

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Totals	165,626,296		873,208		682,392	78%	167,755	19%	23,061	3%
Cellular Telephone Service & Supplies	302,880	94	33,199	1	32,212	97%	810	2%	177	1%
Telephone Communications	726,932	37	29,659	2	28,864	97%	750	3%	45	0%
Television - Cable, CATV & Satellite	334,194	84	27,585	3	27,318	99%	243	1%	24	0%
Auto Dealers - New Cars	2,034,807	9	25,568	4	22,475	88%	2,992	12%	101	0%
Collection Agencies	3,236,163	4	21,576	5	17,663	82%	3,212	15%	701	3%
Auto Dealers - Used Cars	3,334,318	3	16,571	6	12,289	74%	4,046	24%	236	1%
Internet Shopping	1,370,120	19	12,936	7	10,616	82%	2,085	16%	235	2%
Furniture - Retail	1,167,355	25	12,779	8	10,662	83%	1,890	15%	227	2%
Banks	522,614	53	11,265	9	11,054	98%	191	2%	20	0%
Auto Repair & Service	2,467,167	6	10,474	10	7,031	67%	3,243	31%	200	2%
Insurance Companies	1,922,024	11	9,116	11	8,515	93%	539	6%	62	1%
Department Stores	200,907	159	8,687	12	8,626	99%	54	1%	7	0%
Property Management	1,668,801	13	7,805	13	6,321	81%	1,404	18%	80	1%
Movers	1,850,990	12	7,180	14	5,262	73%	1,765	25%	153	2%
Internet Services	1,232,651	23	6,983	15	6,118	88%	745	11%	120	2%
Credit Cards & Plans	497,165	56	6,724	16	6,626	99%	66	1%	32	0%
Apartments	671,787	41	6,702	17	4,409	66%	2,181	33%	112	2%
Travel Agencies & Bureaus	999,354	29	6,641	18	5,796	87%	702	11%	143	2%
Roofing Contractors	4,785,900	1	6,340	19	4,062	64%	1,941	31%	337	5%
Airlines	53,399	505	6,165	20	5,197	84%	949	15%	19	0%
Satellite Equipment & Supplies	102,892	292	5,948	21	5,880	99%	58	1%	10	0%
Electric Companies	422,594	66	5,886	22	5,668	96%	202	3%	16	0%
Hotels	169,995	182	5,676	23	3,905	69%	1,724	30%	47	1%
Auto Renting & Leasing	207,093	151	5,561	24	4,802	86%	745	13%	14	0%
Burglar Alarm Systems - Dealers, Monitoring & Service	596,706	44	5,465	25	5,124	94%	285	5%	56	1%
Florists - Retail	112,081	270	5,412	26	4,937	91%	417	8%	58	1%
Consumer Finance & Loan Companies	904,501	30	5,062	27	4,962	95%	192	4%	76	2%
Not Elsewhere Classified	284,714	98	4,719	28	1,905	40%	2,327	49%	487	10%
Contractors - General	3,742,115	2	4,661	29	2,513	54%	1,907	41%	241	5%
Health Clubs	211,745	147	4,626	30	3,817	83%	716	15%	93	2%
Plumbers	2,636,140	5	4,623	31	3,563	77%	986	21%	74	2%
Home Warranty Plans	242,876	122	4,320	32	3,300	76%	502	12%	518	12%
Restaurants	359,390	76	4,312	33	2,528	59%	1,655	38%	129	3%
Electronic Equipment & Supplies - Dealers	246,503	121	4,242	34	3,712	88%	456	11%	74	2%
Mortgage Brokers	1,378,899	18	4,239	35	3,666	86%	383	9%	190	4%
Health & Diet Products - Retail	482,566	59	4,159	36	2,847	68%	1,196	29%	116	3%
Home Improvements	1,356,223	20	4,006	37	2,864	71%	1,000	25%	142	4%
Heating & Air Conditioning	2,321,454	7	3,977	38	3,475	87%	646	16%	96	1%
Computers Hardware, Software & Services	777,935	35	3,952	39	3,197	81%	660	17%	95	2%
Home Builders	1,975,597	10	3,921	40	3,227	82%	642	16%	52	1%
Construction & Remodeling Services	2,230,417	8	3,721	41	1,868	50%	1,667	45%	186	5%
Financial Services	1,408,821	17	3,633	42	3,193	88%	371	10%	69	2%
Appliances - Major - Dealers	336,212	82	3,530	43	3,033	86%	407	12%	90	3%
Mail Order & Catalog Shopping	277,754	102	3,502	44	3,134	89%	330	9%	38	1%
Dentists	706,768	38	3,469	45	2,728	79%	702	20%	39	1%
Computers - Dealers	279,174	101	3,364	46	3,069	91%	264	8%	31	1%
Auto Parts & Supplies - New	488,069	57	3,338	47	2,263	68%	843	25%	232	7%
Online Retailer	238,791	125	3,282	48	1,909	58%	1,194	36%	179	5%
Loans	1,011,930	28	3,238	49	2,457	76%	495	15%	286	9%
General Merchandise - Retail	259,960	113	3,208	50	2,129	66%	913	28%	166	5%
Jewelers - Retail	793,434	34	3,184	51	2,599	82%	541	17%	44	1%
Cell Phone & Tablet Equipment, Supplies & Repair	189,151	169	3,160	52	2,301	73%	807	26%	52	2%
Pest Control Services	1,098,644	26	3,107	53	2,683	86%	382	12%	42	1%
Real Estate	845,892	31	3,049	54	2,249	74%	745	24%	55	2%
Internet Selling Services	190,013	168	3,033	55	2,834	93%	168	6%	31	1%
Clothing - Retail	221,763	137	3,009	56	1,718	57%	1,120	37%	171	6%
Lawn Maintenance	772,077	36	2,912	57	2,316	80%	543	19%	53	2%
Air Conditioning Contractors & Systems	1,279,976	21	2,905	58	2,384	82%	457	16%	64	2%
Internet Marketing Services	532,893	49	2,856	59	2,377	83%	356	12%	123	4%
Fitness Centers	121,705	243	2,816	60	1,988	71%	734	26%	94	3%
Rubbish & Garbage Removal	218,746	139	2,789	61	2,140	77%	603	22%	46	2%
Towing - Automotive	552,690	47	2,789	61	1,547	55%	1,196	43%	46	2%
Manufacturers & Producers	453,979	62	2,744	63	2,495	91%	231	8%	18	1%
Landscape Contractors	1,455,599	15	2,513	64	1,396	56%	1,037	41%	80	3%
Insurance Services	685,943	40	2,509	65	2,336	93%	129	5%	44	2%
Electronic Equipment & Suppliers - Service & Repair	113,656	262	2,475	66	2,203	89%	249	10%	23	1%
Natural Gas Companies	99,069	300	2,444	67	2,280	93%	161	7%	3	0%
Prepaid Debit/Credit Cards	163,498	185	2,442	68	2,428	99%	9	0%	5	0%
Payment Processing Service	218,161	140	2,402	69	2,319	97%	48	2%	35	1%
Discount Stores	119,579	245	2,396	70	2,225	93%	167	7%	4	0%
Auto Body Repair & Painting	1,177,716	24	2,386	71	1,592	67%	750	31%	44	2%
Dating Service	224,391	134	2,301	72	1,915	83%	357	16%	29	1%
Extended Warranty Contract Service Companies	265,264	108	2,275	73	1,872	82%	369	16%	34	1%
Newspapers	66,411	421	2,258	74	2,109	93%	141	6%	8	0%
Building Materials	204,697	154	2,255	75	2,167	96%	79	4%	9	0%
Credit Reporting Agencies	97,624	306	2,233	76	2,192	98%	35	2%	6	0%
Dry Cleaners	176,808	177	2,223	77	1,130	51%	1,028	46%	65	3%
Electronic Equipment & Supplies - Wholesale & Manufacturers	48,511	540	2,210	78	2,147	97%	59	3%	4	0%
Skin Care	195,610	162	2,173	79	1,414	65%	682	31%	77	4%
Mailing Services	110,009	278	2,172	80	1,897	87%	224	10%	51	2%
Appliances - Major - Wholesale & Manufacturers	24,916	861	2,165	81	2,128	98%	35	2%	2	0%
Advertising - Directory & Guide	93,372	317	2,147	82	1,658	77%	385	18%	104	5%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Attorneys & Lawyers	1,616,535	14	2,147	82	1,494	70%	600	28%	53	2%
Tire Dealers	333,891	85	2,125	84	1,700	80%	408	19%	17	1%
Delivery Service	142,579	211	2,118	85	1,843	87%	246	12%	29	1%
Energy Service Companies	246,935	120	2,090	86	1,839	88%	248	12%	3	0%
Vitamins & Food Supplements	398,916	69	2,087	87	1,571	75%	480	23%	36	2%
Internet Gaming	86,493	337	2,067	88	1,880	91%	162	8%	25	1%
Health & Medical - General	387,304	72	2,056	89	1,717	84%	311	15%	28	1%
Computers - Service & Repair	513,844	54	2,052	90	1,300	63%	610	30%	142	7%
Security Control Equipment & System Monitors	507,797	55	2,001	91	1,770	88%	206	10%	25	1%
Computer Software Publishers & Developers	307,312	93	1,980	92	957	48%	1,002	51%	21	1%
Telephone Pre-Paid Card Sales & Distribution	36,143	670	1,955	93	1,907	98%	46	2%	2	0%
Hospitals	135,011	224	1,915	94	1,619	85%	285	15%	11	1%
Banking Services	32,481	718	1,894	95	1,836	97%	49	3%	9	0%
Vacation Time Share	126,618	237	1,873	96	1,596	85%	244	13%	33	2%
Credit Card Processing Service	378,286	73	1,869	97	1,599	86%	241	13%	29	2%
Loan Servicing	115,652	255	1,867	98	608	33%	1,245	67%	14	1%
Credit Unions	232,257	131	1,866	99	1,729	92%	137	7%	6	0%
Swimming Pool Contractors, Dealers, Design	835,466	32	1,854	100	1,382	75%	435	23%	37	2%
Tree Service	1,014,129	27	1,843	101	833	45%	870	47%	140	8%
Magazine Sales	140,875	215	1,832	102	1,494	82%	289	16%	49	3%
Magazines - Subscription Agents	122,294	241	1,821	103	1,353	74%	383	21%	85	5%
Shoes - Retail	170,444	181	1,819	104	1,446	79%	330	18%	43	2%
Transmissions - Automobile	438,622	63	1,810	105	1,221	67%	547	30%	42	2%
Appliances - Major - Service & Repair	347,675	79	1,807	106	1,084	60%	649	36%	74	4%
Mattresses	213,118	145	1,796	107	1,411	79%	340	19%	45	3%
Real Estate Maintenance Protection Plan	66,197	423	1,749	108	1,748	100%	1	0%	0	0%
Ticket Sales - Events	273,656	105	1,731	109	1,411	82%	296	17%	24	1%
Home Electronics	62,691	440	1,684	110	1,462	87%	210	12%	12	1%
Payday Loans	398,227	70	1,641	111	802	49%	528	32%	311	19%
Car Wash & Polish	113,185	265	1,599	112	970	61%	545	34%	84	5%
Publishers - Book	236,853	127	1,587	113	1,313	83%	233	15%	41	3%
Health & Medical Products	129,154	231	1,554	114	816	53%	637	41%	101	6%
Painting Contractors	1,261,122	22	1,551	115	828	53%	638	41%	85	5%
Carpet & Rug Dealers - New	413,971	68	1,531	116	1,331	87%	177	12%	23	2%
Moving & Storage Company	296,843	97	1,513	117	1,067	71%	419	28%	27	2%
Concrete Contractors	817,545	33	1,512	118	761	50%	692	46%	59	4%
Windows - Installation & Service	694,796	39	1,511	119	1,197	79%	248	16%	66	4%
Tax Return Preparation	531,825	50	1,497	120	885	59%	545	36%	67	4%
Television Home Shopping	45,211	589	1,493	121	1,473	99%	18	1%	1	0%
Schools - Academic - Colleges & Universities	255,315	115	1,475	122	306	89%	162	11%	7	0%
Beauty Salons	249,880	118	1,473	123	837	57%	479	33%	157	11%
Travel Clubs	301,140	95	1,473	123	1,058	72%	372	25%	43	3%
Paving Contractors	655,352	42	1,447	125	759	52%	590	41%	98	7%
Sporting Goods - Retail	214,227	144	1,441	126	1,167	81%	243	17%	31	2%
Vacation Certificates & Vouchers	187,749	172	1,400	127	1,082	77%	266	19%	52	4%
Auto Manufacturers & Distributors	45,139	571	1,396	128	1,272	91%	111	8%	13	1%
Internet - Web Hosting	316,056	90	1,386	129	1,189	86%	170	12%	27	2%
Timeshare Companies	212,258	146	1,380	130	1,084	79%	243	18%	53	4%
Books - New	77,931	369	1,309	131	1,114	85%	179	14%	16	1%
Computers - Supplies & Parts	157,528	192	1,296	132	1,030	79%	208	16%	58	4%
Motels	55,474	487	1,296	132	792	61%	489	38%	15	1%
Computers - Wholesale & Manufacturers	32,213	723	1,294	134	1,274	98%	19	1%	1	0%
Publishers - Directory & Guide	116,414	252	1,294	134	818	63%	450	35%	26	2%
Insurance - Auto	223,673	135	1,287	136	1,154	90%	123	10%	10	1%
Credit Services	433,930	64	1,267	137	1,139	90%	83	7%	45	4%
Timeshare Resale and Rental Marketing	249,828	119	1,261	138	488	39%	566	45%	207	16%
Credit Card - Merchant Services	171,607	179	1,244	139	1,172	94%	65	5%	7	1%
Recycling - Computers & Other Electronics	30,051	762	1,236	140	1,149	93%	85	7%	2	0%
Resorts	119,126	248	1,229	141	1,085	88%	142	12%	2	0%
Windows	527,330	52	1,219	142	1,032	85%	146	12%	41	3%
Auto Warranty Processing Service	268,543	107	1,189	143	1,030	87%	98	8%	61	5%
Parking Facilities	57,902	463	1,177	144	813	69%	344	29%	20	2%
Fence Contractors	585,147	45	1,176	145	773	66%	350	30%	53	5%
Carpet & Rug Cleaners	599,837	43	1,175	146	730	62%	399	34%	46	4%
Auto Transporters & Drive-Away Companies	433,714	65	1,165	147	609	52%	521	45%	35	3%
Exercise & Physical Fitness Programs	90,426	328	1,162	148	871	75%	275	24%	16	1%
Office Supplies	112,050	271	1,161	149	1,028	89%	116	10%	17	1%
Recreational Vehicles - Dealers	195,229	163	1,145	150	967	84%	150	13%	28	2%
Web Design	231,489	132	1,140	151	688	60%	423	37%	29	3%
Online Travel Agency	56,021	480	1,134	152	991	87%	132	12%	11	1%
Credit - Debt Consolidation Services	347,607	80	1,127	153	855	76%	198	18%	74	7%
Beauty Supplies & Equipment	140,670	216	1,100	154	650	59%	433	39%	17	2%
Video Games - Wholesale & Manufacturers	22,683	923	1,099	155	1,068	97%	31	3%	0	0%
Billing Service	130,434	230	1,090	156	1,002	92%	82	8%	6	1%
Business Services - General	194,170	165	1,074	157	578	54%	383	36%	113	11%
Real Estate Rental Service	195,921	161	1,071	158	696	65%	341	32%	34	3%
Transportation Services	214,802	141	1,066	159	708	66%	340	32%	18	2%
Furniture Rent & Lease	49,929	531	1,065	160	1,014	95%	51	5%	0	0%
Medical Equipment & Supplies	196,146	160	1,027	161	786	77%	211	21%	30	3%
Marketing Programs & Services	483,534	58	1,023	162	762	74%	181	18%	80	8%
Motorcycles - Dealers	161,049	189	1,023	162	738	72%	275	27%	10	1%
Coupon Book Promotions	49,870	532	1,014	164	959	95%	29	3%	26	3%
Online Social Media/Networking	66,980	420	1,011	165	937	93%	71	7%	3	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Radio Stations & Broadcast Companies	32,947	711	1,002	166	990	99%	11	1%	1	0%
Storage Units - Household & Commercial	116,617	251	998	167	779	78%	207	21%	12	1%
Cable TV, Internet & Telephone Installation Service	63,685	438	984	168	851	86%	118	12%	15	2%
Grocers - Retail	122,293	242	977	169	776	79%	190	19%	11	1%
Locks & Locksmiths	229,206	136	975	170	307	31%	503	52%	165	17%
Pharmacies	155,630	197	967	171	874	90%	79	8%	14	1%
Limousine Service	205,836	153	951	172	442	46%	469	49%	40	4%
Office Supplies - Sale by Deceptive Telemarketing	71,027	400	940	173	678	72%	244	26%	18	2%
Service Stations - Gasoline & Oil	111,615	272	932	174	508	55%	402	43%	22	2%
Truck Rent & Lease	16,682	1,103	931	175	912	98%	19	2%	0	0%
Work-At-Home Companies	391,594	71	930	176	266	29%	544	58%	120	13%
Clinics	150,521	204	917	177	672	73%	235	26%	10	1%
Insurance - Health	165,836	184	909	178	840	92%	62	7%	7	1%
Mortgage Bankers	580,262	46	907	179	862	95%	41	5%	4	0%
Bus Lines	28,100	801	904	180	827	91%	68	8%	9	1%
Computers - Networks	107,336	283	903	181	857	95%	40	4%	6	1%
Coupon Services	49,959	529	902	182	243	27%	598	66%	61	7%
Physicians & Surgeons - Medical-M.D.	166,649	183	898	183	651	72%	235	26%	12	1%
Internet Access Provider	43,882	584	879	184	828	94%	50	6%	1	0%
Publishers - Periodical	84,290	345	878	185	758	86%	114	13%	6	1%
Services - General	209,753	149	877	186	533	61%	294	34%	50	6%
Door-to-Door Sales - Magazines	51,923	513	876	187	389	44%	392	45%	95	11%
Auto Services	153,598	202	871	188	647	74%	211	24%	13	1%
Advance Fee Brokers	120,906	244	866	189	45	5%	353	41%	468	54%
Video Games - Dealers	52,005	512	862	190	564	65%	276	32%	22	3%
Schools - Business & Vocational	356,921	77	856	191	664	78%	159	19%	33	4%
Real Estate Services	138,668	219	851	192	705	83%	129	15%	17	2%
Cleaning Services	203,715	155	847	193	359	42%	206	36%	188	22%
Fire & Water Damage Restoration	875,341	60	847	193	726	86%	106	13%	15	2%
Marketing Consultants	254,438	116	846	195	533	63%	203	24%	110	13%
Photographers	67,225	418	841	196	329	39%	442	53%	70	8%
Telephone Equipment & Systems Dealers	71,365	398	840	197	799	95%	39	5%	2	0%
Hotels - Reservations	76,629	378	837	198	761	91%	71	8%	5	1%
Water Companies - Utility	52,686	509	829	199	697	84%	131	16%	1	0%
Handyman Services	417,522	67	812	200	347	43%	429	53%	36	4%
Building Contractors	531,162	51	810	201	473	58%	311	38%	26	3%
Yellow Page Advertising	27,627	809	802	202	423	53%	348	43%	31	4%
Womens Apparel - Retail	78,008	368	794	203	439	55%	319	40%	36	5%
Cigarettes	65,159	429	792	204	513	65%	267	34%	12	2%
Electricians	1,412,210	16	785	205	567	72%	199	25%	19	2%
Weight Control Services	202,891	158	785	205	597	76%	164	21%	24	3%
Audio-Visual Equipment - Dealers	93,015	319	776	207	612	79%	153	20%	11	1%
Tanning Salons	49,472	535	776	207	473	61%	233	30%	70	9%
Photographers - Portrait	95,061	311	766	209	406	53%	326	43%	34	4%
Oils - Fuel	206,530	152	745	210	652	88%	84	11%	9	1%
Sportswear - Retail	68,145	415	745	210	556	75%	179	24%	10	1%
Gas - Propane	98,580	302	743	212	617	83%	122	16%	4	1%
Photographic Equipment & Supplies - Retail	117,488	250	727	213	605	83%	116	16%	6	1%
Gymnasiums	29,016	785	723	214	407	56%	307	42%	9	1%
Bridal Shops	77,414	375	720	215	516	72%	168	23%	36	5%
Buying Clubs & Group Purchasing Service	71,729	396	712	216	542	76%	72	10%	98	14%
Market Research & Analysis	263,453	110	711	217	651	92%	52	7%	8	1%
Air conditioning & Heating Contractors - Residential	273,837	104	708	218	475	67%	208	29%	25	4%
Auto Repair - Windshield, Glass Shops	184,792	174	708	218	480	68%	208	29%	20	3%
Garage Doors & Openers	335,121	83	708	218	574	81%	109	15%	25	4%
Cruises	54,788	494	707	221	641	91%	58	8%	8	1%
Advertising Specialties	154,640	199	703	222	467	66%	212	30%	24	3%
Fulfillment Services	72,439	391	696	223	627	90%	67	10%	2	0%
Day Spas	88,415	333	693	224	305	44%	237	34%	151	22%
Amusement Parks & Places	38,813	631	690	225	593	86%	88	13%	9	1%
Toys - Retail	60,540	450	689	226	594	86%	78	11%	17	2%
Nail Salons	78,184	366	688	227	364	53%	305	44%	19	3%
Vacation Rentals	195,033	164	652	228	444	68%	178	27%	30	5%
Event Planners	54,227	497	643	229	221	34%	382	59%	40	6%
Appliances - Small - Service & Repair	107,032	284	639	230	341	53%	272	43%	26	4%
Debt Relief Services	281,973	100	639	230	416	65%	163	26%	60	9%
Air Duct Cleaning	128,554	234	633	232	329	52%	264	42%	40	6%
Commercial Products Wholesale & Distributor	38,916	630	630	233	587	93%	41	7%	2	0%
Retail Stores	60,795	448	629	234	425	68%	182	29%	22	3%
Swimming Pool Service & Repair	260,044	112	629	234	402	64%	217	34%	10	2%
Massage Therapists	87,482	336	626	236	388	62%	210	34%	28	4%
Hospital & Medical Equipment & Supplies	162,599	186	624	237	486	78%	135	22%	3	0%
Product Sales - General	100,132	297	622	238	413	66%	170	27%	39	6%
Optical Goods - Retail	80,268	359	620	239	440	71%	177	29%	3	0%
Money Orders & Transfers	55,088	489	614	240	602	98%	12	2%	0	0%
Gold, Silver & Platinum Dealers	233,682	130	611	241	279	46%	209	34%	123	20%
Pizza	38,660	633	609	242	298	49%	296	49%	15	2%
Satellite Communication - Common Carrier	13,136	1,251	608	243	573	94%	27	4%	8	1%
Siding Contractors	354,210	78	605	244	462	76%	126	21%	17	3%
Guns & Gunsmiths	155,987	195	602	245	384	64%	181	30%	37	6%
Watches - Dealers	154,404	201	601	246	480	80%	112	19%	9	1%
Wholesalers & Distributors	191,566	167	598	247	479	80%	116	19%	3	1%
Opticians	50,355	526	596	248	525	88%	67	11%	4	1%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Remodeling Services	230,104	133	592	249	234	40%	314	53%	44	7%
Check Cashing Service	83,417	348	589	250	527	89%	49	8%	13	2%
Moving Brokers	54,004	501	587	251	488	83%	94	16%	5	1%
Advertising Agencies & Counselors	202,925	157	583	252	333	57%	215	37%	35	6%
Gas - Propane - Equipment & Supplies	40,776	610	583	252	558	96%	25	4%	0	0%
Legal Document Assistance	74,268	386	581	254	455	78%	109	19%	17	3%
Motorcycles - Supplies & Parts	68,797	413	578	255	333	58%	167	29%	78	13%
Passport & Visa Services	55,066	490	577	256	278	48%	244	42%	55	10%
Exercise Equipment & Machines - Sales	65,111	430	572	257	430	75%	126	22%	16	3%
Information Bureaus	65,529	426	568	258	432	76%	94	17%	42	7%
Appliances - Major - Parts & Supplies	137,050	220	565	259	346	61%	199	35%	20	4%
Credit & Debt Counseling	455,641	61	561	260	376	67%	151	27%	34	6%
Searchers of Records	124,633	238	556	261	495	89%	18	3%	43	8%
Taxes - Consultants & Representatives	260,944	111	555	262	401	72%	145	26%	9	2%
Wigs & Hairpieces	78,057	367	552	263	292	53%	241	44%	19	3%
Vacuum Cleaners - Household - Dealers	187,866	171	549	264	384	70%	145	26%	20	4%
Training Programs	208,886	150	548	265	361	66%	160	29%	27	5%
Heating Contractors	370,641	75	547	266	400	73%	122	22%	25	5%
Books - Textbooks New & Used	85,094	341	546	267	515	94%	30	5%	1	0%
Cosmetics & Perfumes - Retail	115,485	257	542	268	376	69%	149	27%	17	3%
Auto Parts & Supplies - Wholesale & Manufacturers	68,581	414	540	269	363	67%	171	32%	6	1%
Auctioneers	136,042	223	534	270	294	55%	231	43%	9	2%
Veterinarians	158,719	191	533	271	433	81%	98	18%	2	0%
Dating Service - Online	13,248	1,247	530	272	441	83%	82	15%	7	1%
Optometrists	91,967	323	528	273	419	79%	105	20%	4	1%
Information Technology Services	162,190	187	525	274	354	67%	148	28%	23	4%
Animal Hospitals	58,893	459	518	275	473	91%	44	8%	1	0%
Auto Parts & Supplies - Used & Rebuilt	108,512	282	516	276	345	67%	169	32%	2	0%
Credit Cards & Plans - Equipment & Supplies	59,947	453	515	277	504	98%	9	2%	2	0%
Moving Services - Labor & Materials	91,758	325	512	278	317	62%	176	34%	19	4%
Gun Dealers	84,876	342	511	279	320	63%	181	35%	10	2%
Furniture Manufacturers	80,756	357	509	280	368	72%	127	25%	14	3%
Water Filtration & Purification Equipment	188,293	170	508	281	423	83%	77	15%	8	2%
Apartment Finding & Rental Service	77,641	373	507	282	298	59%	178	35%	31	6%
Gutters & Downspouts	319,079	89	506	283	370	73%	100	20%	36	7%
Lubricating Service - Automotive	34,802	686	506	283	329	65%	172	34%	5	1%
Brake Service	54,202	498	505	285	388	77%	110	22%	7	1%
Pet Shops	112,152	269	503	286	345	69%	146	29%	12	2%
Telemarketing Services	146,181	207	503	286	309	61%	91	18%	103	20%
Tours - Operators & Promoters	142,673	210	503	286	412	82%	78	16%	13	3%
Publishers - Magazine	39,276	627	500	289	331	66%	144	29%	25	5%
Mortgage Lender	234,527	129	496	290	470	95%	25	5%	1	0%
Hearing Aids & Assistive Devices	184,936	173	493	291	389	79%	81	16%	23	5%
T-Shirts	90,833	327	492	292	354	72%	128	26%	10	2%
Business Opportunity Companies	276,493	103	488	293	291	60%	155	32%	42	9%
Pet Supplies & Foods - Retail	95,103	310	487	294	317	65%	153	31%	17	3%
Internet Auction Service	136,544	221	484	295	430	89%	51	11%	3	1%
Home Inspection Service	375,609	74	483	296	353	73%	125	26%	5	1%
Laboratories - Medical	47,176	558	482	297	418	87%	62	13%	2	0%
Hospitalization, Medical & Surgical Plans	25,494	850	481	298	463	96%	18	4%	0	0%
Auto Detailing	114,558	261	478	299	230	48%	230	49%	14	3%
Sales Promotion Service	30,462	750	478	299	454	95%	9	2%	15	3%
Childrens & Infants Wear - Retail	80,863	356	477	301	368	77%	96	20%	13	3%
Floors - Hardwood	83,417	348	476	302	396	83%	74	16%	6	1%
Educational Consultants	154,808	198	471	303	415	88%	50	11%	6	1%
Taxicabs	89,772	331	471	303	273	58%	182	39%	16	3%
Business Consultants	328,231	87	463	305	329	71%	114	25%	20	4%
Booths - Toll, Parking	14,089	1,207	460	306	421	92%	39	8%	0	0%
Foundation Contractors	319,347	88	460	306	360	78%	77	17%	23	5%
Health & Wellness	128,596	233	455	308	336	74%	103	23%	16	4%
Computers - Rent & Lease	11,328	1,335	450	309	447	99%	2	0%	1	0%
Sports & Recreation	21,876	946	450	309	207	46%	236	52%	7	2%
Plumbing Drains & Sewer Cleaning	157,440	193	448	311	336	75%	101	23%	11	2%
Games & Supplies	104,646	287	446	312	270	61%	162	36%	14	3%
Business Processing Optimization	19,452	1,009	441	313	430	98%	10	2%	1	0%
House Cleaning	259,191	114	440	314	302	69%	115	26%	23	5%
Mason Contractors	313,280	91	439	315	223	51%	201	46%	15	3%
Road Service - Automotive	57,907	462	438	316	413	94%	23	5%	2	0%
Credit Repair Services - Advance Fee	143,099	209	437	317	163	37%	190	43%	84	19%
Advertising - Direct Mail	71,823	395	436	318	358	82%	72	17%	6	1%
Home Decor, Accessories & Gifts - Online Retailer	21,245	962	434	319	312	72%	118	27%	4	1%
Child Care Centers	236,342	126	432	320	279	65%	140	32%	13	3%
Computers - Sys Designers & Consult	119,574	246	423	321	372	88%	43	10%	8	2%
Dog Breeders	214,497	142	423	321	223	53%	175	41%	25	6%
Auto Service Contract Companies	112,354	267	422	323	363	86%	25	6%	34	8%
Collection Systems	95,194	309	422	323	254	60%	112	27%	56	13%
Nurseries - Plants, Trees	83,329	350	419	325	303	72%	113	27%	3	1%
Musical Instruments - Dealers	67,338	417	416	326	294	71%	110	26%	12	3%
Pawnbrokers	78,582	365	416	326	312	75%	97	23%	7	2%
Waterproofing Contractors	254,330	117	416	326	342	82%	46	11%	28	7%
Bedding	65,506	427	410	329	333	81%	67	16%	10	2%
Kitchen & Bath - Design & Remodeling	282,256	99	408	330	255	63%	134	33%	19	5%
Rental Vacancy Listing Service	40,255	619	399	331	319	80%	78	20%	2	1%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Floor Laying, Refinishing & Resurfacing	219,746	138	397	332	264	66%	122	31%	11	3%
Security Systems Consultants	84,169	346	397	332	330	83%	58	15%	9	2%
Craft Supplies	31,251	735	395	334	131	33%	97	25%	167	42%
Auto Repair - Maintenance	10,930	1,358	393	335	221	56%	167	42%	5	1%
Clothes - Consignment & Resale	55,802	484	393	335	217	55%	128	33%	48	12%
Swimming Pool Equipment & Supplies	93,389	316	390	337	309	79%	78	20%	3	1%
Cabinets	149,322	205	388	338	222	57%	146	38%	20	5%
Foods - Carry Out	41,226	606	388	338	256	66%	130	34%	2	1%
VOIP (Voice Over Internet Protocol) Sales & Service	19,450	1,010	384	340	346	90%	25	7%	13	3%
Signs	109,341	280	382	341	183	48%	181	47%	18	5%
Lawn & Garden Equipment & Supplies	85,805	339	376	342	309	82%	62	16%	5	1%
Mobile Telephone Equipment & Supplies	27,651	808	370	343	288	78%	75	20%	7	2%
Hardware - Retail	62,542	441	366	344	205	56%	151	41%	10	3%
Cooking Utensils	55,030	491	363	345	310	85%	51	14%	2	1%
Magazine Sales by Telephone	15,574	1,145	363	345	307	85%	40	11%	16	4%
Auto Warranty Service	57,306	468	359	347	324	90%	20	6%	15	4%
Credit Repair Services - No Advance Fee	177,211	176	359	347	332	92%	24	7%	3	1%
Insurance - Life	241,843	123	359	347	337	94%	19	5%	3	1%
Telecommunications Equipment - Disability	29,527	777	358	350	342	96%	12	3%	4	1%
Auto Services - Oil & Lube	17,415	1,072	357	351	314	88%	42	12%	1	0%
Real Estate Agents	86,233	338	357	351	226	63%	121	34%	10	3%
Advertising - Internet	99,208	299	356	353	245	69%	87	24%	24	7%
Convenience Stores	53,432	504	356	353	210	59%	137	38%	9	3%
Chiropractors D.C.	141,428	212	355	355	260	73%	90	25%	5	1%
Incentive Programs	34,180	692	352	356	340	97%	10	3%	2	1%
Collectibles	54,404	496	350	357	290	83%	56	16%	4	1%
Engines - Rebuild & Exchange	116,411	253	350	357	209	60%	122	35%	19	5%
Real Estate - Rentals by Individuals	60,560	449	349	359	207	59%	131	38%	11	3%
DVD sales & service	10,890	1,359	346	360	27	8%	207	60%	112	32%
Garments - Printing & Lettering	12,570	1,275	345	361	96	28%	247	72%	2	1%
Athletic Organizations	37,588	648	340	362	234	69%	31	9%	75	22%
Contractors - Flooring	133,258	226	340	362	199	59%	132	39%	9	3%
Freight Forwarding	113,494	263	340	362	271	80%	66	19%	3	1%
Resume Service	75,797	381	338	365	265	78%	67	20%	6	2%
Spas & Hot Tubs - Dealers	111,045	274	337	366	238	71%	86	26%	13	4%
Energy Conservation Products & Services	113,113	266	334	367	288	86%	30	9%	16	5%
Boutiques	33,008	708	333	368	187	56%	117	35%	29	9%
Office Records Stored	9,957	1,428	333	368	45	14%	281	84%	7	2%
Glass - Plate and Window	182,564	175	332	370	220	66%	102	31%	10	3%
Insurance Agency	211,013	148	331	371	248	75%	75	23%	8	2%
Landscape Maintenance	115,613	256	331	371	123	37%	153	46%	55	17%
Manufactured Homes - Dealers	99,621	298	331	371	260	79%	58	18%	13	4%
Loans - Small Business	136,492	222	329	374	203	62%	95	29%	31	9%
Appliances - Used	40,499	615	328	375	155	47%	159	48%	14	4%
Martial Arts	45,745	568	328	375	201	61%	119	36%	8	2%
Leasing Service	50,610	524	327	377	286	87%	37	11%	4	1%
Beds - Retail	35,548	674	326	378	301	92%	19	6%	6	2%
Solar Energy Equipment & Systems Dealers	146,537	206	326	378	205	63%	115	35%	6	2%
Uniforms	40,793	609	325	380	186	57%	130	40%	9	3%
Mufflers & Exhaust Systems	48,800	538	323	381	237	73%	84	26%	2	1%
Shoes - Custom Made	11,479	1,327	323	381	47	15%	191	59%	85	26%
Correspondence Schools	101,735	294	322	383	258	80%	37	11%	27	8%
Lawn & Tree Care	34,473	689	322	383	221	69%	97	30%	4	1%
Title Companies & Agents	191,600	166	321	385	221	69%	84	26%	16	5%
Manufactured Homes Distributors & Manufacturers	82,176	353	319	386	250	78%	66	21%	3	1%
Bakers - Retail	49,352	536	318	387	193	61%	116	36%	9	3%
Cigar & Cigarette & Tobacco Dealers - Retail	33,845	696	318	387	186	58%	122	38%	10	3%
Relocation Service	95,257	308	317	389	231	73%	82	26%	4	1%
Chimney Cleaning	214,477	143	316	390	201	64%	98	31%	17	5%
Fireplaces	82,425	351	316	390	271	86%	41	13%	4	1%
Labor Posters	20,559	982	315	392	207	66%	99	31%	9	3%
Computer Business Services	18,129	1,051	314	393	269	86%	41	13%	4	1%
Doors	115,002	258	314	393	195	62%	110	35%	9	3%
Promotional Products - Wearable	21,924	945	314	393	227	72%	74	24%	13	4%
Tire Distributors & Manufacturers	18,156	1,050	314	393	310	99%	4	1%	0	0%
Hobby & Model Construction Supplies - Retail	48,044	547	313	397	180	58%	129	41%	4	1%
Commercial Products Manufacturers	48,328	543	311	398	264	85%	46	15%	1	0%
Contractor - Remodel & Repair	144,460	208	311	398	127	41%	170	55%	14	5%
Health Maintenance Organizations	32,752	715	311	398	257	83%	51	16%	3	1%
Loan Modification	61,118	446	311	398	108	35%	127	41%	76	24%
Water Heaters - Dealers	44,560	575	311	398	290	93%	18	6%	3	1%
Medical Alarms	63,918	436	310	403	296	95%	7	2%	7	2%
Physicians - Specialists	70,729	406	309	404	229	74%	73	24%	7	2%
Debt Relief Services	80,948	355	307	405	134	44%	129	42%	44	14%
Market Survey Companies	114,569	260	307	405	251	82%	47	15%	9	3%
Video Tapes & Discs Sales & Rentals	31,647	731	305	407	128	42%	169	55%	8	3%
Boat Dealers	82,408	352	300	408	213	71%	78	26%	9	3%
Real Estate Developers	155,667	196	300	408	243	81%	56	19%	1	0%
Telephone Service - Long Distance	57,744	465	299	410	263	88%	31	10%	5	2%
Interactive Media	5,221	1,917	298	411	293	98%	5	2%	0	0%
Legal Forms	70,875	401	297	412	202	68%	25	8%	70	24%
Television & Radio - Service & Repair	52,734	508	297	412	180	61%	106	36%	11	4%
Auto Warranty Plans	76,570	379	296	414	234	79%	50	17%	12	4%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Monuments	49,705	533	296	414	150	51%	100	34%	46	16%
Auto Accessories	51,027	520	295	416	149	51%	139	47%	7	2%
Multi-Level Selling Companies	547,901	48	295	416	270	92%	20	7%	5	2%
Magazines - Distributors	23,021	912	293	418	215	73%	70	24%	8	3%
Solar Energy System Design & Installation	170,515	180	293	418	180	72%	58	20%	23	8%
Asphalt	109,504	279	292	420	212	72%	144	49%	31	11%
Countertops	153,035	203	290	421	208	72%	73	25%	9	3%
Herbs	52,876	507	290	421	201	69%	78	27%	11	4%
Property Maintenance	111,132	273	290	421	163	56%	119	41%	8	3%
Lighting Fixtures - Retail	17,029	399	288	424	177	61%	96	33%	15	5%
Water Companies - Bottled, Bulk	30,864	739	288	424	269	93%	18	6%	1	0%
Driving Instruction	94,129	314	286	426	200	70%	81	28%	5	2%
Electric Equipment - Service & Repair	37,062	656	285	427	218	76%	50	18%	17	6%
Associations	88,097	334	284	428	259	91%	21	7%	4	1%
Referral - Contractor	42,469	596	284	428	265	93%	18	6%	1	0%
Hair Styling and Services	38,423	636	283	430	166	59%	92	33%	25	9%
Water Soft and Conditioning Equipment Service & Supplies	104,263	288	283	430	239	84%	42	15%	2	1%
Lingerie	27,525	812	282	432	177	63%	100	35%	5	2%
Appliances - Small - Dealers	40,731	613	280	433	165	59%	102	36%	13	5%
Magazines - Dealers	17,512	1,069	280	433	150	54%	125	45%	5	2%
Auto Repair - Mobile	55,551	486	279	435	149	53%	116	42%	14	5%
Sales Lead Generation	70,835	402	276	436	162	59%	106	38%	8	3%
Search Engine Optimization Services	58,831	460	276	436	215	78%	51	18%	10	4%
Employment Agencies	328,426	86	275	438	176	64%	84	31%	15	5%
Gift Shops	55,865	483	275	438	154	56%	104	38%	17	6%
Appliances - Small - Wholesale & Manufacturers	10,068	1,418	274	440	263	96%	10	4%	1	0%
Cosmetic Sales by Internet	27,570	811	273	441	181	66%	89	33%	3	1%
Professional Services - General	140,550	217	273	441	211	77%	53	19%	9	3%
Campgrounds & RV Parks	59,465	456	272	443	192	71%	78	29%	2	1%
Housewares - Retail	28,907	788	272	443	249	92%	22	8%	1	0%
Hair Products and Equipment	27,525	812	271	445	128	47%	134	49%	9	3%
Carports	36,396	666	270	446	191	71%	76	28%	3	1%
Floor Materials - Retail	124,208	239	270	446	220	81%	42	16%	8	3%
Office Furniture & Equipment - Rental & Leasing	16,977	1,091	270	446	244	90%	26	10%	0	0%
Utility Contractors	48,429	541	270	446	238	88%	30	11%	2	1%
Government - State	14,030	1,208	269	450	214	80%	55	20%	0	0%
Kitchen Accessories	38,137	640	268	451	129	48%	124	46%	15	6%
Pet Grooming	126,818	236	267	452	165	62%	97	36%	5	2%
Insurance Claim Processing Services	56,989	474	264	453	227	86%	35	13%	2	1%
Logistics	37,243	654	264	453	106	40%	149	56%	9	3%
Product Development & Marketing	109,182	281	261	455	234	90%	21	8%	6	2%
Physicians & Surgeons - Dermatology	29,319	780	259	456	146	56%	110	42%	3	1%
Attorneys & Lawyers - Collections Law	75,921	380	258	457	216	84%	28	11%	14	5%
Photo Imaging Service	5,288	1,905	256	458	51	20%	203	79%	2	1%
Modeling & Talent Agencies	264,705	109	255	459	137	54%	89	35%	29	11%
Truck Dealers	64,297	434	255	459	208	82%	46	18%	1	0%
Motor Scooters - Dealers	24,253	873	254	461	95	37%	159	63%	0	0%
Real Estate Investors	156,555	194	254	461	190	75%	57	22%	7	3%
Internet-Based Telephone Service	17,038	1,088	251	463	240	96%	8	3%	3	1%
Online Education	56,555	477	250	464	147	59%	78	31%	25	10%
Baby Accessories & Services	24,036	885	249	465	128	51%	107	43%	14	6%
Handbags	28,206	799	249	465	139	56%	86	35%	24	10%
Medical Billing Services	43,960	581	248	467	183	74%	62	25%	3	1%
Granite	119,448	247	246	468	166	67%	73	30%	7	3%
Party Supplies	48,340	542	242	469	141	58%	91	38%	10	4%
Electrical Power Systems (Residential & Commercial) - Backup Systems	8,328	1,552	241	470	237	98%	4	2%	0	0%
Auto Service - Window Tinting	76,911	377	240	471	136	57%	98	41%	6	3%
Health & Fitness Program Consultants	30,405	753	238	472	158	66%	75	32%	5	2%
Windows & Doors - Installation & Service	118,938	249	236	473	156	66%	74	31%	6	3%
Food Manufacturers, Wholesalers, Distributors	110,382	276	234	474	183	78%	43	18%	8	3%
Novelties - Retail	31,733	729	232	475	121	52%	103	44%	8	3%
Dental Laboratories	43,908	583	231	476	145	63%	85	37%	1	0%
Home Health Services	310,943	92	229	477	165	72%	58	25%	6	3%
Auto Auctions	51,623	515	228	478	108	47%	120	53%	0	0%
Hazardous & Medical Waste Services	15,241	1,164	227	479	216	95%	8	4%	3	1%
Television & Radio - Dealers	31,730	730	227	479	124	55%	98	43%	5	2%
Video Games - Supplies & Parts	14,841	1,181	226	481	166	73%	52	23%	8	4%
Clubs	33,474	706	225	482	176	78%	45	20%	4	2%
Financing	114,622	259	225	482	180	80%	33	15%	12	5%
Photographers - Wedding	30,736	741	224	484	90	40%	121	54%	13	6%
Contractor - Insulation	234,744	128	223	485	156	70%	60	27%	7	3%
Tile - Ceramic - Contractors & Dealers	141,262	213	223	485	118	53%	97	43%	8	4%
Buses - Charter & Rental	54,780	485	222	487	114	51%	100	45%	8	4%
Snow Removal Service	46,966	560	222	487	60	27%	138	62%	24	11%
Checks - Printing	128,198	235	220	489	217	99%	1	0%	2	1%
Lawn & Garden Sprinkler Systems	103,560	291	220	489	144	65%	72	33%	4	2%
Health & Diet Food Products - Wholesale & Manufacturing	40,738	612	219	491	161	74%	54	25%	4	2%
Scholastic Prep Courses, Books & Materials	24,370	868	219	491	126	58%	90	41%	3	1%
Auto Customizing	50,975	521	218	493	92	42%	120	55%	6	3%
Personal Services	50,407	525	217	494	137	63%	71	33%	9	4%
Contact Lenses	48,126	546	216	495	186	86%	28	13%	2	1%
Contractor - Electrical	160,442	190	216	495	137	63%	70	32%	9	4%
Computer Consultant	48,265	545	215	497	128	60%	83	39%	4	2%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Promotional Products	33,707	703	215	497	102	47%	106	49%	7	3%
Auto Wrecking	38,559	635	214	499	147	69%	67	31%	0	0%
Job Listing & Advisory Services	102,352	293	214	499	173	81%	32	15%	9	4%
Penny Auctions	15,354	1,156	214	499	99	46%	84	39%	31	14%
Septic Tanks & Systems Contractors & Dealers	133,241	227	214	499	131	61%	75	35%	8	4%
Scholarships & Financial Aid	103,736	290	212	503	198	93%	10	5%	4	2%
Consignment Service	24,257	872	211	504	88	42%	102	48%	21	10%
Fence - Sales, Service & Contractors	80,206	360	211	504	120	57%	80	38%	11	5%
Image & Graphics Printing	72,391	392	211	504	145	69%	57	27%	9	4%
Printers	101,394	296	211	504	116	55%	88	42%	7	3%
Photographers - Commercial	38,629	634	210	508	127	60%	72	34%	11	5%
Air Conditioning Repair	64,306	433	208	509	133	64%	68	33%	7	3%
Financial Planning Consultants	300,544	96	208	509	156	75%	45	22%	7	3%
Repossession Service	55,272	488	208	509	141	68%	62	30%	5	2%
Patio, Porch & Deck Enclosures	91,934	324	206	512	164	80%	39	19%	3	1%
Truck Repair & Service	94,353	313	206	512	128	62%	76	37%	2	1%
Sitting Services	50,897	523	205	514	204	100%	0	0%	0	0%
Janitor Service	239,898	124	204	515	124	61%	64	31%	16	8%
Food Products	40,369	618	203	516	123	61%	77	38%	3	1%
Mailing Services - Drop Shipper	19,050	1,023	203	516	177	87%	25	12%	1	0%
Real Estate Consultants	90,399	329	203	516	148	73%	50	25%	5	2%
Caterers	79,263	363	202	519	93	46%	100	50%	9	4%
Online Publications	22,547	930	202	519	131	65%	69	34%	2	1%
Screening - Background & Employment	61,227	445	202	519	146	72%	55	27%	1	0%
Sunglasses	26,613	826	201	522	101	50%	93	46%	7	3%
Ambulance Service	42,065	598	200	523	156	78%	41	21%	3	2%
Marble & Granite Installation, Stonework Fabrication	88,482	332	200	523	101	51%	90	45%	9	5%
Payroll Service	65,329	428	200	523	161	81%	33	17%	6	3%
Hair Removal - Laser & Electrolysis	41,824	601	199	526	113	57%	64	32%	22	11%
Landscape Designers	105,523	285	198	527	109	55%	81	41%	8	4%
Video Games - Rent & Lease	25,558	847	198	527	194	98%	4	2%	0	0%
Auto Perform, Race & Sport Equipment	47,226	557	197	529	144	73%	49	25%	4	2%
Bathroom Remodeling	122,348	240	197	529	148	75%	41	21%	8	4%
Buildings - Metal	83,666	347	197	529	137	70%	57	29%	3	2%
Consumers Cooperative Organizations	24,891	862	197	529	193	98%	1	1%	3	2%
Genealogists	35,934	672	196	533	192	98%	4	2%	0	0%
Motorcycles - Repairing & Service	37,317	653	196	533	109	56%	83	42%	4	2%
Chemicals	22,284	937	195	535	164	84%	30	15%	1	1%
Ink Cartridge - Refill & Sales	21,032	974	195	535	112	57%	82	42%	1	1%
Shoe Repair	21,825	947	195	535	81	42%	103	53%	11	6%
Awnings & Canopies	72,039	394	194	538	116	60%	74	38%	4	2%
Estates - Appraisals, Sales & Auctions	48,029	548	193	539	104	54%	81	42%	8	4%
Air Purifying & Cleaning Systems & Equipment	96,585	307	192	540	149	78%	36	19%	7	4%
Cosmetic Sales	55,748	485	192	540	129	67%	55	29%	8	4%
Funeral Related Services	57,699	466	192	540	127	66%	63	33%	2	1%
Accountants - Certified Public	270,744	106	191	543	126	66%	56	29%	9	5%
Property Management - Industrial & Commercial	36,524	663	191	543	125	65%	59	31%	7	4%
Window Cleaning	129,041	232	191	543	108	57%	74	39%	9	5%
Bicycle - Dealers	49,473	534	190	546	122	64%	67	35%	1	1%
Hardwood Floor Contractors	141,055	214	190	546	106	56%	78	41%	6	3%
Immigration & Naturalization Consultants	44,453	577	190	546	159	84%	29	15%	2	1%
Massage Therapeutic	22,717	922	190	546	110	58%	48	25%	32	17%
Parking Attendant Service	12,275	1,287	190	546	155	82%	35	18%	0	0%
Septic Tanks & Systems Cleaning	98,379	303	190	546	124	65%	63	33%	3	2%
Administrative Services	26,777	824	189	552	76	40%	8	4%	105	56%
Bill Paying Service	30,290	758	189	552	171	90%	16	8%	2	1%
Blankets	2,838	2,387	189	552	164	87%	23	12%	2	1%
Photo Finishing - Retail	20,876	976	189	552	126	67%	56	30%	7	4%
Restaurant Equipment & Supplies	61,774	444	189	552	136	72%	51	27%	2	1%
Business Forms & Systems	59,528	455	187	557	100	53%	79	42%	8	4%
Casinos	20,630	980	187	557	141	75%	45	24%	1	1%
Ensembles - Supplies, Equipment & Parts	37,464	650	187	557	111	59%	74	40%	2	1%
Shutters	73,731	388	187	557	113	60%	67	36%	7	4%
Door-to-Door Sales - Meat	39,870	622	186	561	58	31%	112	60%	16	9%
Excavating Contractors	339,217	81	186	561	105	56%	72	39%	9	5%
Home Accessories	18,957	1,026	186	561	82	44%	90	48%	14	8%
Insurance - Travel	36,152	669	186	561	180	97%	6	3%	0	0%
Debt Relief Services (Non-compliant with FTC Rule)	9,214	1,490	185	565	62	34%	102	55%	21	11%
Taxes - Negotiators	32,756	714	185	565	142	77%	42	23%	1	1%
Timeshare Deed and/or Title Transfer	51,066	519	185	565	102	55%	80	43%	3	2%
Title Loans	38,078	642	185	565	147	79%	34	18%	4	2%
Professional Organizations	25,196	855	185	569	181	99%	2	1%	0	0%
Auto Parts & Supplies - Used	24,159	877	182	570	104	57%	77	42%	1	1%
Schools - General Interest	56,530	478	182	570	101	55%	53	29%	28	15%
Auto Radios & Stereos - Sales & Repair	30,468	749	181	572	100	55%	77	43%	4	2%
Upholsterers	70,820	403	181	572	98	54%	81	45%	2	1%
Association Management	52,912	506	180	574	157	87%	21	12%	2	1%
Graphic Designers	54,093	500	179	575	80	45%	74	41%	25	14%
Physicians & Surgeons - Family Practice	28,724	791	179	575	129	72%	48	27%	2	1%
Patio & Deck Builders	94,800	312	178	577	98	55%	75	42%	5	3%
Tutoring	77,389	376	178	577	125	70%	47	26%	6	3%
Physicians & Surgeons - Cosmetic, Plastic & Reconstructive Surgery	60,807	447	177	579	115	65%	61	34%	1	1%
Candles - Retail	23,457	898	175	580	133	76%	38	22%	4	2%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Holding Companies	19,289	1,017	175	580	83	47%	89	51%	3	2%
Shirts - Custom Made	16,073	1,125	175	580	128	73%	41	23%	6	3%
Boat Repair	57,021	472	174	583	101	58%	67	39%	6	3%
Chimney Builders & Repair	92,075	322	174	583	90	52%	68	39%	16	9%
Spices	5,281	1,908	174	583	125	72%	47	27%	2	1%
Teeth Whitening Services	11,443	1,330	174	583	130	75%	43	25%	1	1%
Waste Reduction, Disposal, Recycle Equipment	20,501	983	174	583	124	71%	49	28%	1	1%
Laboratories - Testing	35,449	679	173	588	77	45%	88	51%	8	5%
Adult Entertainment	43,923	582	172	589	90	52%	75	44%	7	4%
Charity - Local	80,105	361	172	589	140	81%	32	19%	0	0%
Coin Dealers, Supplies	173,655	178	172	589	106	62%	59	34%	7	4%
Animals - Nuisance Control - Trapping	23,335	901	171	592	71	42%	100	58%	0	0%
Employee Benefit Plans	13,440	1,236	171	592	165	96%	5	3%	1	1%
Music Distribution Service	9,207	1,491	171	592	137	80%	33	19%	1	1%
Urgent Care Centers	15,757	1,136	171	592	124	73%	47	27%	0	0%
Wedding Supplies & Services	29,726	772	171	592	102	60%	61	36%	8	5%
California -- Advance Fee Residential Loan Modification/Mortgage Loan Forbearance Services	8,281	1,556	170	597	24	14%	119	70%	27	16%
Campers - Wholesale & Manufacturers	28,582	795	170	597	159	94%	10	6%	1	1%
Investigators	112,230	268	170	597	107	63%	51	30%	12	7%
Pressure Washing	101,439	295	170	597	106	62%	57	34%	7	4%
Attorneys & Lawyers - Bankruptcy	98,810	301	169	601	111	66%	31	18%	27	16%
Garage Door Repair	56,188	479	169	601	92	54%	63	37%	14	8%
Business Promotions - General	40,385	617	168	603	135	80%	22	13%	11	7%
Mobile Telephone Service	13,480	1,232	168	603	113	67%	53	32%	2	1%
Tools - Hand	22,115	941	167	605	152	91%	15	9%	0	0%
Eyeglass Suppliers	18,314	1,046	166	606	95	57%	69	42%	2	1%
Tattoos	70,741	405	166	606	99	60%	61	37%	6	4%
Upholstery & Carpet Cleaning	47,238	166	166	606	82	49%	64	39%	20	12%
Disc Jockeys	35,108	683	165	609	91	55%	68	41%	6	4%
Floor Coverings & Installation	60,355	451	165	609	106	64%	56	34%	3	2%
Battery Supplies	30,940	736	164	611	105	64%	55	34%	4	2%
Dental Service Plans	39,014	628	164	611	129	79%	35	21%	0	0%
Electric Equipment & Supplies - Retail	43,869	585	164	611	113	69%	44	27%	7	4%
Funeral Directors	59,563	454	164	611	123	75%	40	24%	1	1%
Theaters	11,060	1,347	164	611	115	70%	46	28%	3	2%
Mens Clothing & Furnishings - Retail	30,799	740	163	616	117	72%	40	25%	6	4%
Talent Representation	5,314	1,902	163	616	93	57%	7	4%	63	39%
Air conditioning & Heating Contractors - Commercial	92,651	320	162	618	105	65%	50	31%	6	4%
Farm Equipment	41,932	600	162	618	137	85%	23	14%	2	1%
Furniture Designers & Custom Builders	33,728	702	162	618	94	58%	64	40%	4	2%
Pet Boarding & Kennels	161,380	188	162	618	109	67%	50	31%	3	2%
Television Stations & Broadcast Companies	24,037	884	162	618	116	72%	43	27%	3	2%
Copiers & Copier Supplies	50,937	522	161	623	128	80%	28	17%	5	3%
Investment Advisory Service	154,452	200	161	623	90	56%	63	39%	8	5%
Recreational Vehicles - Equipment, Parts, Supplies	30,097	761	161	623	88	55%	73	45%	0	0%
Stoves - Wood, Coal	37,475	649	161	623	117	73%	41	25%	3	2%
Talent Listing Service	60,280	452	161	623	144	89%	16	10%	1	1%
Auto Lube & Oil - Mobile	11,957	1,307	160	628	109	68%	48	30%	3	2%
Mailing Machines & Equipment	10,986	1,354	160	628	153	96%	7	4%	0	0%
Cleaning Supplies	32,352	721	159	630	107	67%	51	32%	1	1%
Food & Beverage Services	26,018	835	159	630	99	62%	60	38%	0	0%
Garage Builders	64,155	435	158	632	121	77%	33	21%	4	3%
Hair Replacement	45,106	572	158	632	126	80%	30	19%	2	1%
Insurance - Homeowners	48,292	544	158	632	137	87%	19	12%	2	1%
All-Terrain Vehicles - ATVs	40,940	608	157	635	105	67%	51	32%	1	1%
Antiques - Dealers	54,898	493	157	635	105	67%	45	29%	7	4%
Insured Property Replacement Service	8,895	1,509	157	635	157	100%	0	0%	0	0%
Accountants	131,942	228	156	638	99	63%	56	36%	1	1%
Auto Alarms & Security Systems	38,393	639	156	638	97	62%	54	35%	5	3%
Linens - Retail	17,508	1,070	156	638	125	80%	29	19%	2	1%
Meat - Retail	67,054	419	156	638	105	67%	48	29%	5	3%
Wines - Retail	31,435	733	156	638	127	81%	27	17%	2	1%
Animal Online Drug & Prescription Services	5,765	1,832	154	643	116	75%	31	20%	7	5%
Real Estate - Rent to Own	58,983	458	154	643	35	23%	119	77%	0	0%
Better Business Bureaus	2,714	2,420	153	645	65	42%	31	20%	57	37%
Kitchen Cabinets & Equipment - Household	79,773	362	153	645	102	67%	44	29%	7	5%
Waste Containers	11,420	1,332	153	645	132	86%	21	14%	0	0%
Watches - Service & Repair	30,438	751	153	645	112	73%	36	24%	5	3%
Interior Decorators & Designers	74,695	385	152	649	86	57%	61	40%	5	3%
Video Production Services	49,944	530	152	649	86	57%	59	39%	7	5%
Digital Media	14,190	1,203	151	651	124	82%	20	13%	7	5%
Furniture Repair & Refinish	56,992	473	151	651	91	60%	51	34%	9	6%
Investment Securities	93,886	315	151	651	117	77%	26	17%	8	5%
Online Event Registration	6,038	1,790	151	651	149	99%	2	1%	0	0%
Sound Systems & Equipment	30,402	754	151	651	117	77%	31	21%	3	2%
Cosmetics - Wholesale & Manufacturers	13,152	1,249	150	656	110	73%	39	26%	1	1%
Modeling Schools	40,392	616	150	656	102	68%	47	31%	1	1%
Sweepstakes	47,654	551	150	656	80	53%	37	25%	33	22%
Concrete - Stamped & Decorative	43,373	588	149	659	70	47%	70	47%	9	6%
Solar Energy Products - Retail	89,937	330	149	659	129	87%	19	13%	1	1%
Golf Equipment & Supplies - Retail	30,636	745	148	661	103	70%	40	27%	5	3%
Auto Service - Sound Systems Sales & Service	34,150	693	147	662	113	77%	29	20%	5	3%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Online Drug & Prescription Services	51,911	514	147	662	108	73%	30	20%	9	6%
Art Galleries, Dealers & Consultants	41,047	607	146	664	83	57%	58	40%	5	3%
Attorneys Referral Service	43,120	590	146	664	138	95%	3	2%	5	3%
Cabinet Manufacturer	91,677	326	146	664	94	64%	51	35%	1	1%
Laser Cosmetic Services	29,002	786	146	664	74	51%	43	29%	29	20%
Painters - Commercial or Residential	36,761	660	146	664	61	42%	77	53%	8	5%
School Supplies	19,611	1,004	146	664	31	21%	114	78%	1	1%
Security Guard & Patrol Service	130,975	229	146	664	63	43%	74	51%	9	6%
Foundation Repair & House Leveling	113,300	264	145	671	90	62%	42	29%	13	9%
Industrial Equipment & Supplies	77,545	374	145	671	119	82%	25	17%	1	1%
Optical Goods - Service & Repair	27,590	810	145	671	114	79%	28	19%	3	2%
Shipping Masters	31,472	732	145	671	89	61%	53	37%	3	2%
Water Treatment Equipment, Service & Supplies	62,862	439	145	671	113	78%	20	14%	12	8%
Physicians & Surgeons - Radiology	17,225	1,081	144	676	115	80%	28	19%	1	1%
Prize Promotions	32,452	720	144	676	52	36%	62	43%	30	21%
Cemeteries	19,619	1,003	143	678	108	76%	34	24%	1	1%
Communication Consultants	35,457	678	143	678	117	82%	21	15%	5	3%
Funeral Homes	47,660	550	143	678	106	74%	36	25%	1	1%
Legal Services Plans	98,262	304	143	678	115	80%	26	18%	2	1%
Point of Sale Systems	27,103	818	143	678	122	85%	18	13%	3	2%
Seal Coating	47,449	554	143	678	58	41%	74	52%	11	8%
Water & Sewer Line Protection	84,812	343	143	678	141	99%	1	1%	1	1%
Cabin, Cottage & Chalet - Rentals	20,744	978	142	685	116	82%	24	17%	2	1%
Coffee & Tea Shops	9,944	1,430	142	685	110	77%	29	20%	3	2%
Laundries	9,444	1,475	142	685	58	41%	76	54%	8	6%
Paralegals	39,627	625	142	685	62	44%	70	49%	10	7%
Bail Bonds	50,335	527	141	689	66	47%	71	50%	4	3%
Medical - Dental Discount Plans	92,306	321	141	689	104	74%	26	18%	11	8%
Sanitation Consultants	4,774	1,989	141	689	125	89%	11	1%	0	0%
Kitchen & Bath Design	22,510	933	140	692	48	34%	92	66%	0	0%
Recreational Vehicles - Repair & Service	35,859	673	140	692	100	71%	38	27%	2	1%
Adult & Continuing Education	37,143	655	139	694	77	55%	56	40%	6	4%
Furniture - Childrens	19,159	1,020	139	694	114	82%	22	16%	3	2%
Tire Retread & Repair	18,175	1,049	139	694	74	53%	49	35%	16	12%
Water Heaters - Wholesale & Manufacturers	4,952	1,958	139	694	136	98%	3	2%	0	0%
Christmas Lights & Decorations	13,811	1,217	138	698	125	91%	13	9%	0	0%
Home Repair & Maintenance	21,304	961	138	698	50	36%	78	57%	10	7%
Newspaper Distributors	5,771	1,831	138	698	131	95%	7	5%	0	0%
Airport Transportation	16,742	1,101	137	701	112	82%	25	18%	0	0%
Auto & Truck Brokers	59,438	457	137	701	92	67%	39	28%	6	4%
Lawn Mowers	36,995	658	137	701	90	66%	42	31%	5	4%
Schools - Home Study	30,727	742	137	701	76	55%	17	12%	44	32%
Sightseeing Tours	32,847	712	137	701	101	74%	34	25%	2	1%
Costumes - Masquerade & Theatrical	28,740	790	136	706	70	51%	53	39%	13	10%
Designers - Apparel	9,987	1,426	136	706	49	36%	83	61%	4	3%
Furniture - Wholesale	23,207	903	136	706	83	61%	45	33%	8	6%
Luggage - Retail	15,409	1,155	136	706	73	54%	61	45%	2	1%
Musical Instruments - Supplies & Accessories	19,388	1,014	136	706	114	84%	19	14%	3	2%
Plumbing Fixtures, Parts, Supplies - Retail	47,630	552	136	706	111	82%	23	17%	2	1%
Psychics	29,736	771	136	706	69	51%	55	40%	12	9%
Trucking	116,157	254	136	706	90	66%	44	32%	2	1%
Leather Goods - Dealers	9,603	1,459	135	714	104	77%	30	22%	1	1%
Gift Certificates/Cards	39,668	624	134	715	99	74%	32	24%	3	2%
Marine Sales & Service	44,471	576	134	715	80	60%	54	40%	0	0%
Screen Printing	44,021	580	133	717	67	50%	62	47%	4	3%
Ammunition	20,235	990	132	718	56	42%	70	53%	6	5%
Book, Compact Disc, & DVD Clubs	12,858	1,266	132	718	91	69%	34	26%	7	5%
Coffee & Tea	34,548	688	132	718	74	56%	51	39%	7	5%
Contract Manufacturing	22,638	925	132	718	99	75%	30	23%	3	2%
Medical Service Organizations	37,368	651	132	718	87	66%	45	34%	0	0%
Party Supplies - Renting	24,615	865	132	718	79	60%	49	37%	4	3%
Advertising - Mobile	41,448	605	131	724	126	96%	4	3%	1	1%
Magazine Sales by Mail	9,729	1,446	131	724	93	71%	28	21%	10	8%
Telecommunication Equipment & Systems Dealers	27,219	816	131	724	99	76%	26	20%	6	5%
Duct Cleaning	110,269	277	130	727	75	58%	49	38%	6	5%
Real Estate Loan Modification	17,430	1,071	130	727	27	21%	71	55%	32	25%
Automobile Dealers - Imported Cars	16,279	1,120	129	729	98	76%	31	24%	0	0%
Furniture - Outdoor	29,681	775	129	729	78	60%	46	36%	5	4%
Nursing Homes	84,441	344	129	729	98	76%	30	23%	1	1%
Physical Therapists	46,454	563	129	729	91	71%	37	29%	1	1%
Physicians & Surgeons - Ophthalmology	33,821	697	129	729	114	88%	13	10%	2	2%
Projection Apparatus	2,548	2,474	129	729	36	28%	93	72%	0	0%
Camps	24,285	871	128	735	53	41%	73	57%	2	2%
Identity Theft Protection & Prevention Services	87,994	335	128	735	120	94%	8	6%	0	0%
Photography Sales	12,589	1,274	128	735	63	49%	54	42%	11	9%
Contractors - Solar Energy	70,654	407	127	738	101	80%	22	17%	4	3%
Gun sights, Scopes & Mounts	23,074	908	127	738	58	46%	63	50%	6	5%
Health Care Management	24,097	879	127	738	108	85%	19	15%	0	0%
Landscape Architects	57,189	469	127	738	75	59%	49	39%	3	2%
Night Clubs	22,083	942	127	738	62	49%	64	50%	1	1%
Jewelry Designers	38,943	629	126	743	79	63%	43	34%	4	3%
Physicians & Surgeons - Orthopedic Surgery	30,875	737	126	743	101	80%	23	18%	2	2%
Bathtubs & Sinks - Repair & Refinish	78,617	364	125	745	85	68%	37	30%	3	2%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Formal Wear	20,886	975	125	745	73	58%	26	21%	26	21%
Timeshare Advocates	39,921	621	125	745	25	20%	13	10%	87	70%
Adult Novelties	20,571	981	124	748	60	48%	49	40%	15	12%
Auto Listing Service	24,011	887	124	748	110	89%	13	10%	1	1%
Beauty Schools	40,725	611	124	748	88	71%	32	26%	4	3%
Management Consultants	74,752	384	124	748	73	59%	47	38%	4	3%
Pipe Line, Oil & Gas Wholesaler & Distributors	12,876	1,265	124	748	107	86%	17	14%	0	0%
Toys - Wholesale & Manufacturers	11,945	1,308	124	748	92	74%	27	22%	5	4%
Blinds	38,758	632	123	754	79	64%	37	30%	7	6%
Irrigation Systems & Equipment	77,883	371	123	754	93	76%	25	20%	5	4%
Motivational & Self Improvement Training	21,931	944	123	754	81	66%	35	28%	7	6%
Ribbons	2,299	2,557	123	754	117	95%	6	5%	0	0%
Telephone Equipment & Systems Service & Repair	24,218	875	123	754	59	48%	55	45%	9	7%
Waste Reduction, Recycle Service - Industrial	19,978	995	123	754	71	58%	49	40%	3	2%
Dentist - Orthodontist	36,447	665	122	760	98	80%	21	17%	3	2%
Auto Dealers - Antique & Classic	58,132	461	121	761	84	69%	34	28%	3	2%
Carpenters	105,262	286	121	761	41	34%	76	63%	4	3%
Woodworking	51,191	517	121	761	49	40%	55	45%	17	14%
Optical Equipment & Supplies	21,532	955	120	764	118	98%	2	2%	0	0%
Automation Systems & Equipment	9,899	1,434	118	765	113	96%	5	4%	0	0%
Diabetes Services & Supplies	20,692	979	118	765	69	58%	48	41%	1	1%
Physicians & Surgeons - OB/GYN	22,893	917	118	765	80	68%	36	31%	2	2%
Water Damage Restoration	57,121	470	118	765	101	86%	14	12%	3	3%
Wedding Consultants	29,273	781	118	765	78	66%	40	34%	0	0%
Draperies & Curtains - Retail & Custom	38,406	638	117	770	75	64%	40	34%	2	2%
Antennas	14,727	1,183	116	771	98	84%	18	16%	0	0%
Hypnotherapists - Hypnotists	30,028	763	116	771	106	91%	10	9%	0	0%
Manufactured Homes - Parks	36,246	668	116	771	82	71%	31	27%	3	3%
Schools - Academic - Special Education	46,291	564	116	771	99	85%	13	11%	4	3%
Alterations - Clothing	33,002	709	115	775	60	52%	47	41%	8	7%
Foreclosure Services	30,008	764	115	775	35	30%	73	63%	7	6%
Kitchen Remodeling	54,989	492	115	775	56	49%	49	43%	10	9%
Display Fixtures & Materials	5,274	1,911	114	778	107	94%	7	6%	0	0%
Marketing - Home Based Business	133,528	225	114	778	108	95%	1	1%	5	4%
Video Games - Service & Repair	15,883	1,131	114	778	78	68%	28	25%	8	7%
Water Well Drilling & Service	104,052	289	114	778	78	68%	36	32%	0	0%
Auto Salvage Yards	36,288	667	113	782	62	55%	49	43%	2	2%
Auto Seat Covers, Tops & Upholstery	37,758	646	113	782	66	58%	46	41%	1	1%
Clocks - Service & Repair	21,336	960	113	782	76	67%	31	27%	6	5%
Fabric Shops	17,226	1,080	113	782	92	81%	20	18%	1	1%
Swimwear & Accessories	13,088	1,256	113	782	66	58%	45	40%	2	2%
Escrow Service	56,012	481	112	787	54	48%	42	38%	16	14%
Swimming Pool Manufacturers & Distributors	12,503	1,278	112	787	101	90%	9	8%	2	2%
Trucking Transportation Brokers	69,911	410	112	787	75	67%	37	33%	0	0%
Jewelry Manufacturers	46,547	562	111	790	83	75%	22	20%	6	5%
Secret Shopper	47,715	549	111	790	26	23%	38	34%	47	42%
Hunting & Fishing Services & Supplies	41,980	599	110	792	86	78%	23	21%	1	1%
Real Estate Appraisers	75,682	382	110	792	82	75%	24	22%	4	4%
Telephone & Television Cable Contractors	18,703	1,035	110	792	83	75%	21	19%	6	5%
Television & Radio Parts - Retail	11,539	1,321	110	792	41	37%	69	63%	0	0%
Energy Management & Conservation Consultant	46,083	566	109	796	86	79%	16	14%	8	7%
Gift Baskets & Parcels	20,416	985	109	796	60	55%	48	44%	1	1%
Vacuum Cleaners - Service & Repair	33,234	707	109	796	73	67%	33	30%	3	3%
Condominiums	32,583	716	108	799	63	58%	42	39%	3	3%
Covers - Protective	10,120	1,414	108	799	77	71%	22	20%	9	8%
Insurance Agents	30,007	765	108	799	77	71%	26	24%	5	5%
Toner Cartridges	13,425	1,238	108	799	61	56%	45	42%	2	2%
Railroads	3,413	2,251	107	803	99	93%	8	7%	0	0%
Bathtub Refinishing	46,199	565	106	804	56	53%	40	38%	10	9%
Grocery - Bulk Food Stores	29,491	778	106	804	64	60%	41	39%	1	1%
Insurance - Property	47,303	555	106	804	85	80%	21	20%	0	0%
Advertising - Telephone	7,727	1,611	105	807	59	56%	19	18%	27	26%
Dental Equipment & Supplies	30,334	757	105	807	92	88%	12	11%	1	1%
Home Theater	43,070	591	105	807	80	76%	23	22%	2	2%
Recreational Vehicles - Rent & Lease	14,966	1,176	105	807	50	48%	54	51%	1	1%
Small Engine Repair	33,982	694	105	807	66	63%	36	34%	3	3%
Sporting Goods - Wholesale & Manufacturers	22,548	929	105	807	86	82%	15	14%	4	4%
Concrete - Custom	21,810	948	104	813	39	38%	61	59%	4	4%
Public Utility Consultants	14,174	1,205	104	813	72	69%	30	29%	2	2%
Telecommunication Equipment & Systems Service & Repair	19,065	1,021	104	813	87	84%	16	15%	1	1%
Vacuum Cleaners - Wholesale & Manufacturers	5,536	1,867	104	813	103	99%	0	0%	1	1%
Vehicle Transport Services	23,363	900	104	813	39	38%	63	61%	2	2%
Wheel Chairs	14,285	1,196	104	813	86	83%	11	11%	7	7%
Golf Carts	24,139	878	103	819	73	71%	29	28%	1	1%
Laundries - Self Service	7,990	1,583	103	819	50	49%	44	43%	9	9%
Office Furniture & Equipment	64,902	431	103	819	73	71%	27	26%	3	3%
Safety Consultants	39,831	623	103	819	78	76%	25	24%	0	0%
Shoes - Orthopedic	19,647	1,002	103	819	52	50%	46	45%	5	5%
Surplus & Salvage Merchandise	24,660	864	103	819	66	64%	31	30%	6	6%
Tires - Commercial Sales & Service	5,744	1,835	103	819	58	56%	44	43%	1	1%
Utility Submetering & Billing	9,501	1,470	103	819	85	83%	18	17%	0	0%
Dance Companies	16,346	1,117	102	827	59	58%	36	35%	7	7%
Shuttle Bus	10,109	1,415	102	827	47	46%	54	53%	1	1%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Spas & Hot Tubs - Service & Repair	38,423	636	102	827	53	52%	39	38%	10	10%
Test Publishers	13,093	1,255	102	827	100	98%	1	1%	1	1%
Auto Driving School	23,034	910	101	831	63	62%	36	36%	2	2%
Childrens & Family Entertainment	13,249	1,246	101	831	55	54%	45	45%	1	1%
License Services	21,119	969	101	831	85	84%	14	14%	2	2%
Rehabilitation Services	47,104	559	101	831	69	68%	30	30%	2	2%
Shoes - Wholesale & Manufacturers	11,941	1,309	101	831	88	87%	12	12%	1	1%
Auto Parts & Supplies - Custom Wheels/Rims	25,822	839	100	836	51	51%	45	45%	4	4%
Prescription Benefit Consultants	21,580	954	100	836	71	71%	8	8%	21	21%
Lawn Mowers - Sharpen & Repair	34,973	685	99	838	67	68%	28	28%	4	4%
Swimming Pools - Public	3,149	2,320	99	838	86	87%	12	12%	1	1%
Attorneys & Lawyers - Bankruptcy & Taxes	37,022	657	98	840	25	26%	56	57%	17	17%
Business & Trade Organizations	42,391	597	98	840	61	62%	29	30%	8	8%
Consultant - Public Sector Planning	8,575	1,534	98	840	97	99%	1	1%	0	0%
Marinas	21,131	967	98	840	66	67%	29	30%	3	3%
Mobile Apps	15,778	1,135	98	840	73	74%	21	21%	4	4%
Playground Equipment	17,531	1,067	98	840	61	62%	36	37%	1	1%
Trade Shows, Expositions & Fairs	16,726	1,102	98	840	57	58%	38	39%	3	3%
Bars & Taverns	16,862	1,097	97	847	51	53%	42	43%	4	4%
Buildings - Pole & Post Frame	36,505	664	97	847	61	63%	36	37%	0	0%
Chemists - Manufacturers	1,845	2,737	97	847	91	94%	6	6%	0	0%
Dresses - Wholesale & Manufacturers	3,120	2,325	97	847	9	9%	76	78%	12	12%
Answering Services	35,480	677	96	851	87	91%	9	9%	0	0%
Auto Repair & Service - Equipment & Supplies	16,053	1,128	96	851	51	53%	43	45%	2	2%
Coaching - Business	32,055	724	96	851	42	44%	48	50%	6	6%
Food - Sales & Delivery	13,172	1,248	96	851	56	58%	40	42%	0	0%
Publishing Consultants	18,948	1,028	96	851	32	33%	60	63%	4	4%
Rental Service Stores & Yards	20,200	992	96	851	65	68%	29	30%	2	2%
Sportswear - Wholesale & Manufacturers	7,487	1,639	96	851	50	52%	46	48%	0	0%
Sunroom & Solarium Design & Construction	26,462	829	96	851	74	77%	10	10%	12	13%
Television & Radio Parts - Wholesale & Manufacturers	5,275	1,910	96	851	90	94%	6	6%	0	0%
Vending Machines	69,279	412	96	851	53	55%	37	39%	6	6%
Check Cashing Protection Systems	4,265	2,078	95	861	94	99%	1	1%	0	0%
Compact Discs, Tapes & Records - Retail	22,231	939	95	861	28	29%	63	66%	4	4%
Construction Management	53,455	503	95	861	43	45%	46	48%	6	6%
Driveway Installation, Paving & Repair	15,789	1,134	95	861	28	29%	59	62%	8	8%
Airlines - Ticket Agencies	15,666	1,141	94	865	61	65%	31	33%	2	2%
Auto Repairing - Foreign	40,581	614	94	865	69	73%	25	27%	0	0%
Buildings - Pre - Cut, Prefab & Modular - Dealers	57,367	467	94	865	68	72%	26	28%	0	0%
Surveyors - Land	97,997	305	94	865	70	74%	29	26%	0	0%
Bathroom Remodelling - Walk-In Tubs	24,179	876	93	869	84	90%	7	8%	2	2%
Infomercials	5,074	1,935	93	869	87	94%	6	6%	0	0%
Mechanical Contractors	77,650	372	93	869	67	72%	23	25%	3	3%
Pillows	49,045	537	93	869	80	86%	13	14%	0	0%
Ticket Broker	15,419	1,154	93	869	78	84%	15	16%	0	0%
Vanity Publishers	13,036	1,258	93	869	83	89%	9	10%	1	1%
Animal Breeders	30,608	747	92	875	41	45%	45	49%	6	7%
Bookkeeping Service	93,259	318	92	875	48	52%	40	43%	4	4%
Boys Clothing & Furnishings - Retail	16,555	1,107	92	875	51	55%	39	42%	2	2%
Electronic Instruments	5,160	1,924	92	875	30	33%	57	62%	5	5%
Fuel - Gasoline	1,723	2,789	92	875	60	65%	30	33%	2	2%
Marketing Software	19,007	1,024	92	875	72	78%	14	15%	6	7%
Thrift Shops	16,867	1,095	92	875	48	52%	41	45%	3	3%
Computers - Training	65,568	425	91	882	72	79%	15	16%	4	4%
Shopping Service - Personal	12,128	1,297	91	882	38	42%	49	54%	4	4%
Art Goods	15,969	1,130	90	884	40	44%	46	51%	4	4%
Books - Wholesale	9,690	1,453	90	884	53	59%	36	40%	1	1%
Iron Work	28,016	804	90	884	40	44%	44	49%	6	7%
Trailers - Camping & Travel	16,090	1,124	90	884	70	78%	20	22%	0	0%
Valet Service	12,445	1,280	90	884	50	56%	38	42%	2	2%
Refrigeration Equipment - Commercial - Sales & Service	37,697	647	89	889	47	53%	41	46%	1	1%
Trailer Sales	35,030	684	89	889	58	65%	31	35%	0	0%
Appliances - Major - Rent & Lease	13,500	1,230	88	891	65	74%	22	25%	1	1%
Basement Waterproofing	44,024	579	88	891	65	74%	19	22%	4	5%
Bathroom Accessories	16,450	1,113	88	891	67	76%	18	20%	3	3%
Building Construction Consultants	53,964	502	88	891	37	42%	46	52%	5	6%
Dentist - Dental Surgery	16,812	1,099	88	891	70	80%	18	20%	0	0%
Embroidery	25,822	839	88	891	63	72%	24	27%	1	1%
Fireplace Equipment - Retail	30,339	756	88	891	74	84%	13	15%	1	1%
Nursery Stock Dealers	9,598	1,460	88	891	31	35%	57	65%	0	0%
Pharmaceutical Products - Wholesale & Manufacturing	25,663	844	88	891	67	76%	20	23%	1	1%
Taxidermists	22,455	934	88	891	44	50%	38	44%	5	6%
Generators - Electric	29,747	770	87	901	77	89%	10	11%	0	0%
Pet Foods - Wholesale & Manufacturers	29,556	776	87	901	47	54%	29	33%	11	13%
Podiatrists	21,656	953	87	901	58	67%	29	33%	0	0%
Spas & Hot Tubs - Supplies & Parts	13,738	1,221	87	901	62	71%	25	29%	0	0%
Tool & Utility Sheds	35,508	676	87	901	53	61%	23	26%	11	13%
Virtual Currency	1,873	2,722	87	901	83	95%	3	3%	1	1%
Accounting Services	57,787	464	86	907	52	60%	33	38%	1	1%
Bed & Breakfast	25,228	854	86	907	51	59%	34	40%	1	1%
Credit Cards - Protection Service	26,610	827	86	907	55	64%	14	16%	17	20%
Genealogy Services	11,435	1,331	86	907	83	97%	2	2%	1	1%
Land Companies	44,282	578	86	907	42	49%	20	23%	24	28%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Lighting Equipment - Emergency	6,136	1,782	86	907	65	76%	21	24%	0	0%
Machine Shops	63,751	437	86	907	24	28%	61	71%	1	1%
Non Profit Organizations - General Membership	25,810	841	86	907	57	66%	22	26%	7	8%
Baseball Cards & Sports Memorabilia	16,546	1,108	85	915	41	48%	42	49%	2	2%
Pet Training - Dog	29,710	773	85	915	55	65%	29	34%	1	1%
Recycling Centers	36,904	659	85	915	60	71%	23	27%	2	2%
Sewing Machines - Dealers	23,731	890	85	915	58	68%	24	28%	3	4%
Tropical Fish	7,103	1,686	85	915	71	84%	14	16%	0	0%
Yoga Instruction	18,009	1,054	85	915	40	47%	33	39%	12	14%
Building Restoration & Preservation	43,047	592	84	921	47	56%	36	43%	1	1%
Drywall Contractors	202,970	156	84	921	39	46%	42	50%	3	4%
Liquor Stores	25,159	856	84	921	45	54%	37	44%	2	2%
Radiators - Automotive	19,865	998	84	921	54	64%	30	36%	0	0%
Tractor Dealers	18,309	1,047	84	921	74	88%	10	12%	0	0%
Unclaimed Funds Retrieval Services	110,431	275	84	921	62	74%	20	24%	2	2%
Glass - Repair	17,135	1,084	83	927	43	52%	37	45%	3	4%
Incorporating Companies	67,392	416	83	927	57	69%	23	28%	3	4%
Traffic & Parking Consultants	11,047	1,349	83	927	73	88%	10	12%	0	0%
Transportation Consultants	30,649	744	83	927	46	55%	36	43%	1	1%
Appliances - Small - Supplies & Parts	19,422	1,011	82	931	62	76%	18	22%	2	2%
Auto Body Shop Equipment & Sup	16,541	1,109	82	931	38	46%	38	46%	6	7%
Coins, Stamps & Precious Metals Dealer	21,155	965	82	931	33	40%	49	60%	0	0%
Doors - Repair	35,160	680	82	931	51	62%	25	30%	6	7%
General Merchandise - Wholesale	15,291	1,160	82	931	46	56%	34	41%	2	2%
Gymnastic Instruction	19,414	1,012	82	931	53	65%	25	30%	4	5%
Landscape Equipment & Supplies	27,479	814	82	931	44	54%	34	41%	4	5%
Medical Business Administration	29,822	768	82	931	58	71%	11	13%	13	16%
Medical Imaging Services	10,617	1,200	82	931	56	68%	22	27%	4	5%
Pet Health Plans	17,843	1,059	82	931	81	99%	1	1%	0	0%
Printing Supplies	11,599	1,318	82	931	71	87%	10	12%	1	1%
Stone Setting - Interlocking Pavers	28,017	803	82	931	42	51%	39	48%	1	1%
Attorneys & Lawyers - Litigation	25,905	837	81	943	34	42%	5	6%	42	52%
Contractors - Gutters	23,546	893	81	943	30	37%	47	58%	4	5%
Fashion Accessories	6,818	1,723	81	943	39	48%	35	43%	7	9%
Hair Weaving	11,016	1,353	81	943	30	37%	41	51%	10	12%
Lumber - Retail	45,072	573	81	943	50	62%	26	32%	5	6%
Refrigerators & Freezers - Service & Repair	14,187	1,204	81	943	29	36%	47	58%	5	6%
Variety Stores	5,495	1,875	81	943	50	62%	29	36%	2	2%
Banquet Facilities	28,038	802	80	950	48	60%	30	38%	2	3%
Christmas Trees	15,266	1,163	80	950	77	96%	9	3%	1	1%
Dentistry - Cosmetic	15,550	1,146	80	950	58	73%	19	24%	3	4%
Estate Liquidators	23,062	909	80	950	39	49%	37	46%	4	5%
Heating Equipment & Systems Cleaning & Repair	35,996	671	80	950	53	66%	27	34%	0	0%
Pet Services	17,811	1,063	80	950	45	56%	31	39%	4	5%
Real Estate - Commercial	20,923	974	80	950	58	73%	21	26%	1	1%
Referral - Doctor	7,508	1,638	80	950	60	75%	19	24%	1	1%
Retirement & Life Care Communities & Homes	46,066	567	80	950	60	75%	19	24%	1	1%
Contractor - Commercial	70,815	404	79	959	35	44%	43	54%	1	1%
Event Center	6,606	1,741	79	959	32	41%	42	53%	5	6%
Government Grant Services	27,125	817	79	959	56	71%	16	20%	7	9%
Online Payments	17,233	1,079	79	959	66	84%	10	13%	3	4%
Religious Goods	11,773	1,313	79	959	34	43%	43	54%	2	3%
Tailors	17,204	1,082	79	959	33	42%	42	53%	4	5%
Auto Restoration	30,259	760	78	965	40	51%	36	46%	2	3%
Dancing Instruction	28,751	789	78	965	45	58%	31	40%	2	3%
Insurance Consultants	71,405	397	78	965	57	73%	19	24%	2	3%
Investment Management	37,323	652	78	965	41	53%	27	35%	10	13%
Trust Companies	30,616	746	78	965	75	96%	3	4%	0	0%
Window Shades	29,045	783	78	965	48	62%	25	32%	5	6%
Barbers	25,150	857	77	971	40	52%	33	43%	4	5%
Buildings - Portable	32,467	719	77	971	62	81%	15	19%	0	0%
Drug Abuse & Addiction - Info & Treatment	64,563	432	77	971	62	81%	14	18%	1	1%
Fund Raising Games, Merchandise, Supplies	18,531	1,039	77	971	47	61%	29	38%	1	1%
Jewelry Repair	16,619	1,105	77	971	42	55%	33	43%	2	3%
Sod & Sodding Service	26,275	832	77	971	50	65%	24	31%	3	4%
Air Conditioning Supplies & Parts	23,021	912	76	977	40	53%	34	45%	2	3%
Computers - Disaster Recovery	21,465	958	76	977	37	49%	34	45%	5	7%
Hats - Retail	7,418	1,651	76	977	46	61%	27	36%	3	4%
Medical Testing Companies	28,374	797	76	977	62	82%	13	17%	1	1%
Pet Supplies & Foods - Wholesale	10,801	1,367	76	977	65	86%	9	12%	2	3%
Tourists Attractions	8,791	1,517	76	977	52	68%	24	32%	0	0%
Architects	81,610	354	75	983	37	49%	36	48%	2	3%
Insurance - Accident & Health	26,192	834	75	983	56	75%	18	24%	1	1%
Maid & Butlers Service	26,201	833	75	983	48	64%	26	35%	1	1%
Dentistry - Children	16,643	1,104	74	986	65	88%	8	11%	1	1%
Drug & Alcohol Screening & Testing	21,237	963	74	986	62	84%	12	16%	0	0%
Entertainment Bureaus	16,498	1,111	74	986	44	59%	29	39%	1	1%
Home Owners Associations	8,010	1,580	74	986	55	74%	19	26%	0	0%
Auto Dealers - Online	10,703	1,376	73	990	54	74%	18	25%	1	1%
Catalog Showrooms	14,700	1,185	73	990	66	90%	6	8%	1	1%
Mail Box Rental & Receiving	8,602	1,531	73	990	51	70%	20	27%	2	3%
Personal Trainers	14,990	1,187	73	990	39	53%	28	38%	6	8%
Pipes & Smokers Articles	6,720	1,728	73	990	33	45%	39	53%	1	1%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Vacuum Cleaning Systems	22,549	928	73	990	52	71%	20	27%	1	1%
Window Coverings	23,213	902	73	990	45	62%	24	33%	4	5%
Attorneys & Lawyers - Family	41,519	604	72	997	40	56%	32	44%	0	0%
Auto Parts & Supplies - Rebuilt	5,739	1,837	72	997	16	22%	54	75%	2	3%
Boat Equipment & Supplies	19,393	1,013	72	997	42	58%	29	40%	1	1%
Data Recovery	11,309	1,336	72	997	48	67%	23	32%	1	1%
Home Centers	15,432	1,152	72	997	44	61%	27	38%	1	1%
House Furnishings & Services	11,509	1,323	72	997	48	67%	11	15%	13	18%
Mold & Mildew Inspection/Removal/Remediation	66,265	422	72	997	47	65%	23	32%	2	3%
Nurses Schools	34,201	691	72	997	58	81%	10	14%	4	6%
Screen Enclosures	33,792	700	72	997	43	60%	28	39%	1	1%
Beauty Consultant	13,789	1,219	71	1,006	57	80%	13	18%	1	1%
Boutique Items - Wholesale & Manufacturers	2,965	2,369	71	1,006	36	51%	35	49%	0	0%
Coffee Brewing Devices	5,880	1,819	71	1,006	54	76%	17	24%	0	0%
Farms	27,872	805	71	1,006	28	39%	40	56%	3	4%
Importers	22,599	927	71	1,006	33	46%	36	51%	2	3%
Parties - Children	3,293	2,279	71	1,006	57	80%	13	18%	1	1%
Psychiatrists & Psychiatric Services	21,473	957	71	1,006	56	79%	15	21%	0	0%
Real Estate Loans	72,506	390	71	1,006	56	79%	14	20%	1	1%
Advertising - Periodical	7,310	1,663	70	1,014	49	70%	18	26%	3	4%
Fund Raising Counselors & Orgs	54,106	499	70	1,014	43	61%	24	34%	3	4%
Schools - Academic - Pre & Kindergarten	29,037	784	70	1,014	52	74%	16	23%	2	3%
Storm Windows & Doors	27,849	806	70	1,014	53	76%	16	23%	1	1%
Stucco & Exterior Coating Contractors	62,365	442	70	1,014	32	46%	32	46%	6	9%
Travel & Moving Services	15,867	1,132	70	1,014	14	20%	23	33%	33	47%
Truck Equipment & Parts	30,422	752	70	1,014	54	77%	14	20%	2	3%
Appraisers	33,821	697	69	1,021	40	58%	28	41%	1	1%
Art Supplies	13,447	1,235	69	1,021	39	57%	30	43%	0	0%
Campers - Dealers	15,001	1,172	69	1,021	61	88%	8	12%	0	0%
Computers - Security Equip & Systems	10,789	1,369	69	1,021	50	72%	17	25%	2	3%
Outlets - Stores, Factory, Mills	9,725	1,448	69	1,021	43	62%	24	35%	2	3%
Pardon Services	13,147	1,250	69	1,021	42	61%	26	38%	1	1%
Post Offices	3,025	2,349	69	1,021	26	38%	39	57%	4	6%
Snowmobiles	10,938	1,357	69	1,021	51	74%	18	26%	0	0%
Storage - Data	5,084	1,934	69	1,021	64	93%	5	7%	0	0%
Warehouses - Merchandise	15,489	1,149	69	1,021	37	54%	30	43%	2	3%
Welding	70,161	408	69	1,021	25	36%	36	52%	8	12%
Aquariums - Dealers	12,374	1,282	68	1,032	28	41%	40	59%	0	0%
Candy & Confectionery - Retail	15,706	1,139	68	1,032	29	43%	38	56%	1	1%
CPA Training & Certification	25,561	846	68	1,032	39	57%	14	21%	15	22%
Deck Cleaning & Sealing	17,802	1,064	68	1,032	52	76%	15	22%	1	1%
Frozen Foods - Retail	17,836	1,061	68	1,032	34	50%	32	47%	2	3%
Laboratories - Research & Development	19,297	1,016	68	1,032	58	85%	9	13%	1	1%
Mutual Funds	5,815	1,830	68	1,032	65	96%	3	4%	0	0%
Recycling Services	26,498	828	68	1,032	45	66%	18	26%	5	7%
Swimming Pools - Maintenance	18,768	1,033	68	1,032	41	60%	24	35%	3	4%
Compression Clothing/Garments	14,519	1,190	67	1,041	56	84%	11	16%	0	0%
Lights Bulbs & Tubes	13,614	1,228	67	1,041	46	69%	20	30%	1	1%
Meat - Bulk & Itinerant	19,807	999	67	1,041	22	33%	42	63%	3	4%
Modular Homes	35,511	675	67	1,041	60	90%	7	10%	0	0%
Photographs - Stock	4,457	2,039	67	1,041	61	91%	6	9%	0	0%
Recreation Centers	11,973	1,306	67	1,041	45	67%	21	31%	1	1%
Skateboards & Equipment	7,235	1,672	67	1,041	38	57%	28	42%	1	1%
Sports Promoters & Managers	13,436	1,237	67	1,041	15	22%	49	73%	3	4%
Swimming Pools - Private	10,439	1,393	67	1,041	33	49%	32	48%	2	3%
Fire & Smoke Alarm Systems	51,218	516	66	1,050	51	77%	14	21%	1	2%
Furnace Sales & Service	37,851	645	66	1,050	39	59%	24	36%	3	5%
Marriage, Family, Child, Individual Counselors	42,537	595	66	1,050	38	58%	24	36%	4	6%
Physicians & Surgeons - Internal Medicine	13,499	1,231	66	1,050	51	77%	15	23%	0	0%
Plumbing Fixtures, Parts, Supplies - Wholesale & Mfg	14,911	1,179	66	1,050	47	71%	19	29%	0	0%
Sales Organizations	24,362	869	66	1,050	42	64%	14	21%	10	15%
Auto Service - Specialty Parts	18,645	1,037	65	1,056	46	71%	18	28%	1	2%
Boxing Gym	5,336	1,897	65	1,056	45	69%	19	29%	1	2%
Carpet & Rug Distributors & Manufacturers	13,026	1,259	65	1,056	52	80%	11	17%	2	3%
Debt Repayment Plan	42,704	594	65	1,056	46	71%	13	20%	6	9%
Dining Club Plans	2,363	2,535	65	1,056	62	95%	3	5%	0	0%
Entertainers	21,522	956	65	1,056	33	51%	31	48%	1	2%
Letters - Sign	2,364	2,534	65	1,056	25	38%	35	54%	5	8%
News Publications - Trade, Association	77,926	370	65	1,056	52	80%	12	18%	1	2%
Pen Pal Lists	1,298	3,028	65	1,056	23	35%	38	58%	4	6%
Student Housing	7,597	1,631	65	1,056	46	71%	19	29%	0	0%
Auto Electric Service	18,529	1,040	64	1,066	40	63%	22	34%	2	3%
Auto Repair & Service - Diesel	21,360	959	64	1,066	38	59%	24	38%	2	3%
Data Communications Equipment & Systems	22,607	926	64	1,066	59	92%	4	6%	1	2%
Educational Research	21,068	970	64	1,066	39	61%	24	38%	1	2%
Financial Consultants - No License Required	44,723	574	64	1,066	50	78%	12	19%	2	3%
Manufactured Homes - Repair & Service	22,525	931	64	1,066	43	67%	19	30%	2	3%
Physicians & Surgeons - Pediatrics	17,880	1,058	64	1,066	51	80%	13	20%	0	0%
Trucking - Motor Freight	25,747	842	64	1,066	45	70%	18	28%	1	2%
Videographers	5,944	1,806	64	1,066	22	34%	37	58%	5	8%
Wheels	31,988	726	64	1,066	43	67%	19	30%	2	3%
Ammunition & Reload Equipment & Supplies	9,342	1,480	63	1,076	24	38%	38	60%	1	2%
Assisted Living Centers & Adult Family Homes	74,186	387	63	1,076	38	60%	24	38%	1	2%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Boat - Charter	15,752	1,137	63	1,076	33	52%	30	48%	0	2%
Books - Used & Rare	14,219	1,199	63	1,076	54	86%	8	13%	1	2%
Boots	9,905	1,432	63	1,076	33	52%	27	43%	3	5%
Car Service	20,997	972	63	1,076	31	49%	31	49%	1	2%
Computers - Multimedia	7,257	1,669	63	1,076	37	59%	23	37%	3	5%
Legal Information Services	13,833	1,215	63	1,076	25	40%	31	49%	7	11%
Music Instruction - Instrumental	21,740	951	63	1,076	43	68%	17	27%	3	5%
Shower Doors & Enclosures	24,548	866	63	1,076	44	70%	18	29%	1	2%
Computers - Network Security	36,655	662	62	1,086	51	82%	11	18%	0	0%
Contractor - General Green Builder	22,137	940	62	1,086	33	53%	28	45%	1	2%
Heating Equipment	25,520	849	62	1,086	47	76%	13	21%	2	3%
Mailing Lists	29,128	782	62	1,086	54	87%	6	10%	2	3%
Screens - Door & Window	37,941	644	62	1,086	41	66%	20	32%	1	2%
Sewer Contractors	32,246	722	62	1,086	47	76%	14	23%	1	2%
Sports Bar	10,187	1,408	62	1,086	28	45%	34	55%	0	0%
Business Brokers	40,013	620	61	1,093	28	46%	31	51%	2	3%
Business Credit Builder	72,114	393	61	1,093	57	93%	3	5%	1	2%
Concrete - Restoration, Sealing & Cleaning	14,702	1,184	61	1,093	32	52%	28	46%	1	2%
Data Processing Service	23,541	895	61	1,093	40	66%	21	34%	0	0%
Dry Cleaners - Self Service	4,069	2,105	61	1,093	14	23%	47	77%	0	0%
Dumpster Services	4,669	2,006	61	1,093	51	84%	10	16%	0	0%
Employment Service	61,961	443	61	1,093	25	41%	22	36%	14	23%
Health Resorts	8,231	1,561	61	1,093	26	43%	30	49%	5	8%
Junk Removal	18,751	1,034	61	1,093	17	28%	43	70%	1	2%
Physicians & Surgeons - Anesthesiologists	8,612	1,529	61	1,093	39	64%	22	36%	0	0%
Calendars	13,100	1,254	60	1,103	58	97%	2	3%	0	0%
Copy & Duplicating Service	31,904	727	60	1,103	34	57%	20	33%	6	10%
Cutlery	66,044	424	60	1,103	52	87%	7	12%	1	2%
Garden Centers	18,005	1,055	60	1,103	43	72%	17	28%	0	0%
Global Positioning Systems	10,706	1,375	60	1,103	49	82%	11	18%	0	0%
Pharmacy - Compounding	16,260	1,121	60	1,103	45	75%	14	23%	1	2%
Process Servers	19,055	1,022	60	1,103	25	42%	34	57%	1	2%
Recording Service - Sound & Video	23,835	888	60	1,103	31	52%	24	40%	5	8%
Venetian Blinds - Dealers	19,362	1,015	60	1,103	43	72%	17	28%	0	0%
Auto Inspection Stations	19,521	1,006	59	1,112	37	63%	22	37%	0	0%
Bowling	9,512	1,468	59	1,112	46	78%	13	22%	0	0%
Closet Systems & Accessories	26,828	822	59	1,112	51	86%	7	12%	1	2%
Furniture - Unfinished	10,564	1,384	59	1,112	31	53%	20	34%	8	14%
Radon Testing & Service	33,626	704	59	1,112	45	76%	13	22%	1	2%
Washing Machines & Dryers - Coin Metered	3,694	2,181	59	1,112	30	51%	29	49%	0	0%
Carpet Layers	24,319	870	58	1,118	30	52%	27	47%	1	2%
Dentist - Dental Implants	18,817	1,031	58	1,118	41	71%	17	29%	0	0%
Pet Fencing & Containment Systems	9,451	1,474	58	1,118	12	21%	32	55%	14	24%
Pet Training	29,843	766	58	1,118	37	64%	19	33%	2	3%
Self Defense Devices	5,057	1,938	58	1,118	40	69%	18	31%	0	0%
Trailers - Automotive Utility	25,103	859	58	1,118	43	74%	15	26%	0	0%
Trucking - Heavy Hauling	57,095	471	58	1,118	42	72%	16	28%	0	0%
Bar Coding Service	8,428	1,545	57	1,125	57	100%	0	0%	0	0%
Coatings - Protective	27,712	807	57	1,125	27	47%	29	51%	1	2%
Contractor - Home Performance	4,901	1,970	57	1,125	12	21%	37	65%	8	14%
Credit Repair Services - Monitored	23,090	907	57	1,125	44	77%	12	21%	1	2%
Employment Training	37,991	643	57	1,125	26	46%	28	49%	3	5%
Marine Equipment & Supplies	14,986	1,174	57	1,125	30	53%	25	44%	2	4%
Martial Arts Supplies & Equipment	3,945	2,123	57	1,125	16	28%	40	70%	1	2%
Photographic Equipment - Repair	6,167	1,779	57	1,125	40	70%	14	25%	3	5%
Rubbish & Garbage Removal Contractors Equipment	2,351	2,538	57	1,125	36	63%	21	37%	0	0%
Schools - Private	29,695	774	57	1,125	31	54%	24	42%	2	4%
Seeds & Bulbs - Retail	15,057	1,168	57	1,125	49	86%	8	14%	0	0%
Artificial Turf	17,726	1,065	56	1,136	31	55%	23	41%	2	4%
Building Inspection	41,739	603	56	1,136	39	70%	16	29%	1	2%
Cargo & Freight Containers	11,939	1,310	56	1,136	24	43%	29	52%	3	5%
Carpet & Rug Dealers - Used	13,808	1,218	56	1,136	48	86%	8	14%	0	0%
Consultants - Telecommunication	8,513	1,539	56	1,136	47	84%	9	16%	0	0%
Email Service Provider	2,349	2,539	56	1,136	51	91%	5	9%	0	0%
Meat - Wholesale	21,151	966	56	1,136	31	55%	24	43%	1	2%
Pet Finding Service	18,952	1,027	56	1,136	55	98%	1	2%	0	0%
Photographic Equipment & Supplies - Wholesale & Manufacturing	3,566	2,216	56	1,136	47	84%	9	16%	0	0%
Roofing Service Consultants	35,109	682	56	1,136	34	61%	19	34%	3	5%
Seminars & Training - Wealth Building & Real Estate Results not Substantiated	33,780	701	56	1,136	47	84%	8	14%	1	2%
Art Metal Work	5,908	1,811	55	1,147	23	42%	32	58%	0	0%
Comic Books	7,326	1,661	55	1,147	31	56%	20	36%	4	7%
Geothermal Heating & Cooling	16,919	1,093	55	1,147	23	40%	33	60%	0	0%
Grant - Scholarship - Financial Aid Finder Service	10,603	1,382	55	1,147	20	36%	11	20%	24	44%
Greeting Cards - Retail	10,879	1,362	55	1,147	38	69%	17	31%	0	0%
Gutter Leaf Guards	14,225	1,197	55	1,147	43	78%	9	16%	3	5%
House & Building Movers	25,036	860	55	1,147	30	55%	23	42%	2	4%
Ignition Interlock Devices	7,828	1,602	55	1,147	50	91%	5	9%	0	0%
Industrial Manufacturers	25,838	838	55	1,147	39	71%	16	29%	0	0%
Landscaping Clean-Up - Spring & Fall	4,525	2,025	55	1,147	25	45%	26	47%	4	7%
Machine Tools	18,497	1,041	55	1,147	37	67%	16	29%	2	4%
Office Supplies - Sale by Telemarketing	10,210	1,407	55	1,147	40	73%	15	27%	0	0%
Packaging Service	12,183	1,293	55	1,147	34	62%	19	35%	2	4%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Party Planning	17,307	1,076	55	1,147	29	53%	22	40%	4	7%
Pharmacies - Specialty	8,131	1,570	55	1,147	54	98%	1	2%	0	0%
Western Apparel	10,887	1,360	55	1,147	49	89%	6	11%	0	0%
X-Ray Labs - Medical & Dental	8,189	1,564	55	1,147	40	73%	15	27%	0	0%
Charity - Health	14,984	1,202	54	1,164	43	80%	10	19%	1	2%
Cigars and Cigar Accessories	4,593	2,015	54	1,164	22	41%	32	59%	0	0%
Corsets & Girdles	3,749	2,168	54	1,164	20	37%	34	63%	0	0%
Furniture - Used	14,929	1,177	54	1,164	29	54%	21	39%	4	7%
Guitars & Amplifiers	4,945	1,961	54	1,164	22	41%	31	57%	1	2%
Laundry Equipment	5,939	1,808	54	1,164	31	57%	20	37%	3	6%
Metal Fabricators	24,786	863	54	1,164	18	33%	36	67%	0	0%
Moving Assistance - Packing, Unpacking, Organizing	5,681	1,847	54	1,164	22	41%	12	22%	20	37%
Office Equipment	4,893	1,971	54	1,164	29	54%	23	43%	2	4%
Oil & Gas Exploration & Development	56,754	475	54	1,164	35	65%	19	35%	0	0%
Ski Equipment - Retail	9,330	1,481	54	1,164	39	72%	15	28%	0	0%
Swimming Pools & Hot Tubs	9,568	1,464	54	1,164	34	63%	19	35%	1	2%
Trailer Hitches	10,600	1,383	54	1,164	41	76%	13	24%	0	0%
Advertising - Newspaper	10,136	1,412	53	1,177	40	75%	10	19%	3	6%
Beverages	18,483	1,042	53	1,177	43	81%	9	17%	1	2%
Boat Renting & Leasing	9,082	1,499	53	1,177	25	47%	25	47%	3	6%
Body Care Products	7,219	1,677	53	1,177	31	58%	11	21%	11	21%
Fishing Tackle Dealers	9,580	1,461	53	1,177	34	64%	17	32%	2	4%
Photography Sales on the Internet	4,558	2,020	53	1,177	23	43%	27	51%	3	6%
Solar Energy Equipment & Systems Manufacturing & Distribution	19,470	1,008	53	1,177	43	81%	10	19%	0	0%
Animal Rescue Relocation	19,515	1,007	52	1,184	27	52%	24	46%	1	2%
Bed Bug Removal	12,269	1,288	52	1,184	24	46%	25	48%	3	6%
Camping Equipment	13,272	1,244	52	1,184	37	71%	15	29%	0	0%
Freight Traffic Service	7,486	1,641	52	1,184	44	85%	7	13%	1	2%
Lighting Systems & Equipment	14,549	1,189	52	1,184	37	71%	15	29%	0	0%
Media Consultant	20,191	993	52	1,184	8	15%	26	50%	18	35%
Nanny Service	25,340	852	52	1,184	39	75%	9	17%	4	8%
Party Facilities	9,553	1,465	52	1,184	25	48%	25	48%	2	4%
Physicians & Surgeons - Weight Reduction	22,441	935	52	1,184	36	69%	15	29%	1	2%
Plumbing - Renovation & Repair	12,325	1,285	52	1,184	23	44%	27	52%	2	4%
Sales & Order Books	7,427	1,648	52	1,184	42	81%	10	19%	0	0%
Wedding Chapels & Ceremonies	15,312	1,158	52	1,184	28	54%	23	44%	1	2%
Animal Shelters	17,828	1,062	51	1,196	28	55%	22	43%	1	2%
Balloons - Manned	7,233	1,673	51	1,196	19	37%	29	57%	3	6%
Bullion Coin Dealers	34,689	687	51	1,196	50	98%	0	0%	0	0%
Charity - Human Services (i.e. assistance to individuals & families)	19,224	1,019	51	1,196	44	86%	7	14%	0	0%
Consultants - Automobile Purchase	10,021	1,422	51	1,196	44	86%	7	14%	0	0%
Energy Audits	38,092	641	51	1,196	43	84%	6	12%	2	4%
Environmental & Ecological Services	55,955	482	51	1,196	35	69%	13	25%	3	6%
Glassware - Wholesale & Manufacturers	8,858	1,512	51	1,196	22	43%	24	47%	5	10%
Insurance - Employee Benefits	80,709	358	51	1,196	39	76%	11	22%	1	2%
Patio Equipment & Supplies	15,311	1,159	51	1,196	38	75%	11	22%	2	4%
Survival Products & Supplies	6,221	1,775	51	1,196	43	84%	6	12%	2	4%
Tile & Marble	11,470	1,328	51	1,196	24	47%	24	47%	3	6%
Clinics - Sleep Centers	10,023	1,421	50	1,208	34	68%	15	30%	1	2%
Construction Equipment Sales / Services	16,064	1,126	50	1,208	29	58%	20	40%	1	2%
Fish & Seafood - Retail	14,507	1,191	50	1,208	34	68%	15	30%	1	2%
Frog Dealers	1,356	2,990	50	1,208	0	0%	39	78%	11	22%
Maternity Clothes	3,201	2,311	50	1,208	19	38%	17	34%	14	28%
Mental Health Services	43,032	593	50	1,208	32	64%	17	34%	1	2%
Pet Boarding - Dogs	23,448	899	50	1,208	33	66%	17	34%	0	0%
Stock & Bond Transfer Agents	13,644	1,226	50	1,208	44	88%	6	12%	0	0%
Appliances - Installation	10,141	1,411	49	1,216	19	39%	30	61%	0	0%
Auto Smog Inspection	6,831	1,721	49	1,216	34	69%	15	31%	0	0%
Baby Accessories - Wholesale & Manufacturers	3,485	2,234	49	1,216	34	69%	12	24%	3	6%
Compact Discs, Tapes, Records - Wholesale & Manufacturing	2,489	2,492	49	1,216	41	84%	8	16%	0	0%
Computers - Used	24,243	874	49	1,216	31	63%	14	29%	4	8%
Fruits & Vegetables - Retail	9,890	1,437	49	1,216	31	63%	16	33%	2	4%
Leather Clothing - Retail	7,638	1,625	49	1,216	22	45%	22	45%	5	10%
Manufactured Homes - Transporting	20,253	988	49	1,216	22	45%	26	53%	1	2%
Party Plans - In-Home	17,017	1,089	49	1,216	41	84%	4	8%	4	8%
Pet Sitting Services	39,366	626	49	1,216	24	49%	15	31%	10	20%
Printer & Printer Supplies- Manufacturer	2,988	2,359	49	1,216	40	82%	8	16%	1	2%
Radio Communication Equipment & Systems	16,509	1,110	49	1,216	42	86%	5	10%	2	4%
Sports Memorabilia	7,044	1,692	49	1,216	20	41%	22	45%	7	14%
Swimming Instruction	6,862	1,716	49	1,216	29	59%	18	37%	2	4%
Driving Proficiency Test Service	19,970	996	48	1,230	32	67%	15	31%	1	2%
Fax Transmission Service	6,890	1,709	48	1,230	11	23%	17	35%	20	42%
Financing Consultants	51,136	518	48	1,230	28	58%	17	35%	3	6%
Jet Ski/Personal Watercraft	4,902	1,968	48	1,230	22	46%	25	52%	1	2%
Plants - Retail	8,051	1,574	48	1,230	39	81%	9	19%	0	0%
Records Management	7,697	1,617	48	1,230	41	85%	7	15%	0	0%
Restaurant Equipment - Repair & Service	14,884	1,180	48	1,230	21	44%	25	52%	2	4%
Solar Energy Products Service & Repair	21,124	968	48	1,230	38	79%	9	19%	1	2%
Career & Outplacement Counseling	36,722	661	47	1,238	28	60%	17	36%	2	4%
Cremation Services	52,520	510	47	1,238	44	94%	3	6%	0	0%
Refrigerators & Freezers - Dealers	3,617	2,202	47	1,238	10	21%	34	72%	3	6%
Roommate Referral Service	3,522	2,225	47	1,238	37	79%	3	6%	7	15%
Security Cameras	8,499	1,541	47	1,238	26	55%	21	45%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Couriers	12,339	1,284	46	1,243	26	57%	18	39%	2	4%
E-Mail Marketing	7,632	1,626	46	1,243	10	24%	25	54%	11	24%
Electronic Power Supplies	3,617	2,202	46	1,243	34	74%	12	26%	0	0%
Franchising	23,023	911	46	1,243	40	87%	4	9%	0	0%
Health Savings Administrators	3,330	2,260	46	1,243	18	39%	28	61%	0	0%
Photo Booth Rentals	6,871	1,713	46	1,243	14	30%	27	59%	5	11%
Retirement Planning Service	85,124	340	46	1,243	37	80%	9	20%	0	0%
Trailers - Rent & Lease	21,216	964	46	1,243	34	74%	11	24%	1	2%
Vaporizers	3,943	2,124	46	1,243	31	67%	15	33%	0	0%
Advertising - Shoppers Guides	5,318	1,900	45	1,252	21	47%	17	38%	7	16%
Alternative Medicine	14,681	1,186	45	1,252	34	76%	10	22%	1	2%
Beds - Electric & Adjustable	4,916	1,966	45	1,252	42	93%	3	7%	0	0%
Football Clubs	3,779	2,159	45	1,252	33	73%	11	24%	1	2%
Online Shipping Broker	8,569	1,536	45	1,252	17	38%	27	60%	1	2%
Outdoor Kitchens	9,814	1,440	45	1,252	27	60%	15	33%	3	7%
Parking Area Maintenance & Marking	14,800	1,182	45	1,252	17	38%	26	58%	2	4%
Vending Machines - Supplies & Parts	6,387	1,761	45	1,252	25	56%	20	44%	0	0%
Videoconferencing Services	11,508	1,324	45	1,252	44	98%	1	2%	0	0%
Weed Control Service	12,137	1,295	45	1,252	43	96%	2	4%	0	0%
Call Centers	73,432	389	44	1,262	28	64%	15	34%	1	2%
Commercial Roofing	33,949	695	44	1,262	24	55%	20	45%	0	0%
Golf Courses - Public	6,652	1,736	44	1,262	30	68%	13	30%	1	2%
Government Offices	32,779	713	44	1,262	29	66%	14	32%	1	2%
Monograms	3,007	2,355	44	1,262	34	77%	10	23%	0	0%
Safety Equipment & Clothing	17,997	1,056	44	1,262	28	64%	15	34%	1	2%
Storm Shelters	49,992	528	44	1,262	22	50%	21	48%	1	2%
Bank Equipment & Supplies	6,918	1,704	43	1,269	41	95%	2	5%	0	0%
Brick - Concrete, Pumice	12,503	1,278	43	1,269	12	28%	30	70%	1	2%
Cabinet Maker	13,508	1,229	43	1,269	16	37%	26	60%	1	2%
Computer Printers Sales & Service	7,294	1,667	43	1,269	19	44%	24	56%	0	0%
Deck Builder	21,737	952	43	1,269	18	42%	21	49%	4	9%
Electronic Mail Service	5,365	1,894	43	1,269	14	33%	28	65%	1	2%
Farms - Organic	2,710	2,425	43	1,269	41	95%	2	5%	0	0%
Firewood	19,694	1,001	43	1,269	19	44%	22	51%	2	5%
Florists - Wholesale	4,785	1,987	43	1,269	5	12%	38	88%	0	0%
Health Care Referral	4,537	2,022	43	1,269	31	72%	12	28%	0	0%
Interior Decorators & Designers Supplies	7,725	1,612	43	1,269	22	51%	6	14%	15	35%
Jewels - Imitation	3,691	2,183	43	1,269	43	100%	0	0%	0	0%
Marine Contractors	22,987	915	43	1,269	18	42%	23	53%	2	5%
Nutrition	18,357	1,044	43	1,269	29	67%	13	30%	1	2%
Paint - Retail	20,858	977	43	1,269	23	53%	16	37%	4	9%
Police Equipment	11,118	1,343	43	1,269	39	91%	4	9%	0	0%
Truck accessories	16,310	1,118	43	1,269	32	74%	11	26%	0	0%
Adjusters	28,125	800	42	1,286	33	79%	7	17%	2	5%
Advertising - Radio	6,395	1,758	42	1,286	38	90%	4	10%	0	0%
Airport Parking Reservations	8,766	1,520	42	1,286	24	57%	18	43%	0	0%
Auto Diagnostic Service	11,141	1,340	42	1,286	30	71%	11	26%	1	2%
Bankruptcy Assistance & Services	10,508	1,389	42	1,286	15	36%	26	62%	1	2%
Barbecue Equipment & Supplies	12,680	1,271	42	1,286	21	50%	19	45%	2	5%
Boat Builders	20,020	994	42	1,286	32	76%	6	14%	4	10%
Concrete Products	21,752	949	42	1,286	28	67%	14	33%	0	0%
Contractors Equipment & Supplies - Dealers & Services	17,839	1,060	42	1,286	36	86%	5	12%	1	2%
Elevators - Sales & Service	23,096	906	42	1,286	27	64%	15	36%	0	0%
Flags & Banners	16,251	1,122	42	1,286	30	71%	12	29%	0	0%
Food Plans	15,613	1,144	42	1,286	20	48%	19	45%	3	7%
Home Design & Planning	32,028	725	42	1,286	20	48%	21	50%	1	2%
Hospital Consultants	5,282	1,907	42	1,286	22	52%	19	45%	1	2%
Motel & Hotel Management	2,753	2,411	42	1,286	22	52%	19	45%	1	2%
Petroleum Products	10,827	1,363	42	1,286	29	69%	12	29%	1	2%
Psychologists	24,046	883	42	1,286	38	90%	4	10%	0	0%
Soliciting Organizations	14,494	1,192	42	1,286	22	52%	12	29%	8	19%
Uniform Supply Service	8,218	1,563	42	1,286	23	55%	17	40%	2	5%
Video Tapes & Discs - Dealers	15,838	1,133	42	1,286	24	57%	14	33%	4	10%
Alternators & Generators - Auto Repair	8,165	1,567	41	1,306	25	61%	13	32%	3	7%
Archery Equipment & Supplies	18,029	1,053	41	1,306	17	41%	22	54%	2	5%
Audio-Visual Equipment - Service & Repair	7,652	1,620	41	1,306	24	59%	16	39%	1	2%
Audio-Visual Production Services	16,401	1,114	41	1,306	15	37%	16	39%	10	24%
Batteries - Storage-Retail	8,360	1,549	41	1,306	25	61%	15	37%	1	2%
Drainage Contractors	25,726	843	41	1,306	23	56%	17	41%	1	2%
Engines - Diesel	14,158	1,206	41	1,306	27	66%	14	34%	0	0%
Factoring Service	28,234	798	41	1,306	26	63%	15	37%	0	0%
Guns - Air, BB and Pellet	5,714	1,844	41	1,306	27	66%	10	24%	4	10%
Gutter Cleaning	24,019	886	41	1,306	31	76%	9	22%	1	2%
Jewelers - Wholesale	22,803	920	41	1,306	28	68%	12	29%	1	2%
Motor Homes	10,963	1,355	41	1,306	33	80%	7	17%	1	2%
Roofing Materials	25,954	836	41	1,306	29	71%	8	20%	4	10%
Saltwater Pools - Equipment & Supplies	1,561	2,869	41	1,306	37	90%	4	10%	0	0%
Sandwiches	3,320	2,271	41	1,306	19	46%	21	51%	1	2%
Sky Diving	3,230	2,301	41	1,306	18	44%	13	32%	10	24%
Stone - Natural	28,715	792	41	1,306	24	59%	17	41%	0	0%
Surgical Appliances & Supplies	5,758	1,833	41	1,306	31	76%	9	22%	1	2%
Animal & Wildlife Removal	12,847	1,268	40	1,324	28	70%	11	28%	1	3%
Animal Health Products	14,209	1,201	40	1,324	26	65%	14	35%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Attorneys & Lawyers - Divorce	26,717	825	40	1,324	17	43%	16	40%	7	18%
Auto Machine Shops	19,243	1,018	40	1,324	25	63%	14	35%	1	3%
Auto Service - Rust proofing Shops	9,654	1,457	40	1,324	37	93%	3	8%	0	0%
Bicycles - Repair	4,242	2,084	40	1,324	14	35%	24	60%	2	5%
Charity - Animal Protection	7,936	1,590	40	1,324	35	88%	5	13%	0	0%
Consignment Service - Furniture	3,065	2,337	40	1,324	17	43%	19	48%	4	10%
Costume Fabrics, Trim & Accessories	5,179	1,922	40	1,324	27	68%	13	33%	0	0%
Craft Galleries & Dealers	4,753	1,995	40	1,324	11	28%	25	63%	4	10%
Dry Cleaners - Mobile	713	3,488	40	1,324	22	55%	18	45%	0	0%
Lasers	8,500	1,540	40	1,324	17	43%	21	53%	2	5%
Marble - Natural	20,204	991	40	1,324	22	55%	18	45%	0	0%
Medical Diagnostic Testing Facilities	7,147	1,683	40	1,324	31	78%	9	23%	0	0%
News Service	11,041	1,350	40	1,324	24	60%	13	33%	3	8%
Printers - Business Forms	11,198	1,339	40	1,324	26	65%	9	23%	5	13%
Towers	11,492	1,326	40	1,324	16	40%	23	58%	1	3%
Webbing	1,569	2,866	40	1,324	33	83%	6	15%	1	3%
College Admission Counseling	29,843	766	39	1,342	38	97%	0	0%	1	3%
Cooking Instruction	3,197	2,314	39	1,342	27	69%	6	15%	6	15%
Fashion Designers	2,008	2,679	39	1,342	19	49%	19	49%	1	3%
Glass Coating & Tinting	22,891	918	39	1,342	27	69%	12	31%	0	0%
Hardware - Wholesale & Manufacturers	10,547	1,385	39	1,342	37	95%	2	5%	0	0%
Home Improvements - Additions	24,052	882	39	1,342	24	62%	15	38%	0	0%
Lecture & Seminar Bureaus	25,297	853	39	1,342	33	85%	5	13%	1	3%
Mediation Services	9,443	1,476	39	1,342	17	44%	19	49%	3	8%
Medical Record Service	14,579	1,188	39	1,342	28	72%	11	28%	0	0%
Watches - Wholesale & Manufacturers	7,921	1,592	39	1,342	29	74%	9	23%	1	3%
Bicycle Racks & Security Systems	1,540	2,881	38	1,352	10	26%	27	71%	1	3%
Decals	3,706	2,190	38	1,352	10	26%	20	53%	8	21%
Employment Contractors - Temporary Help	43,736	586	38	1,352	19	50%	16	42%	3	8%
Language Training Aids	5,195	1,920	38	1,352	28	74%	6	16%	4	11%
Machinery - New	13,694	1,223	38	1,352	24	63%	14	37%	0	0%
MRI (Magnetic Resonance Imaging)	9,891	1,436	38	1,352	32	84%	5	13%	1	3%
Physicians & Surgeons - Ear, Nose & Throat	3,801	2,153	38	1,352	29	76%	9	24%	0	0%
Private Health Services Plans	1,350	2,993	38	1,352	4	11%	1	3%	33	87%
Professional Fundraiser	10,260	1,404	38	1,352	26	68%	12	32%	0	0%
Roof Cleaning & Stain Removal	25,643	845	38	1,352	24	63%	14	37%	0	0%
Saddlery & Harness	9,002	1,502	38	1,352	19	50%	19	50%	0	0%
Spas & Hot Tubs - Rental - Wholesale, Manufacturing	18,852	1,029	38	1,352	24	63%	5	13%	9	24%
Stone Settling	15,095	1,165	38	1,352	12	32%	28	68%	4	11%
Technical Manual Preparation	3,157	2,319	38	1,352	23	61%	14	37%	1	3%
Tile - Non-Ceramic - Contractors & Dealers	12,202	1,292	38	1,352	17	45%	19	50%	2	5%
Trampolines	5,619	1,856	38	1,352	18	47%	19	50%	1	3%
Vacuum Equipment & Systems	9,975	1,427	38	1,352	26	68%	11	29%	1	3%
Adjusters - Public	16,839	1,098	37	1,369	29	78%	7	19%	1	3%
Baths	17,985	1,057	37	1,369	23	62%	14	38%	0	0%
Bounce Houses	5,961	1,805	37	1,369	17	46%	19	51%	1	3%
Cabinet Equipment & Supplies	13,304	1,243	37	1,369	20	54%	17	46%	0	0%
Concert Halls	2,347	2,540	37	1,369	25	68%	12	32%	0	0%
Diaper Service	6,040	1,789	37	1,369	13	35%	22	59%	2	5%
Industrial Products Wholesalers & Distributors	26,335	831	37	1,369	29	78%	6	16%	2	5%
Physicians & Surgeons - Gastroenterology	7,386	1,655	37	1,369	29	78%	8	22%	0	0%
Reverse Mortgage	29,437	779	37	1,369	35	95%	2	5%	0	0%
Self Defense	7,995	1,582	37	1,369	25	68%	12	32%	0	0%
Shopping Centers & Malls	8,909	1,506	37	1,369	17	46%	18	49%	2	5%
Stock & Bond Brokers	31,796	728	37	1,369	25	68%	6	16%	6	16%
Tools - Electric	12,992	1,262	37	1,369	26	70%	11	30%	0	0%
Tractor Equipment & Parts	12,106	1,299	37	1,369	27	73%	10	27%	0	0%
Training - Video Instruction Tapes	7,698	1,616	37	1,369	8	22%	23	62%	6	16%
Videographers - Wedding	1,731	2,783	37	1,369	12	32%	23	62%	2	5%
Breastfeeding Supplies & Information	4,415	2,050	36	1,385	34	94%	2	6%	0	0%
Bulletin & Directory Boards	5,365	2,260	36	1,385	34	94%	0	0%	2	6%
Dental Hygienists	5,588	1,861	36	1,385	21	58%	10	28%	5	14%
Educational Materials - Home Schooling	10,700	1,377	36	1,385	20	56%	15	42%	1	3%
Filing Equipment, Systems & Supplies	1,879	2,719	36	1,385	36	100%	0	0%	0	0%
Ice Cream & Frozen Desserts - Dealers	8,893	1,510	36	1,385	21	58%	12	33%	3	8%
Invitations & Announcements	6,840	1,720	36	1,385	17	47%	17	47%	2	6%
Knife Sharpening Devices	2,416	2,521	36	1,385	14	39%	19	53%	3	8%
Machine Tools - Repair & Rebuild	7,528	1,636	36	1,385	32	89%	4	11%	0	0%
Massage Equipment & Supplies	9,706	1,449	36	1,385	26	72%	10	28%	0	0%
Photographers - Aerial	9,107	1,497	36	1,385	24	67%	9	25%	3	8%
Physicians & Surgeons - Cardiology Services	6,143	1,780	36	1,385	25	69%	10	28%	1	3%
Public Relations Counselors	15,080	1,166	36	1,385	23	64%	12	33%	1	3%
Social Service Organizations	16,749	1,100	36	1,385	25	69%	10	28%	1	3%
Swords	4,765	1,991	36	1,385	13	36%	23	64%	0	0%
Tarps	3,691	2,183	36	1,385	33	92%	3	8%	0	0%
Tire Repair	2,264	2,573	36	1,385	11	31%	23	64%	2	6%
Vacuum Cleaners - Supplies & Parts	10,629	1,379	36	1,385	28	78%	8	22%	0	0%
Womens Apparel - Wholesale & Manufacturers	7,828	1,602	36	1,385	9	25%	27	75%	0	0%
Basement - Contractors	18,773	1,032	35	1,404	26	74%	7	20%	2	6%
Clocks - Dealers	6,057	1,787	35	1,404	19	54%	16	46%	0	0%
Construction Estimates	4,372	2,051	35	1,404	8	23%	23	66%	4	11%
Doors - Installation	11,921	1,311	35	1,404	28	80%	7	20%	0	0%
Electric Equipment & Supplies - Wholesale	13,402	1,240	35	1,404	19	54%	10	29%	6	17%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Filtering Materials & Supplies	4,265	2,078	35	1,404	11	31%	24	69%	0	0%
Gates	10,356	1,397	35	1,404	20	57%	15	43%	0	0%
Perfume - Wholesale & Manufacturers	9,275	1,485	35	1,404	18	51%	15	43%	2	6%
Restaurant Management	7,792	1,607	35	1,404	31	89%	4	11%	0	0%
Seals - Notary & Corporation	15,433	1,151	35	1,404	18	51%	15	43%	2	6%
Tanning Salons Equipment & Supplies	5,661	1,850	35	1,404	23	66%	11	31%	1	3%
Air Cargo & Package Express Service	8,248	1,559	34	1,415	20	29%	20	59%	4	12%
Attorneys & Lawyers - Real Estate	28,917	787	34	1,415	25	74%	8	24%	1	3%
Basement - Remodeling	26,793	823	34	1,415	22	65%	10	29%	2	6%
Bicycles - Renting	921	3,300	34	1,415	28	82%	6	18%	0	0%
Churches	14,992	1,173	34	1,415	17	50%	14	41%	3	9%
Coffee Break Service & Supplies	9,249	1,489	34	1,415	27	79%	5	15%	2	6%
Concert Promoters & Consultants	6,252	1,774	34	1,415	15	44%	18	53%	1	3%
Demolition Contractors	46,926	561	34	1,415	16	47%	16	47%	2	6%
DNA Testing	15,008	1,171	34	1,415	28	82%	5	15%	1	3%
Electric Heating Elements	2,806	2,395	34	1,415	33	97%	0	0%	1	3%
Engineering Contractors - General	45,612	569	34	1,415	19	56%	14	41%	1	3%
Eviction Service	7,846	1,599	34	1,415	27	79%	4	12%	3	9%
Fingerprinting	7,907	1,594	34	1,415	22	65%	12	35%	0	0%
Flea Markets	8,330	1,551	34	1,415	15	44%	15	44%	4	12%
Insurance - Dental	7,198	1,679	34	1,415	28	82%	5	15%	1	3%
Investment Seminars	15,071	1,167	34	1,415	31	91%	3	9%	0	0%
Liquidators	22,792	921	34	1,415	17	50%	13	38%	4	12%
Manufactured Homes - Rent & Lease	6,774	1,725	34	1,415	18	53%	13	38%	3	9%
Motorcycles - Customizing	9,114	1,495	34	1,415	19	56%	13	38%	2	6%
Picture Frames - Dealers	9,411	1,477	34	1,415	28	82%	5	15%	1	3%
Pumps - Service & Repair	16,233	1,048	34	1,415	27	79%	7	21%	0	0%
Schools - Academic - Elementary & Secondary	20,378	986	34	1,415	15	44%	18	53%	1	3%
Screen Repair	12,709	1,270	34	1,415	12	35%	21	62%	1	3%
Sewage Disposal Systems	3,918	2,130	34	1,415	29	85%	5	15%	0	0%
Skating Rinks	4,995	1,948	34	1,415	26	76%	8	24%	0	0%
Stadiums, Arenas & Athletic Fields	3,686	2,186	34	1,415	23	68%	11	32%	0	0%
Uniforms - Medical	4,421	2,046	34	1,415	21	62%	12	35%	1	3%
Watch Bands	3,372	2,258	34	1,415	31	91%	3	9%	0	0%
Amplifiers	2,167	2,614	33	1,443	4	12%	27	82%	2	6%
Army & Navy Goods	5,461	1,881	33	1,443	17	52%	15	45%	1	3%
Auto Race Cars	6,958	1,699	33	1,443	17	52%	14	42%	2	6%
Braids	8,227	1,562	33	1,443	17	52%	14	42%	2	6%
Cocktail Lounges	5,659	1,852	33	1,443	14	42%	17	52%	2	6%
Gold Buyers	31,398	734	33	1,443	14	42%	18	55%	1	3%
Gun Safety & Marksmanship Instruction	24,054	880	33	1,443	18	55%	15	45%	0	0%
In-Home Care	69,957	409	33	1,443	24	73%	9	27%	0	0%
Nutritionists	11,023	1,352	33	1,443	23	70%	9	27%	1	3%
Physicians & Surgeons - Hormone Replacement Therapy	13,398	1,241	33	1,443	19	58%	5	15%	9	27%
Scooters - Medical	7,448	1,646	33	1,443	28	85%	5	15%	0	0%
Surgical Centers	8,743	1,522	33	1,443	27	82%	6	18%	0	0%
Tents - Rental	6,389	1,760	33	1,443	13	39%	9	27%	11	33%
Alcoholism Info & Treatment Centers	19,603	1,005	32	1,456	21	66%	11	34%	0	0%
Antiques - Repair & Restore	6,857	1,717	32	1,456	15	47%	14	44%	3	9%
Bicycles - Wholesale & Manufacturers	5,513	1,871	32	1,456	21	66%	9	28%	2	6%
Contractor - Decorative & Specialty Concrete	10,728	1,373	32	1,456	16	50%	14	44%	2	6%
Dressmakers	5,619	1,856	32	1,456	10	31%	17	53%	5	16%
Heat Pumps	8,304	1,555	32	1,456	21	66%	8	25%	3	9%
Horse Equipment & Supplies	4,833	1,980	32	1,456	14	44%	17	53%	1	3%
Laser Eye Surgery	14,462	1,193	32	1,456	26	81%	4	13%	2	6%
Legal Clinics	13,660	1,225	32	1,456	15	47%	13	41%	4	13%
Music & Messaging Services	5,153	1,926	32	1,456	29	91%	3	9%	0	0%
Pet Transporting	15,521	1,147	32	1,456	1	3%	9	28%	22	69%
Termite Control	17,006	1,090	32	1,456	22	69%	10	31%	0	0%
Assisted Living & Adult Family Homes	12,050	1,301	31	1,468	22	71%	8	26%	1	3%
Attorneys & Lawyers - Tax	26,401	830	31	1,468	22	71%	9	29%	0	0%
Boat Covers, Tops & Upholstery	7,944	1,586	31	1,468	14	45%	15	48%	2	6%
Charity - National	24,532	867	31	1,468	15	48%	16	52%	0	0%
Check Verification & Recovery Service	8,519	1,538	31	1,468	29	94%	1	3%	1	3%
Concrete - Ready Mixed	21,741	950	31	1,468	21	68%	10	32%	0	0%
Government - City, Village & Township	4,325	2,061	31	1,468	28	90%	3	10%	0	0%
Home Automation	9,525	1,467	31	1,468	26	84%	5	16%	0	0%
Housing Authorities	4,437	2,042	31	1,468	28	90%	3	10%	0	0%
Mud Jacking Contractors	30,724	743	31	1,468	23	74%	4	13%	4	13%
Parking Stations & Garages - Construction	1,559	2,870	31	1,468	7	23%	24	77%	0	0%
Prosthetic Devices	13,425	1,238	31	1,468	25	81%	6	19%	0	0%
Publishers Representatives	5,722	1,841	31	1,468	26	84%	3	10%	2	6%
Real Estate Schools	22,429	936	31	1,468	21	68%	10	32%	0	0%
Safes & Vaults	13,114	1,253	31	1,468	23	74%	7	23%	1	3%
Ski Centers & Resorts	1,416	2,957	31	1,468	27	87%	4	13%	0	0%
Social Security Services	48,521	539	31	1,468	30	97%	1	3%	0	0%
Stair Lifts	14,409	1,194	31	1,468	30	97%	1	3%	0	0%
Tax Software	3,861	2,142	31	1,468	29	94%	2	6%	0	0%
Welding Equipment & Supplies	9,894	1,435	31	1,468	14	45%	8	26%	9	29%
Windows - Repairing	23,543	894	31	1,468	19	61%	10	32%	2	6%
Wineries	6,895	1,707	31	1,468	16	52%	14	45%	1	3%
Aluminum Fabricators	18,125	1,052	30	1,490	20	67%	9	30%	1	3%
Asset Evaluators	2,093	2,639	30	1,490	16	53%	14	47%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
E-Books	4,642	2,009	30	1,490	29	97%	1	3%	0	0%
Electric Scooters	4,888	1,972	30	1,490	15	50%	13	43%	2	7%
Foundations - Education, Philanthropy, Research	26,830	821	30	1,490	20	67%	10	33%	0	0%
Furniture - Rustic	4,177	2,088	30	1,490	13	43%	12	40%	5	17%
Glass - Stained & Leaded	8,646	1,537	30	1,490	13	43%	17	57%	0	0%
Language Schools	11,539	1,321	30	1,490	19	63%	7	23%	4	13%
Linens - Wholesale & Manufacturers	3,855	2,144	30	1,490	5	17%	25	83%	0	0%
Locksmiths Equipment & Supplies	7,596	1,632	30	1,490	17	57%	9	30%	4	13%
Merchandising Service	10,494	1,390	30	1,490	15	50%	14	47%	1	3%
Metal Salvage Yards	15,508	1,148	30	1,490	18	60%	12	40%	0	0%
Recruitment Services	22,980	914	30	1,490	18	60%	10	33%	2	7%
Tax Reporting Service	10,161	1,410	30	1,490	3	10%	22	73%	5	17%
Telephone Answering Equipment & Systems	8,900	1,507	30	1,490	22	73%	7	23%	1	3%
Upholstery Fabrics - Retail	11,092	1,345	30	1,490	13	43%	16	53%	1	3%
Wheel Chair Lifts & Ramps	15,620	1,143	30	1,490	25	83%	5	17%	0	0%
Youth Organizations & Centers	9,948	1,429	30	1,490	20	67%	7	23%	3	10%
Auto Air Conditioning	10,361	1,394	29	1,508	15	52%	12	41%	2	7%
Auto Dealers - Buying Co-Op	3,285	2,282	29	1,508	17	59%	12	41%	0	0%
Auto Electric Equipment	6,801	1,724	29	1,508	19	66%	10	34%	0	0%
Batteries - Dry Cell - Wholesale & Manufacturers	5,751	1,834	29	1,508	27	93%	2	7%	0	0%
Cleaning Supplies by Internet	3,412	2,252	29	1,508	21	72%	8	28%	0	0%
Data Systems - Consultants & Designers	11,402	1,333	29	1,508	21	72%	7	24%	1	3%
Dog Daycare	8,420	1,546	29	1,508	15	52%	14	48%	0	0%
Dolls - Retail	4,416	2,049	29	1,508	21	72%	7	24%	1	3%
Garbage Disposals - Household	3,507	2,228	29	1,508	21	72%	8	28%	0	0%
Government - County	6,021	1,795	29	1,508	27	93%	2	7%	0	0%
Human Resources	32,493	717	29	1,508	18	62%	11	38%	0	0%
Irrigation Consultants	10,804	1,266	29	1,508	17	59%	12	39%	3	10%
Jewelry Buyers	32,953	710	29	1,508	16	55%	12	41%	1	3%
Mailing Services - International	7,338	1,658	29	1,508	20	69%	8	28%	1	3%
Movers - International	4,877	1,974	29	1,508	7	24%	22	76%	0	0%
Religious Organizations	11,140	1,341	29	1,508	21	72%	8	28%	0	0%
Saws	8,007	1,581	29	1,508	15	52%	13	45%	1	3%
Sewing Machines - Service & Repair	5,887	1,818	29	1,508	21	72%	8	28%	0	0%
Signs - Neon	1,989	2,684	29	1,508	7	24%	22	76%	0	0%
Sleep Disorders - Snoring	1,950	2,699	29	1,508	28	97%	1	3%	0	0%
Soccer Clubs	3,595	2,208	29	1,508	13	45%	16	55%	0	0%
Stair Builders	12,414	1,281	29	1,508	23	79%	6	21%	0	0%
Tile & Grout Cleaning	18,667	1,036	29	1,508	13	45%	8	28%	8	28%
Yacht Brokers	10,320	1,399	29	1,508	16	55%	13	45%	0	0%
Aircraft Charter, Rental & Lease	12,227	1,291	28	1,532	16	57%	12	43%	0	0%
Chairs - Rent	3,636	2,197	28	1,532	19	68%	7	25%	2	7%
Cheerleading Instruction	4,507	2,027	28	1,532	20	71%	8	29%	0	0%
Compliance Consulting	8,954	1,504	28	1,532	5	18%	22	79%	1	4%
Dance Apparel	3,039	2,343	28	1,532	11	39%	16	57%	1	4%
Door & Gate Operating Devices	13,014	1,260	28	1,532	18	64%	8	29%	2	7%
Key Duplication and Cutting	1,642	2,838	28	1,532	11	39%	17	61%	0	0%
Laundry Consultants	3,411	2,253	28	1,532	15	54%	13	46%	0	0%
Log Cabins, Homes & Buildings	45,278	570	28	1,532	22	79%	6	21%	0	0%
Optical Goods - Wholesale & Manufacturers	3,590	2,210	28	1,532	26	93%	2	7%	0	0%
Physicians & Surgeons - Allergy	3,365	2,260	28	1,532	23	82%	5	18%	0	0%
Ranches	7,334	1,659	28	1,532	9	32%	19	68%	0	0%
Reptiles	5,465	1,879	28	1,532	13	46%	14	50%	1	4%
Snow Removal Equipment	3,342	2,267	28	1,532	26	93%	2	7%	0	0%
Surveillance Equipment, Sales & Service	7,796	1,605	28	1,532	16	57%	8	29%	4	14%
Swimming Pool Enclosures	14,917	1,178	28	1,532	19	68%	8	29%	1	4%
Trucking - Light Hauling	17,316	1,075	28	1,532	19	68%	9	32%	0	0%
Wallpapers & Wallcoverings - Retail	7,449	1,645	28	1,532	12	43%	16	57%	0	0%
Airports	2,605	2,460	27	1,550	19	70%	7	26%	1	4%
Audio-Visual Equipment - Supplies & Parts	6,649	1,738	27	1,550	16	59%	11	41%	0	0%
Auto Paintless Dent Repair	29,799	769	27	1,550	16	59%	11	41%	0	0%
Baseball Clubs	6,272	1,771	27	1,550	17	48%	14	52%	0	0%
Cable Networking	3,731	2,172	27	1,550	16	59%	9	33%	2	7%
Cat Breeders	3,852	2,145	27	1,550	12	44%	15	56%	0	0%
Debt Settlement - Canada	3,686	2,186	27	1,550	12	44%	15	56%	0	0%
Divers Equipment & Supplies	5,828	1,826	27	1,550	20	74%	7	26%	0	0%
Divorce Assistance	10,791	1,368	27	1,550	3	11%	23	85%	1	4%
Fiber Optics	6,647	1,739	27	1,550	20	74%	5	19%	2	7%
Go-Karts	4,489	2,032	27	1,550	18	67%	7	26%	2	7%
Golf Courses - Private	6,849	1,718	27	1,550	19	70%	8	30%	0	0%
Grant Writers	6,431	1,755	27	1,550	10	37%	17	63%	0	0%
Knives - Custom	2,844	2,386	27	1,550	13	48%	14	52%	0	0%
Ornamental Metal Work	16,451	1,112	27	1,550	19	37%	16	59%	1	4%
Orthopedic Appliances	9,727	1,447	27	1,550	26	96%	0	0%	1	4%
Race Tracks	5,041	1,940	27	1,550	15	56%	10	37%	2	7%
Sealing - Pavement	7,096	1,687	27	1,550	8	30%	15	56%	4	15%
Videotape, CD, & DVD Duplication & Transfer Services	11,024	1,351	27	1,550	15	56%	12	44%	0	0%
Water Supply Systems	8,281	1,556	27	1,550	15	56%	10	37%	2	7%
Autograph Dealers	6,986	1,696	26	1,570	11	42%	13	50%	2	8%
Bartending Service	7,310	1,663	26	1,570	9	35%	13	50%	4	15%
Candy & Confectionery - Wholesale & Manufacturers	9,657	1,456	26	1,570	18	69%	8	31%	0	0%
Chimney Sweeper	8,859	1,511	26	1,570	10	38%	13	50%	3	12%
Convention Services & Facilities	7,705	1,615	26	1,570	18	69%	7	27%	1	4%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Endodontics	4,713	2,001	26	1,570	22	85%	3	12%	1	4%
Food Service/Management	9,131	1,494	26	1,570	21	81%	4	15%	1	4%
Forensic Loan Audits	5,143	1,928	26	1,570	5	19%	17	65%	4	15%
Logging Companies	22,520	932	26	1,570	11	42%	15	58%	0	0%
Manufacturers Agents & Representatives	15,052	1,169	26	1,570	18	69%	8	31%	0	0%
Mats & Matting	6,038	1,790	26	1,570	24	92%	2	8%	0	0%
Mattress Makers Supplies	4,151	2,093	26	1,570	24	92%	2	8%	0	0%
Moving Equipment Rental	4,937	1,964	26	1,570	19	73%	7	27%	0	0%
Mulches	11,252	1,338	26	1,570	17	65%	8	31%	1	4%
Oil Burners	7,488	1,640	26	1,570	17	65%	9	35%	0	0%
Sand & Gravel	30,584	748	26	1,570	18	69%	8	31%	0	0%
Vertical Blinds	9,477	1,473	26	1,570	17	65%	8	31%	1	4%
Art Instruction & Schools	7,265	1,668	25	1,587	15	60%	8	32%	2	8%
Asbestos Removal Service	52,281	511	25	1,587	16	64%	8	32%	1	4%
Attorneys & Lawyers - Personal Injury & Property Damage	56,699	476	25	1,587	20	80%	5	20%	0	0%
Audiologists	15,457	1,150	25	1,587	23	92%	2	8%	0	0%
Auto Repair - Tune-Up	1,439	2,940	25	1,587	20	80%	5	20%	0	0%
Barter & Trade Exchanges	7,171	1,680	25	1,587	11	44%	13	52%	1	4%
China & Glassware - Retail	22,894	916	25	1,587	18	72%	3	12%	4	16%
Consultant - Planning	13,855	1,213	25	1,587	8	32%	13	52%	4	16%
Contractors Equipment & Supplies - Rent & Lease	15,683	1,140	25	1,587	19	76%	6	24%	0	0%
Embroidery Supplies	2,296	2,558	25	1,587	15	60%	10	40%	0	0%
Engineers - Professional	69,637	411	25	1,587	11	44%	12	48%	2	8%
Fences - Vinyl	4,833	1,980	25	1,587	5	20%	19	76%	1	4%
Firearm Manufacturer	2,361	2,536	25	1,587	16	64%	9	36%	0	0%
Fishing Charters	7,606	1,629	25	1,587	18	72%	7	28%	0	0%
Fuel Economizers	7,647	1,621	25	1,587	24	96%	0	0%	1	4%
Housing Consultants & Referral Service	3,425	2,245	25	1,587	10	40%	15	60%	0	0%
Insurance - Medicare Services	11,099	1,344	25	1,587	16	64%	8	32%	1	4%
Insurance - Viatical	9,576	1,463	25	1,587	16	64%	8	32%	1	4%
Insurance - Workers Compensation	34,358	690	25	1,587	25	100%	0	0%	0	0%
Labels - Paper	4,048	2,109	25	1,587	15	60%	10	40%	0	0%
Marble - Cultured	11,726	1,315	25	1,587	14	56%	9	36%	2	8%
Marine Electronic Equipment & Supplies	9,782	1,442	25	1,587	19	76%	5	20%	1	4%
Millwork	18,991	1,025	25	1,587	17	68%	7	28%	1	4%
Pet Clothing Designer	1,482	2,914	25	1,587	11	44%	13	52%	1	4%
Plastering Contractors	33,814	699	25	1,587	12	48%	13	52%	0	0%
Storage Units - Portable	3,724	2,176	25	1,587	16	64%	8	32%	1	4%
Tile Sales	7,300	1,666	25	1,587	8	32%	14	56%	3	12%
Trailers - Repair & Service	16,046	1,129	25	1,587	14	56%	10	40%	1	4%
Work Clothes - Retail	4,062	2,106	25	1,587	20	80%	5	20%	0	0%
Baths - Equipment & Supplies	6,407	1,756	24	1,616	7	29%	16	67%	1	4%
Billiard Equipment & Supplies	12,255	1,290	24	1,616	14	58%	9	38%	1	4%
Butchering	7,165	1,681	24	1,616	15	63%	8	33%	1	4%
Contractor - Spray Foam Insulation	20,499	984	24	1,616	18	75%	6	25%	0	0%
Electric Motors - Dealers & Repairing	16,280	1,119	24	1,616	17	71%	7	29%	0	0%
Electronics - Educational Kits	2,368	2,532	24	1,616	7	29%	16	67%	1	4%
Emergency Disaster Preparedness Equipment & Supplies	7,742	1,609	24	1,616	20	83%	4	17%	0	0%
Fireplace Equipment - Wholesale & Manufacturers	4,282	2,074	24	1,616	20	83%	4	17%	0	0%
Hotel Product Sales	1,400	2,964	24	1,616	15	63%	9	38%	0	0%
Jewelry Findings	4,868	1,977	24	1,616	13	54%	6	25%	5	21%
Job Listing & Advisory Services - Advanced Fee	10,325	1,398	24	1,616	12	50%	10	42%	2	8%
Kitchen Cabinets - Refinishing, Refacing & Resurfacing	5,579	1,860	24	1,616	8	33%	12	50%	4	17%
Loan Acceleration	1,187	3,103	24	1,616	4	17%	18	75%	2	8%
Meat Packers	18,454	1,043	24	1,616	13	54%	9	38%	2	8%
Military Goods	23,161	905	24	1,616	16	67%	8	33%	0	0%
Motorcycles - Renting & Leasing	4,296	2,069	24	1,616	7	29%	17	71%	0	0%
Patent Agents	17,265	1,077	24	1,616	15	63%	7	29%	2	8%
Pianos	12,639	1,273	24	1,616	16	67%	7	29%	1	4%
Plaques	3,681	2,189	24	1,616	6	25%	2	8%	16	67%
Posters	4,458	2,038	24	1,616	17	71%	6	25%	1	4%
Septic Tanks - Treatment Supplies	8,986	1,503	24	1,616	18	75%	6	25%	0	0%
Stamps - Collectors	9,259	1,487	24	1,616	22	92%	2	8%	0	0%
Steel Fabricators	41,814	602	24	1,616	18	75%	5	21%	1	4%
Theater Stage Play Houses	2,455	2,505	24	1,616	17	71%	7	29%	0	0%
Toilets - Portable	10,273	1,402	24	1,616	15	63%	9	38%	0	0%
Uniforms - Accessories	2,696	2,434	24	1,616	14	58%	9	38%	1	4%
Water Gardens Fountains & Ponds	7,156	1,682	24	1,616	12	50%	11	46%	1	4%
Wheel Alignment, Frame & Axle Service - Auto	13,755	1,220	24	1,616	13	54%	11	46%	0	0%
Wheelchair & Disability Transportation	18,543	1,038	24	1,616	20	83%	4	17%	0	0%
Auto Bumpers, Guards & Grilles	8,605	1,530	23	1,645	20	87%	1	4%	2	9%
Auto Dealers - Custom Design & Replica	7,116	1,685	23	1,645	11	48%	11	48%	1	4%
Barber Schools	9,913	1,431	23	1,645	14	61%	9	39%	0	0%
Bookbinders Equipment & Supplies	859	3,347	23	1,645	0	0%	23	100%	0	0%
Bus Lines Ticket Agencies	1,827	2,747	23	1,645	19	83%	4	17%	0	0%
Car Buying Service	13,463	1,234	23	1,645	14	61%	9	39%	0	0%
Coaching - Life	15,420	1,153	23	1,645	10	43%	13	57%	0	0%
Computers - Cable & Installation	11,550	1,320	23	1,645	17	74%	6	26%	0	0%
Diamonds	30,867	738	23	1,645	12	52%	10	43%	1	4%
Disability Access Equipment	8,452	1,544	23	1,645	19	83%	4	17%	0	0%
Drivers Education	10,021	1,422	23	1,645	14	61%	8	35%	1	4%
Electronics Research & Development	4,535	2,023	23	1,645	14	61%	9	39%	0	0%
Express & Transfer Service	1,452	2,935	23	1,645	3	13%	5	22%	15	65%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fishermens Supplies	2,968	2,366	23	1,645	9	39%	14	61%	0	0%
Garbage Disposal Equipment - Industrial & Commercial	5,108	1,932	23	1,645	15	65%	7	30%	1	4%
Golf Instruction	5,323	1,899	23	1,645	19	83%	4	17%	0	0%
Pain Management Services	7,710	1,614	23	1,645	18	78%	4	17%	1	4%
Pension & Profit Sharing Plans	14,971	1,175	23	1,645	21	91%	2	9%	0	0%
Quilts	1,790	2,762	23	1,645	10	43%	13	57%	0	0%
Riding Apparel & Equipment	1,834	2,744	23	1,645	15	65%	8	35%	0	0%
Road Building Contractors	23,595	891	23	1,645	13	57%	9	39%	1	4%
Sauna Equipment & Supplies	12,665	1,272	23	1,645	8	35%	13	57%	2	9%
Seminar Marketing	3,570	2,215	23	1,645	6	26%	16	70%	1	4%
Sheet Metal Work	28,408	796	23	1,645	15	65%	6	26%	2	9%
Souvenirs - Retail	3,424	2,246	23	1,645	17	74%	5	22%	1	4%
Steam Cleaning Equipment	2,641	2,451	23	1,645	22	96%	1	4%	0	0%
Tourist Information	7,984	1,584	23	1,645	14	61%	8	35%	1	4%
Trailers - Horse	5,832	1,823	23	1,645	8	35%	15	65%	0	0%
Transmissions - Truck, Tractor	2,785	2,400	23	1,645	13	57%	9	39%	1	4%
Yacht Charter Broker	13,369	1,242	23	1,645	12	52%	11	48%	0	0%
Artist - Makeup	1,555	2,874	22	1,675	16	73%	4	18%	2	9%
Contractor - Metal Roofing	11,469	1,329	22	1,675	16	73%	6	27%	0	0%
Exercise Equipment & Machines - Service & Repair	2,274	2,568	22	1,675	20	91%	2	9%	0	0%
Fire Damage Restoration	11,554	1,319	22	1,675	19	86%	3	14%	0	0%
Hardscapes	10,057	1,419	22	1,675	12	55%	10	45%	0	0%
Kitchen Cabinet Refacing	10,003	1,424	22	1,675	13	59%	8	36%	1	5%
Landscape Lighting	10,361	1,394	22	1,675	12	55%	10	45%	0	0%
Lighting Fixtures - Supplies & Parts	4,944	1,962	22	1,675	9	41%	13	59%	0	0%
Medicines - Patent & Proprietary	1,321	3,011	22	1,675	7	32%	14	64%	1	5%
Modular/Mobile Home - Foundation Services	2,230	2,590	22	1,675	9	41%	13	59%	0	0%
Motor Homes - Rent & Lease	5,071	1,936	22	1,675	17	77%	2	21%	0	0%
Music Publishers	17,338	1,074	22	1,675	13	59%	8	36%	1	5%
Musical Instruments - Repair	7,078	1,690	22	1,675	9	41%	11	50%	2	9%
Paper & Document Shredding	30,347	755	22	1,675	17	77%	5	23%	0	0%
Physicians - Surgeons & Neurosurgeons	5,626	1,855	22	1,675	16	73%	6	27%	0	0%
Porcelain Enamel Repair & Refinish	13,623	1,227	22	1,675	13	59%	7	32%	2	9%
Pyramid Companies	33,565	705	22	1,675	9	41%	8	36%	5	23%
Rent to Own	2,283	2,564	22	1,675	13	59%	7	32%	2	9%
Restaurants - Breakfast	1,227	3,076	22	1,675	14	64%	6	27%	2	9%
Roofing Equipment & Supplies	6,868	1,714	22	1,675	7	32%	14	64%	1	5%
School Information	12,317	1,286	22	1,675	18	82%	3	14%	1	5%
Seminars & Training - Wealth Building & Real Estate	5,974	1,893	22	1,675	20	91%	2	9%	0	0%
Shirts - Wholesale & Manufacturers	1,889	2,718	22	1,675	18	82%	4	18%	0	0%
Taxes - Property Tax Consultants	16,866	1,096	22	1,675	13	59%	9	41%	0	0%
Telephone Solicitation Companies	5,283	1,906	22	1,675	12	55%	1	5%	9	41%
Trailers - Equipment & Parts	10,455	1,392	22	1,675	17	77%	5	23%	0	0%
Trucks - Industrial	4,559	2,019	22	1,675	8	36%	13	59%	1	5%
Veterinarians Equipment & Supplies	5,276	1,909	22	1,675	22	100%	0	0%	0	0%
Administrators - Class Action Settlement	3,518	2,227	21	1,703	15	71%	6	29%	0	0%
Auto Appraisers	10,785	1,370	21	1,703	18	86%	1	5%	2	10%
Benches - Seating	980	3,256	21	1,703	20	95%	1	5%	0	0%
Bird & Wildlife Supply Shops	5,315	1,901	21	1,703	20	95%	1	5%	0	0%
Carpet & Rug Cleaning Equipment & Supplies	10,458	1,391	21	1,703	11	52%	5	24%	5	24%
Carpet Installation	4,975	1,953	21	1,703	7	33%	14	67%	0	0%
Charity - Community Development & Civic Organizations	3,037	2,345	21	1,703	18	86%	3	14%	0	0%
Computers - Programming	2,885	2,378	21	1,703	7	33%	12	57%	2	10%
Consultants - Medical	10,518	1,388	21	1,703	15	71%	4	19%	2	10%
Contractors - Ceiling	9,647	1,458	21	1,703	13	62%	8	38%	0	0%
Employment Service - Employee Leasing	27,419	815	21	1,703	16	76%	3	14%	2	10%
Equestrian Services	5,825	1,827	21	1,703	11	52%	10	48%	0	0%
Farm Supplies	5,660	1,851	21	1,703	18	86%	3	14%	0	0%
Fur Business - Wholesale & Manufacturers	4,049	2,108	21	1,703	8	38%	4	19%	9	43%
Government - US	3,251	2,294	21	1,703	8	38%	9	43%	4	19%
Guide Service	5,715	1,843	21	1,703	17	81%	4	19%	0	0%
Gymnasiums - Equipment & Supplies	7,127	1,684	21	1,703	11	52%	6	29%	4	19%
Oil Producers	7,619	1,627	21	1,703	8	38%	12	57%	1	5%
Parks	2,178	2,608	21	1,703	9	43%	11	52%	1	5%
Paving, Painting, Home Improvement - Itinerant Workers	3,439	2,242	21	1,703	4	19%	11	52%	6	29%
Plastics - Products - Finished Wholesale & Manufacturers	17,361	1,073	21	1,703	13	62%	7	33%	1	5%
Publicity Service	6,343	1,763	21	1,703	16	76%	5	24%	0	0%
Real Estate Brokers	3,628	2,200	21	1,703	19	90%	2	10%	0	0%
Savings & Loan Associations	11,718	1,316	21	1,703	18	86%	3	14%	0	0%
Scales	9,187	1,493	21	1,703	8	38%	13	62%	0	0%
Scrapbooking	3,801	2,153	21	1,703	15	71%	6	29%	0	0%
Sharpening Service	5,390	1,899	21	1,703	7	33%	14	67%	0	0%
Skating Equipment & Supplies	2,538	2,477	21	1,703	8	38%	13	62%	3	14%
Sporting Goods - Repair	3,730	2,173	21	1,703	12	57%	9	43%	0	0%
Tattoos - Removed	3,799	2,155	21	1,703	11	52%	7	33%	3	14%
Tools - Rent	12,010	1,305	21	1,703	17	81%	4	19%	0	0%
Transit Lines	2,005	2,681	21	1,703	18	86%	3	14%	0	0%
Translators & Interpreters	30,279	759	21	1,703	15	71%	6	29%	0	0%
Water - Bottled & Bulk	6,701	1,731	21	1,703	14	67%	7	33%	0	0%
Abstracters	2,082	2,645	20	1,737	1	5%	0	0%	19	95%
Air Conditioning Equipment - Room Units	6,112	1,784	20	1,737	19	95%	1	5%	0	0%
Amusement Devices	4,494	2,029	20	1,737	11	55%	9	45%	0	0%
Attorney Advertising	15,011	1,170	20	1,737	10	50%	9	45%	1	5%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Attorneys & Lawyers - Traffic Law	6,498	1,748	20	1,737	11	55%	8	40%	1	5%
Attorneys & Lawyers - Criminal	35,154	681	20	1,737	15	75%	4	20%	1	5%
Audio-Visual Consultants	14,219	1,199	20	1,737	9	45%	11	55%	0	0%
Balloons - Novelty & Toy	4,907	1,967	20	1,737	11	55%	8	40%	1	5%
Barricades	2,276	2,567	20	1,737	15	75%	2	10%	3	15%
Beekkeepers	3,284	2,283	20	1,737	16	80%	4	20%	0	0%
Chain Letters	989	3,248	20	1,737	6	30%	11	55%	3	15%
Chairs - Wholesale & Manufacturers	3,059	2,339	20	1,737	17	85%	3	15%	0	0%
Computers - Cleaning Services	1,687	2,819	20	1,737	11	55%	8	40%	1	5%
Computers - Furniture	3,605	2,205	20	1,737	17	85%	3	15%	0	0%
Concrete Block & Product Molding Machine	1,448	2,937	20	1,737	7	35%	13	65%	0	0%
Containerized Freight Service	3,823	2,150	20	1,737	8	40%	12	60%	0	0%
Cosmetic Sales by Mail	749	3,452	20	1,737	20	100%	0	0%	0	0%
Countertop - Fabrication	6,267	1,772	20	1,737	10	50%	10	50%	0	0%
Denturist	12,041	1,302	20	1,737	17	85%	3	15%	0	0%
Design & Build Contractor	9,795	1,441	20	1,737	8	40%	12	60%	0	0%
Diving Instruction	3,684	2,188	20	1,737	12	60%	8	40%	0	0%
Engines - Gas	4,022	2,112	20	1,737	14	70%	6	30%	0	0%
Estate Planning & Management	75,619	383	20	1,737	15	75%	5	25%	0	0%
Farm Equipment - Repair & Parts	7,643	1,624	20	1,737	14	70%	6	30%	0	0%
Fertility Specialists	6,583	1,743	20	1,737	12	60%	7	35%	1	5%
Fire Protection Equipment & Supplies	26,928	820	20	1,737	12	60%	6	30%	2	10%
First Aid Instruction	6,471	1,752	20	1,737	13	65%	7	35%	0	0%
Floor Refinishing	1,877	2,721	20	1,737	4	20%	16	80%	0	0%
Glass - Beveled, Carved, Ornamental	10,184	1,409	20	1,737	16	80%	3	15%	1	5%
Glass, Mirror & Screen Companies	7,939	1,588	20	1,737	13	65%	7	35%	0	0%
Glassware Decorators	1,861	2,731	20	1,737	10	50%	10	50%	0	0%
Hand Painting & Decorating	4,467	2,036	20	1,737	7	35%	12	60%	1	5%
Identification Card Service	4,975	1,953	20	1,737	12	60%	8	40%	0	0%
Knobs	5,928	1,809	20	1,737	20	100%	0	0%	0	0%
Machinery Rebuild & Repair	5,894	1,815	20	1,737	9	45%	8	40%	3	15%
Oxygen	10,774	1,371	20	1,737	15	75%	5	25%	0	0%
Pet Day Care	8,770	1,519	20	1,737	15	75%	5	25%	0	0%
Product Sales via Telephone	6,019	1,796	20	1,737	14	70%	5	25%	1	5%
Senior Home Care	18,825	1,030	20	1,737	11	55%	8	40%	1	5%
Shears & Scissors	1,948	2,701	20	1,737	9	45%	11	55%	0	0%
Tools - Power Actuated	3,272	2,288	20	1,737	19	95%	1	5%	0	0%
Towels - Cloths-Wholesale & Manufacturers	2,343	2,541	20	1,737	10	50%	2	10%	8	40%
Video Equipment - Sales & Rentals	6,101	1,786	20	1,737	11	55%	8	40%	1	5%
Weather Instruments	2,692	2,438	20	1,737	6	30%	14	70%	0	0%
Accumulators	2,116	2,630	19	1,781	12	63%	7	37%	0	0%
Adoption Services	28,671	793	19	1,781	16	84%	1	5%	2	11%
Air Conditioning Systems - Cleaning	6,961	1,698	19	1,781	8	42%	11	58%	0	0%
Artists - Fine Art	6,177	1,778	19	1,781	12	63%	4	21%	3	16%
Attorneys & Lawyers - Insurance Law	4,486	2,033	19	1,781	12	63%	6	32%	1	5%
Automated Teller Machines	8,177	1,565	19	1,781	12	63%	7	37%	0	0%
Brake Service Equipment	1,818	2,752	19	1,781	11	58%	8	42%	0	0%
Carpet & Rug Dealers - Persian/Oriental Rugs	5,500	1,872	19	1,781	13	68%	6	32%	0	0%
Casinos - Online	3,277	2,285	19	1,781	2	11%	0	0%	17	89%
Caulking Contractors	5,529	1,868	19	1,781	4	21%	15	79%	0	0%
Cellulose, Cell Materials & Products	6,611	3,545	19	1,781	9	47%	9	47%	1	5%
Child Care - In Home	9,296	1,483	19	1,781	13	68%	5	26%	1	5%
Clinics - Pain Management	12,268	1,289	19	1,781	12	63%	5	26%	2	11%
Concierge Services	10,605	1,381	19	1,781	6	32%	12	63%	1	5%
Desktop Publishing	9,850	1,439	19	1,781	15	79%	4	21%	0	0%
Distributing Service - Circular, Sample	12,131	1,296	19	1,781	10	53%	9	47%	0	0%
Door-to-Door Sales - Cleaning Supplies	16,400	1,115	19	1,781	10	53%	9	47%	0	0%
Engineering Consultants	21,973	943	19	1,781	11	58%	8	42%	0	0%
Fire & Smoke & Water Clean Up	4,112	2,097	19	1,781	15	79%	3	16%	1	5%
Fur Business - Retail	9,192	1,492	19	1,781	17	89%	2	11%	0	0%
Hobby & Model Construction Supplies - Wholesale & Manufacturing	3,203	2,310	19	1,781	15	79%	4	21%	0	0%
Horticultural Consultants	1,625	2,846	19	1,781	6	32%	13	68%	0	0%
Manufactured Homes - Equipment & Parts	6,732	1,727	19	1,781	17	89%	1	5%	1	5%
Metal Finishers	7,646	1,622	19	1,781	4	21%	15	79%	0	0%
Office & Desk Space Rental Service	11,763	1,314	19	1,781	15	79%	4	21%	0	0%
Photographic Mounts	5,897	1,813	19	1,781	14	74%	3	16%	2	11%
Physicians & Surgeons - Maxillofacial	3,278	2,284	19	1,781	17	89%	2	11%	0	0%
Plating	9,388	1,478	19	1,781	9	47%	10	53%	0	0%
Recycling - Metal	8,110	1,571	19	1,781	8	42%	10	53%	1	5%
Referral - Debt Relief Services	9,904	1,433	19	1,781	2	11%	14	74%	3	16%
Scrap Metals	24,054	880	19	1,781	6	32%	10	53%	3	16%
Speech & Language Pathologists	7,942	1,587	19	1,781	14	74%	5	26%	0	0%
Tents	3,433	2,244	19	1,781	10	53%	3	16%	6	32%
Vehicle Sales - Manufacturing Companies	4,079	2,103	19	1,781	13	68%	4	21%	2	11%
Vinyl Flooring	9,368	1,479	19	1,781	13	68%	6	32%	0	0%
Water Works Contractors	8,744	1,521	19	1,781	11	58%	8	42%	0	0%
Wood Finishing	5,340	1,896	19	1,781	10	53%	9	47%	0	0%
Aircraft Parts & Supplies	11,134	1,342	18	1,818	13	72%	5	28%	0	0%
Audio-Visual Equipment - Wholesale & Manufacturers	2,496	2,488	18	1,818	14	78%	3	17%	1	6%
Auto Headlight Restoration	1,290	3,033	18	1,818	9	50%	8	44%	1	6%
Beads	7,845	1,600	18	1,818	7	39%	10	56%	1	6%
Bottles - Wholesale & Manufacturers	4,269	2,077	18	1,818	5	28%	13	72%	0	0%
Cabinet Refinishers	15,286	1,161	18	1,818	11	61%	5	28%	2	11%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Carpet & Rug Cleaning Equipment - Rental	2,272	2,569	18	1,818	15	83%	2	11%	1	6%
Cleaning Compounds	6,036	1,792	18	1,818	7	39%	10	56%	1	6%
Concrete Repair/Leveling	17,245	1,078	18	1,818	15	83%	3	17%	0	0%
Decoration Contractors - Party, Convention	3,754	2,164	18	1,818	8	44%	10	56%	0	0%
Dietitians	2,656	2,447	18	1,818	4	22%	5	28%	9	50%
Electric Bikes	3,859	2,143	18	1,818	14	78%	4	22%	0	0%
Exterior Designers	2,370	2,530	18	1,818	7	39%	11	61%	0	0%
Farmers Market	2,988	2,359	18	1,818	15	83%	3	17%	0	0%
Fertilizers	13,821	1,216	18	1,818	17	94%	1	6%	0	0%
Floor Coatings - Epoxy/Polyurethane	7,645	1,623	18	1,818	13	72%	5	28%	0	0%
Floors - Industrial	7,025	1,694	18	1,818	7	39%	11	61%	0	0%
Flowers - Preserved	3,045	2,341	18	1,818	13	72%	5	28%	0	0%
Food Products - Organic	5,977	1,801	18	1,818	10	56%	7	39%	1	6%
Holistic Practitioners	12,159	1,294	18	1,818	12	67%	4	22%	2	11%
Insulation Materials	13,835	1,214	18	1,818	15	83%	3	17%	0	0%
Irrigation Systems - Install/Design	8,622	1,528	18	1,818	13	72%	5	28%	0	0%
Judgment Recovery	6,705	1,730	18	1,818	17	39%	9	50%	2	11%
Laboratory Equipment & Supplies	8,808	1,515	18	1,818	13	72%	4	22%	1	6%
Lawn & Garden Equipment & Supplies - Rental	2,111	2,632	18	1,818	14	78%	4	22%	0	0%
Manicuring	2,088	2,642	18	1,818	10	56%	8	44%	0	0%
Maps - Publishers & Distributors	2,705	2,428	18	1,818	9	50%	8	44%	1	6%
Mason Contractors Equipment & Supplies	4,059	2,107	18	1,818	13	72%	4	22%	1	6%
Oils - Essential	17,530	1,068	18	1,818	11	61%	7	39%	0	0%
Oils - Lubricating	4,110	2,098	18	1,818	9	50%	8	44%	1	6%
Outboard Motors	4,512	2,026	18	1,818	11	61%	7	39%	0	0%
Packing & Crating Service	5,979	1,800	18	1,818	15	83%	3	17%	0	0%
Plastics - Vacuum, Pressure, Thermoform	714	3,486	18	1,818	18	100%	0	0%	0	0%
Playgrounds	2,464	2,502	18	1,818	10	56%	7	39%	1	6%
Radon Mitigation	26,931	819	18	1,818	10	56%	8	44%	0	0%
Range Hoods & Canopies	5,940	1,807	18	1,818	13	72%	5	28%	0	0%
Sailmakers	1,840	2,741	18	1,818	4	22%	14	78%	0	0%
Screening - Tenant	14,404	1,195	18	1,818	13	72%	5	28%	0	0%
Smoke Detectors & Alarms	1,710	2,802	18	1,818	3	17%	12	67%	3	17%
Soaps & Detergents	4,309	2,065	18	1,818	9	50%	9	50%	0	0%
Stock Certificates	1,072	3,187	18	1,818	0	0%	18	100%	0	0%
Suits - Custom Made	3,080	2,331	18	1,818	5	28%	12	67%	1	6%
Topsoil	8,858	1,512	18	1,818	13	72%	5	28%	0	0%
Trademark Agents & Consultants	8,107	1,572	18	1,818	15	83%	3	17%	1	6%
Tree Service - Pruning	9,553	1,465	18	1,818	6	33%	13	72%	0	0%
Acupuncturists	15,624	1,142	17	1,863	9	53%	9	47%	0	0%
Animal Insemination - Artificial	10,805	1,365	17	1,863	3	18%	14	82%	0	0%
Attorneys & Lawyers - Immigration & Naturalization	23,566	892	17	1,863	11	65%	6	35%	0	0%
Bar Supplies	1,655	2,837	17	1,863	7	41%	5	29%	5	29%
Bartending Instruction	5,964	1,803	17	1,863	6	35%	7	41%	4	24%
Basement - Finishing	9,745	1,445	17	1,863	9	53%	8	47%	0	0%
Battery Charging Equipment	3,573	2,214	17	1,863	13	76%	4	24%	0	0%
Bird Feeders & Houses	2,785	2,400	17	1,863	7	41%	10	59%	0	0%
Cemetery Equipment & Supplies	2,705	2,428	17	1,863	11	65%	6	35%	0	0%
Contest Arranging & Judging	2,205	2,602	17	1,863	9	53%	5	29%	3	18%
Debt Relief Education	1,283	3,036	17	1,863	1	6%	16	94%	0	0%
Deck Cleaning and Waterproofing	8,584	1,532	17	1,863	13	76%	3	18%	1	6%
Delicatessens	5,370	1,893	17	1,863	10	59%	6	35%	1	6%
Elderly/Senior Specialty Services	22,862	919	17	1,863	12	71%	5	29%	0	0%
Fire Protection Consultants	9,705	1,450	17	1,863	5	29%	12	71%	0	0%
Food Products Manufacturing Equipment	2,489	2,492	17	1,863	7	41%	10	59%	0	0%
Greeting Cards - Wholesale & Manufacturers	2,912	2,375	17	1,863	16	94%	1	6%	0	0%
Horse Riding/Horse Trail Rides	5,550	1,865	17	1,863	8	47%	9	53%	0	0%
Meat - Processing	12,512	1,277	17	1,863	8	47%	9	53%	0	0%
Mopeds	3,235	2,299	17	1,863	7	41%	9	53%	1	6%
Musicians	3,751	2,166	17	1,863	8	47%	8	47%	1	6%
Notaries Public	12,937	1,264	17	1,863	6	35%	10	59%	1	6%
Office Buildings	4,478	2,035	17	1,863	15	88%	2	12%	0	0%
Packaging Materials	16,577	1,106	17	1,863	13	76%	2	12%	2	12%
Paintball - Games & Supplies	4,163	2,091	17	1,863	13	76%	4	24%	0	0%
Paper Products	10,541	1,386	17	1,863	5	29%	12	71%	0	0%
Pavement & Floor Marking Services	6,036	1,792	17	1,863	8	47%	8	47%	1	6%
Pet Cemeteries, Crematories & Supplies	14,029	1,209	17	1,863	12	71%	4	24%	1	6%
Pressure Washers	3,586	2,211	17	1,863	4	24%	12	71%	1	6%
Railings	9,108	1,496	17	1,863	12	71%	4	24%	1	6%
Second Hand Stores	5,014	1,946	17	1,863	7	41%	8	47%	2	12%
Shipping Room Supplies	6,475	1,751	17	1,863	9	53%	8	47%	0	0%
Shopping Service - Protective, Comparative	43,570	587	17	1,863	13	76%	2	12%	2	12%
Stables	10,315	1,400	17	1,863	8	47%	8	47%	1	6%
Telephone Equipment & Systems Supplies & Parts	3,226	2,307	17	1,863	5	29%	10	59%	2	12%
Venetian Blinds - Wholesale & Manufacturers	2,509	2,483	17	1,863	17	100%	0	0%	0	0%
Appraisers - Antiques	5,516	1,870	16	1,899	12	75%	4	25%	0	0%
Architectural & Construction Specs	5,293	1,904	16	1,899	9	56%	7	44%	0	0%
Attorneys & Lawyers - Business Law/Corporation/Partnership	12,092	1,300	16	1,899	11	69%	5	31%	0	0%
Baby Carriages & Strollers	4,799	1,985	16	1,899	8	50%	8	50%	0	0%
Bedspreeds - Retail	1,900	2,716	16	1,899	5	31%	11	69%	0	0%
Bridal Registries	2,281	2,565	16	1,899	2	13%	8	50%	6	38%
Bridge Operators	459	3,773	16	1,899	16	100%	0	0%	0	0%
Cleaning Services - Commercial Office	23,782	889	16	1,899	10	63%	6	38%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Consignment Service - Online	3,667	2,193	16	1,899	14	88%	1	6%	1	6%
Copyright Service	2,034	2,666	16	1,899	1	6%	6	38%	9	56%
Drawing Materials	2,748	2,413	16	1,899	12	75%	4	25%	0	0%
Drilling & Boring Contractors	23,528	896	16	1,899	10	63%	5	31%	1	6%
e-cigarette flavoring	1,979	2,688	16	1,899	8	50%	4	25%	4	25%
Electric Motors - Supplies & Parts	9,670	1,455	16	1,899	12	75%	3	19%	1	6%
Engines - Fuel Injection Service & Parts	5,461	1,881	16	1,899	12	75%	4	25%	0	0%
Executive Search Consultants	16,936	1,092	16	1,899	7	44%	8	50%	1	6%
Fishing Tackle - Wholesale & Manufacturers	2,425	2,516	16	1,899	10	63%	6	38%	0	0%
Horse Training	6,933	1,702	16	1,899	10	63%	5	31%	1	6%
Hostels	651	3,554	16	1,899	7	44%	9	56%	0	0%
Insurance - Liability	9,038	1,501	16	1,899	12	75%	4	25%	0	0%
Lice Removal/Protection Services	6,333	1,765	16	1,899	13	81%	3	19%	0	0%
Linen Supply Service	8,012	1,579	16	1,899	11	69%	5	31%	0	0%
Loan Modification - Auto	1,540	2,881	16	1,899	1	6%	15	94%	0	0%
Mirrors	7,696	1,619	16	1,899	9	56%	7	44%	0	0%
Model Makers	2,251	2,581	16	1,899	10	63%	6	38%	0	0%
Motel & Hotel Consultants	1,621	2,849	16	1,899	13	81%	3	19%	0	0%
Musical Instruments - Wholesale & Manufacturers	2,706	2,426	16	1,899	14	88%	2	13%	0	0%
Paint - Wholesale & Manufacturers	4,187	2,085	16	1,899	7	44%	8	50%	1	6%
Piano & Organ Moving	13,699	1,222	16	1,899	6	38%	10	63%	0	0%
Plumbers - Commercial	7,863	1,597	16	1,899	10	63%	5	31%	1	6%
Pottery	5,498	1,874	16	1,899	6	38%	10	63%	0	0%
Printing Equipment	6,831	1,721	16	1,899	12	75%	3	19%	1	6%
Psychotherapist	4,938	1,963	16	1,899	12	75%	3	19%	1	6%
Publishers - Internet Guides	3,519	2,226	16	1,899	14	88%	1	6%	1	6%
Radar Equipment	1,811	2,755	16	1,899	16	100%	0	0%	0	0%
Rifle & Pistol Ranges	3,810	2,152	16	1,899	12	75%	3	19%	1	6%
Senior Care Information and Resources	15,274	1,162	16	1,899	15	94%	1	6%	0	0%
Sewing Machines - Wholesale & Manufacturers	2,881	2,380	16	1,899	15	94%	1	6%	0	0%
Slip Covers	2,086	2,643	16	1,899	6	38%	10	63%	0	0%
Tags	2,720	2,416	16	1,899	9	56%	7	44%	0	0%
Travel Agent Mills	5,742	1,836	16	1,899	13	81%	1	6%	2	13%
Vehicle Graphics	5,119	1,931	16	1,899	7	44%	8	50%	1	6%
Agricultural Services	13,871	1,212	15	1,941	12	80%	3	20%	0	0%
Air Fragrances	3,311	2,273	15	1,941	8	53%	6	40%	1	7%
Air Quality Service	17,553	1,066	15	1,941	13	87%	2	13%	0	0%
Animal Registration & Identification	9,856	1,438	15	1,941	11	73%	4	27%	0	0%
Aquariums - Wholesale & Manufacturers	1,394	2,970	15	1,941	5	33%	10	67%	0	0%
Arborist	7,313	1,662	15	1,941	6	40%	7	47%	2	13%
Auto Paint - Mobile	2,673	2,441	15	1,941	5	33%	9	60%	1	7%
Auto Parts - Antique	1,416	2,957	15	1,941	11	73%	4	27%	0	0%
Bamboo & Bamboo Products	1,941	2,703	15	1,941	15	100%	0	0%	0	0%
Beauty Pageants	20,243	989	15	1,941	10	67%	2	13%	3	20%
Beer Dispensing & Cooling Equipment	1,138	3,142	15	1,941	14	93%	1	7%	0	0%
Bid Report Service	1,236	3,069	15	1,941	5	33%	10	67%	0	0%
Boilers - Repair & Cleaning	6,490	1,749	15	1,941	8	53%	7	47%	0	0%
Bridal & Millinery Supplies	1,863	2,730	15	1,941	1	7%	14	93%	0	0%
Charity - Education & Literacy	4,139	2,095	15	1,941	13	87%	2	13%	0	0%
Chemical Cleaning - Industrial	7,329	1,660	15	1,941	3	20%	11	73%	1	7%
Chiropractors Equipment & Supplies	3,373	2,257	15	1,941	13	87%	2	13%	0	0%
Concrete Construction Forms & Accessories	7,474	1,643	15	1,941	5	33%	9	60%	1	7%
Currency Exchange	28,660	794	15	1,941	9	60%	5	33%	1	7%
Engravers - Stationery	2,121	2,628	15	1,941	15	100%	0	0%	0	0%
Environmental Consulting & Contracting	17,178	1,083	15	1,941	9	60%	5	33%	1	7%
Exporters	9,746	1,444	15	1,941	9	60%	6	40%	0	0%
Facility Maintenance	10,761	1,372	15	1,941	5	33%	10	67%	0	0%
Fire Protection Contractor	11,081	1,346	15	1,941	8	53%	7	47%	0	0%
Flight Instructor	964	3,274	15	1,941	1	7%	6	40%	8	53%
Floors - Raised	5,354	1,895	15	1,941	6	40%	9	60%	0	0%
Furniture Cleaning	2,162	2,617	15	1,941	10	67%	5	33%	0	0%
Gasoline - Wholesale	3,797	2,156	15	1,941	4	27%	11	73%	0	0%
Generators	5,499	1,873	15	1,941	9	60%	6	40%	0	0%
Government - Auctions & Job Listing Services	2,857	2,383	15	1,941	9	60%	6	40%	0	0%
Housewares - Wholesale & Manufacturers	1,223	3,079	15	1,941	9	60%	4	27%	2	13%
Hydroponics - Equipment & Supplies	7,409	1,653	15	1,941	9	60%	6	40%	0	0%
Insurance - Marine	2,693	2,435	15	1,941	14	93%	1	7%	0	0%
Land Clearing & Leveling	22,682	924	15	1,941	6	40%	9	60%	0	0%
Medical Staffing	15,716	1,138	15	1,941	6	40%	9	60%	0	0%
Nuts - Edible	6,943	1,700	15	1,941	10	67%	3	20%	2	13%
Oil Land Leases	16,054	1,127	15	1,941	11	73%	3	20%	1	7%
Parachute Jumping Instruction	1,557	2,871	15	1,941	9	60%	3	20%	3	20%
Paving Materials	4,953	1,957	15	1,941	4	27%	10	67%	1	7%
Pest Control Supplies & Equipment	7,928	1,591	15	1,941	12	80%	2	13%	1	7%
Photo Copying	2,331	2,545	15	1,941	5	33%	9	60%	1	7%
Physicians & Surgeons - Osteopathic-D.O.	8,918	1,505	15	1,941	12	80%	3	20%	0	0%
Post Cards - Manufacturers & Distributors	3,288	2,280	15	1,941	11	73%	2	13%	2	13%
Premium Goods	561	3,641	15	1,941	14	93%	0	0%	1	7%
Property Tax Lenders	5,458	1,884	15	1,941	15	100%	0	0%	0	0%
Recreational Vehicles - Storage	3,776	2,161	15	1,941	10	67%	5	33%	0	0%
Shavers - Electric	1,365	2,982	15	1,941	12	80%	3	20%	0	0%
Skylights	13,476	1,233	15	1,941	8	53%	7	47%	0	0%
Smelters & Refiners - Precious Metals	7,408	1,654	15	1,941	13	87%	2	13%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Swap Shops	1,463	2,924	15	1,941	13	87%	2	13%	0	0%
Swimming Pool Cover Sales & Service	3,834	2,146	15	1,941	12	80%	3	20%	0	0%
Trophies	16,140	1,123	15	1,941	7	47%	7	47%	1	7%
Truck Driver Training	22,266	938	15	1,941	11	27%	4	27%	0	0%
Van Conversions & Accessories	7,562	1,634	15	1,941	11	73%	2	13%	2	13%
Video Equipment - Service & Repair	3,201	2,311	15	1,941	8	53%	7	47%	0	0%
Washing Machines & Drvrs - Dealers	1,157	3,120	15	1,941	10	67%	5	33%	0	0%
Water Heater - Tankless	2,154	2,620	15	1,941	14	93%	0	0%	1	7%
Wind Energy Systems	6,209	1,776	15	1,941	6	40%	8	53%	1	7%
Air Ambulance Service	10,641	1,378	14	1,999	11	79%	3	21%	0	0%
Aromatherapy & Essential Oils	6,285	1,770	14	1,999	9	64%	3	21%	2	14%
Art Restoration & Conservation	2,546	2,475	14	1,999	8	57%	6	43%	0	0%
Artists - Commercial	2,887	2,377	14	1,999	5	36%	7	50%	2	14%
Auto Dealers - Hybrid Vehicles	1,207	3,088	14	1,999	13	93%	1	7%	0	0%
Beer Home Brewing Equipment & Supplies	3,913	2,131	14	1,999	6	43%	7	50%	1	7%
Business Plan Preparation	5,460	1,883	14	1,999	9	64%	3	21%	2	14%
Canvases - Wholesale & Manufacturers	1,781	2,768	14	1,999	9	64%	5	36%	0	0%
Child Support Enforcement	6,310	1,768	14	1,999	11	79%	3	21%	0	0%
Coatings - Powder	4,973	1,955	14	1,999	6	43%	8	57%	0	0%
Computers - Graphics	4,918	1,965	14	1,999	2	14%	11	79%	1	7%
Contractor - Water Conditioning	4,792	1,986	14	1,999	3	21%	10	71%	1	7%
Copper Products	1,279	3,038	14	1,999	0	0%	2	14%	12	86%
Docks	6,650	1,737	14	1,999	7	50%	7	50%	0	0%
Ear & Body Piercing	4,811	1,984	14	1,999	7	50%	7	50%	0	0%
Fireworks	6,689	1,732	14	1,999	5	36%	8	57%	1	7%
Flight School	8,168	1,566	14	1,999	7	50%	3	21%	4	29%
Food Processing Equipment & Supplies	5,964	1,803	14	1,999	5	36%	9	64%	0	0%
Foreclosure Rescue	10,727	1,374	14	1,999	6	43%	6	43%	2	14%
Glass - Block	10,092	1,416	14	1,999	12	86%	0	0%	0	0%
Handmade Art	779	3,427	14	1,999	6	43%	5	36%	3	21%
House Cleaning Equipment & Supplies	3,614	2,204	14	1,999	7	50%	7	50%	0	0%
Hydraulic Equipment & Supplies	8,025	1,576	14	1,999	8	57%	6	43%	0	0%
Insurance Services - Commercial	11,376	1,334	14	1,999	14	100%	0	0%	0	0%
Jewelers - Supplies	6,303	1,769	14	1,999	12	86%	2	14%	0	0%
Knives - Machine	2,294	2,559	14	1,999	6	43%	8	57%	0	0%
Lamps & Lamp Shades - Retail	4,259	2,081	14	1,999	9	64%	4	29%	1	7%
Lawn & Garden Pond Dealers & Supplies	5,829	1,825	14	1,999	10	71%	4	29%	0	0%
Leather	4,995	1,948	14	1,999	5	36%	8	57%	1	7%
Lifts	10,885	1,361	14	1,999	10	71%	4	29%	0	0%
Lighting Fixtures - Repair & Maintenance	2,432	2,513	14	1,999	7	50%	7	50%	0	0%
Lighting Fixtures - Wholesale & Manufacturers	7,210	1,678	14	1,999	9	64%	4	29%	1	7%
Lumber - Wholesale	8,692	1,525	14	1,999	8	57%	6	43%	0	0%
Mail Boxes - Manufacturers & Distributors	2,781	2,403	14	1,999	10	71%	4	29%	0	0%
Manufactured Homes Equipment & Supplies (Manufacturers)	5,037	1,941	14	1,999	12	86%	2	14%	0	0%
Marijuana Sales & Services	2,107	2,636	14	1,999	3	21%	11	79%	0	0%
Merchandise Brokers	3,353	2,264	14	1,999	10	71%	4	29%	0	0%
Mushrooms	1,454	2,932	14	1,999	7	50%	4	29%	3	21%
Not Elsewhere Classified After Investigation	6,400	1,757	14	1,999	8	57%	3	21%	3	21%
Organic/Green Products	4,288	2,072	14	1,999	5	36%	9	64%	0	0%
Organizing Services - Household & Business	7,805	1,604	14	1,999	12	86%	2	14%	0	0%
Oxygen Therapy Equipment	3,591	2,209	14	1,999	5	36%	9	64%	0	0%
Pictures	1,975	2,690	14	1,999	10	71%	2	14%	2	14%
Pipe Line Contractors	17,098	1,086	14	1,999	10	71%	4	29%	0	0%
Project Management	8,025	1,576	14	1,999	6	43%	8	57%	0	0%
Radiotelephone Communication - Equipment & Systems	3,246	2,296	14	1,999	8	57%	6	43%	0	0%
Real Estate - Short Sale	4,291	2,070	14	1,999	9	64%	5	36%	0	0%
Recreational Vehicles - Transportation	4,184	2,086	14	1,999	7	50%	7	50%	0	0%
Rubber Stamps	5,206	1,918	14	1,999	3	21%	11	79%	0	0%
Schools - Academic - College Preparatory	2,251	2,581	14	1,999	9	64%	3	21%	2	14%
Sewing Machines - Supplies & Parts	2,996	2,356	14	1,999	6	57%	6	43%	0	0%
Shelving	6,584	1,742	14	1,999	6	43%	5	36%	3	21%
Shoppers News Publications	4,436	2,043	14	1,999	10	71%	3	21%	1	7%
Signs - Equipment & Supplies	2,476	2,499	14	1,999	9	64%	5	36%	0	0%
Spiritualists	3,681	2,189	14	1,999	5	36%	4	29%	5	36%
Telescopes	2,025	2,676	14	1,999	10	71%	3	21%	1	7%
Tile - Ceramic - Manufacturers & Distributors	7,959	1,585	14	1,999	8	57%	6	43%	0	0%
Timber & Timberland Companies	13,071	1,257	14	1,999	10	71%	2	14%	2	14%
Veterinary Emergency	2,327	2,547	14	1,999	10	71%	4	29%	0	0%
Water Coolers	3,499	2,232	14	1,999	3	21%	11	79%	0	0%
Window Tinting & Coating - Commercial	5,840	1,821	14	1,999	7	50%	7	50%	0	0%
Aluminum	5,724	1,840	13	2,060	7	54%	5	38%	1	8%
Aluminum Products	7,937	1,589	13	2,060	7	54%	6	46%	0	0%
Appointment Setting Service	3,079	2,333	13	2,060	9	69%	4	31%	0	0%
Armatures - Service & Sales	507	3,710	13	2,060	2	15%	11	85%	0	0%
Auto Air Conditioning Equipment	4,106	2,100	13	2,060	11	85%	2	15%	0	0%
Auto Radios & Stereos - Wholesale & Manufacturers	1,751	2,776	13	2,060	8	62%	5	38%	0	0%
Awards - Production & Engraving	7,466	1,644	13	2,060	8	62%	3	23%	2	15%
Battery Repairing & Rebuilding	1,831	2,745	13	2,060	11	85%	2	15%	0	0%
Beer & Ale - Wholesale	5,518	1,869	13	2,060	12	92%	1	8%	0	0%
Biomedical Products - Research	4,591	2,016	13	2,060	8	62%	3	23%	2	15%
Boat Lifts	2,815	2,392	13	2,060	6	46%	7	54%	0	0%
Bonds - Surety & Fidelity	12,995	1,261	13	2,060	11	85%	1	8%	1	8%
Buildings - Concrete	6,538	1,747	13	2,060	6	46%	7	54%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Canvas Goods	3,722	2,177	13	2,060	9	69%	4	31%	0	0%
Caskets	7,228	1,675	13	2,060	10	77%	2	15%	1	8%
Ceramic Products - Decorative	2,252	2,580	13	2,060	5	38%	7	54%	1	8%
Charity - Arts & Culture	1,364	2,984	10	2,060	10	77%	3	23%	0	0%
Charity - Children & Youth	8,153	1,568	13	2,060	12	92%	1	8%	0	0%
Cheese	1,993	2,692	13	2,060	5	38%	8	62%	0	0%
Cookies & Crackers	2,209	2,598	13	2,060	8	62%	4	31%	1	8%
Deck - Repair	4,991	1,950	13	2,060	8	62%	5	38%	0	0%
Engineers - Civil	23,467	897	13	2,060	9	69%	4	31%	0	0%
Engines - Fuel Conversion	2,607	2,459	13	2,060	6	46%	7	54%	0	0%
Environmental Testing & Consulting	10,821	1,364	13	2,060	3	23%	7	54%	3	23%
Fiberglass - Fabrication & Repair	2,713	2,421	13	2,060	6	46%	7	54%	0	0%
Florist - Funeral Bouquets & Wreaths	1,721	2,790	13	2,060	6	46%	5	38%	2	15%
Food Brokers	8,896	1,508	13	2,060	8	62%	4	31%	1	8%
Foods - Dehydrated & Freeze-Dried	6,393	1,759	13	2,060	5	38%	8	62%	0	0%
Grout Resurfacing & Repair	7,603	1,630	13	2,060	5	38%	6	46%	2	15%
Hair Ornaments	1,616	2,851	13	2,060	7	54%	6	46%	0	0%
Halls & Auditoriums	5,046	1,939	13	2,060	4	31%	7	54%	2	15%
Health Care - Staffing	12,108	1,298	13	2,060	5	38%	8	62%	0	0%
Horse Dealers	6,006	1,799	13	2,060	8	62%	5	38%	0	0%
Insurance - Rental	7,237	1,671	13	2,060	9	69%	1	8%	3	23%
Irrigation Systems - Maintenance/Repair	4,340	2,057	13	2,060	7	54%	6	46%	0	0%
Lasik Eye Surgery	2,109	2,634	13	2,060	9	69%	4	31%	0	0%
Leak Detection	4,617	2,013	13	2,060	9	69%	4	31%	0	0%
Mapping Services	3,793	2,157	13	2,060	10	77%	3	23%	0	0%
Medical Alert Companies	5,136	1,929	13	2,060	6	46%	5	38%	2	15%
Numismatics	2,596	2,465	13	2,060	11	85%	2	15%	0	0%
Occupational Health - Nursing Services	8,064	1,573	13	2,060	6	46%	6	46%	1	8%
Paint Manufacturing Equipment & Materials	1,126	3,154	13	2,060	6	46%	6	46%	1	8%
Permanent Make Up	7,834	1,601	13	2,060	9	69%	3	23%	1	8%
Physicians & Surgeons - Sports Medicine	1,760	2,773	13	2,060	7	54%	6	46%	0	0%
Plasma Centers	6,328	1,767	13	2,060	9	69%	4	31%	0	0%
Quilting	3,268	2,289	13	2,060	8	62%	5	38%	0	0%
Senior Housing/Living	8,040	1,575	13	2,060	9	69%	4	31%	0	0%
Surfboards	2,706	2,426	13	2,060	6	46%	6	46%	1	8%
Tennis Equipment & Supplies	1,839	2,742	13	2,060	9	69%	4	31%	0	0%
Tile - Non-Ceramic - Manufacturers & Distributors	3,862	2,140	13	2,060	8	62%	5	38%	0	0%
Tire Retread & Repair - Equipment & Supplies	1,694	2,812	13	2,060	7	54%	6	46%	0	0%
Truck Caps & Shells	6,874	1,712	13	2,060	8	62%	5	38%	0	0%
Truck Service & Repair - Mobile	2,677	2,440	13	2,060	5	38%	5	54%	1	8%
Video Editing	2,027	2,673	13	2,060	3	23%	9	69%	1	8%
Water Analysis	7,221	1,676	13	2,060	11	85%	2	15%	0	0%
Water Wells - Pumps Sales & Service	9,506	1,469	13	2,060	5	38%	7	54%	1	8%
Writer - Freelance	6,665	1,734	13	2,060	10	77%	3	23%	0	0%
Advertising - Outdoor	8,724	1,523	12	2,117	6	50%	6	50%	0	0%
Astrologers	3,740	2,170	12	2,117	7	58%	5	42%	0	0%
Aviation Services	4,165	2,090	12	2,117	6	50%	6	50%	0	0%
Bee Removal	2,807	2,394	12	2,117	5	42%	7	58%	0	0%
Beverages - Wholesale & Distribution	8,473	1,543	12	2,117	9	75%	3	25%	0	0%
Bras	2,644	2,449	12	2,117	11	89%	1	8%	0	0%
Bus - Sales & Rental	1,143	3,135	12	2,117	9	75%	9	25%	0	0%
Cabinet Hardware	3,471	2,237	12	2,117	10	83%	2	17%	0	0%
Caning Supplies	234	4,143	12	2,117	4	33%	8	67%	0	0%
Car Wash & Polish Equipment & Supplies	4,725	1,998	12	2,117	4	33%	7	58%	1	8%
Chain Link Fence Sales, Service & Contractors	4,881	1,973	12	2,117	3	25%	9	75%	0	0%
Concert Bureaus	523	3,690	12	2,117	10	83%	2	17%	0	0%
Consultants - Social Media	7,697	1,617	12	2,117	7	58%	3	25%	2	17%
Contractor - Tile Roofing	832	3,373	12	2,117	5	42%	7	58%	0	0%
Day Care - Adults	23,162	904	12	2,117	4	58%	4	33%	1	8%
Designers - Industrial	4,289	2,071	12	2,117	7	58%	5	42%	0	0%
Document Imaging & Scanning Service	14,235	1,197	12	2,117	10	83%	1	8%	1	8%
E-Learning	4,873	1,975	12	2,117	6	50%	5	42%	1	8%
Electric Equipment - Manufacturers	6,333	1,765	12	2,117	6	42%	7	58%	0	0%
Electricians - Commercial	25,537	848	12	2,117	6	50%	5	42%	1	8%
Fans - Household	3,549	2,219	12	2,117	4	33%	6	50%	2	17%
Fish & Seafood - Wholesale	7,855	1,598	12	2,117	6	50%	5	42%	1	8%
Foreign Currency Exchange Broker	13,952	1,211	12	2,117	9	75%	0	0%	3	25%
Garbage Disposal Equipment - Supplies & Parts	3,504	2,230	12	2,117	11	92%	1	8%	0	0%
Hauling & Clean Up Services	6,202	1,777	12	2,117	4	33%	8	67%	0	0%
Hosiery - Retail	2,786	2,399	12	2,117	8	67%	4	33%	0	0%
Hospitality	731	3,467	12	2,117	9	75%	3	25%	0	0%
Juices	1,613	2,852	12	2,117	9	75%	3	25%	0	0%
Lighting Consultants	7,380	1,656	12	2,117	3	25%	5	42%	4	33%
Locks - Wholesale & Manufacturers	3,040	2,342	12	2,117	9	75%	3	25%	0	0%
Mens Clothing & Furnishings - Wholesale & Manufacturers	3,364	2,262	12	2,117	8	67%	4	33%	0	0%
Mentally Disabled Services	20,958	973	12	2,117	8	67%	3	25%	1	8%
Modeling & Acting - Training	5,462	1,880	12	2,117	10	83%	2	17%	0	0%
Mosquito Control	7,423	1,649	12	2,117	11	92%	1	8%	0	0%
Motels - Reservation Service	1,004	3,230	12	2,117	6	50%	5	42%	1	8%
Parking Meters	307	3,997	12	2,117	11	92%	1	8%	0	0%
Pet Waste Removal	2,600	2,462	12	2,117	3	25%	9	75%	0	0%
Razors & Razor Blades	25,139	858	12	2,117	11	92%	1	8%	0	0%
Roof Structures	5,557	1,863	12	2,117	8	67%	4	33%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Safety & Rescue Equipment Sales & Services	8,013	1,578	12	2,117	2	17%	10	83%	0	0%
Scalp Care	1,385	2,976	12	2,117	10	83%	2	17%	0	0%
Sewing Contractors	4,700	2,003	12	2,117	3	25%	9	75%	0	0%
Skip Tracing	3,438	2,243	12	2,117	8	67%	4	33%	0	0%
Staffing - Technical	16,359	1,116	12	2,117	6	50%	4	33%	2	17%
Stationers - Retail	3,545	2,220	12	2,117	4	33%	8	67%	0	0%
Student Exchange Programs	8,703	1,524	12	2,117	9	75%	3	25%	0	0%
Transitional Housing	2,327	2,547	12	2,117	10	83%	2	17%	0	0%
Tuck Pointing	12,038	1,303	12	2,117	6	50%	5	42%	1	8%
Tuxedo Sales & Rentals	918	3,304	12	2,117	9	75%	3	25%	0	0%
Washing Machines & Dryers - Service & Repair	2,284	2,562	12	2,117	4	33%	7	58%	1	8%
Water Heaters - Repairing	5,299	1,903	12	2,117	9	75%	3	25%	0	0%
Waterproofing Materials	7,892	1,596	12	2,117	9	75%	2	17%	1	8%
Wire & Cable - Electric	6,884	1,710	12	2,117	5	42%	7	58%	0	0%
Advertising - Television	6,540	1,746	11	2,170	10	91%	1	9%	0	0%
Animal Brokers & Dealers - Zoo, Circus	4,723	1,999	11	2,170	7	64%	3	27%	1	9%
Antiques - Reproductions	5,174	1,923	11	2,170	7	64%	3	27%	1	9%
Art Organizations & Information	1,146	3,134	11	2,170	4	36%	7	64%	0	0%
Auto Manufacturers & Distributors - Specialty Body	809	3,398	11	2,170	10	91%	1	9%	0	0%
Auto Registration	3,877	2,138	11	2,170	6	55%	4	36%	1	9%
Basketball Clubs	2,611	2,458	11	2,170	6	55%	4	36%	1	9%
Beds - Wholesale & Manufacturers	4,085	2,102	11	2,170	10	91%	1	9%	0	0%
Body Waxing Services	847	3,359	11	2,170	10	91%	1	9%	0	0%
Brewers	3,877	2,138	11	2,170	8	73%	2	18%	1	9%
Campers - Service & Repair	2,990	2,358	11	2,170	7	64%	4	36%	0	0%
Chairs - Orthopedic & Lift	2,897	2,376	11	2,170	9	82%	2	18%	0	0%
Church Supplies	1,456	2,929	11	2,170	5	45%	6	55%	0	0%
Coffee Roasting & Handling Equipment	3,445	2,241	11	2,170	4	36%	6	55%	1	9%
Columns	1,150	3,128	11	2,170	9	82%	2	18%	0	0%
Compactors - Waste - Industrial & Commercial	1,307	3,023	11	2,170	2	18%	9	82%	0	0%
Corporate Housing	5,650	1,853	11	2,170	9	82%	1	9%	1	9%
Custom Framing	6,748	1,726	11	2,170	7	64%	4	36%	0	0%
Dinner Theatres	1,563	2,867	11	2,170	3	27%	7	64%	1	9%
Display Designers & Producers	15,352	1,157	11	2,170	5	45%	6	55%	0	0%
Dock Builders	7,376	1,657	11	2,170	5	45%	5	45%	1	9%
Doughnuts	2,583	2,468	11	2,170	7	64%	4	36%	0	0%
Drafting Services	9,493	1,471	11	2,170	6	55%	5	45%	0	0%
Electric Supplies - Manufacturers	2,466	2,501	11	2,170	7	45%	6	55%	0	0%
Electronic Product Waste Management & E Waste Services	1,556	2,873	11	2,170	7	64%	1	9%	3	27%
Employment Services - Virtual Assistant	7,616	1,628	11	2,170	10	91%	1	9%	0	0%
Exterior Structures - Barn Construction	9,103	1,498	11	2,170	5	45%	6	55%	0	0%
Exterior Structures - Gazebos, Arbors, Pergolas	3,343	2,265	11	2,170	10	91%	1	9%	0	0%
Filters - Air & Gas	3,729	2,174	11	2,170	10	91%	1	9%	0	0%
Fraternal Organizations	8,580	1,533	11	2,170	8	73%	3	27%	0	0%
Fruit & Vegetable Growers & Shippers	5,124	1,930	11	2,170	7	64%	4	36%	0	0%
Gas - Industrial & Medical - Cylinder & Bulk	2,712	2,422	11	2,170	8	73%	3	27%	0	0%
Gourmet Shops	5,594	1,859	11	2,170	8	73%	2	18%	1	9%
Grocers - Wholesale	11,048	1,348	11	2,170	10	91%	1	9%	0	0%
Heating & Air Conditioning - Filters	4,534	2,024	11	2,170	8	73%	2	18%	1	9%
Insurance - Fire & Flood Specialists	10,241	1,405	11	2,170	9	82%	1	9%	1	9%
Intercoms Systems & Services	1,730	2,785	11	2,170	9	82%	2	18%	0	0%
Junk Dealers	3,268	2,289	11	2,170	5	45%	3	27%	3	27%
Key Control Systems	2,744	2,415	11	2,170	8	73%	3	27%	0	0%
Landscape Contractors - Commercial	8,311	1,553	11	2,170	7	64%	3	27%	1	9%
Lead	2,753	2,411	11	2,170	7	64%	4	36%	0	0%
Marketing - Dental	228	4,159	11	2,170	1	9%	9	82%	1	9%
Material Handling Equipment	10,279	1,401	11	2,170	10	91%	1	9%	0	0%
Meal Preparation Service	1,854	2,734	11	2,170	9	82%	2	18%	0	0%
Meat Brokers	6,880	1,711	11	2,170	5	45%	6	55%	0	0%
Motion Picture Film Distributors & Exchange	1,689	2,818	11	2,170	6	55%	5	45%	0	0%
Music - Sheet	3,630	1,198	11	2,170	11	100%	0	0%	0	0%
Oil Royalties	9,272	1,486	11	2,170	6	55%	5	45%	0	0%
Pens & Pencils - Retail	3,314	2,272	11	2,170	4	36%	7	64%	0	0%
Pet Training - Electronic/ecollar	1,133	3,147	11	2,170	8	73%	3	27%	0	0%
Petroleum	10,124	1,413	11	2,170	9	82%	2	18%	0	0%
Photographers - Pet	623	3,580	11	2,170	2	18%	7	64%	2	18%
Pianos - Tuning & Repair	9,701	1,451	11	2,170	9	82%	1	9%	1	9%
Podiatrists Equipment & Supplies	326	3,967	11	2,170	0	0%	4	36%	7	64%
Printing Brokers	6,343	1,763	11	2,170	6	55%	5	45%	0	0%
Pumps - Dealers	9,700	1,452	11	2,170	4	36%	6	55%	1	9%
Quilting Materials & Supplies	2,303	2,556	11	2,170	6	55%	5	45%	0	0%
Sausages	1,657	2,835	11	2,170	6	55%	5	45%	0	0%
Speakers - Wholesale & Manufacturers	943	3,290	11	2,170	7	64%	4	36%	0	0%
Sprinklers - Automatic - Fire	17,086	1,087	11	2,170	9	82%	2	18%	0	0%
Stump Removal & Grinding	8,279	1,558	11	2,170	4	36%	7	64%	0	0%
Theatrical Agencies	4,261	2,080	11	2,170	5	45%	6	55%	0	0%
Tickets & Coupons - Printers & Suppliers	3,957	2,120	11	2,170	6	55%	4	36%	1	9%
Tile Restoration	2,944	2,372	11	2,170	6	55%	2	18%	3	27%
Tools - Cutting	4,567	2,017	11	2,170	9	82%	1	9%	1	9%
Tours - Wholesale	3,248	2,295	11	2,170	7	64%	4	36%	0	0%
Traffic School	6,941	1,701	11	2,170	10	91%	1	9%	0	0%
Trailers - Truck	7,741	1,610	11	2,170	7	64%	4	36%	0	0%
Truck Stops	4,009	2,115	11	2,170	9	82%	2	18%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ultrasound - Medical	3,622	2,201	11	2,170	6	55%	5	45%	0	0%
Veterans & Military Organizations	10,263	1,403	11	2,170	9	82%	2	18%	0	0%
Washing Machines & Dryers - Rent & Lease	143	4,347	11	2,170	3	27%	8	73%	0	0%
Window Shades - Equipment & Supplies	5,895	1,814	11	2,170	8	73%	3	27%	0	0%
Windows - Vinyl	5,912	1,810	11	2,170	7	64%	1	9%	3	27%
Wood Carving	2,044	2,660	11	2,170	6	55%	4	36%	1	9%
Woodworking Equipment & Supplies	4,667	2,007	11	2,170	9	82%	1	9%	1	9%
Zoos	2,423	2,518	11	2,170	10	91%	1	9%	0	0%
Aircraft Schools	4,276	2,075	10	2,247	1	10%	6	60%	3	30%
Aircraft Servicing & Maintenance	9,277	1,484	10	2,247	7	70%	1	10%	2	20%
Amusement Park Equipment	1,522	2,888	10	2,247	3	30%	6	60%	1	10%
Art - Painted Oil Portraits	642	3,564	10	2,247	3	30%	6	60%	1	10%
Artificial Flowers, Plants & Trees	2,019	2,677	10	2,247	6	60%	4	40%	0	0%
Auto Manufacturers Equipment & Supplies	3,919	2,129	10	2,247	7	70%	3	30%	0	0%
Auto Repair - Steering & Suspension	669	3,538	10	2,247	9	90%	1	10%	0	0%
Ballroom Dance Instruction	1,096	3,171	10	2,247	7	70%	1	10%	2	20%
Ballrooms	3,177	2,317	10	2,247	7	70%	2	20%	1	10%
Beer & Ale - Retail	2,265	2,571	10	2,247	4	40%	6	60%	0	0%
Blacksmiths	1,618	2,850	10	2,247	1	10%	9	90%	0	0%
Boarding - Horses	4,459	2,037	10	2,247	6	60%	4	40%	0	0%
Boilers - New & Used	4,979	1,952	10	2,247	8	80%	2	20%	0	0%
Bookbinders	3,458	2,240	10	2,247	6	60%	4	40%	0	0%
Bullet-Resistant Equipment	1,268	3,046	10	2,247	3	30%	7	70%	0	0%
Cabinet Refacing	5,822	1,828	10	2,247	8	80%	2	20%	0	0%
Chambers Of Commerce	140,519	218	10	2,247	9	90%	1	10%	0	0%
Charity - Other Charitable Organizations	2,424	2,517	10	2,247	7	70%	3	30%	0	0%
Charity - Veterans & Military	3,540	2,222	10	2,247	8	80%	2	20%	0	0%
Child Parent Development Centers	1,480	2,916	10	2,247	5	50%	0	0%	0	0%
Compressors	6,123	1,783	10	2,247	6	60%	4	40%	0	0%
Computer Assisted Design Services	1,433	2,947	10	2,247	4	40%	6	60%	0	0%
Conference Centers	3,117	2,327	10	2,247	7	70%	3	30%	0	0%
Consultants - Prison & Sentencing	1,319	3,015	10	2,247	1	10%	8	80%	1	10%
Contractor - Interior Trim	4,339	2,058	10	2,247	5	50%	5	50%	0	0%
Contractors - Retaining Wall	4,439	2,041	10	2,247	2	20%	5	50%	3	30%
Corporate Travel	4,616	2,014	10	2,247	4	40%	4	40%	2	20%
Craft Instruction	2,860	2,382	10	2,247	5	50%	5	50%	0	0%
Dentist - Periodontist	4,713	2,001	10	2,247	7	70%	3	30%	0	0%
Dolls - Collectors	593	3,614	10	2,247	4	40%	2	20%	4	40%
Electric Vehicles	1,516	2,892	10	2,247	5	50%	0	0%	0	0%
Electrical Power Systems Maintenance	4,078	2,104	10	2,247	4	40%	5	50%	1	10%
Embroideries - Uniform	1,808	2,756	10	2,247	6	60%	4	40%	0	0%
Engines - Gasoline	1,974	2,692	10	2,247	4	40%	6	60%	0	0%
Fabrics - Wholesale & Manufacturers	4,368	2,053	10	2,247	4	40%	6	60%	0	0%
Feed Dealers	13,126	1,252	10	2,247	8	80%	2	20%	0	0%
First Aid Supplies	1,872	2,724	10	2,247	5	50%	5	50%	0	0%
Floors - Garage	5,376	1,892	10	2,247	9	90%	1	10%	0	0%
Fountains - Garden, Display	6,916	1,705	10	2,247	7	70%	3	30%	0	0%
Fraternal Regalia & Supplies	641	3,565	10	2,247	4	40%	6	60%	0	0%
Gambling Machine Supplies and Services	1,439	2,940	10	2,247	4	40%	6	60%	0	0%
Gauges & Gages	2,034	2,666	10	2,247	5	50%	5	50%	0	0%
Greenhouses	6,927	1,703	10	2,247	9	90%	1	10%	0	0%
Gun Safes	1,213	3,085	10	2,247	9	90%	1	10%	0	0%
Insulation Contractors Equipment & Supplies	5,071	1,936	10	2,247	2	20%	8	80%	0	0%
Inventors	10,944	1,356	10	2,247	4	40%	6	60%	0	0%
Knit Goods - Retail	1,712	2,799	10	2,247	2	20%	6	60%	2	20%
Livestock Equipment & Supplies	3,559	2,217	10	2,247	2	20%	8	80%	0	0%
Machinery - Used	2,981	2,363	10	2,247	5	50%	5	50%	0	0%
Mining Equipment & Supplies	4,431	2,045	10	2,247	2	20%	8	80%	0	0%
Moldings	3,298	2,277	10	2,247	3	30%	7	70%	0	0%
Motion Picture Producers & Studios	2,717	2,418	10	2,247	6	60%	4	40%	0	0%
Oils - Petroleum	6,259	1,773	10	2,247	9	90%	1	10%	0	0%
Outpatient Surgery Centers	1,641	2,839	10	2,247	7	70%	3	30%	0	0%
Oxygen Producing Equipment	879	3,334	10	2,247	1	10%	8	80%	1	10%
Paging Equipment & Service	3,824	2,148	10	2,247	3	30%	7	70%	0	0%
Patio Cover	7,919	1,593	10	2,247	6	60%	4	40%	0	0%
Personal Security Guard Service	6,863	2,715	10	2,247	2	20%	7	70%	1	10%
Pet Exercising Service	5,182	1,921	10	2,247	6	60%	4	40%	0	0%
Pet Grooming - Mobile	7,900	1,595	10	2,247	4	40%	6	60%	0	0%
Pet Kenneling Services	2,083	2,644	10	2,247	6	60%	4	40%	0	0%
Photography Schools	3,228	2,304	10	2,247	9	90%	1	10%	0	0%
Physicians & Surgeons - Endocrinology, Diabetes & Metabolism	2,975	2,365	10	2,247	5	50%	3	30%	2	20%
Plates	1,611	2,855	10	2,247	6	60%	4	40%	0	0%
Radio Station Equipment	866	3,243	10	2,247	5	50%	5	50%	0	0%
Reading Instruction	11,656	1,317	10	2,247	9	90%	1	10%	0	0%
Sandblasting	14,000	1,210	10	2,247	5	50%	5	50%	0	0%
Senior Citizens Service Organization	19,900	997	10	2,247	7	70%	2	20%	1	10%
Service Animals - Dogs	4,498	2,028	10	2,247	7	70%	3	30%	0	0%
Siding Materials	8,827	1,514	10	2,247	4	40%	6	60%	0	0%
Solar Energy Equipment & Systems Supplies & Parts	3,232	2,300	10	2,247	4	40%	6	60%	0	0%
Speedometers	4,419	2,048	10	2,247	9	90%	1	10%	0	0%
Sport Fishing	651	3,554	10	2,247	3	30%	7	70%	0	0%
Springs - Automotive - Sales & Service	3,601	2,206	10	2,247	8	80%	2	20%	0	0%
Sundries Stores	1,989	2,684	10	2,247	4	40%	6	60%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tanners	861	3,346	10	2,247	5	50%	5	50%	0	0%
Towing - Heavy Equipment	957	3,278	10	2,247	7	70%	2	20%	1	10%
Travel & Tourism Development and Education	5,454	1,885	10	2,247	8	80%	2	20%	0	0%
Travel Escorts	5,730	1,838	10	2,247	9	90%	0	0%	1	10%
Vinyl Repair	3,470	2,238	10	2,247	4	40%	6	60%	0	0%
Warehousing Services	9,674	1,454	10	2,247	8	80%	2	20%	0	0%
Washers	571	3,629	10	2,247	4	40%	6	60%	0	0%
Window Tinting & Coating - Residential	7,088	1,688	10	2,247	6	60%	3	30%	1	10%
Writer	1,509	2,893	10	2,247	3	30%	7	70%	0	0%
Advertising - Indoor	2,091	2,640	9	2,331	3	33%	6	67%	0	0%
Alternators & Generators - Retail	3,832	2,147	9	2,331	5	56%	4	44%	0	0%
Artificial Limbs	994	3,241	9	2,331	9	100%	0	0%	0	0%
Audio-Visual Equipment - Rent & Lease	3,507	2,228	9	2,331	6	67%	3	33%	0	0%
Auto - Fleet Service	811	3,396	9	2,331	3	33%	5	56%	1	11%
Bagels	1,062	3,192	9	2,331	4	44%	5	56%	0	0%
Bags - Burlap, Canvas & Cotton	1,909	2,711	9	2,331	6	67%	3	33%	0	0%
Bakers - Wholesale	6,103	1,785	9	2,331	6	67%	1	11%	2	22%
Batteries - Storage-Wholesale & Manufacturers	1,961	2,696	9	2,331	8	89%	1	11%	0	0%
Bingo & Gaming Halls	2,222	2,592	9	2,331	4	44%	5	56%	0	0%
Bolts & Nuts	3,675	2,192	9	2,331	2	22%	7	78%	0	0%
Bowling Clothes & Accessories	840	3,363	9	2,331	5	56%	4	44%	0	0%
Brakes - Manufacturers & Distributors	1,166	3,115	9	2,331	5	56%	4	44%	0	0%
Building Materials - Used	1,788	2,765	9	2,331	3	33%	6	67%	0	0%
Cake Decorating Equipment & Supplies	3,473	2,236	9	2,331	6	67%	3	33%	0	0%
Carburetors	4,303	2,068	9	2,331	7	78%	2	22%	0	0%
Carpet & Rug Pads, Linings & Accessories	2,504	2,485	9	2,331	9	100%	0	0%	0	0%
Cash Registers & Supplies	4,252	2,083	9	2,331	4	44%	5	56%	0	0%
Chinese Food Products	563	3,638	9	2,331	4	44%	5	56%	0	0%
Chocolate & Cocoa	2,421	2,519	9	2,331	6	67%	3	33%	0	0%
Computer Gaming Centers	1,204	3,091	9	2,331	3	33%	5	56%	1	11%
Computers - Forensics	1,129	3,152	9	2,331	5	56%	4	44%	0	0%
Concrete Blocks & Shapes	4,634	2,010	9	2,331	3	33%	4	44%	2	22%
Construction Supplies	3,100	2,329	9	2,331	2	22%	6	67%	1	11%
Consultants - Dental Management	2,810	2,393	9	2,331	6	67%	3	33%	0	0%
Cosmetic & Toiletry Preparations - Manufacturers	2,118	2,629	9	2,331	5	56%	3	33%	1	11%
Cremation Urns	4,986	1,951	9	2,331	9	100%	0	0%	0	0%
Customs Consultant	1,452	2,935	9	2,331	5	56%	4	44%	0	0%
Cylinders - Air & Hydraulic	2,627	2,455	9	2,331	6	67%	3	33%	0	0%
Door-to-Door Freezer Food Sales	1,957	2,697	9	2,331	8	89%	1	11%	0	0%
Dry Goods - Retail	1,460	2,927	9	2,331	2	22%	7	78%	0	0%
Event Planners - Corporate	2,493	2,490	9	2,331	3	33%	6	67%	0	0%
Feed Concentrates & Supplements	459	3,773	9	2,331	4	44%	4	44%	1	11%
Fence Staining	4,764	1,992	9	2,331	6	67%	2	22%	1	11%
Foundries	7,475	1,642	9	2,331	1	11%	8	89%	0	0%
Furniture Assembly Services	1,540	2,881	9	2,331	5	56%	3	33%	1	11%
Furniture Frames	240	4,131	9	2,331	6	67%	3	33%	0	0%
Garage Organizers	8,248	1,559	9	2,331	6	67%	3	33%	0	0%
Gazebos	3,356	2,263	9	2,331	5	56%	4	44%	0	0%
Guards - Door & Window	2,241	2,586	9	2,331	8	89%	1	11%	0	0%
Guest Ranch	918	3,304	9	2,331	4	44%	5	56%	0	0%
Heat Supply Companies	1,501	2,900	9	2,331	2	22%	7	78%	0	0%
Inks - Manufacturers Materials	1,229	3,074	9	2,331	6	67%	3	33%	0	0%
Jewelry Engravers	831	3,376	9	2,331	4	44%	4	44%	1	11%
Karaoke Machines & Tapes	2,172	2,612	9	2,331	4	44%	5	56%	0	0%
Laser Therapy	5,021	1,943	9	2,331	5	56%	3	33%	1	11%
Livestock Breeders	4,486	2,033	9	2,331	5	56%	4	44%	0	0%
Loan Originator	1,548	2,877	9	2,331	3	33%	3	33%	3	33%
Lobbyists	2,596	2,465	9	2,331	5	56%	2	22%	2	22%
Medical Tourism	4,019	2,113	9	2,331	4	44%	5	56%	0	0%
Minerals	4,491	2,031	9	2,331	9	100%	0	0%	0	0%
Modeling - Advance Fee	7,510	1,637	9	2,331	4	44%	4	44%	1	11%
Needlework Supplies - Retail, Wholesale, Manufacturing	1,365	2,982	9	2,331	4	44%	5	56%	0	0%
Occupational Therapists	5,270	1,912	9	2,331	5	56%	4	44%	0	0%
Oils - Waste	3,243	2,297	9	2,331	9	100%	0	0%	0	0%
Patio Bullder	2,766	2,407	9	2,331	9	100%	0	0%	0	0%
Personnel Consultants	12,987	1,263	9	2,331	2	22%	5	56%	2	22%
Photographic Color Prints & Trans.	2,292	2,560	9	2,331	5	56%	3	33%	1	11%
Photography Sales by Mail	851	3,353	9	2,331	7	78%	2	22%	0	0%
Physicians & Surgeons - Urology	1,006	3,228	9	2,331	7	78%	2	22%	0	0%
Safe & Vault Movers	952	3,282	9	2,331	6	67%	3	33%	0	0%
Shoplifting Prevention Devices	355	3,922	9	2,331	3	33%	5	56%	1	11%
Smokers Information & Treatment	3,862	2,140	9	2,331	6	67%	3	33%	0	0%
Surgical Instruments	3,642	2,196	9	2,331	7	78%	2	22%	0	0%
Swimming Pools - Leak Detection & Repair	2,861	2,381	9	2,331	8	89%	1	11%	0	0%
Trailers - Boat	5,020	1,944	9	2,331	9	100%	0	0%	0	0%
Trucks - Forklifts	2,644	2,449	9	2,331	7	78%	2	22%	0	0%
Turntables	540	3,666	9	2,331	6	67%	3	33%	0	0%
Underwear - Wholesale & Manufacturers	1,488	2,912	9	2,331	7	78%	1	11%	1	11%
Ventilating Systems - Cleaning	3,908	2,132	9	2,331	5	56%	4	44%	0	0%
Writers - Business	4,327	2,060	9	2,331	4	44%	4	44%	1	11%
X-Ray Labs - Industrial	1,629	2,843	9	2,331	5	56%	4	44%	0	0%
Aquariums - Public	428	3,811	8	2,403	5	63%	3	38%	0	0%
Artists Agents	3,652	2,194	8	2,403	6	75%	2	25%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Attorneys & Lawyers - Home Owners Associations	2,048	2,659	8	2,403	3	38%	5	63%	0	0%
Auction Supplies	335	3,953	8	2,403	4	50%	4	50%	0	0%
Auto - Emissions Testing	645	3,563	8	2,403	6	75%	2	25%	0	0%
Auto Repair & Service - Airbags	1,267	3,047	8	2,403	7	88%	1	13%	0	0%
Automobile Reconditioned Detailing	977	3,262	8	2,403	5	63%	3	38%	0	0%
Bibles	673	3,532	8	2,403	6	75%	2	25%	0	0%
Boat - Excursion	1,909	2,711	8	2,403	6	75%	1	13%	1	13%
Campers - Rent & Lease	1,436	2,945	8	2,403	6	75%	2	25%	0	0%
Caregivers Resources	1,790	2,762	8	2,403	2	25%	4	50%	2	25%
Chimney Cleaning Equipment & Supplies	2,147	2,624	8	2,403	6	75%	2	25%	0	0%
China & Crystal - Repair	1,180	3,108	8	2,403	6	75%	2	25%	0	0%
Colon Hydrotherapy - Colonic Therapy	5,020	1,944	8	2,403	4	50%	2	25%	2	25%
Commercial Painting Contractor	10,035	1,420	8	2,403	3	38%	5	63%	0	0%
Compactors - Waste - Household - Dealers	461	3,770	8	2,403	4	50%	4	50%	0	0%
Computers - Rooms - Installation & Equipment	1,794	2,759	8	2,403	5	63%	2	25%	1	13%
Construction Reports	2,537	2,478	8	2,403	7	88%	1	13%	0	0%
Controls, Control Sys & Regulators	12,828	1,269	8	2,403	7	88%	1	13%	0	0%
Dental Equipment - Repair & Refinish	1,901	2,715	8	2,403	2	25%	6	75%	0	0%
Doors - Patio	792	3,412	8	2,403	5	63%	3	38%	0	0%
Editorial Services	4,421	2,046	8	2,403	6	75%	2	25%	0	0%
Excavating Equipment	3,145	2,321	8	2,403	4	50%	4	50%	0	0%
Fan Clubs	659	3,546	8	2,403	6	75%	2	25%	0	0%
Farming Service	4,872	1,976	8	2,403	3	38%	3	38%	2	25%
Fashion Consultants	3,329	2,270	8	2,403	3	38%	5	63%	0	0%
Fire Extinguishers	11,500	1,325	8	2,403	6	75%	1	13%	1	13%
Florists Supplies	1,344	2,998	8	2,403	5	63%	2	25%	1	13%
Foot Appliances	1,156	3,123	8	2,403	3	38%	4	50%	1	13%
Frozen Foods - Processors	1,092	3,174	8	2,403	6	75%	1	13%	1	13%
Furniture Cleaning Equipment & Supplies	513	3,704	8	2,403	8	100%	0	0%	0	0%
Furniture Manufacturers Equipment & Supplies	1,079	3,184	8	2,403	4	50%	4	50%	0	0%
Giftware - Wholesale & Manufacturers	5,688	1,845	8	2,403	4	50%	2	25%	2	25%
Glass - Broken	2,917	2,374	8	2,403	5	63%	2	25%	1	13%
Glass Board - Up Service	1,987	2,686	8	2,403	5	63%	3	38%	0	0%
Golf Courses - Miniature	1,555	2,874	8	2,403	6	75%	2	25%	0	0%
Home Staging	6,675	1,733	8	2,403	4	50%	4	50%	0	0%
Horse Transporting	3,034	2,346	8	2,403	3	38%	5	63%	0	0%
Human Services Organizations	4,848	1,979	8	2,403	6	75%	2	25%	0	0%
Hydraulic Equipment Repair	5,830	1,824	8	2,403	3	38%	5	63%	0	0%
Impregnating	2,030	2,670	8	2,403	6	75%	2	25%	0	0%
Imprinting	1,747	2,778	8	2,403	3	38%	5	63%	0	0%
Incense	1,235	3,070	8	2,403	5	63%	2	25%	1	13%
Internet Cafes	1,222	3,081	8	2,403	5	63%	2	25%	1	13%
Janitors Equipment & Supplies	13,686	1,224	8	2,403	7	88%	1	13%	0	0%
Kickboxing	935	3,293	8	2,403	3	38%	5	63%	0	0%
Laboratories - Veterinary	1,314	3,021	8	2,403	6	75%	2	25%	0	0%
Lenses	1,501	2,900	8	2,403	0	0%	6	75%	2	25%
Management Training	8,808	1,515	8	2,403	5	63%	3	38%	0	0%
Maps - Dealers	1,342	3,001	8	2,403	7	88%	1	13%	0	0%
Massage School	4,348	2,056	8	2,403	6	75%	2	25%	0	0%
Mausoleums	977	3,262	8	2,403	6	75%	2	25%	0	0%
Medical Spa	481	3,743	8	2,403	6	75%	2	25%	0	0%
Messenger Service	8,387	1,548	8	2,403	6	75%	2	25%	0	0%
Metaphysical Supplies & Service	175	4,269	8	2,403	2	25%	6	75%	0	0%
Miniatures - Collectors	2,629	2,454	8	2,403	3	38%	5	63%	0	0%
Molds	9,250	1,488	8	2,403	5	63%	3	38%	0	0%
Paper Distributors	2,704	2,430	8	2,403	3	38%	5	63%	0	0%
Parcel Post Assembly Service	5,679	1,848	8	2,403	7	88%	1	13%	0	0%
Paving Stones	2,669	2,443	8	2,403	4	50%	3	38%	1	13%
Photographers - Sports	550	3,658	8	2,403	5	63%	3	38%	0	0%
Plumbing Plan Services	3,038	2,344	8	2,403	7	88%	1	13%	0	0%
Poultry Farms	3,302	2,275	8	2,403	5	63%	3	38%	0	0%
Printing Technician	92	4,514	8	2,403	4	50%	3	38%	1	13%
Pub	431	3,806	8	2,403	4	50%	4	50%	0	0%
Public Opinion Analysts	4,013	2,114	8	2,403	4	50%	4	50%	0	0%
Reloader Schemes	2,338	2,543	8	2,403	0	0%	8	100%	0	0%
Sales Presentations	2,334	2,544	8	2,403	3	38%	2	25%	3	38%
School Furniture & Equipment	5,154	1,925	8	2,403	8	100%	0	0%	0	0%
Search Engine Marketing	1,495	2,908	8	2,403	6	75%	1	13%	1	13%
Signs - Digital	4,133	2,096	8	2,403	6	75%	2	25%	0	0%
Soda Fountain Supplies	431	3,806	8	2,403	8	100%	0	0%	0	0%
Sprinkler Supervisory Service	3,488	2,233	8	2,403	5	63%	2	25%	1	13%
Stone Cutters	2,412	2,522	8	2,403	3	38%	3	38%	2	25%
Support Groups	2,265	2,571	8	2,403	6	75%	0	0%	2	25%
Surveyors - Aerial	800	3,404	8	2,403	1	13%	7	88%	0	0%
Systems & Software Testing	2,158	2,619	8	2,403	4	50%	4	50%	0	0%
Tractor Repair & Service	4,946	1,960	8	2,403	6	75%	2	25%	0	0%
Upholstery and Rug Cleaning	2,711	2,424	8	2,403	1	13%	7	88%	0	0%
Upholstery Fabrics - Wholesale & Manufacturers	1,433	2,947	8	2,403	4	50%	4	50%	0	0%
Voice Mail Services	718	3,477	8	2,403	1	13%	7	88%	0	0%
Water Skiing Equipment & Supplies	1,208	3,086	8	2,403	5	63%	3	38%	0	0%
Wedding Officiant	5,483	1,876	8	2,403	3	38%	3	38%	2	25%
Wine Storage Equipment	2,853	2,384	8	2,403	1	13%	7	88%	0	0%
Wood Products - Sawdust & Shavings	808	3,399	8	2,403	3	38%	5	63%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Air Compressors	1,825	2,750	7	2,488	1	14%	5	71%	1	14%
Ammunition Reloading	1,677	2,823	7	2,488	0	0%	6	86%	1	14%
Apartment Sharing Service	1,361	2,985	7	2,488	1	14%	6	86%	0	0%
Auto Repair - Vintage	2,167	2,614	7	2,488	4	57%	3	43%	0	0%
Auto Upholstery Cleaning	1,928	2,706	7	2,488	3	43%	4	57%	0	0%
Aviation Consultants	3,368	2,259	7	2,488	1	14%	4	57%	2	29%
Backflow Testing	3,890	2,136	7	2,488	4	57%	3	43%	0	0%
Baskets - Retail	1,667	2,829	7	2,488	2	29%	5	71%	0	0%
Beekeepers Supplies	981	3,254	7	2,488	4	57%	3	43%	0	0%
Blood Banks & Centers	3,551	2,218	7	2,488	4	57%	3	43%	0	0%
Brand Development	6,573	1,745	7	2,488	6	86%	1	14%	0	0%
Building Cleaning - Exterior	7,233	1,673	7	2,488	3	43%	4	57%	0	0%
Buttons - Advertising	2,622	2,457	7	2,488	6	86%	1	14%	0	0%
Candle Making Supplies	2,027	2,673	7	2,488	5	71%	2	29%	0	0%
Candles - Wholesale & Manufacturers	4,028	2,111	7	2,488	2	29%	5	71%	0	0%
Canes	2,770	2,405	7	2,488	6	86%	1	14%	0	0%
Coins - Wholesale & Manufacturers	821	3,388	7	2,488	1	14%	6	86%	0	0%
Coins & Tokens - Manufacturers	2,081	2,647	7	2,488	3	43%	4	57%	0	0%
Concrete Curing & Treating Materials	2,717	2,418	7	2,488	3	43%	4	57%	0	0%
Connectors - Electric	3,034	2,346	7	2,488	5	71%	2	29%	0	0%
Consultant - Strategic Planning	4,307	2,066	7	2,488	3	43%	3	43%	1	14%
Consultants - Security	3,309	2,274	7	2,488	5	71%	2	29%	0	0%
Contractor - Hauling	2,420	2,520	7	2,488	3	43%	3	43%	1	14%
Contractor - Roofing Spray Foam Insulation	3,931	2,126	7	2,488	7	100%	0	0%	0	0%
Contractors - Framing	18,320	1,045	7	2,488	3	43%	3	43%	1	14%
Cord Blood Storage	3,474	2,235	7	2,488	7	100%	0	0%	0	0%
Dairies	3,179	2,316	7	2,488	5	71%	2	29%	0	0%
Divers	898	3,319	7	2,488	4	57%	3	43%	0	0%
Druggists - Wholesale	378	3,882	7	2,488	2	29%	5	71%	0	0%
Dryer Vent Cleaning	12,346	1,283	7	2,488	2	29%	4	57%	1	14%
Duct & Duct Fittings	1,826	2,748	7	2,488	5	71%	2	29%	0	0%
Electronic Testing Equipment	3,933	2,125	7	2,488	6	86%	1	14%	0	0%
Emergency Rooms	94	4,506	7	2,488	7	100%	0	0%	0	0%
Etched Products - Metal, Glass	1,123	3,159	7	2,488	2	29%	5	71%	0	0%
Eyebrow Threading	1,454	2,932	7	2,488	2	29%	5	71%	0	0%
Eyesight Training	1,371	2,980	7	2,488	5	71%	2	29%	0	0%
Fence Posts & Fittings	4,644	2,008	7	2,488	3	43%	4	57%	0	0%
Fishing Bait	3,385	2,255	7	2,488	3	43%	4	57%	0	0%
Fix-It Shops	2,658	2,445	7	2,488	6	86%	1	14%	0	0%
Floor Treatment Compounds	1,001	3,235	7	2,488	0	0%	0	0%	3	43%
Food & Beverage Consultants	3,257	2,291	7	2,488	1	14%	6	86%	0	0%
Gift Wrapping Materials	1,189	3,101	7	2,488	0	0%	7	100%	0	0%
Glass Blowers	2,026	2,675	7	2,488	2	29%	5	71%	0	0%
Glaziers	7,308	1,665	7	2,488	6	86%	1	14%	0	0%
Gloves - Work & Industrial	1,967	2,693	7	2,488	7	100%	0	0%	0	0%
Golf Equipment & Supplies - Wholesale & Manufacturers	1,389	2,974	7	2,488	7	100%	0	0%	0	0%
Helicopters - Charter, Rent & Lease	1,385	2,976	7	2,488	0	0%	5	71%	2	29%
Horse Breeders	6,716	1,729	7	2,488	1	14%	3	43%	3	43%
Humane Societies	1,428	2,951	7	2,488	6	86%	1	14%	0	0%
Ice Making Equipment & Machines	1,179	2,607	7	2,488	3	43%	4	57%	0	0%
Import Representatives	1,325	3,005	7	2,488	2	29%	2	29%	0	0%
Industrial Consultants	3,766	2,162	7	2,488	5	71%	2	29%	0	0%
Interior Designers - Registered/Licensed	2,316	2,551	7	2,488	2	29%	5	71%	0	0%
Jeans	1,197	3,097	7	2,488	1	14%	6	86%	0	0%
Jewelry Advisory Service	678	3,525	7	2,488	2	29%	5	71%	0	0%
Labor Organizations	3,543	2,221	7	2,488	4	57%	3	43%	0	0%
Lamps - Wholesale & Manufacturers	463	3,766	7	2,488	5	71%	2	29%	0	0%
Laundry Supplies	657	3,548	7	2,488	4	57%	3	43%	0	0%
Lotteries - Foreign	12,031	1,304	7	2,488	1	14%	0	0%	6	86%
Lotteries - Local	4,683	2,005	7	2,488	6	86%	1	14%	0	0%
Luggage - Wholesale & Manufacturers	1,411	2,962	7	2,488	7	100%	0	0%	0	0%
Manniquins - Display Fixture	731	3,467	7	2,488	1	14%	6	86%	0	0%
Masonry Panels - Prefabricated	3,276	2,287	7	2,488	2	29%	4	57%	1	14%
Midwives	1,503	2,898	7	2,488	6	86%	1	14%	0	0%
Motorcycle Riding Instruction	1,724	2,788	7	2,488	6	86%	1	14%	0	0%
Motorcycle Sales - Consignments	1,156	3,123	7	2,488	5	71%	2	29%	0	0%
Musical Instruments - Rental	400	3,843	7	2,488	5	71%	2	29%	0	0%
Novelties - Wholesale & Manufacturers	2,176	2,609	7	2,488	6	86%	1	14%	0	0%
Oil - Crude - Purchasing	1,878	2,720	7	2,488	3	43%	4	57%	0	0%
Oil Operators	1,869	2,726	7	2,488	3	43%	3	43%	1	14%
Oils - Fuel - Treatment Compounds	1,504	2,897	7	2,488	0	0%	7	100%	0	0%
Outboard Motors - Repair	3,745	2,169	7	2,488	4	57%	3	43%	0	0%
Outfitters	1,139	3,140	7	2,488	5	71%	2	29%	0	0%
Parenting Classes	1,613	2,852	7	2,488	1	14%	4	57%	2	29%
Parking Stations & Garages - Equipment & Supplies	797	3,406	7	2,488	5	71%	2	29%	0	0%
Pattern Makers	953	3,280	7	2,488	4	57%	3	43%	0	0%
Pharmaceutical Products - Research	3,077	2,334	7	2,488	6	86%	1	14%	0	0%
Phlebotomy Training & Certification	3,753	2,165	7	2,488	4	57%	1	14%	2	29%
Physicians & Surgeons - Pulmonary Diseases	1,100	3,169	7	2,488	5	71%	2	29%	0	0%
Pole Fitness	483	3,740	7	2,488	2	29%	5	71%	0	0%
Popcorn & Supplies	3,201	2,311	7	2,488	5	71%	2	29%	0	0%
Power Plant Equipment	1,026	3,215	7	2,488	4	57%	1	14%	2	29%
Public Speaking Instruction	1,093	3,172	7	2,488	4	57%	3	43%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Racks	1,575	2,865	7	2,488	5	71%	2	29%	0	0%
Risk Management	4,777	1,988	7	2,488	4	57%	3	43%	0	0%
Rubber Products	4,823	1,983	7	2,488	3	43%	4	57%	0	0%
Sales Training	11,823	1,312	7	2,488	2	23%	5	71%	0	0%
Sleep Disorders - Sleep Apnea	2,957	2,370	7	2,488	6	86%	0	0%	1	14%
Storm Windows & Doors - Repair	7,044	1,692	7	2,488	5	71%	2	29%	0	0%
Swimming Pools- Above Ground	5,617	1,858	7	2,488	4	57%	3	43%	0	0%
Technology - Litigation Support	1,966	2,694	7	2,488	3	43%	4	57%	0	0%
Teleconference Service	2,816	2,391	7	2,488	3	43%	4	57%	0	0%
Telephone Equipment & Systems Wholesale & Manufacturing	2,194	2,606	7	2,488	6	86%	1	14%	0	0%
Toy Manufacturers Supplies	1,003	3,231	7	2,488	3	43%	4	57%	0	0%
Trading Stamps	3,465	2,239	7	2,488	3	43%	4	57%	0	0%
Truck Permits	1,375	2,979	7	2,488	1	14%	1	14%	5	71%
Venetian Blinds - Supplies & Parts	708	3,494	7	2,488	4	57%	3	43%	0	0%
Ventilating Contractors	3,302	2,275	7	2,488	2	29%	4	57%	1	14%
Video Tape Duplication Service	4,860	1,978	7	2,488	2	29%	5	71%	0	0%
Water Well Drilling Equipment & Supplies	5,469	1,878	7	2,488	6	86%	1	14%	0	0%
Wine Bar	275	4,055	7	2,488	4	57%	3	43%	0	0%
Yarn - Retail	3,195	2,315	7	2,488	4	57%	3	43%	0	0%
Yogurt	1,780	2,770	7	2,488	3	43%	2	29%	2	29%
Adhesives & Glues	2,279	2,566	6	2,591	6	100%	0	0%	0	0%
Advertising - Aerial	798	3,405	6	2,591	2	33%	4	67%	0	0%
Aerial Applicators	693	3,511	6	2,591	1	17%	5	83%	0	0%
Agricultural Waste Management	838	3,365	6	2,591	1	17%	5	83%	0	0%
Aircraft Dealers	4,370	2,052	6	2,591	2	33%	4	67%	0	0%
Appraisal - Jewelry	5,477	1,877	6	2,591	3	50%	3	50%	0	0%
Arbitration Services	3,819	2,151	6	2,591	3	50%	2	33%	1	17%
Attorneys & Lawyers - Civil	6,480	1,750	6	2,591	3	50%	1	17%	2	33%
Attorneys & Lawyers - Estate Planning	25,386	851	6	2,591	4	67%	0	0%	2	33%
Auto Floor Coverings	4,313	2,064	6	2,591	5	83%	1	17%	0	0%
Bakers Supplies	1,490	2,911	6	2,591	3	50%	3	50%	0	0%
Barbecue	3,343	2,265	6	2,591	4	67%	2	33%	0	0%
Behavioral Education Services	4,180	2,087	6	2,591	6	100%	0	0%	0	0%
Bird Barriers, Repellents & Controls	1,838	2,743	6	2,591	4	67%	2	33%	0	0%
Boat Club	2,033	2,668	6	2,591	2	33%	3	50%	1	17%
Boat Storage	3,719	2,179	6	2,591	4	67%	2	33%	0	0%
Boating Instruction - Canoe & Kayak	557	3,648	6	2,591	2	33%	4	67%	0	0%
Braille Supplies	271	4,067	6	2,591	5	83%	1	17%	0	0%
Brew Pub	306	3,999	6	2,591	3	50%	1	17%	0	0%
Bronzing	1,318	3,018	6	2,591	5	83%	1	17%	0	0%
Cabinet Doors	920	3,302	6	2,591	2	33%	4	67%	0	0%
Cement - Retail	1,706	2,804	6	2,591	1	17%	4	67%	1	17%
Ceramics - Equipment & Supplies	2,103	2,637	6	2,591	4	67%	2	33%	0	0%
Charity - Religious	2,264	2,573	6	2,591	6	100%	0	0%	0	0%
Children's Play Programs Instruction	1,855	2,733	6	2,591	4	67%	2	33%	0	0%
Cigar & Cigarette & Tobacco Dealers - Wholesale	3,414	2,250	6	2,591	2	33%	4	67%	0	0%
Coin & Bill Count, Sort, Wrap Machines	476	3,751	6	2,591	6	100%	0	0%	0	0%
Commodity Brokers	10,069	1,417	6	2,591	2	33%	4	67%	0	0%
Commodity Trading Advisory Service	848	3,357	6	2,591	2	33%	4	67%	0	0%
Contractor - Gas	2,426	2,515	6	2,591	3	50%	3	50%	0	0%
Converters - Electric	543	3,662	6	2,591	5	83%	0	0%	0	0%
Countertops - Concrete	1,006	3,228	6	2,591	1	17%	5	83%	0	0%
Court Reporters	4,307	2,066	6	2,591	4	67%	2	33%	0	0%
Curtains - Wholesale & Manufacturers	838	3,365	6	2,591	4	67%	2	33%	0	0%
Diving & Marine Services	1,521	2,889	6	2,591	6	100%	0	0%	0	0%
Dress Forms - Wholesale & Manufacturers	235	4,140	6	2,591	1	17%	5	83%	0	0%
Drilling - Oil Well	5,255	1,914	6	2,591	0	0%	3	50%	3	50%
Electric Motors - Manufacturers & Distributors	1,965	2,695	6	2,591	3	50%	3	50%	0	0%
Elevator Installation	2,510	2,482	6	2,591	5	83%	1	17%	0	0%
Family Services	2,746	2,414	6	2,591	5	83%	1	17%	0	0%
Fencing Instruction	2,703	2,431	6	2,591	3	50%	2	33%	1	17%
Fire & Flood Emergency Service	4,633	2,011	6	2,591	6	100%	0	0%	0	0%
Floor Removal, Resurfacing and Refinishing	1,070	3,190	6	2,591	1	17%	5	83%	0	0%
Floor Waxing, Polishing & Cleaning	7,416	1,652	6	2,591	5	83%	1	17%	0	0%
Floors - Laminate	1,272	3,043	6	2,591	3	50%	3	50%	0	0%
Foresters - Consulting	3,793	2,157	6	2,591	1	17%	5	83%	0	0%
Forklift Repair & Maintenance	2,988	2,359	6	2,591	3	50%	2	33%	1	17%
Four Wheel Drive Vehicles - Repair & Service	973	3,266	6	2,591	4	67%	2	33%	0	0%
Futon Sales	2,260	2,576	6	2,591	5	83%	1	17%	0	0%
Gardeners	5,875	1,820	6	2,591	0	0%	5	83%	1	17%
Garment Hangers	1,264	3,049	6	2,591	3	50%	3	50%	0	0%
Ground Maintenance	1,842	2,739	6	2,591	3	50%	3	50%	0	0%
Hardware - Builders	2,679	2,441	6	2,591	2	33%	3	50%	1	17%
Heavy Duty Equipment Repair	4,107	2,099	6	2,591	3	50%	3	50%	0	0%
Home Electronics - Designers	1,025	3,217	6	2,591	3	50%	3	50%	0	0%
Hubcaps - Sales	1,595	2,859	6	2,591	6	100%	0	0%	0	0%
Ice Cream & Frozen Desserts - Mfg & Dist	2,149	2,622	6	2,591	6	100%	0	0%	0	0%
Ice Cream Manufacturers Equipment	592	3,617	6	2,591	4	67%	2	33%	0	0%
Identification Bureaus	228	4,159	6	2,591	6	100%	0	0%	0	0%
Information Processing & Retrieval Equipment & Systems	4,738	1,997	6	2,591	2	33%	4	67%	0	0%
Insurance - Medical Liability	3,227	2,306	6	2,591	5	83%	1	17%	0	0%
Interior Designers - Commercial	994	3,241	6	2,591	2	33%	4	67%	0	0%
Interior Finishing	1,091	3,175	6	2,591	1	17%	5	83%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Kennels Equipment & Supplies	1,147	3,132	6	2,591	6	100%	0	0%	0	0%
Leather Goods - Wholesale & Manufacturers	4,354	2,054	6	2,591	4	67%	2	33%	0	0%
Linings - Plastic, Membrane	4,433	2,044	6	2,591	2	33%	3	50%	1	17%
Masks	236	4,138	6	2,591	3	50%	3	50%	0	0%
Medical Case Management	4,318	2,062	6	2,591	4	67%	2	33%	0	0%
Meditation Instruction	1,632	2,842	6	2,591	4	67%	2	33%	0	0%
Mexican Food Products	1,413	2,961	6	2,591	6	100%	0	0%	0	0%
Museums	1,394	2,970	6	2,591	5	83%	1	17%	0	0%
Music Arrangers & Composers	1,543	2,879	6	2,591	2	33%	3	50%	1	17%
Office Furniture & Equipment - Repair & Refinishing	2,480	2,498	6	2,591	2	33%	4	67%	0	0%
Physicians & Surgeons Equipment & Supplies	1,301	3,026	6	2,591	3	50%	3	50%	0	0%
Plastics - Molders	8,147	1,569	6	2,591	5	83%	1	17%	0	0%
Portfolios	1,388	2,975	6	2,591	5	83%	1	17%	0	0%
Printers - Glass, Metal, Plastic	499	3,720	6	2,591	6	100%	0	0%	0	0%
Professional Organizer	1,482	2,914	6	2,591	5	83%	1	17%	0	0%
Pumping Contractors	3,908	2,132	6	2,591	5	83%	1	17%	0	0%
Quickbooks Training & Support	3,066	2,336	6	2,591	3	50%	3	50%	0	0%
Radio Program Producers	1,501	2,900	6	2,591	1	17%	3	50%	2	33%
Recruiting - Technical	1,579	2,864	6	2,591	1	17%	4	67%	1	17%
Referral - Auto Repair	1,702	2,808	6	2,591	1	17%	5	83%	0	0%
Refrigeration Equipment - Supplies & Parts	5,237	1,915	6	2,591	2	33%	4	67%	0	0%
Rubber Clothing & Footwear	280	4,047	6	2,591	2	33%	4	67%	0	0%
Schools - Online Trading & Investment	2,042	2,663	6	2,591	3	50%	2	33%	1	17%
Scooters - Repair	1,018	3,223	6	2,591	5	83%	1	17%	0	0%
Screens - Windows	1,232	3,072	6	2,591	4	67%	2	33%	0	0%
Show Cases	346	3,942	6	2,591	4	67%	2	33%	0	0%
Ski Tours	284	4,040	6	2,591	2	33%	4	67%	0	0%
Sound Control Structures & Equipment	623	3,580	6	2,591	4	67%	2	33%	0	0%
Starters - Engine	772	3,436	6	2,591	1	17%	5	83%	0	0%
Statistical Service	1,260	3,051	6	2,591	5	83%	1	17%	0	0%
Steam Cleaning - Industrial	2,208	2,599	6	2,591	3	50%	2	33%	1	17%
Steel Erectors	16,906	1,094	6	2,591	6	100%	0	0%	0	0%
Stone - Cast	3,012	2,354	6	2,591	4	67%	2	33%	0	0%
Store Fixtures	4,754	1,994	6	2,591	6	100%	0	0%	0	0%
Television Program Distributors	973	3,266	6	2,591	0	0%	6	100%	0	0%
Television Program Producers	2,920	2,373	6	2,591	3	50%	3	50%	0	0%
Trailer Storage	1,417	2,956	6	2,591	3	50%	3	50%	0	0%
Typewriters - Supplies & Attachments	112	4,437	6	2,591	5	83%	1	17%	0	0%
Ultrasound - Nonmedical	2,644	2,476	6	2,591	5	83%	1	17%	0	0%
Umbrellas	1,419	2,954	6	2,591	2	33%	4	67%	0	0%
Utilities Underground - Locating	8,635	1,527	6	2,591	5	83%	1	17%	0	0%
Variety Store Merchandise - Wholesale	383	3,878	6	2,591	4	67%	2	33%	0	0%
Venetian Blinds - Repair & Cleaning	5,379	1,891	6	2,591	4	67%	2	33%	0	0%
Video Equipment - Supplies & Parts	847	3,359	6	2,591	3	50%	2	33%	1	17%
Wallpapers & Wall coverings - Wholesale & Manufacturing	750	3,448	6	2,591	3	50%	3	50%	0	0%
Water Coolers - Equipment & Supplies	3,076	2,335	6	2,591	4	67%	2	33%	0	0%
Abrasives	3,779	2,159	5	2,700	1	20%	4	80%	0	0%
Advertising - Checking Service	762	3,440	5	2,700	3	60%	2	40%	0	0%
Aids Research & Clinics	1,928	2,706	5	2,700	3	60%	2	40%	0	0%
Albums	656	3,550	5	2,700	2	40%	3	60%	0	0%
Aquaculture	1,319	3,015	5	2,700	1	20%	3	60%	1	20%
Attorneys & Lawyers - Employment & Workers Compensation	5,199	1,919	5	2,700	5	100%	0	0%	0	0%
Attorneys Service Bureaus	5,891	1,817	5	2,700	5	100%	0	0%	0	0%
Auto Boosting Services	428	3,811	5	2,700	1	20%	4	80%	0	0%
Auto Sunroofs	1,259	3,052	5	2,700	4	80%	1	20%	0	0%
Baby Car Seats, Carriages & Strollers	1,692	2,814	5	2,700	5	100%	0	0%	0	0%
Barrels & Drums	1,343	2,999	5	2,700	0	0%	4	80%	1	20%
Bat Removal	2,410	2,524	5	2,700	1	20%	4	80%	0	0%
Beauty Supplies & Equipment Repair	1,205	3,090	5	2,700	1	20%	3	60%	1	20%
Bed Bug Inspection Service	885	3,329	5	2,700	3	60%	2	40%	0	0%
Beverage Dispensers	1,673	2,827	5	2,700	5	100%	0	0%	0	0%
Bins	1,657	2,835	5	2,700	1	20%	4	80%	0	0%
Boilers - Sales & Service	879	3,334	5	2,700	2	40%	3	60%	0	0%
Brick - Clay - Common & Face	5,440	1,887	5	2,700	4	80%	1	20%	0	0%
Buffing & Polishing Equipment & Supplies	488	3,734	5	2,700	3	60%	2	40%	0	0%
Burial Advisory Service	1,432	2,949	5	2,700	3	60%	2	40%	0	0%
Burial Vaults	1,175	3,111	5	2,700	4	80%	1	20%	0	0%
Cabinet Organizers	991	3,246	5	2,700	0	0%	5	100%	0	0%
Candy & Confectionery Brokers	534	3,675	5	2,700	5	100%	0	0%	0	0%
Caps & Gowns	2,762	2,409	5	2,700	5	100%	0	0%	0	0%
Carpet & Rug Dyers	902	3,315	5	2,700	4	80%	1	20%	0	0%
Carpet Layers Equipment & Supplies	750	3,448	5	2,700	3	60%	2	40%	0	0%
Carriages - Horse	1,761	2,772	5	2,700	1	20%	4	80%	0	0%
Charity - Advertising for Publications	3,252	2,293	5	2,700	5	100%	0	0%	0	0%
Charity - Elderly	1,505	2,895	5	2,700	5	100%	0	0%	0	0%
Check Protection & Signing Machines	1,478	2,919	5	2,700	4	80%	1	20%	0	0%
Chemical Production	2,206	2,601	5	2,700	4	80%	1	20%	0	0%
Child Care - Infant	2,506	2,484	5	2,700	3	60%	2	40%	0	0%
Chimes & Bells	1,866	2,729	5	2,700	3	60%	2	40%	0	0%
Circus Companies	1,119	3,160	5	2,700	2	40%	2	40%	1	20%
Commercials - Radio & Television	1,274	3,041	5	2,700	3	60%	2	40%	0	0%
Compactors - Waste - Service & Repair	205	4,196	5	2,700	4	80%	1	20%	0	0%
Consultant - Employee Benefit Plans	4,696	2,004	5	2,700	4	80%	1	20%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Contractor - Industrial	6,019	1,796	5	2,700	1	20%	4	80%	0	0%
Contractor - Low Voltage Systems	8,356	1,550	5	2,700	2	40%	3	60%	0	0%
Convention Information	610	3,596	5	2,700	2	40%	3	60%	0	0%
Crime Scene/Trauma Clean Up	5,821	1,829	5	2,700	4	80%	1	20%	0	0%
Cushions	2,053	2,657	5	2,700	4	80%	1	20%	0	0%
Detective Agencies	5,269	1,913	5	2,700	3	60%	2	40%	0	0%
Display Installation Service	815	3,393	5	2,700	3	60%	2	40%	0	0%
Distillers	5,682	1,846	5	2,700	2	40%	3	60%	0	0%
Drapery & Curtain Fabrics - Retail	2,631	2,453	5	2,700	3	60%	2	40%	0	0%
Electrolysis	8,308	1,554	5	2,700	2	40%	1	20%	2	40%
Employment Counseling	5,556	1,864	5	2,700	5	100%	0	0%	0	0%
Engineers - Electrical	7,086	1,689	5	2,700	3	60%	2	40%	0	0%
Engineers - Mechanical	5,030	1,942	5	2,700	1	20%	2	40%	2	40%
Engineers - Structural	19,783	1,000	5	2,700	4	80%	1	20%	0	0%
Executive Suites	1,022	3,219	5	2,700	4	80%	1	20%	0	0%
Fence Material	2,763	2,408	5	2,700	2	40%	3	60%	0	0%
Fiber/glass - Bathtubs & Showers	354	3,654	5	2,700	1	20%	4	80%	0	0%
Fire Departments	750	3,448	5	2,700	5	100%	0	0%	0	0%
Foam & Sponge Rubber	3,141	2,323	5	2,700	5	100%	0	0%	0	0%
Furniture Repair & Refinish Supplies	1,043	3,205	5	2,700	1	20%	3	60%	1	20%
Gaming Tables	538	3,669	5	2,700	2	40%	3	60%	0	0%
Generators - Maintenance	1,133	3,147	5	2,700	3	60%	1	20%	1	20%
Girls Apparel	1,206	3,089	5	2,700	2	40%	3	60%	0	0%
Golf Course Equipment & Supplies	2,051	2,658	5	2,700	2	40%	3	60%	0	0%
Golf Practice Ranges	815	3,393	5	2,700	4	80%	1	20%	0	0%
Gourmet Corporate Gifts	1,502	2,899	5	2,700	4	80%	1	20%	0	0%
Greenhouse Equipment & Supplies	2,558	2,469	5	2,700	5	100%	0	0%	0	0%
Group Homes	6,360	1,762	5	2,700	1	20%	4	80%	0	0%
Halloween Supplies	619	3,585	5	2,700	5	60%	2	40%	0	0%
Hatcheries - Poultry	2,665	2,444	5	2,700	5	100%	0	0%	0	0%
Hats - Wholesale & Manufacturers	1,640	2,840	5	2,700	4	80%	1	20%	0	0%
Hay	2,341	2,542	5	2,700	4	80%	0	0%	1	20%
Homeopaths	10,523	1,387	5	2,700	3	60%	2	40%	0	0%
Hosiery - Wholesale & Manufacturers	999	3,237	5	2,700	5	100%	0	0%	0	0%
Hygrometers	149	4,324	5	2,700	0	0%	5	100%	0	0%
Ice	3,722	2,177	5	2,700	4	80%	1	20%	0	0%
Insurance - Long Term Care	6,012	1,798	5	2,700	5	100%	0	0%	0	0%
Interior Designers - Architectural	1,731	2,783	5	2,700	2	40%	3	60%	0	0%
Karts - Motorized	723	3,471	5	2,700	2	40%	3	60%	0	0%
Labeling	4,742	1,986	5	2,700	3	60%	2	40%	0	0%
Ladders	936	3,292	5	2,700	5	100%	0	0%	0	0%
Lawn Installation Service	1,200	3,095	5	2,700	3	60%	2	40%	0	0%
Leak Detecting Instruments	3,677	2,191	5	2,700	5	100%	0	0%	0	0%
Leather Restoration	2,066	2,652	5	2,700	5	100%	0	0%	0	0%
Library Research Service	2,394	2,529	5	2,700	5	100%	0	0%	0	0%
Machinery - Specially Designed	3,824	2,148	5	2,700	1	20%	4	80%	0	0%
Magicians Supplies	769	3,437	5	2,700	3	60%	2	40%	0	0%
Magnets & Magnetic Devices	1,698	2,811	5	2,700	4	80%	1	20%	0	0%
Marketing Consultants - Mobile	1,183	3,107	5	2,700	0	0%	4	80%	1	20%
Mediation Services - Divorce	896	3,323	5	2,700	2	40%	3	60%	0	0%
Medical Coding	979	3,259	5	2,700	1	20%	0	0%	4	80%
Medical Transcription	9,045	1,500	5	2,700	4	80%	1	20%	0	0%
Metal Cleaning	1,239	3,066	5	2,700	2	40%	0	0%	3	60%
Microscopes	2,164	2,616	5	2,700	5	100%	0	0%	0	0%
Mold & Mildew Inspection	2,528	2,479	5	2,700	3	60%	0	0%	2	40%
Mold & Mildew Remediation	9,482	1,472	5	2,700	4	80%	1	20%	0	0%
Mold Consulting & Testing	6,895	1,707	5	2,700	4	80%	1	20%	0	0%
Motion Picture Film Editing	2,008	2,679	5	2,700	3	60%	2	40%	0	0%
Motor coach Companies	2,977	2,364	5	2,700	3	60%	2	40%	0	0%
Movers - Office	3,080	2,331	5	2,700	4	80%	1	20%	0	0%
Murals	1,690	2,816	5	2,700	1	20%	4	80%	0	0%
News Dealers	715	3,482	5	2,700	0	0%	5	100%	0	0%
Nursing Home Information & Referral	2,780	2,404	5	2,700	4	80%	0	0%	1	20%
Office Furniture & Equipment - Used	5,894	1,815	5	2,700	1	20%	4	80%	0	0%
Oil Properties	1,064	3,191	5	2,700	4	80%	1	20%	0	0%
Online Investigative News	238	4,136	5	2,700	0	0%	5	100%	0	0%
Optical Imaging Equipment & Systems	2,653	2,448	5	2,700	3	60%	1	20%	1	20%
Package Design & Development	2,366	2,533	5	2,700	2	40%	3	60%	0	0%
Painters Equipment & Supplies	2,800	2,397	5	2,700	2	40%	3	60%	0	0%
Painting - Faux Finishing	4,950	1,959	5	2,700	1	20%	4	80%	0	0%
Patent Searchers	2,685	2,439	5	2,700	2	40%	0	0%	3	60%
Pet Jewelry	325	3,970	5	2,700	0	0%	5	100%	0	0%
Physicians & Surgeons - Oncology	2,270	2,570	5	2,700	3	60%	2	40%	0	0%
Pianos - Restoration & Refinishing	978	3,261	5	2,700	3	60%	1	20%	1	20%
Picture Frames - Manufacturers Supplies	2,828	2,389	5	2,700	0	0%	5	100%	0	0%
Pies	1,794	2,759	5	2,700	2	40%	1	20%	2	40%
Plants - Wholesale	1,851	2,735	5	2,700	5	100%	0	0%	0	0%
Playing Cards	1,336	3,002	5	2,700	1	20%	1	20%	3	60%
Police & Fire Organizations	8,650	1,526	5	2,700	2	40%	1	20%	2	40%
Political Organizations	2,030	2,670	5	2,700	1	20%	4	80%	0	0%
Port Authorities	73	4,581	5	2,700	2	40%	3	60%	0	0%
Power Transmission Equipment	3,288	2,280	5	2,700	1	20%	4	80%	0	0%
Preserves, Jams & Jellies	782	3,423	5	2,700	0	0%	5	100%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Psychologist Information & Referral Services	2,207	2,600	5	2,700	5	100%	0	0%	0	0%
Race Track Equipment & Supplies	633	3,574	5	2,700	2	40%	0	60%	0	0%
Radiator Sales	1,597	2,858	5	2,700	4	80%	1	20%	0	0%
Recording Studio Equipment	1,986	2,687	5	2,700	3	60%	2	40%	0	0%
Referral - Storage Facility	393	3,858	5	2,700	2	40%	3	60%	0	0%
Refrigerators & Freezers - Wholesale & Manufacturers	1,869	2,726	5	2,700	0	0%	5	100%	0	0%
Robots	1,002	3,234	5	2,700	2	40%	3	60%	0	0%
Rubber Stamps - Manufacturers Equipment & Supplies	777	3,429	5	2,700	3	60%	1	20%	1	20%
Scaffolding & Aerial Lifts	5,002	1,947	5	2,700	5	100%	0	0%	0	0%
Scientific Apparatus & Instruments	2,693	2,435	5	2,700	3	60%	2	40%	0	0%
Screens - Decorative	1,289	3,034	5	2,700	1	20%	4	80%	0	0%
Seat Belts	996	3,240	5	2,700	1	20%	0	0%	4	80%
Shoe Findings & Supplies	1,704	2,807	5	2,700	2	40%	3	60%	0	0%
Shoring	567	3,633	5	2,700	5	100%	0	0%	0	0%
Signs - Erectors & Hangers	831	3,376	5	2,700	1	20%	4	80%	0	0%
Skateboard Parks & Rinks	1,061	3,194	5	2,700	4	80%	1	20%	0	0%
Social Workers	6,041	1,788	5	2,700	4	80%	0	20%	0	0%
Souvenir Milk Caps	106	4,459	5	2,700	5	100%	0	0%	0	0%
Speakers - Rebuild & Repair	2,058	2,655	5	2,700	4	80%	1	20%	0	0%
Spraying Equipment - Renting	734	3,462	5	2,700	1	20%	4	80%	0	0%
Steam Bath Equipment & Supplies	1,466	2,923	5	2,700	1	20%	4	80%	0	0%
Steel Distributors & Warehouses	9,580	1,461	5	2,700	2	40%	2	40%	1	20%
Stock Exchanges	1,663	2,832	5	2,700	4	80%	1	20%	0	0%
Teachers Agencies	17,120	1,085	5	2,700	5	100%	0	0%	0	0%
Tool Salvage Companies	947	3,289	5	2,700	5	100%	0	0%	0	0%
Truck Manufacturers & Distributors	5,385	1,890	5	2,700	4	80%	1	20%	0	0%
Trucking - Dump	13,258	1,245	5	2,700	3	60%	2	40%	0	0%
Turbochargers	1,950	2,699	5	2,700	3	60%	2	40%	0	0%
Utilities Underground - Installation	1,220	3,083	5	2,700	3	60%	3	60%	0	0%
Vinyl Decking	1,447	2,938	5	2,700	5	100%	0	0%	0	0%
Water Heaters - Parts & Supplies	1,112	3,164	5	2,700	5	100%	0	0%	0	0%
Water Taxi Service	489	3,732	5	2,700	2	40%	3	60%	0	0%
Waterbeds - Dealers	2,176	2,609	5	2,700	2	40%	3	60%	0	0%
Wheel Align, Frame & Axle Service Equipment & Supplies	1,246	3,060	5	2,700	5	100%	0	0%	0	0%
Wine Brokers	1,115	3,161	5	2,700	3	60%	2	40%	0	0%
Yoga Supplies	638	3,570	5	2,700	2	40%	3	60%	0	0%
Accounting & Bookkeeping Machines	3,243	2,297	4	2,856	0	0%	4	100%	0	0%
Acting & Voice Over Training	2,600	2,462	4	2,856	3	75%	1	25%	0	0%
Air Courier Service	2,074	2,649	4	2,856	2	50%	1	25%	1	25%
Animal Transporting - Zoo, Circus	1,715	4,796	4	2,856	1	25%	1	25%	2	50%
Animation Mechanics - Display, Sign	840	3,363	4	2,856	3	75%	1	25%	0	0%
Antlers, Hides & Mounts	131	4,383	4	2,856	4	100%	0	0%	0	0%
Aquatic Rescue Relocation	34	4,774	4	2,856	2	50%	2	50%	0	0%
Artificial Flowers & Plants - Manufacturer Supplies	3,046	2,340	4	2,856	1	25%	3	75%	0	0%
Attorneys & Lawyers - Mediation & Arbitration	2,457	2,504	4	2,856	2	50%	2	50%	0	0%
Attorneys & Lawyers - Social Security & Disability	11,266	1,337	4	2,856	4	100%	0	0%	0	0%
Auto - Fleet Maintenance	397	3,851	4	2,856	2	50%	2	50%	0	0%
Auto Hand & Foot Controls	1,455	2,931	4	2,856	3	75%	1	25%	0	0%
Axles	504	3,714	4	2,856	1	25%	3	75%	0	0%
Bar - Fixtures	227	4,162	4	2,856	3	75%	1	25%	0	0%
Barge Lines	785	3,417	4	2,856	4	100%	0	0%	0	0%
Baskets - Wholesale & Manufacturers	651	3,554	4	2,856	4	100%	0	0%	0	0%
Beer, Ale, Wine & Spirits Service	440	3,796	4	2,856	2	50%	1	25%	1	25%
Benches & Work Tables	519	3,696	4	2,856	3	75%	1	25%	0	0%
Benefit Insurance Software	449	3,783	4	2,856	3	75%	1	25%	0	0%
Boarding Houses	2,090	2,641	4	2,856	4	100%	0	0%	0	0%
Boat Transporting	3,255	2,292	4	2,856	4	100%	0	0%	0	0%
Boating Instruction	1,318	3,018	4	2,856	2	50%	2	50%	0	0%
Boutique - Battling Cancer Related Products	606	3,600	4	2,856	4	100%	0	0%	0	0%
Bridal Gown Preservation	315	3,988	4	2,856	3	75%	1	25%	0	0%
Caps - Wholesale & Manufacturers	42	4,722	4	2,856	1	25%	3	75%	0	0%
Carpet & Rug Binding	304	4,004	4	2,856	1	25%	3	75%	0	0%
Carpet & Rug Repair	8,772	1,518	4	2,856	1	25%	3	75%	0	0%
Child Care Referral	4,719	2,000	4	2,856	2	50%	2	50%	0	0%
Cigar & Cigarette Lighters	1,275	3,039	4	2,856	0	0%	4	100%	0	0%
Cleaning Systems Press, Chemical	3,575	2,213	4	2,856	3	75%	1	25%	0	0%
Concessionaires	2,640	2,452	4	2,856	3	75%	1	25%	0	0%
Consignment Service - Automobile	1,858	4,732	4	2,856	1	25%	3	75%	0	0%
Contractor - Flat Roof	4,542	2,021	4	2,856	2	50%	2	50%	0	0%
Contractor - Ornamental Iron	924	3,298	4	2,856	1	25%	2	50%	1	25%
Contractors - Sheet Metal	2,446	2,510	4	2,856	2	50%	2	50%	0	0%
Custom Brokers	5,325	1,898	4	2,856	3	75%	1	25%	0	0%
Cylinder Heads - Auto & Motorcycle	1,058	3,198	4	2,856	2	50%	2	50%	0	0%
Dairy Products - Wholesale	3,584	2,212	4	2,856	4	100%	0	0%	0	0%
Dancing Supplies	2,495	2,489	4	2,856	3	75%	1	25%	0	0%
Data Processing Supplies	353	3,927	4	2,856	2	50%	1	25%	1	25%
Dentist - Prosthodontist	1,093	3,172	4	2,856	2	50%	2	50%	0	0%
Dentist Information Bureaus	719	3,475	4	2,856	4	100%	0	0%	0	0%
Disabled Person Assistance	2,852	2,385	4	2,856	1	25%	3	75%	0	0%
Door Manufacturer - High Performance	1,083	3,181	4	2,856	3	75%	1	25%	0	0%
Doors - Commercial	3,110	3,328	4	2,856	3	75%	1	25%	0	0%
Drapery & Curtain Cleaners	1,939	2,705	4	2,856	2	50%	2	50%	0	0%
Drilling - Gas Well	1,782	2,767	4	2,856	2	50%	1	25%	1	25%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Earthworms	1,189	3,101	4	2,856	1	25%	3	75%	0	0%
Economic Research & Analysis	6,849	1,718	4	2,856	2	50%	1	25%	1	25%
Electric Heating Equipment - Wholesale & Manufacturers	2,032	2,669	4	2,856	4	100%	0	0%	0	0%
Employee Assistance Programs	750	3,448	4	2,856	1	25%	3	75%	0	0%
Engravers - Metal	1,588	2,860	4	2,856	3	50%	2	50%	0	0%
Environmental, Conservationist & Ecol Org	3,601	2,206	4	2,856	3	75%	0	0%	1	25%
Exhibit Design & Construction	1,269	3,045	4	2,856	0	0%	4	100%	0	0%
Fashion Show Producers	540	3,666	4	2,856	0	0%	4	100%	0	0%
Feather Goods	605	3,601	4	2,856	0	0%	4	100%	0	0%
Fire Department Equipment & Supplies	1,993	2,682	4	2,856	3	75%	1	25%	0	0%
Flag Poles	2,168	2,613	4	2,856	2	50%	2	50%	0	0%
Fuel Injection Equipment	3,210	2,308	4	2,856	3	75%	1	25%	0	0%
Furnaces - Industrial	4,902	1,968	4	2,856	4	100%	0	0%	0	0%
Game - Birds, Venison	388	3,872	4	2,856	2	50%	2	50%	0	0%
Gas Power Equipment	359	3,917	4	2,856	2	50%	1	25%	1	25%
Go-Karts Manufacturers	179	4,259	4	2,856	2	50%	0	0%	2	50%
Golf Tours & Promoters	351	3,931	4	2,856	3	75%	1	25%	0	0%
Government Contractors	3,503	2,231	4	2,856	3	75%	1	25%	0	0%
Gymnastic Equipment & Supplies	1,462	2,925	4	2,856	3	75%	1	25%	0	0%
Hair Curlers	587	3,619	4	2,856	4	100%	0	0%	0	0%
Hair Removing Equipment & Supplies	2,767	2,406	4	2,856	3	75%	1	25%	0	0%
Health Care - Placement	4,256	2,082	4	2,856	4	100%	0	0%	0	0%
Helicopters - Parts & Supplies	623	3,580	4	2,856	3	75%	1	25%	0	0%
Hockey Clubs	1,336	3,002	4	2,856	2	50%	2	50%	0	0%
Identification Equipment & Supplies	3,277	2,285	4	2,856	4	100%	0	0%	0	0%
Indian Goods	1,091	3,175	4	2,856	4	100%	0	0%	0	0%
Infrared Equipment	1,175	3,111	4	2,856	0	0%	4	100%	0	0%
Inks - Print & Lithograph	667	3,539	4	2,856	3	75%	1	25%	0	0%
Insect Control Devices	1,495	2,908	4	2,856	3	75%	1	25%	0	0%
Instrument Cases	740	3,456	4	2,856	4	100%	0	0%	0	0%
Insurance Inspection & Audits	3,960	2,119	4	2,856	1	25%	3	75%	0	0%
Jewelry Castings	1,659	2,834	4	2,856	2	50%	2	50%	0	0%
Jewelry Polishing & Plating	841	3,362	4	2,856	1	25%	3	75%	0	0%
Juice Extractors	1,699	2,810	4	2,856	3	75%	1	25%	0	0%
Jumping Balloon Rental	846	3,361	4	2,856	1	25%	2	50%	1	25%
Latex Products	267	4,073	4	2,856	3	75%	1	25%	0	0%
Leather Goods Manufacturers Supplies	898	3,319	4	2,856	3	75%	1	25%	0	0%
Libraries - Public	1,873	2,722	4	2,856	2	50%	2	50%	0	0%
Litigation Support	3,927	2,127	4	2,856	3	75%	1	25%	0	0%
Luggage Carriers	1,740	2,782	4	2,856	4	100%	0	0%	0	0%
Luggage Manufacturers Equipment & Supplies	102	4,470	4	2,856	3	75%	1	25%	0	0%
Marine Surveyors	2,790	2,398	4	2,856	3	75%	1	25%	0	0%
Media Buying Service	255	4,103	4	2,856	0	0%	4	100%	0	0%
Medical House Calls	535	3,673	4	2,856	2	50%	2	50%	0	0%
Metal Fabricating Machinery	400	3,843	4	2,856	2	50%	2	50%	0	0%
Mountain Climbing Equipment	813	3,395	4	2,856	4	100%	0	0%	0	0%
Music Instruction - Vocal	2,082	2,645	4	2,856	3	75%	0	0%	1	25%
Naturopaths	5,902	1,812	4	2,856	3	75%	1	25%	0	0%
Naval Stores	28	4,813	4	2,856	4	100%	0	0%	0	0%
Noise Control Consultants	1,169	3,114	4	2,856	1	25%	3	75%	0	0%
Office Furniture & Equipment - Wholesale & Manufacturing	1,780	2,770	4	2,856	4	100%	0	0%	0	0%
Oil Tank Removal & Installation	9,777	1,443	4	2,856	3	75%	1	25%	0	0%
Orchards	1,052	3,200	4	2,856	4	100%	0	0%	0	0%
Orchestras & Bands	785	3,417	4	2,856	2	50%	1	25%	1	25%
Patio Design	694	3,509	4	2,856	0	0%	4	100%	0	0%
Personal Organizer	605	3,601	4	2,856	3	75%	1	25%	0	0%
Pharmaceutical Suppliers - Foreign	2,762	2,409	4	2,856	2	50%	0	0%	2	50%
Photo Finishing - Wholesale	784	3,420	4	2,856	3	75%	1	25%	0	0%
Photogrammetric Equipment & Supplies	474	3,754	4	2,856	4	100%	0	0%	0	0%
Photographers - School	427	3,813	4	2,856	2	50%	2	50%	0	0%
Pins - Lapel	1,356	2,990	4	2,856	4	100%	0	0%	0	0%
Polishes	356	3,921	4	2,856	2	50%	1	25%	1	25%
Pool Tables Sales	1,220	3,083	4	2,856	1	25%	3	75%	0	0%
Post-Construction Clean Up	5,449	1,886	4	2,856	3	75%	1	25%	0	0%
Poultry Services	1,192	3,098	4	2,856	4	100%	0	0%	0	0%
Pretzels	407	3,832	4	2,856	3	75%	1	25%	0	0%
Programmed Instruction	1,346	2,996	4	2,856	1	25%	3	75%	0	0%
Propane Gas Plumbing	738	3,457	4	2,856	4	100%	0	0%	0	0%
Public Speaker	441	3,794	4	2,856	1	25%	3	75%	0	0%
Puppets & Marionettes	246	4,119	4	2,856	0	0%	4	100%	0	0%
Quarries	1,746	2,780	4	2,856	3	75%	0	0%	1	25%
Retreat Facilities	2,232	2,589	4	2,856	2	50%	2	50%	0	0%
Rimstones	567	3,633	4	2,856	4	100%	0	0%	0	0%
Rooming Houses	1,103	3,168	4	2,856	3	75%	1	25%	0	0%
Rustproofing & Undercoating - Auto	2,248	2,583	4	2,856	3	75%	1	25%	0	0%
School Lunch Ordering & Management	153	4,313	4	2,856	4	100%	0	0%	0	0%
Schools - Dental Assistant	1,056	3,199	4	2,856	2	50%	2	50%	0	0%
Sculptors	1,255	3,055	4	2,856	0	0%	2	50%	2	50%
Seeds & Bulbs - Wholesale	2,149	2,622	4	2,856	3	75%	1	25%	0	0%
Sewer Cleaning Equipment & Supplies	1,425	2,953	4	2,856	3	75%	1	25%	0	0%
Sewing Instruction	1,359	2,987	4	2,856	4	100%	0	0%	0	0%
Sheepskin Specialties	827	3,385	4	2,856	1	25%	2	50%	1	25%
Sheet Metal Equipment & Supplies	5,153	1,926	4	2,856	1	25%	2	50%	1	25%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Shells - Marine	253	4,107	4	2,856	2	50%	2	50%	0	0%
Signs - Maintenance & Repair	1,360	2,986	4	2,856	2	50%	2	50%	0	0%
Silversmiths & Goldsmiths	923	3,299	4	2,856	2	50%	2	50%	0	0%
Sink Manufacturers	569	3,630	4	2,856	2	50%	2	50%	0	0%
Snow Removal Service - Commercial	2,832	2,388	4	2,856	2	50%	2	50%	0	0%
Stationery - Wholesale & Manufacturers	1,461	2,926	4	2,856	2	50%	2	50%	0	0%
Steering Systems & Equipment	626	3,577	4	2,856	2	50%	2	50%	0	0%
Storage - Liquid & Bulk	2,097	2,638	4	2,856	2	50%	2	50%	0	0%
Store Fronts	2,693	2,435	4	2,856	2	50%	2	50%	0	0%
Structural Integration	2,331	2,545	4	2,856	3	75%	1	25%	0	0%
Studio Rental	903	3,314	4	2,856	4	100%	0	0%	0	0%
Stump Grinding	916	3,307	4	2,856	1	25%	3	75%	0	0%
Swimming Pools - Removal	930	3,295	4	2,856	4	100%	0	0%	0	0%
Table Pads	3,424	2,246	4	2,856	4	100%	0	0%	0	0%
Tanks - Fiber Glass, Plastic	1,319	3,015	4	2,856	3	75%	1	25%	0	0%
Television & Radio - Rent & Lease	278	4,050	4	2,856	2	50%	2	50%	0	0%
Testing Apparatus	2,176	2,609	4	2,856	3	75%	0	0%	1	25%
Textile Brokers	1,026	3,215	4	2,856	2	50%	2	50%	0	0%
Theatrical & Stage Lighting Equipment	2,110	2,633	4	2,856	3	75%	1	25%	0	0%
Tire Changing Equipment	458	3,775	4	2,856	3	75%	1	25%	0	0%
Tool & Die Makers	7,560	1,635	4	2,856	4	100%	0	0%	0	0%
Towel Supply Service	1,273	3,042	4	2,856	3	75%	1	25%	0	0%
Tractor Rent & Lease	732	3,466	4	2,856	4	100%	0	0%	0	0%
Trailers - Transporting	3,904	2,134	4	2,856	0	0%	4	100%	0	0%
Trapping Equipment & Supplies	527	3,684	4	2,856	3	75%	1	25%	0	0%
Tree Service - Transplant	1,130	3,150	4	2,856	0	0%	4	100%	0	0%
Trenching Contractors	1,291	3,031	4	2,856	3	75%	1	25%	0	0%
Truck Driver Leasing	1,663	2,832	4	2,856	4	100%	0	0%	0	0%
Two-Way Radio Sales & Service	1,741	2,781	4	2,856	2	50%	2	50%	0	0%
Upholsterers Supplies	3,017	2,352	4	2,856	3	75%	1	25%	0	0%
Vacuum Cleaners - Industrial & Commercial	558	3,645	4	2,856	1	25%	2	50%	1	25%
Ventilating Equipment	5,566	1,862	4	2,856	4	100%	0	0%	0	0%
Water Leak Detection	3,725	2,175	4	2,856	3	75%	1	25%	0	0%
Water/Pool Heating - Solar	1,713	2,798	4	2,856	2	50%	2	50%	0	0%
Wax	540	3,666	4	2,856	3	75%	1	25%	0	0%
Weatherization	2,993	2,357	4	2,856	2	50%	2	50%	0	0%
Web Conferencing	1,940	2,704	4	2,856	4	100%	0	0%	0	0%
Window Cleaning Equipment & Supplies	541	3,665	4	2,856	0	0%	4	100%	0	0%
Windows - Wells & Covers	4,951	1,956	4	2,856	3	75%	1	25%	0	0%
Winemaking Equipment & Supplies	2,254	2,579	4	2,856	3	75%	1	25%	0	0%
Wood Preserving	2,968	2,366	4	2,856	3	75%	1	25%	0	0%
Word Processing Service	865	3,344	4	2,856	0	0%	4	100%	0	0%
Access Control Systems	1,622	2,848	3	3,028	1	33%	2	67%	0	0%
Accident Reconstruction Service	2,217	3,295	3	3,028	0	0%	0	0%	0	0%
Accounting - Forensic	1,418	2,955	3	3,028	0	0%	3	100%	0	0%
Acupressure	601	3,606	3	3,028	0	0%	3	100%	0	0%
Airlines - Training Schools	4,038	2,110	3	3,028	0	0%	2	67%	1	33%
Animal Supplies - Zoo, Circus	733	3,464	3	3,028	2	67%	1	33%	0	0%
Antique Oriental Rugs	288	4,030	3	3,028	1	33%	2	67%	0	0%
Appraisal - Management	3,693	2,182	3	3,028	2	67%	1	33%	0	0%
Assembly & Fabricating Service	4,351	2,055	3	3,028	2	67%	2	33%	0	0%
Attorneys & Lawyers - Trademark	1,867	2,728	3	3,028	3	100%	0	0%	0	0%
Auto Metal & Equipment - Distribution & Manufacturing	1,892	2,717	3	3,028	2	67%	1	33%	0	0%
Auto Repair - Suspension	552	3,656	3	3,028	1	33%	2	67%	0	0%
Bags - Plastic	2,210	2,597	3	3,028	2	67%	0	0%	1	33%
Bearings	2,401	2,527	3	3,028	2	67%	1	33%	0	0%
Belting & Supplies	968	3,272	3	3,028	2	67%	1	33%	0	0%
Billiard Parlors	1,717	2,794	3	3,028	2	67%	1	33%	0	0%
Billiard Table Repair	252	4,112	3	3,028	3	100%	0	0%	0	0%
Birth Centers	1,336	3,002	3	3,028	2	67%	1	33%	0	0%
Blowers & Blower Systems	1,254	3,058	3	3,028	3	100%	0	0%	0	0%
Brass	368	3,899	3	3,028	0	0%	3	100%	0	0%
Bronze	970	3,269	3	3,028	3	100%	0	0%	0	0%
Buckles	453	3,779	3	3,028	1	33%	2	67%	0	0%
Building & Development Permits	858	3,348	3	3,028	2	67%	0	0%	1	33%
Calculators, Adding Machines & Supplies	667	3,539	3	3,028	2	67%	1	33%	0	0%
Campers - Supplies & Parts	831	3,376	3	3,028	1	33%	2	67%	0	0%
Carbon Monoxide Detecting	49	4,683	3	3,028	2	67%	1	33%	0	0%
Carpet & Rug Weavers	639	3,569	3	3,028	2	67%	1	33%	0	0%
Catalog Designers & Compilers	835	3,370	3	3,028	0	0%	1	33%	2	67%
Cellulite Treatment - Endermologie	580	3,626	3	3,028	2	67%	1	33%	0	0%
Cement - Wholesale & Manufacturers	1,323	3,010	3	3,028	1	33%	2	67%	0	0%
Childrens & Infants Wear - Wholesale & Manufacturing	1,033	3,210	3	3,028	0	0%	3	100%	1	33%
Choreographers	65	4,610	3	3,028	0	0%	0	0%	3	100%
Cleaners & Dyers Equipment & Supplies	1,016	3,225	3	3,028	1	33%	2	67%	0	0%
Colocation Services	2,436	2,512	3	3,028	3	100%	0	0%	0	0%
Commercial Kitchen Rental	752	3,447	3	3,028	1	33%	1	33%	1	33%
Commissary Contractors	1,204	3,091	3	3,028	1	33%	2	67%	0	0%
Computer Facilities Management Services	1,426	2,952	3	3,028	2	67%	1	33%	0	0%
Computers - Bulletin Boards	108	4,449	3	3,028	2	67%	1	33%	0	0%
Concrete Aggregates	1,229	3,074	3	3,028	3	100%	0	0%	0	0%
Condiments & Sauces	1,505	2,895	3	3,028	0	0%	2	67%	1	33%
Consultants - Pharmaceutical	1,925	2,709	3	3,028	2	67%	0	0%	1	33%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Contractor - Crawl Space	6,453	1,754	3	3,028	3	100%	0	0%	0	0%
Contractor - Mechanical Insulation	3,144	2,322	3	3,028	2	67%	1	33%	0	0%
Corporate Awards	1,908	2,713	3	3,028	0	0%	3	100%	0	0%
Crane Service	10,225	1,406	3	3,028	1	33%	2	67%	0	0%
Custom Tile Painting	457	3,776	3	3,028	2	67%	0	0%	1	33%
Diamond Buyers	10,360	1,396	3	3,028	1	33%	2	67%	0	0%
Differentials - Automobile	897	3,322	3	3,028	3	100%	0	0%	0	0%
Digital Marketing	358	3,918	3	3,028	1	33%	2	67%	0	0%
Disposable Products	580	3,626	3	3,028	2	67%	1	33%	0	0%
Doll Clothing & Accessories	774	3,432	3	3,028	1	33%	2	67%	0	0%
Doll Houses & Accessories	536	3,672	3	3,028	2	67%	1	33%	0	0%
Drapery Installation Service	2,043	2,661	3	3,028	1	33%	2	67%	0	0%
Driving Training Equipment	2,226	2,591	3	3,028	2	67%	1	33%	0	0%
Drug Manufacturers	1,284	3,035	3	3,028	3	100%	0	0%	0	0%
Dry Cleaners - Equipment - Wholesales	685	3,519	3	3,028	2	67%	0	0%	1	33%
Electrical Discharge Machines & Supplies	617	3,587	3	3,028	2	67%	1	33%	0	0%
Emergency Response Systems - Personal	2,624	2,456	3	3,028	1	33%	2	67%	0	0%
Emergency Shelters	1,694	2,812	3	3,028	1	33%	2	67%	0	0%
Employment Service - Union Talent Signatory	78	4,560	3	3,028	0	0%	3	100%	0	0%
Engineers - Environmental	715	3,482	3	3,028	2	67%	1	33%	0	0%
Engravers - Mechanical	1,712	2,799	3	3,028	2	67%	1	33%	0	0%
Envelopes - Retail	584	3,622	3	3,028	0	0%	3	100%	0	0%
Erosion Control	5,226	1,916	3	3,028	0	0%	3	100%	0	0%
Escort Service - Personal	7,006	1,695	3	3,028	1	33%	2	67%	0	0%
Estheticians	2,592	2,467	3	3,028	1	33%	2	67%	0	0%
Evaporative Coolers - Sales & Service	983	3,252	3	3,028	3	100%	0	0%	0	0%
Eyelets	499	3,720	3	3,028	3	100%	0	0%	0	0%
Fairgrounds	502	3,715	2	3,028	2	67%	1	33%	0	0%
Family Planning - Abortion Services	1,674	2,825	3	3,028	3	100%	0	0%	0	0%
Fans - Industrial & Commercial	1,396	2,968	3	3,028	1	33%	1	33%	1	33%
Fare Registers & Meters	92	4,514	3	3,028	3	100%	0	0%	0	0%
Fasteners - Industrial & Construction	6,465	1,753	3	3,028	1	33%	2	67%	0	0%
Fences - Wood	480	3,745	3	3,028	0	0%	3	100%	0	0%
Ferries	491	3,729	3	3,028	1	33%	1	33%	1	33%
Fishing Tackle - Repair & Parts	410	3,828	3	3,028	2	67%	1	33%	0	0%
Flags & Banners - Manufacturers Supplies	774	3,432	3	3,028	3	100%	0	0%	0	0%
Flood Control Equipment	2,220	2,593	3	3,028	3	100%	0	0%	0	0%
Floral Design Instruction	805	3,401	3	3,028	2	67%	1	33%	0	0%
Food Facilities Consultants	870	3,338	3	3,028	3	100%	0	0%	0	0%
Foundation Inspection	1,456	3,929	3	3,028	3	100%	0	0%	0	0%
Foundry Equipment & Supplies	836	3,369	3	3,028	2	67%	1	33%	0	0%
Fuel - Biofuels	368	3,899	3	3,028	2	67%	1	33%	0	0%
Fuel - Diesel	4,148	2,094	3	3,028	3	100%	0	0%	0	0%
Garment Restoration	344	3,943	3	3,028	1	33%	2	67%	0	0%
Gloves & Mittens - Dress	1,008	3,227	3	3,028	0	0%	3	100%	0	0%
Golf Equipment - Repair	115	4,426	3	3,028	0	0%	1	33%	2	67%
Greenhouse Builders	1,438	2,943	3	3,028	2	67%	1	33%	0	0%
Hair Drivers	137	4,367	3	3,028	2	67%	1	33%	0	0%
Handbags - Manufacturers Equipment & Supplies	667	3,539	3	3,028	1	33%	2	67%	0	0%
Hay Rides	220	4,168	3	3,028	1	33%	2	67%	0	0%
Hearing Aids Parts & Repairing	196	4,222	3	3,028	3	100%	0	0%	0	0%
Heavy Equipment Rubber Tracks	413	3,824	3	3,028	2	67%	1	33%	0	0%
Home Economics Consultants	993	3,244	3	3,028	2	67%	1	33%	0	0%
Home Health Services - Skilled	9,314	1,482	3	3,028	3	100%	0	0%	0	0%
Home Sitting Services	4,155	2,092	3	3,028	3	100%	0	0%	0	0%
Honey	2,511	2,481	3	3,028	2	67%	1	33%	0	0%
Hose & Tubing - Rubber & Plastic	754	3,443	3	3,028	1	33%	2	67%	0	0%
Hospices	20,352	987	3	3,028	2	67%	1	33%	0	0%
Humidifying Apparatus	275	4,055	3	3,028	3	100%	0	0%	0	0%
Hydroseeding	3,137	2,324	3	3,028	1	33%	2	67%	0	0%
Industrial Painting	1,141	3,137	3	3,028	0	0%	3	100%	0	0%
Insurance - Funeral	6,897	1,706	3	3,028	3	100%	0	0%	0	0%
Interior Decorators & Designers - Workroom	1,751	2,776	3	3,028	2	67%	1	33%	0	0%
Iron	1,719	2,793	3	3,028	2	67%	1	33%	0	0%
Japanese Food Products	208	4,188	3	3,028	1	33%	2	67%	0	0%
Kite Boarding	118	4,420	3	3,028	0	0%	1	33%	2	67%
Kites	169	4,284	3	3,028	0	0%	3	100%	0	0%
Knit Goods - Wholesale & Manufacturers	185	4,247	3	3,028	3	100%	0	0%	0	0%
Labels	1,291	3,031	3	3,028	1	33%	1	33%	1	33%
Lamps - Repair	398	3,848	3	3,028	2	67%	1	33%	0	0%
Landfills - Sanitary	1,257	3,053	3	3,028	2	67%	1	33%	0	0%
Leather Cleaning	1,186	3,104	3	3,028	2	67%	1	33%	0	0%
Leather Goods - Repair	4,157	2,089	3	3,028	2	67%	1	33%	0	0%
Letter Shop Service	404	3,834	3	3,028	1	33%	2	67%	0	0%
Lettering Machines	776	3,430	3	3,028	3	100%	0	0%	0	0%
Lie Detection Service	5,090	1,933	3	3,028	2	67%	0	0%	1	33%
Liquors - Wholesale	2,010	2,678	3	3,028	3	100%	0	0%	0	0%
Literary Agents	3,981	2,117	3	3,028	3	100%	0	0%	0	0%
Livestock Auction Markets	1,690	2,816	3	3,028	3	100%	0	0%	0	0%
Lotteries - State	911	3,309	3	3,028	2	67%	0	0%	1	33%
Lubricants	2,431	2,514	3	3,028	2	67%	1	33%	0	0%
Machinery & Equipment - Appraisal	269	4,070	3	3,028	2	67%	1	33%	0	0%
Machinery Movers & Erectors	2,712	2,422	3	3,028	3	100%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Managed Print Service	450	3,781	3	3,028	2	67%	1	33%	0	0%
Marble & Terrazzo Cleaning & Service	4,770	1,990	3	3,028	1	33%	2	67%	0	0%
Marine Electric Service	641	3,565	3	3,028	3	100%	0	0%	0	0%
Metal Finishers Equipment & Supplies	748	3,453	3	3,028	1	33%	2	67%	0	0%
Metal Stamping	3,643	2,195	3	3,028	2	67%	1	33%	0	0%
Mining Companies	4,827	1,982	3	3,028	1	33%	2	67%	0	0%
Modeling & Simulation	318	3,984	3	3,028	1	33%	2	67%	0	0%
Music Copyists	404	3,834	3	3,028	1	33%	1	33%	1	33%
Network Cabling Installation	1,081	3,183	3	3,028	1	33%	2	67%	0	0%
Nurses	7,067	1,691	3	3,028	1	33%	2	67%	0	0%
Nurses Registries	4,493	2,030	3	3,028	3	100%	0	0%	0	0%
Oil Property Management	1,208	3,086	3	3,028	2	67%	1	33%	0	0%
Oil Refiners	1,800	2,758	3	3,028	3	100%	0	0%	0	0%
Online Drug & Prescription Services - Unapproved Foreign	1,254	3,058	3	3,028	2	67%	1	33%	0	0%
Organs - Tune & Repair	1,500	2,903	3	3,028	2	67%	1	33%	0	0%
Ozone Machines	718	3,477	3	3,028	3	100%	0	0%	0	0%
Paper & Plastic Cups, Containers	1,003	3,231	3	3,028	2	67%	1	33%	0	0%
Paving Equipment	1,542	2,880	3	3,028	0	0%	3	100%	0	0%
Personal Chef	1,166	3,115	3	3,028	3	100%	0	0%	0	0%
Physical Therapy Equipment	1,298	3,028	3	3,028	3	100%	0	0%	0	0%
Physician - Nephrology	544	3,660	3	3,028	1	33%	2	67%	0	0%
Picture Framing	2,292	2,560	3	3,028	2	67%	1	33%	0	0%
Picture Restoring	424	3,815	3	3,028	1	33%	0	0%	2	67%
Pinball Sales & Service	1,975	2,690	3	3,028	2	67%	1	33%	0	0%
Plants - Interior Design & Maintenance	3,383	2,256	3	3,028	2	67%	1	33%	0	0%
Plastics - Fabrics, Film, Sheets - Prod.	1,112	3,164	3	3,028	3	100%	0	0%	0	0%
Precious, Semi-Precious & Synthetic	2,469	2,500	3	3,028	1	33%	2	67%	0	0%
Presses - Power-Equipment	1,714	2,797	3	3,028	3	100%	0	0%	0	0%
Pressing Machines - Clothes	1,003	3,931	3	3,028	3	67%	0	0%	1	33%
Proofreading	2,482	2,497	3	3,028	3	100%	0	0%	0	0%
Pumps - Wholesale & Manufacturers	2,141	2,625	3	3,028	2	67%	1	33%	0	0%
Radios - Citizen Band	1,507	2,894	3	3,028	3	100%	0	0%	0	0%
Raft Trips & Tours	1,611	2,855	3	3,028	1	33%	2	67%	0	0%
Railroads - Ticket Agencies	675	3,529	3	3,028	1	33%	0	0%	2	67%
Recreation Program Consultants	1,139	3,140	3	3,028	1	33%	2	67%	0	0%
Refrigerators & Freezers - Rent & Lease	239	4,133	3	3,028	3	100%	0	0%	0	0%
Relays	206	4,192	3	3,028	3	100%	0	0%	0	0%
Renewable Energy	6,024	1,794	3	3,028	2	67%	1	33%	0	0%
Roof Decks	2,452	2,599	3	3,028	3	100%	0	0%	0	0%
Sawmills	7,721	1,613	3	3,028	2	67%	1	33%	0	0%
Screen Printing - Equipment & Supplies	1,687	2,819	3	3,028	2	67%	1	33%	0	0%
Seals - Oil, Grease	450	3,781	3	3,028	3	100%	0	0%	0	0%
Sewer Inspection	1,050	3,204	3	3,028	1	33%	2	67%	0	0%
Shock Absorbers	272	4,066	3	3,028	2	67%	1	33%	0	0%
Shoe Shining	377	3,883	3	3,028	2	67%	1	33%	0	0%
Skating Instruction	285	4,037	3	3,028	3	100%	0	0%	0	0%
Ski Equipment Rental	673	3,532	3	3,028	1	33%	2	67%	0	0%
Skylights - Distributors	898	3,319	3	3,028	0	0%	2	67%	1	33%
Smart Phone Software Support	1,051	3,201	3	3,028	3	100%	0	0%	0	0%
Solar Energy Research & Development	3,099	2,330	3	3,028	2	67%	1	33%	0	0%
Soundproofing	1,110	3,166	3	3,028	2	67%	1	33%	0	0%
Souvenirs - Wholesale & Manufacturers	390	3,870	3	3,028	3	100%	0	0%	0	0%
Steamship Companies	828	3,384	3	3,028	3	100%	0	0%	0	0%
Surfing Instruction	646	3,560	3	3,028	2	67%	1	33%	0	0%
Surveying Instruments	991	3,246	3	3,028	2	67%	1	33%	0	0%
Sweaters	29	4,805	3	3,028	1	33%	2	67%	0	0%
Syrups	449	3,783	3	3,028	1	33%	2	67%	0	0%
Table Suppliers	10	4,949	3	3,028	1	33%	2	67%	0	0%
Table Tennis Equipment	192	4,232	3	3,028	2	67%	1	33%	0	0%
Tank Cleaning	1,557	2,871	3	3,028	1	33%	2	67%	0	0%
Tank Testing & Inspection	2,487	2,494	3	3,028	3	100%	0	0%	0	0%
Television & Radio Broadcast Schools	4,104	2,101	3	3,028	1	33%	1	33%	1	33%
Tennis Courts - Private	786	3,415	3	3,028	2	67%	1	33%	0	0%
Tennis Instruction	581	3,625	3	3,028	2	67%	1	33%	0	0%
Thermostats	733	3,464	3	3,028	3	100%	0	0%	0	0%
Time Recorders	1,051	3,201	3	3,028	0	0%	3	100%	0	0%
Tobacco Leaf - Wholesale	194	4,226	3	3,028	3	100%	0	0%	0	0%
Tournaments	354	3,923	3	3,028	2	67%	1	33%	0	0%
Traffic Signs, Signals & Equipment	4,286	2,073	3	3,028	2	67%	1	33%	0	0%
Transcription Service	7,787	1,608	3	3,028	1	33%	2	67%	0	0%
Truck Bodies	2,109	2,634	3	3,028	3	100%	0	0%	0	0%
Turbines	1,230	3,073	3	3,028	0	0%	3	100%	0	0%
Ultraviolet Ray Lamps & Apparatus	200	4,206	3	3,028	3	100%	0	0%	0	0%
Underground Sprinkler Lawn Sprinkler Parts	1,685	2,821	3	3,028	2	67%	1	33%	0	0%
Veterinary Internal Medicine	332	3,957	3	3,028	3	100%	0	0%	0	0%
Virtual Tours	449	3,783	3	3,028	1	33%	1	33%	1	33%
Wall Coatings	2,028	2,672	3	3,028	1	33%	2	67%	0	0%
Warehouses - Cold Storage	3,882	2,137	3	3,028	0	0%	3	100%	0	0%
Watchmen Clocks & Systems	529	3,681	3	3,028	1	33%	2	67%	0	0%
Weed Control Equipment & Supplies	558	3,645	3	3,028	1	33%	2	67%	0	0%
Window Shades - Cleaning & Repair	1,157	3,120	3	3,028	2	67%	1	33%	0	0%
Wire & Cable - Non-Electric	2,458	2,503	3	3,028	0	0%	3	100%	0	0%
X-Ray Apparatus & Supplies	1,472	2,922	3	3,028	1	33%	1	33%	1	33%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Acoustical Consultants	3,963	2,118	2	3,235	2	100%	0	0%	0	0%
Addressing Plate Service	168	4,286	2	3,235	1	50%	1	50%	0	0%
Adult Foster Care	817	3,392	2	3,235	1	50%	1	50%	0	0%
Advertising - Motion Picture	238	4,136	2	3,235	1	50%	1	50%	0	0%
Air Flight Attendants	396	3,852	2	3,235	1	50%	1	50%	0	0%
Aircraft Engines	1,712	2,799	2	3,235	2	100%	0	0%	0	0%
Airport Equipment & Supplies	735	3,461	2	3,235	2	100%	0	0%	0	0%
Annuities	7,246	1,670	2	3,235	2	100%	0	0%	0	0%
Aquariums - Lease & Maintenance	921	3,300	2	3,235	2	100%	0	0%	0	0%
Archery Instruction	254	4,105	2	3,235	0	0%	2	100%	0	0%
Archery Ranges	902	3,315	2	3,235	1	50%	0	0%	1	50%
Armories	764	3,439	2	3,235	2	100%	0	0%	0	0%
Artificial Fruits & Foods	351	3,931	2	3,235	2	100%	0	0%	0	0%
Artificial Rock Scapes	65	4,610	2	3,235	0	0%	2	100%	0	0%
Attorneys & Lawyers - Collaborative Divorce	274	4,058	2	3,235	1	50%	1	50%	0	0%
Attorneys & Lawyers - Consumer Fraud	4,756	1,993	2	3,235	2	100%	0	0%	0	0%
Attorneys & Lawyers - Intellectual Property	985	3,256	2	3,235	1	50%	1	50%	0	0%
Attorneys & Lawyers - Lemon law	1,480	2,916	2	3,235	1	50%	1	50%	0	0%
Attorneys & Lawyers - Medical Malpractice	683	3,523	2	3,235	0	0%	2	100%	0	0%
Attorneys & Lawyers - Wills, Trust & Probate	8,570	1,535	2	3,235	1	50%	1	50%	0	0%
Automation Consultants	2,305	2,555	2	3,235	1	50%	0	0%	1	50%
Automobile Pre-Paid Maintenance Plans	267	4,073	2	3,235	2	100%	0	0%	0	0%
Baby Foods	393	3,858	2	3,235	2	100%	0	0%	0	0%
Baby Sitters	2,235	2,587	2	3,235	2	100%	0	0%	0	0%
Bag Making Machinery	68	4,597	2	3,235	1	50%	1	50%	0	0%
Bakers Equipment - Repair	398	3,848	2	3,235	2	100%	0	0%	0	0%
Barrels & Drums - Equipment & Supplies	154	4,309	2	3,235	1	50%	1	50%	0	0%
Baseball Batting Ranges	1,601	2,857	2	3,235	2	100%	0	0%	0	0%
Bio - Chemicals	2,284	2,552	2	3,235	0	0%	1	50%	1	50%
Biofeedback Therapists	2,396	2,528	2	3,235	1	50%	1	50%	0	0%
Blasting Equipment & Supplies	611	3,593	2	3,235	1	50%	1	50%	0	0%
Boards Of Trade	32	4,784	2	3,235	2	100%	0	0%	0	0%
Boat Yards	1,035	3,209	2	3,235	1	50%	1	50%	0	0%
Boxes - Corrugated & Fiber	5,428	1,888	2	3,235	1	50%	1	50%	0	0%
Boxes - Plastic & Transparent	445	3,790	2	3,235	0	0%	1	50%	1	50%
Brass Products	613	3,589	2	3,235	1	50%	1	50%	0	0%
Bridal Supplies - Wholesale & Manufacturing	630	3,575	2	3,235	1	50%	1	50%	0	0%
Brushes	363	3,910	2	3,235	1	50%	1	50%	0	0%
Buses - Bodies	39	4,745	2	3,235	2	100%	0	0%	0	0%
Buses - Repair & Service	795	3,409	2	3,235	2	100%	0	0%	0	0%
Buses - Used	569	3,630	2	3,235	1	50%	1	50%	0	0%
Buttons - Clothing	148	4,329	2	3,235	2	100%	0	0%	0	0%
Cabs - Tractor, Truck	981	3,254	2	3,235	1	50%	1	50%	0	0%
Candles - Wickless	393	3,858	2	3,235	2	100%	0	0%	0	0%
Canoe Rental & Trips	619	3,585	2	3,235	1	50%	1	50%	0	0%
Carnivals	637	3,572	2	3,235	1	50%	1	50%	0	0%
Carpet & Rug Binding Machines	403	3,840	2	3,235	1	50%	1	50%	0	0%
Caverns	116	4,424	2	3,235	2	100%	0	0%	0	0%
Ceiling Materials	850	3,355	2	3,235	2	100%	0	0%	0	0%
Charity - American Indian	323	3,974	2	3,235	2	100%	0	0%	0	0%
Charts	95	4,497	2	3,235	2	100%	0	0%	0	0%
Chauffeur Service	3,065	2,337	2	3,235	1	50%	1	50%	0	0%
Chimney Lining Materials	952	3,282	2	3,235	0	0%	2	100%	0	0%
Chiropractor Information Bureaus	316	3,986	2	3,235	2	100%	0	0%	0	0%
Cigar, Cigarette & Tobacco Manufacturers	2,074	2,649	2	3,235	2	100%	0	0%	0	0%
Clean Rooms - Installation & Equipment	530	3,679	2	3,235	2	100%	0	0%	0	0%
Clinics - Cervical Vein	857	3,349	2	3,235	2	100%	0	0%	0	0%
Clocks - Wholesale & Manufacturers	509	3,708	2	3,235	1	50%	1	50%	0	0%
Coaching - Leadership	2,411	2,523	2	3,235	2	100%	0	0%	0	0%
Coin & Bill Count, Sort, Wrap Services	58	4,640	2	3,235	0	0%	2	100%	0	0%
Coin Cards	39	4,745	2	3,235	2	100%	0	0%	0	0%
Collection Agencies - Government Loans	7,582	1,633	2	3,235	2	100%	1	50%	0	0%
Color Separations - Offset, Photo Engraving	147	4,332	2	3,235	1	50%	0	0%	1	50%
Concrete Mixing Plant Equipment	264	4,083	2	3,235	0	0%	2	100%	0	0%
Concrete Pumping Service	5,719	1,842	2	3,235	1	50%	1	50%	0	0%
Contractor - Disabled Access	1,460	2,927	2	3,235	2	100%	0	0%	0	0%
Covers - Book, Catalog	620	3,583	2	3,235	1	50%	1	50%	0	0%
Cranes	3,989	2,116	2	3,235	1	50%	1	50%	0	0%
Crawfish Farms	217	4,172	2	3,235	2	100%	0	0%	0	0%
Crisis Intervention Service	2,956	2,371	2	3,235	0	0%	1	50%	1	50%
Cylinders - Gas	493	3,725	2	3,235	1	50%	1	50%	0	0%
Cylinders - Rebuild & Repair	829	3,381	2	3,235	2	100%	0	0%	0	0%
Data Brokers	61	4,994	2	3,235	1	50%	1	50%	0	0%
Data Processing Equipment - Maintenance	365	3,908	2	3,235	0	0%	2	100%	0	0%
Deodorizing & Disinfecting	1,132	3,149	2	3,235	2	100%	0	0%	0	0%
Dishwashing Machines - Service & Repair	323	3,974	2	3,235	1	50%	0	0%	1	50%
Door-to-Door Sales - Photography	672	3,534	2	3,235	2	100%	0	0%	0	0%
Drapery & Curtain Fabric - Wholesale & Manufacturers	297	4,014	2	3,235	0	0%	2	100%	0	0%
Drapery & Curtain Fixtures	849	3,356	2	3,235	1	50%	1	50%	0	0%
Driveway Preparation	38	4,754	2	3,235	1	50%	1	50%	0	0%
Drug Brokers	1,029	3,213	2	3,235	2	100%	0	0%	0	0%
Drum Wall Taping and Texturing	1,368	2,981	2	3,235	1	50%	1	50%	0	0%
Dune Buggies	1,017	3,224	2	3,235	2	100%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Duty Free Shops	289	4,027	2	3,235	1	50%	1	50%	0	0%
Electric Instruments	714	3,486	2	3,235	0	0%	2	100%	0	0%
Electrical Discharge Machining	234	4,143	2	3,235	1	50%	1	50%	0	0%
Electrolysis Equipment & Supplies	198	4,218	2	3,235	2	100%	0	0%	0	0%
Elevator Consultants	1,349	2,904	2	3,235	2	100%	0	0%	0	0%
Embroidering Machines	339	3,950	2	3,235	2	100%	0	0%	0	0%
Employment Service - Government, Co, Fraternal	2,135	2,626	2	3,235	2	100%	0	0%	0	0%
Encyclopedia & Book Sales	992	3,245	2	3,235	1	50%	1	50%	0	0%
Energy Conservation Products - Wholesale & Manufacturers	1,255	3,055	2	3,235	1	50%	1	50%	0	0%
Engineering Equipment & Supplies	3,118	2,326	2	3,235	1	50%	1	50%	0	0%
Ergonomic Products & Services	1,926	2,708	2	3,235	1	50%	1	50%	0	0%
Factors	3,230	2,301	2	3,235	2	100%	0	0%	0	0%
Farms - Urban	73	4,581	2	3,235	0	0%	1	50%	1	50%
Fasteners - Textile & Apparel	1,113	3,163	2	3,235	1	50%	1	50%	0	0%
Fiber Glass Products	2,200	2,603	2	3,235	2	100%	0	0%	0	0%
Filters Air & Gas Cleaning	958	3,276	2	3,235	1	50%	1	50%	0	0%
Fish & Seafood Brokers	1,027	3,214	2	3,235	1	50%	1	50%	0	0%
Fish Hatcheries	1,526	2,886	2	3,235	2	100%	0	0%	0	0%
Fish Processors	544	3,660	2	3,235	2	100%	0	0%	0	0%
Fishing Piers	449	3,783	2	3,235	0	0%	2	100%	0	0%
Floor Machines	557	3,648	2	3,235	1	50%	1	50%	0	0%
Floor Resurfacing	507	3,710	2	3,235	1	50%	1	50%	0	0%
Florists - Brokers	173	4,271	2	3,235	1	50%	1	50%	0	0%
Freight Consolidating	2,316	2,551	2	3,235	1	50%	1	50%	0	0%
Fumigation Services	1,396	2,968	2	3,235	2	100%	0	0%	0	0%
Fur Novelties & Accessories	1,151	3,126	2	3,235	1	50%	1	50%	0	0%
Fur Storage	997	3,239	2	3,235	1	50%	0	0%	1	50%
Furnace Cleaning	3,420	2,248	2	3,235	1	50%	1	50%	0	0%
Gardening Hand Tools	1,090	3,177	2	3,235	2	100%	0	0%	0	0%
Gasoline Additives - Manufacturers & Distributors	926	3,297	2	3,235	1	50%	1	50%	0	0%
Gasoline Plant Equipment	432	3,805	2	3,235	1	50%	1	50%	0	0%
Gears & Gear Cutting	1,234	3,071	2	3,235	1	50%	1	50%	0	0%
Glass - Tempered	189	4,240	2	3,235	0	0%	2	100%	0	0%
Glass Beads - Industrial	67	4,602	2	3,235	1	50%	1	50%	0	0%
Golf Course Construction	908	3,312	2	3,235	2	100%	0	0%	0	0%
Government Offices - Foreign-Reps	99	4,483	2	3,235	0	0%	2	100%	0	0%
Grease Traps	2,313	2,553	2	3,235	0	0%	2	100%	0	0%
Greeting Card Manufacturers Supplies	206	4,192	2	3,235	2	100%	0	0%	0	0%
Guardian Services - Adult & Child	3,689	2,185	2	3,235	1	50%	1	50%	0	0%
Hang Gliding & Instruction	593	3,614	2	3,235	2	100%	0	0%	0	0%
Hardware - Marine	522	3,692	2	3,235	2	100%	0	0%	0	0%
Hardwood Floor Maintenance	1,302	3,025	2	3,235	2	100%	0	0%	0	0%
Heating & Cooling Demolition	220	4,168	2	3,235	0	0%	2	100%	0	0%
Home Demonstrations	1,130	3,150	2	3,235	0	0%	1	50%	1	50%
Horse Shoeing	1,414	2,960	2	3,235	1	50%	1	50%	0	0%
Household Management	205	4,196	2	3,235	2	100%	0	0%	0	0%
Hydronic Heating	1,201	3,094	2	3,235	1	50%	1	50%	0	0%
Inks - Writing & Marking	694	3,509	2	3,235	2	100%	0	0%	0	0%
Insurance - Disability	1,497	2,906	2	3,235	2	100%	0	0%	0	0%
Insurance - Senior Products	12,531	1,276	2	3,235	2	100%	0	0%	0	0%
International Trade Consultants	4,329	2,059	2	3,235	1	50%	1	50%	0	0%
Italian Food Products	1,283	3,036	2	3,235	1	50%	1	50%	0	0%
Jacks	1,041	3,206	2	3,235	1	50%	1	50%	0	0%
Juke Boxes	709	3,491	2	3,235	2	100%	0	0%	0	0%
Knitting Instruction	474	3,754	2	3,235	1	50%	1	50%	0	0%
Kosher Food Products	285	4,037	2	3,235	2	100%	0	0%	0	0%
Labeling Equipment	1,525	2,887	2	3,235	2	100%	0	0%	0	0%
Labels - Fabric	524	3,687	2	3,235	2	100%	0	0%	0	0%
Laminations - Plastic, Paper	1,244	3,062	2	3,235	0	0%	2	100%	0	0%
Layouts - Office, Factory	805	3,401	2	3,235	0	0%	2	100%	0	0%
Lead Testing	205	4,196	2	3,235	2	100%	0	0%	0	0%
Lightning Protection Equipment	2,882	2,379	2	3,235	2	100%	0	0%	0	0%
Limestone	2,260	2,576	2	3,235	0	0%	2	100%	0	0%
Linoleum Dealers	1,613	2,852	2	3,235	1	50%	1	50%	0	0%
Liquor Brokers	224	4,165	2	3,235	1	50%	1	50%	0	0%
Loading Dock Equipment	1,255	3,055	2	3,235	1	50%	1	50%	0	0%
Lot Rental	87	4,529	2	3,235	1	50%	1	50%	0	0%
Lottery Buying Club	1,550	2,876	2	3,235	2	100%	0	0%	0	0%
Luggage Repair	1,084	3,180	2	3,235	2	100%	0	0%	0	0%
Lumber Carriers	1,198	3,096	2	3,235	0	0%	2	100%	0	0%
Magnifying Glasses	423	3,816	2	3,235	2	100%	0	0%	0	0%
Mailing Containers	684	3,521	2	3,235	1	50%	1	50%	0	0%
Marijuana - Medical Dispensary	793	3,422	2	3,235	2	100%	0	0%	0	0%
Marking & Coding Equipment	209	4,186	2	3,235	2	100%	0	0%	0	0%
Marriage Brokers	1,823	2,751	2	3,235	1	50%	0	0%	1	50%
Meat - Smokehouses	524	3,687	2	3,235	1	50%	0	0%	1	50%
Medicines - Preventative Dogs & Cats	47	4,692	2	3,235	0	0%	2	100%	0	0%
Meeting Management	827	3,385	2	3,235	1	50%	1	50%	0	0%
Metal Detecting Equipment	2,212	2,596	2	3,235	1	50%	1	50%	0	0%
Metals - Precious - Sheet, Wire, Tubing	3,230	2,301	2	3,235	2	100%	0	0%	0	0%
Mirrors - Manufacturers Supplies	599	3,609	2	3,235	0	0%	2	100%	0	0%
Missile & Rocket Manufacturers	46	4,697	2	3,235	0	0%	0	0%	2	100%
Misting Systems & Services	1,334	3,006	2	3,235	1	50%	1	50%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Mobile Refrigeration	797	3,406	2	3,235	1	50%	1	50%	0	0%
Motel & Hotel Equipment & Supplies	477	3,749	2	3,235	2	100%	0	0%	0	0%
Motion Picture Equipment & Supplies	386	3,874	2	3,235	0	0%	2	100%	0	0%
Mountain/Rock Climbing Instruction	880	3,332	2	3,235	1	50%	1	50%	0	0%
Moving Supplies	2,060	2,653	2	3,235	1	50%	1	50%	0	0%
Myofunctional Therapy	620	3,390	2	3,235	1	50%	1	50%	0	0%
Name Plates - Holders	27	4,820	2	3,235	1	50%	0	0%	1	50%
Natural Stone Restoration & Cleaning	2,321	2,550	2	3,235	2	100%	0	0%	0	0%
Nautical Instruments	287	4,032	2	3,235	0	0%	2	100%	0	0%
Navigation Consultants	401	3,841	2	3,235	2	100%	0	0%	0	0%
Needles	25	4,832	2	3,235	2	100%	0	0%	0	0%
Newspaper Feature Syndicates	766	3,438	2	3,235	2	100%	0	0%	0	0%
Nurses-Practitioners	2,262	2,575	2	3,235	1	50%	1	50%	0	0%
Odor Neutralizer	2,554	2,472	2	3,235	1	50%	1	50%	0	0%
Oil Additives - Manufacturers & Distributors	1,438	2,943	2	3,235	1	50%	1	50%	0	0%
Oil Marketers	1,180	3,108	2	3,235	2	100%	0	0%	0	0%
Oilfield Consultants	3,953	2,122	2	3,235	0	0%	2	100%	0	0%
Oilfield Equipment & Supplies	12,853	1,267	2	3,235	1	50%	1	50%	0	0%
Oilfield Service	47,551	553	2	3,235	1	50%	0	0%	1	50%
Oils - Industrial	489	3,732	2	3,235	2	100%	0	0%	0	0%
Organs	2,499	2,486	2	3,235	2	100%	0	0%	0	0%
Oriental Goods - Retail	666	3,542	2	3,235	0	0%	2	100%	0	0%
Packaging Machinery	3,295	2,278	2	3,235	1	50%	1	50%	0	0%
Paint Removers - Manufacturers	274	4,058	2	3,235	2	100%	0	0%	0	0%
Paint Removing	2,490	2,491	2	3,235	1	50%	1	50%	0	0%
Paneling	566	3,636	2	3,235	0	0%	2	100%	1	50%
Paper Manufacturers	2,822	2,390	2	3,235	1	50%	0	0%	1	50%
Parachutes	100	4,480	2	3,235	2	100%	0	0%	0	0%
Partitions	1,677	2,823	2	3,235	2	100%	0	0%	0	0%
Pharmaceutical Machinery	354	3,923	2	3,235	1	50%	1	50%	0	0%
Pharmacies - Infusion Services	780	3,425	2	3,235	2	100%	0	0%	0	0%
Physicians Assistants	838	3,365	2	3,235	2	100%	0	0%	0	0%
Pinata Sales	113	4,433	2	3,235	1	50%	1	50%	0	0%
Pipe & Boiler Covering Contractors	867	3,341	2	3,235	0	0%	2	100%	0	0%
Pipe Line Companies	2,260	2,576	2	3,235	0	0%	1	50%	1	50%
Pipe Lining & Coating	792	3,412	2	3,235	1	50%	1	50%	0	0%
Plaster	1,757	2,775	2	3,235	1	50%	1	50%	0	0%
Plastics - Fabricating, Finishing & Decor	2,483	2,496	2	3,235	1	50%	1	50%	0	0%
Plastics - Raw Materials, Powder, Liquid	1,359	2,987	2	3,235	2	100%	0	0%	0	0%
Plating Equipment & Supplies	500	3,718	2	3,235	0	0%	2	100%	0	0%
Polyurethane Products	855	3,352	2	3,235	2	100%	0	0%	0	0%
Ponzi Schemes	4,316	2,063	2	3,235	0	0%	0	0%	2	100%
Porch Shades	1,077	3,185	2	3,235	0	0%	0	0%	2	100%
Poultry Equipment & Supplies	2,702	2,433	2	3,235	1	50%	1	50%	0	0%
Powder Processing - Industrial	1,716	2,795	2	3,235	1	50%	1	50%	0	0%
Presses - Power	29	4,805	2	3,235	1	50%	1	50%	0	0%
Promotional Products - Non-Wearable	1,137	3,143	2	3,235	2	100%	0	0%	0	0%
Pub Food	211	4,180	2	3,235	1	50%	1	50%	0	0%
Pumps - Supplies & Parts	1,051	3,201	2	3,235	1	50%	1	50%	0	0%
Racquetball Courts - Private	656	3,550	2	3,235	1	50%	1	50%	0	0%
Radiotelephone Communications - Common Carrier	753	3,446	2	3,235	1	50%	1	50%	0	0%
Railroads - Freight	979	3,259	2	3,235	2	100%	0	0%	0	0%
Ranges & Ovens - Dealers	168	4,286	2	3,235	0	0%	2	100%	0	0%
Recorded Information	1,903	2,714	2	3,235	1	50%	0	0%	1	50%
Refractories	758	3,441	2	3,235	0	0%	2	100%	0	0%
Remodeling Services - Foreclosed Property	2,198	2,604	2	3,235	0	0%	2	100%	0	0%
Riding Academies	1,627	2,844	2	3,235	1	50%	1	50%	0	0%
Rock Shops	2,130	2,627	2	3,235	0	0%	2	100%	0	0%
Safe Deposit Box Rental	700	3,504	2	3,235	1	50%	1	50%	0	0%
Salt	1,664	2,831	2	3,235	1	50%	1	50%	0	0%
Salvage - Marine	641	3,565	2	3,235	1	50%	1	50%	0	0%
Sample Cases	248	4,116	2	3,235	0	0%	2	100%	0	0%
Sash Operating Devices	810	3,397	2	3,235	2	100%	0	0%	0	0%
Saws - Sharpen & Repair	1,143	3,135	2	3,235	1	50%	1	50%	0	0%
Schools - Holistic	1,562	2,868	2	3,235	1	50%	1	50%	0	0%
Screening & Sifting Equipment	147	4,332	2	3,235	0	0%	0	0%	2	100%
Semiconductor Devices	1,952	2,698	2	3,235	2	100%	0	0%	0	0%
Seniors Moving & Delivery Services	1,038	3,207	2	3,235	1	50%	1	50%	0	0%
Septic Tanks & Systems Wholesale & Manufacturers	2,600	2,462	2	3,235	2	100%	0	0%	0	0%
Sewer Cleaner Vacuum Service	44	4,706	2	3,235	2	100%	0	0%	0	0%
Shopping Carts & Baskets	281	4,046	2	3,235	2	100%	0	0%	0	0%
Shoring Contractors	776	3,430	2	3,235	1	50%	1	50%	0	0%
Silverware Clean, Repair & Replate	230	4,153	2	3,235	2	100%	0	0%	0	0%
Sirens & Horns	110	4,443	2	3,235	1	50%	1	50%	0	0%
Ski Equipment - Wholesale & Manufacturers	179	4,259	2	3,235	2	100%	0	0%	0	0%
Slate	557	3,648	2	3,235	2	100%	0	0%	0	0%
Soda Fountain Shops	305	4,002	2	3,235	1	50%	1	50%	0	0%
Soil Conditioners	902	3,315	2	3,235	0	0%	2	100%	0	0%
Speed Reducers	134	4,377	2	3,235	2	100%	0	0%	0	0%
Sperm Banks	3,750	2,167	2	3,235	2	100%	0	0%	0	0%
Stair Treads	624	3,579	2	3,235	0	0%	2	100%	0	0%
Statuary	662	3,544	2	3,235	2	100%	0	0%	0	0%
Steel Mills	1,397	2,967	2	3,235	0	0%	2	100%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Stone - Crushed	1,446	2,939	2	3,235	1	50%	0	0%	1	50%
Surrogacy	2,967	2,368	2	3,235	2	100%	0	0%	0	0%
Sweeping Service - Power	2,060	2,653	2	3,235	1	50%	1	50%	0	0%
Swim Spas	1,227	3,076	2	3,235	0	0%	2	100%	0	0%
Tailors Supplies	54	4,661	2	3,235	0	0%	2	100%	0	0%
Tanks - Used	200	4,206	2	3,235	2	100%	0	0%	0	0%
Tapestries	247	4,117	2	3,235	1	50%	1	50%	0	0%
Taxes - Enrolled Agent	3,419	2,249	2	3,235	1	50%	1	50%	0	0%
Tea - Manufacturer & Importer	1,381	2,978	2	3,235	2	100%	0	0%	0	0%
Television Sys & Equipment - Closed Circuit	867	3,341	2	3,235	0	0%	1	50%	1	50%
Templates	391	3,868	2	3,235	1	50%	1	50%	0	0%
Terminals - River & Marine	269	4,070	2	3,235	2	100%	0	0%	0	0%
Textile Fibers	1,845	2,737	2	3,235	1	50%	1	50%	0	0%
Ticket Issuing Machines	400	3,843	2	3,235	2	100%	0	0%	0	0%
Toilets - Composting	411	3,826	2	3,235	1	50%	1	50%	0	0%
Tourists Homes	1,313	3,022	2	3,235	1	50%	1	50%	0	0%
Tractor Distributors & Manufacturers	611	3,593	2	3,235	2	100%	0	0%	0	0%
Treatment Centers & Rest Homes - Information & Placement	2,601	2,461	2	3,235	0	0%	1	50%	1	50%
Tree Service Equipment & Supplies	1,343	2,999	2	3,235	1	50%	1	50%	0	0%
Trike Conversions, Sales & Service	1,114	3,162	2	3,235	2	100%	0	0%	0	0%
Truck Bedliner	3,020	2,351	2	3,235	2	100%	0	0%	0	0%
Truck Bedliner - Spray On	2,195	2,605	2	3,235	2	100%	0	0%	0	0%
Truck Painting & Lettering	829	3,381	2	3,235	0	0%	2	100%	0	0%
Truck Refrigeration Equipment	1,547	2,878	2	3,235	2	100%	0	0%	0	0%
Trusses - Construction	4,621	2,012	2	3,235	2	100%	0	0%	0	0%
Veterinary Physical Therapy & Rehabilitation	60	4,632	2	3,235	1	50%	1	50%	0	0%
Veterinary Surgery	1,186	3,104	2	3,235	2	100%	0	0%	0	0%
Volleyball Club	604	3,604	2	3,235	1	50%	1	50%	0	0%
Wallpaper Hangers	1,747	2,778	2	3,235	1	50%	1	50%	0	0%
Water Conservation	1,033	3,210	2	3,235	2	100%	0	0%	0	0%
Water Works Equipment & Supplies	483	3,740	2	3,235	0	0%	2	100%	0	0%
Welcome ServiceFor Newcomers	2,406	2,525	2	3,235	2	100%	0	0%	0	0%
Windmills	607	3,599	2	3,235	0	0%	2	100%	0	0%
Windshield Wipers	190	4,237	2	3,235	0	0%	1	50%	1	50%
Wine Cellars	672	3,534	2	3,235	0	0%	2	100%	0	0%
Wines - Wholesale	1,537	2,885	2	3,235	0	0%	2	100%	0	0%
Wood Technologists	721	3,473	2	3,235	1	50%	1	50%	0	0%
Woodworking Tools - Retail	1,022	3,219	2	3,235	0	0%	2	100%	0	0%
Yarn - Wholesale & Manufacturers	472	3,759	2	3,235	2	100%	0	0%	0	0%
Zinc Oxide	20	4,868	2	3,235	0	0%	2	100%	0	0%
Accordions	289	4,027	1	3,524	0	0%	1	100%	0	0%
Acoustical Materials	1,583	2,861	1	3,524	0	0%	0	0%	1	100%
Adhesives & Gluing Equipment	339	3,950	1	3,524	1	100%	0	0%	0	0%
Advertising - Transit &Transportation	1,359	2,987	1	3,524	1	100%	0	0%	0	0%
Aerosols	29	4,805	1	3,524	0	0%	1	100%	0	0%
Aerospace Industries	3,957	2,120	1	3,524	0	0%	1	100%	0	0%
Aerospace Research & Development	1,087	3,179	1	3,524	1	100%	0	0%	0	0%
Air Brushes	495	3,723	1	3,524	0	0%	0	0%	1	100%
Air Curtains & Screens	149	4,324	1	3,524	1	100%	0	0%	0	0%
Air Duct Restoration	505	3,713	1	3,524	0	0%	1	100%	0	0%
Air Motors	105	4,464	1	3,524	0	0%	1	100%	0	0%
Air Pollution Measuring Equipment & Service	233	4,145	1	3,524	0	0%	0	0%	1	100%
Aircraft & Aircraft Equipment - Testing	983	3,252	1	3,524	1	100%	0	0%	0	0%
Aircraft Ground Support & Service Equipment	744	3,454	1	3,524	1	100%	0	0%	0	0%
Aircraft Instruments	862	3,345	1	3,524	0	0%	1	100%	0	0%
Aircraft Upholsterers	322	3,979	1	3,524	1	100%	0	0%	0	0%
Ambulances & Hearses	702	3,500	1	3,524	0	0%	1	100%	0	0%
Anchors - Marine	329	3,962	1	3,524	1	100%	0	0%	0	0%
Antique Asian Rugs	12	4,929	1	3,524	0	0%	1	100%	0	0%
Apprenticeship Programs	611	3,593	1	3,524	1	100%	0	0%	0	0%
Aprons - Industrial	2	5,051	1	3,524	0	0%	1	100%	0	0%
Architects Supplies	784	3,420	1	3,524	0	0%	0	0%	0	0%
Armored Car Service	4,456	2,040	1	3,524	0	0%	1	100%	0	0%
Artificial Eyes - Human	344	3,943	1	3,524	0	0%	0	0%	1	100%
Asbestos Consulting & Testing	5,644	1,854	1	3,524	0	0%	1	100%	0	0%
Asphalt Mixing Equipment	676	3,527	1	3,524	0	0%	1	100%	0	0%
Attorneys & Lawyers - Environmental	179	4,259	1	3,524	0	0%	1	100%	0	0%
Attorneys & Lawyers - 3rd Party Workers Compensation Claims	57	4,645	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Adoption	1,275	3,039	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Agriculture	133	4,379	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Appellate	649	3,558	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Construction Defect	1,022	3,219	1	3,524	0	0%	1	100%	0	0%
Attorneys & Lawyers - DUI	6,141	1,781	1	3,524	0	0%	1	100%	0	0%
Attorneys & Lawyers - Elder Law	7,419	1,650	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Entertainment & Sports Law	468	3,762	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Juvenile	149	4,324	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Landlord/Tenant	1,036	3,208	1	3,524	1	100%	0	0%	0	0%
Attorneys & Lawyers - Legal Malpractice	282	4,044	1	3,524	0	0%	1	100%	0	0%
Attorneys & Lawyers - Workers Compensation	4,561	2,018	1	3,524	1	100%	0	0%	0	0%
Auditory Training Equipment	13	4,922	1	3,524	1	100%	0	0%	0	0%
Auto Repair - Shocks	83	4,542	1	3,524	0	0%	1	100%	0	0%
Baby Shoe Preservation	53	4,666	1	3,524	1	100%	0	0%	0	0%
Badges - Manufacturer Supplies	107	4,453	1	3,524	0	0%	1	100%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Badminton Courts - Public	32	4,784	1	3,524	1	100%	0	0%	0	0%
Bakers Equipment	1,540	2,881	1	3,524	0	0%	1	100%	0	0%
Bankruptcy Counseling - Federally Certified	1,324	3,009	1	3,524	0	0%	1	100%	0	0%
Bar Manufacturer	367	3,905	1	3,524	0	0%	0	0%	1	100%
Barbers Equipment & Supplies	318	3,984	1	3,524	1	100%	0	0%	0	0%
Barometers	131	4,922	1	3,524	1	100%	0	0%	0	0%
Baseball Pitching Machines	117	4,421	1	3,524	1	100%	0	0%	0	0%
Bath Liners	1,161	3,118	1	3,524	0	0%	0	0%	1	100%
Beds - Renting	98	4,485	1	3,524	0	0%	1	100%	0	0%
Binoculars	2,484	2,495	1	3,524	1	100%	0	0%	0	0%
Biological Products	1,580	2,862	1	3,524	1	100%	0	0%	0	0%
Birth Control Information Centers	293	4,019	1	3,524	1	100%	0	0%	0	0%
Blasting Contractors	1,673	2,827	1	3,524	0	0%	1	100%	0	0%
Blinds - Cleaning	1,010	3,226	1	3,524	1	100%	0	0%	0	0%
Blueprinting	2,310	2,554	1	3,524	0	0%	1	100%	0	0%
Boat Cleaning	1,436	2,941	1	3,524	0	0%	1	100%	0	0%
Bottle Return Depot	1,634	2,941	1	3,524	1	100%	0	0%	0	0%
Bottlers Equipment & Supplies	1,781	2,768	1	3,524	0	0%	1	100%	0	0%
Bottles - Used	166	4,292	1	3,524	0	0%	1	100%	0	0%
Bowling Lane Equipment & Supplies	325	3,970	1	3,524	1	100%	0	0%	0	0%
Box Manufacturers Equipment & Supplies	1,393	2,972	1	3,524	0	0%	1	100%	0	0%
Boxes - Metal	57	4,645	0	3,524	0	0%	0	0%	1	100%
Boxes - Paper	1,097	3,170	1	3,524	1	100%	0	0%	0	0%
Boxes - Specialty & Fancy	869	3,340	1	3,524	1	100%	0	0%	0	0%
Boxes - Wooden	675	3,529	1	3,524	1	100%	0	0%	0	0%
Boy & Girl Organizations - Supplies	61	4,625	1	3,524	1	100%	0	0%	0	0%
Boys Clothing & Furnishings - Wholesale & Manufacturers	241	4,128	1	3,524	1	100%	0	0%	0	0%
Brake Fluids	12	4,929	1	3,524	0	0%	0	100%	0	0%
Brakes - Lining - Manufacturers & Distributors	83	4,542	0	3,524	0	0%	1	100%	0	0%
Building Envelope Restoration	715	3,482	1	3,524	1	100%	0	0%	0	0%
Building Inspection - Commercial	1,180	3,108	1	3,524	1	100%	0	0%	0	0%
Bull Riding	23	4,846	1	3,524	0	0%	1	100%	0	0%
Buses - Distributors & Manufacturers	376	3,886	1	3,524	1	100%	0	0%	0	0%
Cabanas - Beach & Pool	376	3,886	1	3,524	1	100%	0	0%	0	0%
Calculating Service	111	4,440	1	3,524	1	100%	0	0%	0	0%
Calligraphers	273	4,061	1	3,524	0	0%	1	100%	0	0%
Candy & Confectionery Manufacturers Supplies	510	3,707	1	3,524	0	0%	1	100%	0	0%
Car Pool Information	143	4,347	1	3,524	1	100%	0	0%	0	0%
Carbide	95	4,497	1	3,524	0	0%	0	0%	1	100%
Carbon Products	551	3,657	1	3,524	0	0%	1	100%	0	0%
Carbonic Gas	393	3,858	1	3,524	1	100%	0	0%	0	0%
Casters & Glides	700	3,504	0	3,524	0	0%	1	100%	0	0%
Caulking Materials & Equipment	226	4,163	1	3,524	1	100%	0	0%	0	0%
Chains	196	4,222	1	3,524	0	0%	1	100%	0	0%
Charcoal	1,151	3,126	1	3,524	1	100%	0	0%	0	0%
Charity - Cancer	1,439	2,940	1	3,524	1	100%	0	0%	0	0%
Charity - Civil Rights	254	4,105	1	3,524	1	100%	0	0%	0	0%
Charity - Environment	553	3,655	1	3,524	1	100%	0	0%	0	0%
Charity - Law & Public Interest	372	3,893	1	3,524	0	0%	1	100%	0	0%
Charity - Police & Firefighter Organizations	1,725	2,787	1	3,524	1	100%	0	0%	0	0%
China - Wholesale & Manufacturers	584	3,622	1	3,524	1	100%	0	0%	0	0%
Church Furnishings	1,261	3,050	1	3,524	1	100%	0	0%	0	0%
Cistern Builders	86	4,533	0	3,524	0	0%	1	100%	0	0%
Clay Products	431	3,806	1	3,524	0	0%	1	100%	0	0%
Clean Room Facilities	516	3,701	1	3,524	0	0%	1	100%	0	0%
Cleaners & Dyers Supplies	17	4,898	1	3,524	0	0%	1	100%	0	0%
Cleaning Services - Estate	379	3,881	1	3,524	0	0%	1	100%	0	0%
Clipping Service	120	4,416	1	3,524	0	0%	1	100%	0	0%
Coal & Coke - Retail	564	3,637	1	3,524	1	100%	0	0%	0	0%
Coal Miners & Shippers	1,334	3,006	1	3,524	1	100%	0	0%	0	0%
Coatings - Vacuum Deposition	146	4,336	1	3,524	1	100%	0	0%	0	0%
Coin & Bill Change Machines	253	4,107	1	3,524	1	100%	0	0%	0	0%
College Savings Plans	1,682	2,822	1	3,524	1	100%	0	0%	0	0%
Colors & Pigment	174	4,270	1	3,524	1	100%	0	0%	0	0%
Commercial Blueprint Design	85	4,537	1	3,524	1	100%	0	0%	0	0%
Composting Systems	373	3,892	1	3,524	0	0%	1	100%	0	0%
Compressors - Repair	803	3,403	1	3,524	1	100%	0	0%	0	0%
Concert Performers	65	4,610	0	3,524	0	0%	1	100%	0	0%
Concrete - Prestressed	506	3,712	1	3,524	1	100%	0	0%	0	0%
Concrete Reinforcements	2,555	2,471	0	3,524	0	0%	1	100%	0	0%
Conveyors & Conveying Equipment	3,228	2,304	1	3,524	0	0%	0	0%	1	100%
Copper	126	4,399	1	3,524	1	100%	0	0%	0	0%
Copywriting	353	3,927	1	3,524	0	0%	1	100%	0	0%
Corporation Supplies	472	3,759	0	3,524	0	0%	1	100%	0	0%
Corrosion Control	738	3,457	1	3,524	0	0%	1	100%	0	0%
Cotton Goods - Wholesale & Manufacturers	367	3,905	1	3,524	1	100%	0	0%	0	0%
Crankshaft Grinding	95	4,497	1	3,524	1	100%	0	0%	0	0%
Crematories	2,369	2,531	1	3,524	1	100%	0	0%	0	0%
Criminologists	16	4,902	1	3,524	1	100%	0	0%	0	0%
Crushing & Pulverizing Service	370	3,894	1	3,524	0	0%	0	0%	1	100%
Crutches	87	4,529	1	3,524	1	100%	0	0%	0	0%
Cryogenics	1,295	3,030	1	3,524	0	0%	1	100%	0	0%
Crystals - Industrial	98	4,485	1	3,524	1	100%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Cupolas	77	4,563	1	3,524	1	100%	0	0%	0	0%
Custom Harvesting	164	4,294	1	3,524	1	100%	0	0%	0	0%
Dairy Consultants	282	4,044	1	3,524	1	100%	0	0%	0	0%
Darts & Dart Boards	529	3,681	1	3,524	0	0%	1	100%	0	0%
Demonstration Services	893	3,331	1	3,524	0	0%	1	100%	0	0%
Dentist - Sedation	274	4,058	1	3,524	1	100%	0	0%	0	0%
Deodorants	307	3,997	1	3,524	0	0%	1	100%	0	0%
Developmental Disability Services	5,547	1,866	1	3,524	0	0%	1	100%	0	0%
Diamonds - Industrial	143	4,347	1	3,524	0	0%	1	100%	0	0%
Die Cutting Equipment & Supplies	110	4,443	1	3,524	0	0%	1	100%	0	0%
Dolls - Repairing	569	3,630	1	3,524	1	100%	0	0%	0	0%
Dolls - Wholesale & Manufacturers	323	3,974	1	3,524	0	0%	1	100%	0	0%
Domestic Abuse Services	485	3,738	1	3,524	1	100%	0	0%	0	0%
Door Closers & Checks - Repairing	384	3,877	1	3,524	1	100%	0	0%	0	0%
Door Frames	999	3,237	1	3,524	1	100%	0	0%	0	0%
Door-to-Door Sales - Cosmetics	872	3,337	1	3,524	0	0%	1	100%	0	0%
Doors - French	121	4,412	1	3,524	1	100%	0	0%	0	0%
Drama/Acting Instruction	2,783	2,402	1	3,524	1	100%	0	0%	0	0%
Drapery Trimmings	149	4,324	1	3,524	0	0%	1	100%	0	0%
Drilling & Boring Equipment & Supplies	2,160	2,618	1	3,524	1	100%	0	0%	0	0%
Drills	299	4,010	1	3,524	0	0%	1	100%	0	0%
Drive Shafts	1,850	2,736	1	3,524	1	100%	0	0%	0	0%
Dryers - Hand	958	3,276	1	3,524	1	100%	0	0%	0	0%
Drying Service	128	4,393	1	3,524	0	0%	1	100%	0	0%
Drywall - Inspectors	709	3,491	1	3,524	0	0%	1	100%	0	0%
Drywall Contractors Equipment & Supplies	3,404	2,254	1	3,524	0	0%	1	100%	0	0%
DVD & CD Player Repair	439	3,799	1	3,524	0	0%	1	100%	0	0%
Dyes & Dyestuff	244	4,123	1	3,524	1	100%	0	0%	0	0%
Elastic Stockings	239	4,133	1	3,524	0	0%	1	100%	0	0%
Electric Equipment - Used	531	3,678	1	3,524	1	100%	0	0%	0	0%
Electric Motor Controls - Wholesale & Manufacturers	707	3,496	1	3,524	0	0%	1	100%	0	0%
Elevators - Testing Services	160	4,298	1	3,524	0	0%	1	100%	0	0%
Emblems	988	3,249	1	3,524	1	100%	0	0%	0	0%
Employment Service - Administrative Assistant	368	3,899	1	3,524	1	100%	0	0%	0	0%
Encyclopedia & Book Sales by Internet	690	3,513	1	3,524	0	0%	1	100%	0	0%
Encyclopedia & Book Sales by Mail	9	4,958	1	3,524	1	100%	0	0%	0	0%
Encyclopedias	259	4,095	1	3,524	1	100%	0	0%	0	0%
Engravers - Plastic, Wood	1,841	2,740	1	3,524	0	0%	1	100%	0	0%
Envelopes - Wholesale & Manufacturers	1,818	2,752	1	3,524	1	100%	0	0%	0	0%
Equine Therapy	620	3,583	1	3,524	0	0%	1	100%	0	0%
Equipment Calibration	1,521	2,889	1	3,524	0	0%	1	100%	0	0%
Evaporating Apparatus	84	4,539	1	3,524	0	0%	1	100%	0	0%
Export Management	677	3,526	1	3,524	0	0%	1	100%	0	0%
Eye Banks	61	4,625	1	3,524	1	100%	0	0%	0	0%
Fabric Laminating & Bonding	115	4,426	1	3,524	1	100%	0	0%	0	0%
Facility Planning	110	4,443	1	3,524	0	0%	1	100%	0	0%
Family Planning - Abortion Alternatives	557	3,648	1	3,524	1	100%	0	0%	0	0%
Farm Management	1,720	2,791	1	3,524	1	100%	0	0%	0	0%
Fax Equipment & Systems	780	3,425	1	3,524	0	0%	1	100%	0	0%
Feed Mill Equipment & Supplies	562	3,640	1	3,524	1	100%	0	0%	0	0%
Feeders - Industrial	208	4,188	1	3,524	0	0%	1	100%	0	0%
Fiber & Fiber Products	514	3,703	1	3,524	0	0%	0	0%	1	100%
Film Scrap	47	4,692	1	3,524	0	0%	1	100%	0	0%
Fingerprinting - Live Scan	363	3,910	1	3,524	1	100%	0	0%	0	0%
Fireproofing	950	3,285	1	3,524	0	0%	1	100%	0	0%
Fish By-Products	178	4,263	1	3,524	1	100%	0	0%	0	0%
Fishery Consultants	284	4,040	1	3,524	0	0%	1	100%	0	0%
Floats - Mechanical	4	5,014	1	3,524	1	100%	0	0%	0	0%
Flock Manufacturers & Processors	16	4,902	1	3,524	1	100%	0	0%	0	0%
Flood assistance	829	3,381	1	3,524	0	0%	1	100%	0	0%
Floodlights & Search Lights	334	3,955	1	3,524	0	0%	1	100%	0	0%
Food Products Reconditioning	89	4,523	1	3,524	0	0%	1	100%	0	0%
Forgings	1,154	3,125	1	3,524	0	0%	1	100%	0	0%
Fraternalties & Sororities	114	4,431	1	3,524	1	100%	0	0%	0	0%
Fruits & Vegetables - Wholesale	5,835	1,822	1	3,524	1	100%	0	0%	0	0%
Fruits - Dried	258	4,099	1	3,524	0	0%	1	100%	0	0%
Funeral Directors Equipment & Supplies	1,321	3,011	1	3,524	1	100%	0	0%	0	0%
Fur Cleaning & Dyeing - Retail	392	3,866	1	3,524	1	100%	0	0%	0	0%
Fur Designers	348	3,938	1	3,524	1	100%	0	0%	0	0%
Fur Finishers & Liners	128	4,393	1	3,524	0	0%	1	100%	0	0%
Furniture Pads	77	4,563	1	3,524	1	100%	0	0%	0	0%
Furniture Stripping	445	3,790	1	3,524	1	100%	0	0%	0	0%
Garment Racks	1,706	2,804	1	3,524	1	100%	0	0%	0	0%
Gas Boosters	96	4,492	1	3,524	1	100%	0	0%	0	0%
Gas Detectors	354	3,923	1	3,524	1	100%	0	0%	0	0%
Gaskets	1,237	3,067	1	3,524	1	100%	0	0%	0	0%
Generators - Steam	231	4,151	1	3,524	0	0%	1	100%	0	0%
Geotechnical Engineering	2,453	2,506	1	3,524	1	100%	0	0%	0	0%
Gift Wrapping Service	101	4,477	1	3,524	1	100%	0	0%	0	0%
Gilders		#N/A	1	3,524	1	100%	0	0%	0	0%
Glass Circles & Specialty Shapes	542	3,664	1	3,524	1	100%	0	0%	0	0%
Glass Coating & Tinting Materials	415	3,822	1	3,524	1	100%	0	0%	0	0%
Grilles, Registers & Diffusers	774	3,432	1	3,524	1	100%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Grinding Machines	696	3,507	1	3,524	0	0%	1	100%	0	0%
Guard Dogs	1,728	2,786	1	3,524	1	100%	0	0%	0	0%
Hail Repair	1,674	2,825	1	3,524	0	0%	1	100%	0	0%
Hammocks/Hammock Stands & Chairs	108	4,449	1	3,524	0	0%	1	100%	0	0%
Handles - Wholesale & Manufacturers	448	3,788	1	3,524	0	0%	1	100%	0	0%
Hardware Consultants	831	3,376	1	3,524	1	100%	0	0%	0	0%
Hawaiian Goods	1,267	3,047	1	3,524	1	100%	0	0%	0	0%
Health Recording Service	918	3,304	1	3,524	1	100%	0	0%	0	0%
Heat Sealing Equipment & Supplies	27	4,820	1	3,524	0	0%	1	100%	0	0%
Heaters - Automotive	143	4,347	1	3,524	0	0%	1	100%	0	0%
Hemp Products	16	4,902	1	3,524	1	100%	0	0%	0	0%
Historical Places	264	4,083	1	3,524	1	100%	0	0%	0	0%
Historical Structure Preservation	404	3,834	1	3,524	1	100%	0	0%	0	0%
Hog Farms	449	3,783	1	3,524	0	0%	1	100%	0	0%
Horse race Handicapping	204	4,199	1	3,524	0	0%	1	100%	0	0%
Hose Couplings & Fittings	1,305	3,024	1	3,524	0	0%	1	100%	0	0%
Human Factors - Research & Development	3,530	2,224	1	3,524	0	0%	1	100%	0	0%
In-floor Heating	126	4,399	1	3,524	1	100%	0	0%	0	0%
Indoor Sky Diving	102	4,470	1	3,524	1	100%	0	0%	0	0%
Insurance - Bonding	2,805	2,396	1	3,524	1	100%	0	0%	0	0%
Insurance Rating Bureaus	1,083	3,181	1	3,524	1	100%	0	0%	0	0%
Inventory Service	7,796	1,605	1	3,524	1	100%	0	0%	0	0%
Investigators - Trademark Infringement	18	4,886	1	3,524	0	0%	1	100%	0	0%
iPod Sales & Service	173	4,271	1	3,524	1	100%	0	0%	0	0%
Irrigation Equipment	190	4,237	1	3,524	1	100%	0	0%	0	0%
Key Holders	305	4,002	1	3,524	1	100%	0	0%	0	0%
Knitted Fabrics	280	4,047	1	3,524	1	100%	0	0%	0	0%
Knitting Machines	76	4,569	1	3,524	1	100%	0	0%	0	0%
Labor Contractors	1,977	2,689	1	3,524	0	0%	0	0%	1	100%
Labor Relations Consultants	717	3,480	1	3,524	1	100%	0	0%	0	0%
Laminating Equipment & Supplies	1,355	2,992	1	3,524	1	100%	0	0%	0	0%
Lapidaries	85	4,537	1	3,524	0	0%	1	100%	0	0%
Law Books	145	4,340	1	3,524	0	0%	1	100%	0	0%
Lawn Tractor Dealers	109	4,446	1	3,524	0	0%	1	100%	0	0%
Lead Abatement	1,870	2,725	1	3,524	0	0%	1	100%	0	0%
Lead Products	291	4,025	1	3,524	0	0%	0	0%	1	100%
Leadership Development	8,475	1,542	1	3,524	1	100%	0	0%	0	0%
Leather Clothing - Wholesale & Manufacturers	198	4,218	1	3,524	1	100%	0	0%	0	0%
Life Raft Inflation Equipment	141	4,357	1	3,524	0	0%	0	100%	0	0%
Livestock Appraisers	5	5,005	1	3,524	0	0%	1	0%	0	0%
Livestock Buyers	446	3,789	1	3,524	0	0%	0	0%	1	100%
Log Splitting Equipment	265	4,081	1	3,524	1	100%	0	0%	0	0%
Lumber Mill Representatives	210	4,183	1	3,524	1	100%	0	0%	0	0%
Manufactured Offices & Commercial Units	589	3,618	1	3,524	0	0%	0	0%	1	100%
Mathematicians	59	4,636	1	3,524	1	100%	0	0%	0	0%
Measuring Machines	586	3,620	1	3,524	1	100%	0	0%	0	0%
Meat Choppers & Grinders	737	3,459	1	3,524	1	100%	0	0%	0	0%
Meat Packers Equipment & Supplies	1,032	3,212	1	3,524	1	100%	0	0%	0	0%
Metal Powder Fabricators	2,235	2,587	1	3,524	1	100%	0	0%	0	0%
Metal Rolling & Forming	1,105	3,167	1	3,524	1	100%	0	0%	0	0%
Metal Slitting & Shearing	43	4,714	1	3,524	1	100%	0	0%	0	0%
Metal Specialties	6,977	1,697	1	3,524	0	0%	1	100%	0	0%
Meters	1,317	3,020	1	3,524	1	100%	0	0%	0	0%
Mexican Imports	369	3,898	1	3,524	1	100%	0	0%	0	0%
Microphones	299	4,010	1	3,524	1	100%	0	0%	0	0%
Microwave Ovens - Dealers	34	4,774	1	3,524	0	0%	1	100%	0	0%
Microwave Ovens - Service & Repair	415	3,822	1	3,524	0	0%	1	100%	0	0%
Millinery - Wholesale & Manufacturers	69	4,592	1	3,524	1	100%	0	0%	0	0%
Milling Machines	444	3,792	1	3,524	0	0%	1	100%	0	0%
Millwrights	2,517	2,480	1	3,524	0	0%	1	100%	0	0%
Mining Development	386	3,874	1	3,524	0	0%	0	0%	1	100%
Money Order Systems	608	3,598	1	3,524	0	0%	0	0%	0	0%
Mops - Wholesale & Manufacturers	71	4,587	1	3,524	0	0%	1	100%	0	0%
Music Boxes	719	3,475	1	3,524	0	0%	1	100%	0	0%
Myotherapy	52	4,673	1	3,524	1	100%	0	0%	0	0%
Nails & Tacks	196	4,222	1	3,524	1	100%	0	0%	0	0%
Nets & Netting	950	3,285	1	3,524	0	0%	1	100%	0	0%
Notions - Retail	139	4,363	1	3,524	1	100%	0	0%	0	0%
Nursuries - Bonsai	362	3,912	1	3,524	1	100%	0	0%	0	0%
Nut Cracking & Shelling Machines	306	3,999	1	3,524	1	100%	0	0%	0	0%
Obituary Notification Service	116	4,424	1	3,524	0	0%	1	100%	0	0%
Office Furniture & Equipment - Installation	6,579	1,744	1	3,524	0	0%	0	0%	1	100%
Oil Mill Machinery	95	4,497	1	3,524	1	100%	0	0%	0	0%
Oil Refiners Equipment & Supplies	521	3,693	1	3,524	0	0%	0	0%	1	100%
Oil Reports	140	4,358	1	3,524	1	100%	0	0%	0	0%
Oil Well Services	6,664	1,735	1	3,524	0	0%	1	100%	0	0%
Oilfield Equipment	7,432	1,647	1	3,524	1	100%	0	0%	0	0%
Oilfield Hauling	6,624	1,740	1	3,524	1	100%	0	0%	0	0%
Online Dance Tutorials	54	4,661	1	3,524	0	0%	1	100%	0	0%
Opera Companies	36	4,763	1	3,524	1	100%	0	0%	0	0%
Organ & Tissue Banks	3,207	2,309	1	3,524	1	100%	0	0%	0	0%
Organic Soil Fertilizer	1,692	2,814	1	3,524	1	100%	0	0%	0	0%
Outplacement Consultants	2,069	2,651	1	3,524	0	0%	1	100%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ovens - Bakers	184	4,251	1	3,524	1	100%	0	0%	0	0%
Paint Manufacturing Materials	796	3,408	1	3,524	1	100%	0	0%	0	0%
Pallets & Skids	8,402	1,547	1	3,524	1	100%	0	0%	0	0%
Paper Tubes & Cores	126	4,399	1	3,524	0	0%	1	100%	0	0%
Parasail Service & Supplies	220	4,168	1	3,524	1	100%	0	0%	0	0%
Pavement & Floor Marking Supplies & Equipment	96	4,492	1	3,524	0	0%	1	100%	0	0%
Pay Phone Booths - Equipment & Service	267	4,073	1	3,524	0	0%	1	100%	0	0%
Peanut Products	231	4,151	1	3,524	1	100%	0	0%	0	0%
Pearls	1,171	3,113	1	3,524	1	100%	0	0%	0	0%
Perfumes - Raw Materials & Supplies	151	4,321	1	3,524	0	0%	1	100%	0	0%
Photo Retouching	951	3,284	1	3,524	1	100%	0	0%	0	0%
Physicians & Surgeons - Industrial Medicine	1,240	3,065	1	3,524	0	0%	1	100%	0	0%
Physicians & Surgeons Equipment - Repair & Refinish	329	3,962	1	3,524	1	100%	0	0%	0	0%
Physicians & Surgeons Information Bureaus	1,134	3,146	1	3,524	0	0%	1	100%	0	0%
Physicists	253	4,107	1	3,524	1	100%	0	0%	0	0%
Pianos - Parts	199	4,211	1	3,524	1	100%	0	0%	0	0%
Pickles & Pickle Products	142	4,355	1	3,524	1	100%	0	0%	0	0%
Picture Frames - Restore & Repair	648	3,559	1	3,524	1	100%	0	0%	0	0%
Pile Driving	1,784	2,766	1	3,524	0	0%	1	100%	0	0%
Pipe	4,272	2,076	1	3,524	0	0%	1	100%	0	0%
Pipe Cutting & Threading Equipment	34	4,774	1	3,524	0	0%	1	100%	0	0%
Pipe Inspection	2,453	2,506	1	3,524	1	100%	0	0%	0	0%
Pipe Thawing	147	4,332	1	3,524	1	100%	0	0%	0	0%
Piping Contractors	3,756	2,163	1	3,524	1	100%	0	0%	0	0%
Plastics - Foam	1,399	2,965	1	3,524	1	100%	0	0%	0	0%
Plastics - High Pressure Laminates	210	4,183	1	3,524	0	0%	1	100%	0	0%
Plastics - Machinery & Equipment	395	3,854	1	3,524	1	100%	0	0%	0	0%
Plastics - Research & Consulting	754	3,443	1	3,524	1	100%	0	0%	0	0%
Pleating Machines	140	4,358	0	3,524	0	0%	1	100%	0	0%
Poles	217	4,172	1	3,524	0	0%	1	100%	0	0%
Police Departments	711	3,490	1	3,524	0	0%	0	0%	1	100%
Popcorn Machines	835	3,370	1	3,524	1	100%	0	0%	0	0%
Potatoes - Processed	1,072	3,187	1	3,524	1	100%	0	0%	0	0%
Pottery Equipment & Supplies	380	3,880	1	3,524	1	100%	0	0%	0	0%
Poultry - Retail	543	3,662	1	3,524	1	100%	0	0%	0	0%
Price Marking Equipment & Supplies	400	3,843	1	3,524	0	0%	0	0%	1	100%
Print Cutters	10	4,949	1	3,524	1	100%	0	0%	0	0%
Printers - Cellophane, Foil	2	5,051	1	3,524	0	0%	1	100%	0	0%
Printers - Letterpress	327	3,964	1	3,524	1	100%	0	0%	0	0%
Professional Employer Organization	1,025	3,217	1	3,524	0	0%	1	100%	0	0%
Propellers	670	3,537	1	3,524	1	100%	0	0%	0	0%
Quilting - Instruction	59	4,636	0	3,524	0	0%	1	100%	0	0%
Rack Merchandise Service	515	3,702	1	3,524	1	100%	0	0%	0	0%
Radiant Heating	819	3,391	1	3,524	1	100%	0	0%	0	0%
Radiator Covers & Enclosures	534	3,675	1	3,524	1	100%	0	0%	0	0%
Railroad Cars - Manufacturers	430	3,810	1	3,524	1	100%	0	0%	0	0%
Railroad Contractors	3,176	2,318	1	3,524	0	0%	1	100%	0	0%
Rails & Accessories	321	3,981	1	3,524	0	0%	1	100%	0	0%
Real Estate - Industrial	754	3,443	1	3,524	0	0%	1	100%	0	0%
Records - Photo - Manufacturers Equipment & Supplies	115	4,426	1	3,524	1	100%	0	0%	0	0%
Recreational Vehicles - Carpet & Upholstery Cleaning	75	4,572	1	3,524	1	100%	0	0%	0	0%
Recruiting - Armed Forces	87	4,529	1	3,524	0	0%	0	0%	1	100%
Reels	242	4,126	0	3,524	0	0%	1	100%	0	0%
Reflexologists	1,141	3,137	1	3,524	1	100%	0	0%	0	0%
Refrigerators & Freezers - Supplies & Parts	187	4,243	1	3,524	1	100%	0	0%	0	0%
Resident Buyers	1,124	3,155	1	3,524	0	0%	1	100%	0	0%
Respirators	806	3,400	1	3,524	0	0%	1	100%	0	0%
Rest Homes	1,826	2,748	1	3,524	0	0%	1	100%	0	0%
Restaurant Work Wear & Supplies	31	4,793	1	3,524	0	0%	1	100%	0	0%
Rice	492	3,727	1	3,524	0	0%	1	100%	0	0%
Riggers Equipment & Supplies	940	3,291	1	3,524	0	0%	1	100%	0	0%
Rings - Retaining	11	4,940	1	3,524	1	100%	0	0%	0	0%
Roof Cooling Systems	593	3,614	1	3,524	1	100%	0	0%	0	0%
Routing Service - Air, Highway & Marine	185	4,247	0	3,524	0	0%	0	0%	1	100%
Sawmill Equipment & Supplies	561	3,641	1	3,524	1	100%	0	0%	0	0%
Scientists - Pharmaceutical	77	4,563	1	3,524	0	0%	0	0%	1	100%
Scoreboards	537	3,671	1	3,524	1	100%	0	0%	0	0%
Screen Manufacturers Equipment & Supplies	1,348	2,995	1	3,524	0	0%	1	100%	0	0%
Screens - Security Door	291	4,025	1	3,524	0	0%	1	100%	0	0%
Seals - Security	441	3,794	1	3,524	1	100%	0	0%	0	0%
Seating Companies	2,354	2,537	1	3,524	1	100%	0	0%	0	0%
Seed Cleaning Equipment	423	3,816	1	3,524	1	100%	0	0%	0	0%
Seismic Retrofit	143	4,347	1	3,524	0	0%	1	100%	0	0%
Service Animals - Training	222	4,166	1	3,524	0	0%	1	100%	0	0%
ServiceStation Equipment	1,708	2,803	0	3,524	0	0%	1	100%	0	0%
Sewage Treatment Equipment	523	3,690	1	3,524	1	100%	0	0%	0	0%
Sewer Pipe	411	3,826	1	3,524	1	100%	0	0%	0	0%
Ship Brokers	353	3,927	1	3,524	1	100%	0	0%	0	0%
Shoe Dyers	75	4,572	0	3,524	0	0%	1	100%	0	0%
Shoe Manufacturers Supplies	206	4,192	1	3,524	1	100%	0	0%	0	0%
Shoe Trees	261	4,090	1	3,524	1	100%	0	0%	0	0%
Siding Cleaning	199	4,211	1	3,524	1	100%	0	0%	0	0%
Signs - Photoluminescent	34	4,774	1	3,524	1	100%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Silicones	146	4,336	1	3,524	0	0%	1	100%	0	0%
Silks - Wholesale & Manufacturers	215	4,176	1	3,524	1	100%	0	0%	0	0%
Ski Equipment - Repair	360	3,915	1	3,524	1	100%	0	0%	0	0%
Ski Instruction	327	3,964	1	3,524	1	100%	0	0%	0	0%
Slides & Film Strips	442	3,793	1	3,524	0	0%	1	100%	0	0%
Smelters & Refiners Equipment & Supplies	480	3,745	1	3,524	1	100%	0	0%	0	0%
Smoke Abatement Equipment	153	4,313	1	3,524	1	100%	0	0%	0	0%
Snow Melting Systems	386	3,874	1	3,524	1	100%	0	0%	0	0%
Snowmobile Tours	8	4,974	1	3,524	1	100%	0	0%	0	0%
Soil Testing	1,479	2,918	1	3,524	0	0%	1	100%	0	0%
Sorting Equipment	534	3,675	0	3,524	0	0%	1	100%	0	0%
Spinologists	50	4,682	1	3,524	1	100%	0	0%	0	0%
Spools	98	4,485	1	3,524	0	0%	1	100%	0	0%
Sports Hospitality	1,140	3,139	1	3,524	1	100%	0	0%	0	0%
Spraying Equipment	1,149	3,129	1	3,524	1	100%	0	0%	0	0%
State Fairs	179	4,259	1	3,524	1	100%	0	0%	0	0%
Steamship Agencies	306	3,999	1	3,524	1	100%	0	0%	0	0%
Steel Detailers - Structural	3,923	2,128	1	3,524	0	0%	1	100%	0	0%
Steel Processing	3,740	2,170	1	3,524	0	0%	1	100%	0	0%
Steel Processing & Fabricating Equipment	893	3,325	1	3,524	1	100%	0	0%	0	0%
Stenographic Machines & Supplies	182	4,256	1	3,524	1	100%	0	0%	0	0%
Sterilizing Apparatus	160	4,298	1	3,524	0	0%	1	100%	0	0%
Stock Quotation Boards & Systems	1,124	3,155	1	3,524	0	0%	0	0%	1	100%
Stock Yards	125	4,407	1	3,524	1	100%	0	0%	0	0%
Store Fixtures - Used	68	4,597	1	3,524	1	100%	0	0%	0	0%
Street Lighting Standards & Equipment	323	3,974	1	3,524	0	0%	0	0%	1	100%
Surface Plates	30	4,800	1	3,524	1	100%	0	0%	0	0%
Sweepers - Power	713	3,488	1	3,524	1	100%	0	0%	0	0%
Swimming Pool Kits	440	3,796	0	3,524	0	0%	1	100%	0	0%
Switches - Electric	218	4,171	1	3,524	1	100%	0	0%	0	0%
Table Tennis Facilities	29	4,805	1	3,524	1	100%	0	0%	0	0%
Tank Lining & Coating	910	3,310	1	3,524	1	100%	0	0%	0	0%
Tanks - Concrete	199	4,211	1	3,524	0	0%	1	100%	0	0%
Tanners Equipment & Supplies	601	3,606	1	3,524	0	0%	1	100%	0	0%
Tape Recorders	52	4,673	1	3,524	0	0%	1	100%	0	0%
Tapes	368	3,899	1	3,524	1	100%	0	0%	0	0%
Tapes - Adhesive-Dispensers	297	4,014	1	3,524	1	100%	0	0%	0	0%
Taxidermists Equipment & Supplies	273	4,061	1	3,524	0	0%	1	100%	0	0%
Telecommunication Design	2,703	2,431	1	3,524	1	100%	0	0%	0	0%
Telegrams - Novelty	48	4,688	1	3,524	0	0%	0	0%	0	0%
Television Station Equipment	439	3,799	1	3,524	0	0%	1	100%	0	0%
Tennis Court Construction	3,015	2,353	1	3,524	1	100%	0	0%	0	0%
Tennis Court Resurfacing	94	4,506	1	3,524	1	100%	0	0%	0	0%
Tennis Courts - Public	316	3,986	1	3,524	1	100%	0	0%	0	0%
Terrazzo	676	3,527	1	3,524	1	100%	0	0%	0	0%
Textile Engravers	78	4,560	1	3,524	0	0%	1	100%	0	0%
Textile Mill Supplies	391	3,868	1	3,524	1	100%	0	0%	0	0%
Theatrical Equipment & Supplies	856	3,351	1	3,524	1	100%	0	0%	0	0%
Theatrical Make-Up	490	3,730	1	3,524	0	0%	0	0%	1	100%
Thermocouples	152	4,318	1	3,524	0	0%	1	100%	0	0%
Tire Additives & Sealants	324	3,972	1	3,524	0	0%	1	100%	0	0%
Titling Service - Television & Motion Pictures	15	4,911	1	3,524	0	0%	1	100%	0	0%
Tobacco Buyers	36	4,763	1	3,524	0	0%	1	100%	0	0%
Tobacco Growers	93	4,512	1	3,524	1	100%	0	0%	0	0%
Tobacco Machinery	10	4,949	1	3,524	0	0%	0	0%	1	100%
Tobacco Warehouses	153	4,313	1	3,524	0	0%	1	100%	0	0%
Toilet Seats	129	4,389	1	3,524	1	100%	0	0%	0	0%
Tool Designers	666	3,542	1	3,524	0	0%	1	100%	0	0%
Tool Holders	126	4,399	1	3,524	1	100%	0	0%	0	0%
Tools - Hydraulic	475	3,752	1	3,524	0	0%	1	100%	0	0%
Touch Screen Equipment	142	4,355	1	3,524	1	100%	0	0%	0	0%
Traffic Control & Flagging Service	1,813	2,754	1	3,524	1	100%	0	0%	0	0%
Transfers - Dry	259	4,095	1	3,524	0	0%	0	0%	1	100%
Tricks & Jokes	1,626	2,845	1	3,524	1	100%	0	0%	0	0%
Truck Washing & Cleaning	2,402	2,526	1	3,524	1	100%	0	0%	0	0%
Trucking - Water Hauling	3,539	2,223	1	3,524	0	0%	1	100%	0	0%
Trusses - Medical & Surgical	216	4,175	1	3,524	1	100%	0	0%	0	0%
Typesetting	501	3,717	1	3,524	1	100%	0	0%	0	0%
Typewriters	418	3,821	1	3,524	1	100%	0	0%	0	0%
Ultrasonic Equipment & Supplies	319	3,983	1	3,524	1	100%	0	0%	0	0%
Urban Farmer	41	4,731	1	3,524	0	0%	1	100%	0	0%
Veterinarians Information & Referral	300	4,009	1	3,524	1	100%	0	0%	0	0%
Video Equipment - Wholesale & Manufacturers	832	3,373	1	3,524	1	100%	0	0%	0	0%
Violins	734	3,462	1	3,524	1	100%	0	0%	0	0%
Wait Staff	80	4,550	1	3,524	0	0%	1	100%	0	0%
Walkway Design	293	4,019	1	3,524	0	0%	1	100%	0	0%
Wall & Ceiling Texturing	211	4,180	1	3,524	0	0%	1	100%	0	0%
Wall Bed Sales	467	3,763	1	3,524	1	100%	0	0%	0	0%
Wallboard & Plasterboard	302	4,006	1	3,524	1	100%	0	0%	0	0%
Wallpaper Removing	948	3,288	1	3,524	0	0%	1	100%	0	0%
Washing Machines - Industrial	68	4,597	1	3,524	0	0%	1	100%	0	0%
Waste Paper	150	4,323	1	3,524	0	0%	1	100%	0	0%
Watchmakers Equipment & Supplies	176	4,267	1	3,524	0	0%	1	100%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Water Main Contractors	2,658	2,445	1	3,524	1	100%	0	0%	0	0%
Water Mitigation	1,791	2,761	1	3,524	1	100%	0	0%	0	0%
Water Skiing Instruction	241	4,128	1	3,524	1	100%	0	0%	0	0%
Water Wells - Inspection	685	3,519	1	3,524	0	0%	1	100%	0	0%
Weather Forecast Service	395	3,854	1	3,524	0	0%	1	100%	0	0%
Weather Stripping	313	3,989	1	3,524	0	0%	1	100%	0	0%
Weather Vanes	324	3,972	1	3,524	0	0%	1	100%	0	0%
Welding Equipment - Repair	2,499	2,486	1	3,524	0	0%	1	100%	0	0%
Whirlpool Bath Equipment & Supplies	1,320	3,014	1	3,524	1	100%	0	0%	0	0%
Wicker Products	967	3,273	1	3,524	1	100%	0	0%	0	0%
Winches	100	4,480	1	3,524	0	0%	1	100%	0	0%
Window Security Laminates	360	3,915	1	3,524	0	0%	1	100%	0	0%
Windows - Wood	500	3,718	1	3,524	0	0%	1	100%	0	0%
Wire Harnesses - Electrical	1,137	3,143	1	3,524	1	100%	0	0%	0	0%
Wire Rope	517	3,698	1	3,524	0	0%	1	100%	0	0%
Wire Wrapping Service & Equipment	91	4,519	1	3,524	0	0%	1	100%	0	0%
Wood Turning	162	4,296	1	3,524	1	100%	0	0%	0	0%
Work Clothes - Wholesale & Manufacturers	563	3,638	1	3,524	1	100%	0	0%	0	0%
X-Ray Protection	341	3,947	1	3,524	0	0%	1	100%	0	0%
Zoological Gardens	246	4,119	1	3,524	1	100%	0	0%	0	0%
Absorbents	193	4,229	0	4,002	0	0%	0	0%	0	0%
Acid Proof Equipment & Materials	271	4,067	0	4,002	0	0%	0	0%	0	0%
Acids	232	4,146	0	4,002	0	0%	0	0%	0	0%
Acoustical Ceiling Removal	547	3,659	0	4,002	0	0%	0	0%	0	0%
Actuaries	731	3,467	0	4,002	0	0%	0	0%	0	0%
Ad Word Sponsorship	5	5,005	0	4,002	0	0%	0	0%	0	0%
Addressing Machines & Supplies	62	4,622	0	4,002	0	0%	0	0%	0	0%
Advertising - Vinyl Phone Book Covers	298	4,012	0	4,002	0	0%	0	0%	0	0%
Aerial Lift - Repair & Maintenance	112	4,437	0	4,002	0	0%	0	0%	0	0%
Aerial Patrol & Inspection Service	263	4,087	0	4,002	0	0%	0	0%	0	0%
Aqates	31	4,793	0	4,002	0	0%	0	0%	0	0%
Agricultural Consultants	2,453	2,506	0	4,002	0	0%	0	0%	0	0%
Air Balancing	1,666	2,830	0	4,002	0	0%	0	0%	0	0%
Air Duct Systems	561	3,641	0	4,002	0	0%	0	0%	0	0%
Air Pollution Control	1,945	2,702	0	4,002	0	0%	0	0%	0	0%
Air Pollution Measuring Service	382	3,879	0	4,002	0	0%	0	0%	0	0%
Air Sealing	117	4,421	0	4,002	0	0%	0	0%	0	0%
Aircraft Brokers	916	3,307	0	4,002	0	0%	0	0%	0	0%
Aircraft Cleaning	313	3,989	0	4,002	0	0%	0	0%	0	0%
Aircraft Ferrying & Transporting Service	721	3,473	0	4,002	0	0%	0	0%	0	0%
Aircraft Fixed Based Operator	63	4,619	0	4,002	0	0%	0	0%	0	0%
Aircraft Hangar Construction	86	4,533	0	4,002	0	0%	0	0%	0	0%
Aircraft Manufacturers	2,040	2,664	0	4,002	0	0%	0	0%	0	0%
Aircraft Rebuilding	463	3,766	0	4,002	0	0%	0	0%	0	0%
Aircraft Salvage	148	4,329	0	4,002	0	0%	0	0%	0	0%
Aircraft Storage	255	4,103	0	4,002	0	0%	0	0%	0	0%
Airport Designers	41	4,731	0	4,002	0	0%	0	0%	0	0%
Alfalfa & Alfalfa Products	145	4,340	0	4,002	0	0%	0	0%	0	0%
Alloys	256	4,102	0	4,002	0	0%	0	0%	0	0%
Alzheimer Care, Information & Treatment	598	3,611	0	4,002	0	0%	0	0%	0	0%
Ammonia	3	5,027	0	4,002	0	0%	0	0%	0	0%
Anchors - Expansion	135	4,375	0	4,002	0	0%	0	0%	0	0%
Animal Foods - Zoo, Circus	484	3,739	0	4,002	0	0%	0	0%	0	0%
Anodes	1	5,075	0	4,002	0	0%	0	0%	0	0%
Anodizing	171	4,280	0	4,002	0	0%	0	0%	0	0%
Anti-Fogging Compounds	43	4,714	0	4,002	0	0%	0	0%	0	0%
Aprons - Domestic & Fancy	169	4,284	0	4,002	0	0%	0	0%	0	0%
Arboretums	137	4,367	0	4,002	0	0%	0	0%	0	0%
Archaeologists	437	3,801	0	4,002	0	0%	0	0%	0	0%
Armored Car Manufacturing	297	4,014	0	4,002	0	0%	0	0%	0	0%
Art Identification & Registration	37	4,757	0	4,002	0	0%	0	0%	0	0%
Artificial Breasts	343	3,945	0	4,002	0	0%	0	0%	0	0%
Artificial Rock Dog Caves	48	4,688	0	4,002	0	0%	0	0%	0	0%
Artist - Touch Up	25	4,832	0	4,002	0	0%	0	0%	0	0%
Asbestos & Asbestos Products	1,163	3,117	0	4,002	0	0%	0	0%	0	0%
Assayers	43	4,714	0	4,002	0	0%	0	0%	0	0%
Assayers Supplies	7	4,984	0	4,002	0	0%	0	0%	0	0%
Astronomical Instruments	120	4,416	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Mass Torts	695	3,508	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Child Advocacy	89	4,523	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Condominium Conversion	3	5,027	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Construction Accidents	165	4,293	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Eminent Domain	18	4,886	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Employment Litigation	3,630	2,198	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Mesothelioma	715	3,482	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Patent	5,663	1,849	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Product Liability	1,137	3,143	0	4,002	0	0%	0	0%	0	0%
Attorneys & Lawyers - Securities	79	4,556	0	4,002	0	0%	0	0%	0	0%
Audiometers	70	4,589	0	4,002	0	0%	0	0%	0	0%
Auto Repair - Power Steering	167	4,289	0	4,002	0	0%	0	0%	0	0%
Auto Service - Steam Cleaning	340	3,949	0	4,002	0	0%	0	0%	0	0%
Autographic Registers & Supplies	3	5,027	0	4,002	0	0%	0	0%	0	0%
Babbitt Metals	3	5,027	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Baby Formula Service	209	4,186	0	4,002	0	0%	0	0%	0	0%
Backflow Prevention Devices & Services	2,557	2,470	0	4,002	0	0%	0	0%	0	0%
Bacteria Control Equipment	1,062	3,192	0	4,002	0	0%	0	0%	0	0%
Badges	686	3,517	0	4,002	0	0%	0	0%	0	0%
Bag Ties	8	4,974	0	4,002	0	0%	0	0%	0	0%
Bags - Paper	638	3,570	0	4,002	0	0%	0	0%	0	0%
Balancing Equipment	20	4,868	0	4,002	0	0%	0	0%	0	0%
Balancing Service - Industrial	100	4,480	0	4,002	0	0%	0	0%	0	0%
Baling Equipment & Supplies	131	4,383	0	4,002	0	0%	0	0%	0	0%
Ballistics Experts	3	5,027	0	4,002	0	0%	0	0%	0	0%
Balls - Glass	2	5,051	0	4,002	0	0%	0	0%	0	0%
Balls Steel, Bronze, Ceramic	121	4,412	0	4,002	0	0%	0	0%	0	0%
Barn Equipment	1,705	2,806	0	4,002	0	0%	0	0%	0	0%
Barrels & Drums - Used	64	4,614	0	4,002	0	0%	0	0%	0	0%
Batching Equipment	28	4,813	0	4,002	0	0%	0	0%	0	0%
Bathing Beaches	3	5,027	0	4,002	0	0%	0	0%	0	0%
Baton Twirling Instruction	283	4,642	0	4,002	0	0%	0	0%	0	0%
Bed Wetting Aids	3	5,027	0	4,002	0	0%	0	0%	0	0%
Bedspreads - Wholesale & Manufacturers	186	4,244	0	4,002	0	0%	0	0%	0	0%
Beer Coil Cleaning Equipment	15	4,911	0	4,002	0	0%	0	0%	0	0%
Beer Dispensing & Cleaning Equipment - Repair	273	4,061	0	4,002	0	0%	0	0%	0	0%
Beetle Repellent	81	4,549	0	4,002	0	0%	0	0%	0	0%
Bellows	167	4,289	0	4,002	0	0%	0	0%	0	0%
Binders - Loose Leaf	129	4,389	0	4,002	0	0%	0	0%	0	0%
Bindings - Bias & Straight	31	4,793	0	4,002	0	0%	0	0%	0	0%
Bistro	153	4,313	0	4,002	0	0%	0	0%	0	0%
Black Light Equipment & Supplies	25	4,832	0	4,002	0	0%	0	0%	0	0%
Bleachers & Grandstands	509	3,708	0	4,002	0	0%	0	0%	0	0%
Blowers - Outdoor	84	4,539	0	4,002	0	0%	0	0%	0	0%
Blueprinting Equipment & Supplies	262	4,089	0	4,002	0	0%	0	0%	0	0%
Boat Launching	230	4,153	0	4,002	0	0%	0	0%	0	0%
Boat Launching Sites	236	4,138	0	4,002	0	0%	0	0%	0	0%
Boilers - Rental	54	4,661	0	4,002	0	0%	0	0%	0	0%
Boilers - Supplies & Parts	671	3,536	0	4,002	0	0%	0	0%	0	0%
Bookcases	159	4,302	0	4,002	0	0%	0	0%	0	0%
Bottle Caps & Seals	24	4,840	0	4,002	0	0%	0	0%	0	0%
Bowling Instruction	75	4,572	0	4,002	0	0%	0	0%	0	0%
Bowling Lane Refinish & Repair	6	4,994	0	4,002	0	0%	0	0%	0	0%
Box Lunches	64	4,614	0	4,002	0	0%	0	0%	0	0%
Box Openers	28	4,813	0	4,002	0	0%	0	0%	0	0%
Boxes - Used	37	4,757	0	4,002	0	0%	0	0%	0	0%
Boxes - Wire Bound	34	4,774	0	4,002	0	0%	0	0%	0	0%
Brake Shoe Bonding & Exchanging	4	5,014	0	4,002	0	0%	0	0%	0	0%
Branding Equipment	75	4,572	0	4,002	0	0%	0	0%	0	0%
Brass Fabricators	69	4,592	0	4,002	0	0%	0	0%	0	0%
Brazing	44	4,706	0	4,002	0	0%	0	0%	0	0%
Breakfast Nooks & Booths	16	4,902	0	4,002	0	0%	0	0%	0	0%
Brewers Equipment & Supplies	701	3,502	0	4,002	0	0%	0	0%	0	0%
Brick - Fire	477	3,749	0	4,002	0	0%	0	0%	0	0%
Brick - Used	202	4,202	0	4,002	0	0%	0	0%	0	0%
Brick Preservatives	577	3,628	0	4,002	0	0%	0	0%	0	0%
Bridge Builders	2,243	2,585	0	4,002	0	0%	0	0%	0	0%
Bridge Clubs	287	4,032	0	4,002	0	0%	0	0%	0	0%
Bridge Instruction	4	5,014	0	4,002	0	0%	0	0%	0	0%
Broaching	21	4,860	0	4,002	0	0%	0	0%	0	0%
Bronze Powders & Liquids	15	4,911	0	4,002	0	0%	0	0%	0	0%
Bronze Tablets	26	4,824	0	4,002	0	0%	0	0%	0	0%
Broom Manufacturers Equipment & Supplies	136	4,369	0	4,002	0	0%	0	0%	0	0%
Brooms	107	4,453	0	4,002	0	0%	0	0%	0	0%
Brush Control	186	4,244	0	4,002	0	0%	0	0%	0	0%
Brush Hogging	28	4,813	0	4,002	0	0%	0	0%	0	0%
Brush Manufacturers Equipment & Supplies	128	4,393	0	4,002	0	0%	0	0%	0	0%
Buckets - Digging & Hoisting	107	4,453	0	4,002	0	0%	0	0%	0	0%
Bulldozers	1,453	2,934	0	4,002	0	0%	0	0%	0	0%
Buoys - Marine	9	4,958	0	4,002	0	0%	0	0%	0	0%
Burlap	13	4,922	0	4,002	0	0%	0	0%	0	0%
Buses - Parts & Supplies	302	4,006	0	4,002	0	0%	0	0%	0	0%
Bushings	65	4,610	0	4,002	0	0%	0	0%	0	0%
Butchers Equipment & Supplies	1,061	3,194	0	4,002	0	0%	0	0%	0	0%
Butter	106	4,459	0	4,002	0	0%	0	0%	0	0%
Buttons - Manufacturers Equipment & Supplies	605	3,601	0	4,002	0	0%	0	0%	0	0%
Cable & Wire Harness Assembly	405	3,833	0	4,002	0	0%	0	0%	0	0%
Cable Splicing	1,429	2,950	0	4,002	0	0%	0	0%	0	0%
Caissons - Structural	43	4,714	0	4,002	0	0%	0	0%	0	0%
Camping Equipment - Renting	75	4,572	0	4,002	0	0%	0	0%	0	0%
Cams - Grinding & Cutting	32	4,784	0	4,002	0	0%	0	0%	0	0%
Candy & Confectionery Manufacturer Equip & Supplies	616	3,588	0	4,002	0	0%	0	0%	0	0%
Canning	79	4,556	0	4,002	0	0%	0	0%	0	0%
Canners	29	4,805	0	4,002	0	0%	0	0%	0	0%
Canners Equipment & Supplies	114	4,431	0	4,002	0	0%	0	0%	0	0%
Cans	144	4,345	0	4,002	0	0%	0	0%	0	0%
Cans Manufacturers Machinery	72	4,585	0	4,002	0	0%	0	0%	0	0%
Capacitors	93	4,512	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Car Loading & Unloading	394	3,857	0	4,002	0	0%	0	0%	0	0%
Carbide Metals & Products	263	4,087	0	4,002	0	0%	0	0%	0	0%
Carbon - Activated	170	4,281	0	4,002	0	0%	0	0%	0	0%
Carbon Paper	2	5,051	0	4,002	0	0%	0	0%	0	0%
Card Access Control Systems	2	5,051	0	4,002	0	0%	0	0%	0	0%
Cardboard	36	4,763	0	4,002	0	0%	0	0%	0	0%
Cardio-phlebotomy Training & Certification	164	4,294	0	4,002	0	0%	0	0%	0	0%
Cargo Stabilizing Devices	154	4,309	0	4,002	0	0%	0	0%	0	0%
Carnival Supplies	131	4,383	0	4,002	0	0%	0	0%	0	0%
Carpet & Rug Measuring	160	4,298	0	4,002	0	0%	0	0%	0	0%
Carpet & Rug Renting	79	4,556	0	4,002	0	0%	0	0%	0	0%
Carpet Workrooms	49	4,683	0	4,002	0	0%	0	0%	0	0%
Caterer Equipment & Supplies	599	3,609	0	4,002	0	0%	0	0%	0	0%
Ceiling Cleaning	691	3,512	0	4,002	0	0%	0	0%	0	0%
Centrifugal Machinery	393	3,858	0	4,002	0	0%	0	0%	0	0%
Ceramic Products - Industrial	335	3,953	0	4,002	0	0%	0	0%	0	0%
Cereals	89	4,523	0	4,002	0	0%	0	0%	0	0%
Chalkboards	39	4,745	0	4,002	0	0%	0	0%	0	0%
Charity - Blind & Visually Impaired	440	3,796	0	4,002	0	0%	0	0%	0	0%
Charity - Child Sponsorship	239	4,133	0	4,002	0	0%	0	0%	0	0%
Charity - Relief & Development	267	4,073	0	4,002	0	0%	0	0%	0	0%
Cheese - Artisanal	102	4,470	0	4,002	0	0%	0	0%	0	0%
Chemical Milling	273	4,061	0	4,002	0	0%	0	0%	0	0%
Chemical Plant Equipment & Supplies	2,719	2,417	0	4,002	0	0%	0	0%	0	0%
Chemicals - Reclaiming	253	4,107	0	4,002	0	0%	0	0%	0	0%
Chemists - Analytical & Consulting	718	3,477	0	4,002	0	0%	0	0%	0	0%
Chess Instruction	202	4,202	0	4,002	0	0%	0	0%	0	0%
Chewing Gum	7	4,984	0	4,002	0	0%	0	0%	0	0%
Childproofing Services	530	3,679	0	4,002	0	0%	0	0%	0	0%
Chillers - Liquid	96	4,492	0	4,002	0	0%	0	0%	0	0%
Chimneys - Prefabricated	25	4,832	0	4,002	0	0%	0	0%	0	0%
China & Glassware - Renting	23	4,846	0	4,002	0	0%	0	0%	0	0%
Chlorinators	41	4,731	0	4,002	0	0%	0	0%	0	0%
Choirs	12	4,929	0	4,002	0	0%	0	0%	0	0%
Christian Science Practitioners	8	4,974	0	4,002	0	0%	0	0%	0	0%
Christian Science Reading Rooms	14	4,917	0	4,002	0	0%	0	0%	0	0%
Chucks	20	4,868	0	4,002	0	0%	0	0%	0	0%
Chute Cleaning	23	4,846	0	4,002	0	0%	0	0%	0	0%
Cinders	1	5,075	0	4,002	0	0%	0	0%	0	0%
Circuit Breakers	461	3,770	0	4,002	0	0%	0	0%	0	0%
Circulation Auditors	53	4,666	0	4,002	0	0%	0	0%	0	0%
City & Town Planners	837	3,368	0	4,002	0	0%	0	0%	0	0%
Clamps	145	4,340	0	4,002	0	0%	0	0%	0	0%
Clay	14	4,917	0	4,002	0	0%	0	0%	0	0%
Cleaning Supplies by Mail	2,036	2,665	0	4,002	0	0%	0	0%	0	0%
Clergy	96	4,492	0	4,002	0	0%	0	0%	0	0%
Clinics - Dialysis	675	3,529	0	4,002	0	0%	0	0%	0	0%
Clocks - Components	199	4,211	0	4,002	0	0%	0	0%	0	0%
Closures - Industrial - Protective	288	4,030	0	4,002	0	0%	0	0%	0	0%
Cloth Cutting	55	4,655	0	4,002	0	0%	0	0%	0	0%
Circuit Breakers	461	3,770	0	4,002	0	0%	0	0%	0	0%
Clutches	880	3,332	0	4,002	0	0%	0	0%	0	0%
Coal & Coke - Wholesale	120	4,416	0	4,002	0	0%	0	0%	0	0%
Coal Brokers	929	3,296	0	4,002	0	0%	0	0%	0	0%
Coal Washing	33	4,781	0	4,002	0	0%	0	0%	0	0%
Coated Fabrics	121	4,412	0	4,002	0	0%	0	0%	0	0%
Coats Of Arms	1	5,075	0	4,002	0	0%	0	0%	0	0%
Cocktail Mixes	51	4,678	0	4,002	0	0%	0	0%	0	0%
Coil Winding	44	4,706	0	4,002	0	0%	0	0%	0	0%
Coils - Electric	398	3,848	0	4,002	0	0%	0	0%	0	0%
Coils - Fin	9	4,958	0	4,002	0	0%	0	0%	0	0%
Coils - Plate	2	5,051	0	4,002	0	0%	0	0%	0	0%
Coin Wrappers	2	5,051	0	4,002	0	0%	0	0%	0	0%
Cold Storage Doors & Insulated Panels	37	4,757	0	4,002	0	0%	0	0%	0	0%
Cold Type Composition	3	5,027	0	4,002	0	0%	0	0%	0	0%
Collapsible Tubes	2	5,051	0	4,002	0	0%	0	0%	0	0%
Color Cards	35	4,768	0	4,002	0	0%	0	0%	0	0%
Color Consultants	433	3,803	0	4,002	0	0%	0	0%	0	0%
Columbarium	39	4,745	0	4,002	0	0%	0	0%	0	0%
Combs	15	4,911	0	4,002	0	0%	0	0%	0	0%
Combustion Controls	115	4,426	0	4,002	0	0%	0	0%	0	0%
Compactors - Waste - Supplies & Parts	41	4,731	0	4,002	0	0%	0	0%	0	0%
Compactors - Waste - Wholesale & Manufacturers	61	4,625	0	4,002	0	0%	0	0%	0	0%
Comparators	1	5,075	0	4,002	0	0%	0	0%	0	0%
Compasses	2	5,051	0	4,002	0	0%	0	0%	0	0%
Compressors - Rent	69	4,592	0	4,002	0	0%	0	0%	0	0%
Computers - Time Share	42	4,722	0	4,002	0	0%	0	0%	0	0%
Concrete Additives	152	4,318	0	4,002	0	0%	0	0%	0	0%
Concrete Breaking Equipment	362	3,912	0	4,002	0	0%	0	0%	0	0%
Concrete Breaking, Cutting, Sawing	10,002	1,425	0	4,002	0	0%	0	0%	0	0%
Concrete Mixers	1,003	3,231	0	4,002	0	0%	0	0%	0	0%
Concrete Mixers - Renting	51	4,678	0	4,002	0	0%	0	0%	0	0%
Concrete Patching Compounds	717	3,480	0	4,002	0	0%	0	0%	0	0%
Concrete Removal	261	4,090	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Concrete Vibrators	10	4,949	0	4,002	0	0%	0	0%	0	0%
Conduit & Fittings	91	4,519	0	4,002	0	0%	0	0%	0	0%
Consultants & Other Federal Government Representatives	1,149	3,129	0	4,002	0	0%	0	0%	0	0%
Consultants - Auto Repair	143	4,347	0	4,002	0	0%	0	0%	0	0%
Content Management Systems	140	4,358	0	4,002	0	0%	0	0%	0	0%
Contractor - Sheetrock	821	3,388	0	4,002	0	0%	0	0%	0	0%
Contractors - Acoustical Ceiling	2,324	2,549	0	4,002	0	0%	0	0%	0	0%
Contractors - Plant Maintenance Shutdown	167	4,289	0	4,002	0	0%	0	0%	0	0%
Convents & Monasteries	19	4,878	0	4,002	0	0%	0	0%	0	0%
Cooling Towers	586	3,620	0	4,002	0	0%	0	0%	0	0%
Coppersmiths	423	3,816	0	4,002	0	0%	0	0%	0	0%
Cord Sets & Cords - Electric	278	4,050	0	4,002	0	0%	0	0%	0	0%
Cork & Cork Products	123	4,410	0	4,002	0	0%	0	0%	0	0%
Corn Products	452	3,780	0	4,002	0	0%	0	0%	0	0%
Cornices - Building	44	4,706	0	4,002	0	0%	0	0%	0	0%
Cotton	595	3,613	0	4,002	0	0%	0	0%	0	0%
Cotton Ginning Equipment & Supplies	128	4,393	0	4,002	0	0%	0	0%	0	0%
Cotton Gins	366	3,907	0	4,002	0	0%	0	0%	0	0%
Cotton Goods Brokers	57	4,645	0	4,002	0	0%	0	0%	0	0%
Cotton Picking Machinery	21	4,860	0	4,002	0	0%	0	0%	0	0%
Cottonseed Products	28	4,813	0	4,002	0	0%	0	0%	0	0%
Counterfeit Money Detection Devices	16	4,902	0	4,002	0	0%	0	0%	0	0%
Couplings	3	5,027	0	4,002	0	0%	0	0%	0	0%
Cranes - Accessories & Parts	273	4,061	0	4,002	0	0%	0	0%	0	0%
Crankshaft Manufacturers	59	4,636	0	4,002	0	0%	0	0%	0	0%
Crushing & Pulverizing Equipment	395	3,854	0	4,002	0	0%	0	0%	0	0%
Culverts	404	3,834	0	4,002	0	0%	0	0%	0	0%
Custom Synthesis	8	4,974	0	4,002	0	0%	0	0%	0	0%
Cutting & Slitting Service	159	4,302	0	4,002	0	0%	0	0%	0	0%
Cylinders - Hydrostatic Testing	77	4,563	0	4,002	0	0%	0	0%	0	0%
Dairy Equipment & Supplies	970	3,269	0	4,002	0	0%	0	0%	0	0%
Dairy Equipment Repair	68	4,597	0	4,002	0	0%	0	0%	0	0%
Data Processing Equipment	684	3,521	0	4,002	0	0%	0	0%	0	0%
Debris Box Service	136	4,369	0	4,002	0	0%	0	0%	0	0%
Defense Contractors	1,492	2,910	0	4,002	0	0%	0	0%	0	0%
Degreasing Equipment & Supplies	26	4,824	0	4,002	0	0%	0	0%	0	0%
Dehumidifying Equipment	422	3,819	0	4,002	0	0%	0	0%	0	0%
Dehydrating Equipment	2	5,051	0	4,002	0	0%	0	0%	0	0%
Dehydrating Service	83	4,542	0	4,002	0	0%	0	0%	0	0%
Demagnetizers	15	4,911	0	4,002	0	0%	0	0%	0	0%
Demographic Research	127	4,397	0	4,002	0	0%	0	0%	0	0%
Deodorizing Equipment	4	5,014	0	4,002	0	0%	0	0%	0	0%
Desk Pads & Accessories	348	3,938	0	4,002	0	0%	0	0%	0	0%
Destination Management	148	4,329	0	4,002	0	0%	0	0%	0	0%
Dials	3	5,027	0	4,002	0	0%	0	0%	0	0%
Diamond Cutters	511	3,706	0	4,002	0	0%	0	0%	0	0%
Diamond Setters	126	4,399	0	4,002	0	0%	0	0%	0	0%
Diaries	3	5,027	0	4,002	0	0%	0	0%	0	0%
Dictating Machines & Supplies	517	3,698	0	4,002	0	0%	0	0%	0	0%
Die Castings	1,346	2,996	0	4,002	0	0%	0	0%	0	0%
Die Cutting	646	3,560	0	4,002	0	0%	0	0%	0	0%
Diecast Cars - Dealers	292	4,021	0	4,002	0	0%	0	0%	0	0%
Disability Remodeling	203	4,201	0	4,002	0	0%	0	0%	0	0%
Discotheques	66	4,608	0	4,002	0	0%	0	0%	0	0%
Dishwashing Compounds	47	4,692	0	4,002	0	0%	0	0%	0	0%
Dishwashing Machines - Dealers	173	4,271	0	4,002	0	0%	0	0%	0	0%
Dishwashing Machines - Supplies & Parts	19	4,878	0	4,002	0	0%	0	0%	0	0%
Disinfectants & Germicides	368	3,899	0	4,002	0	0%	0	0%	0	0%
Doll Manufacturers Equipment & Supplies	30	4,800	0	4,002	0	0%	0	0%	0	0%
Dome Structures	127	4,397	0	4,002	0	0%	0	0%	0	0%
Door Closers & Checks	349	3,937	0	4,002	0	0%	0	0%	0	0%
Doors - Cellar/Basement/Bilco	478	3,747	0	4,002	0	0%	0	0%	0	0%
Doors - Industrial	58	4,640	0	4,002	0	0%	0	0%	0	0%
Doors - Rolling	370	3,894	0	4,002	0	0%	0	0%	0	0%
Doors - Vinyl	8	4,974	0	4,002	0	0%	0	0%	0	0%
Doughnut Machines & Supplies	2	5,051	0	4,002	0	0%	0	0%	0	0%
Dowels	46	4,697	0	4,002	0	0%	0	0%	0	0%
Drafting Equipment & Supplies	902	3,315	0	4,002	0	0%	0	0%	0	0%
Draperies - Wholesale & Manufacturers	348	3,938	0	4,002	0	0%	0	0%	0	0%
Dredging	906	3,313	0	4,002	0	0%	0	0%	0	0%
Dredging Machinery	18	4,886	0	4,002	0	0%	0	0%	0	0%
Dress Trimmings	392	3,866	0	4,002	0	0%	0	0%	0	0%
Dressmaking Schools	138	4,364	0	4,002	0	0%	0	0%	0	0%
Drill Presses	8	4,974	0	4,002	0	0%	0	0%	0	0%
Drilling - Geothermal	520	3,694	0	4,002	0	0%	0	0%	0	0%
Drop Cloths	6	4,994	0	4,002	0	0%	0	0%	0	0%
Drug Discovery Provider	22	4,853	0	4,002	0	0%	0	0%	0	0%
Dry Erase Boards	271	4,067	0	4,002	0	0%	0	0%	0	0%
Dry Ice	640	3,568	0	4,002	0	0%	0	0%	0	0%
Drying Equipment - Industrial	199	4,211	0	4,002	0	0%	0	0%	0	0%
Drywall Toxic - Inspection	102	4,470	0	4,002	0	0%	0	0%	0	0%
Dumbwaiters	124	4,409	0	4,002	0	0%	0	0%	0	0%
Duplicating Machines & Supplies	265	4,081	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Dust Collecting Systems	704	3,497	0	4,002	0	0%	0	0%	0	0%
Dust Control Materials	138	4,364	0	4,002	0	0%	0	0%	0	0%
Dusters & Dusting Cloths	18	4,886	0	4,002	0	0%	0	0%	0	0%
Dyers	419	3,820	0	4,002	0	0%	0	0%	0	0%
Dyers - Industrial	11	5,075	0	4,002	0	0%	0	0%	0	0%
Dynamometers	67	4,602	0	4,002	0	0%	0	0%	0	0%
Easels - Wholesale & Manufacturers	121	4,412	0	4,002	0	0%	0	0%	0	0%
Economic Development Organizations	1,246	3,060	0	4,002	0	0%	0	0%	0	0%
Egg Processing & Shipping Equipment & Supplies	111	4,440	0	4,002	0	0%	0	0%	0	0%
Eggs	785	3,417	0	4,002	0	0%	0	0%	0	0%
Elastic Goods	66	4,608	0	4,002	0	0%	0	0%	0	0%
Electric Motors - Used	153	4,313	0	4,002	0	0%	0	0%	0	0%
Electric Power Line Construction	1,244	3,062	0	4,002	0	0%	0	0%	0	0%
Electric Switchboards	702	3,500	0	4,002	0	0%	0	0%	0	0%
Electric Vehicles - Home Charging Station	55	4,655	0	4,002	0	0%	0	0%	0	0%
Electroforming	47	4,692	0	4,002	0	0%	0	0%	0	0%
Electrostatic Painting	131	4,383	0	4,002	0	0%	0	0%	0	0%
Electrotype Equipment & Supplies	217	4,172	0	4,002	0	0%	0	0%	0	0%
Elevators - Parts	323	3,974	0	4,002	0	0%	0	0%	0	0%
Embalmers	228	4,159	0	4,002	0	0%	0	0%	0	0%
Embossing	36	4,763	0	4,002	0	0%	0	0%	0	0%
Embossing Equipment & Supplies	11	4,940	0	4,002	0	0%	0	0%	0	0%
Embroidery Design Punching	313	3,989	0	4,002	0	0%	0	0%	0	0%
Enameling, Japanning & Lacquering	28	4,813	0	4,002	0	0%	0	0%	0	0%
Engineering Reports	884	3,330	0	4,002	0	0%	0	0%	0	0%
Engravers - Photo	49	4,683	0	4,002	0	0%	0	0%	0	0%
Engraving Equipment & Supplies	1,071	3,189	0	4,002	0	0%	0	0%	0	0%
Entomologists	13	4,922	0	4,002	0	0%	0	0%	0	0%
Equine nutrition	74	4,578	0	4,002	0	0%	0	0%	0	0%
Escalators	63	4,619	0	4,002	0	0%	0	0%	0	0%
Etching Equipment & Supplies	10	4,949	0	4,002	0	0%	0	0%	0	0%
Etiquette School	1,221	3,082	0	4,002	0	0%	0	0%	0	0%
Excelsior	7	4,984	0	4,002	0	0%	0	0%	0	0%
Expanded Metals	105	4,464	0	4,002	0	0%	0	0%	0	0%
Expansion Joints	106	4,459	0	4,002	0	0%	0	0%	0	0%
Experimental Work	26	4,824	0	4,002	0	0%	0	0%	0	0%
Explosives	362	3,912	0	4,002	0	0%	0	0%	0	0%
Factory Locating Consultants	19	4,878	0	4,002	0	0%	0	0%	0	0%
Fallout Shelter Equipment & Supplies	293	4,021	0	4,002	0	0%	0	0%	0	0%
Fallout Shelters - Consultants	309	3,995	0	4,002	0	0%	0	0%	0	0%
Fans - Attic	1,226	3,078	0	4,002	0	0%	0	0%	0	0%
Fans - Repair	526	3,685	0	4,002	0	0%	0	0%	0	0%
Farm Management Systems	278	4,050	0	4,002	0	0%	0	0%	0	0%
Feathers	493	3,725	0	4,002	0	0%	0	0%	0	0%
Feed - Wholesale & Manufacturers	1,623	2,847	0	4,002	0	0%	0	0%	0	0%
Feed Grinding	45	4,700	0	4,002	0	0%	0	0%	0	0%
Feedlot	208	4,188	0	4,002	0	0%	0	0%	0	0%
Felt & Felt Products	112	4,437	0	4,002	0	0%	0	0%	0	0%
Fences - Rental	401	3,841	0	4,002	0	0%	0	0%	0	0%
Fertilizer Plant Equipment	287	4,032	0	4,002	0	0%	0	0%	0	0%
Fiber Glass Fabricators	1,517	2,891	0	4,002	0	0%	0	0%	0	0%
Fiber Glass Materials	327	3,964	0	4,002	0	0%	0	0%	0	0%
Filling Machinery	41	4,731	0	4,002	0	0%	0	0%	0	0%
Filters - Liquid	688	3,515	0	4,002	0	0%	0	0%	0	0%
Financial Planning Kit	337	3,952	0	4,002	0	0%	0	0%	0	0%
Fingerprinting Equipment	183	4,254	0	4,002	0	0%	0	0%	0	0%
Fire Doors & Shutters	12	4,929	0	4,002	0	0%	0	0%	0	0%
Fire Escapes	67	4,602	0	4,002	0	0%	0	0%	0	0%
Fire Exit Devices	40	4,743	0	4,002	0	0%	0	0%	0	0%
Fire Extinguishing Fluid	31	4,793	0	4,002	0	0%	0	0%	0	0%
Fire Hose	83	4,542	0	4,002	0	0%	0	0%	0	0%
Fire Hydrants	625	3,578	0	4,002	0	0%	0	0%	0	0%
Fire Lookout Stations	18	4,886	0	4,002	0	0%	0	0%	0	0%
Fire Mitigation	400	3,843	0	4,002	0	0%	0	0%	0	0%
Fireproofing Materials	113	4,433	0	4,002	0	0%	0	0%	0	0%
Fish Nets	80	4,550	0	4,002	0	0%	0	0%	0	0%
Fish Processors Equipment	28	4,813	0	4,002	0	0%	0	0%	0	0%
Fishermen - Commercial	264	4,083	0	4,002	0	0%	0	0%	0	0%
Fishing Licenses	4	5,014	0	4,002	0	0%	0	0%	0	0%
Flanges	32	4,784	0	4,002	0	0%	0	0%	0	0%
Flashers - Electric	42	4,722	0	4,002	0	0%	0	0%	0	0%
Flatware - Table	986	3,250	0	4,002	0	0%	0	0%	0	0%
Flavoring Extracts	556	3,652	0	4,002	0	0%	0	0%	0	0%
Flavoring Extracts - Raw Materials	488	3,734	0	4,002	0	0%	0	0%	0	0%
Floats - Parade	45	4,700	0	4,002	0	0%	0	0%	0	0%
Floor Machines - Rent	102	4,470	0	4,002	0	0%	0	0%	0	0%
Floor Machines - Repair	107	4,453	0	4,002	0	0%	0	0%	0	0%
Floor Removal	964	3,274	0	4,002	0	0%	0	0%	0	0%
Flour	436	3,802	0	4,002	0	0%	0	0%	0	0%
Foil & Foil Products	54	4,661	0	4,002	0	0%	0	0%	0	0%
Folding Machines	2	5,051	0	4,002	0	0%	0	0%	0	0%
Forging Equipment	41	4,731	0	4,002	0	0%	0	0%	0	0%
Foster Child Care	1,474	2,920	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Fountains - Drinking	178	4,263	0	4,002	0	0%	0	0%	0	0%
Frozen Custard Machines	129	4,389	0	4,002	0	0%	0	0%	0	0%
Frozen Food Locker Plants	679	3,524	0	4,002	0	0%	0	0%	0	0%
Fruits - Glace	32	4,784	0	4,002	0	0%	0	0%	0	0%
Fuel - Marine	9	4,958	0	4,002	0	0%	0	0%	0	0%
Fuel Tax Service	8	4,974	0	4,002	0	0%	0	0%	0	0%
Funeral Escorts	292	4,021	0	4,002	0	0%	0	0%	0	0%
Fungicides	3	5,027	0	4,002	0	0%	0	0%	0	0%
Funnels	138	4,364	0	4,002	0	0%	0	0%	0	0%
Fur Cleaning & Dyeing - Wholesale	41	4,731	0	4,002	0	0%	0	0%	0	0%
Fur Cuttings	56	4,651	0	4,002	0	0%	0	0%	0	0%
Fur Dressers & Dyers	5	5,005	0	4,002	0	0%	0	0%	0	0%
Fur Farms - Equipment & Supplies	33	4,781	0	4,002	0	0%	0	0%	0	0%
Fur Skin Dealers & Brokers	781	3,424	0	4,002	0	0%	0	0%	0	0%
Fuses - Electric	2	5,051	0	4,002	0	0%	0	0%	0	0%
Galvanizing	351	3,931	0	4,002	0	0%	0	0%	0	0%
Gambling Abuse & Addiction Info & Treatment	704	3,497	0	4,002	0	0%	0	0%	0	0%
Game Farms	1,496	2,907	0	4,002	0	0%	0	0%	0	0%
Gas Burners	823	3,387	0	4,002	0	0%	0	0%	0	0%
Gas Lights	126	4,399	0	4,002	0	0%	0	0%	0	0%
Gas Plant Equipment	200	4,206	0	4,002	0	0%	0	0%	0	0%
Gas Recycling Plants	20	4,868	0	4,002	0	0%	0	0%	0	0%
Gavels	6	4,994	0	4,002	0	0%	0	0%	0	0%
Gelatin	73	4,581	0	4,002	0	0%	0	0%	0	0%
Geochemists	10	4,949	0	4,002	0	0%	0	0%	0	0%
Geographers	26	4,824	0	4,002	0	0%	0	0%	0	0%
Geologists	1,186	3,104	0	4,002	0	0%	0	0%	0	0%
Geologists Supplies	19	4,878	0	4,002	0	0%	0	0%	0	0%
Geophysical Apparatus	67	4,602	0	4,002	0	0%	0	0%	0	0%
Geophysicists	1,059	3,197	0	4,002	0	0%	0	0%	0	0%
Glass Coating & Tinting Machinery	109	4,446	0	4,002	0	0%	0	0%	0	0%
Glass Rods & Tubing	80	4,550	0	4,002	0	0%	0	0%	0	0%
Glaziers Supplies	53	4,666	0	4,002	0	0%	0	0%	0	0%
Gloves - Cleaning & Repairing	61	4,625	0	4,002	0	0%	0	0%	0	0%
Gold Leaf	94	4,506	0	4,002	0	0%	0	0%	0	0%
Gold Stamping	4	5,014	0	4,002	0	0%	0	0%	0	0%
Golf Caddies	249	4,113	0	4,002	0	0%	0	0%	0	0%
Golf Course Architects	45	4,700	0	4,002	0	0%	0	0%	0	0%
Governors	4	5,014	0	4,002	0	0%	0	0%	0	0%
Graffiti Removal	396	3,852	0	4,002	0	0%	0	0%	0	0%
Grain Brokers	370	3,894	0	4,002	0	0%	0	0%	0	0%
Grain Dealers	1,759	2,774	0	4,002	0	0%	0	0%	0	0%
Grain Drying	393	3,858	0	4,002	0	0%	0	0%	0	0%
Grain Elevator Builders	980	3,256	0	4,002	0	0%	0	0%	0	0%
Grain Elevators	1,474	2,920	0	4,002	0	0%	0	0%	0	0%
Grain Elevators - Equipment & Supplies	512	3,705	0	4,002	0	0%	0	0%	0	0%
Grain Inspection	101	4,477	0	4,002	0	0%	0	0%	0	0%
Grain Inspection Supplies	11	4,940	0	4,002	0	0%	0	0%	0	0%
Grass Trimmers & Tillers	73	4,581	0	4,002	0	0%	0	0%	0	0%
Gratings	195	4,223	0	4,002	0	0%	0	0%	0	0%
Grease Pumping	431	3,806	0	4,002	0	0%	0	0%	0	0%
Grinding - Precision & Production	634	3,573	0	4,002	0	0%	0	0%	0	0%
Grinding Wheel Dressers	26	4,824	0	4,002	0	0%	0	0%	0	0%
Grinding Wheels	37	4,757	0	4,002	0	0%	0	0%	0	0%
Grommets	12	4,929	0	4,002	0	0%	0	0%	0	0%
Grouting Compounds	1,401	2,963	0	4,002	0	0%	0	0%	0	0%
Guards - Machine	2	5,051	0	4,002	0	0%	0	0%	0	0%
Gumming Service	4	5,014	0	4,002	0	0%	0	0%	0	0%
Gypsum & Gypsum Products	135	4,375	0	4,002	0	0%	0	0%	0	0%
Hair Nets	12	4,929	0	4,002	0	0%	0	0%	0	0%
Hampers - Wholesale & Manufacturers	1	5,075	0	4,002	0	0%	0	0%	0	0%
Handbags - Repairing	172	4,277	0	4,002	0	0%	0	0%	0	0%
Handball Courts	60	4,632	0	4,002	0	0%	0	0%	0	0%
Handkerchiefs	1	5,075	0	4,002	0	0%	0	0%	0	0%
Handwriting Analysts	630	3,575	0	4,002	0	0%	0	0%	0	0%
Handwriting Experts	259	4,095	0	4,002	0	0%	0	0%	0	0%
Hats - Clean & Renovate	365	3,908	0	4,002	0	0%	0	0%	0	0%
Hazardous Material Control & Removal	1,804	2,757	0	4,002	0	0%	0	0%	0	0%
Health Care Linen Service	188	4,241	0	4,002	0	0%	0	0%	0	0%
Heat Exchangers	975	3,264	0	4,002	0	0%	0	0%	0	0%
Heat Recovery Equipment & Systems	190	4,237	0	4,002	0	0%	0	0%	0	0%
Heat Sealing	194	4,226	0	4,002	0	0%	0	0%	0	0%
Heat Treating - Metal	1,390	2,973	0	4,002	0	0%	0	0%	0	0%
Heat Treating - Metal - Equipment & Supplies	266	4,077	0	4,002	0	0%	0	0%	0	0%
Hides	312	3,992	0	4,002	0	0%	0	0%	0	0%
Hinges	286	4,035	0	4,002	0	0%	0	0%	0	0%
Hoists	535	3,673	0	4,002	0	0%	0	0%	0	0%
Honeycomb Materials	60	4,632	0	4,002	0	0%	0	0%	0	0%
Honing Machines & Equipment	123	4,410	0	4,002	0	0%	0	0%	0	0%
Hookah Bars	32	4,784	0	4,002	0	0%	0	0%	0	0%
Horseshoe Equipment & Supplies	895	3,324	0	4,002	0	0%	0	0%	0	0%
Hose & Tubing - Flexible Metal	490	3,730	0	4,002	0	0%	0	0%	0	0%
Hydrologists	235	4,140	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ice Cream Cone Manufacturers & Distributors	106	4,459	0	4,002	0	0%	0	0%	0	0%
Ice Cream Freezers	152	4,318	0	4,002	0	0%	0	0%	0	0%
Ice Cream Manufacturers Supplies	94	4,506	0	4,002	0	0%	0	0%	0	0%
Ice Cream Mixes	39	4,745	0	4,002	0	0%	0	0%	0	0%
Ice Crushers	21	4,860	0	4,002	0	0%	0	0%	0	0%
Ice Machine Repair	326	3,967	0	4,002	0	0%	0	0%	0	0%
Ice Melting Equipment & Supplies	177	4,265	0	4,002	0	0%	0	0%	0	0%
Ice Sculptures	102	4,470	0	4,002	0	0%	0	0%	0	0%
Ice Substitutes	9	4,958	0	4,002	0	0%	0	0%	0	0%
In-Home Autism Therapy	949	3,287	0	4,002	0	0%	0	0%	0	0%
Incinerators	4	5,014	0	4,002	0	0%	0	0%	0	0%
Incinerators - Supplies & Parts	4	5,014	0	4,002	0	0%	0	0%	0	0%
Indexing Service - Book, Periodical	21	4,860	0	4,002	0	0%	0	0%	0	0%
Induction Heating Equipment	184	4,251	0	4,002	0	0%	0	0%	0	0%
Industrial Developments	1,580	2,862	0	4,002	0	0%	0	0%	0	0%
Industrial Hygiene Consultants	1,192	3,098	0	4,002	0	0%	0	0%	0	0%
Infrared Inspection	494	3,724	0	4,002	0	0%	0	0%	0	0%
Insecticides	697	3,506	0	4,002	0	0%	0	0%	0	0%
Inserts - Screw Thread	14	4,917	0	4,002	0	0%	0	0%	0	0%
Inspection Devices - Industrial	1,124	3,155	0	4,002	0	0%	0	0%	0	0%
Insulation Materials - Electric	1,701	2,809	0	4,002	0	0%	0	0%	0	0%
Insulation Removal	147	4,332	0	4,002	0	0%	0	0%	0	0%
Insurance - Aviation	410	3,828	0	4,002	0	0%	0	0%	0	0%
Insurance - Crop	1,256	3,054	0	4,002	0	0%	0	0%	0	0%
Insurance - Medicare Supplement	3,339	2,268	0	4,002	0	0%	0	0%	0	0%
Investment Castings	266	4,077	0	4,002	0	0%	0	0%	0	0%
Ironing Boards	56	4,651	0	4,002	0	0%	0	0%	0	0%
Ivory Goods	92	4,514	0	4,002	0	0%	0	0%	0	0%
Jacks - Repair	38	4,754	0	4,002	0	0%	0	0%	0	0%
Jade & Jade Goods	3	5,027	0	4,002	0	0%	0	0%	0	0%
Jail Equipment	86	4,533	0	4,002	0	0%	0	0%	0	0%
Jalousies	58	4,640	0	4,002	0	0%	0	0%	0	0%
Jigs & Fixtures	24	4,840	0	4,002	0	0%	0	0%	0	0%
Jigs & Fixtures - Components	19	4,878	0	4,002	0	0%	0	0%	0	0%
Job Lot Merchandise	21	4,860	0	4,002	0	0%	0	0%	0	0%
Kerosene	157	4,305	0	4,002	0	0%	0	0%	0	0%
Kilns	347	3,941	0	4,002	0	0%	0	0%	0	0%
Labels - Plastic, Metal, Foil	1,148	3,131	0	4,002	0	0%	0	0%	0	0%
Laces	11	4,940	0	4,002	0	0%	0	0%	0	0%
Lacquers - Manufacturers	55	4,655	0	4,002	0	0%	0	0%	0	0%
Ladders - Renting	31	4,793	0	4,002	0	0%	0	0%	0	0%
Lake & Pond Management	2,554	2,472	0	4,002	0	0%	0	0%	0	0%
Laminated Structural Products	280	4,047	0	4,002	0	0%	0	0%	0	0%
Laminations - Motor & Transformer	61	4,625	0	4,002	0	0%	0	0%	0	0%
Lamp Shade Covers	104	4,468	0	4,002	0	0%	0	0%	0	0%
Lamp Shade Frames & Supplies	957	3,278	0	4,002	0	0%	0	0%	0	0%
Lamp Shades - Cleaning & Repairing	44	4,706	0	4,002	0	0%	0	0%	0	0%
Lamp Shades - Wholesale & Manufacturers	140	4,358	0	4,002	0	0%	0	0%	0	0%
Lamps - Health	341	3,947	0	4,002	0	0%	0	0%	0	0%
Lamps - Supplies & Parts	2,440	2,511	0	4,002	0	0%	0	0%	0	0%
Landfills - Construction Materials	389	3,871	0	4,002	0	0%	0	0%	0	0%
Lanyards	1	5,075	0	4,002	0	0%	0	0%	0	0%
Lapidary Equipment & Supplies	41	4,731	0	4,002	0	0%	0	0%	0	0%
Lathes	119	4,419	0	4,002	0	0%	0	0%	0	0%
Lathing Contractors	704	3,497	0	4,002	0	0%	0	0%	0	0%
Law & Financial Printers	62	4,622	0	4,002	0	0%	0	0%	0	0%
Lead Burning	25	4,832	0	4,002	0	0%	0	0%	0	0%
Lead Removal	55	4,655	0	4,002	0	0%	0	0%	0	0%
Lead Renovator	2	5,051	0	4,002	0	0%	0	0%	0	0%
Leather Findings	2	5,051	0	4,002	0	0%	0	0%	0	0%
Leather Finishers	567	3,633	0	4,002	0	0%	0	0%	0	0%
Leather Finishes	21	4,860	0	4,002	0	0%	0	0%	0	0%
Legal Printing	68	4,597	0	4,002	0	0%	0	0%	0	0%
Levels	27	4,820	0	4,002	0	0%	0	0%	0	0%
Libraries - Circulating & Rental	37	4,757	0	4,002	0	0%	0	0%	0	0%
Libraries - Institutional	22	4,853	0	4,002	0	0%	0	0%	0	0%
Library Equipment & Supplies	232	4,146	0	4,002	0	0%	0	0%	0	0%
Lift Kits	53	4,666	0	4,002	0	0%	0	0%	0	0%
Lifts/Elevators - In Home	2,056	2,656	0	4,002	0	0%	0	0%	0	0%
Lighting Fixtures - Cleaning	20	4,868	0	4,002	0	0%	0	0%	0	0%
Lighting Plants	97	4,490	0	4,002	0	0%	0	0%	0	0%
Lime	160	4,298	0	4,002	0	0%	0	0%	0	0%
Linings - Clothing	208	4,188	0	4,002	0	0%	0	0%	0	0%
Linoleum - Wholesale & Manufacturers	21	4,860	0	4,002	0	0%	0	0%	0	0%
Linoleum Layers Equipment & Supplies	11	4,940	0	4,002	0	0%	0	0%	0	0%
Lithographers	261	4,090	0	4,002	0	0%	0	0%	0	0%
Lithographic Negatives & Plates	11	4,940	0	4,002	0	0%	0	0%	0	0%
Livestock - Commission	29	4,805	0	4,002	0	0%	0	0%	0	0%
Livestock Feeding	1,299	3,027	0	4,002	0	0%	0	0%	0	0%
Livestock Grooming	14	4,917	0	4,002	0	0%	0	0%	0	0%
Livestock Hauling	651	3,554	0	4,002	0	0%	0	0%	0	0%
Livestock Order Buyers	2	5,051	0	4,002	0	0%	0	0%	0	0%
Livestock Spraying	2	5,051	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Loans - Farm & Ranch	688	3,515	0	4,002	0	0%	0	0%	0	0%
Lockers	1,204	3,091	0	4,002	0	0%	0	0%	0	0%
Locomotives	296	4,017	0	4,002	0	0%	0	0%	0	0%
Logging Equipment & Supplies	2,075	2,648	0	4,002	0	0%	0	0%	0	0%
Louvers	268	4,073	0	4,002	0	0%	0	0%	0	0%
Lubricating Devices & Systems	278	4,050	0	4,002	0	0%	0	0%	0	0%
Luggage Covers	3	5,027	0	4,002	0	0%	0	0%	0	0%
Lumber - Drying	229	4,156	0	4,002	0	0%	0	0%	0	0%
Lumber - Used	278	4,050	0	4,002	0	0%	0	0%	0	0%
Lumber Inspectors	136	4,369	0	4,002	0	0%	0	0%	0	0%
Lumber Treating	334	3,955	0	4,002	0	0%	0	0%	0	0%
Macaroni	102	4,470	0	4,002	0	0%	0	0%	0	0%
Machinery Cleaning	200	4,206	0	4,002	0	0%	0	0%	0	0%
Magazines - Back Number	18	4,886	0	4,002	0	0%	0	0%	0	0%
Magicians	1,483	2,913	0	4,002	0	0%	0	0%	0	0%
Magnetic Inspection Equipment	4	5,014	0	4,002	0	0%	0	0%	0	0%
Magnetic Inspection Service	70	4,589	0	4,002	0	0%	0	0%	0	0%
Malt & Hops	6	4,994	0	4,002	0	0%	0	0%	0	0%
Manhole Covers	292	4,021	0	4,002	0	0%	0	0%	0	0%
Marijuana - Grower	1	5,075	0	4,002	0	0%	0	0%	0	0%
Marijuana - Products	1	5,075	0	4,002	0	0%	0	0%	0	0%
Marijuana - Retail	13	4,922	0	4,002	0	0%	0	0%	0	0%
Masts & Spars	19	4,878	0	4,002	0	0%	0	0%	0	0%
Matches	6	4,994	0	4,002	0	0%	0	0%	0	0%
Mattresses - Cleaning	71	4,587	0	4,002	0	0%	0	0%	0	0%
Mattresses - Renovating	832	3,373	0	4,002	0	0%	0	0%	0	0%
Mayonnaise & Salad Dressings	56	4,651	0	4,002	0	0%	0	0%	0	0%
Measuring Tapes & Rules	9	4,958	0	4,002	0	0%	0	0%	0	0%
Meat Patty Molding Machines	1	5,075	0	4,002	0	0%	0	0%	0	0%
Menu Service	193	4,229	0	4,002	0	0%	0	0%	0	0%
Metal Cleaning Equipment	98	4,485	0	4,002	0	0%	0	0%	0	0%
Metal Cleaning Machines	52	4,673	0	4,002	0	0%	0	0%	0	0%
Metal Sawing & Cut-Off Service	131	4,383	0	4,002	0	0%	0	0%	0	0%
Metal Shapes - Extruded	2,043	2,661	0	4,002	0	0%	0	0%	0	0%
Metal Spinning	312	3,992	0	4,002	0	0%	0	0%	0	0%
Metal Stamping Equipment	58	4,640	0	4,002	0	0%	0	0%	0	0%
Metallizing	134	4,377	0	4,002	0	0%	0	0%	0	0%
Metallizing Equipment	6	4,994	0	4,002	0	0%	0	0%	0	0%
Metallurgists	192	4,233	0	4,002	0	0%	0	0%	0	0%
Metallurgists Equipment & Supplies	18	4,886	0	4,002	0	0%	0	0%	0	0%
Metals - Base	212	4,178	0	4,002	0	0%	0	0%	0	0%
Metals - Clad	23	4,846	0	4,002	0	0%	0	0%	0	0%
Metals - Corrugated	199	4,211	0	4,002	0	0%	0	0%	0	0%
Metals - Precoated	244	4,123	0	4,002	0	0%	0	0%	0	0%
Metaphysicians	377	3,883	0	4,002	0	0%	0	0%	0	0%
Meteorological Consultants	52	4,673	0	4,002	0	0%	0	0%	0	0%
Meteorological Instruments	42	4,722	0	4,002	0	0%	0	0%	0	0%
Meters - Repair	113	4,433	0	4,002	0	0%	0	0%	0	0%
Mezzanines & Platforms	9	4,958	0	4,002	0	0%	0	0%	0	0%
Microfilm Service, Equipment & Supplies	520	3,694	0	4,002	0	0%	0	0%	0	0%
Micrometers	2	5,051	0	4,002	0	0%	0	0%	0	0%
Microwave Communications	301	4,008	0	4,002	0	0%	0	0%	0	0%
Microwave Ovens - Supplies & Parts	31	4,793	0	4,002	0	0%	0	0%	0	0%
Milk Distributor	96	4,492	0	4,002	0	0%	0	0%	0	0%
Millinery - Retail	214	4,177	0	4,002	0	0%	0	0%	0	0%
Milling Cutters	23	4,846	0	4,002	0	0%	0	0%	0	0%
Mineral Exploration	5,725	1,839	0	4,002	0	0%	0	0%	0	0%
Mining Consultants	584	3,622	0	4,002	0	0%	0	0%	0	0%
Mirrors - Resilver	232	4,146	0	4,002	0	0%	0	0%	0	0%
Missile & Rocket Components - Manufacturers	30	4,800	0	4,002	0	0%	0	0%	0	0%
Missile & Rocket Research & Development	483	3,740	0	4,002	0	0%	0	0%	0	0%
Missing Person Services	144	4,345	0	4,002	0	0%	0	0%	0	0%
Missions	835	3,370	0	4,002	0	0%	0	0%	0	0%
Mixing & Agitation Machinery	242	4,126	0	4,002	0	0%	0	0%	0	0%
Model Car Race Centers	467	3,763	0	4,002	0	0%	0	0%	0	0%
Monogram & Initial Machines	35	4,768	0	4,002	0	0%	0	0%	0	0%
Monorail Systems	8	4,974	0	4,002	0	0%	0	0%	0	0%
Monuments - Cleaning & Restoration	108	4,449	0	4,002	0	0%	0	0%	0	0%
Mosaics	192	4,232	0	4,002	0	0%	0	0%	0	0%
Mothproofing	30	4,800	0	4,002	0	0%	0	0%	0	0%
Motion Picture Equipment & Supplies - Repair	39	4,745	0	4,002	0	0%	0	0%	0	0%
Motion Picture Film Libraries	16	4,902	0	4,002	0	0%	0	0%	0	0%
Motion Picture Film Storage	42	4,722	0	4,002	0	0%	0	0%	0	0%
Motion Picture Laboratories	24	4,840	0	4,002	0	0%	0	0%	0	0%
Motion Picture Projection Service	64	4,614	0	4,002	0	0%	0	0%	0	0%
Motion Picture Representatives	55	4,655	0	4,002	0	0%	0	0%	0	0%
Motion Picture Research Service	5	5,005	0	4,002	0	0%	0	0%	0	0%
Motion Picture Special Effects	433	3,803	0	4,002	0	0%	0	0%	0	0%
Motion Picture Technicians	22	4,853	0	4,002	0	0%	0	0%	0	0%
Motor Home - Carpet & Upholstery Cleaning	7	4,984	0	4,002	0	0%	0	0%	0	0%
Moving Sales	658	3,547	0	4,002	0	0%	0	0%	0	0%
Music Shells	99	4,483	0	4,002	0	0%	0	0%	0	0%
Music Writers Supplies	173	4,271	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Nailing Machinery	12	4,929	0	4,002	0	0%	0	0%	0	0%
Name Plates	245	4,122	0	4,002	0	0%	0	0%	0	0%
Naval Architects	113	4,433	0	4,002	0	0%	0	0%	0	0%
Neckwear - Retail	1,789	2,764	0	4,002	0	0%	0	0%	0	0%
Neckwear - Wholesale & Manufacturers	7	4,984	0	4,002	0	0%	0	0%	0	0%
Night Vision Equipment	204	4,199	0	4,002	0	0%	0	0%	0	0%
Non - Woven Fabrics	64	4,614	0	4,002	0	0%	0	0%	0	0%
Noodles	25	4,832	0	4,002	0	0%	0	0%	0	0%
Notions - Wholesale & Manufacturers	331	3,960	0	4,002	0	0%	0	0%	0	0%
Nozzles	185	4,247	0	4,002	0	0%	0	0%	0	0%
Nuclear Energy Consultants	481	3,743	0	4,002	0	0%	0	0%	0	0%
Nuclear Reactor - Manufacturers	9	4,958	0	4,002	0	0%	0	0%	0	0%
Numbering Machines	3	5,027	0	4,002	0	0%	0	0%	0	0%
Nurserymen Equipment & Supplies	1,326	3,008	0	4,002	0	0%	0	0%	0	0%
Nylon Fabrics	48	4,688	0	4,002	0	0%	0	0%	0	0%
Observatories	67	4,602	0	4,002	0	0%	0	0%	0	0%
Oceanographers	20	4,868	0	4,002	0	0%	0	0%	0	0%
Oceanographic Equipment	57	4,645	0	4,002	0	0%	0	0%	0	0%
Office Records - Destruction	1,090	3,177	0	4,002	0	0%	0	0%	0	0%
Offset Printing Repair	109	4,446	0	4,002	0	0%	0	0%	0	0%
Oil Handling Equipment	794	3,410	0	4,002	0	0%	0	0%	0	0%
Oil Hole Covers	2	5,051	0	4,002	0	0%	0	0%	0	0%
Oil Seeds	88	4,526	0	4,002	0	0%	0	0%	0	0%
Oil Well Cementing	728	3,470	0	4,002	0	0%	0	0%	0	0%
Oil Well Drilling Mud & Additives	375	3,888	0	4,002	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies	1,499	2,905	0	4,002	0	0%	0	0%	0	0%
Oil Well Equipment & Supplies - Rental	779	3,427	0	4,002	0	0%	0	0%	0	0%
Oil Well Fire Extinguishing	7	4,984	0	4,002	0	0%	0	0%	0	0%
Oil Well Fishing Tools	474	3,754	0	4,002	0	0%	0	0%	0	0%
Oil Well Logging & Perforating	253	4,107	0	4,002	0	0%	0	0%	0	0%
Oil Well Surveyors	225	4,164	0	4,002	0	0%	0	0%	0	0%
Oilfield Supplies	3,034	2,346	0	4,002	0	0%	0	0%	0	0%
Oils - Animal & Fish	4	5,014	0	4,002	0	0%	0	0%	0	0%
Oils - Cutting	1	5,075	0	4,002	0	0%	0	0%	0	0%
Oils - Hydrogenated	2	5,051	0	4,002	0	0%	0	0%	0	0%
Oils - ReRefined	47	4,692	0	4,002	0	0%	0	0%	0	0%
Oils - Road	53	4,666	0	4,002	0	0%	0	0%	0	0%
Oils - Vegetables	368	3,899	0	4,002	0	0%	0	0%	0	0%
Olive Oil	969	3,271	0	4,002	0	0%	0	0%	0	0%
Olives	210	4,183	0	4,002	0	0%	0	0%	0	0%
Optometric Information Bureaus	92	4,514	0	4,002	0	0%	0	0%	0	0%
Orchard Equipment & Supplies	7	4,984	0	4,002	0	0%	0	0%	0	0%
Orchestras & Bands - Competitions	87	4,529	0	4,002	0	0%	0	0%	0	0%
Orchid Growers	502	3,715	0	4,002	0	0%	0	0%	0	0%
Ore	6	4,994	0	4,002	0	0%	0	0%	0	0%
Oriental Goods - Wholesale & Manufacturers	35	4,768	0	4,002	0	0%	0	0%	0	0%
Ovens - Brick Pizza	185	4,247	0	4,002	0	0%	0	0%	0	0%
Ovens - Industrial	240	4,131	0	4,002	0	0%	0	0%	0	0%
Packing - Mechanical	155	4,308	0	4,002	0	0%	0	0%	0	0%
Pails	1	5,075	0	4,002	0	0%	0	0%	0	0%
Pants	14	4,917	0	4,002	0	0%	0	0%	0	0%
Paper - Adhesive - Pressure Sensitive	357	3,919	0	4,002	0	0%	0	0%	0	0%
Paper - Corrugated	246	4,119	0	4,002	0	0%	0	0%	0	0%
Paper Boxboard	286	4,035	0	4,002	0	0%	0	0%	0	0%
Paper Brokers & Mill Reps	104	4,468	0	4,002	0	0%	0	0%	0	0%
Paper Converters	463	3,766	0	4,002	0	0%	0	0%	0	0%
Paper Cutting & Drilling Machines	9	4,958	0	4,002	0	0%	0	0%	0	0%
Paper Hangers - Wall covering	756	3,442	0	4,002	0	0%	0	0%	0	0%
Paper Hangers Equipment & Supplies	13	4,922	0	4,002	0	0%	0	0%	0	0%
Paper Mill Machinery	80	4,550	0	4,002	0	0%	0	0%	0	0%
Paper Mill Supplies	9	4,958	0	4,002	0	0%	0	0%	0	0%
Paper Shredding Machines	932	3,294	0	4,002	0	0%	0	0%	0	0%
Paper Towels	3	5,027	0	4,002	0	0%	0	0%	0	0%
Paramedics	5	5,005	0	4,002	0	0%	0	0%	0	0%
Parapsychologists	143	4,347	0	4,002	0	0%	0	0%	0	0%
Passive Home Building	61	4,625	0	4,002	0	0%	0	0%	0	0%
Paternity Tests & Services	266	4,077	0	4,002	0	0%	0	0%	0	0%
Pattern Makers Equipment & Supplies	31	4,793	0	4,002	0	0%	0	0%	0	0%
Pennants	7	4,984	0	4,002	0	0%	0	0%	0	0%
Pens & Pencils - Wholesale & Manufacturers	604	3,604	0	4,002	0	0%	0	0%	0	0%
Perforated Materials	5	5,005	0	4,002	0	0%	0	0%	0	0%
Perforating Machines	11	4,940	0	4,002	0	0%	0	0%	0	0%
Perfuming - Fabric Paper	1	5,075	0	4,002	0	0%	0	0%	0	0%
Perlite & Perlite Products	709	3,491	0	4,002	0	0%	0	0%	0	0%
Personal ServiceBureaus	111	4,440	0	4,002	0	0%	0	0%	0	0%
Pewter	64	4,614	0	4,002	0	0%	0	0%	0	0%
Pewterware	20	4,868	0	4,002	0	0%	0	0%	0	0%
Pharmacies - Specialty - Hemophilia	45	4,700	0	4,002	0	0%	0	0%	0	0%
Photo Electric Cells & Equipment	374	3,890	0	4,002	0	0%	0	0%	0	0%
Photographic Darkroom Rental	132	4,381	0	4,002	0	0%	0	0%	0	0%
Photographic Research Service	538	3,669	0	4,002	0	0%	0	0%	0	0%
Physicians & Surgeons - Vascular	94	4,506	0	4,002	0	0%	0	0%	0	0%
Picnic Equipment & Supplies	136	4,369	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Picnic Grounds	36	4,763	0	4,002	0	0%	0	0%	0	0%
Picture Frames - Wholesale & Manufacturers	1,321	3,011	0	4,002	0	0%	0	0%	0	0%
Picture Hangers - Wholesale & Manufacturers	105	4,464	0	4,002	0	0%	0	0%	0	0%
Picture Hanging Service	404	3,834	0	4,002	0	0%	0	0%	0	0%
Pilings	1,192	3,098	0	4,002	0	0%	0	0%	0	0%
Pillows - Renovating	21	4,853	0	4,002	0	0%	0	0%	0	0%
Pilot Car Service	953	3,280	0	4,002	0	0%	0	0%	0	0%
Pilots - Marine	159	4,302	0	4,002	0	0%	0	0%	0	0%
Pine Straw	774	3,432	0	4,002	0	0%	0	0%	0	0%
Pins - Common, Safety	737	3,459	0	4,002	0	0%	0	0%	0	0%
Pins Cotter, Taper	2	5,051	0	4,002	0	0%	0	0%	0	0%
Pipe & Boiler Covering Materials	12	4,929	0	4,002	0	0%	0	0%	0	0%
Pipe & Valve Fitters	2,152	2,621	0	4,002	0	0%	0	0%	0	0%
Pipe & Valve Fitters - Gas	556	3,652	0	4,002	0	0%	0	0%	0	0%
Pipe - Used	18	4,886	0	4,002	0	0%	0	0%	0	0%
Pipe Bending & Fabricating	1,124	3,155	0	4,002	0	0%	0	0%	0	0%
Pipe Cutting & Threading	410	3,828	0	4,002	0	0%	0	0%	0	0%
Pipe Fittings	1,829	2,746	0	4,002	0	0%	0	0%	0	0%
Pipe Hangers	60	4,632	0	4,002	0	0%	0	0%	0	0%
Pipe Joint Compounds	8	4,974	0	4,002	0	0%	0	0%	0	0%
Pipe Line Equipment	985	3,251	0	4,002	0	0%	0	0%	0	0%
Pipe Locating Equipment	69	4,592	0	4,002	0	0%	0	0%	0	0%
Pipe Reconditioning	149	4,324	0	4,002	0	0%	0	0%	0	0%
Pipe Sealing - Industrial	154	4,309	0	4,002	0	0%	0	0%	0	0%
Pipe Thread Protector	5	5,005	0	4,002	0	0%	0	0%	0	0%
Pistons	44	4,706	0	4,002	0	0%	0	0%	0	0%
Pivots - Precision Instrument	74	4,578	0	4,002	0	0%	0	0%	0	0%
Places Of Interest	6	4,994	0	4,002	0	0%	0	0%	0	0%
Planetariums	27	4,820	0	4,002	0	0%	0	0%	0	0%
Plaster Craft Products & Supplies	475	3,752	0	4,002	0	0%	0	0%	0	0%
Plaster Products - Ornamental	95	4,497	0	4,002	0	0%	0	0%	0	0%
Plasterers Equipment & Supplies	57	4,645	0	4,002	0	0%	0	0%	0	0%
Plastics - Extruders	791	3,414	0	4,002	0	0%	0	0%	0	0%
Plastics - Reinforced	41	4,731	0	4,002	0	0%	0	0%	0	0%
Plastics - Rods, Sheets - Sup Center	425	3,814	0	4,002	0	0%	0	0%	0	0%
Plastics - Scrap	558	3,645	0	4,002	0	0%	0	0%	0	0%
Plumbing Fixtures, Parts, Supplies - Used	275	4,055	0	4,002	0	0%	0	0%	0	0%
Plywood & Veneers	1,223	3,079	0	4,002	0	0%	0	0%	0	0%
Pneumatic Equipment Components	560	3,644	0	4,002	0	0%	0	0%	0	0%
Pneumatic Tube Equipment & Systems	199	4,211	0	4,002	0	0%	0	0%	0	0%
Poison Control Centers	56	4,651	0	4,002	0	0%	0	0%	0	0%
Pole Line Contractors	117	4,421	0	4,002	0	0%	0	0%	0	0%
Pole Line Equipment	12	4,929	0	4,002	0	0%	0	0%	0	0%
Polyethylene Materials & Products	1,061	3,194	0	4,002	0	0%	0	0%	0	0%
Pools - Therapy	310	3,994	0	4,002	0	0%	0	0%	0	0%
Porcelain Enameling	34	4,774	0	4,002	0	0%	0	0%	0	0%
Porcelain Products	97	4,490	0	4,002	0	0%	0	0%	0	0%
Portable Buildings - Moving	39	4,745	0	4,002	0	0%	0	0%	0	0%
Portato Chips	461	3,770	0	4,002	0	0%	0	0%	0	0%
Poultry - Wholesale	473	3,757	0	4,002	0	0%	0	0%	0	0%
Poultry Brokers	404	3,834	0	4,002	0	0%	0	0%	0	0%
Power Plant Consultants	708	3,494	0	4,002	0	0%	0	0%	0	0%
Power Plant Equipment - Repairing	410	3,828	0	4,002	0	0%	0	0%	0	0%
Power Take - Offs	24	4,840	0	4,002	0	0%	0	0%	0	0%
Pressurization Equipment	79	4,556	0	4,002	0	0%	0	0%	0	0%
Print Blocks	4	5,014	0	4,002	0	0%	0	0%	0	0%
Printed & Etched Circuits	879	3,334	0	4,002	0	0%	0	0%	0	0%
Printing Plates	184	4,251	0	4,002	0	0%	0	0%	0	0%
Printing Repair	186	4,244	0	4,002	0	0%	0	0%	0	0%
Printing Rollers	168	4,286	0	4,002	0	0%	0	0%	0	0%
Protein Purification	146	4,336	0	4,002	0	0%	0	0%	0	0%
Pulleys	35	4,768	0	4,002	0	0%	0	0%	0	0%
Pulp & Pulp Products	157	4,305	0	4,002	0	0%	0	0%	0	0%
Punch Presses	1	5,075	0	4,002	0	0%	0	0%	0	0%
Punches	10	4,949	0	4,002	0	0%	0	0%	0	0%
Quartz	393	3,858	0	4,002	0	0%	0	0%	0	0%
Quilts - Renovating	25	4,832	0	4,002	0	0%	0	0%	0	0%
Racquetball Court Construction	9	4,958	0	4,002	0	0%	0	0%	0	0%
Racquetball Courts - Public	41	4,731	0	4,002	0	0%	0	0%	0	0%
Racquetball Equipment & Supplies	44	4,706	0	4,002	0	0%	0	0%	0	0%
Radio Direction Finders	3	5,027	0	4,002	0	0%	0	0%	0	0%
Radio Program Surveys	69	4,592	0	4,002	0	0%	0	0%	0	0%
Radio Station Reps	298	4,012	0	4,002	0	0%	0	0%	0	0%
Radioactive Materials	154	4,309	0	4,002	0	0%	0	0%	0	0%
Radioactivity Instruments, Supplies, Services	75	4,572	0	4,002	0	0%	0	0%	0	0%
Railroad Car Leasing	201	4,204	0	4,002	0	0%	0	0%	0	0%
Railroad Equipment & Supplies	1,415	2,959	0	4,002	0	0%	0	0%	0	0%
Railroad Ties - Dealers	332	3,957	0	4,002	0	0%	0	0%	0	0%
Railroad Ties - Wholesale & Manufacturers	58	4,640	0	4,002	0	0%	0	0%	0	0%
Rainwater Harvesting Systems	851	3,353	0	4,002	0	0%	0	0%	0	0%
Rainwear	55	4,655	0	4,002	0	0%	0	0%	0	0%
Ranges & Ovens - Service & Repair	478	3,747	0	4,002	0	0%	0	0%	0	0%
Ranges & Ovens - Supplies & Parts	52	4,673	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Ranges & Ovens - Wholesale & Manufacturers	176	4,267	0	4,002	0	0%	0	0%	0	0%
Rattan, Reeds & Willows	1	5,075	0	4,002	0	0%	0	0%	0	0%
Ravioli	24	4,840	0	4,002	0	0%	0	0%	0	0%
Rayon Fabrics	19	4,878	0	4,002	0	0%	0	0%	0	0%
Recording Instruments - Industrial & Scientific	229	4,156	0	4,002	0	0%	0	0%	0	0%
Rectifiers - Electric	8	4,974	0	4,002	0	0%	0	0%	0	0%
Reflectors	5	5,005	0	4,002	0	0%	0	0%	0	0%
Refreshment Stands	266	4,077	0	4,002	0	0%	0	0%	0	0%
Rehabilitation Products - Pediatric	1,074	3,186	0	4,002	0	0%	0	0%	0	0%
Reiki Therapy	283	4,042	0	4,002	0	0%	0	0%	0	0%
Rendering Companies	1,270	3,044	0	4,002	0	0%	0	0%	0	0%
Renovation Inspection	600	3,608	0	4,002	0	0%	0	0%	0	0%
Reserve Study	304	4,004	0	4,002	0	0%	0	0%	0	0%
Resins	519	3,696	0	4,002	0	0%	0	0%	0	0%
Rest Homes - Info & Placement Bureaus	377	3,883	0	4,002	0	0%	0	0%	0	0%
Ribbon Printing	212	4,178	0	4,002	0	0%	0	0%	0	0%
Ribbers	1,245	3,064	0	4,002	0	0%	0	0%	0	0%
Right of Way Acquisition Service	654	3,552	0	4,002	0	0%	0	0%	0	0%
Rivets	140	4,358	0	4,002	0	0%	0	0%	0	0%
Road Building Equipment	132	4,381	0	4,002	0	0%	0	0%	0	0%
Road Oiling & Dust Control	342	3,946	0	4,002	0	0%	0	0%	0	0%
Rockfall Mitigation	42	4,722	0	4,002	0	0%	0	0%	0	0%
Rodeos	462	3,769	0	4,002	0	0%	0	0%	0	0%
Rods - Threaded	172	4,277	0	4,002	0	0%	0	0%	0	0%
Rollers	18	4,886	0	4,002	0	0%	0	0%	0	0%
Rolling Mill Machinery	32	4,784	0	4,002	0	0%	0	0%	0	0%
Rope	498	3,722	0	4,002	0	0%	0	0%	0	0%
Rope Splicing	1	5,075	0	4,002	0	0%	0	0%	0	0%
Rotogravure Printers	95	4,497	0	4,002	0	0%	0	0%	0	0%
Rubber - Crude	13	4,922	0	4,002	0	0%	0	0%	0	0%
Rubber - Synthetic	741	3,455	0	4,002	0	0%	0	0%	0	0%
Rubber Bands	375	3,888	0	4,002	0	0%	0	0%	0	0%
Rubber Working Machinery	72	4,585	0	4,002	0	0%	0	0%	0	0%
Rulers & Yardsticks	2	5,051	0	4,002	0	0%	0	0%	0	0%
Rust Preventatives & Removers	1,000	3,236	0	4,002	0	0%	0	0%	0	0%
Rustproofing - Industrial	136	4,369	0	4,002	0	0%	0	0%	0	0%
Safes & Vaults - Opening & Repairing	232	4,146	0	4,002	0	0%	0	0%	0	0%
Safety Cans	25	4,832	0	4,002	0	0%	0	0%	0	0%
Saleds	93	4,514	0	4,002	0	0%	0	0%	0	0%
Sample Cards & Books	98	4,485	0	4,002	0	0%	0	0%	0	0%
Sanctuaries - Wild Life	470	3,761	0	4,002	0	0%	0	0%	0	0%
Sand & Gravel Handling Equipment	332	3,957	0	4,002	0	0%	0	0%	0	0%
Sandblasting Equipment & Supplies	1,923	2,710	0	4,002	0	0%	0	0%	0	0%
Sanitariums	6	4,994	0	4,002	0	0%	0	0%	0	0%
Sanitary Napkins	206	4,192	0	4,002	0	0%	0	0%	0	0%
Sausage Casings	39	4,745	0	4,002	0	0%	0	0%	0	0%
Savings & Loan Association - Reprs	32	4,784	0	4,002	0	0%	0	0%	0	0%
Sawdust & Shavings	492	3,727	0	4,002	0	0%	0	0%	0	0%
Scales - Repair	370	3,894	0	4,002	0	0%	0	0%	0	0%
Scenery Studio	108	4,449	0	4,002	0	0%	0	0%	0	0%
Scientists	466	3,765	0	4,002	0	0%	0	0%	0	0%
Scrap Rubber	526	3,685	0	4,002	0	0%	0	0%	0	0%
Screw Machine Products	974	3,265	0	4,002	0	0%	0	0%	0	0%
Screw Machines & Equipment	83	4,542	0	4,002	0	0%	0	0%	0	0%
Screws	322	3,979	0	4,002	0	0%	0	0%	0	0%
Sculptors Equipment & Supplies	51	4,678	0	4,002	0	0%	0	0%	0	0%
Seals - O-Ring	326	3,967	0	4,002	0	0%	0	0%	0	0%
Seeding	909	3,311	0	4,002	0	0%	0	0%	0	0%
Seismograph Equipment & Supplies	16	4,902	0	4,002	0	0%	0	0%	0	0%
Seismograph Service	53	4,666	0	4,002	0	0%	0	0%	0	0%
Senior Move Manager	1,398	2,966	0	4,002	0	0%	0	0%	0	0%
Separators	23	4,846	0	4,002	0	0%	0	0%	0	0%
ServiceStation Supplies	285	4,037	0	4,002	0	0%	0	0%	0	0%
Sewing Machines - Industrial & Commercial	848	3,357	0	4,002	0	0%	0	0%	0	0%
Shade Sails	244	4,123	0	4,002	0	0%	0	0%	0	0%
Shafting	12	4,929	0	4,002	0	0%	0	0%	0	0%
Shavers - Electric Repair	488	3,734	0	4,002	0	0%	0	0%	0	0%
Shielding - Magnetic, Electrostatic	211	4,180	0	4,002	0	0%	0	0%	0	0%
Shims	37	4,757	0	4,002	0	0%	0	0%	0	0%
Shingles	1,500	2,903	0	4,002	0	0%	0	0%	0	0%
Ship Builders & Repair	1,157	3,120	0	4,002	0	0%	0	0%	0	0%
Ship Chandlers	53	4,666	0	4,002	0	0%	0	0%	0	0%
Ship Registers	1	5,075	0	4,002	0	0%	0	0%	0	0%
Ship Wreckers	59	4,636	0	4,002	0	0%	0	0%	0	0%
Shoe Laces	40	4,743	0	4,002	0	0%	0	0%	0	0%
Shoe Machinery	42	4,722	0	4,002	0	0%	0	0%	0	0%
Shortening	10	4,949	0	4,002	0	0%	0	0%	0	0%
Shot Peening	188	4,241	0	4,002	0	0%	0	0%	0	0%
Shovels - Power	19	4,878	0	4,002	0	0%	0	0%	0	0%
Shower Curtains - Wholesale & Manufacturers	107	4,453	0	4,002	0	0%	0	0%	0	0%
Shower Pan Replacement	173	4,271	0	4,002	0	0%	0	0%	0	0%
Shredding Services	3,024	2,350	0	4,002	0	0%	0	0%	0	0%
Shuffleboards	57	4,645	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Signals	198	4,218	0	4,002	0	0%	0	0%	0	0%
Signs - Exit Signs	249	4,113	0	4,002	0	0%	0	0%	0	0%
Silage Covering	76	4,569	0	4,002	0	0%	0	0%	0	0%
Silverware	2,114	2,631	0	4,002	0	0%	0	0%	0	0%
Singing Telegrams	374	3,890	0	4,002	0	0%	0	0%	0	0%
Skate Sharpening	200	4,206	0	4,002	0	0%	0	0%	0	0%
Skating Rinks - Installation, Equipment & Supplies	95	4,497	0	4,002	0	0%	0	0%	0	0%
Ski Lift Equipment	22	4,853	0	4,002	0	0%	0	0%	0	0%
Slicing Machines	2	5,051	0	4,002	0	0%	0	0%	0	0%
Slings	161	4,297	0	4,002	0	0%	0	0%	0	0%
Slippers - Wholesale & Manufacturers	193	4,229	0	4,002	0	0%	0	0%	0	0%
Smelters & Refiners - Base Metals	517	3,698	0	4,002	0	0%	0	0%	0	0%
Smoke Odor Counteracting Service	258	4,099	0	4,002	0	0%	0	0%	0	0%
Smoke Stacks	43	4,714	0	4,002	0	0%	0	0%	0	0%
Snow Making Machines	44	4,706	0	4,002	0	0%	0	0%	0	0%
Snow Removal Service - Roof	1,020	3,222	0	4,002	0	0%	0	0%	0	0%
Soap Dispensers	194	4,226	0	4,002	0	0%	0	0%	0	0%
Soda Fountain Equipment	690	3,513	0	4,002	0	0%	0	0%	0	0%
Soda Fountain Equipment - Repairing	3	5,027	0	4,002	0	0%	0	0%	0	0%
Soffit & Fascia	320	3,982	0	4,002	0	0%	0	0%	0	0%
Soil Conservation Service	612	3,592	0	4,002	0	0%	0	0%	0	0%
Soil Solidification	528	3,683	0	4,002	0	0%	0	0%	0	0%
Solar Panel Cleaning	387	3,873	0	4,002	0	0%	0	0%	0	0%
Solder	7	4,984	0	4,002	0	0%	0	0%	0	0%
Soldering Equipment	88	4,526	0	4,002	0	0%	0	0%	0	0%
Solvents	146	4,336	0	4,002	0	0%	0	0%	0	0%
Solvents - Reclaiming	15	4,911	0	4,002	0	0%	0	0%	0	0%
Sound Effect Records	11	4,940	0	4,002	0	0%	0	0%	0	0%
Sound Level Testing - Industrial	43	4,714	0	4,002	0	0%	0	0%	0	0%
Soy Bean Products	247	4,117	0	4,002	0	0%	0	0%	0	0%
Spark Plugs	20	4,868	0	4,002	0	0%	0	0%	0	0%
Speech Aid Devices	350	3,935	0	4,002	0	0%	0	0%	0	0%
Spill Control Equipment & Materials	145	4,340	0	4,002	0	0%	0	0%	0	0%
Spill Control Service	49	4,683	0	4,002	0	0%	0	0%	0	0%
Spray On Siding	889	3,326	0	4,002	0	0%	0	0%	0	0%
Springs - Coil, Flat - Distributors & Manufacturing	1,147	3,132	0	4,002	0	0%	0	0%	0	0%
Sprockets	3	5,027	0	4,002	0	0%	0	0%	0	0%
Square Dance Apparel	82	4,548	0	4,002	0	0%	0	0%	0	0%
Squash Courts - Private	17	4,898	0	4,002	0	0%	0	0%	0	0%
Stabilizers	151	4,321	0	4,002	0	0%	0	0%	0	0%
Stakes	22	4,853	0	4,002	0	0%	0	0%	0	0%
Stamp Machines	33	4,781	0	4,002	0	0%	0	0%	0	0%
Stamp Pads	20	4,868	0	4,002	0	0%	0	0%	0	0%
Stamps - Collecting Supplies	49	4,683	0	4,002	0	0%	0	0%	0	0%
Staples, Staplers & Tackers	129	4,389	0	4,002	0	0%	0	0%	0	0%
Static Controls	77	4,563	0	4,002	0	0%	0	0%	0	0%
Steam Cleaning - Automotive	181	4,257	0	4,002	0	0%	0	0%	0	0%
Steam Specialties	105	4,464	0	4,002	0	0%	0	0%	0	0%
Steam Traps	38	4,754	0	4,002	0	0%	0	0%	0	0%
Steel & Brass Stamps	1	5,075	0	4,002	0	0%	0	0%	0	0%
Steel - Used	95	4,497	0	4,002	0	0%	0	0%	0	0%
Steeple Jacks	260	4,094	0	4,002	0	0%	0	0%	0	0%
Steeple & Spire	1	5,075	0	4,002	0	0%	0	0%	0	0%
Stem cell nutrition	257	4,101	0	4,002	0	0%	0	0%	0	0%
Stencil Cutting Machines	9	4,958	0	4,002	0	0%	0	0%	0	0%
Stencils & Stencil Supplies	198	4,218	0	4,002	0	0%	0	0%	0	0%
Stenographers - Public	889	3,326	0	4,002	0	0%	0	0%	0	0%
Sterilizing Service	88	4,526	0	4,002	0	0%	0	0%	0	0%
Stevedoring Contractors	232	4,146	0	4,002	0	0%	0	0%	0	0%
Stone Slinger	1	5,075	0	4,002	0	0%	0	0%	0	0%
Stools	156	4,307	0	4,002	0	0%	0	0%	0	0%
Strainers - Wholesale & Manufacturers	9	4,958	0	4,002	0	0%	0	0%	0	0%
Strapping & Strapping Equipment	145	4,340	0	4,002	0	0%	0	0%	0	0%
Street Cleaning	786	3,415	0	4,002	0	0%	0	0%	0	0%
Street Cleaning Equipment	173	4,271	0	4,002	0	0%	0	0%	0	0%
Stress Relief Equipment & Supplies - Industrial	136	4,369	0	4,002	0	0%	0	0%	0	0%
Strippers - Mechanical	29	4,805	0	4,002	0	0%	0	0%	0	0%
Structural Imaging	42	4,722	0	4,002	0	0%	0	0%	0	0%
Structural Support - Underground	70	4,589	0	4,002	0	0%	0	0%	0	0%
Stucco Manufacturers & Distributors	831	3,376	0	4,002	0	0%	0	0%	0	0%
Sugar Brokers & Wholesalers	3	5,027	0	4,002	0	0%	0	0%	0	0%
Sugar Refiners	46	4,697	0	4,002	0	0%	0	0%	0	0%
Suicide Prevention Service	16	4,902	0	4,002	0	0%	0	0%	0	0%
Sump Pump Contractors	888	3,328	0	4,002	0	0%	0	0%	0	0%
Sundials	1	5,075	0	4,002	0	0%	0	0%	0	0%
Surveyors - Cargo	41	4,731	0	4,002	0	0%	0	0%	0	0%
Sweaters - Trimming Service	23	4,846	0	4,002	0	0%	0	0%	0	0%
Sweeping Compounds	10	4,949	0	4,002	0	0%	0	0%	0	0%
Synagogues	3	5,027	0	4,002	0	0%	0	0%	0	0%
Table Tops	524	3,687	0	4,002	0	0%	0	0%	0	0%
Tables - Folding	701	3,502	0	4,002	0	0%	0	0%	0	0%
Tailoring Instruction	35	4,768	0	4,002	0	0%	0	0%	0	0%
Tank Heads	870	3,338	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Tanks - Metal	2,244	2,584	0	4,002	0	0%	0	0%	0	0%
Tanks - Repair	1,128	3,153	0	4,002	0	0%	0	0%	0	0%
Tape Recorders - Sound - Service & Repair	62	4,622	0	4,002	0	0%	0	0%	0	0%
Tape Recorders - Sound - Supplies & Parts	43	4,714	0	4,002	0	0%	0	0%	0	0%
Tapes - Industrial	393	3,858	0	4,002	0	0%	0	0%	0	0%
Tapes - Sound - Dealers	95	4,497	0	4,002	0	0%	0	0%	0	0%
Tapes - Sound - Wholesale & Manufacturers	41	4,731	0	4,002	0	0%	0	0%	0	0%
Tax Return Preparation - OTR Truck Drivers	222	4,166	0	4,002	0	0%	0	0%	0	0%
Tear Gas	6	4,994	0	4,002	0	0%	0	0%	0	0%
Telegraph Service	652	3,553	0	4,002	0	0%	0	0%	0	0%
Telemeter Equipment	83	4,542	0	4,002	0	0%	0	0%	0	0%
Telephone 900 Number Resellers	353	3,927	0	4,002	0	0%	0	0%	0	0%
Teletypewriters & Systems	11	4,940	0	4,002	0	0%	0	0%	0	0%
Teletypewriters Message Service	177	4,265	0	4,002	0	0%	0	0%	0	0%
Teletypewriters Supplies	3	5,027	0	4,002	0	0%	0	0%	0	0%
Television Station Reps	78	4,560	0	4,002	0	0%	0	0%	0	0%
Temperature Measuring Materials	201	4,204	0	4,002	0	0%	0	0%	0	0%
Tennis Court Enclosures	17	4,898	0	4,002	0	0%	0	0%	0	0%
Tennis Racket Stringing Machines	3	5,027	0	4,002	0	0%	0	0%	0	0%
Terra Cotta	45	4,700	0	4,002	0	0%	0	0%	0	0%
Terrazzo Equipment & Supplies	9	4,958	0	4,002	0	0%	0	0%	0	0%
Textile Converting	289	4,027	0	4,002	0	0%	0	0%	0	0%
Textile Printing Equipment & Supplies	657	3,548	0	4,002	0	0%	0	0%	0	0%
Theatrical Managers & Producers	596	3,612	0	4,002	0	0%	0	0%	0	0%
Therapeutic and Educational Supplies	241	4,128	0	4,002	0	0%	0	0%	0	0%
Therapy Dogs	48	4,688	0	4,002	0	0%	0	0%	0	0%
Thermal Remediation	32	4,784	0	4,002	0	0%	0	0%	0	0%
Thermograph Equipment & Supplies	16	4,902	0	4,002	0	0%	0	0%	0	0%
Thermographers	259	4,095	0	4,002	0	0%	0	0%	0	0%
Thermography - Infrared	133	4,379	0	4,002	0	0%	0	0%	0	0%
Thermometers	91	4,519	0	4,002	0	0%	0	0%	0	0%
Thread	54	4,661	0	4,002	0	0%	0	0%	0	0%
Thread Rolling, Cutting & Grinding	90	4,522	0	4,002	0	0%	0	0%	0	0%
Tiling	29	4,805	0	4,002	0	0%	0	0%	0	0%
Timber Framing	920	3,302	0	4,002	0	0%	0	0%	0	0%
Time Cards & Racks	131	4,383	0	4,002	0	0%	0	0%	0	0%
Time Locks	34	4,774	0	4,002	0	0%	0	0%	0	0%
Time Stamps	21	4,860	0	4,002	0	0%	0	0%	0	0%
Timing Devices	180	4,258	0	4,002	0	0%	0	0%	0	0%
Tin	18	4,886	0	4,002	0	0%	0	0%	0	0%
Tin ware	1	5,075	0	4,002	0	0%	0	0%	0	0%
Tinning	61	4,625	0	4,002	0	0%	0	0%	0	0%
Tire Storage	230	4,153	0	4,002	0	0%	0	0%	0	0%
Titanium	80	4,550	0	4,002	0	0%	0	0%	0	0%
Tobacco Growers Equipment & Supplies	94	4,506	0	4,002	0	0%	0	0%	0	0%
Tool & Die Makers Equipment & Supplies	1,720	2,791	0	4,002	0	0%	0	0%	0	0%
Tool Grinding - Industrial	457	3,776	0	4,002	0	0%	0	0%	0	0%
Tools - Pneumatic	857	3,349	0	4,002	0	0%	0	0%	0	0%
Tortilla & Tamale Making Equipment	106	4,459	0	4,002	0	0%	0	0%	0	0%
Tournaments - Golf	172	4,277	0	4,002	0	0%	0	0%	0	0%
Towels - Industrial	5	5,005	0	4,002	0	0%	0	0%	0	0%
Towing - Marine	1,158	3,119	0	4,002	0	0%	0	0%	0	0%
Tractor Mowing	412	3,825	0	4,002	0	0%	0	0%	0	0%
Tractor Work	261	4,090	0	4,002	0	0%	0	0%	0	0%
Traffic Engineers & Planning Service	973	3,266	0	4,002	0	0%	0	0%	0	0%
Transformers	646	3,560	0	4,002	0	0%	0	0%	0	0%
Translators Equipment	80	4,550	0	4,002	0	0%	0	0%	0	0%
Trap & Skeeet Ranges	126	4,399	0	4,002	0	0%	0	0%	0	0%
Travelers Checks	35	4,768	0	4,002	0	0%	0	0%	0	0%
Tree Climbing Instruction	3	5,027	0	4,002	0	0%	0	0%	0	0%
Truck Terminals	143	4,347	0	4,002	0	0%	0	0%	0	0%
Truck Washing & Cleaning - Equipment & Supplies	686	3,517	0	4,002	0	0%	0	0%	0	0%
Trucking - Liquid Or Dry Bulk	2,988	2,359	0	4,002	0	0%	0	0%	0	0%
Tube Bending & Fabricating	613	3,589	0	4,002	0	0%	0	0%	0	0%
Tube Cleaning & Expanding Equipment	43	4,714	0	4,002	0	0%	0	0%	0	0%
Tube Fittings	126	4,399	0	4,002	0	0%	0	0%	0	0%
Tubing - Metal	723	3,471	0	4,002	0	0%	0	0%	0	0%
Tunneling Contractors	192	4,232	0	4,002	0	0%	0	0%	0	0%
Turnstiles	76	4,569	0	4,002	0	0%	0	0%	0	0%
Twines & Cordage	84	4,539	0	4,002	0	0%	0	0%	0	0%
Typographers	1,237	3,067	0	4,002	0	0%	0	0%	0	0%
U-Catch Fishing	183	4,254	0	4,002	0	0%	0	0%	0	0%
Umbrellas - Repairing	1	5,075	0	4,002	0	0%	0	0%	0	0%
Unemployment Representation	26	4,824	0	4,002	0	0%	0	0%	0	0%
Utility Tax Refunds for Manufacturers & Business	63	4,619	0	4,002	0	0%	0	0%	0	0%
Vacuum Cleaning - Industrial	793	3,411	0	4,002	0	0%	0	0%	0	0%
Valves	3,903	2,135	0	4,002	0	0%	0	0%	0	0%
Valves - Repairing	454	3,778	0	4,002	0	0%	0	0%	0	0%
Variable Speed Drives	39	4,745	0	4,002	0	0%	0	0%	0	0%
Venetian Blinds - Repair	51	4,678	0	4,002	0	0%	0	0%	0	0%
Vessels - Pressure	249	4,113	0	4,002	0	0%	0	0%	0	0%
Vials	77	4,563	0	4,002	0	0%	0	0%	0	0%
Vibration Control	330	3,961	0	4,002	0	0%	0	0%	0	0%

US and Canada BBB
2014 Statistics
Sorted by Complaints

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable to Pursue	%
Vibration Measurement	235	4,140	0	4,002	0	0%	0	0%	0	0%
Vibrators - Industrial	17	4,898	0	4,002	0	0%	0	0%	0	0%
Video Tapes & Discs - Wholesale & Manufacturers	994	3,241	0	4,002	0	0%	0	0%	0	0%
Visual Control Systems	101	4,477	0	4,002	0	0%	0	0%	0	0%
Visual Impairment Products & Services	74	4,578	0	4,002	0	0%	0	0%	0	0%
Voting Equipment	125	4,407	0	4,002	0	0%	0	0%	0	0%
Wall Bed Manufacturer	18	4,886	0	4,002	0	0%	0	0%	0	0%
Wall Cleaning	350	3,935	0	4,002	0	0%	0	0%	0	0%
Washing Machines & Dryers - Supplies & Parts	18	4,886	0	4,002	0	0%	0	0%	0	0%
Washing Machines & Dryers - Wholesale & Manufacturers	9	4,958	0	4,002	0	0%	0	0%	0	0%
Waste - Cotton, Wool	30	4,800	0	4,002	0	0%	0	0%	0	0%
Water Coolers - Bottle less	191	4,236	0	4,002	0	0%	0	0%	0	0%
Water Craft Repair	45	4,700	0	4,002	0	0%	0	0%	0	0%
Water Pollution Control	610	3,596	0	4,002	0	0%	0	0%	0	0%
Waterbeds - Service & Repair	9	4,958	0	4,002	0	0%	0	0%	0	0%
Waterbeds - Supplies & Parts	12	4,929	0	4,002	0	0%	0	0%	0	0%
Waterbeds - Wholesale & Manufacturers	7	4,984	0	4,002	0	0%	0	0%	0	0%
Weaving & Mending	115	4,426	0	4,002	0	0%	0	0%	0	0%
Weaving Supplies & Equipment	170	4,281	0	4,002	0	0%	0	0%	0	0%
Weighers	86	4,533	0	4,002	0	0%	0	0%	0	0%
Welding Equipment - Rent	613	3,589	0	4,002	0	0%	0	0%	0	0%
Welding Inspectors	309	3,995	0	4,002	0	0%	0	0%	0	0%
Wellpoint & Dewatering Systems	264	4,083	0	4,002	0	0%	0	0%	0	0%
Winding Machinery	26	4,824	0	4,002	0	0%	0	0%	0	0%
Window Shades - Repair	170	4,281	0	4,002	0	0%	0	0%	0	0%
Windows - Egress	486	3,737	0	4,002	0	0%	0	0%	0	0%
Wiping Cloths	473	3,757	0	4,002	0	0%	0	0%	0	0%
Wire Cloth	42	4,722	0	4,002	0	0%	0	0%	0	0%
Wire Products	2,219	2,594	0	4,002	0	0%	0	0%	0	0%
Wire Stitching Machines & Supplies	67	4,602	0	4,002	0	0%	0	0%	0	0%
Wire Straighten & Cut	26	4,824	0	4,002	0	0%	0	0%	0	0%
Wire Strippers	20	4,868	0	4,002	0	0%	0	0%	0	0%
Wood Preservatives	357	3,919	0	4,002	0	0%	0	0%	0	0%
Wool	294	4,018	0	4,002	0	0%	0	0%	0	0%
Woolen Goods - Wholesale & Manufacturers	354	3,923	0	4,002	0	0%	0	0%	0	0%
Word Process System, Consultant, Designer	22	4,853	0	4,002	0	0%	0	0%	0	0%
X-Ray Duplicating Services	107	4,453	0	4,002	0	0%	0	0%	0	0%
Zippers	229	4,156	0	4,002	0	0%	0	0%	0	0%
Zippers - Repair	24	4,840	0	4,002	0	0%	0	0%	0	0%