 2,857 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Coated Fabrics | 701 | 2,860 | 12 | 2,033 | 12 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sump Pump Contractors | 700 | 2,861 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Spraying Equipment | 700 | 2,861 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Golf Course Equipment & Supplies | 698 | 2,863 | 12 | 2,033 | 9 | 75.0% | 3 | 25.0% | 0 | 0.0% |
| Brewers Equipment & Supplies | 698 | 2,863 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Corporation Supplies | 698 | 2,863 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motel & Hotel Consultants | 697 | 2,866 | 44 | 1,231 | 25 | 56.8% | 19 | 43.2% | 0 | 0.0% |
| Television Svs & Equipment - Closed Circuit | 697 | 2,866 | 10 | 2,158 | 6 | 60.0% | 2 | 20.0% | 2 | 20.0% |
| Air Fragrances | 696 | 2,868 | 6 | 2,499 | 2 | 33.3% | 3 | 50.0% | 1 | 16.7% |
| Brakes - Manufacturers & Distributors | 695 | 2,869 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Tennis Courts - Private | 695 | 2,869 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Paint Manufacturing Materials | 694 | 2,871 | 7 | 2,413 | 6 | 85.7% | 0 | 0.0% | 1 | 14.3% |
| Campers - Supplies & Parts | 693 | 2,872 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plaster | 692 | 2,873 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Statistical Service | 690 | 2,874 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Stone - Crushed | 689 | 2,875 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Clinics - Dialysis | 683 | 2,876 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Jewels - Imitation | 682 | 2,877 | 4 | 2,719 | 1 | 25.0% | 1 | 25.0% | 2 | 50.0% |
| Radios - Citizen Band | 682 | 2,877 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Financial Planning Kit | 681 | 2,879 | 5 | 2,596 | 3 | 60.0% | 1 | 20.0% | 1 | 20.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Nurserymen Equipment & Supplies | 680 | 2,880 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Tanks - Fiber Glass, Plastic | 680 | 2,880 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Rendering Companies | 679 | 2,882 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bags - Plastic | 678 | 2,883 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sash Operating Devices | 677 | 2,884 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Presses - Power-Equipment | 674 | 2,885 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Textile Fibers | 673 | 2,886 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Planos - Restoration & Refinishing | 673 | 2,886 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Loading Equipment & Supplies | 672 | 2,888 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Farms - Organic | 670 | 2,889 | 37 | 1,338 | 27 | 73.0% | 10 | 27.0% | 0 | 0.0% |
| Pneumatic Equipment Components | 670 | 2,889 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Right of Way Acquisition Service | 669 | 2,891 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Knitting Instruction | 666 | 2,892 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Physicians & Surgeons Information Bureaus | 665 | 2,893 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Sundries Stores | 664 | 2,894 | 21 | 1,662 | 14 | 66.7% | 7 | 33.3% | 0 | 0.0% |
| Bar Supplies | 662 | 2,895 | 10 | 2,158 | 5 | 50.0% | 5 | 50.0% | 0 | 0.0% |
| Letters - Sign | 662 | 2,895 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| DVD sales & service | 661 | 2,897 | 43 | 1,246 | 13 | 30.2% | 27 | 62.8% | 3 | 7.0% |
| Die Castings | 661 | 2,897 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Aircraft Instruments | 659 | 2,899 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Family Planning - Abortion Services | 658 | 2,900 | 3 | 2,872 | 1 | 33.3% | 0 | 0.0% | 2 | 66.7% |
| Washing Machines & Dryers - Rent & Lease | 655 | 2,901 | 28 | 1,494 | 28 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Debt Settlement - Canada | 653 | 2,902 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hawaiian Goods | 652 | 2,903 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Starters - Engine | 651 | 2,904 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Line Companies | 648 | 2,905 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Divers | 647 | 2,906 | 9 | 2,223 | 5 | 55.6% | 4 | 44.4% | 0 | 0.0% |
| Demonstration Services | 647 | 2,906 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Transit Lines | 646 | 2,908 | 12 | 2,033 | 11 | 91.7% | 1 | 8.3% | 0 | 0.0% |
| Encyclopedias | 646 | 2,908 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Diamond Cutters | 646 | 2,908 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vehicle Graphics | 645 | 2,911 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Barge Lines | 645 | 2,911 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Wallpaper Hangers | 644 | 2,913 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Tubing - Metal | 641 | 2,914 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Leather Cleaning | 639 | 2,915 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Earthworms | 638 | 2,916 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Exterior Designers | 637 | 2,917 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Gymnastic Equipment & Supplies | 636 | 2,918 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Traffic Engineers & Planning Service | 635 | 2,919 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sawmill Equipment & Supplies | 633 | 2,920 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grain Dealers | 632 | 2,921 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Grain Drying | 632 | 2,921 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Flags & Banners - Manufacturers Supplies | 630 | 2,923 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Building Inspection - Commercial | 629 | 2,924 | 3 | 2,872 | 1 | 33.3% | 0 | 0.0% | 0 | 0.0% |
| Theatrical Managers & Producers | 629 | 2,924 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Shirts - Wholesale & Manufacturers | 627 | 2,926 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Riggers | 626 | 2,927 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 0 | 0.0% |
| Power Plant Equipment | 625 | 2,928 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Physical Therapy Equipment | 623 | 2,929 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Internet Cafes | 621 | 2,930 | 14 | 1,934 | 7 | 50.0% | 6 | 42.9% | 1 | 7.1% |
| Equipment Calibration | 621 | 2,930 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Dry Ice | 621 | 2,930 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tool Salvage Companies | 620 | 2,933 | 11 | 2,093 | 11 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Oil - Crude - Purchasing | 620 | 2,933 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Yoga Supplies | 619 | 2,935 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Physicians Assistants | 618 | 2,936 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Water Pollution Control | 618 | 2,936 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boxes - Specialty & Fancy | 617 | 2,938 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Livestock Feeding | 617 | 2,938 | 0 | 2,596 | 4 | 80.0% | 0 | 0.0% | 0 | 0.0% |
| Housing Consultants & Referral Service | 615 | 2,940 | 15 | 1,879 | 7 | 46.7% | 8 | 53.3% | 0 | 0.0% |
| Foster Child Care | 614 | 2,941 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Truck Service & Repair - Mobile | 609 | 2,942 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Layouts - Office, Factory | 608 | 2,943 | 14 | 1,934 | 9 | 64.3% | 5 | 35.7% | 0 | 0.0% |
| Acids | 607 | 2,944 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Air Flight Attendants | 607 | 2,944 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Artificial Flowers & Plants - Manufacturer Supplies | 605 | 2,946 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Hockey Clubs | 604 | 2,947 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Robots | 604 | 2,947 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Scientists | 604 | 2,947 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tank Cleaning | 603 | 2,950 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Tours - Wholesale | 602 | 2,951 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Concrete Patching Compounds | 602 | 2,951 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Dictating Machines & Supplies | 602 | 2,951 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Roof Cooling Systems | 599 | 2,954 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Polyurethane Products | 598 | 2,955 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Insecticides | 597 | 2,956 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Burial Advisory Service | 596 | 2,957 | 7 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Railroads - Freight | 596 | 2,957 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Hangers - Wall covering | 593 | 2,959 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Labeling Equipment | 593 | 2,959 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Ice Cream Manufacturers Equipment | 592 | 2,961 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Candy & Confectionery Manufacturer Equip & Supplies | 592 | 2,961 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Engineering Reports | 589 | 2,963 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Calculators, Adding Machines & Supplies | 588 | 2,964 | 14 | 1,934 | 12 | 85.7% | 2 | 14.3% | 0 | 0.0% |
| Tool & Die Makers Equipment & Supplies | 588 | 2,964 | 13 | 1,985 | 11 | 84.6% | 2 | 15.4% | 0 | 0.0% |
| Children's Play Programs Instruction | 587 | 2,966 | 10 | 2,158 | 6 | 60.0% | 4 | 40.0% | 0 | 0.0% |
| Inks - Writing & Marking | 587 | 2,966 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Coal Miners & Shippers | 586 | 2,968 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Meters | 584 | 2,969 | 6 | 2,499 | 5 | 83.3% | 0 | 0.0% | 1 | 16.7% |
| Jewelry Engravers | 584 | 2,969 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Computer Assisted Design Services | 583 | 2,971 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Swap Shops | 581 | 2,972 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Shoe Findings & Supplies | 581 | 2,972 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bulldozers | 580 | 2,974 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tools - Hydraulic | 580 | 2,974 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Attorneys & Lawyers - Insurance Law | 580 | 2,974 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Storage - Data | 579 | 2,977 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Two-Way Radio Sales & Service | 576 | 2,978 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Kennels Equipment & Supplies | 573 | 2,979 | 10 | 2,158 | 8 | 80.0% | 2 | 20.0% | 0 | 0.0% |
| Albums | 573 | 2,979 | 9 | 2,223 | 6 | 66.7% | 2 | 22.2% | 1 | 11.1% |
| Pool Tables Sales | 573 | 2,979 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Aircraft Rebuilding | 571 | 2,982 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Post Offices | 570 | 2,983 | 31 | 1,436 | 14 | 45.2% | 15 | 48.4% | 2 | 6.5% |
| Data Processing Equipment - Maintenance | 570 | 2,983 | 17 | 1,800 | 16 | 94.1% | 1 | 5.9% | 0 | 0.0% |
| Mountain/Rock Climbing Instruction | 567 | 2,985 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber - Synthetic | 567 | 2,985 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Coal & Coke - Retail | 567 | 2,985 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dune Buggies | 566 | 2,988 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Springs - Coil, Flat - Distributors & Manufacturing | 565 | 2,989 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rehabilitation Products - Pediatric | 565 | 2,989 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Picture Frames - Wholesale & Manufacturers | 564 | 2,991 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Stucco Manufacturers & Distributors | 563 | 2,992 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Signs - Erectors & Hangers | 562 | 2,993 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Ladders | 562 | 2,993 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Truck Painting & Lettering | 562 | 2,993 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet Layers Equipment & Supplies | 561 | 2,996 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Loans - Farm & Ranch | 559 | 2,997 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Surveying Instruments | 558 | 2,998 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Insurance - Rental | 557 | 2,999 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Promotional Products - Non-Wearable | 557 | 2,999 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Encyclopedia & Book Sales | 556 | 3,001 | 23 | 1,619 | 19 | 82.6% | 3 | 13.0% | 1 | 4.3% |
| Foundation Inspection | 555 | 3,002 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Trademark | 554 | 3,003 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Bath Liners | 554 | 3,003 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plywood & Veneers | 552 | 3,005 | 9 | 2,223 | 3 | 33.3% | 5 | 55.6% | 1 | 11.1% |
| Racquetball Courts - Private | 550 | 3,006 | 18 | 1,756 | 15 | 83.3% | 3 | 16.7% | 0 | 0.0% |
| Bicycles - Renting | 549 | 3,007 | 19 | 1,723 | 12 | 63.2% | 7 | 36.8% | 0 | 0.0% |
| Orchestras & Bands | 549 | 3,007 | 9 | 2,223 | 3 | 33.3% | 6 | 66.7% | 0 | 0.0% |
| Floors - Garage | 548 | 3,009 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Aircraft & Aircraft Equipment - Testing | 548 | 3,009 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Water Skiing Equipment & Supplies | 547 | 3,011 | 11 | 2,093 | 4 | 36.4% | 7 | 63.6% | 0 | 0.0% |
| Import Representatives | 547 | 3,011 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Tanks - Repair | 546 | 3,013 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Plastics - Research & Consulting | 545 | 3,014 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bicycle Racks & Security Systems | 545 | 3,014 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Neckwear - Retail | 544 | 3,016 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Forgings | 541 | 3,017 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Clutches | 540 | 3,018 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Soil Testing | 539 | 3,019 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Ringtones | 538 | 3,020 | 85 | 904 | 77 | 90.6% | 8 | 9.4% | 0 | 0.0% |
| Paneling | 538 | 3,020 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Metaphysicians | 536 | 3,022 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Hats - Clean & Renovate | 533 | 3,023 | 41 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Medical Case Management | 533 | 3,023 | 11 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Aquaculture | 532 | 3,025 | 9 | 2,223 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Tricks & Jokes | 531 | 3,026 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Missile & Rocket Research & Development | 531 | 3,026 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hardware Consultants | 529 | 3,028 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Pipe Line Equipment | 529 | 3,028 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Telegraph Service | 529 | 3,028 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Karts - Motorized | 528 | 3,031 | 15 | 1,879 | 6 | 40.0% | 9 | 60.0% | 0 | 0.0% |
| Animal Foods - Zoo, Circus | 528 | 3,031 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Benches & Work Tables | 526 | 3,033 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Pumps - Supplies & Parts | 526 | 3,033 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Email Service Provider | 525 | 3,035 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Wicker Products | 524 | 3,036 | 12 | 2,033 | 9 | 75.0% | 3 | 25.0% | 0 | 0.0% |
| Soy Bean Products | 522 | 3,037 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Washers | 521 | 3,038 | 18 | 1,756 | 16 | 88.9% | 1 | 5.6% | 1 | 5.6% |
| Cabs - Tractor, Truck | 518 | 3,039 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Drug Manufacturers | 518 | 3,039 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Mirrors - Manufacturers Supplies | 517 | 3,041 | 6 | 2,499 | 0 | 0.0% | 6 | 100.0% | 0 | 0.0% |
| Dentist Information Bureaus | 516 | 3,042 | 32 | 1,420 | 1 | 3.1% | 30 | 93.8% | 0 | 0.0% |
| Electric Switchboards | 516 | 3,042 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Salvage - Marine | 516 | 3,042 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Acoustical Ceiling Removal | 516 | 3,042 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Schools - Academic - College Preparatory | 515 | 3,046 | 5 | 2,596 | 2 | 40.0% | 2 | 40.0% | 1 | 20.0% |
| Flavoring Extracts | 515 | 3,046 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Smoke Abatement Equipment | 514 | 3,048 | 24 | 1,592 | 13 | 54.2% | 9 | 37.5% | 2 | 8.2% |
| Music Copyists | 514 | 3,048 | 19 | 1,723 | 5 | 26.3% | 8 | 42.1% | 6 | 31.6% |
| Auto Parts ? Antique | 513 | 3,050 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Hydronic Heating | 513 | 3,050 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Bending & Fabricating | 513 | 3,050 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Polyethylene Materials & Products | 511 | 3,053 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Blankets | 510 | 3,054 | 24 | 1,592 | 23 | 95.8% | 1 | 4.2% | 0 | 0.0% |
| Towels - Cloths-Wholesale & Manufacturers | 510 | 3,054 | 15 | 1,879 | 14 | 93.3% | 1 | 6.7% | 0 | 0.0% |
| Campers - Rent & Lease | 510 | 3,054 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Trapping Equipment & Supplies | 510 | 3,054 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Consultants - Pharmaceutical | 509 | 3,058 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Belting & Supplies | 509 | 3,058 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Smelters & Refiners Equipment & Supplies | 509 | 3,058 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Inks - Print & Lithograph | 508 | 3,061 | 22 | 1,644 | 1 | 4.5% | 21 | 95.5% | 0 | 0.0% |
| Casinos - Online | 508 | 3,061 | 21 | 1,662 | 17 | 81.0% | 4 | 19.0% | 0 | 0.0% |
| Spray On Siding | 507 | 3,063 | 8 | 2,312 | 2 | 25.0% | 6 | 75.0% | 0 | 0.0% |
| Barrels & Drums | 507 | 3,063 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Auto Metal & Equipment - Distribution & Manufacturing | 506 | 3,065 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tool Designers | 506 | 3,065 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Guest Ranch | 503 | 3,067 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Heaters - Automotive | 503 | 3,067 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Etiquette School | 503 | 3,067 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Street Cleaning | 503 | 3,067 | 0 | 3,822 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bulletin & Directory Boards | 502 | 3,071 | 12 | 2,033 | 9 | 75.0% | 3 | 25.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Engraving Equipment & Supplies | 501 | 3,072 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Poultry - Retail | 500 | 3,073 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Skateboard Parks & Rinks | 499 | 3,074 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Oils - Vegetables | 499 | 3,074 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Riggers Equipment & Supplies | 499 | 3,074 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Coppersmiths | 498 | 3,077 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Moving Sales | 498 | 3,077 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Box Manufacturers Equipment & Supplies | 496 | 3,079 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Piling | 493 | 3,080 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Exhibit Design & Construction | 492 | 3,081 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% |
| Inspection Devices - Industrial | 492 | 3,081 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Referral - Auto Repair | 491 | 3,083 | 35 | 1,376 | 15 | 42.9% | 19 | 54.3% | 1 | 2.9% |
| Patio Builder | 490 | 3,084 | 19 | 1,723 | 3 | 15.8% | 16 | 84.2% | 0 | 0.0% |
| Generators - Maintenance | 490 | 3,084 | 5 | 2,596 | 2 | 40.0% | 2 | 40.0% | 1 | 20.0% |
| Copyright Service | 490 | 3,084 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fax Equipment & Systems | 490 | 3,084 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Oil Handling Equipment | 490 | 3,084 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wallpaper Removing | 490 | 3,084 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Game Farms | 489 | 3,090 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Aircraft Ferrying & Transporting Service | 489 | 3,090 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Heat Exchangers | 489 | 3,090 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sausages | 488 | 3,093 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Physicians & Surgeons - Sports Medicine | 487 | 3,094 | 8 | 2,312 | 8 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Records Management | 486 | 3,095 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Furniture Repair & Refinish Supplies | 484 | 3,096 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Hose & Tubing - Rubber & Plastic | 484 | 3,096 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| News Dealers | 482 | 3,098 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Race Track Equipment & Supplies | 482 | 3,098 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Busess - Distributors & Manufacturers | 482 | 3,098 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Plastics - Extruders | 482 | 3,098 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fur Designers | 481 | 3,102 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Saltwater Pools - Equipment & Supplies | 480 | 3,103 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Jacks | 480 | 3,103 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Tax Software | 480 | 3,103 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Coal Brokers | 480 | 3,103 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metal Rolling & Forming | 480 | 3,103 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sailmakers | 478 | 3,108 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Vacuum Cleaners - Industrial & Commercial | 478 | 3,108 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Doll Clothing & Accessories | 478 | 3,108 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Fire & Flood Emergency Service | 478 | 3,108 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Libraries - Public | 477 | 3,112 | 10 | 2,158 | 9 | 90.0% | 1 | 10.0% | 0 | 0.0% |
| Cryogenics | 477 | 3,112 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gaming Tables | 476 | 3,114 | 9 | 2,223 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Souvenirs - Wholesale & Manufacturers | 476 | 3,114 | 5 | 2,596 | 3 | 60.0% | 1 | 20.0% | 1 | 20.0% |
| Propellers | 476 | 3,114 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Miniatures - Collectors | 475 | 3,117 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Circuit Breakers | 475 | 3,117 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Well Logging & Perforating | 475 | 3,117 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Canes | 474 | 3,120 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fish Processors | 473 | 3,121 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Microwave Ovens - Service & Repair | 472 | 3,122 | 18 | 1,756 | 12 | 66.7% | 6 | 33.3% | 0 | 0.0% |
| Interior Designers - Architectural | 472 | 3,122 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Slides & Film Strips | 472 | 3,122 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bottlers Equipment & Supplies | 471 | 3,125 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Feed Mill Equipment & Supplies | 471 | 3,125 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Woodworking Tools - Retail | 467 | 3,127 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Sewer Inspection | 467 | 3,127 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Metals - Precoated | 466 | 3,129 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Sewer Cleaning Equipment & Supplies | 466 | 3,129 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Fasteners - Textile & Apparel | 464 | 3,131 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Singing Telegrams | 462 | 3,132 | 6 | 2,499 | 1 | 16.7% | 5 | 83.3% | 0 | 0.0% |
| Real Estate - Industrial | 462 | 3,132 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bullion Coin Dealers | 462 | 3,132 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Templates | 461 | 3,135 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Welding Equipment - Rent | 460 | 3,136 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Video Tapes & Discs - Wholesale & Manufacturers | 459 | 3,137 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Casters & Glides | 459 | 3,137 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plating Equipment & Supplies | 459 | 3,137 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Window Shades - Cleaning & Repair | 458 | 3,140 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Senior Housing/Living | 457 | 3,141 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Windows - Wood | 457 | 3,141 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Steel Processing & Fabricating Equipment | 457 | 3,141 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Japanese Food Products | 456 | 3,144 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Motorcycle Riding Instruction | 455 | 3,145 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Fashion Show Producers | 454 | 3,146 | 3 | 2,872 | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% |
| Etched Products - Metal, Glass | 453 | 3,147 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Radiator Sales | 452 | 3,148 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Alzheimer Care, Information & Treatment | 452 | 3,148 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Television & Radio Parts - Wholesale & Manufacturers | 451 | 3,150 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Busess - Repair & Service | 451 | 3,150 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Umbrellas | 450 | 3,152 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sports & Recreation | 449 | 3,153 | 39 | 1,306 | 25 | 64.1% | 14 | 35.9% | 0 | 0.0% |
| Bottle Return Depot | 449 | 3,153 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Wine Cellars | 449 | 3,153 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Lockers | 449 | 3,153 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Baskets - Wholesale & Manufacturers | 448 | 3,157 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Fumigation Services | 448 | 3,157 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Premium Goods | 447 | 3,159 | 20 | 1,694 | 20 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Headlight Restoration | 446 | 3,160 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Grain Elevator Builders | 446 | 3,160 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Kitchen Cabinets - Refinishing, Refacing & Resurfacing | 445 | 3,162 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Physicians & Surgeons Equipment - Repair & Refinish | 445 | 3,162 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Timber Framing | 445 | 3,162 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bus Lines Ticket Agencies | 443 | 3,165 | 23 | 1,619 | 21 | 91.3% | 1 | 4.3% | 1 | 4.3% |
| Political Organizations | 443 | 3,165 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Charity - Environment | 442 | 3,167 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Dredging | 442 | 3,167 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Online Publications | 441 | 3,169 | 22 | 1,644 | 8 | 36.4% | 14 | 63.6% | 0 | 0.0% |
| Hair Removing Equipment & Supplies | 441 | 3,169 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Deodorizing & Disinfecting | 441 | 3,169 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Physicians & Surgeons - Industrial Medicine | 441 | 3,169 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Seminar Marketing | 440 | 3,173 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Seals - Oil, Grease | 440 | 3,173 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Picture Frames - Restore & Repair | 440 | 3,173 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Asphalt Mixing Equipment | 439 | 3,176 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Tapestries | 438 | 3,177 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Venetian Blinds - Supplies & Parts | 438 | 3,177 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Sandblasting Equipment & Supplies | 436 | 3,179 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Condiments & Sauces | 434 | 3,180 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Paving Equipment | 434 | 3,180 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Blowers & Blower Systems | 433 | 3,182 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Tennis Courts - Public | 431 | 3,183 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Nuclear Energy Consultants | 431 | 3,183 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| China & Crystal - Repair | 430 | 3,185 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Baby Foods | 429 | 3,186 | 25 | 1,568 | 11 | 44.0% | 14 | 56.0% | 0 | 0.0% |
| Bowling Clothes & Accessories | 429 | 3,186 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Gears & Gear Cutting | 429 | 3,186 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Smelters & Refiners - Base Metals | 428 | 3,189 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radiator Covers & Enclosures | 424 | 3,190 | 0 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Badges | 423 | 3,191 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thermostats | 421 | 3,192 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Steam Cleaning - Automotive | 421 | 3,192 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tennis Instruction | 420 | 3,194 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Grinding - Precision & Production | 420 | 3,194 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Police Departments | 418 | 3,196 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Programmed Instruction | 417 | 3,197 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Charity - Elderly | 416 | 3,198 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Blasting Equipment & Supplies | 416 | 3,198 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bowling Instruction | 415 | 3,200 | 5 | 2,596 | 1 | 20.0% | 2 | 40.0% | 2 | 40.0% |
| Savings & Loan Association - Repts | 415 | 3,200 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Aircraft Ground Support & Service Equipment | 415 | 3,200 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Statuary | 412 | 3,203 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Employee Assistance Programs | 411 | 3,204 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dolls - Collectors | 410 | 3,205 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Tube Bending & Fabricating | 410 | 3,205 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Silversmiths & Goldsmiths | 409 | 3,207 | 11 | 2,093 | 1 | 9.1% | 4 | 36.4% | 6 | 54.5% |
| Leather Restoration | 409 | 3,207 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Fish & Seafood Brokers | 407 | 3,209 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Canvas - Wholesale & Manufacturers | 405 | 3,210 | 15 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Auto Dealers - Hybrid Vehicles | 405 | 3,210 | 9 | 2,223 | 8 | 88.9% | 1 | 11.1% | 0 | 0.0% |
| Shears & Scissors | 405 | 3,210 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Refractories | 405 | 3,210 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Typesetting | 405 | 3,210 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cotton Goods - Wholesale & Manufacturers | 403 | 3,215 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Chemists - Analytical & Consulting | 403 | 3,215 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Golf Practice Ranges | 402 | 3,217 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Consignment Service - Automobile | 402 | 3,217 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Meat Choppers & Grinders | 402 | 3,217 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractors - Gutters | 401 | 3,220 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Sweepers - Power | 401 | 3,220 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Compactors - Waste - Industrial & Commercial | 400 | 3,222 | 8 | 2,312 | 1 | 12.5% | 7 | 87.5% | 0 | 0.0% |
| Rainwater Harvesting Systems | 400 | 3,222 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Transfers - Dry | 399 | 3,224 | 18 | 1,756 | 0 | 0.0% | 13 | 72.2% | 5 | 27.8% |
| Furniture Manufacturers Equipment & Supplies | 399 | 3,224 | 2 | 3,085 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Glassware Decorators | 398 | 3,226 | 8 | 2,312 | 4 | 50.0% | 4 | 50.0% | 0 | 0.0% |
| Aircraft Storage | 397 | 3,227 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Buses - Used | 397 | 3,227 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pens & Pencils - Wholesale & Manufacturers | 396 | 3,229 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Ambulances & Hearses | 396 | 3,229 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Mailing Containers | 395 | 3,231 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Organic Soil Fertilizer | 395 | 3,231 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Countertops - Concrete | 394 | 3,233 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Architects Supplies | 394 | 3,233 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Dairy Equipment & Supplies | 394 | 3,233 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 0 | 0.0% |
| Exterior Structures - Gazebos, Arbors, Pergolas | 394 | 3,233 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Service Animals - Dogs | 393 | 3,237 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Lamps - Health | 392 | 3,238 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pilot Car Service | 391 | 3,239 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Wire Harnesses - Electrical | 391 | 3,239 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Jewelry Polishing & Plating | 390 | 3,241 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Ozone Machines | 390 | 3,241 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dresses - Wholesale & Manufacturers | 389 | 3,243 | 17 | 1,800 | 11 | 64.7% | 6 | 35.3% | 0 | 0.0% |
| Appointment Setting Service | 389 | 3,243 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Electric Scooters | 389 | 3,243 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Hosiery - Wholesale & Manufacturers | 389 | 3,243 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Screen Manufacturers Equipment & Supplies | 389 | 3,243 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Bus - Sales & Rental | 387 | 3,248 | 6 | 2,499 | 0 | 0.0% | 6 | 100.0% | 0 | 0.0% |
| Truck Bedliner | 387 | 3,248 | 5 | 2,596 | 1 | 20.0% | 3 | 60.0% | 1 | 20.0% |
| Trucking - Water Hauling | 386 | 3,250 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Plaster Craft Products & Supplies | 385 | 3,251 | 2 | 3,085 | 1 | 100.0% | 2 | 100.0% | 0 | 0.0% |
| Aircraft Brokers | 385 | 3,251 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Brass Products | 384 | 3,253 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Lifts/Elevators - In Home | 384 | 3,253 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Brick - Fire | 384 | 3,253 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Photogrammetric Equipment & Supplies | 383 | 3,256 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Feed Concentrates & Supplements | 383 | 3,256 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fire Hydrants | 382 | 3,258 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nets & Netting | 382 | 3,258 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cylinders - Rebuild & Repair | 381 | 3,260 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Meeting Management | 379 | 3,261 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Printed & Etched Circuits | 379 | 3,261 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bowling Lane Equipment & Supplies | 378 | 3,263 | 8 | 2,312 | 1 | 12.5% | 7 | 87.5% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Data Processing Equipment | 378 | 3,263 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Health Recording Service | 377 | 3,265 | 15 | 1,879 | 12 | 80.0% | 3 | 20.0% | 0 | 0.0% |
| Agricultural Waste Management | 377 | 3,265 | 13 | 1,985 | 9 | 69.2% | 4 | 30.8% | 0 | 0.0% |
| Contractor - Gas | 377 | 3,265 | 4 | 2,719 | 2 | 50.0% | 1 | 25.0% | 1 | 25.0% |
| Music Boxes | 377 | 3,265 | 4 | 2,719 | 3 | 75.0% | 0 | 0.0% | 1 | 25.0% |
| Die Cutting | 377 | 3,265 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Clean Room Facilities | 376 | 3,270 | 10 | 2,158 | 5 | 50.0% | 5 | 50.0% | 0 | 0.0% |
| Podiatrists Equipment & Supplies | 376 | 3,270 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Glass Coating & Tinting Materials | 376 | 3,270 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Electrotype Equipment & Supplies | 375 | 3,273 | 14 | 1,934 | 7 | 50.0% | 0 | 35.0% | 2 | 14.3% |
| Syrups | 375 | 3,273 | 6 | 2,499 | 1 | 16.7% | 5 | 83.3% | 0 | 0.0% |
| Bridal Gown Preservation | 375 | 3,273 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Respirators | 374 | 3,276 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Alloys | 374 | 3,276 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Foundry Equipment & Supplies | 374 | 3,276 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Toilet Seats | 373 | 3,279 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Windmills | 373 | 3,279 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Labor Relations Consultants | 373 | 3,279 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Soil Conservation Service | 373 | 3,279 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Biomedical Products - Research | 372 | 3,283 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Air Brushes | 372 | 3,283 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Luggage - Wholesale & Manufacturers | 372 | 3,283 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Dust Collecting Systems | 372 | 3,283 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Film Scrap | 372 | 3,283 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Pipe Lining & Coating | 372 | 3,283 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Animation Mechanics - Display, Sign | 371 | 3,289 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Ski Equipment Rental | 371 | 3,289 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Equipment & Supplies | 371 | 3,289 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Wire Rope | 371 | 3,289 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hose Couplings & Fittings | 370 | 3,293 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cylinders - Gas | 369 | 3,294 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Aerial Applicators | 369 | 3,294 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Parking Stations & Garages - Equipment & Supplies | 369 | 3,294 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Commercials - Radio & Television | 369 | 3,294 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Heat Recovery Equipment & Systems | 369 | 3,294 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Recycling - Metal | 369 | 3,294 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Eggs | 368 | 3,300 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tailors Supplies | 366 | 3,301 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Duplicating Machines & Supplies | 365 | 3,302 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radiotelephone Communications - Common Carrier | 363 | 3,303 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Artist - Makeup | 361 | 3,304 | 6 | 2,499 | 1 | 16.7% | 3 | 50.0% | 2 | 33.3% |
| Navigation Consultants | 361 | 3,304 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Misting Systems & Services | 360 | 3,306 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tire Changing Equipment | 360 | 3,306 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Hazardous Material Control & Removal | 358 | 3,308 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Electric Instruments | 356 | 3,309 | 9 | 2,223 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Boilers - Supplies & Parts | 356 | 3,309 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Upholsterers Supplies | 356 | 3,309 | 11 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Aquariums - Public | 354 | 3,312 | 13 | 1,985 | 5 | 38.5% | 8 | 61.5% | 0 | 0.0% |
| Menu Service | 354 | 3,312 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Noise Control Consultants | 354 | 3,312 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Feather Goods | 353 | 3,315 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Attorneys & Lawyers - Appellate | 352 | 3,316 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| City & Town Planners | 352 | 3,316 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Safe Deposit Box Rental | 352 | 3,316 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Engines - Gasoline | 351 | 3,319 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bar Manufacturer | 351 | 3,319 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Fire & Smoke & Water Clean Up | 351 | 3,319 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Crisis Intervention Service | 351 | 3,319 | 1 | 3,356 | 1 | 100.0% | 1 | 100.0% | 0 | 0.0% |
| Video Equipment - Wholesale & Manufacturers | 349 | 3,319 | 3 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ribbon Printing | 349 | 3,324 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Export Management | 347 | 3,325 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Woolen Goods - Wholesale & Manufacturers | 346 | 3,326 | 5 | 2,596 | 0 | 0.0% | 5 | 100.0% | 0 | 0.0% |
| Floor Machines | 344 | 3,327 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Perlite & Perlite Products | 343 | 3,328 | 7 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Sewing Machines - Wholesale & Manufacturers | 342 | 3,329 | 20 | 1,694 | 20 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Horse Shoeing | 341 | 3,330 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Envelopes - Retail | 341 | 3,330 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Funeral Escorts | 341 | 3,330 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Livestock Hauling | 340 | 3,333 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Missions | 339 | 3,334 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grinding Machines | 338 | 3,335 | 11 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Floral Design Instruction | 336 | 3,336 | 8 | 2,312 | 2 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Behavioral Education Services | 336 | 3,336 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Automobile Reconditioned Detailing | 335 | 3,338 | 9 | 2,223 | 4 | 44.4% | 5 | 55.6% | 0 | 0.0% |
| Speech Aid Devices | 335 | 3,338 | 8 | 2,312 | 3 | 37.5% | 5 | 62.5% | 0 | 0.0% |
| Concrete Additives | 335 | 3,338 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Concrete Breaking Equipment | 334 | 3,341 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sewage Treatment Equipment | 333 | 3,342 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Water Skiing Instruction | 333 | 3,342 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Window Cleaning Equipment & Supplies | 333 | 3,342 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Door Closers & Checks - Repairing | 333 | 3,342 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Bleachers & Grandstands | 333 | 3,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Terrazzo | 333 | 3,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Surfing Instruction | 332 | 3,348 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Corrosion Control | 332 | 3,348 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Perfumes - Raw Materials & Supplies | 332 | 3,348 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Cleaning Equipment - Rental | 330 | 3,351 | 14 | 1,934 | 10 | 71.4% | 3 | 21.4% | 1 | 7.1% |
| Paper Converters | 330 | 3,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Incense | 329 | 3,353 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Attorneys & Lawyers - Mesothelioma | 329 | 3,353 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fallout Shelters - Consultants | 327 | 3,355 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Variety Store Merchandise - Wholesale | 325 | 3,356 | 10 | 2,158 | 6 | 60.0% | 3 | 30.0% | 1 | 10.0% |
| Theatrical Make-Up | 324 | 3,357 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Zoological Gardens | 324 | 3,357 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Attorneys & Lawyers - Construction Defect | 324 | 3,357 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Plastics - Machinery & Equipment | 323 | 3,360 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Infrared Equipment | 323 | 3,360 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Screw Machine Products | 322 | 3,362 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Online Event Registration | 321 | 3,363 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Animal Supplies - Zoo, Circus | 321 | 3,363 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dehumidifying Equipment | 321 | 3,363 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pins - Common, Safety | 321 | 3,363 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thermographers | 321 | 3,363 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tire Additives & Sealants | 320 | 3,368 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Humidifying Apparatus | 320 | 3,368 | 0 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Marine Electric Service | 320 | 3,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vacuum Cleaning - Industrial | 320 | 3,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nutrition | 319 | 3,372 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Manufactured Offices & Commercial Units | 319 | 3,372 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Food Facilities Consultants | 318 | 3,374 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Studio Rental | 318 | 3,374 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Weed Control Equipment & Supplies | 317 | 3,376 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Transformers | 317 | 3,376 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Trucks - Forklifts | 314 | 3,378 | 6 | 2,499 | 5 | 83.3% | 0 | 0.0% | 1 | 16.7% |
| Potato Chips | 314 | 3,378 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Mushrooms | 313 | 3,380 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Stair Treads | 313 | 3,380 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Key Holders | 312 | 3,382 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Insurance - Marine | 311 | 3,383 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Store Fixtures - Used | 311 | 3,383 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Window Security Laminates | 311 | 3,383 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Orchid Growers | 311 | 3,383 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Saws - Sharpen & Repair | 310 | 3,387 | 6 | 2,499 | 3 | 50.0% | 2 | 33.3% | 1 | 16.7% |
| Microfilm Service, Equipment & Supplies | 308 | 3,388 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ceiling Materials | 307 | 3,389 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Washing Machines & Dryers - Dealers | 306 | 3,390 | 10 | 2,158 | 7 | 70.0% | 3 | 30.0% | 0 | 0.0% |
| Pen Pal Lists | 305 | 3,391 | 52 | 1,143 | 8 | 15.4% | 44 | 84.6% | 0 | 0.0% |
| Fur Storage | 305 | 3,391 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Gutter Leaf Guards | 305 | 3,391 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Kilns | 304 | 3,394 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Fingerprinting Equipment | 304 | 3,394 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hardware - Marine | 303 | 3,396 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rest Homes - Info & Placement Bureaus | 303 | 3,396 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Meat - Smokehouses | 303 | 3,396 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chinese Food Products | 302 | 3,399 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Motel & Hotel Equipment & Supplies | 302 | 3,399 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Floors - Laminate | 301 | 3,401 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Clay Products | 301 | 3,401 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Refrigerators & Freezers - Wholesale & Manufacturers | 300 | 3,403 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Repair & Service - Airbags | 299 | 3,404 | 5 | 2,596 | 2 | 40.0% | 3 | 60.0% | 0 | 0.0% |
| Divng & Marine Services | 299 | 3,404 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Brand Development | 298 | 3,406 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Furniture Stripping | 298 | 3,406 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Catalog Designers & Compilers | 297 | 3,408 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Refrigerators & Freezers - Supplies & Parts | 297 | 3,408 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ship Brokers | 296 | 3,410 | 6 | 2,499 | 0 | 0.0% | 6 | 100.0% | 0 | 0.0% |
| Paper - Corrugated | 296 | 3,410 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Textile Brokers | 296 | 3,410 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Event Planners - Corporate | 295 | 3,413 | 9 | 2,223 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Desk Pads & Accessories | 295 | 3,413 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Door-to-Door Sales - Photography | 294 | 3,415 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Juke Boxes | 294 | 3,415 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Skylights - Distributors | 294 | 3,415 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fiber & Fiber Products | 293 | 3,418 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Juice Extractors | 293 | 3,418 | 3 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Mausoleums | 292 | 3,420 | 7 | 2,413 | 6 | 85.7% | 1 | 14.3% | 0 | 0.0% |
| Reiki Therapy | 292 | 3,420 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Construction Supplies | 292 | 3,420 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Reflexologists | 291 | 3,423 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Electric Equipment - Used | 291 | 3,423 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Disabled Person Assistance | 291 | 3,423 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Plastics - Vacuum, Pressure, Thermoform | 291 | 3,423 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sand & Gravel Handling Equipment | 291 | 3,423 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Buttons - Manufacturers Equipment & Supplies | 290 | 3,428 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Modeling & Simulation | 290 | 3,428 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hostels | 289 | 3,430 | 13 | 1,985 | 6 | 46.2% | 7 | 53.8% | 0 | 0.0% |
| Horseshoe Equipment & Supplies | 289 | 3,430 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Boxes - Wooden | 289 | 3,430 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Paint - Mobile | 286 | 3,433 | 13 | 1,985 | 5 | 38.5% | 8 | 61.5% | 0 | 0.0% |
| Model Car Race Centers | 285 | 3,434 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Pipe & Boiler Covering Contractors | 285 | 3,434 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Soda Fountain Shops | 285 | 3,434 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tractor Mowing | 284 | 3,437 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Bags - Paper | 284 | 3,437 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tractor Distributors & Manufacturers | 283 | 3,439 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Screws | 283 | 3,439 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Druggists - Wholesale | 282 | 3,441 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Truck Terminals | 282 | 3,441 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Microphones | 282 | 3,441 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Disposable Products | 281 | 3,444 | 9 | 2,872 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Birth Control Information Centers | 281 | 3,444 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Photographers - Pet | 280 | 3,446 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Hats - Wholesale & Manufacturers | 279 | 3,447 | 7 | 2,413 | 5 | 71.4% | 2 | 28.6% | 0 | 0.0% |
| Trike Conversions, Sales & Service | 279 | 3,447 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sanctuaries - Wild Life | 278 | 3,449 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Generators - Steam | 278 | 3,449 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Weavers | 277 | 3,451 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Artificial Breasts | 277 | 3,451 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Steamship Companies | 277 | 3,451 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Veterinarians Information & Referral | 276 | 3,454 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Carnival Supplies | 276 | 3,454 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Hose & Tubing - Flexible Metal | 276 | 3,454 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Parcel Post Assembly Service | 275 | 3,457 | 8 | 2,312 | 6 | 25.0% | 2 | 25.0% | 0 | 0.0% |
| Boxes - Paper | 274 | 3,458 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Air Pollution Measuring Service | 273 | 3,459 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Coin & Bill Change Machines | 273 | 3,459 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Screens - Decorative | 273 | 3,459 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Truck Washing & Cleaning - Equipment & Supplies | 273 | 3,459 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Mining Consultants | 273 | 3,459 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Scoreboards | 273 | 3,459 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Time Stamps | 273 | 3,459 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lamps - Wholesale & Manufacturers | 272 | 3,466 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cooling Towers | 272 | 3,466 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ranges & Ovens - Service & Repair | 270 | 3,468 | 18 | 1,756 | 3 | 16.7% | 15 | 83.3% | 0 | 0.0% |
| Converters - Electric | 270 | 3,468 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Product Liability | 270 | 3,468 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Road Oiling & Dust Control | 270 | 3,468 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Gas Detectors | 270 | 3,468 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wellpoint & Dewatering Systems | 270 | 3,468 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Columns | 269 | 3,474 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Seals - Security | 269 | 3,474 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Archery Ranges | 267 | 3,476 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Convention Information | 267 | 3,476 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Printer & Printer Supplies- Manufacturer | 266 | 3,478 | 36 | 1,354 | 36 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Computers - Forensics | 266 | 3,478 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dentist - Prosthodontist | 264 | 3,480 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grain Elevators - Equipment & Supplies | 264 | 3,480 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Handbags - Manufacturers Equipment & Supplies | 263 | 3,482 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Lead Testing | 262 | 3,483 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Labor Contractors | 261 | 3,484 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Plastics - High Pressure Laminates | 261 | 3,484 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber Stamps - Manufacturers Equipment & Supplies | 260 | 3,486 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Covers - Book, Catalog | 256 | 3,487 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Oxygen Producing Equipment | 256 | 3,487 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boxes - Plastic & Transparent | 255 | 3,489 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Electric Motor Controls - Wholesale & Manufacturers | 255 | 3,489 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Executive Suites | 254 | 3,491 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Printers - Glass, Metal, Plastic | 254 | 3,491 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Advertising - Aerial | 254 | 3,491 | 2 | 3,085 | 0 | 0.0% | 0 | 0.0% | 2 | 100.0% |
| Fur Skin Dealers & Brokers | 254 | 3,491 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Magnifying Glasses | 254 | 3,491 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Adhesives & Gluing Equipment | 254 | 3,491 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Feathers | 254 | 3,491 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Physician - Nephrology | 254 | 3,491 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sealing - Pavement | 253 | 3,499 | 11 | 2,093 | 2 | 18.2% | 7 | 63.6% | 2 | 18.2% |
| Better Business Bureaus | 253 | 3,499 | 5 | 2,596 | 0 | 0.0% | 0 | 0.0% | 5 | 100.0% |
| Computer Facilities Management Services | 253 | 3,499 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Grilles, Registers & Diffusers | 252 | 3,502 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Resins | 252 | 3,502 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 1 | 50.0% |
| Concert Bureaus | 251 | 3,504 | 15 | 1,879 | 13 | 86.7% | 2 | 13.3% | 0 | 0.0% |
| Embroidering Machines | 251 | 3,504 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Golf Caddies | 251 | 3,504 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Rope | 251 | 3,504 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sterilizing Service | 251 | 3,504 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dressmaking Schools | 249 | 3,509 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Porch Shades | 249 | 3,509 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Pies | 249 | 3,509 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Sawdust & Shavings | 249 | 3,509 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stock Certificates | 248 | 3,513 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Darts & Dart Boards | 248 | 3,513 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Seeding | 246 | 3,515 | 0 | 3,832 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Olive Oil | 246 | 3,515 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ski Equipment - Repair | 245 | 3,517 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Pneumatic Tube Equipment & Systems | 244 | 3,518 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Color Consultants | 243 | 3,519 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Nurses-Practitioners | 243 | 3,519 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Baton Twirling Instruction | 242 | 3,521 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plastics - Scrap | 242 | 3,521 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Talent Representation | 241 | 3,523 | 5 | 2,596 | 2 | 40.0% | 2 | 40.0% | 1 | 20.0% |
| Driving Service | 241 | 3,523 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Table Tops | 241 | 3,523 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Laundry Supplies | 240 | 3,526 | 8 | 2,312 | 5 | 62.5% | 3 | 37.5% | 0 | 0.0% |
| Buckles | 240 | 3,526 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Attorneys & Lawyers - Mass Torts | 240 | 3,526 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Trusses - Medical & Surgical | 240 | 3,526 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Differentials - Automobile | 239 | 3,530 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Debris Box Service | 239 | 3,530 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Distillers | 238 | 3,532 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ultraviolet Ray Lamps & Apparatus | 237 | 3,533 | 13 | 1,985 | 3 | 23.1% | 10 | 76.9% | 0 | 0.0% |
| Motels - Reservation Service | 237 | 3,533 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Draperies - Wholesale & Manufacturers | 237 | 3,533 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bronze | 236 | 3,536 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Livestock Buyers | 236 | 3,536 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Quartz | 236 | 3,536 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| X-Ray Protection | 236 | 3,536 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Insurance - Aviation | 235 | 3,540 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Parking Meters | 234 | 3,541 | 6 | 2,499 | 5 | 83.3% | 1 | 16.7% | 0 | 0.0% |
| Measuring Machines | 234 | 3,541 | 5 | 2,596 | 1 | 20.0% | 4 | 80.0% | 0 | 0.0% |
| Garment Hangers | 234 | 3,541 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Emergency Response Systems - Personal | 232 | 3,544 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dishwashing Machines - Service & Repair | 232 | 3,544 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Attorneys & Lawyers - Civil | 232 | 3,544 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Galvanizing | 231 | 3,547 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Seals - O-Ring | 231 | 3,547 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wiping Cloths | 231 | 3,547 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ceramic Products - Industrial | 230 | 3,550 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fallout Shelter Equipment & Supplies | 230 | 3,550 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Wool | 230 | 3,550 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Calligraphers | 229 | 3,553 | 1 | 100.0% | 1 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lubricating Devices & Systems | 229 | 3,553 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Silverware Clean, Repair & Replate | 229 | 3,553 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Oil Properties | 228 | 3,556 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Textile Mill Supplies | 227 | 3,557 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Badges - Manufacturer Supplies | 227 | 3,557 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Snow Melting Systems | 226 | 3,559 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Aprons - Domestic & Fancy | 226 | 3,559 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pretzels | 225 | 3,561 | 4 | 2,719 | 2 | 50.0% | 0 | 0.0% | 0 | 0.0% |
| Crushing & Pulverizing Service | 225 | 3,561 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Charity - Civil Rights | 224 | 3,563 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Fiber Glass Materials | 224 | 3,563 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Go-Karts Manufacturers | 224 | 3,563 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fraternal Regalia & Supplies | 223 | 3,566 | 15 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Soda Fountain Supplies | 223 | 3,566 | 6 | 2,499 | 6 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Typewriters | 223 | 3,566 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Safe & Vault Movers | 223 | 3,566 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Chemical Production | 223 | 3,566 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Weather Vanes | 223 | 3,566 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Lumber - Drying | 223 | 3,566 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Driveway Installation, Paving & Repair | 222 | 3,573 | 9 | 2,223 | 2 | 23.2% | 4 | 44.0% | 3 | 33.3% |
| Hardwood Floor Maintenance | 222 | 3,573 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Towel Supply Service | 222 | 3,573 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Crawfish Farms | 222 | 3,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Commissary Contractors | 221 | 3,577 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Oils - Industrial | 221 | 3,577 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bowling Lane Refinish & Repair | 221 | 3,577 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Economic Development Organizations | 220 | 3,580 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Plumbing Fixtures, Parts, Supplies - Used | 220 | 3,580 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Handmade Art | 218 | 3,582 | 3 | 2,872 | 2 | 66.7% | 0 | 0.0% | 1 | 33.3% |
| Weaving Supplies & Equipment | 218 | 3,582 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Clean Rooms - Installation & Equipment | 218 | 3,582 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ultragraphers | 218 | 3,582 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gambling Machine Supplies and Services | 217 | 3,586 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Sport Fishing | 217 | 3,586 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Ranges & Ovens - Dealers | 217 | 3,586 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Golf Tours & Promoters | 216 | 3,589 | 3 | 2,872 | 0 | 0.0% | 2 | 66.7% | 1 | 33.3% |
| Sound Control Structures & Equipment | 216 | 3,589 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Bridge Operators | 216 | 3,589 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Heat Treating - Metal - Equipment & Supplies | 216 | 3,589 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hoists | 216 | 3,589 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tortilla & Tamale Making Equipment | 215 | 3,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Storage Units ? Portable | 214 | 3,595 | 15 | 1,879 | 9 | 60.0% | 6 | 40.0% | 0 | 0.0% |
| Asbestos & Asbestos Products | 214 | 3,595 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Deodorants | 213 | 3,597 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Wood Technologists | 213 | 3,597 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Armatures - Service & Sales | 212 | 3,599 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Acting & Voice Over Training | 212 | 3,599 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Television & Radio - Rent & Lease | 212 | 3,599 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Cutting & Threading | 212 | 3,599 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tunneling Contractors | 212 | 3,599 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pharmacies - Infusion Services | 211 | 3,604 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Advertising - Mobile | 211 | 3,604 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Toy Manufacturers Supplies | 209 | 3,606 | 9 | 2,223 | 6 | 66.7% | 3 | 33.3% | 0 | 0.0% |
| Peanut Products | 209 | 3,606 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mobile Refrigeration | 208 | 3,608 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Butchers Equipment & Supplies | 208 | 3,608 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Circus Companies | 208 | 3,608 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chiropractor Information Bureaus | 207 | 3,611 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Accordions | 207 | 3,612 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Compressors - Repair | 205 | 3,612 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Graffiti Removal | 205 | 3,612 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Railroads - Ticket Agencies | 204 | 3,615 | 17 | 1,800 | 10 | 58.8% | 3 | 17.6% | 4 | 23.5% |
| Archaeologists | 204 | 3,615 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Propane Gas Plumbing | 203 | 3,617 | 11 | 2,093 | 8 | 72.7% | 3 | 27.3% | 0 | 0.0% |
| Locomotives | 203 | 3,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Barbers Equipment & Supplies | 202 | 3,619 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grain Brokers | 202 | 3,619 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Soil Solidification | 202 | 3,619 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Kites | 201 | 3,622 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Radio Station Reps | 201 | 3,622 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Tool Grinding - Industrial | 201 | 3,622 | 11 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Steeple Jacks | 201 | 3,622 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Renovation Inspection | 200 | 3,626 | 4 | 2,719 | 0 | 0.0% | 4 | 100.0% | 0 | 0.0% |
| Ice Cream Mixes | 200 | 3,626 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Fairgrounds | 199 | 3,628 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Charity - Arts & Culture | 199 | 3,628 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Photo Finishing - Wholesale | 199 | 3,628 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Gardening Hand Tools | 199 | 3,628 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Candy & Confectionery Manufacturers Supplies | 199 | 3,628 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Professional Employer Organization | 198 | 3,633 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Adoption | 198 | 3,633 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Historical Places | 198 | 3,633 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Compactors - Waste - Service & Repair | 197 | 3,636 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Handwriting Analysts | 197 | 3,636 | 11 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Steering Systems & Equipment | 196 | 3,638 | 9 | 2,223 | 3 | 33.3% | 6 | 66.7% | 0 | 0.0% |
| Systems & Software Testing | 196 | 3,638 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Work Clothes - Wholesale & Manufacturers | 196 | 3,638 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fishing Tackle - Repair & Parts | 195 | 3,641 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Furniture Cleaning Equipment & Supplies | 195 | 3,641 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Seat Belts | 194 | 3,643 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Acupressure | 194 | 3,643 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Textile Printing Equipment & Supplies | 194 | 3,643 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Diecast Cars - Dealers | 194 | 3,643 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shavers - Electric Repair | 194 | 3,643 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Dairy Consultants | 193 | 3,648 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fishing Piers | 193 | 3,648 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Telemeter Equipment | 192 | 3,650 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Vibration Control | 192 | 3,650 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Water Works Equipment & Supplies | 192 | 3,650 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rust Preventatives & Removers | 191 | 3,653 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Handles - Wholesale & Manufacturers | 191 | 3,653 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Gas Burners | 191 | 3,653 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Soap Dispensers | 191 | 3,653 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fire Departments | 190 | 3,657 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Driving Equipment - Industrial | 190 | 3,657 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Metals - Corrugated | 190 | 3,657 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Game - Birds, Venison | 189 | 3,660 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Bakers Equipment - Repair | 189 | 3,660 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Newspaper Feature Syndicates | 187 | 3,662 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Clipping Service | 187 | 3,662 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Ground Maintenance | 187 | 3,662 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Photographic Darkroom Rental | 187 | 3,662 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Antlers, Hides & Mounts | 187 | 3,662 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hospitality | 186 | 3,667 | 8 | 2,312 | 7 | 87.5% | 1 | 12.5% | 0 | 0.0% |
| Gas Lights | 186 | 3,667 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Metallurgists | 186 | 3,667 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tapes - Adhesive-Dispensers | 186 | 3,667 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Armories | 185 | 3,671 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ski Tours | 184 | 3,672 | 6 | 2,499 | 1 | 16.7% | 5 | 83.3% | 0 | 0.0% |
| Mosaics | 184 | 3,672 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tapes | 183 | 3,674 | 70 | 984 | 31 | 44.3% | 39 | 55.7% | 0 | 0.0% |
| Show Cases | 183 | 3,674 | 6 | 2,499 | 4 | 66.7% | 2 | 33.3% | 0 | 0.0% |
| Fur Cleaning & Dyeing - Retail | 183 | 3,674 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fishery Consultants | 183 | 3,674 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Railroad Ties - Dealers | 183 | 3,674 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fences - Rental | 182 | 3,679 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Wood Turning | 182 | 3,679 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Curtains - Wholesale & Manufacturers | 181 | 3,681 | 8 | 2,312 | 5 | 63.5% | 2 | 25.0% | 1 | 12.5% |
| Cylinder Heads - Auto & Motorcycle | 181 | 3,681 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ski Instruction | 180 | 3,683 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Handball Courts | 180 | 3,683 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Carbide Metals & Products | 180 | 3,683 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Diamond Setters | 180 | 3,683 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Solvents | 180 | 3,683 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Blueprinting Equipment & Supplies | 179 | 3,688 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Embroidery Design Punching | 178 | 3,689 | 4 | 2,719 | 1 | 25.0% | 2 | 50.0% | 1 | 25.0% |
| Fertilizer Plant Equipment | 178 | 3,689 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rails & Accessories | 178 | 3,689 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pianos - Parts | 178 | 3,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sanitary Napkins | 178 | 3,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Timing Devices | 177 | 3,694 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Fur Cleaning & Dyeing - Wholesale | 177 | 3,694 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Service - Steam Cleaning | 176 | 3,696 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Weather Forecast Service | 176 | 3,696 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Utility Tax Refunds for Manufacturers & Business | 176 | 3,696 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Beekeepers Supplies | 175 | 3,699 | 16 | 1,848 | 12 | 75.0% | 4 | 25.0% | 0 | 0.0% |
| Anchors - Marine | 175 | 3,699 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Lumber Treating | 175 | 3,699 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Data Processing Supplies | 174 | 3,702 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Culverts | 174 | 3,702 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metals - Base | 173 | 3,704 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Shielding - Magnetic, Electrostatic | 173 | 3,704 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Sirens & Horns | 173 | 3,704 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tube Fittings | 173 | 3,704 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Valves - Repairing | 173 | 3,704 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wallboard & Plasterboard | 173 | 3,704 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Letter Shop Service | 172 | 3,710 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Cabanas - Beach & Pool | 172 | 3,710 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Patio Design | 172 | 3,710 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Metal Spinning | 172 | 3,710 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vinyl Decking | 172 | 3,710 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bullet-Resistant Equipment | 171 | 3,715 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Air Duct Restoration | 171 | 3,715 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Preserves, Jams & Jellies | 171 | 3,715 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Visual Control Systems | 171 | 3,715 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Luggage Repair | 170 | 3,719 | 8 | 2,312 | 6 | 75.0% | 2 | 25.0% | 0 | 0.0% |
| Flour | 170 | 3,719 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pharmaceutical Machinery | 170 | 3,719 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pet Clothing Designer | 169 | 3,722 | 13 | 1,985 | 7 | 53.8% | 5 | 38.5% | 1 | 7.7% |
| Electric Bikes | 169 | 3,722 | 12 | 2,033 | 9 | 75.0% | 1 | 8.3% | 1 | 8.3% |
| Picnic Equipment & Supplies | 169 | 3,722 | 7 | 2,413 | 2 | 28.6% | 5 | 71.4% | 0 | 0.0% |
| Steam Specialties | 169 | 3,722 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Absorbents | 169 | 3,722 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Crushing & Pulverizing Equipment | 169 | 3,722 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Toilets - Composting | 168 | 3,728 | 4 | 2,719 | 1 | 25.0% | 2 | 50.0% | 1 | 25.0% |
| Gasoline Plant Equipment | 168 | 3,728 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Door Manufacturer - High Performance | 167 | 3,730 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Smart Phone Software Support | 166 | 3,731 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Livestock - Commission | 166 | 3,731 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Railroad Cars - Manufacturers | 166 | 3,731 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wall Bed Sales | 166 | 3,731 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Home Electronics - Designers | 165 | 3,735 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Elevators - Parts | 165 | 3,735 | 3 | 2,872 | 1 | 33.3% | 0 | 0.0% | 2 | 66.7% |
| Coils - Electric | 165 | 3,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fishermen - Commercial | 165 | 3,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mining Development | 165 | 3,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pickles & Pickle Products | 165 | 3,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boys Clothing & Furnishings - Wholesale & Manufacturers | 164 | 3,741 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Air Compressors | 164 | 3,741 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Rack Merchandise Service | 164 | 3,741 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Television Station Equipment | 164 | 3,741 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cabinet Organizers | 162 | 3,745 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Electrical Discharge Machines & Supplies | 162 | 3,745 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ferries | 162 | 3,745 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Flight Instructor | 160 | 3,748 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rice | 160 | 3,748 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Heavy Equipment Rubber Tracks | 159 | 3,750 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Sheetrock | 158 | 3,751 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Oil Refiners Equipment & Supplies | 158 | 3,751 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shock Absorbers | 158 | 3,751 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Consultants - Prison & Sentencing | 157 | 3,754 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Ice Machine Repair | 157 | 3,754 | 2 | 3,085 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Paternity Tests & Services | 157 | 3,754 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Personal Organizer | 157 | 3,754 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Farm Management Systems | 157 | 3,754 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Leather Clothing - Wholesale & Manufacturers | 156 | 3,759 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Technology - Litigation Support | 155 | 3,760 | 3 | 2,872 | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% |
| Stenographic Machines & Supplies | 155 | 3,760 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tournaments - Golf | 154 | 3,762 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Pottery Equipment & Supplies | 154 | 3,762 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Solar Panel Cleaning | 154 | 3,762 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coin & Bill Count,Sort,Wrap Machines | 153 | 3,765 | 15 | 1,879 | 15 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Drills | 153 | 3,765 | 0 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Mechanical Insulation | 153 | 3,765 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Advertising - Motion Picture | 152 | 3,768 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Hog Farms | 152 | 3,768 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oceanographic Equipment | 152 | 3,768 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Home Owners Associations | 151 | 3,771 | 10 | 2,158 | 6 | 60.0% | 4 | 40.0% | 0 | 0.0% |
| Boutique - Battling Cancer Related Products | 151 | 3,771 | 6 | 2,499 | 3 | 50.0% | 3 | 50.0% | 0 | 0.0% |
| Law Books | 151 | 3,771 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Silks - Wholesale & Manufacturers | 151 | 3,771 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Auto Boosting Services | 151 | 3,771 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 1 | 33.3% |
| Pine Straw | 151 | 3,771 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Caulking Materials & Equipment | 151 | 3,771 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Price Marking Equipment & Supplies | 151 | 3,771 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shot Peening | 151 | 3,771 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Moving Assistance - Packing, Unpacking, Organizing | 150 | 3,780 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Bus - Parts & Supplies | 150 | 3,780 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Well Surveyors | 150 | 3,780 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Printers - Letterpress | 149 | 3,783 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Insulation Materials - Electric | 149 | 3,783 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carnivals | 148 | 3,785 | 3 | 2,872 | 0 | 0.0% | 2 | 66.7% | 1 | 33.3% |
| Baby Formula Service | 148 | 3,785 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metal Sawing & Cut-Off Service | 148 | 3,785 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Frog Dealers | 147 | 3,788 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| China - Wholesale & Manufacturers | 147 | 3,788 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Handwriting Experts | 147 | 3,788 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Luggage Manufacturers Equipment & Supplies | 147 | 3,788 | 11 | 3,356 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Polishes | 147 | 3,788 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thermography - Infrared | 147 | 3,788 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wallpapers & Wall coverings - Wholesale & Manufacturing | 147 | 3,788 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Garment Racks | 146 | 3,795 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Packing - Mechanical | 146 | 3,795 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Reels | 146 | 3,795 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Well Drilling Mud & Additives | 145 | 3,798 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Yarn - Wholesale & Manufacturers | 144 | 3,799 | 5 | 2,596 | 3 | 60.0% | 2 | 40.0% | 0 | 0.0% |
| Water Taxi Service | 144 | 3,799 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cotton | 144 | 3,799 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ice Cream Cone Manufacturers & Distributors | 144 | 3,799 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Collene Savings Plans | 143 | 3,803 | 5 | 2,596 | 5 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Clocks - Wholesale & Manufacturers | 143 | 3,803 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Duty Free Shops | 143 | 3,803 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Radio Station Equipment | 143 | 3,803 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Guns - Air, BB and Pellet | 142 | 3,807 | 9 | 2,223 | 7 | 77.8% | 2 | 22.2% | 0 | 0.0% |
| Carpet Installation | 142 | 3,807 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Tanners | 142 | 3,807 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Attorneys & Lawyers - Lemon law | 142 | 3,807 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Greeting Card Manufacturers Supplies | 142 | 3,807 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Well Equipment & Supplies - Rental | 142 | 3,807 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Guitars & Amplifiers | 141 | 3,813 | 18 | 1,756 | 13 | 72.2% | 4 | 22.2% | 1 | 5.6% |
| Sample Cards & Books | 141 | 3,813 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Clergy | 141 | 3,813 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Contractors - Waste - Household - Dealers | 140 | 3,816 | 9 | 2,426 | 5 | 66.6% | 4 | 44.4% | 0 | 0.0% |
| Scooters - Repair | 140 | 3,816 | 7 | 2,413 | 3 | 42.9% | 3 | 42.9% | 0 | 0.0% |
| Childproofing Services | 140 | 3,816 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Shoe Shining | 140 | 3,816 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cotton Gins | 140 | 3,816 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Evaporative Coolers - Sales & Service | 140 | 3,816 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Furniture Frames | 140 | 3,816 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Aircraft Upholsterers | 139 | 3,823 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Heat Sealing Equipment & Supplies | 139 | 3,823 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lumber Mill Representatives | 139 | 3,823 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Water Mitigation | 139 | 3,823 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Skating Instruction | 138 | 3,827 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Scenery Studio | 138 | 3,827 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Charity - Law & Public Interest | 138 | 3,827 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chemical Milling | 138 | 3,827 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gratings | 138 | 3,827 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Watchmakers Equipment & Supplies | 138 | 3,827 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stools | 137 | 3,833 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Weather Stripping | 137 | 3,833 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Hangers | 136 | 3,835 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bookbinders Equipment & Supplies | 135 | 3,836 | 6 | 2,499 | 1 | 16.7% | 5 | 83.3% | 0 | 0.0% |
| Eye Banks | 135 | 3,836 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Missing Person Services | 135 | 3,836 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coin & Bill Count,Sort,Wrap Services | 134 | 3,839 | 7 | 2,413 | 1 | 14.3% | 6 | 85.7% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Smoke Odor Counteracting Service | 134 | 3,839 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Corn Products | 134 | 3,839 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pain Management Services | 133 | 3,842 | 4 | 2,719 | 3 | 75.0% | 1 | 25.0% | 0 | 0.0% |
| Cupolas | 133 | 3,842 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Representatives | 133 | 3,842 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oils - ReRefined | 133 | 3,842 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Aerial Patrol & Inspection Service | 132 | 3,846 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Fans - Repair | 132 | 3,846 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Carbon - Activated | 132 | 3,846 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Air Pollution Measuring Equipment & Service | 131 | 3,849 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Tile Roofing | 131 | 3,849 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Plastics - Rods, Sheets - Sup Center | 131 | 3,849 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Benches - Seating | 131 | 3,849 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sewer Pipe | 131 | 3,849 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stabilizers | 131 | 3,849 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lamp Shades - Wholesale & Manufacturers | 130 | 3,855 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paint Removers - Manufacturers | 130 | 3,855 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vibration Measurement | 130 | 3,855 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coats - Wholesale & Manufacturers | 129 | 3,858 | 7 | 2,413 | 3 | 42.9% | 1 | 14.3% | 3 | 42.9% |
| Custom Tile Painting | 129 | 3,858 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Boat Launching Sites | 129 | 3,858 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Chains | 129 | 3,858 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cleaners & Dyers Equipment & Supplies | 129 | 3,858 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Fountains - Drinking | 129 | 3,858 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Pole Fitness | 129 | 3,858 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Employment Service - Administrative Assistant | 129 | 3,858 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Manhole Covers | 129 | 3,858 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| U-Catch Fishing | 129 | 3,858 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Projection Service | 128 | 3,868 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Chemicals - Reclaiming | 128 | 3,868 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Metal Slitting & Shearing | 128 | 3,868 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Razors & Razor Blades | 127 | 3,871 | 6 | 2,499 | 1 | 16.7% | 5 | 83.3% | 0 | 0.0% |
| Brass | 127 | 3,871 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Carbonic Gas | 127 | 3,871 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Assets - Wholesale & Manufacturers | 127 | 3,871 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper - Adhesive - Pressure Sensitive | 127 | 3,871 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Buttons - Clothing | 126 | 3,876 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Stencils & Stencil Supplies | 126 | 3,876 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Attorneys & Lawyers - Intellectual Property | 126 | 3,876 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Beer Dispensing & Cleaning Equipment - Repair | 126 | 3,876 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Traffic Control & Flagging Service | 126 | 3,876 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Referral - Storage Facility | 125 | 3,881 | 7 | 2,413 | 7 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Radioactive Materials | 125 | 3,881 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Addressing Plate Service | 124 | 3,883 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Building & Development Permits | 124 | 3,883 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Hang Gliding & Instruction | 124 | 3,883 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Closures - Industrial - Protective | 124 | 3,883 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Photographers - Sports | 124 | 3,883 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Silicones | 123 | 3,888 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Translators Equipment | 123 | 3,888 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tree Service - Transplant | 121 | 3,890 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Concrete Mixing Plant Equipment | 121 | 3,890 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glass Coating & Tinting Machinery | 121 | 3,890 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Louvers | 121 | 3,890 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Medical Alert Companies | 120 | 3,894 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Optometric Information Bureaus | 120 | 3,894 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Presses - Power | 120 | 3,894 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Skating Rinks - Installation, Equipment & Supplies | 120 | 3,894 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Feedlot | 120 | 3,894 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Terra Cotta | 120 | 3,894 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Apprenticeship Programs | 119 | 3,900 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Gas Boosters | 119 | 3,900 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Trap & Skeeet Ranges | 119 | 3,900 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shells - Marine | 118 | 3,903 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Aquariums - Wholesale & Manufacturers | 118 | 3,903 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Lime | 118 | 3,903 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radio Program Producers | 118 | 3,903 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Acid Proof Equipment & Materials | 117 | 3,907 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Balls Steel, Bronze, Ceramic | 117 | 3,907 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Disinfectants & Germicides | 117 | 3,907 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Naval Architects | 117 | 3,907 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Seed Cleaning Equipment | 117 | 3,907 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Computers - Programming | 116 | 3,912 | 6 | 2,499 | 2 | 33.3% | 4 | 66.7% | 0 | 0.0% |
| Portfolios | 116 | 3,912 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Explosives | 116 | 3,912 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Printing Plates | 116 | 3,912 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Aircraft Salvage | 115 | 3,916 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Charity - Blind & Visually Impaired | 114 | 3,917 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Switches - Electric | 114 | 3,917 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Measuring | 114 | 3,917 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lumber - Used | 114 | 3,917 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Staples, Staplers & Tackers | 114 | 3,917 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Composting Systems | 113 | 3,922 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Milling Machines | 113 | 3,922 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Slippers - Wholesale & Manufacturers | 113 | 3,922 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Camping Equipment - Renting | 112 | 3,925 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Expansion Joints | 112 | 3,925 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Money Order Systems | 111 | 3,927 | 5 | 2,596 | 1 | 20.0% | 3 | 60.0% | 1 | 20.0% |
| Artificial Eyes - Human | 111 | 3,927 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fire Exit Devices | 111 | 3,927 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Halloween Supplies | 110 | 3,930 | 11 | 2,093 | 2 | 18.2% | 5 | 45.5% | 4 | 36.4% |
| Crankshaft Grinding | 110 | 3,930 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Kerosene | 110 | 3,930 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ovens - Bakers | 110 | 3,930 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Screening & Sifting Equipment | 110 | 3,930 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Snow Removal Service - Commercial | 110 | 3,930 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Lead Removal | 109 | 3,936 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Tubes & Cores | 109 | 3,936 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Waste Paper | 109 | 3,936 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ice Melting Equipment & Supplies | 108 | 3,939 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Meteorological Instruments | 108 | 3,939 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| State Fairs | 108 | 3,939 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ultrasonic Equipment & Supplies | 108 | 3,939 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Astronomical Instruments | 108 | 3,939 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hammocks/Hammock Stands & Chairs | 108 | 3,939 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brakes - Lining - Manufacturers & Distributors | 107 | 3,945 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Schools - Holistic | 107 | 3,945 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Anodizing | 107 | 3,945 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brush Manufacturers Equipment & Supplies | 107 | 3,945 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Concrete - Prestressed | 107 | 3,945 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cotton Ginning Equipment & Supplies | 107 | 3,945 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Doll Manufacturers Equipment & Supplies | 107 | 3,945 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber Clothing & Footwear | 107 | 3,945 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Utility Submetering & Billing | 106 | 3,953 | 11 | 2,093 | 11 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Auto - Emissions Testing | 106 | 3,953 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Colors & Pigment | 106 | 3,953 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Door Closers & Checks | 106 | 3,953 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Name Plates | 106 | 3,953 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Zippers | 106 | 3,953 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pav Phone Booths - Equipment & Service | 105 | 3,959 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Elastic Stockings | 105 | 3,959 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Drywall - Inspectors | 105 | 3,959 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tanners Equipment & Supplies | 104 | 3,962 | 8 | 2,312 | 2 | 25.0% | 4 | 50.0% | 2 | 25.0% |
| Nautical Instruments | 104 | 3,962 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Domestic Abuse Services | 104 | 3,962 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stevedoring Contractors | 104 | 3,962 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Recruiting - Technical | 103 | 3,966 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Boating Instruction - Canoe & Kayak | 102 | 3,967 | 8 | 2,312 | 5 | 62.5% | 2 | 25.0% | 1 | 12.5% |
| Cellulite Treatment - Endermologie | 102 | 3,967 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Microwave Communications | 102 | 3,967 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Scales - Repair | 102 | 3,967 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| e-cigarette flavoring | 101 | 3,971 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Engravers - Photo | 101 | 3,971 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Mexican Imports | 101 | 3,971 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Potatoes - Processed | 101 | 3,971 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mannequins - Display Fixture | 100 | 3,975 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Paper Boxboard | 100 | 3,975 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Tea - Manufacturer & Importer | 100 | 3,975 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Alfalfa & Alfalfa Products | 100 | 3,975 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Beetle Repellent | 100 | 3,975 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cranes - Accessories & Parts | 100 | 3,975 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Braille Supplies | 99 | 3,981 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Dairy Equipment Repair | 99 | 3,981 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dyers | 99 | 3,981 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Reports | 99 | 3,981 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Artificial Fruits & Foods | 98 | 3,985 | 7 | 2,413 | 4 | 57.1% | 3 | 42.9% | 0 | 0.0% |
| Notions - Retail | 98 | 3,985 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cocktail Mixes | 98 | 3,985 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Routing Service - Air, Highway & Marine | 98 | 3,985 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Poultry Brokers | 96 | 3,989 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Aircraft Cleaning | 96 | 3,989 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Latex Products | 96 | 3,989 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pharmacies - Specialty - Hemophilia | 96 | 3,989 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pet Jewelry | 95 | 3,993 | 9 | 2,223 | 2 | 22.2% | 7 | 77.8% | 0 | 0.0% |
| Mirrors - Resilver | 95 | 3,993 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Drapery Trimmings | 95 | 3,993 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Jail Equipment | 95 | 3,993 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nails & Tacks | 95 | 3,993 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Printing Rollers | 95 | 3,993 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Soldering Equipment | 95 | 3,993 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Music Shells | 94 | 4,000 | 21 | 1,662 | 6 | 28.6% | 15 | 71.4% | 0 | 0.0% |
| Quickbooks Training & Support | 94 | 4,000 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Buckets - Digging & Hoisting | 94 | 4,000 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Art Identification & Registration | 93 | 4,003 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Medical Malpractice | 93 | 4,003 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Drv Erase Boards | 93 | 4,003 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rustproofing - Industrial | 92 | 4,006 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Charity - Relief & Development | 92 | 4,006 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Legal Printing | 92 | 4,006 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Poultry Services | 92 | 4,006 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sports Memorabilia | 91 | 4,010 | 11 | 2,093 | 9 | 81.8% | 2 | 18.2% | 0 | 0.0% |
| Library Research Service | 91 | 4,010 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Electric Motors - Used | 91 | 4,010 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Collaborative Divorce | 91 | 4,010 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tapes - Sound - Wholesale & Manufacturers | 91 | 4,010 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Antique Oriental Rugs | 91 | 4,010 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Floor Removal | 91 | 4,010 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gambling Abuse & Addiction Info & Treatment | 91 | 4,010 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Equipment & Supplies - Repair | 91 | 4,010 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pole Line Contractors | 91 | 4,010 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cellophane, Cell Materials & Products | 90 | 4,020 | 16 | 1,848 | 6 | 37.5% | 10 | 62.5% | 0 | 0.0% |
| Heating & Air Conditioning - Filters | 90 | 4,020 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Observatories | 90 | 4,020 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Destination Management | 90 | 4,020 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gloves - Cleaning & Repairing | 90 | 4,020 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Plaster Products - Ornamental | 90 | 4,020 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Poultry - Wholesale | 90 | 4,020 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Kosher Food Products | 89 | 4,027 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Knitted Fabrics | 89 | 4,027 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Rodeos | 89 | 4,027 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Terminals - River & Marine | 89 | 4,027 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Airport Equipment & Supplies | 89 | 4,027 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|-------|
| Firearm Manufacturer | 89 | 4,027 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| In-Home Autism Therapy | 89 | 4,027 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Blinds - Cleaning | 88 | 4,034 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coal & Coke - Wholesale | 88 | 4,034 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Car Loading & Unloading | 87 | 4,036 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Electric Power Line Construction | 87 | 4,036 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lapidaries | 87 | 4,036 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stress Relief Equipment & Supplies - Industrial | 87 | 4,036 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tournaments | 86 | 4,040 | 7 | 2,413 | 1 | 14.3% | 6 | 85.7% | 0 | 0.0% |
| Boat Launching | 86 | 4,040 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bookcases | 86 | 4,040 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sample Cases | 86 | 4,040 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Volleyball Club | 85 | 4,044 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Urban Farmer | 85 | 4,044 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Signals | 85 | 4,044 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fruits - Dried | 84 | 4,047 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cutting & Slitting Service | 84 | 4,047 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gas Plant Equipment | 84 | 4,047 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Steel - Used | 82 | 4,050 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Environmental | 82 | 4,050 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Canning | 82 | 4,050 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Embalmers | 82 | 4,050 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Geophysical Apparatus | 82 | 4,050 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Media Buying Service | 82 | 4,050 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Liquor Brokers | 81 | 4,056 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Historical Structure Preservation | 81 | 4,056 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Facility Planning | 80 | 4,058 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Lighting Plants | 80 | 4,058 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Winches | 80 | 4,058 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cheese - Artisanal | 80 | 4,058 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hinges | 80 | 4,058 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Magnetic Inspection Service | 80 | 4,058 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Millinery - Retail | 80 | 4,058 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Skate Sharpening | 79 | 4,065 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Air Duct Systems | 79 | 4,065 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Clocks - Components | 79 | 4,065 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pilots - Marine | 79 | 4,065 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Spill Control Equipment & Materials | 79 | 4,065 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Arboretums | 78 | 4,070 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bushings | 78 | 4,070 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hair Curlers | 77 | 4,072 | 4 | 2,719 | 3 | 75.0% | 0 | 0.0% | 1 | 25.0% |
| Furniture Assembly Services | 77 | 4,072 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Computers - Bulletin Boards | 77 | 4,072 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Physicists | 76 | 4,075 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Ice Cream Manufacturers Supplies | 76 | 4,075 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Parachutes | 76 | 4,075 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Plasterers Equipment & Supplies | 76 | 4,075 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Special Effects | 75 | 4,079 | 0 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Picture Hanging Service | 75 | 4,079 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tool Holders | 75 | 4,079 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Poles | 74 | 4,082 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Brooms | 74 | 4,082 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Drywall Toxic - Inspection | 74 | 4,082 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Electrolysis Equipment & Supplies | 74 | 4,082 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ship Chandlers | 74 | 4,082 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hay Rides | 73 | 4,087 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Notions - Wholesale & Manufacturers | 73 | 4,087 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Lininos - Clothing | 73 | 4,087 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Milling Cutters | 73 | 4,087 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stamps - Collecting Supplies | 73 | 4,087 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thermometers | 72 | 4,092 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Buffing & Polishing Equipment & Supplies | 72 | 4,092 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Canoe Rental & Trips | 71 | 4,094 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Electrical Discharge Machining | 71 | 4,094 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Grommets | 71 | 4,094 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Canners Equipment & Supplies | 71 | 4,094 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tape Recorders | 71 | 4,094 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Virtual Tours | 71 | 4,094 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Kite Boarding | 70 | 4,100 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Typewriters - Supplies & Attachments | 70 | 4,100 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Marking & Coding Equipment | 70 | 4,100 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ice Cream Freezers | 70 | 4,100 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pulp & Pulp Products | 70 | 4,100 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Temperature Measuring Materials | 69 | 4,105 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Knit Goods - Wholesale & Manufacturers | 69 | 4,105 | 3 | 2,872 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Indoor Sky Diving | 69 | 4,105 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Workers Compensation | 69 | 4,105 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Turntables | 68 | 4,109 | 12 | 2,033 | 6 | 50.0% | 6 | 50.0% | 0 | 0.0% |
| Gourmet Corporate Gifts | 68 | 4,109 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Binders - Loose Leaf | 68 | 4,109 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Surface Plates | 67 | 4,112 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bellows | 67 | 4,112 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Shopping Carts & Baskets | 67 | 4,112 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Personal ServiceBureaus | 67 | 4,112 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rivets | 67 | 4,112 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wire Cloth | 67 | 4,112 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Library Equipment & Supplies | 66 | 4,118 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Air Sealing | 66 | 4,118 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Meters - Repair | 66 | 4,118 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pinata Sales | 65 | 4,121 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Service Animals - Training | 65 | 4,121 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Twines & Cordage | 65 | 4,121 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Pipe Reconditioning | 65 | 4,121 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Salads | 65 | 4,121 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tapes - Industrial | 65 | 4,121 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auction Supplies | 64 | 4,127 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Taxidermists Equipment & Supplies | 64 | 4,127 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Landfills - Construction Materials | 64 | 4,127 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Teletypewriters Message Service | 64 | 4,127 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Baling Equipment & Supplies | 64 | 4,127 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Equine Therapy | 64 | 4,127 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rockfall Mitigation | 64 | 4,127 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rotogravure Printers | 64 | 4,127 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Table Tennis Equipment | 64 | 4,127 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Recording Instruments - Industrial & Scientific | 63 | 4,136 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Telephone 900 Number Resellers | 63 | 4,136 | 2 | 3,085 | 1 | 50.0% | 0 | 0.0% | 1 | 50.0% |
| Publishers - Internet Guides | 63 | 4,136 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Employment Service - Union Talent Signatory | 63 | 4,136 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Heat Sealing | 63 | 4,136 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Mill Machinery | 63 | 4,136 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe & Valve Fitters - Gas | 63 | 4,136 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Doors - Patio | 62 | 4,143 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Floor Machines - Rent | 62 | 4,143 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Writer | 62 | 4,143 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Bedspreads - Wholesale & Manufacturers | 62 | 4,143 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Colors - Food | 62 | 4,143 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Contractor - Roofing Spray Foam Insulation | 62 | 4,143 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Laminated Structural Products | 62 | 4,143 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metal Cleaning Equipment | 62 | 4,143 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Picnic Grounds | 62 | 4,143 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dolls - Repairing | 61 | 4,152 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Combustion Controls | 61 | 4,152 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pavement & Floor Marking Supplies & Equipment | 61 | 4,152 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vessels - Pressure | 61 | 4,152 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Photography Sales by Mail | 60 | 4,156 | 7 | 2,413 | 3 | 42.9% | 4 | 57.1% | 0 | 0.0% |
| Millinery - Wholesale & Manufacturers | 60 | 4,156 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Archery Instruction | 60 | 4,156 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Entertainment & Sports Law | 60 | 4,156 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coil Winding | 60 | 4,156 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gold Storage Doors & Insulated Panels | 60 | 4,156 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Brokers & Mill Reps | 60 | 4,156 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pewter | 60 | 4,156 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Drapery & Curtain Fabric - Wholesale & Manufacturers | 59 | 4,164 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Instrument Cases | 59 | 4,164 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Machinery Cleaning | 59 | 4,164 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Ovens - Industrial | 59 | 4,164 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Candles - Wickless | 59 | 4,164 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet Workrooms | 59 | 4,164 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Non - Woven Fabrics | 59 | 4,164 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nut Cracking & Shelling Machines | 59 | 4,164 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fraternities & Sororities | 58 | 4,172 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Safes & Vaults - Opening & Repairing | 58 | 4,172 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Calculating Service | 58 | 4,172 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gift Wrapping Service | 58 | 4,172 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Honing Machines & Equipment | 58 | 4,172 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lathes | 58 | 4,172 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radiant Heating | 58 | 4,172 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hair Dryers | 57 | 4,179 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Street Lighting Standards & Equipment | 57 | 4,179 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tapes - Sound - Dealers | 57 | 4,179 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Attorneys & Lawyers - Agriculture | 57 | 4,179 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Funnels | 57 | 4,179 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Log Splitting Equipment | 57 | 4,179 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Textile Converting | 57 | 4,179 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Parapsychologists | 56 | 4,186 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Refreshment Stands | 56 | 4,186 | 0 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Securities | 56 | 4,186 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Drug Discovery Provider | 56 | 4,186 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Meteorological Consultants | 56 | 4,186 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Railroad Car Leasing | 56 | 4,186 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Table Tennis Facilities | 56 | 4,186 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grinding Wheel Dressers | 55 | 4,193 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Heating & Cooling Demolition | 55 | 4,193 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Coatings - Vacuum Deposition | 55 | 4,193 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Aircraft Hangar Construction | 55 | 4,193 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fur Farms - Equipment & Supplies | 55 | 4,193 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Road Building Equipment | 55 | 4,193 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Screw Machines & Equipment | 55 | 4,193 | 0 | 3,832 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fish By-Products | 54 | 4,200 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Artificial Rock Scapes | 54 | 4,200 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Leather Finishers | 54 | 4,200 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Cans | 54 | 4,200 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Elastic Goods | 54 | 4,200 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Law & Financial Printers | 54 | 4,200 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thread | 53 | 4,206 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Brass Fabricators | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chess Instruction | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fish Nets | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grinding Wheels | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Photographic Research Service | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stamp Machines | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tobacco Buyers | 53 | 4,206 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Opera Companies | 52 | 4,214 | 3 | 2,872 | 3 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Photo Electric Cells & Equipment | 52 | 4,214 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Gold Leaf | 52 | 4,214 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Not Elsewhere Classified After Investigation | 52 | 4,214 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Felt & Felt Products | 52 | 4,214 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fire Hose | 52 | 4,214 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Slings | 52 | 4,214 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Barrels & Drums - Equipment & Supplies | 51 | 4,221 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Shade Sails | 51 | 4,221 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Induction Heating Equipment | 51 | 4,221 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Orchestras & Bands - Competitions | 51 | 4,221 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radioactivity Instruments, Supplies, Services | 51 | 4,221 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wax | 50 | 4,226 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Contractor - Hauling | 50 | 4,226 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Surveyors - Aerial | 50 | 4,226 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Floor Machines - Repair | 50 | 4,226 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Sealing - Industrial | 50 | 4,226 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Investment Castings | 49 | 4,231 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tire Storage | 49 | 4,231 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Coin Cards | 49 | 4,231 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Crankshaft Manufacturers | 49 | 4,231 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lamps - Repair | 49 | 4,231 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Well Fishing Tools | 49 | 4,231 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Spill Control Service | 49 | 4,231 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dyes & Dyestuff | 48 | 4,238 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Assayers | 48 | 4,238 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hydrologists | 48 | 4,238 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mixing & Agitation Machinery | 48 | 4,238 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Railroad Ties - Wholesale & Manufacturers | 48 | 4,238 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Street Cleaning Equipment | 48 | 4,238 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Knitting Machines | 47 | 4,244 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cargo Stabilizing Devices | 47 | 4,244 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dishwashing Machines - Dealers | 47 | 4,244 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Relays | 47 | 4,244 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Balancing Service - Industrial | 47 | 4,244 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Color Separations - Offset Photo Engraving | 46 | 4,249 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Magazines - Back Number | 46 | 4,249 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Demographic Research | 46 | 4,249 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gas Recycling Plants | 46 | 4,249 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sugar Refiners | 46 | 4,249 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Puppets & Marionettes | 44 | 4,254 | 5 | 2,596 | 4 | 80.0% | 1 | 20.0% | 0 | 0.0% |
| Time Cards & Racks | 44 | 4,254 | 2 | 3,085 | 0 | 0.0% | 0 | 0.0% | 2 | 100.0% |
| Floor Refinishing | 44 | 4,254 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Power Plant Equipment - Repairing | 44 | 4,254 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Attorneys & Lawyers - Eminent Domain | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coal Washing | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Frozen Custard Machines | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Print Cutters | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Racquetball Courts - Public | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Reflectors | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Strippers - Mechanical | 44 | 4,254 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Air Curtains & Screens | 43 | 4,265 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bottles - Used | 43 | 4,265 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Farms - Urban | 43 | 4,265 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pressurization Equipment | 43 | 4,265 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Water Wells - Inspection | 43 | 4,265 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cosmetic Sales by Mail | 42 | 4,270 | 9 | 2,223 | 3 | 33.3% | 1 | 11.1% | 5 | 55.6% |
| Musical Instruments - Rental | 42 | 4,270 | 4 | 2,719 | 4 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Furniture Pads | 42 | 4,270 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Windshield Wipers | 42 | 4,270 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Box Lunches | 42 | 4,270 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fireproofing Materials | 41 | 4,275 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Cans Manufacturers Machinery | 41 | 4,275 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coaching - Leadership | 41 | 4,275 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Caps - Wholesale & Manufacturers | 40 | 4,278 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Die Cutting Equipment & Supplies | 40 | 4,278 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Metallizing | 40 | 4,278 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Benefit Insurance Software | 40 | 4,278 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Circulation Auditors | 40 | 4,278 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Conduit & Fittings | 40 | 4,278 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dyers - Wholesale | 40 | 4,278 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Locating Equipment | 40 | 4,278 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Porcelain Products | 40 | 4,278 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Compression Clothing/Garments | 39 | 4,287 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Bat Removal | 39 | 4,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bronze Tablets | 39 | 4,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Centrifugal Machinery | 39 | 4,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dress Forms - Wholesale & Manufacturers | 39 | 4,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Levels | 39 | 4,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ore | 39 | 4,287 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cloth Cutting | 38 | 4,294 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Floodlights & Search Lights | 38 | 4,294 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Travelers Checks | 38 | 4,294 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Columbarium | 38 | 4,294 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Foil & Foil Products | 38 | 4,294 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Seismograph Equipment & Supplies | 38 | 4,294 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shower Pan Replacement | 38 | 4,294 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shuffleboards | 38 | 4,294 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Washing Machines - Industrial | 38 | 4,294 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glass Beads - Industrial | 37 | 4,303 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Dress Trimmings | 37 | 4,303 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Rainwear | 37 | 4,303 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Ticket Issuing Machines | 37 | 4,303 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Music Writers Supplies | 36 | 4,307 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Fire Escapes | 36 | 4,307 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Carbide | 36 | 4,307 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Compressors - Rent | 36 | 4,307 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Feeders - Industrial | 36 | 4,307 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Trenching Contractors | 36 | 4,307 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stamp Pads | 35 | 4,313 | 4 | 2,719 | 2 | 50.0% | 2 | 50.0% | 0 | 0.0% |
| Addressing Machines & Supplies | 35 | 4,313 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Aquatic Rescue Relocation | 35 | 4,313 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Eyelets | 35 | 4,313 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Asset Evaluators | 35 | 4,313 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tape Recorders - Sound - Supplies & Parts | 35 | 4,313 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tobacco Warehouses | 35 | 4,313 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Aerosols | 35 | 4,313 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Strapping & Strapping Equipment | 35 | 4,313 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Surveyors - Cargo | 35 | 4,313 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pleating Machines | 34 | 4,323 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Embossing Equipment & Supplies | 34 | 4,323 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Forging Equipment | 34 | 4,323 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gypsum & Gypsum Products | 34 | 4,323 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Racquetball Court Construction | 34 | 4,323 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Racquetball Equipment & Supplies | 34 | 4,323 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brick - Used | 33 | 4,329 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Shoe Laces | 33 | 4,329 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Artist - Touch Up | 33 | 4,329 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Spools | 33 | 4,329 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Television Station Reps | 33 | 4,329 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lacquers - Manufacturers | 32 | 4,334 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Brazing | 32 | 4,334 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hides | 32 | 4,334 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dry Cleaners - Mobile | 31 | 4,337 | 4 | 2,719 | 1 | 25.0% | 2 | 50.0% | 1 | 25.0% |
| Entomologists | 31 | 4,337 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Charcoal | 31 | 4,337 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Barrels & Drums - Used | 31 | 4,337 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dust Control Materials | 31 | 4,337 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ski Equipment - Wholesale & Manufacturers | 30 | 4,342 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Spark Plugs | 30 | 4,342 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Signs - Exit Signs | 30 | 4,342 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tape Recorders - Sound - Service & Repair | 30 | 4,342 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Evaporating Apparatus | 30 | 4,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fabric Laminating & Bonding | 30 | 4,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fungicides | 30 | 4,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Linoleum - Wholesale & Manufacturers | 30 | 4,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Port Authorities | 30 | 4,342 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Caning Supplies | 29 | 4,351 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Refrigerators & Freezers - Rent & Lease | 29 | 4,351 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Shoe Manufacturers Supplies | 29 | 4,351 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Box Openers | 29 | 4,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Branding Equipment | 29 | 4,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Commercial Blueprint Design | 29 | 4,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fur Finishers & Liners | 29 | 4,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Speed Reducers | 29 | 4,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tobacco Growers | 29 | 4,351 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Baseball Pitching Machines | 28 | 4,360 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Oriental Goods - Wholesale & Manufacturers | 28 | 4,360 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Sound Effect Records | 28 | 4,360 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Visual Impairment Products & Services | 28 | 4,360 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Armored Car Manufacturing | 28 | 4,360 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nuclear Reactor - Manufacturers | 28 | 4,360 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Waterbeds - Wholesale & Manufacturers | 28 | 4,360 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Weaving & Mending | 28 | 4,360 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Broom Manufacturers Equipment & Supplies | 27 | 4,368 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Nursuries - Bonsai | 27 | 4,368 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Online Dance Tutorials | 27 | 4,368 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Bag Making Machinery | 27 | 4,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Etching Equipment & Supplies | 27 | 4,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grain Inspection | 27 | 4,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Litigation Support | 27 | 4,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Seismic Retrofit | 27 | 4,368 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ivory Goods | 26 | 4,376 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Tuxedo Sales & Rentals | 26 | 4,376 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Attorneys & Lawyers - Child Advocacy | 26 | 4,376 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Cornices - Building | 26 | 4,376 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Textile Engravers | 26 | 4,376 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bronze Powders & Liquids | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Christian Science Reading Rooms | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dehydrating Service | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dishwashing Compounds | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Factory Locating Consultants | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Filling Machinery | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Jalousies | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paving Stones | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Separators | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Watchmens Clocks & Systems | 26 | 4,376 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Computers - Time Share | 25 | 4,391 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Square Dance Apparel | 25 | 4,391 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Brake Fluids | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Elevators - Testing Services | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Enameling, Japanning & Lacquering | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Handbags - Repairing | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Laminations - Motor & Transformer | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Quilts - Renovating | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Solder | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Steam Traps | 25 | 4,391 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Jumping Balloon Rental | 24 | 4,401 | 4 | 2,719 | 3 | 75.0% | 0 | 0.0% | 1 | 25.0% |
| Bathing Beaches | 24 | 4,401 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Embossing | 24 | 4,401 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe & Boiler Covering Materials | 24 | 4,401 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Service Station Supplies | 24 | 4,401 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Shower Curtains - Wholesale & Manufacturers | 24 | 4,401 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Nozzles | 24 | 4,401 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nylon Fabrics | 24 | 4,401 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Film Libraries | 23 | 4,409 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Seismograph Service | 23 | 4,409 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cams - Grinding & Cutting | 23 | 4,409 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Canners | 23 | 4,409 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Commercial Kitchen Rental | 23 | 4,409 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tear Gas | 23 | 4,409 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shoplifting Prevention Devices | 22 | 4,415 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|------|
| Monuments - Cleaning & Restoration | 22 | 4,415 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Black Light Equipment & Supplies | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Car Pool Information | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Diamonds - Industrial | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lapidary Equipment & Supplies | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metal Stamping Equipment | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wire Wrapping Service & Equipment | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| X-Ray Duplicating Services | 22 | 4,415 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Modular/Mobile Home - Foundation Services | 21 | 4,424 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Night Vision Equipment | 21 | 4,424 | 2 | 3,085 | 0 | 0.0% | 2 | 100.0% | 0 | 0.0% |
| Time Locks | 21 | 4,424 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Access Control Systems | 21 | 4,424 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Bar - Fixtures | 21 | 4,424 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Copper | 21 | 4,424 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Dome Structures | 21 | 4,424 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Professional Organizer | 21 | 4,424 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Scrap Rubber | 21 | 4,424 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Air Motors | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Baby Shoe Preservation | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boy & Girl Organizations - Supplies | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Capacitors | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Charity - American Indian | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Masts & Spars | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Olives | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Plastics - Reinforced | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tanks - Concrete | 21 | 4,424 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Egg Processing & Shipping Equipment & Supplies | 20 | 4,442 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Cord Sets & Cords - Electric | 20 | 4,442 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cork & Cork Products | 20 | 4,442 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dowels | 20 | 4,442 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Geographers | 20 | 4,442 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rolling Mill Machinery | 20 | 4,442 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Charts | 19 | 4,448 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sink Manufacturers | 19 | 4,448 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sorting Equipment | 19 | 4,448 | 0 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Ice Crushers | 19 | 4,448 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Libraries - Circulating & Rental | 19 | 4,448 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Linoleum Layers Equipment & Supplies | 19 | 4,448 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lumber Inspectors | 19 | 4,448 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stakes | 19 | 4,448 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Voting Equipment | 19 | 4,448 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Indexing Service - Book, Periodical | 18 | 4,457 | 3 | 2,872 | 2 | 66.7% | 1 | 33.3% | 0 | 0.0% |
| Auto Manufacturers & Distributors - Specialty Body | 18 | 4,457 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Crystals - Industrial | 18 | 4,457 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Caverns | 18 | 4,457 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Cereals | 18 | 4,457 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Sterilizing Apparatus | 18 | 4,457 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Audiometers | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Machinery & Equipment - Appraisal | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metaphysical Supplies & Service | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Missile & Rocket Components - Manufacturers | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Noodles | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Power Take - Offs | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radio Program Surveys | 18 | 4,457 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Eye Brow Threading | 17 | 4,470 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| School Lunch Ordering & Management | 17 | 4,470 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Cistern Builders | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lead Burning | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Porcelain Enameling | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Screens - Security Door | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Telegrams - Novelty | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Turnstiles | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Weighers | 17 | 4,470 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Compactors - Waste - Supplies & Parts | 16 | 4,479 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dishwashing Machines - Supplies & Parts | 16 | 4,479 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fire Extinguishing Fluid | 16 | 4,479 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glaziers Supplies | 16 | 4,479 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Cutting & Drilling Machines | 16 | 4,479 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Spinologists | 16 | 4,479 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rings - Retaining | 15 | 4,485 | 3 | 2,872 | 1 | 33.3% | 2 | 66.7% | 0 | 0.0% |
| Combs | 15 | 4,485 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Sweaters - Trimming Service | 15 | 4,485 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tobacco Machinery | 15 | 4,485 | 0 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Convents & Monasteries | 15 | 4,485 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Custom Harvesting | 15 | 4,485 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mathematicians | 15 | 4,485 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thread Rolling, Cutting & Grinding | 15 | 4,485 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tree Climbing Instruction | 15 | 4,485 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Missile & Rocket Manufacturers | 14 | 4,494 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Autoaraphic Registers & Supplies | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Balancing Equipment | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brush Control | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cleaning Supplies by Mail | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Compactors - Waste - Wholesale & Manufacturers | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Deodorizing Equipment | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Feed Grinding | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metal Cleaning Machines | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Film Storage | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Towels | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pewterware | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wire Stitching Machines & Supplies | 14 | 4,494 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pails | 13 | 4,507 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Auto Dealers - Buying Co-Op | 13 | 4,507 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Paper Mill Supplies | 13 | 4,507 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Parenting Classes | 13 | 4,507 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Tailoring Instruction | 13 | 4,507 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |

**US and Canada BBB
2011 Statistics
Sorted by Inquiries**

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|---|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|------|
| Thermal Remediation | 13 | 4,507 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Dock Covers | 13 | 4,507 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Inserts - Screw Thread | 13 | 4,507 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sugar Brokers & Wholesalers | 13 | 4,507 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boards Of Trade | 12 | 4,516 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Babbitt Metals | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bindings - Bias & Straight | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Business Processing Optimization | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Binding | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Criminologists | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Livestock Appraisers | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Livestock Grooming | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sculptors Equipment & Supplies | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sweeping Compounds | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tanks - Used | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Variable Speed Drives | 12 | 4,516 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Repair - Suspension | 11 | 4,528 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Kickboxing | 11 | 4,528 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Experimental Work | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gelatin | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Hygrometers | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Recruiting - Armed Forces | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shovels - Power | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Snow Making Machines | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Washing Machines & Dryers - Wholesale & Manufacturers | 11 | 4,528 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cleaners & Dyers Supplies | 10 | 4,537 | 4 | 2,719 | 1 | 25.0% | 3 | 75.0% | 0 | 0.0% |
| Expanded Metals | 10 | 4,537 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Microwave Ovens - Dealers | 10 | 4,537 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Balls - Glass | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boxes - Metal | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chillers - Liquid | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chlorinators | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Colocation Services | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Color Cards | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Electrostatic Painting | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Libraries - Institutional | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Life Raft Inflation Equipment | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Paper Hangers Equipment & Supplies | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ranges & Ovens - Wholesale & Manufacturers | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber Working Machinery | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Soda Fountain Equipment | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tractor Work | 10 | 4,537 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shoe Dyers | 9 | 4,554 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Restaurant Work Wear & Supplies | 9 | 4,554 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Signs - Photoluminescent | 9 | 4,554 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Swimming Pool Kits | 9 | 4,554 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Agates | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Assayers Supplies | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Breakfast Nooks & Booths | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Carpet & Rug Renting | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chimneys - Prefabricated | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Collapsible Tubes | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Financial Consultants - No License Required | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mayonnaise & Salad Dressings | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Naval Stores | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oils - Road | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Thread Protector | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Records - Phono - Manufacturers Equipment & Supplies | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Safety Cans | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thermocouples | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tiling | 9 | 4,554 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mops - Wholesale & Manufacturers | 9 | 4,573 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Laboratories | 8 | 4,573 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Rayon Fabrics | 8 | 4,573 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Recreational Vehicles - Transportation | 8 | 4,573 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Anchors - Expansion | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auditory Training Equipment | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Consignment Service - Furniture | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cylinders - Hydrostatic Testing | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dusters & Dusting Cloths | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Encyclopedia & Book Sales by Mail | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Geologists Supplies | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Leather Finishes | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Metals - Clad | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Picture Technicians | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Nailing Machinery | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Neckwear - Wholesale & Manufacturers | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber Bands | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shoe Trees | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Static Controls | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wait Staff | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Welding Inspectors | 8 | 4,573 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brew Pub | 7 | 4,594 | 2 | 3,085 | 2 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Clamps | 7 | 4,594 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Waste - Cotton, Wool | 7 | 4,594 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Airport Designers | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Batching Equipment | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Caissons - Structural | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Check Room Service | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cotton Goods Brokers | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cotton Picking Machinery | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Crutches | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Discotheques | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Excelsior | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Flavoring Extracts - Raw Materials | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Industrial Painting | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Oil Seeds | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Joint Compounds | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pole Line Equipment | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rubber - Crude | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Soffit & Fascia | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sweaters | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tennis Court Resurfacing | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vibrators - Industrial | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Waterbeds - Supplies & Parts | 7 | 4,594 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Laces | 6 | 4,617 | 3 | 3,832 | 0 | 0.0% | 3 | 100.0% | 0 | 0.0% |
| Knives - Custom | 6 | 4,617 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Smoke Stacks | 6 | 4,617 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Boxes - Used | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Charity - Child Sponsorship | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Christian Science Practitioners | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cottonseed Products | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dumbwaiters | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Floor Resurfacing | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fuses - Electric | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glass ? Tempered | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Grease Pumping | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ice Sculptures | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mathprofing | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ship Wreckers | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Squash Courts - Private | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stock Yards | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Synagoques | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Touch Screen Equipment | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Waterbeds - Service & Repair | 6 | 4,617 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Four Wheel Drive Vehicles - Repair & Service | 5 | 4,637 | 2 | 3,085 | 0 | 0.0% | 1 | 50.0% | 1 | 50.0% |
| Hearing Aids Parts & Repairing | 5 | 4,637 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Beds - Renting | 5 | 4,637 | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Government Offices - Foreign-Rep | 5 | 4,637 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Motion Pictures Research Service | 5 | 4,637 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Anti-Fogging Compounds | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boilers - Rental | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Brake Shoe Bonding & Exchanging | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chalkboards | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Concrete Mixers - Renting | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Doors - Commercial | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dynamometers | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Furnace Cleaning | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Gavels | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Golf Course Architects | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lamp Shades - Cleaning & Repairing | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Microwave Ovens - Supplies & Parts | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Myotherapy | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pet Kenneling Services | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Printers - Cellophane, Foil | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rectifiers - Electric | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shafting | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shortening | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ski Lift Equipment | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tennis Court Enclosures | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tin | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Titanium | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wood Products - Sawdust & Shavings | 5 | 4,637 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Badminton Courts - Public | 4 | 4,665 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Fish Processors Equipment | 4 | 4,665 | 1 | 3,356 | 1 | 100.0% | 1 | 100.0% | 0 | 0.0% |
| Lamp Shade Covers | 4 | 4,665 | 0 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Bridge Clubs | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| China & Glassware - Renting | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chucks | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Clay | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Colls - Fin | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Concrete Vibrators | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Counterfeit Money Detection Devices | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Couplings | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dvrs - Industrial | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Job Lot Merchandise | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Macaroni | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Manorail Systems | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oceanographers | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe - Used | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pipe Thawing | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pivots - Precision Instrument | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Planetariums | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pulleys | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sanitariums | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ship Cleaning | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Zinc Oxide | 4 | 4,665 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Golf Equipment - Repair | 3 | 4,689 | 2 | 3,085 | 1 | 50.0% | 1 | 50.0% | 0 | 0.0% |
| Horse race Handicapping | 3 | 4,689 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Orchard Equipment & Supplies | 3 | 4,689 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Pressing Machines - Clothes | 3 | 4,689 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Swim Spas | 3 | 4,689 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Tobacco Leaf - Wholesale | 3 | 4,689 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Automobile Pre-Paid Maintenance Plans | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bottle Caps & Seals | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Coat Fronts | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Concert Performers | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Diaries | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Drill Presses | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Leadership Development | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Microwave Ovens - Wholesale & Manufacturers | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Mill Machinery | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

US and Canada BBB
2011 Statistics
Sorted by Inquiries

| Industry Description | Inquiries | Rank by Inquiries | Complaints | Complaint Rank | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable to Pursue | % |
|--|-----------|-------------------|------------|----------------|---------------|--------|-------------------|--------|------------------------|--------|
| Oil Well Cementing | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pistons | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rods - Threaded | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Sound Level Testing - Industrial | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Stump Grinding | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Titling Service - Television & Motion Pictures | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Winding Machinery | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Word Process System, Consultant, Designer | 3 | 4,689 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Protein Purification | 2 | 4,712 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Teletypewriters & Systems | 2 | 4,712 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Washing Machines & Dryers - Supplies & Parts | 2 | 4,712 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Aerial Lift - Repair & Maintenance | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Babbiting | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Building Envelope Restoration | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Butter | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dials | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Electrotypers | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fare Registers & Meters | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Flock Manufacturers & Processors | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Folding Machines | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Geochemists | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ignition Interlock Devices | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Jai-Alai Exhibitions | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Perforated Materials | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Radio Direction Finders | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Shoe Machinery | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Solvents - Reclaiming | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Thermograph Equipment & Supplies | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wall Bed Manufacturer | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wine Bar | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Wire Strippers | 2 | 4,712 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ballroom Dance Instruction | 1 | 4,735 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Buses - Bodies | 1 | 4,735 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Choreographers | 1 | 4,735 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Contractors - Sheet Metal | 1 | 4,735 | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Zipper - Repair | 1 | 4,735 | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |
| Aircraft Fixed Based Operator | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Anodes | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Aprons - Industrial | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Art - Painted Oil Portraits | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Beer Coil Cleaning Equipment | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Boxes - Wire Bound | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Bridge Instruction | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Broaching | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Burlap | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cardboard | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chamois Skins | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Chewing Gum | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Cold Type Composition | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dehydrating Equipment | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dining Car Builders | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dog Daycare | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Dressmakers Supplies | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| E-Mail Marketing | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Electroforming | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Flanges | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Floats - Parade | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Floor Removal, Resurfacing and Refinishing | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Fruits - Glace | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Glass Rods & Tubing | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Guards - Machine | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Handkerchiefs | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Household Management | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Jade & Jade Goods | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Ladders - Renting | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Lath | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Livestock Spraying | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Mezzanines & Platforms | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Needles | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oil Hole Covers | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oils - Animal & Fish | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oils - Cutting | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Oils - Hydrogenated | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Pins Cotter, Taper | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rollers | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Rulers & Yardsticks | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Slicing Machines | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Steeple & Spires | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tin ware | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Tobacco Growers Equipment & Supplies | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Umbrellas - Repairing | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Universal Joints | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Vials | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Word Processing Equipment - Maintenance | 1 | 4,735 | 0 | 3,832 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Auto Repair - Tune-Up | | | 1 | 3,356 | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| Carbon Monoxide Detecting | | | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Fur Cuttings | | | 1 | 3,356 | 0 | 0.0% | 1 | 100.0% | 0 | 0.0% |
| Structural Support - Underground | | | 1 | 3,356 | 1 | 100.0% | 0 | 0.0% | 0 | 0.0% |