

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Online Retailer	38,215	40	1,031	1	823	80%	200	19%	8	1%
High Risk Free Trial Offers	26,834	61	886	2	420	47%	466	53%	0	0%
Furniture Stores	71,744	19	667	3	519	78%	139	21%	9	1%
New Car Dealers	97,490	14	638	4	517	81%	120	19%	1	0%
Moving Companies	237,019	3	517	5	298	58%	208	40%	11	2%
Department Stores	10,510	160	507	6	440	87%	34	7%	33	7%
Collections Agencies	132,455	10	502	7	483	96%	17	3%	2	0%
Cell Phone Supplies	36,634	41	469	8	423	90%	44	9%	2	0%
Used Car Dealers	210,623	4	431	9	301	70%	123	29%	7	2%
Roofing Contractors	409,796	1	367	10	209	57%	144	39%	14	4%
Heating and Air Conditioning	138,733	9	366	11	314	86%	49	13%	3	1%
Telephones	27,492	59	365	12	337	92%	27	7%	1	0%
Cable TV	5,316	299	290	13	284	98%	6	2%	0	0%
Wholesale Electronic Supplies	7,094	235	290	13	289	100%	1	0%	0	0%
Internet Service	53,405	27	281	15	198	70%	81	29%	2	1%
General Contractor	258,970	2	277	16	123	44%	144	52%	10	4%
Water Heater Dealers	30,380	51	271	17	245	90%	24	9%	2	1%
Auto Repair	113,823	11	239	18	165	69%	70	29%	4	2%
Dating Services	15,071	116	236	19	208	88%	28	12%	0	0%
Online Shopping	26,126	62	225	20	113	50%	104	46%	8	4%
Plumber	206,373	5	217	21	179	82%	33	15%	5	2%
Parking Facilities	11,759	143	216	22	194	90%	21	10%	1	0%
Auto Manufacturers	9,426	176	201	23	175	87%	26	13%	0	0%
Travel Agency	59,967	23	192	24	177	92%	13	7%	2	1%
Health Club	19,738	85	178	25	162	91%	14	8%	2	1%
Online Travel Agency	11,752	144	178	25	172	97%	6	3%	0	0%
Publishers Directory	12,923	131	170	27	107	63%	63	37%	0	0%
Burglar Alarm Systems	44,810	35	168	28	160	95%	8	5%	0	0%
Electronic Equipment Dealers	13,477	124	159	29	147	92%	11	7%	1	1%
Retail Florist	9,765	170	158	30	140	89%	17	11%	1	1%
VoIP Phone	11,426	146	152	31	150	99%	2	1%	0	0%
Delivery Service	16,129	106	146	32	135	92%	11	8%	0	0%
Landscape Contractors	143,765	8	143	33	70	49%	62	43%	11	8%
Home Builders	148,526	7	140	34	108	77%	32	23%	0	0%
Home Improvement	177,738	6	136	35	78	57%	53	39%	5	4%
Consumer Finance Companies	55,689	26	134	36	126	94%	8	6%	0	0%
Bank	17,162	98	128	37	99	77%	29	23%	0	0%
Major Appliance Dealers	29,820	53	128	37	111	87%	14	11%	3	2%
Auto Renting and Leasing	15,362	113	125	39	81	65%	43	34%	1	1%
Hotels	8,035	208	123	40	79	64%	44	36%	0	0%
Major Appliance Services	40,405	38	121	41	50	41%	70	58%	1	1%
Residential Air Conditioning Contractors	36,229	42	121	41	87	72%	24	20%	10	8%
Lawn Maintenance	50,390	30	117	43	101	86%	16	14%	0	0%
Loans	60,509	22	115	44	101	88%	13	11%	1	1%
Paving Contractors	84,237	16	115	44	60	52%	51	44%	4	3%
Airlines	2,587	512	111	46	27	24%	84	76%	0	0%
Computer Hardware	48,178	32	108	47	86	80%	21	19%	1	1%
Restaurants	11,501	145	107	48	61	57%	44	41%	2	2%
Windows	59,942	24	107	48	80	75%	21	20%	6	6%
Window and Door Installation	73,265	18	105	50	87	83%	15	14%	3	3%
Insurance Companies	53,040	28	104	51	96	92%	8	8%	0	0%
Clothing	15,093	115	103	52	74	72%	22	21%	7	7%
Beauty Salon	28,153	57	102	53	72	71%	25	25%	5	5%
Security Cameras	4,083	358	101	54	93	92%	8	8%	0	0%
Tour Operators	17,973	93	101	54	101	100%	0	0%	0	0%

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TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Computer Dealers	19,820	84	100	56	91	91%	9	9%	0	0%
Toys	5,344	298	95	57	30	32%	37	39%	28	29%
Concrete Contractors	73,893	17	92	58	47	51%	43	47%	2	2%
Energy Service Company	22,842	70	91	59	79	87%	12	13%	0	0%
Property Management	98,110	13	91	59	64	70%	25	27%	2	2%
Snow Removal Services	25,257	64	86	61	62	72%	19	22%	5	6%
Moving and Storage Companies	32,001	48	83	62	40	48%	41	49%	2	2%
Utility Contractors	3,166	423	82	63	82	100%	0	0%	0	0%
Fitness Center	8,048	206	80	64	45	56%	32	40%	3	4%
Water Purification Equipment	27,345	60	77	65	50	65%	21	27%	6	8%
General Merchandise	3,587	385	72	66	43	60%	28	39%	1	1%
Wholesale Small Appliances	1,498	755	71	67	58	82%	13	18%	0	0%
Painting Contractors	87,797	15	68	68	37	54%	28	41%	3	4%
Legal Document Help	7,520	219	67	69	67	100%	0	0%	0	0%
Financial Services	33,588	46	65	70	58	89%	7	11%	0	0%
Advance Fee Brokers	16,020	109	64	71	0	0%	24	38%	40	63%
Jewelry Stores	34,012	45	64	71	42	66%	20	31%	2	3%
New Auto Parts	19,454	86	64	71	47	73%	17	27%	0	0%
Construction Services	67,773	21	62	74	27	44%	32	52%	3	5%
Auto Services	25,366	63	61	75	45	74%	16	26%	0	0%
Auto Body Repair and Painting	57,151	25	60	76	40	67%	20	33%	0	0%
Event Ticket Sales	12,627	134	60	76	59	98%	1	2%	0	0%
Directory Advertising	9,396	178	59	78	28	47%	30	51%	1	2%
Tax Return Preparation	17,274	97	59	78	47	80%	12	20%	0	0%
Mens Clothing	2,761	481	58	80	8	14%	50	86%	0	0%
Security System Monitors	28,693	54	57	81	48	84%	8	14%	1	2%
Skin Care	7,376	224	53	82	39	74%	13	25%	1	2%
Credit and Debt Counseling	36,088	43	52	83	45	87%	6	12%	1	2%
Home Accessories Online	3,796	373	52	83	52	100%	0	0%	0	0%
Incentive Programs	3,263	413	52	83	48	92%	4	8%	0	0%
Telephone System Dealers	1,822	659	52	83	52	100%	0	0%	0	0%
Heating Contractors	69,022	20	50	87	42	84%	6	12%	2	4%
Internet Marketing Services	11,242	149	50	87	46	92%	4	8%	0	0%
Computer Repair	16,591	103	49	89	34	69%	10	20%	5	10%
RV Dealers	16,943	100	49	89	43	88%	6	12%	0	0%
Dry Cleaners	9,700	171	48	91	27	56%	21	44%	0	0%
Photographer	4,898	316	48	91	16	33%	26	54%	6	13%
Safety Consultants	14,130	122	48	91	42	88%	6	13%	0	0%
Beauty Supplies	7,376	224	47	94	37	79%	10	21%	0	0%
Tire Dealers	18,676	90	47	94	30	64%	16	34%	1	2%
Towing Company	15,551	112	46	96	25	54%	20	43%	1	2%
Financing	11,792	142	45	97	41	91%	4	9%	0	0%
Mattress	9,891	169	45	97	37	82%	8	18%	0	0%
Radio Communication Equipment and Systems	1,536	745	45	97	42	93%	3	7%	0	0%
Retail Stores	2,984	448	45	97	33	73%	12	27%	0	0%
Health Products	14,318	121	44	101	15	34%	27	61%	2	5%
Home Renovation	43,650	36	44	101	31	70%	12	27%	1	2%
Vacuum Cleaners	7,357	227	43	103	29	67%	14	33%	0	0%
Window Installation	49,285	31	43	103	29	67%	13	30%	1	2%
Furniture Designers	8,040	207	42	105	19	45%	16	38%	7	17%
Motel	1,917	634	42	105	26	62%	16	38%	0	0%
Not Elsewhere Classified	20,623	80	42	105	36	86%	4	10%	2	5%
Pardon Services	13,068	128	42	105	25	60%	4	10%	13	31%
Vitamins and Supplements	5,313	300	42	105	29	69%	13	31%	0	0%
Web Design	21,216	78	42	105	26	62%	14	33%	2	5%

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TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Bullion Coin Dealers	2,979	449	41	111	38	93%	3	7%	0	0%
Promotional Products	3,357	403	41	111	1	2%	40	98%	0	0%
Furnace Repair	19,892	82	40	113	33	83%	7	18%	0	0%
Insurance Services Office	23,017	68	40	113	37	93%	3	8%	0	0%
Long Distance Phone Service	7,166	233	39	115	27	69%	12	31%	0	0%
Pool Contractors	19,874	83	39	115	30	77%	9	23%	0	0%
Commercial Air Conditioning Contractors	20,738	79	38	117	24	63%	11	29%	3	8%
Fireplace	17,758	94	38	117	24	63%	11	29%	3	8%
Hardware Sales	3,995	363	37	119	33	89%	4	11%	0	0%
Bathroom Design	28,411	55	36	120	26	72%	10	28%	0	0%
Bulk Food Store	2,287	559	36	120	34	94%	2	6%	0	0%
Fence Contractors	31,961	49	36	120	17	47%	19	53%	0	0%
Bins	1,719	688	35	123	4	11%	31	89%	0	0%
Cleaning Services	22,786	71	35	123	13	37%	20	57%	2	6%
Computer Parts	7,253	232	35	123	33	94%	2	6%	0	0%
Energy Management Consultant	4,443	339	35	123	34	97%	1	3%	0	0%
Extended Warranty Contract Service Companies	5,171	309	35	123	33	94%	2	6%	0	0%
Health and Wellness	48,145	33	35	123	27	77%	8	23%	0	0%
Pest Control	45,441	34	35	123	16	46%	18	51%	1	3%
Point of Sale Systems	10,454	161	35	123	29	83%	1	3%	5	14%
Wholesale Toys	678	1,144	35	123	22	63%	13	37%	0	0%
Electrician	98,573	12	34	132	27	79%	6	18%	1	3%
Parking Attendant	1,546	743	34	132	30	88%	3	9%	1	3%
Satellite Supplies	1,718	689	34	132	32	94%	1	3%	1	3%
Cable Installation	3,871	369	33	135	31	94%	1	3%	1	3%
Credit Cards and Plans	2,067	597	33	135	31	94%	2	6%	0	0%
Pizza	2,008	613	33	135	19	58%	14	42%	0	0%
Rental Furniture	977	943	33	135	29	88%	4	12%	0	0%
Mortgage Broker	51,061	29	32	139	20	63%	11	34%	1	3%
Business Credit Builder	3,182	421	31	140	29	94%	2	6%	0	0%
Credit Reporting Agencies	2,707	490	31	140	27	87%	4	13%	0	0%
House Cleaning	20,023	81	31	140	26	84%	5	16%	0	0%
Spa	6,872	244	31	140	17	55%	10	32%	4	13%
Building Contractors	32,703	47	30	144	17	57%	13	43%	0	0%
Fire and Water Damage Restoration	34,211	44	30	144	24	80%	5	17%	1	3%
Martial Arts	2,894	463	30	144	15	50%	15	50%	0	0%
Property Maintenance	22,548	74	29	147	21	72%	8	28%	0	0%
Waterproofing Contractors	16,754	101	29	147	18	62%	11	38%	0	0%
Building Materials	15,629	111	28	149	23	82%	3	11%	2	7%
Car Wash	4,881	318	28	149	20	71%	8	29%	0	0%
Dentist	10,452	162	28	149	24	86%	4	14%	0	0%
Hot Tub Dealers	13,766	123	28	149	23	82%	5	18%	0	0%
Locksmith	16,399	104	28	149	10	36%	17	61%	1	4%
Pharmacy	10,795	158	28	149	23	82%	4	14%	1	4%
Advertising Agencies	5,960	274	27	155	24	89%	3	11%	0	0%
Commercial Refrigeration	5,531	289	27	155	1	4%	26	96%	0	0%
Identification Card Service	886	1,000	27	155	21	78%	6	22%	0	0%
Limo Service	10,917	155	27	155	10	37%	17	63%	0	0%
Newspaper	1,747	681	27	155	24	89%	3	11%	0	0%
Spiritualist	5,471	293	27	155	27	100%	0	0%	0	0%
Junk Removal	6,908	242	26	161	10	38%	13	50%	3	12%
Small Appliance Services	13,236	126	26	161	8	31%	16	62%	2	8%
Catalog Shopping	4,947	314	25	163	23	92%	2	8%	0	0%
Gutters	25,157	65	25	163	19	76%	6	24%	0	0%
Kitchen Cabinets and Equipment	15,246	114	25	163	18	72%	7	28%	0	0%

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TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Payment Processing Services	7,775	213	25	163	23	92%	2	8%	0	0%
Retail Optical Goods	7,295	230	25	163	19	76%	6	24%	0	0%
Transportation	8,063	205	25	163	14	56%	10	40%	1	4%
Window Cleaning	16,608	102	25	163	16	64%	9	36%	0	0%
Coupon Service	6,824	246	24	170	23	96%	1	4%	0	0%
Major Appliance Parts	10,800	157	24	170	20	83%	4	17%	0	0%
Nail Salon	5,985	273	24	170	13	54%	11	46%	0	0%
Taxi	6,241	264	24	170	9	38%	14	58%	1	4%
Air Duct Cleaning	6,591	252	23	174	5	22%	14	61%	4	17%
Computer Software Developers	6,078	269	23	174	10	43%	13	57%	0	0%
Driveway Installation	8,093	201	23	174	7	30%	14	61%	2	9%
Electronic Equipment Repair	5,799	282	23	174	14	61%	9	39%	0	0%
Floor Coverings	12,958	129	23	174	11	48%	12	52%	0	0%
Hair Styling	3,774	375	23	174	12	52%	8	35%	3	13%
Industrial Recycling	5,290	303	23	174	15	65%	8	35%	0	0%
Real Estate Development	18,824	89	23	174	17	74%	5	22%	1	4%
Tablet Equipment	4,242	347	23	174	10	43%	12	52%	1	4%
Tree Service	40,506	37	23	174	10	43%	12	52%	1	4%
Web Hosting	6,971	238	23	174	18	78%	5	22%	0	0%
Yoga Instructor	1,813	662	23	174	10	43%	4	17%	9	39%
Carpet and Rug Cleaners	40,206	39	22	186	18	82%	3	14%	1	5%
Doors	9,919	168	22	186	10	45%	11	50%	1	5%
Mason Contractors	21,997	76	22	186	8	36%	12	55%	2	9%
Mobile Apps	1,005	930	22	186	20	91%	2	9%	0	0%
Retail Shoes	7,116	234	22	186	14	64%	4	18%	4	18%
Siding Contractors	22,419	75	22	186	15	68%	6	27%	1	5%
Storage Units	8,184	196	22	186	16	73%	6	27%	0	0%
Auctioneer	8,902	185	21	193	14	67%	7	33%	0	0%
Auto Lube	1,878	643	21	193	12	57%	8	38%	1	5%
Candles	10,644	159	21	193	21	100%	0	0%	0	0%
Commercial Products Wholesale and Distributor	9,057	180	21	193	16	76%	5	24%	0	0%
Driving School	4,476	336	21	193	10	48%	1	5%	10	48%
Electric Companies	2,667	498	21	193	18	86%	3	14%	0	0%
Fuel Oil	4,917	315	21	193	20	95%	1	5%	0	0%
Gift Baskets	2,044	602	21	193	2	10%	18	86%	1	5%
Health Insurance	6,775	247	21	193	21	100%	0	0%	0	0%
Immigration Consultant	19,397	87	21	193	12	57%	9	43%	0	0%
Marketing Programs	8,592	190	21	193	7	33%	14	67%	0	0%
New Carpet	19,248	88	21	193	17	81%	4	19%	0	0%
Accountant	15,944	110	20	205	12	60%	8	40%	0	0%
Child Care Centers	9,594	173	20	205	15	75%	5	25%	0	0%
Granite	12,843	132	20	205	12	60%	8	40%	0	0%
Grocery Store	3,991	365	20	205	18	90%	2	10%	0	0%
Home Electronics	5,291	302	20	205	17	85%	3	15%	0	0%
Office Supplies	3,045	441	20	205	20	100%	0	0%	0	0%
Tanning Salons	2,222	568	20	205	12	60%	8	40%	0	0%
Wedding Supplies	4,226	348	20	205	7	35%	12	60%	1	5%
Blinds	8,146	198	19	213	16	84%	3	16%	0	0%
Cable Contractors	1,318	808	19	213	19	100%	0	0%	0	0%
Flooring Contractors	12,168	138	19	213	11	58%	7	37%	1	5%
Health	7,518	220	19	213	14	74%	5	26%	0	0%
Lube Service	2,456	532	19	213	10	53%	9	47%	0	0%
Social Media Marketing	8,495	191	19	213	18	95%	1	5%	0	0%
Wholesale Florist	813	1,039	19	213	1	5%	18	95%	0	0%
Windshield Repair	10,407	165	19	213	14	74%	5	26%	0	0%

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TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Air Conditioning Contractor	11,981	140	18	221	2	11%	15	83%	1	6%
Commercial Manufacturers	1,284	825	18	221	15	83%	3	17%	0	0%
Countertops	14,543	119	18	221	11	61%	6	33%	1	6%
Couriers	4,204	351	18	221	8	44%	7	39%	3	17%
Educational Consultant	1,922	633	18	221	18	100%	0	0%	0	0%
Exercise Programs	5,112	310	18	221	7	39%	11	61%	0	0%
Foundation Contractors	21,616	77	18	221	12	67%	3	17%	3	17%
Handyman	18,422	91	18	221	7	39%	11	61%	0	0%
Landscape Maintenance	10,401	166	18	221	8	44%	10	56%	0	0%
Motorcycle Dealers	5,860	281	18	221	16	89%	2	11%	0	0%
Signs	6,262	262	18	221	14	78%	4	22%	0	0%
Sporting Goods Retail	5,441	294	18	221	14	78%	4	22%	0	0%
Swimwear	1,320	806	18	221	3	17%	15	83%	0	0%
Womens Clothing	4,892	317	18	221	10	56%	7	39%	1	6%
Bathroom Remodel	17,052	99	17	235	14	82%	3	18%	0	0%
Buying Clubs	2,044	602	17	235	7	41%	10	59%	0	0%
Custom Concrete	3,427	399	17	235	9	53%	8	47%	0	0%
Custom Shirts	747	1,092	17	235	9	53%	8	47%	0	0%
Debt Relief Service	2,125	583	17	235	2	12%	5	29%	10	59%
Discount Stores	3,985	366	17	235	13	76%	3	18%	1	6%
Dog Breeders	11,156	150	17	235	6	35%	11	65%	0	0%
Event Planner	2,750	483	17	235	7	41%	9	53%	1	6%
Garage Doors	22,563	73	17	235	14	82%	3	18%	0	0%
Gas Station	2,999	446	17	235	12	71%	5	29%	0	0%
Lawyers	30,552	50	17	235	14	82%	3	18%	0	0%
Payday Loans	11,421	147	17	235	14	82%	3	18%	0	0%
Retail Floor Materials	11,868	141	17	235	12	71%	5	29%	0	0%
Transmission	11,094	151	17	235	13	76%	4	24%	0	0%
Vacation Rentals	3,665	379	17	235	10	59%	6	35%	1	6%
Cabinets	11,059	152	16	250	11	69%	4	25%	1	6%
Information Bureaus	2,732	487	16	250	15	94%	1	6%	0	0%
Optician	2,856	468	16	250	14	88%	2	13%	0	0%
Resort	2,833	472	16	250	10	63%	6	38%	0	0%
Upholstery Fabric	2,668	497	16	250	6	38%	10	63%	0	0%
Auto Detailing	8,909	184	15	255	10	67%	3	20%	2	13%
Bathtub Repair	6,760	248	15	255	10	67%	5	33%	0	0%
Boat Dealers	6,410	259	15	255	15	100%	0	0%	0	0%
Deceptive Telemarketing Office Supply Sales	2,416	537	15	255	1	7%	1	7%	13	87%
Display Designer	4,583	330	15	255	13	87%	1	7%	1	7%
Driving Lessons	6,915	241	15	255	8	53%	7	47%	0	0%
Duct Cleaning	22,887	69	15	255	11	73%	2	13%	2	13%
Granite Installation	6,939	239	15	255	8	53%	7	47%	0	0%
Pet Shop	5,411	295	15	255	12	80%	3	20%	0	0%
Retail Sportswear	2,691	492	15	255	11	73%	4	27%	0	0%
Telescope	898	992	15	255	2	13%	13	87%	0	0%
Used Books	1,877	644	15	255	15	100%	0	0%	0	0%
Water Treatment Equipment	10,828	156	15	255	14	93%	1	7%	0	0%
Wigs	2,131	581	15	255	9	60%	6	40%	0	0%
Woodworking	6,932	240	15	255	4	27%	9	60%	2	13%
Amusement Parks	648	1,171	14	270	12	86%	2	14%	0	0%
Auto Warranty Processing	7,375	226	14	270	12	86%	2	14%	0	0%
Bridal Shops	1,938	627	14	270	9	64%	3	21%	2	14%
Cabinet Manufacturers	8,744	187	14	270	10	71%	4	29%	0	0%
Commercial Painter	10,112	167	14	270	10	71%	4	29%	0	0%
Contact Lenses	4,214	350	14	270	11	79%	2	14%	1	7%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Custom Curtains	3,849	370	14	270	8	57%	6	43%	0	0%
Home Inspection	24,292	66	14	270	9	64%	5	36%	0	0%
Laser Cosmetic Services	3,435	398	14	270	5	36%	9	64%	0	0%
Marketing Consultant	12,450	136	14	270	11	79%	3	21%	0	0%
Massage Therapist	5,411	295	14	270	10	71%	3	21%	1	7%
Natural Gas Companies	1,712	691	14	270	14	100%	0	0%	0	0%
Real Estate	18,009	92	14	270	10	71%	4	29%	0	0%
Traffic Consultants	1,320	806	14	270	7	50%	1	7%	6	43%
Utility Billing	5,597	288	14	270	13	93%	1	7%	0	0%
Carpenter	9,461	175	13	285	3	23%	9	69%	1	8%
Cleaning Supplies	1,192	859	13	285	11	85%	2	15%	0	0%
Collectibles	1,310	812	13	285	11	85%	0	0%	2	15%
Convenience Store	1,508	751	13	285	5	38%	8	62%	0	0%
Electric Bike	1,128	887	13	285	10	77%	1	8%	2	15%
Garage Door Repair	5,767	283	13	285	8	62%	5	38%	0	0%
Hardwood Floors	7,427	221	13	285	9	69%	4	31%	0	0%
Health Consultants	3,107	431	13	285	0	0%	11	85%	2	15%
Kitchen Accessories	4,589	329	13	285	10	77%	3	23%	0	0%
Mechanical Contractors	15,069	117	13	285	7	54%	6	46%	0	0%
Online Dating Services	1,703	692	13	285	1	8%	12	92%	0	0%
Pet Grooming	5,280	304	13	285	5	38%	6	46%	2	15%
Photography Equipment	1,756	677	13	285	8	62%	5	38%	0	0%
Tattoos	4,776	321	13	285	7	54%	5	38%	1	8%
Upholsterer	8,074	204	13	285	7	54%	5	38%	1	8%
Water Softener Supplies	8,340	195	13	285	11	85%	2	15%	0	0%
Weight Loss	3,924	368	13	285	7	54%	6	46%	0	0%
Window Glass	10,442	163	13	285	10	77%	0	0%	3	23%
Window Repair	3,450	397	13	285	7	54%	6	46%	0	0%
Wood Stoves	1,780	671	13	285	8	62%	5	38%	0	0%
Business School	12,677	133	12	305	6	50%	6	50%	0	0%
Cabin rentals	3,572	386	12	305	10	83%	2	17%	0	0%
Coin Card	426	1,417	12	305	12	100%	0	0%	0	0%
Deck Builder	6,873	243	12	305	8	67%	3	25%	1	8%
Farmers Market	6,136	267	12	305	6	50%	4	33%	2	17%
Floor Installation	11,058	153	12	305	7	58%	5	42%	0	0%
Furniture Repair	4,807	320	12	305	11	92%	1	8%	0	0%
Gymnasium	812	1,040	12	305	4	33%	6	50%	2	17%
Heat Pump	8,123	199	12	305	9	75%	3	25%	0	0%
Ink Cartridge Refill	1,826	658	12	305	0	0%	12	100%	0	0%
Insurance Agency	8,916	183	12	305	10	83%	2	17%	0	0%
Interior Designer	7,423	222	12	305	7	58%	4	33%	1	8%
Landscape Design	8,419	192	12	305	6	50%	6	50%	0	0%
Life Insurance	11,373	148	12	305	8	67%	4	33%	0	0%
Lingerie	1,759	675	12	305	4	33%	8	67%	0	0%
Pawnbroker	1,974	622	12	305	6	50%	5	42%	1	8%
Small Appliance Parts	8,155	197	12	305	12	100%	0	0%	0	0%
Tailor	1,628	713	12	305	7	58%	5	42%	0	0%
TV Program Distributors	972	945	12	305	4	33%	5	42%	3	25%
Accounting	7,260	231	11	324	3	27%	6	55%	2	18%
Air Purification Systems	13,147	127	11	324	8	73%	2	18%	1	9%
Aromatherapy	3,076	436	11	324	10	91%	1	9%	0	0%
ATV	2,836	471	11	324	5	45%	6	55%	0	0%
Auto Maintenance	2,480	522	11	324	8	73%	3	27%	0	0%
Auto Warranty Plans	3,175	422	11	324	11	100%	0	0%	0	0%
Bank Equipment	948	961	11	324	11	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Bed and Breakfast	1,256	837	11	324	6	55%	5	45%	0	0%
Business Form Printer	770	1,071	11	324	3	27%	8	73%	0	0%
Door Screens	1,991	617	11	324	5	45%	6	55%	0	0%
Electrical Contractors	17,559	96	11	324	6	55%	5	45%	0	0%
Excavating Contractors	30,065	52	11	324	6	55%	5	45%	0	0%
Fundraising Counselors and Organizations	5,951	275	11	324	11	100%	0	0%	0	0%
Home Accessories	1,074	903	11	324	8	73%	3	27%	0	0%
Kitchen Remodel	7,298	229	11	324	6	55%	4	36%	1	9%
Medical Equipment	4,764	323	11	324	7	64%	4	36%	0	0%
Muffler	2,044	602	11	324	6	55%	5	45%	0	0%
Online Gaming	482	1,337	11	324	11	100%	0	0%	0	0%
Process Server	1,865	647	11	324	1	9%	1	9%	9	82%
Stone Setting	4,486	335	11	324	3	27%	7	64%	1	9%
Vacuum Cleaners Repair	3,772	376	11	324	8	73%	3	27%	0	0%
Video Game Dealers	2,467	529	11	324	3	27%	6	55%	2	18%
Apartments	4,099	357	10	346	8	80%	1	10%	1	10%
Asphalt	5,270	305	10	346	3	30%	4	40%	3	30%
Cell Phone Equipment	2,074	594	10	346	2	20%	7	70%	1	10%
Clinic	2,014	612	10	346	6	60%	4	40%	0	0%
Clothing Alterations	1,343	798	10	346	4	40%	6	60%	0	0%
Commercial Tire Service	924	979	10	346	6	60%	4	40%	0	0%
Consignment Clothes	2,485	521	10	346	7	70%	1	10%	2	20%
Credit Card Processing Services	2,611	508	10	346	8	80%	2	20%	0	0%
Dance Company	1,697	693	10	346	5	50%	5	50%	0	0%
Ecommerce	2,616	506	10	346	10	100%	0	0%	0	0%
Expositions	1,158	873	10	346	2	20%	5	50%	3	30%
Heating System Repair	9,416	177	10	346	6	60%	4	40%	0	0%
High Risk Behavior/Practices	5,723	285	10	346	0	0%	7	70%	3	30%
Hot Tub Service and Repair	7,921	211	10	346	8	80%	2	20%	0	0%
Hot Tub Supplies	1,405	776	10	346	9	90%	1	10%	0	0%
Insulation Contractors	22,577	72	10	346	8	80%	2	20%	0	0%
Laboratory Testing	5,697	287	10	346	3	30%	7	70%	0	0%
Lawn and Garden	2,989	447	10	346	10	100%	0	0%	0	0%
Manufacturer Representative	1,927	632	10	346	8	80%	2	20%	0	0%
Office Furniture	3,039	442	10	346	8	80%	2	20%	0	0%
Paralegal	8,084	202	10	346	3	30%	7	70%	0	0%
Patio Enclosures	12,503	135	10	346	8	80%	2	20%	0	0%
Plumbing Renovation	5,519	291	10	346	7	70%	2	20%	1	10%
Propane	3,080	435	10	346	9	90%	1	10%	0	0%
Resume Services	2,901	460	10	346	8	80%	2	20%	0	0%
Sewer Cleaning	8,925	182	10	346	8	80%	1	10%	1	10%
Solar Energy Equipment Dealers	16,118	107	10	346	8	80%	2	20%	0	0%
Talent Agencies	16,183	105	10	346	9	90%	1	10%	0	0%
Truck Dealers	3,202	420	10	346	9	90%	1	10%	0	0%
Used Appliances	2,749	484	10	346	4	40%	6	60%	0	0%
Video Production Services	1,938	627	10	346	6	60%	3	30%	1	10%
Wholesale Underwear	589	1,220	10	346	10	100%	0	0%	0	0%
Airport Parking Reservations	1,182	863	9	378	6	67%	3	33%	0	0%
Auto Accessories	2,497	520	9	378	8	89%	1	11%	0	0%
Auto Auction	3,121	429	9	378	7	78%	0	0%	2	22%
Bicycle Dealers	2,197	571	9	378	5	56%	3	33%	1	11%
Bottled Water Companies	3,357	403	9	378	9	100%	0	0%	0	0%
College and University	7,640	215	9	378	7	78%	2	22%	0	0%
Cruises	1,575	732	9	378	9	100%	0	0%	0	0%
Electronic Cigarettes	1,646	709	9	378	8	89%	1	11%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Interlocking Pavers	2,309	556	9	378	1	11%	8	89%	0	0%
Lecture and Seminar Bureaus	976	944	9	378	7	78%	2	22%	0	0%
Luggage	1,858	648	9	378	3	33%	6	67%	0	0%
Medical Marijuana Dispensaries	227	1,817	9	378	8	89%	1	11%	0	0%
Modular Homes	2,972	451	9	378	8	89%	1	11%	0	0%
Non Profit Organizations	1,627	715	9	378	9	100%	0	0%	0	0%
Online Pharmacy	28,169	56	9	378	7	78%	2	22%	0	0%
Precious Metal Dealers	7,418	223	9	378	7	78%	2	22%	0	0%
Rent to Own	421	1,423	9	378	9	100%	0	0%	0	0%
Retail Light Fixtures	4,279	344	9	378	7	78%	2	22%	0	0%
Sales Training	898	992	9	378	9	100%	0	0%	0	0%
Scholarships and Financial Aid	5,911	279	9	378	7	78%	2	22%	0	0%
Small Engine Repair	2,029	608	9	378	3	33%	5	56%	1	11%
Swimming Pools	3,785	374	9	378	5	56%	3	33%	1	11%
Telecommunication Consultants	1,018	924	9	378	9	100%	0	0%	0	0%
Telemarketing Services	12,099	139	9	378	5	56%	3	33%	1	11%
Vacation Timeshare	3,085	434	9	378	7	78%	2	22%	0	0%
Wholesale Electric Supplies	2,797	476	9	378	8	89%	1	11%	0	0%
Auto Insurance	2,890	464	8	404	7	88%	1	13%	0	0%
Awnings	4,320	343	8	404	3	38%	5	63%	0	0%
Basement Waterproofing	5,186	307	8	404	1	13%	7	88%	0	0%
Bathroom Accessories	2,181	573	8	404	7	88%	1	13%	0	0%
Building Metal	594	1,217	8	404	7	88%	1	13%	0	0%
Campgrounds	1,930	631	8	404	5	63%	3	38%	0	0%
Ceramic Tile Contractors	7,919	212	8	404	5	63%	3	38%	0	0%
Computer System Designers	10,429	164	8	404	7	88%	1	13%	0	0%
Continuing Education	1,412	773	8	404	7	88%	1	13%	0	0%
Credit Services	3,124	428	8	404	6	75%	1	13%	1	13%
Demolition Contractors	4,457	338	8	404	5	63%	3	38%	0	0%
Doll Collectors	329	1,570	8	404	8	100%	0	0%	0	0%
Freight Forwarding	5,495	292	8	404	6	75%	2	25%	0	0%
Garbage Removal	5,077	311	8	404	4	50%	4	50%	0	0%
Information Technology Services	7,559	217	8	404	6	75%	2	25%	0	0%
Logistics	3,387	401	8	404	7	88%	1	13%	0	0%
Magazine Sales	1,324	805	8	404	6	75%	1	13%	1	13%
Marijuana Sales and Services	862	1,011	8	404	3	38%	5	63%	0	0%
Marina	1,153	875	8	404	6	75%	1	13%	1	13%
Market Research	6,186	266	8	404	8	100%	0	0%	0	0%
Metal Fabrication	1,667	704	8	404	5	63%	3	38%	0	0%
Modular Buildings	4,607	327	8	404	7	88%	1	13%	0	0%
Nanny Services	1,874	645	8	404	0	0%	3	38%	5	63%
Optometrist	2,957	454	8	404	6	75%	2	25%	0	0%
Outfitters	148	2,086	8	404	5	63%	3	38%	0	0%
Pet Insurance	2,830	473	8	404	8	100%	0	0%	0	0%
Pool Service	3,554	388	8	404	7	88%	1	13%	0	0%
Psychic	1,757	676	8	404	4	50%	4	50%	0	0%
Publishers Book	8,015	209	8	404	6	75%	2	25%	0	0%
Sprinkler System	2,922	456	8	404	6	75%	1	13%	1	13%
Stucco	12,440	137	8	404	2	25%	6	75%	0	0%
Training Program	4,051	360	8	404	4	50%	4	50%	0	0%
Truck Rentals	733	1,104	8	404	4	50%	4	50%	0	0%
Tutoring	5,270	305	8	404	5	63%	3	38%	0	0%
Wholesale Furniture	2,204	570	8	404	5	63%	3	38%	0	0%
Advertising Specialties	3,560	387	7	439	3	43%	4	57%	0	0%
Auto Warranty Services	2,417	536	7	439	6	86%	1	14%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Basement Contractors	6,326	260	7	439	7	100%	0	0%	0	0%
Bed Sales	2,173	575	7	439	7	100%	0	0%	0	0%
Cabinet Maker	5,293	301	7	439	4	57%	3	43%	0	0%
Car Service	1,401	779	7	439	3	43%	4	57%	0	0%
Chimney Cleaning	8,813	186	7	439	5	71%	2	29%	0	0%
Commercial Photographer	2,314	554	7	439	3	43%	3	43%	1	14%
Correspondence Schools	11,018	154	7	439	7	100%	0	0%	0	0%
Cosmetic Manufacturers	324	1,579	7	439	6	86%	1	14%	0	0%
Digital Advertising	1,616	720	7	439	7	100%	0	0%	0	0%
Dog Training	3,093	433	7	439	1	14%	5	71%	1	14%
Event Center	302	1,632	7	439	5	71%	2	29%	0	0%
Furniture Manufacturers	6,634	250	7	439	5	71%	2	29%	0	0%
Gasoline	180	1,965	7	439	2	29%	5	71%	0	0%
Hearing Assistive Devices	8,993	181	7	439	6	86%	1	14%	0	0%
Hospital Supplies	2,666	500	7	439	5	71%	1	14%	1	14%
Interlock Device	703	1,124	7	439	4	57%	3	43%	0	0%
Internet Providers	8,004	210	7	439	6	86%	1	14%	0	0%
Investment Security	2,507	519	7	439	4	57%	3	43%	0	0%
Land for Sale	6,242	263	7	439	3	43%	4	57%	0	0%
Mobile Auto Lube and Oil	998	934	7	439	4	57%	3	43%	0	0%
Moving Services	4,326	342	7	439	4	57%	3	43%	0	0%
Patio Furniture	2,669	496	7	439	7	100%	0	0%	0	0%
Perfume	1,683	699	7	439	6	86%	1	14%	0	0%
Plumbing Fixtures	2,838	470	7	439	5	71%	2	29%	0	0%
Portrait Photographers	2,340	547	7	439	5	71%	2	29%	0	0%
Propane Supplies	1,342	799	7	439	7	100%	0	0%	0	0%
Publishers Magazine	1,756	677	7	439	6	86%	1	14%	0	0%
Real Estate Broker	1,303	814	7	439	6	86%	1	14%	0	0%
Remodel Contractors	5,177	308	7	439	2	29%	4	57%	1	14%
Restaurant Equipment	2,378	541	7	439	5	71%	2	29%	0	0%
Retail Bakers	1,959	625	7	439	2	29%	4	57%	1	14%
Roadside Assistance	710	1,123	7	439	6	86%	1	14%	0	0%
Stair Builders	2,568	516	7	439	1	14%	3	43%	3	43%
Stair Lift	1,077	902	7	439	7	100%	0	0%	0	0%
Veterinarian	4,553	332	7	439	6	86%	1	14%	0	0%
Wedding Consultant	1,532	747	7	439	5	71%	2	29%	0	0%
Wedding Photographers	2,298	558	7	439	0	0%	7	100%	0	0%
Wholesale Vacuum Cleaners	483	1,335	7	439	7	100%	0	0%	0	0%
Work-At-Home Companies	16,049	108	7	439	1	14%	4	57%	2	29%
Yellow Pages Advertising	36	2,953	7	439	6	86%	1	14%	0	0%
Body Care	377	1,491	6	481	1	17%	5	83%	0	0%
Bookkeeping Services	7,003	236	6	481	3	50%	3	50%	0	0%
Bus Lines	1,317	809	6	481	4	67%	2	33%	0	0%
Business Services	4,668	325	6	481	4	67%	2	33%	0	0%
Carry Out Food	691	1,138	6	481	4	67%	2	33%	0	0%
Caterer	6,423	258	6	481	4	67%	2	33%	0	0%
Concrete Bricks	1,748	680	6	481	3	50%	2	33%	1	17%
Credit Union	6,843	245	6	481	6	100%	0	0%	0	0%
Custom Suits	475	1,340	6	481	6	100%	0	0%	0	0%
Digital Media	1,801	667	6	481	4	67%	2	33%	0	0%
Diver Supply	268	1,710	6	481	3	50%	3	50%	0	0%
Drainage Contractors	6,490	256	6	481	5	83%	1	17%	0	0%
Electric Supplies	1,273	829	6	481	5	83%	1	17%	0	0%
Employment Agencies	8,696	188	6	481	6	100%	0	0%	0	0%
Estate Appraisal	2,783	477	6	481	5	83%	1	17%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Exercise Machines	2,043	606	6	481	1	17%	5	83%	0	0%
Farm	844	1,018	6	481	1	17%	3	50%	2	33%
Fence Sales	5,527	290	6	481	2	33%	4	67%	0	0%
Foods	2,346	543	6	481	4	67%	1	17%	1	17%
Formal Wear	420	1,424	6	481	6	100%	0	0%	0	0%
Funeral Homes	3,306	407	6	481	5	83%	1	17%	0	0%
Furniture Assembly Service	551	1,263	6	481	0	0%	6	100%	0	0%
Glass Repair	1,871	646	6	481	3	50%	3	50%	0	0%
Graphic Printing	2,032	607	6	481	5	83%	1	17%	0	0%
Gutters Contractors	4,146	354	6	481	4	67%	2	33%	0	0%
Health and Medical Products	879	1,003	6	481	2	33%	4	67%	0	0%
Home Repair	2,580	514	6	481	2	33%	4	67%	0	0%
Instrument Lessons	2,339	548	6	481	3	50%	3	50%	0	0%
Janitor Service	17,667	95	6	481	5	83%	1	17%	0	0%
Makeup	244	1,772	6	481	4	67%	2	33%	0	0%
Marine Sales and Service	3,257	415	6	481	5	83%	1	17%	0	0%
Masquerade Costumes	306	1,622	6	481	4	67%	1	17%	1	17%
Metal Roofing Contractors	4,224	349	6	481	4	67%	2	33%	0	0%
Mobile Phone Service	967	948	6	481	3	50%	3	50%	0	0%
Music Instrument Store	3,065	438	6	481	4	67%	2	33%	0	0%
Night Club	780	1,062	6	481	5	83%	1	17%	0	0%
Online Cosmetic Sales	438	1,400	6	481	0	0%	0	0%	6	100%
Physical Therapy Supplies	140	2,116	6	481	0	0%	6	100%	0	0%
Portable Buildings	622	1,195	6	481	3	50%	3	50%	0	0%
Printers	5,923	278	6	481	3	50%	2	33%	1	17%
Railing	6,572	253	6	481	5	83%	1	17%	0	0%
Rental Service Stores & Yards	1,570	734	6	481	4	67%	2	33%	0	0%
RV Repair	2,889	465	6	481	5	83%	1	17%	0	0%
Shoe Repair	1,195	857	6	481	3	50%	3	50%	0	0%
Sightseeing Tours	3,264	412	6	481	2	33%	4	67%	0	0%
Sports and Recreation	1,191	860	6	481	3	50%	1	17%	2	33%
Telecommunication Equipment	1,838	657	6	481	5	83%	1	17%	0	0%
Trailer Sales	2,392	539	6	481	4	67%	0	0%	2	33%
Travel Club	2,823	475	6	481	6	100%	0	0%	0	0%
Vehicle Transport	2,746	485	6	481	1	17%	5	83%	0	0%
Wholesale Books	1,595	728	6	481	6	100%	0	0%	0	0%
Wholesale Shoes	678	1,144	6	481	5	83%	1	17%	0	0%
Window Shades	1,134	884	6	481	5	83%	1	17%	0	0%
Appliance Installation	3,249	418	5	534	1	20%	4	80%	0	0%
Associations	3,287	409	5	534	4	80%	1	20%	0	0%
Auto Wrecking	2,335	549	5	534	5	100%	0	0%	0	0%
Bathtub Refinishing	2,234	564	5	534	1	20%	4	80%	0	0%
Bedding	2,717	489	5	534	3	60%	2	40%	0	0%
Bottled Water	928	976	5	534	3	60%	2	40%	0	0%
Business Consultant	9,317	179	5	534	2	40%	3	60%	0	0%
Call Center	5,743	284	5	534	4	80%	1	20%	0	0%
Coffee and Tea	1,510	749	5	534	4	80%	1	20%	0	0%
Collection Systems	458	1,361	5	534	0	0%	5	100%	0	0%
Commercial Insurance Services	629	1,183	5	534	4	80%	1	20%	0	0%
Consumer Cooperative Organizations	647	1,172	5	534	4	80%	1	20%	0	0%
Cooking Utensils	1,536	745	5	534	3	60%	2	40%	0	0%
Credit Card Merchant Services	2,690	493	5	534	5	100%	0	0%	0	0%
Digital Marketing	2,531	518	5	534	3	60%	2	40%	0	0%
Drone Sales	400	1,455	5	534	1	20%	4	80%	0	0%
Eyeglass Suppliers	4,600	328	5	534	3	60%	2	40%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Fashion Accessories	1,679	700	5	534	4	80%	1	20%	0	0%
Fireplace Equipment Manufacturers	321	1,584	5	534	5	100%	0	0%	0	0%
Freezer Food Sales	735	1,102	5	534	5	100%	0	0%	0	0%
Gift Shop	2,257	562	5	534	4	80%	1	20%	0	0%
Hair Products	3,286	410	5	534	1	20%	4	80%	0	0%
Hardwood Floor Contractors	6,055	270	5	534	4	80%	1	20%	0	0%
Home Center	1,615	722	5	534	4	80%	1	20%	0	0%
Homeowners Insurance	790	1,055	5	534	4	80%	1	20%	0	0%
Housewares	2,193	572	5	534	4	80%	1	20%	0	0%
Laser Hair Removal	2,885	466	5	534	1	20%	4	80%	0	0%
Lawn Mower Repair	1,038	910	5	534	3	60%	2	40%	0	0%
Legal Forms	27,823	58	5	534	5	100%	0	0%	0	0%
Mailing Services	1,488	756	5	534	4	80%	1	20%	0	0%
Market Survey	1,178	865	5	534	3	60%	2	40%	0	0%
Musical Instrument Supplies and Accessories	432	1,407	5	534	3	60%	2	40%	0	0%
Optical Repairs	1,843	654	5	534	4	80%	1	20%	0	0%
Parking Lot Maintenance	1,774	672	5	534	1	20%	4	80%	0	0%
Personal Trainer	1,145	879	5	534	3	60%	2	40%	0	0%
Pet Supplies	2,580	514	5	534	4	80%	1	20%	0	0%
Pre-Paid Phone Card	199	1,906	5	534	3	60%	2	40%	0	0%
Producers	1,160	872	5	534	5	100%	0	0%	0	0%
Public Golf Courses	887	999	5	534	4	80%	1	20%	0	0%
Remodeling	1,047	907	5	534	1	20%	4	80%	0	0%
Retirement Homes	2,479	524	5	534	1	20%	4	80%	0	0%
Shower Doors	1,765	673	5	534	2	40%	3	60%	0	0%
Shutters	2,052	600	5	534	3	60%	2	40%	0	0%
Snowmobile	772	1,069	5	534	2	40%	3	60%	0	0%
Stock Exchange	340	1,551	5	534	3	60%	2	40%	0	0%
Tax Consultant	13,368	125	5	534	3	60%	2	40%	0	0%
Thermostat	69	2,549	5	534	1	20%	4	80%	0	0%
Timeshare Advocates	1,162	869	5	534	5	100%	0	0%	0	0%
Toll Booth	161	2,043	5	534	4	80%	0	0%	1	20%
Trucking Transportation Brokers	3,515	394	5	534	4	80%	1	20%	0	0%
TV and Radio Repair	1,981	621	5	534	5	100%	0	0%	0	0%
Upholstery Cleaning	3,723	378	5	534	4	80%	1	20%	0	0%
Used Computers	966	950	5	534	5	100%	0	0%	0	0%
Vaporizer	3,255	416	5	534	5	100%	0	0%	0	0%
Virtual Currency	1,623	717	5	534	4	80%	1	20%	0	0%
Wholesale Plastic Products	721	1,114	5	534	1	20%	4	80%	0	0%
Window Coverings	2,918	457	5	534	0	0%	5	100%	0	0%
Wood Finishing	1,503	753	5	534	4	80%	1	20%	0	0%
Access Control Systems	1,555	741	4	592	4	100%	0	0%	0	0%
Animal Breeding	2,606	509	4	592	2	50%	2	50%	0	0%
Apartment Rental Service	1,410	775	4	592	3	75%	1	25%	0	0%
Art Consultant	1,182	863	4	592	4	100%	0	0%	0	0%
Auto Electric Service	1,741	682	4	592	0	0%	4	100%	0	0%
Auto Emissions Testing	74	2,509	4	592	2	50%	2	50%	0	0%
Auto Repair Equipment	1,511	748	4	592	3	75%	1	25%	0	0%
Bankruptcy Assistance	2,343	545	4	592	1	25%	3	75%	0	0%
Banquet Facilities	1,597	726	4	592	2	50%	2	50%	0	0%
Bar	1,659	706	4	592	2	50%	2	50%	0	0%
Bath Supplies	1,803	665	4	592	4	100%	0	0%	0	0%
Better Business Bureau	560	1,248	4	592	1	25%	1	25%	2	50%
Boots	499	1,319	4	592	4	100%	0	0%	0	0%
Boutique	397	1,463	4	592	4	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Brake Service	2,960	452	4	592	3	75%	1	25%	0	0%
Building Inspector	6,516	255	4	592	2	50%	2	50%	0	0%
Car Stereos	1,264	833	4	592	4	100%	0	0%	0	0%
Car Window Tinting	2,062	598	4	592	3	75%	1	25%	0	0%
Children's Clothing Stores	1,220	848	4	592	2	50%	2	50%	0	0%
Class Action Settlement Administrator	306	1,622	4	592	0	0%	4	100%	0	0%
Computer Programming	292	1,647	4	592	1	25%	3	75%	0	0%
Computer Training	898	992	4	592	1	25%	3	75%	0	0%
Concrete Restoration	2,882	467	4	592	3	75%	1	25%	0	0%
Construction Management	7,314	228	4	592	2	50%	1	25%	1	25%
Credit Card Protection Services	103	2,313	4	592	4	100%	0	0%	0	0%
Debt Consolidation Services	8,387	193	4	592	4	100%	0	0%	0	0%
Design Contractor	2,783	477	4	592	2	50%	2	50%	0	0%
Diamond	6,735	249	4	592	4	100%	0	0%	0	0%
Disability Telecommunications Equipment	1,561	738	4	592	3	75%	1	25%	0	0%
Disabled Persons Assistance	8,365	194	4	592	4	100%	0	0%	0	0%
Divorce Lawyers	2,007	614	4	592	4	100%	0	0%	0	0%
Electric Equipment Repair	3,994	364	4	592	2	50%	2	50%	0	0%
Energy Conservation Products	2,756	482	4	592	3	75%	1	25%	0	0%
Engine Equipment	1,581	730	4	592	2	50%	2	50%	0	0%
Entertainer	952	958	4	592	2	50%	2	50%	0	0%
Family Entertainment	940	962	4	592	2	50%	1	25%	1	25%
Financing Consultants	2,323	552	4	592	3	75%	1	25%	0	0%
Food Delivery	1,292	820	4	592	3	75%	1	25%	0	0%
Food Manufacturing Equipment	715	1,121	4	592	0	0%	4	100%	0	0%
Glass Company	1,541	744	4	592	2	50%	0	0%	2	50%
Gymnasium Equipment	250	1,750	4	592	2	50%	2	50%	0	0%
Immigration Lawyer	3,003	443	4	592	4	100%	0	0%	0	0%
Investigator	4,858	319	4	592	3	75%	1	25%	0	0%
Kindergarten	1,007	928	4	592	2	50%	2	50%	0	0%
Lamp Supplies	392	1,470	4	592	3	75%	1	25%	0	0%
Land Surveyor	2,475	526	4	592	4	100%	0	0%	0	0%
Landscaping Clean Up	2,433	534	4	592	0	0%	4	100%	0	0%
Laundry Consultants	291	1,651	4	592	0	0%	4	100%	0	0%
Lawn Care	2,276	560	4	592	2	50%	2	50%	0	0%
Liquid Storage	641	1,176	4	592	2	50%	2	50%	0	0%
Liquidators	2,053	599	4	592	2	50%	2	50%	0	0%
Manufactured Home Manufacturers	2,854	469	4	592	3	75%	1	25%	0	0%
Motor Homes	295	1,640	4	592	2	50%	2	50%	0	0%
Motorcycle Repair	1,367	790	4	592	2	50%	1	25%	1	25%
Online Publications	864	1,009	4	592	4	100%	0	0%	0	0%
Optical Equipment	747	1,092	4	592	3	75%	1	25%	0	0%
Pain Management	2,392	539	4	592	2	50%	2	50%	0	0%
Patios and Decks	6,302	261	4	592	4	100%	0	0%	0	0%
Payroll Services	2,307	557	4	592	4	100%	0	0%	0	0%
Photography for Sale	747	1,092	4	592	3	75%	1	25%	0	0%
Plastic Surgery	1,460	761	4	592	3	75%	1	25%	0	0%
Playground Equipment	437	1,401	4	592	1	25%	3	75%	0	0%
Porcelain Enamel Repair	932	972	4	592	4	100%	0	0%	0	0%
Real Estate Rentals	5,931	277	4	592	3	75%	1	25%	0	0%
Recycling Services	1,562	737	4	592	2	50%	2	50%	0	0%
Roofing Consultants	4,495	334	4	592	3	75%	1	25%	0	0%
RV Equipment	1,616	720	4	592	3	75%	1	25%	0	0%
Security Systems	767	1,074	4	592	4	100%	0	0%	0	0%
Self Laundry Service	197	1,916	4	592	4	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Solar Energy Contractors	3,258	414	4	592	1	25%	3	75%	0	0%
Storm Windows and Doors	3,309	406	4	592	2	50%	2	50%	0	0%
Student Housing	1,287	822	4	592	2	50%	2	50%	0	0%
Tool Rental	1,446	766	4	592	3	75%	1	25%	0	0%
Topsoil	1,433	769	4	592	1	25%	3	75%	0	0%
Truck Repair	5,028	312	4	592	4	100%	0	0%	0	0%
Truck Trailer	508	1,300	4	592	3	75%	1	25%	0	0%
Trucking	3,367	402	4	592	3	75%	1	25%	0	0%
TV and Radio Dealers	1,807	663	4	592	2	50%	2	50%	0	0%
Used and Rebuilt Auto Parts	1,672	703	4	592	3	75%	1	25%	0	0%
Vacuum Cleaning Systems	2,179	574	4	592	4	100%	0	0%	0	0%
Vinyl Fence	1,473	760	4	592	1	25%	3	75%	0	0%
Voice Over Internet Protocol Sales and Service	1,049	905	4	592	4	100%	0	0%	0	0%
Watch Repair	1,996	616	4	592	3	75%	1	25%	0	0%
Wheelchair	762	1,076	4	592	2	50%	2	50%	0	0%
Wheels	636	1,181	4	592	0	0%	4	100%	0	0%
Wood Fence	612	1,202	4	592	2	50%	2	50%	0	0%
Adult Entertainment	2,105	589	3	678	3	100%	0	0%	0	0%
Airport Transportation	825	1,029	3	678	3	100%	0	0%	0	0%
Animal Hospital	1,231	844	3	678	3	100%	0	0%	0	0%
Animal Rescue	1,688	696	3	678	2	67%	1	33%	0	0%
Asbestos Removal	6,526	254	3	678	1	33%	2	67%	0	0%
Auto Body Shop Equipment	1,632	711	3	678	1	33%	2	67%	0	0%
Auto Brokers	1,934	629	3	678	3	100%	0	0%	0	0%
Auto Customization	1,756	677	3	678	2	67%	1	33%	0	0%
Auto Transportation	3,152	425	3	678	2	67%	1	33%	0	0%
Auto Upholstery	1,454	763	3	678	2	67%	1	33%	0	0%
Barbecue	492	1,324	3	678	2	67%	1	33%	0	0%
Bartending School	175	1,986	3	678	1	33%	2	67%	0	0%
Basement Finishing	1,350	796	3	678	3	100%	0	0%	0	0%
BBQ Supplies	4,950	313	3	678	1	33%	2	67%	0	0%
Beauty School	2,675	495	3	678	3	100%	0	0%	0	0%
Billiard Supplies	676	1,148	3	678	0	0%	3	100%	0	0%
Boat Supplies	1,094	898	3	678	2	67%	1	33%	0	0%
Building Restoration	6,208	265	3	678	1	33%	2	67%	0	0%
Car Racing Equipment	940	962	3	678	2	67%	1	33%	0	0%
Car Restoration	2,699	491	3	678	2	67%	1	33%	0	0%
Cargo Container	1,209	853	3	678	1	33%	2	67%	0	0%
Charity - Local	1,240	841	3	678	2	67%	1	33%	0	0%
Charter Bus	1,579	731	3	678	3	100%	0	0%	0	0%
Coin Dealers	2,741	486	3	678	1	33%	2	67%	0	0%
College Preparatory School	474	1,341	3	678	0	0%	3	100%	0	0%
Commercial Painting Contractors	2,155	578	3	678	2	67%	1	33%	0	0%
Commercial Snow Removal Service	1,628	713	3	678	0	0%	3	100%	0	0%
Computer Services	1,043	908	3	678	0	0%	3	100%	0	0%
Consignment Services	932	972	3	678	2	67%	1	33%	0	0%
Construction Equipment	1,115	892	3	678	3	100%	0	0%	0	0%
Contractors Equipment	573	1,237	3	678	2	67%	1	33%	0	0%
Copy Services	1,988	618	3	678	2	67%	1	33%	0	0%
Cosmetics Sales	53	2,718	3	678	0	0%	1	33%	2	67%
Custom Rims	920	983	3	678	2	67%	1	33%	0	0%
Custom Shoes	266	1,713	3	678	3	100%	0	0%	0	0%
Denturist	3,841	371	3	678	2	67%	1	33%	0	0%
Divorce Assistance	2,665	501	3	678	3	100%	0	0%	0	0%
DJs	1,846	653	3	678	3	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
DNA Testing	1,458	762	3	678	2	67%	1	33%	0	0%
Dock Builders	372	1,499	3	678	2	67%	1	33%	0	0%
Door Repair	2,599	511	3	678	3	100%	0	0%	0	0%
Drywall Contractors	23,468	67	3	678	1	33%	2	67%	0	0%
Electric Equipment Manufacturers	292	1,647	3	678	3	100%	0	0%	0	0%
Electric Scooter	744	1,095	3	678	2	67%	1	33%	0	0%
Equestrian Services	351	1,529	3	678	2	67%	1	33%	0	0%
Estate Liquidators	329	1,570	3	678	2	67%	1	33%	0	0%
Esthetician	900	990	3	678	2	67%	0	0%	1	33%
Fencing Classes	264	1,725	3	678	0	0%	2	67%	1	33%
Floral Design Classes	174	1,992	3	678	1	33%	2	67%	0	0%
Food and Beverage Services	1,226	846	3	678	2	67%	1	33%	0	0%
Foreign Currency Exchange Broker	14,507	120	3	678	2	67%	1	33%	0	0%
Foreign Online Pharmacy	580	1,227	3	678	0	0%	2	67%	1	33%
Gas Distributors	1,147	878	3	678	3	100%	0	0%	0	0%
Graphic Designer	2,907	459	3	678	2	67%	1	33%	0	0%
Gun Dealers	727	1,107	3	678	2	67%	1	33%	0	0%
Hair Removal Equipment	248	1,753	3	678	3	100%	0	0%	0	0%
Hair Replacement	2,780	479	3	678	2	67%	1	33%	0	0%
Heating and Air Conditioning Filters	243	1,774	3	678	2	67%	1	33%	0	0%
Heavy Haul Trucking	2,143	579	3	678	2	67%	0	0%	1	33%
Horse Boarding	272	1,699	3	678	1	33%	2	67%	0	0%
Hot Tub Parts	782	1,060	3	678	2	67%	1	33%	0	0%
Hotel Reservation	207	1,877	3	678	2	67%	1	33%	0	0%
Industrial Supply	2,321	553	3	678	1	33%	2	67%	0	0%
Insurance Consultant	2,679	494	3	678	2	67%	0	0%	1	33%
International Movers	1,261	835	3	678	1	33%	0	0%	2	67%
Investment Advisory Services	6,996	237	3	678	1	33%	2	67%	0	0%
Irrigation Equipment	2,232	566	3	678	1	33%	2	67%	0	0%
Jewelry Manufacturers	1,420	771	3	678	1	33%	1	33%	1	33%
Landscape Supply	3,001	444	3	678	2	67%	1	33%	0	0%
Laser Therapy	812	1,040	3	678	3	100%	0	0%	0	0%
Laundry	172	2,004	3	678	2	67%	1	33%	0	0%
Leasing Services	1,855	650	3	678	3	100%	0	0%	0	0%
Leather	173	1,999	3	678	1	33%	2	67%	0	0%
Locksmith Supplies	68	2,559	3	678	2	67%	1	33%	0	0%
Magazine Advertising	1,037	913	3	678	2	67%	1	33%	0	0%
Mailing Equipment	484	1,332	3	678	3	100%	0	0%	0	0%
Managed Print Services	383	1,486	3	678	0	0%	3	100%	0	0%
Manufactured Homes Sales	2,210	569	3	678	3	100%	0	0%	0	0%
Mattress Supplies	329	1,570	3	678	3	100%	0	0%	0	0%
Meal Prep	231	1,800	3	678	1	33%	1	33%	1	33%
Medical Consultants	369	1,503	3	678	3	100%	0	0%	0	0%
Medical Plans	374	1,498	3	678	3	100%	0	0%	0	0%
Metal Art	332	1,567	3	678	2	67%	1	33%	0	0%
Money Orders	3,482	396	3	678	2	67%	1	33%	0	0%
Mushrooms	550	1,264	3	678	0	0%	3	100%	0	0%
Network Cabling Installation	649	1,169	3	678	3	100%	0	0%	0	0%
New Books	933	970	3	678	3	100%	0	0%	0	0%
Non-Ceramic Tile Contractors	431	1,409	3	678	0	0%	3	100%	0	0%
Nutrition	1,656	707	3	678	3	100%	0	0%	0	0%
Online Car Dealers	1,123	888	3	678	1	33%	2	67%	0	0%
Online Education	2,125	583	3	678	3	100%	0	0%	0	0%
Online Photography Sales	125	2,192	3	678	3	100%	0	0%	0	0%
Orthopedic Appliances	1,714	690	3	678	2	67%	0	0%	1	33%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Orthopedic Shoes	2,024	610	3	678	2	67%	1	33%	0	0%
Paintball Games	375	1,495	3	678	2	67%	1	33%	0	0%
Parking	60	2,637	3	678	3	100%	0	0%	0	0%
Pet Boarding	9,688	172	3	678	3	100%	0	0%	0	0%
Pet Day Care	698	1,129	3	678	1	33%	2	67%	0	0%
Pet Sitting	2,469	527	3	678	2	67%	1	33%	0	0%
Picture Frame Dealers	575	1,233	3	678	1	33%	1	33%	1	33%
Pillows	451	1,373	3	678	2	67%	1	33%	0	0%
Pressure Washing	3,524	391	3	678	1	33%	2	67%	0	0%
Real Estate Appraiser	4,337	341	3	678	2	67%	1	33%	0	0%
Real Estate Consultant	6,430	257	3	678	3	100%	0	0%	0	0%
Rebuilt Engines	3,750	377	3	678	1	33%	1	33%	1	33%
Retail Hobby Supplies	1,357	793	3	678	0	0%	3	100%	0	0%
Road Contractors	1,856	649	3	678	1	33%	2	67%	0	0%
Roof Snow Removal Service	507	1,304	3	678	0	0%	3	100%	0	0%
Roofing Equipment	1,037	913	3	678	0	0%	3	100%	0	0%
Rustic Furniture	348	1,535	3	678	1	33%	2	67%	0	0%
Seal Coating	226	1,821	3	678	1	33%	2	67%	0	0%
Second Hand Stores	1,187	862	3	678	3	100%	0	0%	0	0%
Senior Living	753	1,082	3	678	3	100%	0	0%	0	0%
Small Appliance Dealers	1,800	668	3	678	3	100%	0	0%	0	0%
Soccer Clubs	441	1,395	3	678	2	67%	1	33%	0	0%
Sod	1,316	810	3	678	2	67%	1	33%	0	0%
Swimming Lessons	336	1,557	3	678	2	67%	1	33%	0	0%
Tax Software	417	1,428	3	678	3	100%	0	0%	0	0%
Tent Rentals	445	1,387	3	678	1	33%	2	67%	0	0%
Textbooks	247	1,759	3	678	3	100%	0	0%	0	0%
Tile and Marble	1,445	767	3	678	2	67%	1	33%	0	0%
Timeshare Resale and Rental Marketing	5,944	276	3	678	3	100%	0	0%	0	0%
Trailer Parts	1,129	886	3	678	1	33%	2	67%	0	0%
Truck Parts	1,038	910	3	678	3	100%	0	0%	0	0%
Used Auto Parts	1,561	738	3	678	1	33%	2	67%	0	0%
Vending Machines	2,476	525	3	678	1	33%	2	67%	0	0%
Video Tape Rentals	447	1,384	3	678	0	0%	1	33%	2	67%
Water Damage Restoration	2,637	504	3	678	3	100%	0	0%	0	0%
Wedding Cakes	39	2,902	3	678	2	67%	1	33%	0	0%
Weed Control Services	1,102	897	3	678	3	100%	0	0%	0	0%
Weight Reduction Physician	348	1,535	3	678	0	0%	3	100%	0	0%
Welding	4,464	337	3	678	3	100%	0	0%	0	0%
Wholesale Auto Parts	2,096	591	3	678	0	0%	3	100%	0	0%
Wholesale Childrens Clothing	275	1,688	3	678	2	67%	1	33%	0	0%
Wholesale Grocers	3,809	372	3	678	3	100%	0	0%	0	0%
Wholesalers and Distributors	2,344	544	3	678	2	67%	1	33%	0	0%
Yoga Studio	175	1,986	3	678	1	33%	2	67%	0	0%
Aircraft Charter	526	1,282	2	815	1	50%	1	50%	0	0%
Airline Ticket Agency	313	1,605	2	815	0	0%	2	100%	0	0%
Aluminum Products	2,072	596	2	815	2	100%	0	0%	0	0%
Antique Dealers	1,477	758	2	815	2	100%	0	0%	0	0%
Architectural Specs	293	1,645	2	815	2	100%	0	0%	0	0%
Arena	306	1,622	2	815	2	100%	0	0%	0	0%
Audio Visual Equipment	1,503	753	2	815	1	50%	1	50%	0	0%
Audio-Visual Production Services	599	1,213	2	815	1	50%	1	50%	0	0%
Auto Listing Service	1,103	895	2	815	2	100%	0	0%	0	0%
Auto Machine Shop	554	1,259	2	815	2	100%	0	0%	0	0%
Auto Repair Referral	201	1,898	2	815	1	50%	1	50%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Automated Teller Machine	399	1,458	2	815	2	100%	0	0%	0	0%
Automotive Paint	98	2,341	2	815	0	0%	2	100%	0	0%
Baby Accessories	1,122	889	2	815	0	0%	2	100%	0	0%
Balloons Manned	292	1,647	2	815	2	100%	0	0%	0	0%
Banking Services	1,842	656	2	815	2	100%	0	0%	0	0%
Bankruptcy Attorney	753	1,082	2	815	2	100%	0	0%	0	0%
Barber	902	988	2	815	0	0%	1	50%	1	50%
Barber School	257	1,736	2	815	2	100%	0	0%	0	0%
Battery Supplies	2,719	488	2	815	2	100%	0	0%	0	0%
Beauty Consultant	487	1,330	2	815	1	50%	1	50%	0	0%
Beekeeper	45	2,811	2	815	2	100%	0	0%	0	0%
Bike Repair	574	1,236	2	815	0	0%	2	100%	0	0%
Blasting Contractors	503	1,314	2	815	0	0%	2	100%	0	0%
Blasting Supplies	691	1,138	2	815	1	50%	1	50%	0	0%
Boat Rentals	559	1,251	2	815	0	0%	2	100%	0	0%
Boxing Gym	167	2,027	2	815	2	100%	0	0%	0	0%
Braille Supplies	204	1,890	2	815	2	100%	0	0%	0	0%
Brewers	649	1,169	2	815	0	0%	2	100%	0	0%
Business Coach	2,160	577	2	815	1	50%	1	50%	0	0%
Cabinet Refinishing	1,448	765	2	815	0	0%	2	100%	0	0%
Cabinet Supplies	189	1,935	2	815	0	0%	2	100%	0	0%
Camping Equipment	504	1,312	2	815	2	100%	0	0%	0	0%
Camping Trailer	465	1,352	2	815	1	50%	1	50%	0	0%
Canada Debt Settlement	2,108	588	2	815	1	50%	1	50%	0	0%
Car Dealers	0	4,041	2	815	1	50%	1	50%	0	0%
Car Upholstery Cleaning	153	2,075	2	815	0	0%	2	100%	0	0%
Chain Link Fence Contractors	896	996	2	815	1	50%	1	50%	0	0%
Charter Boat	1,235	842	2	815	2	100%	0	0%	0	0%
Check Cashing Services	691	1,138	2	815	1	50%	1	50%	0	0%
Chimney Repair	7,543	218	2	815	2	100%	0	0%	0	0%
Chinese Food	54	2,709	2	815	0	0%	2	100%	0	0%
Chiropractors D.C.	3,000	445	2	815	1	50%	1	50%	0	0%
Cleaning Supplies by Mail	333	1,566	2	815	2	100%	0	0%	0	0%
Clubs and Organizations	717	1,115	2	815	2	100%	0	0%	0	0%
College Savings Plans	205	1,884	2	815	1	50%	1	50%	0	0%
Commercial Contractors	6,028	271	2	815	0	0%	2	100%	0	0%
Commercial Electrician	4,120	356	2	815	2	100%	0	0%	0	0%
Composting Toilet	47	2,793	2	815	0	0%	2	100%	0	0%
Compounding Pharmacy	2,047	601	2	815	2	100%	0	0%	0	0%
Concrete Products	1,302	815	2	815	2	100%	0	0%	0	0%
Condominium	2,901	460	2	815	0	0%	2	100%	0	0%
Convention Facilities	416	1,431	2	815	1	50%	1	50%	0	0%
Cooking Classes	304	1,629	2	815	2	100%	0	0%	0	0%
CPA	7,652	214	2	815	1	50%	1	50%	0	0%
Craft Supplies	580	1,227	2	815	1	50%	1	50%	0	0%
Currency Exchange	2,586	513	2	815	2	100%	0	0%	0	0%
Cutlery	163	2,038	2	815	0	0%	2	100%	0	0%
Data Recovery	662	1,162	2	815	1	50%	0	0%	1	50%
Designer Apparel	784	1,058	2	815	2	100%	0	0%	0	0%
Diesel Repair	836	1,023	2	815	2	100%	0	0%	0	0%
Diet Plans	2,129	582	2	815	2	100%	0	0%	0	0%
Document Scanning Service	224	1,826	2	815	1	50%	1	50%	0	0%
Dog Boarding	1,508	751	2	815	2	100%	0	0%	0	0%
Doughnuts	764	1,075	2	815	0	0%	2	100%	0	0%
Driving Range	73	2,517	2	815	1	50%	1	50%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Electric Generator	674	1,152	2	815	1	50%	1	50%	0	0%
Electric Tools	1,378	788	2	815	0	0%	2	100%	0	0%
Embroidery	571	1,238	2	815	1	50%	1	50%	0	0%
Employment Services	3,235	419	2	815	0	0%	1	50%	1	50%
Employment Training	1,218	849	2	815	1	50%	1	50%	0	0%
Engineering Consultant	2,978	450	2	815	0	0%	2	100%	0	0%
Express and Transfer Service	314	1,602	2	815	2	100%	0	0%	0	0%
Exterior Building Cleaning	1,620	718	2	815	0	0%	2	100%	0	0%
Farm Supply	452	1,372	2	815	2	100%	0	0%	0	0%
Fashion Designers	248	1,753	2	815	1	50%	1	50%	0	0%
Financial Planning Consultants	8,076	203	2	815	1	50%	0	0%	1	50%
Firewood	2,480	522	2	815	1	50%	0	0%	1	50%
Flat Roofing Contractors	1,741	682	2	815	1	50%	1	50%	0	0%
Food Manufacturer	2,233	565	2	815	1	50%	1	50%	0	0%
Foreign Lottery	1,404	777	2	815	0	0%	1	50%	1	50%
Fulfillment Services	883	1,002	2	815	2	100%	0	0%	0	0%
Funeral Director	2,916	458	2	815	1	50%	1	50%	0	0%
Funeral Services	4,774	322	2	815	1	50%	1	50%	0	0%
Games	1,354	794	2	815	0	0%	2	100%	0	0%
Garbage Disposal Parts	1,244	839	2	815	2	100%	0	0%	0	0%
Gas Fittings	561	1,247	2	815	2	100%	0	0%	0	0%
Gates	905	987	2	815	1	50%	1	50%	0	0%
General Services	426	1,417	2	815	0	0%	2	100%	0	0%
Generator	236	1,790	2	815	1	50%	1	50%	0	0%
Geothermal Heat Pump	1,161	870	2	815	2	100%	0	0%	0	0%
Gift Cards	1,262	834	2	815	2	100%	0	0%	0	0%
Golf Lessons	128	2,175	2	815	0	0%	1	50%	1	50%
Greenhouse	436	1,403	2	815	1	50%	1	50%	0	0%
Gunsmiths	1,509	750	2	815	1	50%	1	50%	0	0%
Gutter Cleaning	3,619	381	2	815	1	50%	1	50%	0	0%
Gutter Guards	384	1,484	2	815	2	100%	0	0%	0	0%
Gymnastics Classes	3,118	430	2	815	2	100%	0	0%	0	0%
Hardscaping	748	1,089	2	815	1	50%	1	50%	0	0%
Heating Equipment	4,520	333	2	815	1	50%	1	50%	0	0%
Home Automation	1,911	637	2	815	1	50%	1	50%	0	0%
Home Brewing Supplies	330	1,568	2	815	1	50%	1	50%	0	0%
Home Care	2,314	554	2	815	1	50%	1	50%	0	0%
Home Design	3,254	417	2	815	2	100%	0	0%	0	0%
Home Theater Systems	1,337	801	2	815	2	100%	0	0%	0	0%
Horseback Riding	463	1,354	2	815	2	100%	0	0%	0	0%
Hunting Gear	828	1,028	2	815	1	50%	1	50%	0	0%
In Home Child Care	736	1,100	2	815	1	50%	1	50%	0	0%
Incorporation	696	1,132	2	815	2	100%	0	0%	0	0%
Industrial Floors	868	1,008	2	815	0	0%	2	100%	0	0%
Industrial Manufacturers	1,802	666	2	815	1	50%	1	50%	0	0%
Industrial Property Management	5,357	297	2	815	2	100%	0	0%	0	0%
Industrial Trucks	286	1,665	2	815	1	50%	1	50%	0	0%
Insurance Agent	1,605	724	2	815	2	100%	0	0%	0	0%
Investment Management	3,158	424	2	815	2	100%	0	0%	0	0%
Investment Seminars	2,080	592	2	815	1	50%	1	50%	0	0%
Iron Works	950	959	2	815	1	50%	1	50%	0	0%
Jewelry Designers	1,814	661	2	815	0	0%	2	100%	0	0%
Kayak Lessons	36	2,953	2	815	0	0%	2	100%	0	0%
Kickboxing	405	1,448	2	815	1	50%	1	50%	0	0%
Kitchen Design	1,721	687	2	815	1	50%	1	50%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Landscape Architect	4,563	331	2	815	1	50%	1	50%	0	0%
Language School	1,806	664	2	815	1	50%	1	50%	0	0%
Language Training Aids	133	2,149	2	815	2	100%	0	0%	0	0%
Laser Eye Surgery	1,107	893	2	815	1	50%	1	50%	0	0%
Lawn Mower	1,285	824	2	815	1	50%	1	50%	0	0%
Legal Printing	400	1,455	2	815	2	100%	0	0%	0	0%
License Services	3,299	408	2	815	1	50%	1	50%	0	0%
Life Coach	2,614	507	2	815	0	0%	1	50%	1	50%
Lighting Systems	1,269	831	2	815	1	50%	1	50%	0	0%
Linen Supply Service	510	1,297	2	815	2	100%	0	0%	0	0%
Linens	457	1,364	2	815	1	50%	1	50%	0	0%
Liquor Store	884	1,001	2	815	1	50%	1	50%	0	0%
Loan Modification	566	1,242	2	815	2	100%	0	0%	0	0%
Local Lottery	116	2,232	2	815	2	100%	0	0%	0	0%
Lock Manufacturers	70	2,541	2	815	2	100%	0	0%	0	0%
Lubricating Oil	479	1,338	2	815	1	50%	1	50%	0	0%
Machinery Repair	736	1,100	2	815	1	50%	1	50%	0	0%
Magnets	62	2,614	2	815	1	50%	1	50%	0	0%
Mail Box Rental	227	1,817	2	815	1	50%	1	50%	0	0%
Marine Equipment	1,030	919	2	815	1	50%	1	50%	0	0%
Marketing Software	700	1,126	2	815	2	100%	0	0%	0	0%
Martial Arts Supplies	272	1,699	2	815	2	100%	0	0%	0	0%
Media Consultant	539	1,275	2	815	2	100%	0	0%	0	0%
Medical Alert Systems	368	1,504	2	815	2	100%	0	0%	0	0%
Medical Gas	159	2,051	2	815	2	100%	0	0%	0	0%
Medical Lab	780	1,062	2	815	2	100%	0	0%	0	0%
Medicare Supplement	20	3,248	2	815	0	0%	2	100%	0	0%
Millwork	2,114	586	2	815	1	50%	1	50%	0	0%
Mining	1,475	759	2	815	1	50%	1	50%	0	0%
Mirrors	567	1,241	2	815	1	50%	1	50%	0	0%
Mold Removal	5,886	280	2	815	2	100%	0	0%	0	0%
Mortgage Banker	679	1,143	2	815	2	100%	0	0%	0	0%
Motel Reservations	12	3,465	2	815	1	50%	1	50%	0	0%
Motor Coach Companies	621	1,197	2	815	1	50%	1	50%	0	0%
Motorcycle Driving School	84	2,433	2	815	2	100%	0	0%	0	0%
Motorcycle Supplies	1,008	927	2	815	1	50%	1	50%	0	0%
Moving Equipment Rental	466	1,350	2	815	2	100%	0	0%	0	0%
Multi-Level Sales	3,491	395	2	815	2	100%	0	0%	0	0%
Musical Instrument Repair	353	1,526	2	815	0	0%	2	100%	0	0%
Newspaper Advertising	353	1,526	2	815	2	100%	0	0%	0	0%
Novelties	405	1,448	2	815	2	100%	0	0%	0	0%
Novelty Telegrams	43	2,844	2	815	0	0%	1	50%	1	50%
Nursery Stock	217	1,843	2	815	1	50%	1	50%	0	0%
Office Services	89	2,388	2	815	1	50%	1	50%	0	0%
Oil Tank Removal	967	948	2	815	1	50%	1	50%	0	0%
On Hold Music	489	1,327	2	815	0	0%	2	100%	0	0%
Online Animal Prescriptions	5,708	286	2	815	1	50%	0	0%	1	50%
Online Auctions	2,267	561	2	815	0	0%	2	100%	0	0%
Online Payment	651	1,164	2	815	2	100%	0	0%	0	0%
Orthodontist	666	1,158	2	815	1	50%	1	50%	0	0%
Orthopedic Chairs	388	1,478	2	815	2	100%	0	0%	0	0%
Outdoor Furniture	800	1,048	2	815	2	100%	0	0%	0	0%
Outlet Stores	219	1,838	2	815	1	50%	1	50%	0	0%
Overstock Merchandise	385	1,481	2	815	2	100%	0	0%	0	0%
Party Planning	859	1,013	2	815	0	0%	1	50%	1	50%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Passports and Visas	1,210	852	2	815	2	100%	0	0%	0	0%
Patio Covers	1,211	851	2	815	2	100%	0	0%	0	0%
Paving, Painting, Home Improvement - Itinerant Workers	199	1,906	2	815	0	0%	2	100%	0	0%
Penny Auctions	94	2,367	2	815	1	50%	1	50%	0	0%
Pension and Profit Sharing Plans	124	2,197	2	815	1	50%	1	50%	0	0%
Permanent Makeup	843	1,019	2	815	2	100%	0	0%	0	0%
Personal Services	2,444	533	2	815	2	100%	0	0%	0	0%
Physical Therapist	4,176	352	2	815	2	100%	0	0%	0	0%
Piano Movers	938	965	2	815	1	50%	1	50%	0	0%
Pilates	83	2,443	2	815	2	100%	0	0%	0	0%
Playground	335	1,562	2	815	1	50%	1	50%	0	0%
Podiatrist	785	1,056	2	815	2	100%	0	0%	0	0%
Pole Fitness	34	2,982	2	815	2	100%	0	0%	0	0%
Pool Maintenance	363	1,515	2	815	0	0%	1	50%	1	50%
Printing Equipment	467	1,348	2	815	0	0%	2	100%	0	0%
Private School	1,693	695	2	815	2	100%	0	0%	0	0%
Product Development and Marketing	986	940	2	815	2	100%	0	0%	0	0%
Professional Fundraiser	2,022	611	2	815	2	100%	0	0%	0	0%
Project Management	1,597	726	2	815	2	100%	0	0%	0	0%
Public Utility Consultants	928	976	2	815	1	50%	1	50%	0	0%
Pump Service	1,136	883	2	815	2	100%	0	0%	0	0%
Purses	306	1,622	2	815	2	100%	0	0%	0	0%
Racing Cars	185	1,952	2	815	1	50%	1	50%	0	0%
Radiator	1,934	629	2	815	1	50%	1	50%	0	0%
Real Estate Agent	4,026	361	2	815	1	50%	1	50%	0	0%
Real Estate Maintenance Protection Plan	1,197	856	2	815	2	100%	0	0%	0	0%
Real Estate Services	2,826	474	2	815	1	50%	1	50%	0	0%
Relocation Services	2,118	585	2	815	2	100%	0	0%	0	0%
Restaurant Equipment Repair	428	1,415	2	815	1	50%	1	50%	0	0%
Retail Photo Finishing	673	1,154	2	815	1	50%	1	50%	0	0%
Roofing Materials	3,602	384	2	815	2	100%	0	0%	0	0%
RV Storage	440	1,397	2	815	1	50%	1	50%	0	0%
Saddle	402	1,453	2	815	1	50%	0	0%	1	50%
Sales Lead Generation	624	1,193	2	815	1	50%	1	50%	0	0%
Sales Organization	502	1,315	2	815	1	50%	1	50%	0	0%
Sand	2,139	580	2	815	2	100%	0	0%	0	0%
Screen Printing	8,663	189	2	815	1	50%	1	50%	0	0%
Security Consultant	171	2,009	2	815	1	50%	1	50%	0	0%
Security Guards	7,614	216	2	815	0	0%	2	100%	0	0%
Self Defense	173	1,999	2	815	2	100%	0	0%	0	0%
Senior Services	3,319	405	2	815	1	50%	1	50%	0	0%
Sewing Machine Dealers	1,338	800	2	815	2	100%	0	0%	0	0%
Sharpening	463	1,354	2	815	2	100%	0	0%	0	0%
Sheet Metal Contractor	1,195	857	2	815	2	100%	0	0%	0	0%
Skylights	1,297	818	2	815	2	100%	0	0%	0	0%
Souvenirs Retail	295	1,640	2	815	1	50%	1	50%	0	0%
Speedometer	1,909	639	2	815	2	100%	0	0%	0	0%
Sports Memorabilia	420	1,424	2	815	2	100%	0	0%	0	0%
Spray Foam Insulation Contractors	3,529	390	2	815	1	50%	1	50%	0	0%
Stock Photos	698	1,129	2	815	2	100%	0	0%	0	0%
Storage Facility Referral	87	2,407	2	815	2	100%	0	0%	0	0%
Subscription Agents	134	2,142	2	815	2	100%	0	0%	0	0%
Sunroom Construction	3,615	382	2	815	2	100%	0	0%	0	0%
Surgical Instruments	15	3,381	2	815	0	0%	1	50%	1	50%
Surveillance Equipment	554	1,259	2	815	1	50%	1	50%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Telephone Equipment Repair	450	1,376	2	815	1	50%	1	50%	0	0%
Timeshare Companies	1,365	792	2	815	2	100%	0	0%	0	0%
Tire Repair	238	1,786	2	815	0	0%	2	100%	0	0%
Tobacco Store	423	1,420	2	815	1	50%	0	0%	1	50%
Toner Cartridges	1,381	787	2	815	2	100%	0	0%	0	0%
Tool Shed	1,122	889	2	815	2	100%	0	0%	0	0%
Tractor Dealers	377	1,491	2	815	2	100%	0	0%	0	0%
Traffic Law Attorney	810	1,043	2	815	1	50%	1	50%	0	0%
Transportation Consultants	1,573	733	2	815	2	100%	0	0%	0	0%
Trust Company	4,140	355	2	815	2	100%	0	0%	0	0%
Utility Trailers	400	1,455	2	815	1	50%	1	50%	0	0%
Video Equipment Repair	265	1,718	2	815	1	50%	1	50%	0	0%
Waste Containers	937	966	2	815	2	100%	0	0%	0	0%
Water Well Drilling	3,285	411	2	815	1	50%	1	50%	0	0%
Welcome Services	205	1,884	2	815	2	100%	0	0%	0	0%
Wheelchair Ramps	711	1,122	2	815	2	100%	0	0%	0	0%
Wholesale Bottles	66	2,579	2	815	0	0%	2	100%	0	0%
Wholesale Bridal Supplies	45	2,811	2	815	2	100%	0	0%	0	0%
Wholesale Computers	514	1,291	2	815	0	0%	2	100%	0	0%
Wholesale Health Products	1,287	822	2	815	0	0%	2	100%	0	0%
Wholesale Industrial Products	1,071	904	2	815	2	100%	0	0%	0	0%
Wholesale Plumbing Supplies	602	1,211	2	815	2	100%	0	0%	0	0%
Wholesale Shirts	256	1,740	2	815	1	50%	1	50%	0	0%
Wineries	411	1,438	2	815	1	50%	1	50%	0	0%
3D Printers	5	3,743	1	1,070	1	100%	0	0%	0	0%
Above Ground Pools	186	1,946	1	1,070	0	0%	1	100%	0	0%
Acting Classes	256	1,740	1	1,070	0	0%	1	100%	0	0%
Adjuster	3,612	383	1	1,070	0	0%	1	100%	0	0%
Administrative Services	256	1,740	1	1,070	1	100%	0	0%	0	0%
Aerospace Research	149	2,084	1	1,070	0	0%	1	100%	0	0%
Air Courier Service	322	1,582	1	1,070	0	0%	1	100%	0	0%
Air Duct Restoration	126	2,185	1	1,070	0	0%	1	100%	0	0%
Air Quality Services	1,170	866	1	1,070	0	0%	0	0%	1	100%
Airline Training	281	1,674	1	1,070	0	0%	1	100%	0	0%
Airplane Parts	355	1,523	1	1,070	1	100%	0	0%	0	0%
Airport	134	2,142	1	1,070	1	100%	0	0%	0	0%
Alcoholic Beverage Service	98	2,341	1	1,070	1	100%	0	0%	0	0%
Alcoholism Information	734	1,103	1	1,070	1	100%	0	0%	0	0%
Alternator Repair	780	1,062	1	1,070	1	100%	0	0%	0	0%
Aluminum	420	1,424	1	1,070	1	100%	0	0%	0	0%
Amusement Devices	113	2,253	1	1,070	1	100%	0	0%	0	0%
Analytical Chemist	85	2,423	1	1,070	1	100%	0	0%	0	0%
Animal Health Products	430	1,411	1	1,070	0	0%	1	100%	0	0%
Animal Shelter	2,329	551	1	1,070	1	100%	0	0%	0	0%
Antenna	345	1,543	1	1,070	0	0%	1	100%	0	0%
Antique Appraisal	291	1,651	1	1,070	1	100%	0	0%	0	0%
Antique Restoration	727	1,107	1	1,070	1	100%	0	0%	0	0%
Appliance Rental	1,328	804	1	1,070	1	100%	0	0%	0	0%
Appliances	6	3,689	1	1,070	1	100%	0	0%	0	0%
Appraiser	2,226	567	1	1,070	1	100%	0	0%	0	0%
Aquarium Dealers	271	1,704	1	1,070	1	100%	0	0%	0	0%
Arborist	1,679	700	1	1,070	1	100%	0	0%	0	0%
Architect	2,667	498	1	1,070	0	0%	1	100%	0	0%
Armed Forces Recruiting	108	2,277	1	1,070	0	0%	1	100%	0	0%
Armored Car Manufacturers	56	2,682	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Art	459	1,360	1	1,070	1	100%	0	0%	0	0%
Art Schools	426	1,417	1	1,070	0	0%	1	100%	0	0%
Artist Agent	26	3,109	1	1,070	1	100%	0	0%	0	0%
Athletic Organizations	329	1,570	1	1,070	1	100%	0	0%	0	0%
Audio Visual Equipment Repair	935	969	1	1,070	1	100%	0	0%	0	0%
Audio-Visual Consultant	1,908	640	1	1,070	1	100%	0	0%	0	0%
Auto Alarms	845	1,017	1	1,070	1	100%	0	0%	0	0%
Auto Electric Equipment	305	1,627	1	1,070	1	100%	0	0%	0	0%
Auto Inspection Stations	1,333	802	1	1,070	1	100%	0	0%	0	0%
Auto Repair Consultants	45	2,811	1	1,070	1	100%	0	0%	0	0%
Auto Salvage Yards	564	1,245	1	1,070	1	100%	0	0%	0	0%
Auto Smog Inspection	68	2,559	1	1,070	0	0%	1	100%	0	0%
Automation Equipment	604	1,209	1	1,070	0	0%	1	100%	0	0%
Aviation Consultants	97	2,349	1	1,070	0	0%	1	100%	0	0%
Bagel	32	3,009	1	1,070	1	100%	0	0%	0	0%
Bail Bonds	233	1,795	1	1,070	1	100%	0	0%	0	0%
Baskets	40	2,886	1	1,070	1	100%	0	0%	0	0%
Baths	768	1,073	1	1,070	0	0%	1	100%	0	0%
Battery Retail	725	1,110	1	1,070	1	100%	0	0%	0	0%
Battery Storage Wholesale	270	1,706	1	1,070	1	100%	0	0%	0	0%
Beads	157	2,061	1	1,070	1	100%	0	0%	0	0%
Bed Bug Removal	1,695	694	1	1,070	1	100%	0	0%	0	0%
Beer and Ale	137	2,130	1	1,070	1	100%	0	0%	0	0%
Beveled Glass	342	1,548	1	1,070	0	0%	1	100%	0	0%
Beverage	225	1,823	1	1,070	0	0%	1	100%	0	0%
Bike Rental	69	2,549	1	1,070	1	100%	0	0%	0	0%
Biofeedback Therapy	57	2,671	1	1,070	1	100%	0	0%	0	0%
Blankets	33	3,001	1	1,070	0	0%	0	0%	1	100%
Boat Repair	1,914	635	1	1,070	1	100%	0	0%	0	0%
Boat Storage	220	1,835	1	1,070	1	100%	0	0%	0	0%
Boating Club	104	2,306	1	1,070	0	0%	1	100%	0	0%
Boating School	55	2,697	1	1,070	1	100%	0	0%	0	0%
Book Orders	49	2,774	1	1,070	0	0%	1	100%	0	0%
Book, Compact Disc, and DVD Club	302	1,632	1	1,070	1	100%	0	0%	0	0%
Breakfast	48	2,785	1	1,070	0	0%	1	100%	0	0%
Brew Pub	135	2,138	1	1,070	1	100%	0	0%	0	0%
Brewing Supplies	101	2,324	1	1,070	0	0%	1	100%	0	0%
Builders Hardware	84	2,433	1	1,070	1	100%	0	0%	0	0%
Building Construction Consultants	1,394	782	1	1,070	0	0%	1	100%	0	0%
Business Law Attorney	416	1,431	1	1,070	1	100%	0	0%	0	0%
Business Promotion	1,302	815	1	1,070	0	0%	1	100%	0	0%
Business Writer	253	1,746	1	1,070	1	100%	0	0%	0	0%
Cabinet Doors	446	1,385	1	1,070	1	100%	0	0%	0	0%
Cabinet Organizers	240	1,780	1	1,070	1	100%	0	0%	0	0%
Camper Parts	97	2,349	1	1,070	1	100%	0	0%	0	0%
Camper Rental	186	1,946	1	1,070	1	100%	0	0%	0	0%
Candy	831	1,024	1	1,070	0	0%	1	100%	0	0%
Canvases	114	2,244	1	1,070	1	100%	0	0%	0	0%
Car Bumpers	178	1,972	1	1,070	1	100%	0	0%	0	0%
Car Buying	42	2,863	1	1,070	0	0%	1	100%	0	0%
Car Rust Proofing	1,392	783	1	1,070	0	0%	1	100%	0	0%
Car Sound Systems	466	1,350	1	1,070	1	100%	0	0%	0	0%
Car Springs	311	1,610	1	1,070	1	100%	0	0%	0	0%
Car Steam Cleaning	101	2,324	1	1,070	0	0%	1	100%	0	0%
Car Tune-Up	42	2,863	1	1,070	0	0%	1	100%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Career Counseling	793	1,052	1	1,070	1	100%	0	0%	0	0%
Casino	698	1,129	1	1,070	1	100%	0	0%	0	0%
Cat Breeders	93	2,371	1	1,070	0	0%	1	100%	0	0%
Cement Manufacturers	156	2,063	1	1,070	0	0%	1	100%	0	0%
Charity - Advertising for Publications	0	4,041	1	1,070	1	100%	0	0%	0	0%
Charity - Other Charitable Organizations	61	2,625	1	1,070	1	100%	0	0%	0	0%
Charity - Religious	10	3,531	1	1,070	1	100%	0	0%	0	0%
Charity Foundations	51	2,750	1	1,070	1	100%	0	0%	0	0%
Chauffeur	266	1,713	1	1,070	0	0%	1	100%	0	0%
Cheerleading Classes	64	2,594	1	1,070	1	100%	0	0%	0	0%
Chemicals	829	1,027	1	1,070	1	100%	0	0%	0	0%
Childrens' Furniture	629	1,183	1	1,070	1	100%	0	0%	0	0%
Childrens Parties	113	2,253	1	1,070	0	0%	1	100%	0	0%
Chimney Sweeper	1,723	686	1	1,070	1	100%	0	0%	0	0%
Civil Engineer	309	1,613	1	1,070	1	100%	0	0%	0	0%
Classic Car Dealers	289	1,660	1	1,070	1	100%	0	0%	0	0%
Cleaning Systems	773	1,068	1	1,070	0	0%	0	0%	1	100%
Clock Dealers	294	1,642	1	1,070	0	0%	1	100%	0	0%
Clock Repair	1,485	757	1	1,070	1	100%	0	0%	0	0%
Closed Circuit TV	205	1,884	1	1,070	1	100%	0	0%	0	0%
Closet Organizers	1,972	623	1	1,070	1	100%	0	0%	0	0%
Coffee Brewing	716	1,118	1	1,070	1	100%	0	0%	0	0%
Collection Attorney	625	1,190	1	1,070	1	100%	0	0%	0	0%
Comic Book	291	1,651	1	1,070	0	0%	0	0%	1	100%
Commercial Garbage Disposal	405	1,448	1	1,070	0	0%	1	100%	0	0%
Commercial Landscape Contractors	1,395	781	1	1,070	1	100%	0	0%	0	0%
Commercial Plumber	1,982	620	1	1,070	1	100%	0	0%	0	0%
Commercial Roofing	4,004	362	1	1,070	0	0%	0	0%	1	100%
Commodity Trading Advisory Service	35	2,968	1	1,070	0	0%	1	100%	0	0%
Computer Cable Installation	467	1,348	1	1,070	0	0%	1	100%	0	0%
Computer Consultant	2,650	503	1	1,070	1	100%	0	0%	0	0%
Concrete	501	1,317	1	1,070	1	100%	0	0%	0	0%
Concrete Curing	187	1,943	1	1,070	0	0%	1	100%	0	0%
Concrete Leveling	2,600	510	1	1,070	0	0%	1	100%	0	0%
Contractor Referral	686	1,141	1	1,070	1	100%	0	0%	0	0%
Contractors Equipment Rental	990	937	1	1,070	0	0%	1	100%	0	0%
Control Systems	751	1,086	1	1,070	1	100%	0	0%	0	0%
Corporate Awards	189	1,935	1	1,070	1	100%	0	0%	0	0%
Corporate Lodging	394	1,467	1	1,070	1	100%	0	0%	0	0%
Court Reporter	96	2,355	1	1,070	1	100%	0	0%	0	0%
Cultured Marble	463	1,354	1	1,070	0	0%	0	0%	1	100%
Custom Machinery	94	2,367	1	1,070	1	100%	0	0%	0	0%
Dance Instruction	1,165	867	1	1,070	1	100%	0	0%	0	0%
Decorative Concrete Contractor	640	1,177	1	1,070	0	0%	1	100%	0	0%
Demonstration Services	6	3,689	1	1,070	0	0%	1	100%	0	0%
Dental Hygienist	412	1,435	1	1,070	1	100%	0	0%	0	0%
Dental Implants	316	1,597	1	1,070	1	100%	0	0%	0	0%
Dental Sedation	3	3,849	1	1,070	1	100%	0	0%	0	0%
Dental Supplies	748	1,089	1	1,070	1	100%	0	0%	0	0%
Developmental Disability Services	123	2,203	1	1,070	1	100%	0	0%	0	0%
Diesel Engine	529	1,279	1	1,070	1	100%	0	0%	0	0%
Disability Access	626	1,188	1	1,070	0	0%	1	100%	0	0%
Diving Services	59	2,649	1	1,070	1	100%	0	0%	0	0%
Document Shredding	671	1,156	1	1,070	1	100%	0	0%	0	0%
Dog Daycare	1,158	873	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

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TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Door and Gate Operating Devices	677	1,146	1	1,070	1	100%	0	0%	0	0%
Door Installation	680	1,142	1	1,070	1	100%	0	0%	0	0%
Door Manufacturers	456	1,365	1	1,070	1	100%	0	0%	0	0%
Dressmaker	505	1,311	1	1,070	1	100%	0	0%	0	0%
Driveway Sealer	748	1,089	1	1,070	0	0%	1	100%	0	0%
Drug Abuse Information	1,651	708	1	1,070	0	0%	0	0%	1	100%
DVD Sales	166	2,030	1	1,070	0	0%	1	100%	0	0%
E-Books	98	2,341	1	1,070	1	100%	0	0%	0	0%
Electric Connectors	138	2,128	1	1,070	0	0%	1	100%	0	0%
Electric Motor Repair	508	1,300	1	1,070	1	100%	0	0%	0	0%
Electronic Development	164	2,033	1	1,070	0	0%	0	0%	1	100%
Electronic Educational Kits	410	1,440	1	1,070	1	100%	0	0%	0	0%
Electronic Power Supplies	65	2,585	1	1,070	1	100%	0	0%	0	0%
Elementary School	1,020	923	1	1,070	1	100%	0	0%	0	0%
Elevator Service	1,967	624	1	1,070	1	100%	0	0%	0	0%
Email Service Providers	210	1,868	1	1,070	1	100%	0	0%	0	0%
Employment Background Check	731	1,105	1	1,070	1	100%	0	0%	0	0%
Energy Audit	290	1,656	1	1,070	0	0%	1	100%	0	0%
Environmental Consulting	1,351	795	1	1,070	0	0%	0	0%	1	100%
Environmental Engineer	22	3,187	1	1,070	1	100%	0	0%	0	0%
Environmental Testing	155	2,067	1	1,070	1	100%	0	0%	0	0%
Excavating Equipment	737	1,099	1	1,070	1	100%	0	0%	0	0%
Exercise Equipment Repair	127	2,180	1	1,070	0	0%	1	100%	0	0%
Exporter	523	1,287	1	1,070	1	100%	0	0%	0	0%
Exterior Designer	545	1,270	1	1,070	0	0%	1	100%	0	0%
Fabric Binding	18	3,296	1	1,070	0	0%	0	0%	1	100%
Farm Equipment	1,910	638	1	1,070	1	100%	0	0%	0	0%
Farm Equipment Parts	190	1,934	1	1,070	1	100%	0	0%	0	0%
Faux Finishes	168	2,023	1	1,070	0	0%	0	0%	1	100%
Fax Service	700	1,126	1	1,070	1	100%	0	0%	0	0%
Feed Dealers	290	1,656	1	1,070	0	0%	1	100%	0	0%
Fiberglass Bath	199	1,906	1	1,070	0	0%	1	100%	0	0%
Filtering Materials	227	1,817	1	1,070	1	100%	0	0%	0	0%
Fine Artist	176	1,984	1	1,070	0	0%	1	100%	0	0%
Fire Protection Contractor	1,557	740	1	1,070	0	0%	1	100%	0	0%
First Aid Supplies	175	1,986	1	1,070	0	0%	1	100%	0	0%
Flags	458	1,361	1	1,070	1	100%	0	0%	0	0%
Flea Markets	180	1,965	1	1,070	1	100%	0	0%	0	0%
Flight School	354	1,525	1	1,070	1	100%	0	0%	0	0%
Flood Assistance	105	2,300	1	1,070	0	0%	1	100%	0	0%
Floor Removal, Resurfacing and Refinishing	155	2,067	1	1,070	1	100%	0	0%	0	0%
Folding Tables	9	3,564	1	1,070	1	100%	0	0%	0	0%
Food Processing Equipment	288	1,661	1	1,070	0	0%	1	100%	0	0%
Forester Consulting	305	1,627	1	1,070	0	0%	0	0%	1	100%
Forklift Repair	230	1,803	1	1,070	0	0%	1	100%	0	0%
Forklift Truck	222	1,829	1	1,070	1	100%	0	0%	0	0%
Furnace Cleaning	2,927	455	1	1,070	1	100%	0	0%	0	0%
Furniture Builders	0	4,041	1	1,070	0	0%	1	100%	0	0%
Furniture Consignment	105	2,300	1	1,070	0	0%	1	100%	0	0%
Garage Builders	4,265	345	1	1,070	0	0%	1	100%	0	0%
Garage Organizers	837	1,022	1	1,070	1	100%	0	0%	0	0%
Garden Center	1,666	705	1	1,070	1	100%	0	0%	0	0%
Garden Fountains	454	1,367	1	1,070	1	100%	0	0%	0	0%
Garments - Printing & Lettering	450	1,376	1	1,070	0	0%	0	0%	1	100%
Gas Contractors	1,204	854	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Gas Cylinder	42	2,863	1	1,070	0	0%	1	100%	0	0%
Gas Power Equipment	142	2,104	1	1,070	1	100%	0	0%	0	0%
Gastroenterology	344	1,545	1	1,070	1	100%	0	0%	0	0%
Gazebo	971	946	1	1,070	1	100%	0	0%	0	0%
Genealogy	961	953	1	1,070	1	100%	0	0%	0	0%
General Engineering Contractor	1,299	817	1	1,070	0	0%	1	100%	0	0%
Geothermal Drilling	22	3,187	1	1,070	1	100%	0	0%	0	0%
Glazier	749	1,088	1	1,070	1	100%	0	0%	0	0%
Global Positioning Systems	519	1,290	1	1,070	1	100%	0	0%	0	0%
Gold Buyers	9,544	174	1	1,070	1	100%	0	0%	0	0%
Goldsmith	247	1,759	1	1,070	1	100%	0	0%	0	0%
Golf Equipment	565	1,243	1	1,070	0	0%	1	100%	0	0%
Government Offices	862	1,011	1	1,070	1	100%	0	0%	0	0%
Guest Ranch	35	2,968	1	1,070	0	0%	1	100%	0	0%
Gun Safety	61	2,625	1	1,070	1	100%	0	0%	0	0%
Hand Tools	1,161	870	1	1,070	1	100%	0	0%	0	0%
Handwriting Analysis	125	2,192	1	1,070	1	100%	0	0%	0	0%
Hatchery	129	2,167	1	1,070	1	100%	0	0%	0	0%
Hats	126	2,185	1	1,070	1	100%	0	0%	0	0%
Heat Exchanger	266	1,713	1	1,070	1	100%	0	0%	0	0%
Heavy Duty Equipment Repair	501	1,317	1	1,070	1	100%	0	0%	0	0%
Heavy Equipment Towing	919	984	1	1,070	0	0%	1	100%	0	0%
Hemp Products	137	2,130	1	1,070	1	100%	0	0%	0	0%
HMOs	242	1,776	1	1,070	1	100%	0	0%	0	0%
Hockey Club	610	1,206	1	1,070	1	100%	0	0%	0	0%
Holistic Health Practitioner	1,103	895	1	1,070	1	100%	0	0%	0	0%
Home Additions	3,099	432	1	1,070	1	100%	0	0%	0	0%
Home Furnishings	1,165	867	1	1,070	1	100%	0	0%	0	0%
Home Health Care	8,097	200	1	1,070	1	100%	0	0%	0	0%
Honey	144	2,095	1	1,070	1	100%	0	0%	0	0%
Horse Dealers	269	1,708	1	1,070	0	0%	1	100%	0	0%
Horse Trailer	18	3,296	1	1,070	1	100%	0	0%	0	0%
Hotel Management	164	2,033	1	1,070	1	100%	0	0%	0	0%
Hotel Products	64	2,594	1	1,070	0	0%	1	100%	0	0%
Household Fans	271	1,704	1	1,070	1	100%	0	0%	0	0%
Household Garbage Disposal	629	1,183	1	1,070	1	100%	0	0%	0	0%
Housing Authority	140	2,116	1	1,070	1	100%	0	0%	0	0%
Hydronic Heating	589	1,220	1	1,070	1	100%	0	0%	0	0%
Hypnotherapists	984	941	1	1,070	1	100%	0	0%	0	0%
Importers	1,843	654	1	1,070	1	100%	0	0%	0	0%
Indoor Advertising	119	2,218	1	1,070	1	100%	0	0%	0	0%
Industrial Cleaning Chemicals	101	2,324	1	1,070	0	0%	1	100%	0	0%
Industrial Furnace	752	1,084	1	1,070	0	0%	1	100%	0	0%
Industrial Real Estate	132	2,150	1	1,070	0	0%	1	100%	0	0%
Infant Child Care	251	1,749	1	1,070	1	100%	0	0%	0	0%
Information Processing	40	2,886	1	1,070	0	0%	1	100%	0	0%
Interior Contractors	772	1,069	1	1,070	1	100%	0	0%	0	0%
Interior Finishing	585	1,224	1	1,070	0	0%	1	100%	0	0%
Irrigation Repair	105	2,300	1	1,070	1	100%	0	0%	0	0%
Jeans	108	2,277	1	1,070	1	100%	0	0%	0	0%
Jewelry Appraisal	618	1,199	1	1,070	1	100%	0	0%	0	0%
Jewelry Buyers	791	1,054	1	1,070	1	100%	0	0%	0	0%
Jewelry Engraver	12	3,465	1	1,070	1	100%	0	0%	0	0%
Jewelry Repair	556	1,257	1	1,070	0	0%	1	100%	0	0%
Job Listing Service	270	1,706	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Kitchen Cabinet Refacing	1,985	619	1	1,070	1	100%	0	0%	0	0%
Knit Goods	188	1,939	1	1,070	1	100%	0	0%	0	0%
Lab Equipment	175	1,986	1	1,070	1	100%	0	0%	0	0%
Labor Contractor	68	2,559	1	1,070	0	0%	1	100%	0	0%
Laneway House	431	1,409	1	1,070	1	100%	0	0%	0	0%
Laser	613	1,201	1	1,070	0	0%	1	100%	0	0%
Laundry Equipment	248	1,753	1	1,070	1	100%	0	0%	0	0%
Lawn Installation	72	2,525	1	1,070	1	100%	0	0%	0	0%
Leather Clothing	694	1,134	1	1,070	1	100%	0	0%	0	0%
Leather Dealers	695	1,133	1	1,070	1	100%	0	0%	0	0%
Leather Goods Repair	565	1,243	1	1,070	0	0%	1	100%	0	0%
Light Fixture Parts	193	1,929	1	1,070	1	100%	0	0%	0	0%
Light Fixture Repair	286	1,665	1	1,070	0	0%	1	100%	0	0%
Light Haul Trucking	793	1,052	1	1,070	0	0%	1	100%	0	0%
Lighting Consultant	343	1,546	1	1,070	1	100%	0	0%	0	0%
Loan Acceleration	4	3,790	1	1,070	0	0%	1	100%	0	0%
Lockers	47	2,793	1	1,070	1	100%	0	0%	0	0%
Log Splitter	2	3,912	1	1,070	1	100%	0	0%	0	0%
Lumber Store	2,414	538	1	1,070	1	100%	0	0%	0	0%
Machine Tool Repair	247	1,759	1	1,070	1	100%	0	0%	0	0%
Machine Tools	465	1,352	1	1,070	1	100%	0	0%	0	0%
Machinery Appraisal	85	2,423	1	1,070	1	100%	0	0%	0	0%
Magician	246	1,764	1	1,070	0	0%	1	100%	0	0%
Magician Supplies	34	2,982	1	1,070	0	100%	1	0%	0	0%
Mailing Lists	45	2,811	1	1,070	1	100%	0	0%	0	0%
Management Consultant	2,469	527	1	1,070	0	0%	0	0%	1	100%
Manicures	183	1,958	1	1,070	1	100%	0	0%	0	0%
Manufactured Home Supplies	274	1,692	1	1,070	0	0%	1	100%	0	0%
Mapping Services	124	2,197	1	1,070	1	100%	0	0%	0	0%
Marijuana Accessories	16	3,357	1	1,070	1	100%	0	0%	0	0%
Marine Contractors	319	1,589	1	1,070	1	100%	0	0%	0	0%
Marionette	47	2,793	1	1,070	1	100%	0	0%	0	0%
Marriage Counselor	6,603	251	1	1,070	1	100%	0	0%	0	0%
Maternity Clothes	110	2,266	1	1,070	0	0%	1	100%	0	0%
Meat	928	976	1	1,070	1	100%	0	0%	0	0%
Meat Chopper	39	2,902	1	1,070	1	100%	0	0%	0	0%
Meat Retail	1,600	725	1	1,070	1	100%	0	0%	0	0%
Medical Doctor	1,850	652	1	1,070	1	100%	0	0%	0	0%
Medical Service Organization	633	1,182	1	1,070	0	0%	1	100%	0	0%
Medical Spa	640	1,177	1	1,070	1	100%	0	0%	0	0%
Medical Transportation	323	1,580	1	1,070	0	0%	1	100%	0	0%
Merchandising Services	61	2,625	1	1,070	1	100%	0	0%	0	0%
Messenger Service	1,215	850	1	1,070	1	100%	0	0%	0	0%
Metal Cleaning	63	2,602	1	1,070	0	0%	1	100%	0	0%
Metal Powder Fabricators	246	1,764	1	1,070	0	0%	1	100%	0	0%
Mobile Auto Repair	666	1,158	1	1,070	1	100%	0	0%	0	0%
Mobile Pet Grooming	189	1,935	1	1,070	0	0%	1	100%	0	0%
Mortgage Lenders	1,366	791	1	1,070	1	100%	0	0%	0	0%
Motor Home Rentals	86	2,414	1	1,070	1	100%	0	0%	0	0%
Motor Scooters	274	1,692	1	1,070	0	0%	0	0%	1	100%
Motorcycle Customization	124	2,197	1	1,070	1	100%	0	0%	0	0%
Moving Brokers	1,423	770	1	1,070	1	100%	0	0%	0	0%
Music Distribution Companies	541	1,274	1	1,070	1	100%	0	0%	0	0%
Musicians	85	2,423	1	1,070	0	0%	1	100%	0	0%
Natural Marble	418	1,427	1	1,070	0	0%	1	100%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Natural Stone	1,418	772	1	1,070	1	100%	0	0%	0	0%
Naturopath	877	1,005	1	1,070	1	100%	0	0%	0	0%
Navigation Consultants	3	3,849	1	1,070	1	100%	0	0%	0	0%
Network Computer	2,432	535	1	1,070	0	0%	1	100%	0	0%
Network Security	558	1,253	1	1,070	1	100%	0	0%	0	0%
New Machinery	590	1,218	1	1,070	0	0%	1	100%	0	0%
Newsstands	24	3,155	1	1,070	1	100%	0	0%	0	0%
Not Elsewhere Classified After Investigation	3,061	439	1	1,070	0	0%	0	0%	1	100%
Nursing	275	1,688	1	1,070	1	100%	0	0%	0	0%
Office Movers	451	1,373	1	1,070	0	0%	1	100%	0	0%
Office Space Rental	811	1,042	1	1,070	0	0%	1	100%	0	0%
Oil Burners	129	2,167	1	1,070	1	100%	0	0%	0	0%
Oil Tank Installation	414	1,433	1	1,070	1	100%	0	0%	0	0%
Oilfield Equipment	605	1,207	1	1,070	0	0%	1	100%	0	0%
Online Shipping Broker	804	1,047	1	1,070	1	100%	0	0%	0	0%
Organic Food	629	1,183	1	1,070	0	0%	1	100%	0	0%
Organizing Services	522	1,288	1	1,070	0	0%	0	0%	1	100%
Oriental Goods Wholesale	13	3,427	1	1,070	1	100%	0	0%	0	0%
Oxygen	362	1,516	1	1,070	0	0%	1	100%	0	0%
Packaging Machinery	161	2,043	1	1,070	1	100%	0	0%	0	0%
Packaging Service	411	1,438	1	1,070	0	0%	1	100%	0	0%
Packaging Supplies	818	1,036	1	1,070	1	100%	0	0%	0	0%
Paint	1,349	797	1	1,070	0	0%	1	100%	0	0%
Parenting Classes	27	3,092	1	1,070	1	100%	0	0%	0	0%
Park	95	2,360	1	1,070	0	0%	1	100%	0	0%
Party Decoration Contractors	280	1,678	1	1,070	1	100%	0	0%	0	0%
Party Supplies	1,620	718	1	1,070	1	100%	0	0%	0	0%
Party Supply Rentals	872	1,006	1	1,070	0	0%	0	0%	1	100%
Patent Agent	936	968	1	1,070	0	0%	1	100%	0	0%
Patent Medicine	182	1,961	1	1,070	1	100%	0	0%	0	0%
Pens and Pencils	16	3,357	1	1,070	0	0%	1	100%	0	0%
Personal Chef	64	2,594	1	1,070	0	0%	1	100%	0	0%
Personal Shopper	203	1,894	1	1,070	1	100%	0	0%	0	0%
Pest Control Supplies	273	1,696	1	1,070	1	100%	0	0%	0	0%
Pet Services	1,452	764	1	1,070	1	100%	0	0%	0	0%
Pet Training	1,785	669	1	1,070	1	100%	0	0%	0	0%
Pet Waste Removal	257	1,736	1	1,070	0	0%	1	100%	0	0%
Petroleum	304	1,629	1	1,070	1	100%	0	0%	0	0%
Photo Booth Rental	277	1,681	1	1,070	1	100%	0	0%	0	0%
Photo Imaging	368	1,504	1	1,070	1	100%	0	0%	0	0%
Piano Tuners	454	1,367	1	1,070	0	0%	1	100%	0	0%
Pictures	106	2,294	1	1,070	1	100%	0	0%	0	0%
Pipe	273	1,696	1	1,070	0	0%	1	100%	0	0%
Pipe Line Companies	187	1,943	1	1,070	1	100%	0	0%	0	0%
Pipes and Smokers Articles	208	1,871	1	1,070	1	100%	0	0%	0	0%
Plant Nursery	2,248	563	1	1,070	0	0%	1	100%	0	0%
Plastering Contractors	984	941	1	1,070	1	100%	0	0%	0	0%
Plastic Bags	58	2,661	1	1,070	0	0%	1	100%	0	0%
Pond Management	6	3,689	1	1,070	0	0%	1	100%	0	0%
Pool Enclosures	143	2,101	1	1,070	1	100%	0	0%	0	0%
Pool Removal	84	2,433	1	1,070	1	100%	0	0%	0	0%
Pool Supplies	3,936	367	1	1,070	1	100%	0	0%	0	0%
Portable Storage Units	329	1,570	1	1,070	1	100%	0	0%	0	0%
Power Actuated Tools	161	2,043	1	1,070	1	100%	0	0%	0	0%
Precious Stones	19	3,270	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Private Golf Courses	568	1,239	1	1,070	1	100%	0	0%	0	0%
Private Tennis Court	50	2,769	1	1,070	0	0%	1	100%	0	0%
Product Sales	534	1,276	1	1,070	1	100%	0	0%	0	0%
Professional Organizations	114	2,244	1	1,070	1	100%	0	0%	0	0%
Property Insurance	313	1,605	1	1,070	0	0%	1	100%	0	0%
Psychotherapist	366	1,507	1	1,070	1	100%	0	0%	0	0%
Publishers Periodical	1,412	773	1	1,070	1	100%	0	0%	0	0%
Publishing Consultant	2,466	530	1	1,070	1	100%	0	0%	0	0%
QuickBooks Support	1,438	768	1	1,070	0	0%	0	0%	1	100%
Quilts	43	2,844	1	1,070	1	100%	0	0%	0	0%
Racks	126	2,185	1	1,070	1	100%	0	0%	0	0%
Radiotelephone Equipment	96	2,355	1	1,070	1	100%	0	0%	0	0%
Railroad	240	1,780	1	1,070	1	100%	0	0%	0	0%
Range and Oven Dealers	142	2,104	1	1,070	0	0%	1	100%	0	0%
Real Estate Investing	4,245	346	1	1,070	1	100%	0	0%	0	0%
Real Estate Lawyer	1,144	880	1	1,070	0	0%	1	100%	0	0%
Real Estate School	407	1,445	1	1,070	1	100%	0	0%	0	0%
Recording Studio Equipment	139	2,123	1	1,070	0	0%	1	100%	0	0%
Recreation Center	650	1,165	1	1,070	0	0%	1	100%	0	0%
Recruitment Services	1,233	843	1	1,070	0	0%	1	100%	0	0%
Refrigeration Equipment	637	1,180	1	1,070	1	100%	0	0%	0	0%
Refrigerator Parts	2	3,912	1	1,070	1	100%	0	0%	0	0%
Refrigerator Repair	674	1,152	1	1,070	1	100%	0	0%	0	0%
Rehabilitation	933	970	1	1,070	1	100%	0	0%	0	0%
Reiki Therapy	78	2,490	1	1,070	1	100%	0	0%	0	0%
Religious Goods	163	2,038	1	1,070	0	0%	1	100%	0	0%
Renewable Energy	366	1,507	1	1,070	0	0%	1	100%	0	0%
Rent to Own Real Estate	1,725	684	1	1,070	1	100%	0	0%	0	0%
Rental Listings	6,106	268	1	1,070	1	100%	0	0%	0	0%
Repossession Services	1,037	913	1	1,070	1	100%	0	0%	0	0%
Reptiles	173	1,999	1	1,070	0	0%	1	100%	0	0%
Retread Tires	377	1,491	1	1,070	1	100%	0	0%	0	0%
Retreat Facilities	154	2,072	1	1,070	1	100%	0	0%	0	0%
Roof Cleaning	3,068	437	1	1,070	0	0%	1	100%	0	0%
Rubber Products	548	1,267	1	1,070	0	0%	1	100%	0	0%
Rubber Stamps	159	2,051	1	1,070	1	100%	0	0%	0	0%
RV Rental	966	950	1	1,070	0	0%	1	100%	0	0%
Safety Clothing	959	954	1	1,070	1	100%	0	0%	0	0%
Sailmakers	53	2,718	1	1,070	0	0%	1	100%	0	0%
Sandwich	89	2,388	1	1,070	0	0%	1	100%	0	0%
Sauna Equipment	1,551	742	1	1,070	0	0%	1	100%	0	0%
Scaffolding	769	1,072	1	1,070	0	0%	1	100%	0	0%
Scales	276	1,684	1	1,070	1	100%	0	0%	0	0%
School Information	178	1,972	1	1,070	0	0%	1	100%	0	0%
School Photographers	62	2,614	1	1,070	1	100%	0	0%	0	0%
Seafood Retail	408	1,443	1	1,070	0	0%	1	100%	0	0%
Search Engine Marketing	757	1,078	1	1,070	1	100%	0	0%	0	0%
Seat Belts	3	3,849	1	1,070	0	0%	1	100%	0	0%
Seat Covers	806	1,045	1	1,070	1	100%	0	0%	0	0%
Secret Shopper	3,404	400	1	1,070	1	100%	0	0%	0	0%
Security Systems Consultants	4,663	326	1	1,070	1	100%	0	0%	0	0%
Senior Home Care	3,524	391	1	1,070	0	0%	1	100%	0	0%
Septic Tank Cleaning	2,363	542	1	1,070	1	100%	0	0%	0	0%
Septic Tank Contractors	3,054	440	1	1,070	1	100%	0	0%	0	0%
Service Dogs	510	1,297	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Sewer Contractors	3,531	389	1	1,070	1	100%	0	0%	0	0%
Sheet Metal Fabrication	1,333	802	1	1,070	0	0%	1	100%	0	0%
Shelves	545	1,270	1	1,070	0	0%	1	100%	0	0%
Ship Cleaning	26	3,109	1	1,070	0	0%	1	100%	0	0%
Shopping Mall	663	1,161	1	1,070	1	100%	0	0%	0	0%
Shuttle Bus	440	1,397	1	1,070	1	100%	0	0%	0	0%
Siding Material	3,659	380	1	1,070	1	100%	0	0%	0	0%
Sign Letters	34	2,982	1	1,070	1	100%	0	0%	0	0%
Skating Equipment	212	1,858	1	1,070	0	0%	1	100%	0	0%
Skating Lessons	211	1,861	1	1,070	0	0%	1	100%	0	0%
Ski Equipment Manufacturers	32	3,009	1	1,070	0	0%	1	100%	0	0%
Sky Diving	25	3,130	1	1,070	0	0%	1	100%	0	0%
Smoke Alarm Systems	2,332	550	1	1,070	1	100%	0	0%	0	0%
Smoke Detectors	186	1,946	1	1,070	1	100%	0	0%	0	0%
Social Worker	31	3,030	1	1,070	1	100%	0	0%	0	0%
Soffit and Fascia	996	936	1	1,070	0	0%	1	100%	0	0%
Solar Energy Design	1,031	918	1	1,070	1	100%	0	0%	0	0%
Solar Energy Equipment	448	1,383	1	1,070	1	100%	0	0%	0	0%
Solar Energy Products	743	1,097	1	1,070	1	100%	0	0%	0	0%
Sound System	752	1,084	1	1,070	0	0%	1	100%	0	0%
Specialty Auto Parts	897	995	1	1,070	0	0%	1	100%	0	0%
Sport Fishing	49	2,774	1	1,070	0	0%	1	100%	0	0%
Sporting Goods Repair	514	1,291	1	1,070	1	100%	0	0%	0	0%
Sports Promoter	349	1,534	1	1,070	1	100%	0	0%	0	0%
Sportswear Manufacturer	206	1,880	1	1,070	1	100%	0	0%	0	0%
Stables	456	1,365	1	1,070	1	100%	0	0%	0	0%
Stamp Dealers	224	1,826	1	1,070	1	100%	0	0%	0	0%
Steel Fabrication	2,103	590	1	1,070	0	0%	1	100%	0	0%
Steel Warehouse	394	1,467	1	1,070	1	100%	0	0%	0	0%
Stock Brokers	560	1,248	1	1,070	0	0%	1	100%	0	0%
Store Fixtures	244	1,772	1	1,070	1	100%	0	0%	0	0%
Structural Engineer	578	1,231	1	1,070	1	100%	0	0%	0	0%
Studio Rental	36	2,953	1	1,070	1	100%	0	0%	0	0%
Surrogacy	3	3,849	1	1,070	0	0%	0	0%	1	100%
Survival Supplies	262	1,727	1	1,070	1	100%	0	0%	0	0%
Swap Shop	70	2,541	1	1,070	0	0%	1	100%	0	0%
Sword	158	2,058	1	1,070	1	100%	0	0%	0	0%
T Shirts	953	956	1	1,070	0	0%	1	100%	0	0%
Tailor Supplies	156	2,063	1	1,070	1	100%	0	0%	0	0%
Talent Listing	2,343	545	1	1,070	1	100%	0	0%	0	0%
Tax Enrolled Agent	16	3,357	1	1,070	1	100%	0	0%	0	0%
Tea Manufacturers	74	2,509	1	1,070	0	0%	1	100%	0	0%
Technical Writing	997	935	1	1,070	0	0%	1	100%	0	0%
Teeth Whitening	626	1,188	1	1,070	0	0%	1	100%	0	0%
Telecommunication Equipment Repair	371	1,500	1	1,070	1	100%	0	0%	0	0%
Tennis Court Resurfacing	6	3,689	1	1,070	0	0%	1	100%	0	0%
Theater Supplies	13	3,427	1	1,070	1	100%	0	0%	0	0%
Tile Restoration	140	2,116	1	1,070	0	0%	1	100%	0	0%
Tire Manufacturers	56	2,682	1	1,070	0	0%	1	100%	0	0%
Tobacco Growers	13	3,427	1	1,070	0	0%	1	100%	0	0%
Tobacco Wholesale	3	3,849	1	1,070	1	100%	0	0%	0	0%
Tool Design	2	3,912	1	1,070	1	100%	0	0%	0	0%
Tourist Attractions	269	1,708	1	1,070	1	100%	0	0%	0	0%
Tourist Home	930	975	1	1,070	1	100%	0	0%	0	0%
Tractor Parts	257	1,736	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Tractor Repair	89	2,388	1	1,070	0	0%	1	100%	0	0%
Trademark Consultant	1,852	651	1	1,070	1	100%	0	0%	0	0%
Trailer Hitches	568	1,239	1	1,070	1	100%	0	0%	0	0%
Trailer Leasing	923	980	1	1,070	1	100%	0	0%	0	0%
Trailer Repair	1,819	660	1	1,070	1	100%	0	0%	0	0%
Trampoline	253	1,746	1	1,070	0	0%	1	100%	0	0%
Transitional Housing	91	2,381	1	1,070	1	100%	0	0%	0	0%
Transporting Trailers	120	2,212	1	1,070	1	100%	0	0%	0	0%
Travel Agent Mills	1,314	811	1	1,070	1	100%	0	0%	0	0%
Treatment Centers	259	1,731	1	1,070	1	100%	0	0%	0	0%
Tree Pruning Service	814	1,037	1	1,070	0	0%	1	100%	0	0%
Tropical Fish	20	3,248	1	1,070	1	100%	0	0%	0	0%
Truck Driver Training	1,152	877	1	1,070	1	100%	0	0%	0	0%
Trusses	558	1,253	1	1,070	1	100%	0	0%	0	0%
Turbocharger	50	2,769	1	1,070	0	0%	1	100%	0	0%
Tuxedo Rentals	18	3,296	1	1,070	1	100%	0	0%	0	0%
TV Station Equipment	28	3,074	1	1,070	0	0%	1	100%	0	0%
Underground Sprinkler Parts	185	1,952	1	1,070	1	100%	0	0%	0	0%
Uniform	850	1,016	1	1,070	1	100%	0	0%	0	0%
Uniform Supply Service	484	1,332	1	1,070	0	0%	1	100%	0	0%
Used Building Materials	257	1,736	1	1,070	0	0%	1	100%	0	0%
Used Carpet	265	1,718	1	1,070	1	100%	0	0%	0	0%
Used Machinery	152	2,078	1	1,070	1	100%	0	0%	0	0%
Utility Water Company	307	1,618	1	1,070	1	100%	0	0%	0	0%
Vacation Certificates and Vouchers	360	1,519	1	1,070	1	100%	0	0%	0	0%
Valet Service	102	2,322	1	1,070	1	100%	0	0%	0	0%
Van Conversions	132	2,150	1	1,070	1	100%	0	0%	0	0%
Variety Store	217	1,843	1	1,070	1	100%	0	0%	0	0%
Venetian Blind Dealers	1,137	882	1	1,070	1	100%	0	0%	0	0%
Ventilating Contractors	953	956	1	1,070	1	100%	0	0%	0	0%
Video Editing	26	3,109	1	1,070	1	100%	0	0%	0	0%
Video Game Services	433	1,405	1	1,070	0	0%	1	100%	0	0%
Vinyl Decking	1,038	910	1	1,070	1	100%	0	0%	0	0%
Vocal Lessons	129	2,167	1	1,070	1	100%	0	0%	0	0%
Warehouse Services	274	1,692	1	1,070	1	100%	0	0%	0	0%
Watch Dealers	1,023	922	1	1,070	1	100%	0	0%	0	0%
Water Analysis	197	1,916	1	1,070	1	100%	0	0%	0	0%
Water Gardens	204	1,890	1	1,070	0	0%	1	100%	0	0%
Water Heater Manufacturers	144	2,095	1	1,070	0	0%	1	100%	0	0%
Water Well Pumps	384	1,484	1	1,070	0	0%	1	100%	0	0%
Wedding Officiate	2,662	502	1	1,070	0	0%	1	100%	0	0%
Wedding Videographer	92	2,377	1	1,070	0	0%	0	0%	1	100%
Wheel Alignment	853	1,015	1	1,070	0	0%	1	100%	0	0%
Wholesale Bakers	514	1,291	1	1,070	1	100%	0	0%	0	0%
Wholesale Dresses	87	2,407	1	1,070	1	100%	0	0%	0	0%
Wholesale Fur	179	1,967	1	1,070	1	100%	0	0%	0	0%
Wholesale Gasoline	43	2,844	1	1,070	0	0%	1	100%	0	0%
Wholesale Giftware	348	1,535	1	1,070	1	100%	0	0%	0	0%
Wholesale Jewelry	2,002	615	1	1,070	1	100%	0	0%	0	0%
Wholesale Major Appliances	744	1,095	1	1,070	1	100%	0	0%	0	0%
Wholesale Novelties	4	3,790	1	1,070	0	0%	1	100%	0	0%
Wholesale Pet Foods	385	1,481	1	1,070	1	100%	0	0%	0	0%
Wholesale Tours	529	1,279	1	1,070	1	100%	0	0%	0	0%
Wholesale Video Games	366	1,507	1	1,070	1	100%	0	0%	0	0%
Wholesale Watches	123	2,203	1	1,070	1	100%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Wicker Products	114	2,244	1	1,070	1	100%	0	0%	0	0%
Wind Energy Systems	142	2,104	1	1,070	0	0%	1	100%	0	0%
Wood Carving	72	2,525	1	1,070	0	0%	1	100%	0	0%
Woodworking Equipment	192	1,931	1	1,070	0	0%	1	100%	0	0%
Yacht Charter Broker	342	1,548	1	1,070	0	0%	1	100%	0	0%
Zoo and Aquarium	36	2,953	1	1,070	1	100%	0	0%	0	0%
4 Wheel Drive Repair	30	3,046	0	1,602	0	0%	0	0%	0	0%
Abrasives	116	2,232	0	1,602	0	0%	0	0%	0	0%
Absorbents	33	3,001	0	1,602	0	0%	0	0%	0	0%
Accident Insurance	1,036	917	0	1,602	0	0%	0	0%	0	0%
Accident Reconstruction	95	2,360	0	1,602	0	0%	0	0%	0	0%
Accounting and Bookkeeping Machines	896	996	0	1,602	0	0%	0	0%	0	0%
Acid Proof Materials	45	2,811	0	1,602	0	0%	0	0%	0	0%
Acoustic Material	94	2,367	0	1,602	0	0%	0	0%	0	0%
Acoustical Ceiling Contractors	66	2,579	0	1,602	0	0%	0	0%	0	0%
Acoustical Consultant	25	3,130	0	1,602	0	0%	0	0%	0	0%
Actuary	115	2,240	0	1,602	0	0%	0	0%	0	0%
Acupressure	73	2,517	0	1,602	0	0%	0	0%	0	0%
Acupuncturist	1,569	735	0	1,602	0	0%	0	0%	0	0%
Ad Word Sponsorship	22	3,187	0	1,602	0	0%	0	0%	0	0%
Adhesive	135	2,138	0	1,602	0	0%	0	0%	0	0%
Adjustable Beds	2	3,912	0	1,602	0	0%	0	0%	0	0%
Administrative Assistant Employment	5	3,743	0	1,602	0	0%	0	0%	0	0%
Adoption Agencies	275	1,688	0	1,602	0	0%	0	0%	0	0%
Adult Day Care	172	2,004	0	1,602	0	0%	0	0%	0	0%
Adult Family Homes	301	1,634	0	1,602	0	0%	0	0%	0	0%
Adult Novelties	601	1,212	0	1,602	0	0%	0	0%	0	0%
Advance Fee Job Listing and Advisory Services	449	1,380	0	1,602	0	0%	0	0%	0	0%
Aerial Advertising	8	3,595	0	1,602	0	0%	0	0%	0	0%
Aerial Applicators	6	3,689	0	1,602	0	0%	0	0%	0	0%
Aerial Lift Repair	12	3,465	0	1,602	0	0%	0	0%	0	0%
Aerial Patrol	32	3,009	0	1,602	0	0%	0	0%	0	0%
Aerial Photographer	334	1,565	0	1,602	0	0%	0	0%	0	0%
Aerial Surveyor	1	3,970	0	1,602	0	0%	0	0%	0	0%
Aerospace Industry	38	2,919	0	1,602	0	0%	0	0%	0	0%
Agricultural Consultant	53	2,718	0	1,602	0	0%	0	0%	0	0%
Agricultural Services	716	1,118	0	1,602	0	0%	0	0%	0	0%
Agricultural Waste Management	47	2,793	0	1,602	0	0%	0	0%	0	0%
AIDS Research	11	3,494	0	1,602	0	0%	0	0%	0	0%
Air Ambulance Service	79	2,481	0	1,602	0	0%	0	0%	0	0%
Air Balancing	88	2,397	0	1,602	0	0%	0	0%	0	0%
Air Brushes	20	3,248	0	1,602	0	0%	0	0%	0	0%
Air Cargo	252	1,748	0	1,602	0	0%	0	0%	0	0%
Air Cleaning Equipment	397	1,463	0	1,602	0	0%	0	0%	0	0%
Air Compressors	214	1,851	0	1,602	0	0%	0	0%	0	0%
Air Conditioning Cleaning	171	2,009	0	1,602	0	0%	0	0%	0	0%
Air Conditioning Equipment	36	2,953	0	1,602	0	0%	0	0%	0	0%
Air Conditioning Parts	450	1,376	0	1,602	0	0%	0	0%	0	0%
Air Conditioning Repair	1,153	875	0	1,602	0	0%	0	0%	0	0%
Air Curtains	7	3,633	0	1,602	0	0%	0	0%	0	0%
Air Duct System	61	2,625	0	1,602	0	0%	0	0%	0	0%
Air Filters	86	2,414	0	1,602	0	0%	0	0%	0	0%
Air Fragrance	25	3,130	0	1,602	0	0%	0	0%	0	0%
Air Gun	201	1,898	0	1,602	0	0%	0	0%	0	0%
Air Pollution Control	103	2,313	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Air Pollution Measuring Service	3	3,849	0	1,602	0	0%	0	0%	0	0%
Air Sealing	27	3,092	0	1,602	0	0%	0	0%	0	0%
Airbag Repair	234	1,794	0	1,602	0	0%	0	0%	0	0%
Aircraft Brokers	22	3,187	0	1,602	0	0%	0	0%	0	0%
Aircraft Cleaning	6	3,689	0	1,602	0	0%	0	0%	0	0%
Aircraft Dealers	30	3,046	0	1,602	0	0%	0	0%	0	0%
Aircraft Engines	8	3,595	0	1,602	0	0%	0	0%	0	0%
Aircraft Equipment Testing	8	3,595	0	1,602	0	0%	0	0%	0	0%
Aircraft Ferry	27	3,092	0	1,602	0	0%	0	0%	0	0%
Aircraft Ground Support	10	3,531	0	1,602	0	0%	0	0%	0	0%
Aircraft Maintenance	240	1,780	0	1,602	0	0%	0	0%	0	0%
Aircraft Manufacturers	48	2,785	0	1,602	0	0%	0	0%	0	0%
Aircraft School	218	1,840	0	1,602	0	0%	0	0%	0	0%
Aircraft Storage	38	2,919	0	1,602	0	0%	0	0%	0	0%
Airport Equipment	9	3,564	0	1,602	0	0%	0	0%	0	0%
Album	4	3,790	0	1,602	0	0%	0	0%	0	0%
Alcoholism Treatment	1	3,970	0	1,602	0	0%	0	0%	0	0%
Alfalfa Products	2	3,912	0	1,602	0	0%	0	0%	0	0%
Alloys	9	3,564	0	1,602	0	0%	0	0%	0	0%
Alternative Medicine	701	1,125	0	1,602	0	0%	0	0%	0	0%
Alternators	282	1,671	0	1,602	0	0%	0	0%	0	0%
Aluminum Fabrication	315	1,598	0	1,602	0	0%	0	0%	0	0%
Alzheimer Treatment	1	3,970	0	1,602	0	0%	0	0%	0	0%
Ambulance Services	83	2,443	0	1,602	0	0%	0	0%	0	0%
Ammunition Supplies	114	2,244	0	1,602	0	0%	0	0%	0	0%
Amusement Park Equipment	31	3,030	0	1,602	0	0%	0	0%	0	0%
Anesthesiologist	2	3,912	0	1,602	0	0%	0	0%	0	0%
Animal Artificial Insemination	137	2,130	0	1,602	0	0%	0	0%	0	0%
Animal Identification	15	3,381	0	1,602	0	0%	0	0%	0	0%
Animal Removal	798	1,051	0	1,602	0	0%	0	0%	0	0%
Animal Trapping	932	972	0	1,602	0	0%	0	0%	0	0%
Animation Mechanics	19	3,270	0	1,602	0	0%	0	0%	0	0%
Anodizing	3	3,849	0	1,602	0	0%	0	0%	0	0%
Answering Service	534	1,276	0	1,602	0	0%	0	0%	0	0%
Antique Auto Parts	73	2,517	0	1,602	0	0%	0	0%	0	0%
Antique Reproduction	12	3,465	0	1,602	0	0%	0	0%	0	0%
Apartment Share	8	3,595	0	1,602	0	0%	0	0%	0	0%
Appraisal Management	622	1,195	0	1,602	0	0%	0	0%	0	0%
Apprenticeship Programs	5	3,743	0	1,602	0	0%	0	0%	0	0%
Aquaculture	128	2,175	0	1,602	0	0%	0	0%	0	0%
Aquarium Maintenance	60	2,637	0	1,602	0	0%	0	0%	0	0%
Aquarium Manufacturers	17	3,327	0	1,602	0	0%	0	0%	0	0%
Arbitration Services	147	2,088	0	1,602	0	0%	0	0%	0	0%
Arbors	95	2,360	0	1,602	0	0%	0	0%	0	0%
Archaeologist	17	3,327	0	1,602	0	0%	0	0%	0	0%
Archery Classes	4	3,790	0	1,602	0	0%	0	0%	0	0%
Archery Equipment	82	2,458	0	1,602	0	0%	0	0%	0	0%
Archery Range	17	3,327	0	1,602	0	0%	0	0%	0	0%
Architectural Designer	236	1,790	0	1,602	0	0%	0	0%	0	0%
Architectural Supplies	10	3,531	0	1,602	0	0%	0	0%	0	0%
Armature Service	71	2,532	0	1,602	0	0%	0	0%	0	0%
Armored Car Services	22	3,187	0	1,602	0	0%	0	0%	0	0%
Army Gear	73	2,517	0	1,602	0	0%	0	0%	0	0%
Art Gallery	9	3,564	0	1,602	0	0%	0	0%	0	0%
Art Organizations	32	3,009	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Art Restoration	99	2,336	0	1,602	0	0%	0	0%	0	0%
Art Supplies	785	1,056	0	1,602	0	0%	0	0%	0	0%
Artificial Flowers	52	2,736	0	1,602	0	0%	0	0%	0	0%
Artificial Landscape Rocks	113	2,253	0	1,602	0	0%	0	0%	0	0%
Artificial Plant Manufacturer	36	2,953	0	1,602	0	0%	0	0%	0	0%
Artificial Turf	1,242	840	0	1,602	0	0%	0	0%	0	0%
Artisanal Cheese	6	3,689	0	1,602	0	0%	0	0%	0	0%
Asbestos Products	44	2,828	0	1,602	0	0%	0	0%	0	0%
Asbestos Testing	435	1,404	0	1,602	0	0%	0	0%	0	0%
Asphalt Equipment	211	1,861	0	1,602	0	0%	0	0%	0	0%
Assembly Services	108	2,277	0	1,602	0	0%	0	0%	0	0%
Asset Evaluation	287	1,662	0	1,602	0	0%	0	0%	0	0%
Assisted Living Facilities	194	1,925	0	1,602	0	0%	0	0%	0	0%
Association Management	23	3,169	0	1,602	0	0%	0	0%	0	0%
Astrologer	105	2,300	0	1,602	0	0%	0	0%	0	0%
Astronomy Tools	5	3,743	0	1,602	0	0%	0	0%	0	0%
Attorney Service Bureau	509	1,299	0	1,602	0	0%	0	0%	0	0%
Auction Supplies	1	3,970	0	1,602	0	0%	0	0%	0	0%
Audio Visual Equipment Rental	95	2,360	0	1,602	0	0%	0	0%	0	0%
Audio Visual Equipment Supplies	229	1,810	0	1,602	0	0%	0	0%	0	0%
Audio Visual Equipment Wholesale	4	3,790	0	1,602	0	0%	0	0%	0	0%
Audiologist	729	1,106	0	1,602	0	0%	0	0%	0	0%
Autism Therapy	16	3,357	0	1,602	0	0%	0	0%	0	0%
Auto	198	1,911	0	1,602	0	0%	0	0%	0	0%
Auto Air Conditioning	645	1,174	0	1,602	0	0%	0	0%	0	0%
Auto Appraiser	628	1,187	0	1,602	0	0%	0	0%	0	0%
Auto Diagnosis	917	985	0	1,602	0	0%	0	0%	0	0%
Auto Equipment Manufacturers	9	3,564	0	1,602	0	0%	0	0%	0	0%
Auto Floor Mats	1	3,970	0	1,602	0	0%	0	0%	0	0%
Auto Manufacturer Equipment	320	1,587	0	1,602	0	0%	0	0%	0	0%
Auto Registration	12	3,465	0	1,602	0	0%	0	0%	0	0%
Auto Service Contract Companies	14	3,398	0	1,602	0	0%	0	0%	0	0%
Autograph Dealer	113	2,253	0	1,602	0	0%	0	0%	0	0%
Automation Consultants	171	2,009	0	1,602	0	0%	0	0%	0	0%
Automobile Purchasing Consultant	114	2,244	0	1,602	0	0%	0	0%	0	0%
Automobile Reconditioned Detailing	115	2,240	0	1,602	0	0%	0	0%	0	0%
Aviation Services	132	2,150	0	1,602	0	0%	0	0%	0	0%
Awards	37	2,941	0	1,602	0	0%	0	0%	0	0%
Axles	38	2,919	0	1,602	0	0%	0	0%	0	0%
Baby Accessories Wholesale	229	1,810	0	1,602	0	0%	0	0%	0	0%
Baby Car Seats	56	2,682	0	1,602	0	0%	0	0%	0	0%
Baby Food	34	2,982	0	1,602	0	0%	0	0%	0	0%
Baby Shoe Preservation	29	3,061	0	1,602	0	0%	0	0%	0	0%
Baby Strollers	30	3,046	0	1,602	0	0%	0	0%	0	0%
Backflow Prevention Devices	82	2,458	0	1,602	0	0%	0	0%	0	0%
Backflow Testing	51	2,750	0	1,602	0	0%	0	0%	0	0%
Badge Supplies	5	3,743	0	1,602	0	0%	0	0%	0	0%
Badges	26	3,109	0	1,602	0	0%	0	0%	0	0%
Badminton Court	27	3,092	0	1,602	0	0%	0	0%	0	0%
Bakers Equipment Repair	11	3,494	0	1,602	0	0%	0	0%	0	0%
Baking Equipment	20	3,248	0	1,602	0	0%	0	0%	0	0%
Baking Oven	11	3,494	0	1,602	0	0%	0	0%	0	0%
Baking Supplies	74	2,509	0	1,602	0	0%	0	0%	0	0%
Balancing Service	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ballroom	65	2,585	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Ballroom Dance Classes	118	2,224	0	1,602	0	0%	0	0%	0	0%
Bamboo Products	32	3,009	0	1,602	0	0%	0	0%	0	0%
Bankruptcy and Tax Attorney	357	1,520	0	1,602	0	0%	0	0%	0	0%
Bankruptcy Counseling	2,078	593	0	1,602	0	0%	0	0%	0	0%
Bar Coding	34	2,982	0	1,602	0	0%	0	0%	0	0%
Bar Supplies	21	3,219	0	1,602	0	0%	0	0%	0	0%
Barber Equipment	5	3,743	0	1,602	0	0%	0	0%	0	0%
Barge Lines	11	3,494	0	1,602	0	0%	0	0%	0	0%
Barn Construction	406	1,447	0	1,602	0	0%	0	0%	0	0%
Barn Supplies	28	3,074	0	1,602	0	0%	0	0%	0	0%
Barrels	216	1,846	0	1,602	0	0%	0	0%	0	0%
Bartending Services	186	1,946	0	1,602	0	0%	0	0%	0	0%
Base Metals	5	3,743	0	1,602	0	0%	0	0%	0	0%
Baseball Cards	129	2,167	0	1,602	0	0%	0	0%	0	0%
Baseball Club	141	2,108	0	1,602	0	0%	0	0%	0	0%
Basement Remodeling	2,637	504	0	1,602	0	0%	0	0%	0	0%
Basketball Clubs	165	2,031	0	1,602	0	0%	0	0%	0	0%
Bathtub Liners	245	1,769	0	1,602	0	0%	0	0%	0	0%
Battery Charging	42	2,863	0	1,602	0	0%	0	0%	0	0%
Battery Manufacturers	4	3,790	0	1,602	0	0%	0	0%	0	0%
Battery Rebuild	211	1,861	0	1,602	0	0%	0	0%	0	0%
Batting Cages	4	3,790	0	1,602	0	0%	0	0%	0	0%
Bearings	141	2,108	0	1,602	0	0%	0	0%	0	0%
Beauty Equipment Repairs	13	3,427	0	1,602	0	0%	0	0%	0	0%
Beauty Pageants	200	1,904	0	1,602	0	0%	0	0%	0	0%
Bed Bug Inspection	110	2,266	0	1,602	0	0%	0	0%	0	0%
Bed Manufacturers	484	1,332	0	1,602	0	0%	0	0%	0	0%
Beekeeping Supplies	21	3,219	0	1,602	0	0%	0	0%	0	0%
Beer Dispenser Equipment Repair	22	3,187	0	1,602	0	0%	0	0%	0	0%
Beer Dispensing and Cooling Equipment	56	2,682	0	1,602	0	0%	0	0%	0	0%
Behavioral Education	87	2,407	0	1,602	0	0%	0	0%	0	0%
Belting Supplies	40	2,886	0	1,602	0	0%	0	0%	0	0%
Beverage Dispenser	43	2,844	0	1,602	0	0%	0	0%	0	0%
Bible	36	2,953	0	1,602	0	0%	0	0%	0	0%
Bicycle Security Systems	46	2,802	0	1,602	0	0%	0	0%	0	0%
Bid Report Service	3	3,849	0	1,602	0	0%	0	0%	0	0%
Bill Paying Services	577	1,232	0	1,602	0	0%	0	0%	0	0%
Billing Services	294	1,642	0	1,602	0	0%	0	0%	0	0%
Binder	18	3,296	0	1,602	0	0%	0	0%	0	0%
Binoculars	62	2,614	0	1,602	0	0%	0	0%	0	0%
Biofuel	37	2,941	0	1,602	0	0%	0	0%	0	0%
Biological Products	15	3,381	0	1,602	0	0%	0	0%	0	0%
Biomedical Products	192	1,931	0	1,602	0	0%	0	0%	0	0%
Bird Control	4	3,790	0	1,602	0	0%	0	0%	0	0%
Bird Supplies	57	2,671	0	1,602	0	0%	0	0%	0	0%
Birth Control Information	17	3,327	0	1,602	0	0%	0	0%	0	0%
Birthing Center	18	3,296	0	1,602	0	0%	0	0%	0	0%
Bistro	83	2,443	0	1,602	0	0%	0	0%	0	0%
Blacksmith	4	3,790	0	1,602	0	0%	0	0%	0	0%
Blasting Equipment	24	3,155	0	1,602	0	0%	0	0%	0	0%
Bleachers	8	3,595	0	1,602	0	0%	0	0%	0	0%
Blind Cleaning	921	982	0	1,602	0	0%	0	0%	0	0%
Blood Bank	25	3,130	0	1,602	0	0%	0	0%	0	0%
Blowers	106	2,294	0	1,602	0	0%	0	0%	0	0%
Blueprinting	33	3,001	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Blueprinting Supplies	13	3,427	0	1,602	0	0%	0	0%	0	0%
Board of Trade	1	3,970	0	1,602	0	0%	0	0%	0	0%
Boarding House	109	2,272	0	1,602	0	0%	0	0%	0	0%
Boat Builders	677	1,146	0	1,602	0	0%	0	0%	0	0%
Boat Cleaning	90	2,383	0	1,602	0	0%	0	0%	0	0%
Boat Covers	255	1,743	0	1,602	0	0%	0	0%	0	0%
Boat Launch	62	2,614	0	1,602	0	0%	0	0%	0	0%
Boat Lifts	51	2,750	0	1,602	0	0%	0	0%	0	0%
Boat Trailers	19	3,270	0	1,602	0	0%	0	0%	0	0%
Boat Transportation	124	2,197	0	1,602	0	0%	0	0%	0	0%
Body Waxing	58	2,661	0	1,602	0	0%	0	0%	0	0%
Boiler Rental	41	2,874	0	1,602	0	0%	0	0%	0	0%
Boiler Repair	422	1,421	0	1,602	0	0%	0	0%	0	0%
Boiler Sales	228	1,814	0	1,602	0	0%	0	0%	0	0%
Boiler Supplies	53	2,718	0	1,602	0	0%	0	0%	0	0%
Bond Insurance	64	2,594	0	1,602	0	0%	0	0%	0	0%
Bonsai Nursery	1	3,970	0	1,602	0	0%	0	0%	0	0%
Bookbinding	134	2,142	0	1,602	0	0%	0	0%	0	0%
Bookbinding Supplies	6	3,689	0	1,602	0	0%	0	0%	0	0%
Bookcases	3	3,849	0	1,602	0	0%	0	0%	0	0%
Bottle Caps	7	3,633	0	1,602	0	0%	0	0%	0	0%
Bottle Return	557	1,255	0	1,602	0	0%	0	0%	0	0%
Bottlers Equipment	1	3,970	0	1,602	0	0%	0	0%	0	0%
Bounce House	17	3,327	0	1,602	0	0%	0	0%	0	0%
Boutique Fight Cancer Products	57	2,671	0	1,602	0	0%	0	0%	0	0%
Bowling	345	1,543	0	1,602	0	0%	0	0%	0	0%
Bowling Lane Equipment	2	3,912	0	1,602	0	0%	0	0%	0	0%
Bowling Lane Repair	15	3,381	0	1,602	0	0%	0	0%	0	0%
Box Lunch	3	3,849	0	1,602	0	0%	0	0%	0	0%
Box Making Equipment	129	2,167	0	1,602	0	0%	0	0%	0	0%
Boxboard	3	3,849	0	1,602	0	0%	0	0%	0	0%
Boy and Girl Organizations	2	3,912	0	1,602	0	0%	0	0%	0	0%
Boys Clothing	3	3,849	0	1,602	0	0%	0	0%	0	0%
Bra	63	2,602	0	1,602	0	0%	0	0%	0	0%
Braids	1	3,970	0	1,602	0	0%	0	0%	0	0%
Brake Lining	3	3,849	0	1,602	0	0%	0	0%	0	0%
Brake Shoe Bonding and Exchanging	1	3,970	0	1,602	0	0%	0	0%	0	0%
Brand Development	272	1,699	0	1,602	0	0%	0	0%	0	0%
Brass Fabrication	24	3,155	0	1,602	0	0%	0	0%	0	0%
Brass Products	32	3,009	0	1,602	0	0%	0	0%	0	0%
Breast Implants	24	3,155	0	1,602	0	0%	0	0%	0	0%
Breastfeeding	9	3,564	0	1,602	0	0%	0	0%	0	0%
Brick Pizza Oven	4	3,790	0	1,602	0	0%	0	0%	0	0%
Bridal Gown Preservation	15	3,381	0	1,602	0	0%	0	0%	0	0%
Bridal Registry	12	3,465	0	1,602	0	0%	0	0%	0	0%
Bridge Builder	79	2,481	0	1,602	0	0%	0	0%	0	0%
Broadcast Schools	22	3,187	0	1,602	0	0%	0	0%	0	0%
Broken Glass	89	2,388	0	1,602	0	0%	0	0%	0	0%
Bronzing	43	2,844	0	1,602	0	0%	0	0%	0	0%
Broom Manufacturers	30	3,046	0	1,602	0	0%	0	0%	0	0%
Brushes	104	2,306	0	1,602	0	0%	0	0%	0	0%
Buffing and Polishing Equipment	6	3,689	0	1,602	0	0%	0	0%	0	0%
Building and Construction	4	3,790	0	1,602	0	0%	0	0%	0	0%
Building Envelope Restoration	1,091	900	0	1,602	0	0%	0	0%	0	0%
Building Permits	170	2,015	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Bulbs	247	1,759	0	1,602	0	0%	0	0%	0	0%
Bulldozer	50	2,769	0	1,602	0	0%	0	0%	0	0%
Bulletin Board	36	2,953	0	1,602	0	0%	0	0%	0	0%
Burial Vaults	3	3,849	0	1,602	0	0%	0	0%	0	0%
Bus Manufacturers	6	3,689	0	1,602	0	0%	0	0%	0	0%
Bus Parts	1	3,970	0	1,602	0	0%	0	0%	0	0%
Bus Rental	54	2,709	0	1,602	0	0%	0	0%	0	0%
Bus Service	1	3,970	0	1,602	0	0%	0	0%	0	0%
Business Associations	1,908	640	0	1,602	0	0%	0	0%	0	0%
Business Brokers	1,223	847	0	1,602	0	0%	0	0%	0	0%
Business Forms and Systems	131	2,155	0	1,602	0	0%	0	0%	0	0%
Business Opportunities	757	1,078	0	1,602	0	0%	0	0%	0	0%
Business Plan	831	1,024	0	1,602	0	0%	0	0%	0	0%
Business Process Management	104	2,306	0	1,602	0	0%	0	0%	0	0%
Business Travel	39	2,902	0	1,602	0	0%	0	0%	0	0%
Butchering Supplies	142	2,104	0	1,602	0	0%	0	0%	0	0%
Butler Service	2,044	602	0	1,602	0	0%	0	0%	0	0%
Button Manufacturers	5	3,743	0	1,602	0	0%	0	0%	0	0%
Cabanas	5	3,743	0	1,602	0	0%	0	0%	0	0%
Cabinet Hardware	3	3,849	0	1,602	0	0%	0	0%	0	0%
Cable Splicing	156	2,063	0	1,602	0	0%	0	0%	0	0%
Cake Decorating Supplies	22	3,187	0	1,602	0	0%	0	0%	0	0%
Calculator	21	3,219	0	1,602	0	0%	0	0%	0	0%
Calendars	29	3,061	0	1,602	0	0%	0	0%	0	0%
Calligrapher	7	3,633	0	1,602	0	0%	0	0%	0	0%
Cam Grinding	6	3,689	0	1,602	0	0%	0	0%	0	0%
Camp	1,133	885	0	1,602	0	0%	0	0%	0	0%
Camper Dealers	265	1,718	0	1,602	0	0%	0	0%	0	0%
Camper Repair	83	2,443	0	1,602	0	0%	0	0%	0	0%
Camping Equipment Rentals	2	3,912	0	1,602	0	0%	0	0%	0	0%
Candle Making Supplies	4	3,790	0	1,602	0	0%	0	0%	0	0%
Canner	6	3,689	0	1,602	0	0%	0	0%	0	0%
Canoeing	81	2,470	0	1,602	0	0%	0	0%	0	0%
Cans	8	3,595	0	1,602	0	0%	0	0%	0	0%
Car Decals	390	1,474	0	1,602	0	0%	0	0%	0	0%
Car Dent Repair	807	1,044	0	1,602	0	0%	0	0%	0	0%
Car Differential	13	3,427	0	1,602	0	0%	0	0%	0	0%
Car Hand Controls	30	3,046	0	1,602	0	0%	0	0%	0	0%
Car Heater	99	2,336	0	1,602	0	0%	0	0%	0	0%
Car Pool	26	3,109	0	1,602	0	0%	0	0%	0	0%
Car Transportation	174	1,992	0	1,602	0	0%	0	0%	0	0%
Car Wash Equipment	128	2,175	0	1,602	0	0%	0	0%	0	0%
Carbide Metal	6	3,689	0	1,602	0	0%	0	0%	0	0%
Carbon Products	3	3,849	0	1,602	0	0%	0	0%	0	0%
Carburetors	42	2,863	0	1,602	0	0%	0	0%	0	0%
Cardboard	1	3,970	0	1,602	0	0%	0	0%	0	0%
Cardiologist	4	3,790	0	1,602	0	0%	0	0%	0	0%
Caregiver Resources	315	1,598	0	1,602	0	0%	0	0%	0	0%
Carnival	11	3,494	0	1,602	0	0%	0	0%	0	0%
Carpet and Rug Cleaning Equipment and Supplies	223	1,828	0	1,602	0	0%	0	0%	0	0%
Carpet and Rug Cleaning Equipment Rental	3	3,849	0	1,602	0	0%	0	0%	0	0%
Carpet and Rug Repair	643	1,175	0	1,602	0	0%	0	0%	0	0%
Carpet Binding Machines	4	3,790	0	1,602	0	0%	0	0%	0	0%
Carpet Cleaning	13	3,427	0	1,602	0	0%	0	0%	0	0%
Carpet Dyers	39	2,902	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Carpet Installation	237	1,787	0	1,602	0	0%	0	0%	0	0%
Carpet Layers	351	1,529	0	1,602	0	0%	0	0%	0	0%
Carpet Layers Supplies	2	3,912	0	1,602	0	0%	0	0%	0	0%
Carpet Manufacturers	267	1,711	0	1,602	0	0%	0	0%	0	0%
Carpet Pads	325	1,578	0	1,602	0	0%	0	0%	0	0%
Carpet Rental	22	3,187	0	1,602	0	0%	0	0%	0	0%
Cash Registers	276	1,684	0	1,602	0	0%	0	0%	0	0%
Caskets	188	1,939	0	1,602	0	0%	0	0%	0	0%
Cast Stone	39	2,902	0	1,602	0	0%	0	0%	0	0%
Casters	6	3,689	0	1,602	0	0%	0	0%	0	0%
Catalog Showroom	4	3,790	0	1,602	0	0%	0	0%	0	0%
Catering Equipment	68	2,559	0	1,602	0	0%	0	0%	0	0%
Caulking Contractors	1,370	789	0	1,602	0	0%	0	0%	0	0%
Caulking Materials	21	3,219	0	1,602	0	0%	0	0%	0	0%
CD Duplication	212	1,858	0	1,602	0	0%	0	0%	0	0%
Ceiling Cleaning	247	1,759	0	1,602	0	0%	0	0%	0	0%
Ceiling Contractors	1,631	712	0	1,602	0	0%	0	0%	0	0%
Ceiling Materials	175	1,986	0	1,602	0	0%	0	0%	0	0%
Cell Material	35	2,968	0	1,602	0	0%	0	0%	0	0%
Cellulite Treatment	15	3,381	0	1,602	0	0%	0	0%	0	0%
Cement	82	2,458	0	1,602	0	0%	0	0%	0	0%
Cemetery	371	1,500	0	1,602	0	0%	0	0%	0	0%
Cemetery Equipment	5	3,743	0	1,602	0	0%	0	0%	0	0%
Centrifuge	7	3,633	0	1,602	0	0%	0	0%	0	0%
Ceramic Tile Manufacturers	824	1,034	0	1,602	0	0%	0	0%	0	0%
Ceramics Supplies	7	3,633	0	1,602	0	0%	0	0%	0	0%
Chain Letter	18	3,296	0	1,602	0	0%	0	0%	0	0%
Chains	17	3,327	0	1,602	0	0%	0	0%	0	0%
Chair Rental	74	2,509	0	1,602	0	0%	0	0%	0	0%
Chamber of Commerce	12,954	130	0	1,602	0	0%	0	0%	0	0%
Change Machine	18	3,296	0	1,602	0	0%	0	0%	0	0%
Changing Tires	17	3,327	0	1,602	0	0%	0	0%	0	0%
Charity - Animal Protection	24	3,155	0	1,602	0	0%	0	0%	0	0%
Charity - Cancer	8	3,595	0	1,602	0	0%	0	0%	0	0%
Charity - Children & Youth	40	2,886	0	1,602	0	0%	0	0%	0	0%
Charity - Community Development & Civic Organizations	10	3,531	0	1,602	0	0%	0	0%	0	0%
Charity - Education & Literacy	1	3,970	0	1,602	0	0%	0	0%	0	0%
Charity - Environment	3	3,849	0	1,602	0	0%	0	0%	0	0%
Charity - Health	21	3,219	0	1,602	0	0%	0	0%	0	0%
Charity - Human Services (i.e. assistance to individuals & families)	44	2,828	0	1,602	0	0%	0	0%	0	0%
Charity - Law & Public Interest	3	3,849	0	1,602	0	0%	0	0%	0	0%
Charity - National	4,669	324	0	1,602	0	0%	0	0%	0	0%
Charity - Blind & Visually Impaired	16	3,357	0	1,602	0	0%	0	0%	0	0%
Check Cashing Protection Systems	32	3,009	0	1,602	0	0%	0	0%	0	0%
Check Printing	2,073	595	0	1,602	0	0%	0	0%	0	0%
Check Protection	5	3,743	0	1,602	0	0%	0	0%	0	0%
Check Recovery Service	69	2,549	0	1,602	0	0%	0	0%	0	0%
Checkweigher	140	2,116	0	1,602	0	0%	0	0%	0	0%
Cheese	126	2,185	0	1,602	0	0%	0	0%	0	0%
Chemical Milling	6	3,689	0	1,602	0	0%	0	0%	0	0%
Chemical Plant Equipment	29	3,061	0	1,602	0	0%	0	0%	0	0%
Chemical Production	82	2,458	0	1,602	0	0%	0	0%	0	0%
Chess Instruction	7	3,633	0	1,602	0	0%	0	0%	0	0%
Child Care Referral	159	2,051	0	1,602	0	0%	0	0%	0	0%
Child Care Services	1	3,970	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Childproofing	18	3,296	0	1,602	0	0%	0	0%	0	0%
Children Dentist	206	1,880	0	1,602	0	0%	0	0%	0	0%
Childrens Play Programs Instruction	144	2,095	0	1,602	0	0%	0	0%	0	0%
Chimney Cleaning Equipment	10	3,531	0	1,602	0	0%	0	0%	0	0%
China Repair	110	2,266	0	1,602	0	0%	0	0%	0	0%
China Wholesale	71	2,532	0	1,602	0	0%	0	0%	0	0%
Chiropractor Equipment	38	2,919	0	1,602	0	0%	0	0%	0	0%
Chocolate	194	1,925	0	1,602	0	0%	0	0%	0	0%
Christmas Lights	108	2,277	0	1,602	0	0%	0	0%	0	0%
Christmas Tree	89	2,388	0	1,602	0	0%	0	0%	0	0%
Church Supplies	77	2,494	0	1,602	0	0%	0	0%	0	0%
Churches	211	1,861	0	1,602	0	0%	0	0%	0	0%
Cigarette Lighter	14	3,398	0	1,602	0	0%	0	0%	0	0%
Cigars and Cigar Accessories	15	3,381	0	1,602	0	0%	0	0%	0	0%
Circular Distributing Services	422	1,421	0	1,602	0	0%	0	0%	0	0%
Circus Animal Foods	16	3,357	0	1,602	0	0%	0	0%	0	0%
Circus Supplies	1	3,970	0	1,602	0	0%	0	0%	0	0%
Cistern Builders	83	2,443	0	1,602	0	0%	0	0%	0	0%
Citizen Band Radios	5	3,743	0	1,602	0	0%	0	0%	0	0%
City Government	800	1,048	0	1,602	0	0%	0	0%	0	0%
City Planners	23	3,169	0	1,602	0	0%	0	0%	0	0%
Civil Lawyer	25	3,130	0	1,602	0	0%	0	0%	0	0%
Clamps	8	3,595	0	1,602	0	0%	0	0%	0	0%
Clay Bricks	159	2,051	0	1,602	0	0%	0	0%	0	0%
Clay Products	53	2,718	0	1,602	0	0%	0	0%	0	0%
Clean Up Services	17	3,327	0	1,602	0	0%	0	0%	0	0%
Cleaners and Dyers Equipment	26	3,109	0	1,602	0	0%	0	0%	0	0%
Cleaning Compounds	470	1,346	0	1,602	0	0%	0	0%	0	0%
Cleaning Leather	44	2,828	0	1,602	0	0%	0	0%	0	0%
Cleaning Supplies by Internet	336	1,557	0	1,602	0	0%	0	0%	0	0%
Cleaning Supplies Sales	9	3,564	0	1,602	0	0%	0	0%	0	0%
Clock Components	1	3,970	0	1,602	0	0%	0	0%	0	0%
Clothing Lining	3	3,849	0	1,602	0	0%	0	0%	0	0%
Cloud Services	75	2,504	0	1,602	0	0%	0	0%	0	0%
Clutches	13	3,427	0	1,602	0	0%	0	0%	0	0%
Coal Mining	12	3,465	0	1,602	0	0%	0	0%	0	0%
Coal Washing	6	3,689	0	1,602	0	0%	0	0%	0	0%
Cocktail Bar	222	1,829	0	1,602	0	0%	0	0%	0	0%
Coffee & Tea Shops	38	2,919	0	1,602	0	0%	0	0%	0	0%
Coffee Break Services and Supplies	430	1,411	0	1,602	0	0%	0	0%	0	0%
Coffee Roasting and Handling Equipment	291	1,651	0	1,602	0	0%	0	0%	0	0%
Coil Winding	2	3,912	0	1,602	0	0%	0	0%	0	0%
Coin Manufacturers	52	2,736	0	1,602	0	0%	0	0%	0	0%
Coin Operated Washer and Dryer	35	2,968	0	1,602	0	0%	0	0%	0	0%
Coin Sorter	31	3,030	0	1,602	0	0%	0	0%	0	0%
Cold Storage Warehouse	379	1,489	0	1,602	0	0%	0	0%	0	0%
Cold Type Composition	4	3,790	0	1,602	0	0%	0	0%	0	0%
Collaborative Divorce Attorney	31	3,030	0	1,602	0	0%	0	0%	0	0%
Colocation Services	35	2,968	0	1,602	0	0%	0	0%	0	0%
Colon Hydrotherapy	57	2,671	0	1,602	0	0%	0	0%	0	0%
Color Consultant	14	3,398	0	1,602	0	0%	0	0%	0	0%
Colors	107	2,285	0	1,602	0	0%	0	0%	0	0%
Columns	36	2,953	0	1,602	0	0%	0	0%	0	0%
Combustion Controls	58	2,661	0	1,602	0	0%	0	0%	0	0%
Commercial Artist	18	3,296	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Commercial Blueprints	5	3,743	0	1,602	0	0%	0	0%	0	0%
Commercial Building Inspection	365	1,510	0	1,602	0	0%	0	0%	0	0%
Commercial Cleaning Services	2,537	517	0	1,602	0	0%	0	0%	0	0%
Commercial Doors	449	1,380	0	1,602	0	0%	0	0%	0	0%
Commercial Interior Designers	391	1,472	0	1,602	0	0%	0	0%	0	0%
Commercial Kitchen Rental	27	3,092	0	1,602	0	0%	0	0%	0	0%
Commercial Real Estate	552	1,261	0	1,602	0	0%	0	0%	0	0%
Commercial Tire Sales	4	3,790	0	1,602	0	0%	0	0%	0	0%
Commercial Vacuum Cleaners	88	2,397	0	1,602	0	0%	0	0%	0	0%
Commercial Window Tinting	177	1,978	0	1,602	0	0%	0	0%	0	0%
Commercials	29	3,061	0	1,602	0	0%	0	0%	0	0%
Commodity Broker	266	1,713	0	1,602	0	0%	0	0%	0	0%
Communication Consultant	878	1,004	0	1,602	0	0%	0	0%	0	0%
Communication Devices	11	3,494	0	1,602	0	0%	0	0%	0	0%
Compact Disc Manufacturer	34	2,982	0	1,602	0	0%	0	0%	0	0%
Comparative Shopping Service	25	3,130	0	1,602	0	0%	0	0%	0	0%
Compliance Consulting	352	1,528	0	1,602	0	0%	0	0%	0	0%
Composter	22	3,187	0	1,602	0	0%	0	0%	0	0%
Compressor Repair	25	3,130	0	1,602	0	0%	0	0%	0	0%
Compressors	106	2,294	0	1,602	0	0%	0	0%	0	0%
Computer Assisted Design Services	141	2,108	0	1,602	0	0%	0	0%	0	0%
Computer Bulletin Boards	1	3,970	0	1,602	0	0%	0	0%	0	0%
Computer Cleaning Service	52	2,736	0	1,602	0	0%	0	0%	0	0%
Computer Disaster Recovery	670	1,157	0	1,602	0	0%	0	0%	0	0%
Computer Furniture	128	2,175	0	1,602	0	0%	0	0%	0	0%
Computer Gaming Center	17	3,327	0	1,602	0	0%	0	0%	0	0%
Computer Rental	78	2,490	0	1,602	0	0%	0	0%	0	0%
Computer Room Equipment	37	2,941	0	1,602	0	0%	0	0%	0	0%
Computer Software	77	2,494	0	1,602	0	0%	0	0%	0	0%
Concert Bureaus	38	2,919	0	1,602	0	0%	0	0%	0	0%
Concert Hall	153	2,075	0	1,602	0	0%	0	0%	0	0%
Concert Performers	6	3,689	0	1,602	0	0%	0	0%	0	0%
Concert Promoters	57	2,671	0	1,602	0	0%	0	0%	0	0%
Concession Stands	2	3,912	0	1,602	0	0%	0	0%	0	0%
Concierge Service	286	1,665	0	1,602	0	0%	0	0%	0	0%
Concrete Additives	6	3,689	0	1,602	0	0%	0	0%	0	0%
Concrete Aggregates	348	1,535	0	1,602	0	0%	0	0%	0	0%
Concrete Blocks	177	1,978	0	1,602	0	0%	0	0%	0	0%
Concrete Breaking	36	2,953	0	1,602	0	0%	0	0%	0	0%
Concrete Construction Forms	1,274	828	0	1,602	0	0%	0	0%	0	0%
Concrete Countertops	108	2,277	0	1,602	0	0%	0	0%	0	0%
Concrete Mixers	154	2,072	0	1,602	0	0%	0	0%	0	0%
Concrete Patching Compound	61	2,625	0	1,602	0	0%	0	0%	0	0%
Concrete Pumping	757	1,078	0	1,602	0	0%	0	0%	0	0%
Concrete Reinforcements	59	2,649	0	1,602	0	0%	0	0%	0	0%
Concrete Removal	119	2,218	0	1,602	0	0%	0	0%	0	0%
Concrete Repair	11	3,494	0	1,602	0	0%	0	0%	0	0%
Concrete Sawing	1,387	785	0	1,602	0	0%	0	0%	0	0%
Concrete Tanks	84	2,433	0	1,602	0	0%	0	0%	0	0%
Condiments and Sauces	4	3,790	0	1,602	0	0%	0	0%	0	0%
Confectionery Brokers	30	3,046	0	1,602	0	0%	0	0%	0	0%
Confectionery Supplies	14	3,398	0	1,602	0	0%	0	0%	0	0%
Conference Center	235	1,793	0	1,602	0	0%	0	0%	0	0%
Construction	4	3,790	0	1,602	0	0%	0	0%	0	0%
Construction Estimate	319	1,589	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Construction Material Landfills	41	2,874	0	1,602	0	0%	0	0%	0	0%
Construction Supplies	417	1,428	0	1,602	0	0%	0	0%	0	0%
Consulates	19	3,270	0	1,602	0	0%	0	0%	0	0%
Consultant	1,251	838	0	1,602	0	0%	0	0%	0	0%
Consumer Fraud Lawyers	31	3,030	0	1,602	0	0%	0	0%	0	0%
Containerized Freight Service	396	1,465	0	1,602	0	0%	0	0%	0	0%
Content Management System	23	3,169	0	1,602	0	0%	0	0%	0	0%
Contest Arranging and Judging	3	3,849	0	1,602	0	0%	0	0%	0	0%
Contract Manufacturing	105	2,300	0	1,602	0	0%	0	0%	0	0%
Convent	7	3,633	0	1,602	0	0%	0	0%	0	0%
Conveyor	73	2,517	0	1,602	0	0%	0	0%	0	0%
Cookies	79	2,481	0	1,602	0	0%	0	0%	0	0%
Co-Op Car Dealers	40	2,886	0	1,602	0	0%	0	0%	0	0%
Copier	650	1,165	0	1,602	0	0%	0	0%	0	0%
Copper Products	53	2,718	0	1,602	0	0%	0	0%	0	0%
Coppersmith	9	3,564	0	1,602	0	0%	0	0%	0	0%
Copywriter	14	3,398	0	1,602	0	0%	0	0%	0	0%
Cord Blood Banking	107	2,285	0	1,602	0	0%	0	0%	0	0%
Cork Products	11	3,494	0	1,602	0	0%	0	0%	0	0%
Corn Products	44	2,828	0	1,602	0	0%	0	0%	0	0%
Corporate Event Planners	287	1,662	0	1,602	0	0%	0	0%	0	0%
Corporate Gifts	21	3,219	0	1,602	0	0%	0	0%	0	0%
Corrosion Control	16	3,357	0	1,602	0	0%	0	0%	0	0%
Corrugated Boxes	208	1,871	0	1,602	0	0%	0	0%	0	0%
Cosmetic Dentistry	1,138	881	0	1,602	0	0%	0	0%	0	0%
Costume Fabrics	93	2,371	0	1,602	0	0%	0	0%	0	0%
Cotton Ginning	5	3,743	0	1,602	0	0%	0	0%	0	0%
Counseling	52	2,736	0	1,602	0	0%	0	0%	0	0%
Countertop Fabrication	261	1,729	0	1,602	0	0%	0	0%	0	0%
County Government	8	3,595	0	1,602	0	0%	0	0%	0	0%
Coupon Books	259	1,731	0	1,602	0	0%	0	0%	0	0%
Coupon Printer	183	1,958	0	1,602	0	0%	0	0%	0	0%
CPR Certification	584	1,225	0	1,602	0	0%	0	0%	0	0%
Craft Classes	45	2,811	0	1,602	0	0%	0	0%	0	0%
Craft Dealers	172	2,004	0	1,602	0	0%	0	0%	0	0%
Crane Parts	23	3,169	0	1,602	0	0%	0	0%	0	0%
Crane Service	717	1,115	0	1,602	0	0%	0	0%	0	0%
Cranes	650	1,165	0	1,602	0	0%	0	0%	0	0%
Crankshaft Grinding	53	2,718	0	1,602	0	0%	0	0%	0	0%
Crating Service	168	2,023	0	1,602	0	0%	0	0%	0	0%
Crawl Space Contractors	28	3,074	0	1,602	0	0%	0	0%	0	0%
Credit Card Equipment	38	2,919	0	1,602	0	0%	0	0%	0	0%
Credit Repair Advanced Fee	112	2,259	0	1,602	0	0%	0	0%	0	0%
Credit Repair No Advanced Fee	4	3,790	0	1,602	0	0%	0	0%	0	0%
Credit Repair Services	4	3,790	0	1,602	0	0%	0	0%	0	0%
Cremation	1,107	893	0	1,602	0	0%	0	0%	0	0%
Cremation Urns	10	3,531	0	1,602	0	0%	0	0%	0	0%
Crime Scene Clean Up	185	1,952	0	1,602	0	0%	0	0%	0	0%
Criminal Lawyer	584	1,225	0	1,602	0	0%	0	0%	0	0%
Crisis Intervention Services	16	3,357	0	1,602	0	0%	0	0%	0	0%
Crop Insurance	1	3,970	0	1,602	0	0%	0	0%	0	0%
Crowdfunding	28	3,074	0	1,602	0	0%	0	0%	0	0%
Crushed Stone	53	2,718	0	1,602	0	0%	0	0%	0	0%
Cryogenics	42	2,863	0	1,602	0	0%	0	0%	0	0%
Culverts	34	2,982	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Cupola	5	3,743	0	1,602	0	0%	0	0%	0	0%
Curtain Manufacturers	4	3,790	0	1,602	0	0%	0	0%	0	0%
Custom Broker	825	1,029	0	1,602	0	0%	0	0%	0	0%
Custom Car Dealers	141	2,108	0	1,602	0	0%	0	0%	0	0%
Custom Draperies	158	2,058	0	1,602	0	0%	0	0%	0	0%
Custom Framing	164	2,033	0	1,602	0	0%	0	0%	0	0%
Custom Harvesting	6	3,689	0	1,602	0	0%	0	0%	0	0%
Custom Knives	211	1,861	0	1,602	0	0%	0	0%	0	0%
Custom Tile Painting	7	3,633	0	1,602	0	0%	0	0%	0	0%
Customs Consultant	23	3,169	0	1,602	0	0%	0	0%	0	0%
Cutting Services	7	3,633	0	1,602	0	0%	0	0%	0	0%
Cutting Tools	111	2,264	0	1,602	0	0%	0	0%	0	0%
Cyber Security	11	3,494	0	1,602	0	0%	0	0%	0	0%
Dairy	72	2,525	0	1,602	0	0%	0	0%	0	0%
Dairy Equipment	59	2,649	0	1,602	0	0%	0	0%	0	0%
Dance Apparel	49	2,774	0	1,602	0	0%	0	0%	0	0%
Dance Supplies	114	2,244	0	1,602	0	0%	0	0%	0	0%
Darkroom Rental	1	3,970	0	1,602	0	0%	0	0%	0	0%
Darts	4	3,790	0	1,602	0	0%	0	0%	0	0%
Data Communication Equipment	427	1,416	0	1,602	0	0%	0	0%	0	0%
Data Processing Equipment	14	3,398	0	1,602	0	0%	0	0%	0	0%
Data Processing Equipment Maintenance	10	3,531	0	1,602	0	0%	0	0%	0	0%
Data Processing Services	394	1,467	0	1,602	0	0%	0	0%	0	0%
Data Processing Supplies	22	3,187	0	1,602	0	0%	0	0%	0	0%
Data Storage	16	3,357	0	1,602	0	0%	0	0%	0	0%
Data Systems Consultants	390	1,474	0	1,602	0	0%	0	0%	0	0%
Debt Relief Education	379	1,489	0	1,602	0	0%	0	0%	0	0%
Debt Relief Service Referral	46	2,802	0	1,602	0	0%	0	0%	0	0%
Debt Relief Services	350	1,532	0	1,602	0	0%	0	0%	0	0%
Decals	370	1,502	0	1,602	0	0%	0	0%	0	0%
Deck Cleaning	127	2,180	0	1,602	0	0%	0	0%	0	0%
Deck Repair	451	1,373	0	1,602	0	0%	0	0%	0	0%
Deck Waterproofing	85	2,423	0	1,602	0	0%	0	0%	0	0%
Decorative Ceramic	155	2,067	0	1,602	0	0%	0	0%	0	0%
Decorative Concrete	1,686	697	0	1,602	0	0%	0	0%	0	0%
Decorative Screens	131	2,155	0	1,602	0	0%	0	0%	0	0%
Delicatessen	348	1,535	0	1,602	0	0%	0	0%	0	0%
Demographic Research	3	3,849	0	1,602	0	0%	0	0%	0	0%
Dental Assistant School	214	1,851	0	1,602	0	0%	0	0%	0	0%
Dental Equipment Repair	22	3,187	0	1,602	0	0%	0	0%	0	0%
Dental Insurance	2	3,912	0	1,602	0	0%	0	0%	0	0%
Dental Laboratory	908	986	0	1,602	0	0%	0	0%	0	0%
Dental Management Consultants	134	2,142	0	1,602	0	0%	0	0%	0	0%
Dental Plans	107	2,285	0	1,602	0	0%	0	0%	0	0%
Dental Staffing	54	2,709	0	1,602	0	0%	0	0%	0	0%
Dental Surgery	414	1,433	0	1,602	0	0%	0	0%	0	0%
Dental X-Rays	120	2,212	0	1,602	0	0%	0	0%	0	0%
Deodorant	7	3,633	0	1,602	0	0%	0	0%	0	0%
Deodorizing	63	2,602	0	1,602	0	0%	0	0%	0	0%
Dermatologist	580	1,227	0	1,602	0	0%	0	0%	0	0%
Designer Pet Clothes	55	2,697	0	1,602	0	0%	0	0%	0	0%
Desktop Publishing	126	2,185	0	1,602	0	0%	0	0%	0	0%
Destination Management	28	3,074	0	1,602	0	0%	0	0%	0	0%
Detective Agency	15	3,381	0	1,602	0	0%	0	0%	0	0%
Detergent	57	2,671	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Diabetic Supplies	159	2,051	0	1,602	0	0%	0	0%	0	0%
Diagnostic Testing	23	3,169	0	1,602	0	0%	0	0%	0	0%
Diamond Buyers	151	2,081	0	1,602	0	0%	0	0%	0	0%
Diamond Cutter	7	3,633	0	1,602	0	0%	0	0%	0	0%
Diaper Service	386	1,480	0	1,602	0	0%	0	0%	0	0%
Dictation Machine	4	3,790	0	1,602	0	0%	0	0%	0	0%
Die Casting	32	3,009	0	1,602	0	0%	0	0%	0	0%
Die Cutting Machine	2	3,912	0	1,602	0	0%	0	0%	0	0%
Die Maker	131	2,155	0	1,602	0	0%	0	0%	0	0%
Diesel Fuel	204	1,890	0	1,602	0	0%	0	0%	0	0%
Digital Signs	174	1,992	0	1,602	0	0%	0	0%	0	0%
Dinner Theater	35	2,968	0	1,602	0	0%	0	0%	0	0%
Direct Mail Advertising	1,402	778	0	1,602	0	0%	0	0%	0	0%
Disability Insurance	319	1,589	0	1,602	0	0%	0	0%	0	0%
Disability Lawyers	101	2,324	0	1,602	0	0%	0	0%	0	0%
Disability Remodeling	78	2,490	0	1,602	0	0%	0	0%	0	0%
Disabled Access Contractors	44	2,828	0	1,602	0	0%	0	0%	0	0%
Discotheque	1	3,970	0	1,602	0	0%	0	0%	0	0%
Dishwasher Dealers	6	3,689	0	1,602	0	0%	0	0%	0	0%
Dishwasher Repair	125	2,192	0	1,602	0	0%	0	0%	0	0%
Disinfectants and Germicides	23	3,169	0	1,602	0	0%	0	0%	0	0%
Display Fixtures	98	2,341	0	1,602	0	0%	0	0%	0	0%
Disposable Products	2	3,912	0	1,602	0	0%	0	0%	0	0%
Distillers	115	2,240	0	1,602	0	0%	0	0%	0	0%
Divers	47	2,793	0	1,602	0	0%	0	0%	0	0%
Diving Lessons	164	2,033	0	1,602	0	0%	0	0%	0	0%
Divorce Mediation Services	351	1,529	0	1,602	0	0%	0	0%	0	0%
Dock	381	1,487	0	1,602	0	0%	0	0%	0	0%
Doctor Referral	201	1,898	0	1,602	0	0%	0	0%	0	0%
Document Destruction	23	3,169	0	1,602	0	0%	0	0%	0	0%
Dog Shock Collar	19	3,270	0	1,602	0	0%	0	0%	0	0%
Doll Accessories	82	2,458	0	1,602	0	0%	0	0%	0	0%
Doll Houses	10	3,531	0	1,602	0	0%	0	0%	0	0%
Dolls	23	3,169	0	1,602	0	0%	0	0%	0	0%
Dome Structures	32	3,009	0	1,602	0	0%	0	0%	0	0%
Door Closers	21	3,219	0	1,602	0	0%	0	0%	0	0%
Door Frame	55	2,697	0	1,602	0	0%	0	0%	0	0%
Door Guard	225	1,823	0	1,602	0	0%	0	0%	0	0%
Downspouts	83	2,443	0	1,602	0	0%	0	0%	0	0%
Drafting Services	1,284	825	0	1,602	0	0%	0	0%	0	0%
Drafting Supplies	39	2,902	0	1,602	0	0%	0	0%	0	0%
Drapery and Curtain Fabrics Retail	239	1,784	0	1,602	0	0%	0	0%	0	0%
Drapery and Curtain Fixtures	6	3,689	0	1,602	0	0%	0	0%	0	0%
Drapery Cleaners	169	2,018	0	1,602	0	0%	0	0%	0	0%
Drapery Installation Service	230	1,803	0	1,602	0	0%	0	0%	0	0%
Drapery Trimmings	17	3,327	0	1,602	0	0%	0	0%	0	0%
Dredge	5	3,743	0	1,602	0	0%	0	0%	0	0%
Dried Fruit	25	3,130	0	1,602	0	0%	0	0%	0	0%
Drilling Contractor	1,087	901	0	1,602	0	0%	0	0%	0	0%
Drilling Equipment	26	3,109	0	1,602	0	0%	0	0%	0	0%
Drills	24	3,155	0	1,602	0	0%	0	0%	0	0%
Drinking Fountain	8	3,595	0	1,602	0	0%	0	0%	0	0%
Drive Shaft	58	2,661	0	1,602	0	0%	0	0%	0	0%
Drivers Education	17	3,327	0	1,602	0	0%	0	0%	0	0%
Driving Proficiency Test Service	20	3,248	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Driving Training Equipment	22	3,187	0	1,602	0	0%	0	0%	0	0%
Drone Manufacturers	18	3,296	0	1,602	0	0%	0	0%	0	0%
Drone Repair	12	3,465	0	1,602	0	0%	0	0%	0	0%
Drop Shipper Mailing Services	940	962	0	1,602	0	0%	0	0%	0	0%
Drug Addiction Treatment	2	3,912	0	1,602	0	0%	0	0%	0	0%
Drug Brokers	23	3,169	0	1,602	0	0%	0	0%	0	0%
Drug Manufacturers	1	3,970	0	1,602	0	0%	0	0%	0	0%
Drug Testing	308	1,617	0	1,602	0	0%	0	0%	0	0%
Dry Cleaning Equipment	32	3,009	0	1,602	0	0%	0	0%	0	0%
Dry Goods	28	3,074	0	1,602	0	0%	0	0%	0	0%
Dry Ice	19	3,270	0	1,602	0	0%	0	0%	0	0%
Dryer Vent Cleaning	1,025	920	0	1,602	0	0%	0	0%	0	0%
Drying Agents	2	3,912	0	1,602	0	0%	0	0%	0	0%
Drying Lumber	49	2,774	0	1,602	0	0%	0	0%	0	0%
Drywall Contractors Equipment and Supplies	336	1,557	0	1,602	0	0%	0	0%	0	0%
Drywall Inspection	98	2,341	0	1,602	0	0%	0	0%	0	0%
Drywall Texture	488	1,329	0	1,602	0	0%	0	0%	0	0%
Ductwork	107	2,285	0	1,602	0	0%	0	0%	0	0%
DUI Lawyer	38	2,919	0	1,602	0	0%	0	0%	0	0%
Dump Truck	228	1,814	0	1,602	0	0%	0	0%	0	0%
Dumpster Service	367	1,506	0	1,602	0	0%	0	0%	0	0%
Dune Buggy	75	2,504	0	1,602	0	0%	0	0%	0	0%
Duplicating Machine	2	3,912	0	1,602	0	0%	0	0%	0	0%
Dust Collecting Systems	6	3,689	0	1,602	0	0%	0	0%	0	0%
Dust Control Material	8	3,595	0	1,602	0	0%	0	0%	0	0%
Duty Free Shop	160	2,048	0	1,602	0	0%	0	0%	0	0%
Ear Nose and Throat Doctor	45	2,811	0	1,602	0	0%	0	0%	0	0%
Earthworm	1	3,970	0	1,602	0	0%	0	0%	0	0%
E-cigarette Liquid	9	3,564	0	1,602	0	0%	0	0%	0	0%
Ecological Services	2,463	531	0	1,602	0	0%	0	0%	0	0%
Economic Development Organizations	36	2,953	0	1,602	0	0%	0	0%	0	0%
Economic Research and Analysis	11	3,494	0	1,602	0	0%	0	0%	0	0%
Editorial Services	47	2,793	0	1,602	0	0%	0	0%	0	0%
Education	7	3,633	0	1,602	0	0%	0	0%	0	0%
Educational Research	8	3,595	0	1,602	0	0%	0	0%	0	0%
Educational Supplies	67	2,573	0	1,602	0	0%	0	0%	0	0%
Egg Processing Equipment	9	3,564	0	1,602	0	0%	0	0%	0	0%
Eggs	23	3,169	0	1,602	0	0%	0	0%	0	0%
Elder Law Attorney	3	3,849	0	1,602	0	0%	0	0%	0	0%
Electric Converter	4	3,790	0	1,602	0	0%	0	0%	0	0%
Electric Flashers	17	3,327	0	1,602	0	0%	0	0%	0	0%
Electric Heating Element	174	1,992	0	1,602	0	0%	0	0%	0	0%
Electric Heating Manufacturers	60	2,637	0	1,602	0	0%	0	0%	0	0%
Electric Instruments	17	3,327	0	1,602	0	0%	0	0%	0	0%
Electric Insulation Materials	27	3,092	0	1,602	0	0%	0	0%	0	0%
Electric Motor Distributor	88	2,397	0	1,602	0	0%	0	0%	0	0%
Electric Motor Manufacturers	65	2,585	0	1,602	0	0%	0	0%	0	0%
Electric Motor Parts	118	2,224	0	1,602	0	0%	0	0%	0	0%
Electric Shaver	9	3,564	0	1,602	0	0%	0	0%	0	0%
Electric Shaver Repair	178	1,972	0	1,602	0	0%	0	0%	0	0%
Electric Supplies Manufacturers	171	2,009	0	1,602	0	0%	0	0%	0	0%
Electric Switchboard	7	3,633	0	1,602	0	0%	0	0%	0	0%
Electric Switches	5	3,743	0	1,602	0	0%	0	0%	0	0%
Electric Vehicles	29	3,061	0	1,602	0	0%	0	0%	0	0%
Electrical	178	1,972	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Electrical Discharge Machines	6	3,689	0	1,602	0	0%	0	0%	0	0%
Electrical Engineer	564	1,245	0	1,602	0	0%	0	0%	0	0%
Electrical Power System Backup Systems	361	1,517	0	1,602	0	0%	0	0%	0	0%
Electrical Power Systems Maintenance	208	1,871	0	1,602	0	0%	0	0%	0	0%
Electrical Wiring	222	1,829	0	1,602	0	0%	0	0%	0	0%
Electrolysis	590	1,218	0	1,602	0	0%	0	0%	0	0%
Electronic Design	143	2,101	0	1,602	0	0%	0	0%	0	0%
Electronic Equipment Testing	43	2,844	0	1,602	0	0%	0	0%	0	0%
Electronic Instruments	179	1,967	0	1,602	0	0%	0	0%	0	0%
Electronic Waste Management	7	3,633	0	1,602	0	0%	0	0%	0	0%
Electronics Recycling	692	1,136	0	1,602	0	0%	0	0%	0	0%
Electrostatic Painting	21	3,219	0	1,602	0	0%	0	0%	0	0%
Electrotype Equipment and Supplies	6	3,689	0	1,602	0	0%	0	0%	0	0%
Elevator Consultants	108	2,277	0	1,602	0	0%	0	0%	0	0%
Elevator Installation	275	1,688	0	1,602	0	0%	0	0%	0	0%
Elevator Parts	71	2,532	0	1,602	0	0%	0	0%	0	0%
Email Marketing	10	3,531	0	1,602	0	0%	0	0%	0	0%
Emblems	16	3,357	0	1,602	0	0%	0	0%	0	0%
Embroidery Design	13	3,427	0	1,602	0	0%	0	0%	0	0%
Embroidery Machine	5	3,743	0	1,602	0	0%	0	0%	0	0%
Embroidery Supplies	43	2,844	0	1,602	0	0%	0	0%	0	0%
Emergency Disaster Preparedness	587	1,222	0	1,602	0	0%	0	0%	0	0%
Emergency Lighting Equipment	22	3,187	0	1,602	0	0%	0	0%	0	0%
Emergency Shelter	22	3,187	0	1,602	0	0%	0	0%	0	0%
Emergency Vet	506	1,306	0	1,602	0	0%	0	0%	0	0%
Employee Benefit Consultants	449	1,380	0	1,602	0	0%	0	0%	0	0%
Employee Benefit Plan	830	1,026	0	1,602	0	0%	0	0%	0	0%
Employee Benefits Insurance	612	1,202	0	1,602	0	0%	0	0%	0	0%
Employee Leasing	230	1,803	0	1,602	0	0%	0	0%	0	0%
Employment	6	3,689	0	1,602	0	0%	0	0%	0	0%
Employment Contractors	949	960	0	1,602	0	0%	0	0%	0	0%
Employment Counselor	70	2,541	0	1,602	0	0%	0	0%	0	0%
Employment Lawyers	42	2,863	0	1,602	0	0%	0	0%	0	0%
Employment Litigation Lawyer	84	2,433	0	1,602	0	0%	0	0%	0	0%
Encyclopedia	9	3,564	0	1,602	0	0%	0	0%	0	0%
Encyclopedia and Book Sales by Internet	3	3,849	0	1,602	0	0%	0	0%	0	0%
Endodontics	18	3,296	0	1,602	0	0%	0	0%	0	0%
Energy	12	3,465	0	1,602	0	0%	0	0%	0	0%
Engine Starter	63	2,602	0	1,602	0	0%	0	0%	0	0%
Engineer	22	3,187	0	1,602	0	0%	0	0%	0	0%
Engineer Report	318	1,592	0	1,602	0	0%	0	0%	0	0%
Engineering Equipment	90	2,383	0	1,602	0	0%	0	0%	0	0%
Engraved Stationery	18	3,296	0	1,602	0	0%	0	0%	0	0%
Engraving Supplies	31	3,030	0	1,602	0	0%	0	0%	0	0%
Entertainment Bureau	453	1,371	0	1,602	0	0%	0	0%	0	0%
Entertainment Lawyer	9	3,564	0	1,602	0	0%	0	0%	0	0%
Environmental Organizations	287	1,662	0	1,602	0	0%	0	0%	0	0%
Epoxy Floor Coating	361	1,517	0	1,602	0	0%	0	0%	0	0%
Equine Nutrition	8	3,595	0	1,602	0	0%	0	0%	0	0%
Equine Therapy	7	3,633	0	1,602	0	0%	0	0%	0	0%
Equipment Calibration	228	1,814	0	1,602	0	0%	0	0%	0	0%
Erosion Control	186	1,946	0	1,602	0	0%	0	0%	0	0%
Escalator	2	3,912	0	1,602	0	0%	0	0%	0	0%
Escape Room	3	3,849	0	1,602	0	0%	0	0%	0	0%
Escort Service	245	1,769	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Escrow Services	37	2,941	0	1,602	0	0%	0	0%	0	0%
Essential Oils	7	3,633	0	1,602	0	0%	0	0%	0	0%
Estate Cleaning Services	511	1,295	0	1,602	0	0%	0	0%	0	0%
Estate Planning and Management	412	1,435	0	1,602	0	0%	0	0%	0	0%
Estate Planning Attorney	163	2,038	0	1,602	0	0%	0	0%	0	0%
Etiquette School	26	3,109	0	1,602	0	0%	0	0%	0	0%
Eviction	726	1,109	0	1,602	0	0%	0	0%	0	0%
Excursion Boat	3	3,849	0	1,602	0	0%	0	0%	0	0%
Executive Search Consultants	177	1,978	0	1,602	0	0%	0	0%	0	0%
Executive Suites	40	2,886	0	1,602	0	0%	0	0%	0	0%
Exercise Equipment	64	2,594	0	1,602	0	0%	0	0%	0	0%
Exhibit Design	56	2,682	0	1,602	0	0%	0	0%	0	0%
Explosives	12	3,465	0	1,602	0	0%	0	0%	0	0%
Export Management Company	40	2,886	0	1,602	0	0%	0	0%	0	0%
Extruded Metal	38	2,919	0	1,602	0	0%	0	0%	0	0%
Eye Training	2	3,912	0	1,602	0	0%	0	0%	0	0%
Eyebrow Threading	104	2,306	0	1,602	0	0%	0	0%	0	0%
Fabric Bags	8	3,595	0	1,602	0	0%	0	0%	0	0%
Fabric Cutting Machine	3	3,849	0	1,602	0	0%	0	0%	0	0%
Fabric Manufacturers	21	3,219	0	1,602	0	0%	0	0%	0	0%
Fabric Shop	1,041	909	0	1,602	0	0%	0	0%	0	0%
Facility Maintenance	595	1,216	0	1,602	0	0%	0	0%	0	0%
Factoring Service	62	2,614	0	1,602	0	0%	0	0%	0	0%
Fairgrounds	19	3,270	0	1,602	0	0%	0	0%	0	0%
Family Lawyer	956	955	0	1,602	0	0%	0	0%	0	0%
Family Practice	476	1,339	0	1,602	0	0%	0	0%	0	0%
Family Services	121	2,210	0	1,602	0	0%	0	0%	0	0%
Farm Loans	7	3,633	0	1,602	0	0%	0	0%	0	0%
Farm Management	22	3,187	0	1,602	0	0%	0	0%	0	0%
Farming Services	103	2,313	0	1,602	0	0%	0	0%	0	0%
Fashion Consultant	104	2,306	0	1,602	0	0%	0	0%	0	0%
Fashion Show Producer	22	3,187	0	1,602	0	0%	0	0%	0	0%
Faux Jewels	5	3,743	0	1,602	0	0%	0	0%	0	0%
Fax Machine	23	3,169	0	1,602	0	0%	0	0%	0	0%
Feed Manufacturers	3	3,849	0	1,602	0	0%	0	0%	0	0%
Feed Supplements	12	3,465	0	1,602	0	0%	0	0%	0	0%
Felt Products	9	3,564	0	1,602	0	0%	0	0%	0	0%
Fence Fittings	1,228	845	0	1,602	0	0%	0	0%	0	0%
Fence Materials	153	2,075	0	1,602	0	0%	0	0%	0	0%
Fence Rental	226	1,821	0	1,602	0	0%	0	0%	0	0%
Fence Staining	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ferry	1	3,970	0	1,602	0	0%	0	0%	0	0%
Fertilizer	242	1,776	0	1,602	0	0%	0	0%	0	0%
Fertilizer Plant Equipment	31	3,030	0	1,602	0	0%	0	0%	0	0%
Fiber Optics	40	2,886	0	1,602	0	0%	0	0%	0	0%
Fiberglass	34	2,982	0	1,602	0	0%	0	0%	0	0%
Fiberglass Fabrication	46	2,802	0	1,602	0	0%	0	0%	0	0%
Fiberglass Products	51	2,750	0	1,602	0	0%	0	0%	0	0%
Fiberglass Repair	69	2,549	0	1,602	0	0%	0	0%	0	0%
Filing Machine	7	3,633	0	1,602	0	0%	0	0%	0	0%
Filing Systems	104	2,306	0	1,602	0	0%	0	0%	0	0%
Financial Consultants	68	2,559	0	1,602	0	0%	0	0%	0	0%
Financial Planning Kit	4	3,790	0	1,602	0	0%	0	0%	0	0%
Fingerprinting	507	1,304	0	1,602	0	0%	0	0%	0	0%
Fingerprinting Equipment	11	3,494	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Fire Brick	93	2,371	0	1,602	0	0%	0	0%	0	0%
Fire Clean Up	161	2,043	0	1,602	0	0%	0	0%	0	0%
Fire Damage Restoration	525	1,285	0	1,602	0	0%	0	0%	0	0%
Fire Department Equipment	30	3,046	0	1,602	0	0%	0	0%	0	0%
Fire Emergency	496	1,322	0	1,602	0	0%	0	0%	0	0%
Fire Extinguisher	489	1,327	0	1,602	0	0%	0	0%	0	0%
Fire Hydrant	32	3,009	0	1,602	0	0%	0	0%	0	0%
Fire Insurance	265	1,718	0	1,602	0	0%	0	0%	0	0%
Fire Protection	14	3,398	0	1,602	0	0%	0	0%	0	0%
Fire Protection Consultant	799	1,050	0	1,602	0	0%	0	0%	0	0%
Fire Safety Equipment	2,958	453	0	1,602	0	0%	0	0%	0	0%
Fire Safety Supplies	38	2,919	0	1,602	0	0%	0	0%	0	0%
Fire sprinklers	814	1,037	0	1,602	0	0%	0	0%	0	0%
Firearm Manufacturer	194	1,925	0	1,602	0	0%	0	0%	0	0%
Fireplace Equipment	1,609	723	0	1,602	0	0%	0	0%	0	0%
Fireproofing	53	2,718	0	1,602	0	0%	0	0%	0	0%
Fireworks	68	2,559	0	1,602	0	0%	0	0%	0	0%
First Aid	5	3,743	0	1,602	0	0%	0	0%	0	0%
First Aid Instruction	901	989	0	1,602	0	0%	0	0%	0	0%
Fish Hatchery	18	3,296	0	1,602	0	0%	0	0%	0	0%
Fish Processor	178	1,972	0	1,602	0	0%	0	0%	0	0%
Fishermens Supplies	86	2,414	0	1,602	0	0%	0	0%	0	0%
Fishing Bait	17	3,327	0	1,602	0	0%	0	0%	0	0%
Fishing Charters	254	1,744	0	1,602	0	0%	0	0%	0	0%
Fishing Tackle	230	1,803	0	1,602	0	0%	0	0%	0	0%
Fishing Tackle Parts	8	3,595	0	1,602	0	0%	0	0%	0	0%
Fix It Shop	47	2,793	0	1,602	0	0%	0	0%	0	0%
Flag Poles	39	2,902	0	1,602	0	0%	0	0%	0	0%
Fleet Maintenance	6	3,689	0	1,602	0	0%	0	0%	0	0%
Fleet Services	47	2,793	0	1,602	0	0%	0	0%	0	0%
Flight Instructor	19	3,270	0	1,602	0	0%	0	0%	0	0%
Flood Control Equipment	61	2,625	0	1,602	0	0%	0	0%	0	0%
Floodlights	29	3,061	0	1,602	0	0%	0	0%	0	0%
Floor Cleaning	86	2,414	0	1,602	0	0%	0	0%	0	0%
Floor Machine	2	3,912	0	1,602	0	0%	0	0%	0	0%
Floor Machine Repair	9	3,564	0	1,602	0	0%	0	0%	0	0%
Floor Refinishing	395	1,466	0	1,602	0	0%	0	0%	0	0%
Floor Removal	171	2,009	0	1,602	0	0%	0	0%	0	0%
Floor Resurfacing	83	2,443	0	1,602	0	0%	0	0%	0	0%
Floor Treatment Compounds	120	2,212	0	1,602	0	0%	0	0%	0	0%
Florists Supplies	128	2,175	0	1,602	0	0%	0	0%	0	0%
Flotation Therapy	3	3,849	0	1,602	0	0%	0	0%	0	0%
Foam Rubber	131	2,155	0	1,602	0	0%	0	0%	0	0%
Food and Beverage Consultants	200	1,904	0	1,602	0	0%	0	0%	0	0%
Food Broker	82	2,458	0	1,602	0	0%	0	0%	0	0%
Food Industry	1	3,970	0	1,602	0	0%	0	0%	0	0%
Food Service Consultants	95	2,360	0	1,602	0	0%	0	0%	0	0%
Food Service Management	198	1,911	0	1,602	0	0%	0	0%	0	0%
Food Trucks	2	3,912	0	1,602	0	0%	0	0%	0	0%
Food Wholesalers	26	3,109	0	1,602	0	0%	0	0%	0	0%
Foot Appliances	229	1,810	0	1,602	0	0%	0	0%	0	0%
Football Club	62	2,614	0	1,602	0	0%	0	0%	0	0%
Foreclosures	8	3,595	0	1,602	0	0%	0	0%	0	0%
Foreign Auto Repair	870	1,007	0	1,602	0	0%	0	0%	0	0%
Foreign Government Offices	2	3,912	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Foreign Pharmaceutical Suppliers	321	1,584	0	1,602	0	0%	0	0%	0	0%
Forensic Accounting	52	2,736	0	1,602	0	0%	0	0%	0	0%
Foster Care	9	3,564	0	1,602	0	0%	0	0%	0	0%
Foundation Repair	2,164	576	0	1,602	0	0%	0	0%	0	0%
Foundry	338	1,556	0	1,602	0	0%	0	0%	0	0%
Foundry Equipment	15	3,381	0	1,602	0	0%	0	0%	0	0%
Framing Contractors	4,147	353	0	1,602	0	0%	0	0%	0	0%
Franchise	445	1,387	0	1,602	0	0%	0	0%	0	0%
Fraternal Organizations	77	2,494	0	1,602	0	0%	0	0%	0	0%
Fraternal Regalia	7	3,633	0	1,602	0	0%	0	0%	0	0%
Freelance Writer	34	2,982	0	1,602	0	0%	0	0%	0	0%
Freeze Dried Food	61	2,625	0	1,602	0	0%	0	0%	0	0%
Freight Consolidation	216	1,846	0	1,602	0	0%	0	0%	0	0%
Freight Traffic Service	140	2,116	0	1,602	0	0%	0	0%	0	0%
Fridge Rental	45	2,811	0	1,602	0	0%	0	0%	0	0%
Frozen Dessert Dealers	198	1,911	0	1,602	0	0%	0	0%	0	0%
Frozen Dessert Distributors	69	2,549	0	1,602	0	0%	0	0%	0	0%
Frozen Food Companies	612	1,202	0	1,602	0	0%	0	0%	0	0%
Frozen Food Locker Plants	5	3,743	0	1,602	0	0%	0	0%	0	0%
Frozen Food Processors	24	3,155	0	1,602	0	0%	0	0%	0	0%
Fruit Shippers	197	1,916	0	1,602	0	0%	0	0%	0	0%
Fruits and Vegetables Retail	261	1,729	0	1,602	0	0%	0	0%	0	0%
Fuel Conversion Engines	114	2,244	0	1,602	0	0%	0	0%	0	0%
Fuel Economizer	79	2,481	0	1,602	0	0%	0	0%	0	0%
Fuel Injection Services	542	1,273	0	1,602	0	0%	0	0%	0	0%
Fuel Injection System	28	3,074	0	1,602	0	0%	0	0%	0	0%
Fuel Oil Treatment	67	2,573	0	1,602	0	0%	0	0%	0	0%
Fumigation	36	2,953	0	1,602	0	0%	0	0%	0	0%
Fundraising Supplies	169	2,018	0	1,602	0	0%	0	0%	0	0%
Funeral Director Equipment	1	3,970	0	1,602	0	0%	0	0%	0	0%
Funeral Flowers	60	2,637	0	1,602	0	0%	0	0%	0	0%
Funeral Insurance	3,521	393	0	1,602	0	0%	0	0%	0	0%
Fur	654	1,163	0	1,602	0	0%	0	0%	0	0%
Fur Cleaning and Dyeing Retail	146	2,091	0	1,602	0	0%	0	0%	0	0%
Fur Dealer	44	2,828	0	1,602	0	0%	0	0%	0	0%
Fur Designers	140	2,116	0	1,602	0	0%	0	0%	0	0%
Fur Liners	47	2,793	0	1,602	0	0%	0	0%	0	0%
Fur Storage	63	2,602	0	1,602	0	0%	0	0%	0	0%
Furniture Cleaning	15	3,381	0	1,602	0	0%	0	0%	0	0%
Furniture Cleaning Equipment	19	3,270	0	1,602	0	0%	0	0%	0	0%
Furniture Manufacturers Equipment	22	3,187	0	1,602	0	0%	0	0%	0	0%
Furniture Repair Supplies	101	2,324	0	1,602	0	0%	0	0%	0	0%
Futon Sales	241	1,779	0	1,602	0	0%	0	0%	0	0%
Gambling Addiction Treatment	7	3,633	0	1,602	0	0%	0	0%	0	0%
Gambling Machines	17	3,327	0	1,602	0	0%	0	0%	0	0%
Game Birds	8	3,595	0	1,602	0	0%	0	0%	0	0%
Game Tables	16	3,357	0	1,602	0	0%	0	0%	0	0%
Garage Floor	183	1,958	0	1,602	0	0%	0	0%	0	0%
Gardener	1,587	729	0	1,602	0	0%	0	0%	0	0%
Gas Burner	159	2,051	0	1,602	0	0%	0	0%	0	0%
Gas Detector	143	2,101	0	1,602	0	0%	0	0%	0	0%
Gas Engine	387	1,479	0	1,602	0	0%	0	0%	0	0%
Gas Plant Equipment	2	3,912	0	1,602	0	0%	0	0%	0	0%
Gas Well Drilling	3	3,849	0	1,602	0	0%	0	0%	0	0%
Gasket	45	2,811	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Gasoline Additives Manufacturers and Distributors	1	3,970	0	1,602	0	0%	0	0%	0	0%
Gasoline Engine	120	2,212	0	1,602	0	0%	0	0%	0	0%
Gauge	13	3,427	0	1,602	0	0%	0	0%	0	0%
Gears	12	3,465	0	1,602	0	0%	0	0%	0	0%
General Interest Schools	32	3,009	0	1,602	0	0%	0	0%	0	0%
Generator Maintenance	69	2,549	0	1,602	0	0%	0	0%	0	0%
Geographer	7	3,633	0	1,602	0	0%	0	0%	0	0%
Geologist	5	3,743	0	1,602	0	0%	0	0%	0	0%
Geologist Equipment	8	3,595	0	1,602	0	0%	0	0%	0	0%
Geophysical Equipment	10	3,531	0	1,602	0	0%	0	0%	0	0%
Geophysicist	77	2,494	0	1,602	0	0%	0	0%	0	0%
Geotechnical Engineering	211	1,861	0	1,602	0	0%	0	0%	0	0%
Gift Wrap	1	3,970	0	1,602	0	0%	0	0%	0	0%
Girdles	547	1,269	0	1,602	0	0%	0	0%	0	0%
Girls Apparel	4	3,790	0	1,602	0	0%	0	0%	0	0%
Glass Block	1	3,970	0	1,602	0	0%	0	0%	0	0%
Glass Blower	328	1,575	0	1,602	0	0%	0	0%	0	0%
Glass Board Up Service	2	3,912	0	1,602	0	0%	0	0%	0	0%
Glass Coating	825	1,029	0	1,602	0	0%	0	0%	0	0%
Glass Coating and Tinting Materials	48	2,785	0	1,602	0	0%	0	0%	0	0%
Glass Cutting	12	3,465	0	1,602	0	0%	0	0%	0	0%
Glass Engravers	1	3,970	0	1,602	0	0%	0	0%	0	0%
Glass Printer	2	3,912	0	1,602	0	0%	0	0%	0	0%
Glassware	311	1,610	0	1,602	0	0%	0	0%	0	0%
Glassware Decorators	2	3,912	0	1,602	0	0%	0	0%	0	0%
Glassware Wholesale	53	2,718	0	1,602	0	0%	0	0%	0	0%
Glaziers Supply	18	3,296	0	1,602	0	0%	0	0%	0	0%
Glider	3	3,849	0	1,602	0	0%	0	0%	0	0%
Gloves	26	3,109	0	1,602	0	0%	0	0%	0	0%
Go-Kart Manufacturers	10	3,531	0	1,602	0	0%	0	0%	0	0%
Go-Karts	71	2,532	0	1,602	0	0%	0	0%	0	0%
Golf Carts	112	2,259	0	1,602	0	0%	0	0%	0	0%
Golf Course Construction	12	3,465	0	1,602	0	0%	0	0%	0	0%
Golf Course Equipment	21	3,219	0	1,602	0	0%	0	0%	0	0%
Golf Equipment Manufacturers	26	3,109	0	1,602	0	0%	0	0%	0	0%
Golf Tour	5	3,743	0	1,602	0	0%	0	0%	0	0%
Gourmet Shop	114	2,244	0	1,602	0	0%	0	0%	0	0%
Government Auctions and Job Listing Services	3	3,849	0	1,602	0	0%	0	0%	0	0%
Government Employment Service	54	2,709	0	1,602	0	0%	0	0%	0	0%
Government Grant Services	186	1,946	0	1,602	0	0%	0	0%	0	0%
Graffiti Removal	59	2,649	0	1,602	0	0%	0	0%	0	0%
Grain Brokers	56	2,682	0	1,602	0	0%	0	0%	0	0%
Grain Dealers	196	1,920	0	1,602	0	0%	0	0%	0	0%
Grain Drying	6	3,689	0	1,602	0	0%	0	0%	0	0%
Grain Elevator	7	3,633	0	1,602	0	0%	0	0%	0	0%
Grain Elevator Equipment	32	3,009	0	1,602	0	0%	0	0%	0	0%
Grant, Scholarship and Financial Aid Finder Service	215	1,849	0	1,602	0	0%	0	0%	0	0%
Graphics Computer	282	1,671	0	1,602	0	0%	0	0%	0	0%
Grass Trimmers	3	3,849	0	1,602	0	0%	0	0%	0	0%
Grease Pumping	9	3,564	0	1,602	0	0%	0	0%	0	0%
Grease Seals	31	3,030	0	1,602	0	0%	0	0%	0	0%
Grease Trap	39	2,902	0	1,602	0	0%	0	0%	0	0%
Green Contractors	444	1,389	0	1,602	0	0%	0	0%	0	0%
Greenhouse Builder	429	1,413	0	1,602	0	0%	0	0%	0	0%
Greenhouse Equipment	300	1,636	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Greeting Card Manufacturers	21	3,219	0	1,602	0	0%	0	0%	0	0%
Greeting Card Store	598	1,215	0	1,602	0	0%	0	0%	0	0%
Grinding Machine	28	3,074	0	1,602	0	0%	0	0%	0	0%
Grounds Maintenance	429	1,413	0	1,602	0	0%	0	0%	0	0%
Group Home	412	1,435	0	1,602	0	0%	0	0%	0	0%
Grout Repair	77	2,494	0	1,602	0	0%	0	0%	0	0%
Guard Dogs	11	3,494	0	1,602	0	0%	0	0%	0	0%
Guardian Protection Services	4	3,790	0	1,602	0	0%	0	0%	0	0%
Guide Advertising	45	2,811	0	1,602	0	0%	0	0%	0	0%
Guide Service	158	2,058	0	1,602	0	0%	0	0%	0	0%
Guitar	80	2,474	0	1,602	0	0%	0	0%	0	0%
Gun Equipment	69	2,549	0	1,602	0	0%	0	0%	0	0%
Gymnastics Equipment	12	3,465	0	1,602	0	0%	0	0%	0	0%
Gypsum	31	3,030	0	1,602	0	0%	0	0%	0	0%
Hail Repair	51	2,750	0	1,602	0	0%	0	0%	0	0%
Hair Curlers	1	3,970	0	1,602	0	0%	0	0%	0	0%
Hair Ornaments	20	3,248	0	1,602	0	0%	0	0%	0	0%
Hair Weave	317	1,596	0	1,602	0	0%	0	0%	0	0%
Halloween Decorations	16	3,357	0	1,602	0	0%	0	0%	0	0%
Halls	111	2,264	0	1,602	0	0%	0	0%	0	0%
Hammock	6	3,689	0	1,602	0	0%	0	0%	0	0%
Hand Painting	246	1,764	0	1,602	0	0%	0	0%	0	0%
Handbag Manufacturers	1	3,970	0	1,602	0	0%	0	0%	0	0%
Handball Court	22	3,187	0	1,602	0	0%	0	0%	0	0%
Handmade Art	41	2,874	0	1,602	0	0%	0	0%	0	0%
Handwriting Expert	45	2,811	0	1,602	0	0%	0	0%	0	0%
Hardware Consultants	38	2,919	0	1,602	0	0%	0	0%	0	0%
Hardwood Floor Maintenance	49	2,774	0	1,602	0	0%	0	0%	0	0%
Harness Assembly	10	3,531	0	1,602	0	0%	0	0%	0	0%
Hat Cleaning	13	3,427	0	1,602	0	0%	0	0%	0	0%
Hauling Contractors	194	1,925	0	1,602	0	0%	0	0%	0	0%
Hay Rides	170	2,015	0	1,602	0	0%	0	0%	0	0%
Hazardous Material Removal	87	2,407	0	1,602	0	0%	0	0%	0	0%
Hazardous Waste Services	604	1,209	0	1,602	0	0%	0	0%	0	0%
Health Care Placement	35	2,968	0	1,602	0	0%	0	0%	0	0%
Health Care Referral	233	1,795	0	1,602	0	0%	0	0%	0	0%
Health Monitor	5	3,743	0	1,602	0	0%	0	0%	0	0%
Health Resorts	291	1,651	0	1,602	0	0%	0	0%	0	0%
Healthcare Linen Services	8	3,595	0	1,602	0	0%	0	0%	0	0%
Healthcare Management	526	1,282	0	1,602	0	0%	0	0%	0	0%
Healthcare Staffing	410	1,440	0	1,602	0	0%	0	0%	0	0%
Hearing Aid Repair	39	2,902	0	1,602	0	0%	0	0%	0	0%
Hearse	53	2,718	0	1,602	0	0%	0	0%	0	0%
Heat Recovery System	5	3,743	0	1,602	0	0%	0	0%	0	0%
Heat Sealing	64	2,594	0	1,602	0	0%	0	0%	0	0%
Heating Supply	97	2,349	0	1,602	0	0%	0	0%	0	0%
Helicopter Parts	173	1,999	0	1,602	0	0%	0	0%	0	0%
Helicopter Rental	59	2,649	0	1,602	0	0%	0	0%	0	0%
Herbs	185	1,952	0	1,602	0	0%	0	0%	0	0%
Hides	12	3,465	0	1,602	0	0%	0	0%	0	0%
Historical Places	28	3,074	0	1,602	0	0%	0	0%	0	0%
Historical Structure Preservation	25	3,130	0	1,602	0	0%	0	0%	0	0%
HOA	28	3,074	0	1,602	0	0%	0	0%	0	0%
Hog Farm	13	3,427	0	1,602	0	0%	0	0%	0	0%
Hoist	83	2,443	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Holding Company	1,284	825	0	1,602	0	0%	0	0%	0	0%
Holistic Schools	364	1,512	0	1,602	0	0%	0	0%	0	0%
Home Based Business Marketing	176	1,984	0	1,602	0	0%	0	0%	0	0%
Home Demo	71	2,532	0	1,602	0	0%	0	0%	0	0%
Home Elevator	109	2,272	0	1,602	0	0%	0	0%	0	0%
Home Party Planning	309	1,613	0	1,602	0	0%	0	0%	0	0%
Home Performance Contractor	184	1,957	0	1,602	0	0%	0	0%	0	0%
Home Renovation Inspection	82	2,458	0	1,602	0	0%	0	0%	0	0%
Home Schooling Materials	7	3,633	0	1,602	0	0%	0	0%	0	0%
Home Staging	580	1,227	0	1,602	0	0%	0	0%	0	0%
Home Study	239	1,784	0	1,602	0	0%	0	0%	0	0%
Home Warranty Plans	825	1,029	0	1,602	0	0%	0	0%	0	0%
Homeopath	135	2,138	0	1,602	0	0%	0	0%	0	0%
Hookah Bar	7	3,633	0	1,602	0	0%	0	0%	0	0%
Hormone Replacement Therapy	6	3,689	0	1,602	0	0%	0	0%	0	0%
Horse Breeding	93	2,371	0	1,602	0	0%	0	0%	0	0%
Horse Carriage	2	3,912	0	1,602	0	0%	0	0%	0	0%
Horse Equipment	79	2,481	0	1,602	0	0%	0	0%	0	0%
Horse Race Handicapping	19	3,270	0	1,602	0	0%	0	0%	0	0%
Horse Training	220	1,835	0	1,602	0	0%	0	0%	0	0%
Horse Transport	248	1,753	0	1,602	0	0%	0	0%	0	0%
Horseshoeing	31	3,030	0	1,602	0	0%	0	0%	0	0%
Horseshoeing Tools	122	2,208	0	1,602	0	0%	0	0%	0	0%
Horticultural Consultants	100	2,333	0	1,602	0	0%	0	0%	0	0%
Hose Couplings	123	2,203	0	1,602	0	0%	0	0%	0	0%
Hosiery	14	3,398	0	1,602	0	0%	0	0%	0	0%
Hospice	33	3,001	0	1,602	0	0%	0	0%	0	0%
Hospital	277	1,681	0	1,602	0	0%	0	0%	0	0%
Hospitality	65	2,585	0	1,602	0	0%	0	0%	0	0%
Hostel	125	2,192	0	1,602	0	0%	0	0%	0	0%
Hot Tub Rental	1,261	835	0	1,602	0	0%	0	0%	0	0%
Hotel Consultants	5	3,743	0	1,602	0	0%	0	0%	0	0%
Hotel Supplies	85	2,423	0	1,602	0	0%	0	0%	0	0%
House Call	44	2,828	0	1,602	0	0%	0	0%	0	0%
House Cleaning Equipment	1,782	670	0	1,602	0	0%	0	0%	0	0%
House Movers	968	947	0	1,602	0	0%	0	0%	0	0%
House Sitting	1,679	700	0	1,602	0	0%	0	0%	0	0%
Household Waste Compactor	13	3,427	0	1,602	0	0%	0	0%	0	0%
Housing Consultants	82	2,458	0	1,602	0	0%	0	0%	0	0%
Human Factors	6	3,689	0	1,602	0	0%	0	0%	0	0%
Human Resources	1,309	813	0	1,602	0	0%	0	0%	0	0%
Human Service Organizations	80	2,474	0	1,602	0	0%	0	0%	0	0%
Humane Society	57	2,671	0	1,602	0	0%	0	0%	0	0%
Humidifier	15	3,381	0	1,602	0	0%	0	0%	0	0%
Hybrid Car Dealers	44	2,828	0	1,602	0	0%	0	0%	0	0%
Hydraulic Cylinder	16	3,357	0	1,602	0	0%	0	0%	0	0%
Hydraulic Equipment	463	1,354	0	1,602	0	0%	0	0%	0	0%
Hydraulic Equipment Repair	195	1,921	0	1,602	0	0%	0	0%	0	0%
Hydraulic Tools	12	3,465	0	1,602	0	0%	0	0%	0	0%
Hydrogenated Oil	4	3,790	0	1,602	0	0%	0	0%	0	0%
Hydroponics Equipment	506	1,306	0	1,602	0	0%	0	0%	0	0%
Hydroseeding	237	1,787	0	1,602	0	0%	0	0%	0	0%
Hydrostatic Testing	49	2,774	0	1,602	0	0%	0	0%	0	0%
Hygrometer	30	3,046	0	1,602	0	0%	0	0%	0	0%
Ice	8	3,595	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Ice Cream Cone Distributors	39	2,902	0	1,602	0	0%	0	0%	0	0%
Ice Crushers	18	3,296	0	1,602	0	0%	0	0%	0	0%
Ice Machine Repair	21	3,219	0	1,602	0	0%	0	0%	0	0%
Ice Making Machine	77	2,494	0	1,602	0	0%	0	0%	0	0%
Ice Melting Equipment	11	3,494	0	1,602	0	0%	0	0%	0	0%
Ice Sculptures	19	3,270	0	1,602	0	0%	0	0%	0	0%
Identification Equipment	233	1,795	0	1,602	0	0%	0	0%	0	0%
Identity Theft Protection	117	2,229	0	1,602	0	0%	0	0%	0	0%
Import Services	84	2,433	0	1,602	0	0%	0	0%	0	0%
Imported Car Dealers	1,048	906	0	1,602	0	0%	0	0%	0	0%
Imprinting	19	3,270	0	1,602	0	0%	0	0%	0	0%
In Floor Heating	40	2,886	0	1,602	0	0%	0	0%	0	0%
Indian Products	2	3,912	0	1,602	0	0%	0	0%	0	0%
Indoor Sky Diving	11	3,494	0	1,602	0	0%	0	0%	0	0%
Industrial Closures	41	2,874	0	1,602	0	0%	0	0%	0	0%
Industrial Consultants	179	1,967	0	1,602	0	0%	0	0%	0	0%
Industrial Contractors	278	1,679	0	1,602	0	0%	0	0%	0	0%
Industrial Crystals	16	3,357	0	1,602	0	0%	0	0%	0	0%
Industrial Design	405	1,448	0	1,602	0	0%	0	0%	0	0%
Industrial Development	203	1,894	0	1,602	0	0%	0	0%	0	0%
Industrial Dryer	1	3,970	0	1,602	0	0%	0	0%	0	0%
Industrial Equipment	11	3,494	0	1,602	0	0%	0	0%	0	0%
Industrial Fans	22	3,187	0	1,602	0	0%	0	0%	0	0%
Industrial Fasteners	314	1,602	0	1,602	0	0%	0	0%	0	0%
Industrial Gas	7	3,633	0	1,602	0	0%	0	0%	0	0%
Industrial Glass Beads	17	3,327	0	1,602	0	0%	0	0%	0	0%
Industrial Hygiene Consultants	16	3,357	0	1,602	0	0%	0	0%	0	0%
Industrial Painting	206	1,880	0	1,602	0	0%	0	0%	0	0%
Industrial Power Processing	11	3,494	0	1,602	0	0%	0	0%	0	0%
Industrial Radiography	2	3,912	0	1,602	0	0%	0	0%	0	0%
Industrial Sewing Machine	54	2,709	0	1,602	0	0%	0	0%	0	0%
Industrial Steam Cleaning	139	2,123	0	1,602	0	0%	0	0%	0	0%
Industrial Ultrasound	65	2,585	0	1,602	0	0%	0	0%	0	0%
Industrial Vacuum Cleaners	13	3,427	0	1,602	0	0%	0	0%	0	0%
Industrial Vibrators	18	3,296	0	1,602	0	0%	0	0%	0	0%
Industrial Washing Machine	10	3,531	0	1,602	0	0%	0	0%	0	0%
Industrial Waste Compactor	185	1,952	0	1,602	0	0%	0	0%	0	0%
Infertility	346	1,542	0	1,602	0	0%	0	0%	0	0%
Infomercial	1	3,970	0	1,602	0	0%	0	0%	0	0%
Infrared Equipment	27	3,092	0	1,602	0	0%	0	0%	0	0%
Infrared Inspection	48	2,785	0	1,602	0	0%	0	0%	0	0%
Infrared Thermography	7	3,633	0	1,602	0	0%	0	0%	0	0%
Ink Manufacturers Materials	55	2,697	0	1,602	0	0%	0	0%	0	0%
Insect Control Devices	267	1,711	0	1,602	0	0%	0	0%	0	0%
Insecticide	19	3,270	0	1,602	0	0%	0	0%	0	0%
Insulated Panels	17	3,327	0	1,602	0	0%	0	0%	0	0%
Insulation Materials	1,190	861	0	1,602	0	0%	0	0%	0	0%
Insulation Supplies	290	1,656	0	1,602	0	0%	0	0%	0	0%
Insurance Claims Processing	723	1,112	0	1,602	0	0%	0	0%	0	0%
Insurance Inspection	43	2,844	0	1,602	0	0%	0	0%	0	0%
Insurance Lawyer	193	1,929	0	1,602	0	0%	0	0%	0	0%
Insurance Rating Bureau	3	3,849	0	1,602	0	0%	0	0%	0	0%
Insured Property Replacement Service	6	3,689	0	1,602	0	0%	0	0%	0	0%
Intellectual Property Lawyer	25	3,130	0	1,602	0	0%	0	0%	0	0%
Intercom Systems	182	1,961	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Interior Design Plants and Maintenance	132	2,150	0	1,602	0	0%	0	0%	0	0%
Interior Designer Supplies	129	2,167	0	1,602	0	0%	0	0%	0	0%
Internal Medicine	32	3,009	0	1,602	0	0%	0	0%	0	0%
International Mailing Services	19	3,270	0	1,602	0	0%	0	0%	0	0%
International Trade Consultant	211	1,861	0	1,602	0	0%	0	0%	0	0%
Internet Café	4	3,790	0	1,602	0	0%	0	0%	0	0%
Inventor	1	3,970	0	1,602	0	0%	0	0%	0	0%
Inventory Services	74	2,509	0	1,602	0	0%	0	0%	0	0%
Invitations	61	2,625	0	1,602	0	0%	0	0%	0	0%
Iron	35	2,968	0	1,602	0	0%	0	0%	0	0%
Irrigation	52	2,736	0	1,602	0	0%	0	0%	0	0%
Irrigation Consultants	855	1,014	0	1,602	0	0%	0	0%	0	0%
Irrigation Design	1,294	819	0	1,602	0	0%	0	0%	0	0%
Italian Food	20	3,248	0	1,602	0	0%	0	0%	0	0%
Itinerant Bulk Meat	8	3,595	0	1,602	0	0%	0	0%	0	0%
Jams	14	3,398	0	1,602	0	0%	0	0%	0	0%
Janitor Supplies	864	1,009	0	1,602	0	0%	0	0%	0	0%
Japanese Food	26	3,109	0	1,602	0	0%	0	0%	0	0%
Jet Ski	116	2,232	0	1,602	0	0%	0	0%	0	0%
Jewelry Advisory Service	322	1,582	0	1,602	0	0%	0	0%	0	0%
Jewelry Casting	38	2,919	0	1,602	0	0%	0	0%	0	0%
Jewelry Findings	4	3,790	0	1,602	0	0%	0	0%	0	0%
Jewelry Polishing	1	3,970	0	1,602	0	0%	0	0%	0	0%
Jewelry Supplies	72	2,525	0	1,602	0	0%	0	0%	0	0%
Jigs and Fixtures	8	3,595	0	1,602	0	0%	0	0%	0	0%
Juice	101	2,324	0	1,602	0	0%	0	0%	0	0%
Juicers	187	1,943	0	1,602	0	0%	0	0%	0	0%
Juke Box	71	2,532	0	1,602	0	0%	0	0%	0	0%
Jumping Balloons	55	2,697	0	1,602	0	0%	0	0%	0	0%
Junk Dealers	22	3,187	0	1,602	0	0%	0	0%	0	0%
Karaoke	343	1,546	0	1,602	0	0%	0	0%	0	0%
Kennel Supplies	231	1,800	0	1,602	0	0%	0	0%	0	0%
Key Control Systems	11	3,494	0	1,602	0	0%	0	0%	0	0%
Key Duplication	16	3,357	0	1,602	0	0%	0	0%	0	0%
Kitchen Cabinets	1,639	710	0	1,602	0	0%	0	0%	0	0%
Kiteboarding	52	2,736	0	1,602	0	0%	0	0%	0	0%
Knife Sharpening	28	3,074	0	1,602	0	0%	0	0%	0	0%
Knit Fabric	15	3,381	0	1,602	0	0%	0	0%	0	0%
Knit Goods Manufacturer	48	2,785	0	1,602	0	0%	0	0%	0	0%
Kosher Food	2	3,912	0	1,602	0	0%	0	0%	0	0%
Labeling	88	2,397	0	1,602	0	0%	0	0%	0	0%
Labeling Equipment	23	3,169	0	1,602	0	0%	0	0%	0	0%
Labor Organizations	357	1,520	0	1,602	0	0%	0	0%	0	0%
Labor Relations Consultant	18	3,296	0	1,602	0	0%	0	0%	0	0%
Laboratory Research	237	1,787	0	1,602	0	0%	0	0%	0	0%
Laces	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ladder	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ladder Rental	13	3,427	0	1,602	0	0%	0	0%	0	0%
Laminate Floor	318	1,592	0	1,602	0	0%	0	0%	0	0%
Laminating Machine	10	3,531	0	1,602	0	0%	0	0%	0	0%
Lamp Shades	99	2,336	0	1,602	0	0%	0	0%	0	0%
Land Clearing	265	1,718	0	1,602	0	0%	0	0%	0	0%
Land Leveling	9	3,564	0	1,602	0	0%	0	0%	0	0%
Land rental	11	3,494	0	1,602	0	0%	0	0%	0	0%
Landlord Tenant Lawyer	25	3,130	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Landscape Lighting	59	2,649	0	1,602	0	0%	0	0%	0	0%
Lapel Pins	3	3,849	0	1,602	0	0%	0	0%	0	0%
Lapidary	19	3,270	0	1,602	0	0%	0	0%	0	0%
Lapidary Equipment	6	3,689	0	1,602	0	0%	0	0%	0	0%
Lasik Eye Surgery	137	2,130	0	1,602	0	0%	0	0%	0	0%
Laundry Supplies	21	3,219	0	1,602	0	0%	0	0%	0	0%
Lawn Equipment Rental	73	2,517	0	1,602	0	0%	0	0%	0	0%
Lawn Tractor Dealers	60	2,637	0	1,602	0	0%	0	0%	0	0%
Lawyer Referral Service	170	2,015	0	1,602	0	0%	0	0%	0	0%
Lead Products	5	3,743	0	1,602	0	0%	0	0%	0	0%
Lead Renovator	29	3,061	0	1,602	0	0%	0	0%	0	0%
Leadership Coaching	117	2,229	0	1,602	0	0%	0	0%	0	0%
Leadership Development	410	1,440	0	1,602	0	0%	0	0%	0	0%
Leak Detecting Equipment	20	3,248	0	1,602	0	0%	0	0%	0	0%
Leak Detection	60	2,637	0	1,602	0	0%	0	0%	0	0%
Leather Goods Manufacturers Supplies	7	3,633	0	1,602	0	0%	0	0%	0	0%
Leather Restoration	1	3,970	0	1,602	0	0%	0	0%	0	0%
Legal Clinic	250	1,750	0	1,602	0	0%	0	0%	0	0%
Legal Information Services	1,002	932	0	1,602	0	0%	0	0%	0	0%
Legal Malpractice Attorney	2	3,912	0	1,602	0	0%	0	0%	0	0%
Legal Services	444	1,389	0	1,602	0	0%	0	0%	0	0%
Lenses	6	3,689	0	1,602	0	0%	0	0%	0	0%
Letterpress Printing	19	3,270	0	1,602	0	0%	0	0%	0	0%
Library Research Service	25	3,130	0	1,602	0	0%	0	0%	0	0%
Library Supplies	29	3,061	0	1,602	0	0%	0	0%	0	0%
Lice Removal Services	130	2,162	0	1,602	0	0%	0	0%	0	0%
Lie Detector	129	2,167	0	1,602	0	0%	0	0%	0	0%
Lifts	524	1,286	0	1,602	0	0%	0	0%	0	0%
Light Bulbs	1,203	855	0	1,602	0	0%	0	0%	0	0%
Lightning Protection	33	3,001	0	1,602	0	0%	0	0%	0	0%
Limestone	9	3,564	0	1,602	0	0%	0	0%	0	0%
Linen Manufacturers	212	1,858	0	1,602	0	0%	0	0%	0	0%
Linoleum Dealers	21	3,219	0	1,602	0	0%	0	0%	0	0%
Liquid Filters	144	2,095	0	1,602	0	0%	0	0%	0	0%
Liquid or Dry Bulk Trucking	347	1,541	0	1,602	0	0%	0	0%	0	0%
Liquid Plastic	56	2,682	0	1,602	0	0%	0	0%	0	0%
Literary Agents	23	3,169	0	1,602	0	0%	0	0%	0	0%
Lithographer	51	2,750	0	1,602	0	0%	0	0%	0	0%
Litigation Lawyer	49	2,774	0	1,602	0	0%	0	0%	0	0%
Livestock Auction	58	2,661	0	1,602	0	0%	0	0%	0	0%
Livestock Breeding	40	2,886	0	1,602	0	0%	0	0%	0	0%
Livestock Buyer	1	3,970	0	1,602	0	0%	0	0%	0	0%
Livestock Commission	1	3,970	0	1,602	0	0%	0	0%	0	0%
Livestock Hauling	40	2,886	0	1,602	0	0%	0	0%	0	0%
Livestock Supplies	156	2,063	0	1,602	0	0%	0	0%	0	0%
Loan Servicing	472	1,343	0	1,602	0	0%	0	0%	0	0%
Lobbyist	34	2,982	0	1,602	0	0%	0	0%	0	0%
Log Cabins	3,134	427	0	1,602	0	0%	0	0%	0	0%
Logging Companies	526	1,282	0	1,602	0	0%	0	0%	0	0%
Logging Equipment	32	3,009	0	1,602	0	0%	0	0%	0	0%
Low Voltage Contractors	63	2,602	0	1,602	0	0%	0	0%	0	0%
Lubricants	141	2,108	0	1,602	0	0%	0	0%	0	0%
Lubricating System	38	2,919	0	1,602	0	0%	0	0%	0	0%
Luggage Carrier	16	3,357	0	1,602	0	0%	0	0%	0	0%
Luggage Repair	92	2,377	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Lumber Carrier	4	3,790	0	1,602	0	0%	0	0%	0	0%
Lumber Inspector	14	3,398	0	1,602	0	0%	0	0%	0	0%
Lumber Mill Representatives	3	3,849	0	1,602	0	0%	0	0%	0	0%
Machine Guards	3	3,849	0	1,602	0	0%	0	0%	0	0%
Machine Knives	146	2,091	0	1,602	0	0%	0	0%	0	0%
Machine Shop	1,913	636	0	1,602	0	0%	0	0%	0	0%
Machinery Movers	38	2,919	0	1,602	0	0%	0	0%	0	0%
Magazine Dealers	17	3,327	0	1,602	0	0%	0	0%	0	0%
Magazine Distributors	392	1,470	0	1,602	0	0%	0	0%	0	0%
Magazine Sales by Telephone	17	3,327	0	1,602	0	0%	0	0%	0	0%
Mailing Containers	31	3,030	0	1,602	0	0%	0	0%	0	0%
Managed Service Provider	69	2,549	0	1,602	0	0%	0	0%	0	0%
Management Training	552	1,261	0	1,602	0	0%	0	0%	0	0%
Mannequins	22	3,187	0	1,602	0	0%	0	0%	0	0%
Manufactured Home Park	320	1,587	0	1,602	0	0%	0	0%	0	0%
Manufactured Home Rental	63	2,602	0	1,602	0	0%	0	0%	0	0%
Manufactured Home Repair	232	1,798	0	1,602	0	0%	0	0%	0	0%
Manufactured Home Transport	172	2,004	0	1,602	0	0%	0	0%	0	0%
Manufacturing Chemist	17	3,327	0	1,602	0	0%	0	0%	0	0%
Map Dealers	83	2,443	0	1,602	0	0%	0	0%	0	0%
Map Publisher	59	2,649	0	1,602	0	0%	0	0%	0	0%
Marble Cleaning	307	1,618	0	1,602	0	0%	0	0%	0	0%
Marijuana Grower	93	2,371	0	1,602	0	0%	0	0%	0	0%
Marijuana Products	49	2,774	0	1,602	0	0%	0	0%	0	0%
Marine Anchors	4	3,790	0	1,602	0	0%	0	0%	0	0%
Marine Electrical	42	2,863	0	1,602	0	0%	0	0%	0	0%
Marine Electronics	342	1,548	0	1,602	0	0%	0	0%	0	0%
Marine Fuel	13	3,427	0	1,602	0	0%	0	0%	0	0%
Marine Hardware	27	3,092	0	1,602	0	0%	0	0%	0	0%
Marine Insurance	56	2,682	0	1,602	0	0%	0	0%	0	0%
Marine Salvage	11	3,494	0	1,602	0	0%	0	0%	0	0%
Marine Surveyor	265	1,718	0	1,602	0	0%	0	0%	0	0%
Marine Towing	46	2,802	0	1,602	0	0%	0	0%	0	0%
Mason Contractors Equipment and Supplies	96	2,355	0	1,602	0	0%	0	0%	0	0%
Massage School	560	1,248	0	1,602	0	0%	0	0%	0	0%
Massage Supplies	650	1,165	0	1,602	0	0%	0	0%	0	0%
Material Handling Equipment	204	1,890	0	1,602	0	0%	0	0%	0	0%
Mats	432	1,407	0	1,602	0	0%	0	0%	0	0%
Mattress Cleaning	2	3,912	0	1,602	0	0%	0	0%	0	0%
Mattress Renovation	1	3,970	0	1,602	0	0%	0	0%	0	0%
Mausoleum	12	3,465	0	1,602	0	0%	0	0%	0	0%
Measuring Machine	7	3,633	0	1,602	0	0%	0	0%	0	0%
Meat Brokers	825	1,029	0	1,602	0	0%	0	0%	0	0%
Meat Packers	336	1,557	0	1,602	0	0%	0	0%	0	0%
Meat Packing Supplies	101	2,324	0	1,602	0	0%	0	0%	0	0%
Meat Processing	605	1,207	0	1,602	0	0%	0	0%	0	0%
Meat Sales	339	1,553	0	1,602	0	0%	0	0%	0	0%
Mechanical Engineer	281	1,674	0	1,602	0	0%	0	0%	0	0%
Mechanical Engraver	74	2,509	0	1,602	0	0%	0	0%	0	0%
Mechanical Insulation Contractors	639	1,179	0	1,602	0	0%	0	0%	0	0%
Mechanical Packing	4	3,790	0	1,602	0	0%	0	0%	0	0%
Media Buying	49	2,774	0	1,602	0	0%	0	0%	0	0%
Mediation Attorney	81	2,470	0	1,602	0	0%	0	0%	0	0%
Mediation Coaching	75	2,504	0	1,602	0	0%	0	0%	0	0%
Mediation Services	444	1,389	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Medical Alarm	700	1,126	0	1,602	0	0%	0	0%	0	0%
Medical Billing	24	3,155	0	1,602	0	0%	0	0%	0	0%
Medical Business Administration	446	1,385	0	1,602	0	0%	0	0%	0	0%
Medical Coding	4	3,790	0	1,602	0	0%	0	0%	0	0%
Medical Imaging	86	2,414	0	1,602	0	0%	0	0%	0	0%
Medical Records	492	1,324	0	1,602	0	0%	0	0%	0	0%
Medical Staffing	14	3,398	0	1,602	0	0%	0	0%	0	0%
Medical Supplies	2	3,912	0	1,602	0	0%	0	0%	0	0%
Medical Testing	619	1,198	0	1,602	0	0%	0	0%	0	0%
Medical Tourism	116	2,232	0	1,602	0	0%	0	0%	0	0%
Medical Transcription	37	2,941	0	1,602	0	0%	0	0%	0	0%
Medical Uniforms	73	2,517	0	1,602	0	0%	0	0%	0	0%
Medicare	8	3,595	0	1,602	0	0%	0	0%	0	0%
Meeting Management	66	2,579	0	1,602	0	0%	0	0%	0	0%
Mental Health Services	273	1,696	0	1,602	0	0%	0	0%	0	0%
Merchandise Broker	14	3,398	0	1,602	0	0%	0	0%	0	0%
Merchandise Warehouse	286	1,665	0	1,602	0	0%	0	0%	0	0%
Metal and Glass Etched Products	66	2,579	0	1,602	0	0%	0	0%	0	0%
Metal Boxes	13	3,427	0	1,602	0	0%	0	0%	0	0%
Metal Cladding	17	3,327	0	1,602	0	0%	0	0%	0	0%
Metal Detectors	16	3,357	0	1,602	0	0%	0	0%	0	0%
Metal Engraver	62	2,614	0	1,602	0	0%	0	0%	0	0%
Metal Fabricating Machinery	39	2,902	0	1,602	0	0%	0	0%	0	0%
Metal Finishers Supplies	81	2,470	0	1,602	0	0%	0	0%	0	0%
Metal Finishing	52	2,736	0	1,602	0	0%	0	0%	0	0%
Metal Heat Treating	75	2,504	0	1,602	0	0%	0	0%	0	0%
Metal Recycling	615	1,200	0	1,602	0	0%	0	0%	0	0%
Metal Salvage Yards	60	2,637	0	1,602	0	0%	0	0%	0	0%
Metal Specialties	375	1,495	0	1,602	0	0%	0	0%	0	0%
Metal Stamping	116	2,232	0	1,602	0	0%	0	0%	0	0%
Metal Stamping Machine	8	3,595	0	1,602	0	0%	0	0%	0	0%
Metal Tanks	58	2,661	0	1,602	0	0%	0	0%	0	0%
Metal Tubing	51	2,750	0	1,602	0	0%	0	0%	0	0%
Metallizing	7	3,633	0	1,602	0	0%	0	0%	0	0%
Metallurgy Equipment	3	3,849	0	1,602	0	0%	0	0%	0	0%
Metaphysical Supplies	21	3,219	0	1,602	0	0%	0	0%	0	0%
Meteorological Instruments	4	3,790	0	1,602	0	0%	0	0%	0	0%
Meter Repair	5	3,743	0	1,602	0	0%	0	0%	0	0%
Meters	220	1,835	0	1,602	0	0%	0	0%	0	0%
Mexican Food	3	3,849	0	1,602	0	0%	0	0%	0	0%
Mezzanines	25	3,130	0	1,602	0	0%	0	0%	0	0%
Microfilm Equipment	9	3,564	0	1,602	0	0%	0	0%	0	0%
Microscope	2	3,912	0	1,602	0	0%	0	0%	0	0%
Microwave Communications	2	3,912	0	1,602	0	0%	0	0%	0	0%
Microwave Dealers	70	2,541	0	1,602	0	0%	0	0%	0	0%
Microwave Repairs	18	3,296	0	1,602	0	0%	0	0%	0	0%
Midwives	13	3,427	0	1,602	0	0%	0	0%	0	0%
Mildew Remediation	820	1,035	0	1,602	0	0%	0	0%	0	0%
Military Gear	50	2,769	0	1,602	0	0%	0	0%	0	0%
Milk Distributors	20	3,248	0	1,602	0	0%	0	0%	0	0%
Milling Cutters	14	3,398	0	1,602	0	0%	0	0%	0	0%
Milling Machine	14	3,398	0	1,602	0	0%	0	0%	0	0%
Millwrights	454	1,367	0	1,602	0	0%	0	0%	0	0%
Mineral Exploration	102	2,322	0	1,602	0	0%	0	0%	0	0%
Minerals	51	2,750	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Mini Golf Course	21	3,219	0	1,602	0	0%	0	0%	0	0%
Miniatures	24	3,155	0	1,602	0	0%	0	0%	0	0%
Mining Consultants	72	2,525	0	1,602	0	0%	0	0%	0	0%
Mining Development	16	3,357	0	1,602	0	0%	0	0%	0	0%
Mining Equipment	272	1,699	0	1,602	0	0%	0	0%	0	0%
Mirror Manufacturers	11	3,494	0	1,602	0	0%	0	0%	0	0%
Missing Person Services	41	2,874	0	1,602	0	0%	0	0%	0	0%
Mobile Advertising	34	2,982	0	1,602	0	0%	0	0%	0	0%
Mobile Auto Painting	61	2,625	0	1,602	0	0%	0	0%	0	0%
Mobile Dry Cleaning	4	3,790	0	1,602	0	0%	0	0%	0	0%
Mobile Marketing Consultants	294	1,642	0	1,602	0	0%	0	0%	0	0%
Mobile Refrigeration	147	2,088	0	1,602	0	0%	0	0%	0	0%
Mobile Truck Repair	207	1,877	0	1,602	0	0%	0	0%	0	0%
Mobility Scooter	243	1,774	0	1,602	0	0%	0	0%	0	0%
Model Car Racing	1	3,970	0	1,602	0	0%	0	0%	0	0%
Model Maker	12	3,465	0	1,602	0	0%	0	0%	0	0%
Model Training	18	3,296	0	1,602	0	0%	0	0%	0	0%
Modeling and Simulation	19	3,270	0	1,602	0	0%	0	0%	0	0%
Modeling Schools	586	1,223	0	1,602	0	0%	0	0%	0	0%
Modular Home Foundation	83	2,443	0	1,602	0	0%	0	0%	0	0%
Mold Inspection	889	998	0	1,602	0	0%	0	0%	0	0%
Mold Testing	230	1,803	0	1,602	0	0%	0	0%	0	0%
Molding	625	1,190	0	1,602	0	0%	0	0%	0	0%
Molds	286	1,665	0	1,602	0	0%	0	0%	0	0%
Money Order Systems	11	3,494	0	1,602	0	0%	0	0%	0	0%
Monogram	11	3,494	0	1,602	0	0%	0	0%	0	0%
Monument Cleaning	11	3,494	0	1,602	0	0%	0	0%	0	0%
Monuments	2,774	480	0	1,602	0	0%	0	0%	0	0%
Moped	3	3,849	0	1,602	0	0%	0	0%	0	0%
Mosaics	3	3,849	0	1,602	0	0%	0	0%	0	0%
Motion Picture Equipment	52	2,736	0	1,602	0	0%	0	0%	0	0%
Motion Picture Film Distributors	79	2,481	0	1,602	0	0%	0	0%	0	0%
Motion Picture Film Editing	85	2,423	0	1,602	0	0%	0	0%	0	0%
Motion Picture Producers	199	1,906	0	1,602	0	0%	0	0%	0	0%
Motion Picture Representatives	125	2,192	0	1,602	0	0%	0	0%	0	0%
Motion Picture Special Effects	7	3,633	0	1,602	0	0%	0	0%	0	0%
Motion Picture Technicians	27	3,092	0	1,602	0	0%	0	0%	0	0%
Motor Freight Trucking	1,725	684	0	1,602	0	0%	0	0%	0	0%
Motor Home Carpet and Upholstery Cleaning	1	3,970	0	1,602	0	0%	0	0%	0	0%
Motorcycle Consignment	45	2,811	0	1,602	0	0%	0	0%	0	0%
Motorcycle Rental	34	2,982	0	1,602	0	0%	0	0%	0	0%
Mountain Climbing	27	3,092	0	1,602	0	0%	0	0%	0	0%
Movie Advertising	2	3,912	0	1,602	0	0%	0	0%	0	0%
Moving Supplies	198	1,911	0	1,602	0	0%	0	0%	0	0%
MRI	53	2,718	0	1,602	0	0%	0	0%	0	0%
Mud Jacking Contractors	2,026	609	0	1,602	0	0%	0	0%	0	0%
Mulch	121	2,210	0	1,602	0	0%	0	0%	0	0%
Multimedia Computer	259	1,731	0	1,602	0	0%	0	0%	0	0%
Mural	44	2,828	0	1,602	0	0%	0	0%	0	0%
Museum	70	2,541	0	1,602	0	0%	0	0%	0	0%
Music Composer	6	3,689	0	1,602	0	0%	0	0%	0	0%
Music Publishing Companies	26	3,109	0	1,602	0	0%	0	0%	0	0%
Music Store	493	1,323	0	1,602	0	0%	0	0%	0	0%
Musical Instrument Rental	22	3,187	0	1,602	0	0%	0	0%	0	0%
Mutual Funds	181	1,963	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Myotherapy	17	3,327	0	1,602	0	0%	0	0%	0	0%
Nail Machine	2	3,912	0	1,602	0	0%	0	0%	0	0%
Name Plates	13	3,427	0	1,602	0	0%	0	0%	0	0%
Natural Stone Cleaning	103	2,313	0	1,602	0	0%	0	0%	0	0%
Nautical Instruments	38	2,919	0	1,602	0	0%	0	0%	0	0%
Naval Architect	3	3,849	0	1,602	0	0%	0	0%	0	0%
Needlework Supplies	28	3,074	0	1,602	0	0%	0	0%	0	0%
Neon Signs	70	2,541	0	1,602	0	0%	0	0%	0	0%
Nephrologist	14	3,398	0	1,602	0	0%	0	0%	0	0%
Nets	8	3,595	0	1,602	0	0%	0	0%	0	0%
Network Cabling	276	1,684	0	1,602	0	0%	0	0%	0	0%
New Boiler	511	1,295	0	1,602	0	0%	0	0%	0	0%
News Services	64	2,594	0	1,602	0	0%	0	0%	0	0%
Newspaper Distributors	65	2,585	0	1,602	0	0%	0	0%	0	0%
No License Required Financial Consultants	937	966	0	1,602	0	0%	0	0%	0	0%
Noise Control Consultants	26	3,109	0	1,602	0	0%	0	0%	0	0%
Non-Compliant Debt Relief Services	742	1,098	0	1,602	0	0%	0	0%	0	0%
Non-Electric Wire and Cable	80	2,474	0	1,602	0	0%	0	0%	0	0%
Not Substantiated Wealth Building Training	59	2,649	0	1,602	0	0%	0	0%	0	0%
Notary Public	1,685	698	0	1,602	0	0%	0	0%	0	0%
Notary Public Seals	497	1,321	0	1,602	0	0%	0	0%	0	0%
Novelty Balloons	106	2,294	0	1,602	0	0%	0	0%	0	0%
Nudist Camp	8	3,595	0	1,602	0	0%	0	0%	0	0%
Nursery Supplies	112	2,259	0	1,602	0	0%	0	0%	0	0%
Nursing Home	724	1,111	0	1,602	0	0%	0	0%	0	0%
Nursing Registry	314	1,602	0	1,602	0	0%	0	0%	0	0%
Nursing School	32	3,009	0	1,602	0	0%	0	0%	0	0%
Nutritionist	1,012	925	0	1,602	0	0%	0	0%	0	0%
Nuts	11	3,494	0	1,602	0	0%	0	0%	0	0%
Nuts and Bolts	32	3,009	0	1,602	0	0%	0	0%	0	0%
OBGYN	90	2,383	0	1,602	0	0%	0	0%	0	0%
Observatory	15	3,381	0	1,602	0	0%	0	0%	0	0%
Occupational Health Nurse	675	1,149	0	1,602	0	0%	0	0%	0	0%
Occupational Therapy	120	2,212	0	1,602	0	0%	0	0%	0	0%
Oceanographic Equipment	27	3,092	0	1,602	0	0%	0	0%	0	0%
Odor Neutralizer	55	2,697	0	1,602	0	0%	0	0%	0	0%
Office Buildings	130	2,162	0	1,602	0	0%	0	0%	0	0%
Office Equipment	376	1,494	0	1,602	0	0%	0	0%	0	0%
Office Ergonomics	119	2,218	0	1,602	0	0%	0	0%	0	0%
Office Furniture Installation	664	1,160	0	1,602	0	0%	0	0%	0	0%
Office Furniture Manufacturers	201	1,898	0	1,602	0	0%	0	0%	0	0%
Office Furniture Rental	315	1,598	0	1,602	0	0%	0	0%	0	0%
Office Furniture Repair	148	2,086	0	1,602	0	0%	0	0%	0	0%
Office Layout	80	2,474	0	1,602	0	0%	0	0%	0	0%
Office Supplies Sales by Phone	21	3,219	0	1,602	0	0%	0	0%	0	0%
Oil Additive Manufacturer	85	2,423	0	1,602	0	0%	0	0%	0	0%
Oil and Gas Exploration	1,626	716	0	1,602	0	0%	0	0%	0	0%
Oil Change	88	2,397	0	1,602	0	0%	0	0%	0	0%
Oil Handling Equipment	7	3,633	0	1,602	0	0%	0	0%	0	0%
Oil Leases	44	2,828	0	1,602	0	0%	0	0%	0	0%
Oil Marketing	34	2,982	0	1,602	0	0%	0	0%	0	0%
Oil Operators	1	3,970	0	1,602	0	0%	0	0%	0	0%
Oil Portraits	74	2,509	0	1,602	0	0%	0	0%	0	0%
Oil Producers	127	2,180	0	1,602	0	0%	0	0%	0	0%
Oil Property Management	6	3,689	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Oil Refinery	3	3,849	0	1,602	0	0%	0	0%	0	0%
Oil Well Drilling	104	2,306	0	1,602	0	0%	0	0%	0	0%
Oil Well Drilling Mud	5	3,743	0	1,602	0	0%	0	0%	0	0%
Oil Well Equipment Rentals	4	3,790	0	1,602	0	0%	0	0%	0	0%
Oil Well Fishing Tools	13	3,427	0	1,602	0	0%	0	0%	0	0%
Oil Well Logging	23	3,169	0	1,602	0	0%	0	0%	0	0%
Oil Well Services	169	2,018	0	1,602	0	0%	0	0%	0	0%
Oil Well Supplies	56	2,682	0	1,602	0	0%	0	0%	0	0%
Oilfield Consultant	281	1,674	0	1,602	0	0%	0	0%	0	0%
Oilfield Equipment and Sales	108	2,277	0	1,602	0	0%	0	0%	0	0%
Oilfield Hauling	900	990	0	1,602	0	0%	0	0%	0	0%
Oilfield Service	2,895	462	0	1,602	0	0%	0	0%	0	0%
Oilfield Supplies	72	2,525	0	1,602	0	0%	0	0%	0	0%
Olive Oil	28	3,074	0	1,602	0	0%	0	0%	0	0%
Online Casino	57	2,671	0	1,602	0	0%	0	0%	0	0%
Online Consignment	2	3,912	0	1,602	0	0%	0	0%	0	0%
Online Event Registration	83	2,443	0	1,602	0	0%	0	0%	0	0%
Online Investigative Journalism	3	3,849	0	1,602	0	0%	0	0%	0	0%
Online Trading School	195	1,921	0	1,602	0	0%	0	0%	0	0%
Opera Company	2	3,912	0	1,602	0	0%	0	0%	0	0%
Ophthalmology	385	1,481	0	1,602	0	0%	0	0%	0	0%
Optical Imaging	11	3,494	0	1,602	0	0%	0	0%	0	0%
Orchard	40	2,886	0	1,602	0	0%	0	0%	0	0%
Orchestra	29	3,061	0	1,602	0	0%	0	0%	0	0%
Ore	13	3,427	0	1,602	0	0%	0	0%	0	0%
Organ Repair	17	3,327	0	1,602	0	0%	0	0%	0	0%
Organic Farms	59	2,649	0	1,602	0	0%	0	0%	0	0%
Organic Fertilizer	51	2,750	0	1,602	0	0%	0	0%	0	0%
Organic Products	177	1,978	0	1,602	0	0%	0	0%	0	0%
Organs	58	2,661	0	1,602	0	0%	0	0%	0	0%
Oriental Carpet Dealers	201	1,898	0	1,602	0	0%	0	0%	0	0%
Oriental Goods	68	2,559	0	1,602	0	0%	0	0%	0	0%
O-Ring	2	3,912	0	1,602	0	0%	0	0%	0	0%
Ornamental Iron Contractor	39	2,902	0	1,602	0	0%	0	0%	0	0%
Ornamental Metal Work	246	1,764	0	1,602	0	0%	0	0%	0	0%
Orthopedic Surgeon	215	1,849	0	1,602	0	0%	0	0%	0	0%
Osteopath	19	3,270	0	1,602	0	0%	0	0%	0	0%
OTR Truck Driver Tax Return Preparation	3	3,849	0	1,602	0	0%	0	0%	0	0%
Outboard Motor Repair	124	2,197	0	1,602	0	0%	0	0%	0	0%
Outboard Motors	140	2,116	0	1,602	0	0%	0	0%	0	0%
Outdoor Advertising	313	1,605	0	1,602	0	0%	0	0%	0	0%
Outdoor Kitchens	11	3,494	0	1,602	0	0%	0	0%	0	0%
Outpatient Surgery Center	1	3,970	0	1,602	0	0%	0	0%	0	0%
Outplacement Consultant	6	3,689	0	1,602	0	0%	0	0%	0	0%
Oven Manufacturers	91	2,381	0	1,602	0	0%	0	0%	0	0%
Oven Repair	3	3,849	0	1,602	0	0%	0	0%	0	0%
Oxygen Therapy	213	1,857	0	1,602	0	0%	0	0%	0	0%
Ozone Machine	181	1,963	0	1,602	0	0%	0	0%	0	0%
Packaging Design and Development	323	1,580	0	1,602	0	0%	0	0%	0	0%
Packing Service	399	1,458	0	1,602	0	0%	0	0%	0	0%
Paging Equipment	109	2,272	0	1,602	0	0%	0	0%	0	0%
Pain Management Clinics	132	2,150	0	1,602	0	0%	0	0%	0	0%
Paint Manufacturing Equipment	37	2,941	0	1,602	0	0%	0	0%	0	0%
Paint Manufacturing Materials	9	3,564	0	1,602	0	0%	0	0%	0	0%
Paint Removal	19	3,270	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Painting Supplies	52	2,736	0	1,602	0	0%	0	0%	0	0%
Pallets	299	1,637	0	1,602	0	0%	0	0%	0	0%
Paneling	58	2,661	0	1,602	0	0%	0	0%	0	0%
Paper Bags	78	2,490	0	1,602	0	0%	0	0%	0	0%
Paper Boxes	20	3,248	0	1,602	0	0%	0	0%	0	0%
Paper Brokers	4	3,790	0	1,602	0	0%	0	0%	0	0%
Paper Converters	20	3,248	0	1,602	0	0%	0	0%	0	0%
Paper Distributors	118	2,224	0	1,602	0	0%	0	0%	0	0%
Paper Labels	229	1,810	0	1,602	0	0%	0	0%	0	0%
Paper Manufacturers	7	3,633	0	1,602	0	0%	0	0%	0	0%
Paper Products	209	1,870	0	1,602	0	0%	0	0%	0	0%
Paper Shredder	84	2,433	0	1,602	0	0%	0	0%	0	0%
Parachute Jumping	12	3,465	0	1,602	0	0%	0	0%	0	0%
Parade Floats	1	3,970	0	1,602	0	0%	0	0%	0	0%
Paramedic	1	3,970	0	1,602	0	0%	0	0%	0	0%
Parapsychologist	11	3,494	0	1,602	0	0%	0	0%	0	0%
Parasail Equipment	26	3,109	0	1,602	0	0%	0	0%	0	0%
Parcel Post Assembly Service	21	3,219	0	1,602	0	0%	0	0%	0	0%
Parent Education	18	3,296	0	1,602	0	0%	0	0%	0	0%
Parking Garage Construction	575	1,233	0	1,602	0	0%	0	0%	0	0%
Parking Garage Equipment	157	2,061	0	1,602	0	0%	0	0%	0	0%
Partition	62	2,614	0	1,602	0	0%	0	0%	0	0%
Party Facilities	70	2,541	0	1,602	0	0%	0	0%	0	0%
Passive Home Building	22	3,187	0	1,602	0	0%	0	0%	0	0%
Patent Attorney	14	3,398	0	1,602	0	0%	0	0%	0	0%
Patent Search	169	2,018	0	1,602	0	0%	0	0%	0	0%
Paternity Test	22	3,187	0	1,602	0	0%	0	0%	0	0%
Patio Contractor	48	2,785	0	1,602	0	0%	0	0%	0	0%
Patio Design	82	2,458	0	1,602	0	0%	0	0%	0	0%
Patio Doors	167	2,027	0	1,602	0	0%	0	0%	0	0%
Pattern Maker	13	3,427	0	1,602	0	0%	0	0%	0	0%
Pavement Marking	175	1,986	0	1,602	0	0%	0	0%	0	0%
Paving Equipment	36	2,953	0	1,602	0	0%	0	0%	0	0%
Paving Materials	922	981	0	1,602	0	0%	0	0%	0	0%
Paving Stones	775	1,067	0	1,602	0	0%	0	0%	0	0%
Pearl	123	2,203	0	1,602	0	0%	0	0%	0	0%
Pediatrician	32	3,009	0	1,602	0	0%	0	0%	0	0%
Periodontist	122	2,208	0	1,602	0	0%	0	0%	0	0%
Personal Emergency Response System	10	3,531	0	1,602	0	0%	0	0%	0	0%
Personal Injury Lawyer	806	1,045	0	1,602	0	0%	0	0%	0	0%
Personal Organizer	3	3,849	0	1,602	0	0%	0	0%	0	0%
Personal Security Guard	231	1,800	0	1,602	0	0%	0	0%	0	0%
Personnel Consultants	404	1,452	0	1,602	0	0%	0	0%	0	0%
Pet Cemetery	783	1,059	0	1,602	0	0%	0	0%	0	0%
Pet Containment System	114	2,244	0	1,602	0	0%	0	0%	0	0%
Pet Exercise	315	1,598	0	1,602	0	0%	0	0%	0	0%
Pet Kennels	529	1,279	0	1,602	0	0%	0	0%	0	0%
Pet Photographer	32	3,009	0	1,602	0	0%	0	0%	0	0%
Pet Transport	356	1,522	0	1,602	0	0%	0	0%	0	0%
Petroleum Oil	68	2,559	0	1,602	0	0%	0	0%	0	0%
Petroleum Products	146	2,091	0	1,602	0	0%	0	0%	0	0%
Pewterware	7	3,633	0	1,602	0	0%	0	0%	0	0%
Pharmaceutical Consultant	141	2,108	0	1,602	0	0%	0	0%	0	0%
Pharmaceutical Manufacturing	330	1,568	0	1,602	0	0%	0	0%	0	0%
Pharmaceutical Research	152	2,078	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Pharmaceutical Scientist	2	3,912	0	1,602	0	0%	0	0%	0	0%
Phone Book Cover Advertising	1	3,970	0	1,602	0	0%	0	0%	0	0%
Photo Copying	1	3,970	0	1,602	0	0%	0	0%	0	0%
Photo Engraving	22	3,187	0	1,602	0	0%	0	0%	0	0%
Photo Finishing Wholesale	1	3,970	0	1,602	0	0%	0	0%	0	0%
Photo Printing	245	1,769	0	1,602	0	0%	0	0%	0	0%
Photo Retouching	53	2,718	0	1,602	0	0%	0	0%	0	0%
Photographic Equipment Repair	77	2,494	0	1,602	0	0%	0	0%	0	0%
Photographic Mounts	9	3,564	0	1,602	0	0%	0	0%	0	0%
Photographic Research	45	2,811	0	1,602	0	0%	0	0%	0	0%
Photography Sales	4	3,790	0	1,602	0	0%	0	0%	0	0%
Photography Schools	81	2,470	0	1,602	0	0%	0	0%	0	0%
Photoluminescent Signs	22	3,187	0	1,602	0	0%	0	0%	0	0%
Physicist	4	3,790	0	1,602	0	0%	0	0%	0	0%
Piano	777	1,066	0	1,602	0	0%	0	0%	0	0%
Piano Parts	14	3,398	0	1,602	0	0%	0	0%	0	0%
Piano Refinishing	46	2,802	0	1,602	0	0%	0	0%	0	0%
Piano Restoration	7	3,633	0	1,602	0	0%	0	0%	0	0%
Picture Frame Repair	62	2,614	0	1,602	0	0%	0	0%	0	0%
Picture Framing	113	2,253	0	1,602	0	0%	0	0%	0	0%
Picture Framing Supplies	13	3,427	0	1,602	0	0%	0	0%	0	0%
Picture Restoration	10	3,531	0	1,602	0	0%	0	0%	0	0%
Pie	1	3,970	0	1,602	0	0%	0	0%	0	0%
Piercing	282	1,671	0	1,602	0	0%	0	0%	0	0%
Pile Driving	55	2,697	0	1,602	0	0%	0	0%	0	0%
Pile Driving Equipment	53	2,718	0	1,602	0	0%	0	0%	0	0%
Piling	722	1,113	0	1,602	0	0%	0	0%	0	0%
Pilot Car Services	12	3,465	0	1,602	0	0%	0	0%	0	0%
Pinball Machines	84	2,433	0	1,602	0	0%	0	0%	0	0%
Pipe and Boiler Covering Contractors	25	3,130	0	1,602	0	0%	0	0%	0	0%
Pipe and Boiler Covering Materials	13	3,427	0	1,602	0	0%	0	0%	0	0%
Pipe Bending	109	2,272	0	1,602	0	0%	0	0%	0	0%
Pipe Fitter	514	1,291	0	1,602	0	0%	0	0%	0	0%
Pipe Fittings	63	2,602	0	1,602	0	0%	0	0%	0	0%
Pipe Inspection	154	2,072	0	1,602	0	0%	0	0%	0	0%
Pipe Joint Compound	5	3,743	0	1,602	0	0%	0	0%	0	0%
Pipe Line Contractors	380	1,488	0	1,602	0	0%	0	0%	0	0%
Pipe Line Equipment	46	2,802	0	1,602	0	0%	0	0%	0	0%
Pipe Lining	76	2,502	0	1,602	0	0%	0	0%	0	0%
Pipe Locating Equipment	8	3,595	0	1,602	0	0%	0	0%	0	0%
Pipe Thread Protector	14	3,398	0	1,602	0	0%	0	0%	0	0%
Piping Contractors	45	2,811	0	1,602	0	0%	0	0%	0	0%
Planning Consultants	1,942	626	0	1,602	0	0%	0	0%	0	0%
Plant Maintenance Shutdown Contractor	14	3,398	0	1,602	0	0%	0	0%	0	0%
Plant Store	89	2,388	0	1,602	0	0%	0	0%	0	0%
Plaques	44	2,828	0	1,602	0	0%	0	0%	0	0%
Plaster	88	2,397	0	1,602	0	0%	0	0%	0	0%
Plaster Craft Supplies	25	3,130	0	1,602	0	0%	0	0%	0	0%
Plasterboard	5	3,743	0	1,602	0	0%	0	0%	0	0%
Plastic Boxes	16	3,357	0	1,602	0	0%	0	0%	0	0%
Plastic Cups	33	3,001	0	1,602	0	0%	0	0%	0	0%
Plastic Extruder	35	2,968	0	1,602	0	0%	0	0%	0	0%
Plastic Fabrication	152	2,078	0	1,602	0	0%	0	0%	0	0%
Plastic Foam	68	2,559	0	1,602	0	0%	0	0%	0	0%
Plastic Forming	21	3,219	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Plastic Labels	37	2,941	0	1,602	0	0%	0	0%	0	0%
Plastic Laminates	3	3,849	0	1,602	0	0%	0	0%	0	0%
Plastic Lamination	56	2,682	0	1,602	0	0%	0	0%	0	0%
Plastic Molders	117	2,229	0	1,602	0	0%	0	0%	0	0%
Plastic Scrap	30	3,046	0	1,602	0	0%	0	0%	0	0%
Plastic Sheets	101	2,324	0	1,602	0	0%	0	0%	0	0%
Plastic Supply	7	3,633	0	1,602	0	0%	0	0%	0	0%
Plastic Tanks	19	3,270	0	1,602	0	0%	0	0%	0	0%
Plastics Machinery	19	3,270	0	1,602	0	0%	0	0%	0	0%
Plastics Research	88	2,397	0	1,602	0	0%	0	0%	0	0%
Plating	508	1,300	0	1,602	0	0%	0	0%	0	0%
Plumbing Plan	58	2,661	0	1,602	0	0%	0	0%	0	0%
Plywood	171	2,009	0	1,602	0	0%	0	0%	0	0%
Pneumatic Equipment Components	19	3,270	0	1,602	0	0%	0	0%	0	0%
Pneumatic Tools	36	2,953	0	1,602	0	0%	0	0%	0	0%
Pole Barn	205	1,884	0	1,602	0	0%	0	0%	0	0%
Pole Line Contractors	14	3,398	0	1,602	0	0%	0	0%	0	0%
Poles	30	3,046	0	1,602	0	0%	0	0%	0	0%
Police and Fire Organizations	19	3,270	0	1,602	0	0%	0	0%	0	0%
Police Department	27	3,092	0	1,602	0	0%	0	0%	0	0%
Police Equipment	84	2,433	0	1,602	0	0%	0	0%	0	0%
Polyethylene	177	1,978	0	1,602	0	0%	0	0%	0	0%
Polyurethane	59	2,649	0	1,602	0	0%	0	0%	0	0%
Pond Supplies	124	2,197	0	1,602	0	0%	0	0%	0	0%
Ponzi Scheme	2	3,912	0	1,602	0	0%	0	0%	0	0%
Pool Cover Service	195	1,921	0	1,602	0	0%	0	0%	0	0%
Pool Hall	134	2,142	0	1,602	0	0%	0	0%	0	0%
Pool Leak Detection	195	1,921	0	1,602	0	0%	0	0%	0	0%
Pool Manufacturers	474	1,341	0	1,602	0	0%	0	0%	0	0%
Pool Tables	174	1,992	0	1,602	0	0%	0	0%	0	0%
Popcorn	119	2,218	0	1,602	0	0%	0	0%	0	0%
Popcorn Machine	18	3,296	0	1,602	0	0%	0	0%	0	0%
Porcelain Products	28	3,074	0	1,602	0	0%	0	0%	0	0%
Port Authority	5	3,743	0	1,602	0	0%	0	0%	0	0%
Portable Toilet	340	1,551	0	1,602	0	0%	0	0%	0	0%
Portfolios	5	3,743	0	1,602	0	0%	0	0%	0	0%
Post Construction Cleaning	779	1,065	0	1,602	0	0%	0	0%	0	0%
Post Offices	20	3,248	0	1,602	0	0%	0	0%	0	0%
Posters	4	3,790	0	1,602	0	0%	0	0%	0	0%
Potato Chips	4	3,790	0	1,602	0	0%	0	0%	0	0%
Pottery	159	2,051	0	1,602	0	0%	0	0%	0	0%
Pottery Supplies	40	2,886	0	1,602	0	0%	0	0%	0	0%
Poultry Equipment	11	3,494	0	1,602	0	0%	0	0%	0	0%
Poultry Farm	309	1,613	0	1,602	0	0%	0	0%	0	0%
Poultry Retail	92	2,377	0	1,602	0	0%	0	0%	0	0%
Powder Coating	399	1,458	0	1,602	0	0%	0	0%	0	0%
Power Line Construction	461	1,358	0	1,602	0	0%	0	0%	0	0%
Power Plant Consultants	6	3,689	0	1,602	0	0%	0	0%	0	0%
Power Plant Equipment	17	3,327	0	1,602	0	0%	0	0%	0	0%
Power Plant Equipment Repairs	37	2,941	0	1,602	0	0%	0	0%	0	0%
Power Press Equipment	88	2,397	0	1,602	0	0%	0	0%	0	0%
Power Steering Repair	20	3,248	0	1,602	0	0%	0	0%	0	0%
Power Sweeper	37	2,941	0	1,602	0	0%	0	0%	0	0%
Power Transmission	60	2,637	0	1,602	0	0%	0	0%	0	0%
Precious Metal Refiners	131	2,155	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Precious Metals Products	38	2,919	0	1,602	0	0%	0	0%	0	0%
Precision Grinding	2	3,912	0	1,602	0	0%	0	0%	0	0%
Prefabricated Masonry Panels	265	1,718	0	1,602	0	0%	0	0%	0	0%
Prepaid Credit Cards	12	3,465	0	1,602	0	0%	0	0%	0	0%
Preserved Flowers	107	2,285	0	1,602	0	0%	0	0%	0	0%
Pressure Vessel	52	2,736	0	1,602	0	0%	0	0%	0	0%
Pressure Washer	472	1,343	0	1,602	0	0%	0	0%	0	0%
Pressurization Equipment	4	3,790	0	1,602	0	0%	0	0%	0	0%
Prestressed Concrete	4	3,790	0	1,602	0	0%	0	0%	0	0%
Price Marking	3	3,849	0	1,602	0	0%	0	0%	0	0%
Printed and Etched Circuits	110	2,266	0	1,602	0	0%	0	0%	0	0%
Printer and Printer Supplies Manufacturer	87	2,407	0	1,602	0	0%	0	0%	0	0%
Printer Ink	31	3,030	0	1,602	0	0%	0	0%	0	0%
Printer Sales and Service	575	1,233	0	1,602	0	0%	0	0%	0	0%
Printing Broker	693	1,135	0	1,602	0	0%	0	0%	0	0%
Printing Supplies	230	1,803	0	1,602	0	0%	0	0%	0	0%
Printing Technician	25	3,130	0	1,602	0	0%	0	0%	0	0%
Private Health Services Plan	61	2,625	0	1,602	0	0%	0	0%	0	0%
Private Pool	95	2,360	0	1,602	0	0%	0	0%	0	0%
Prize Promotions	299	1,637	0	1,602	0	0%	0	0%	0	0%
Probate Attorney	221	1,834	0	1,602	0	0%	0	0%	0	0%
Processed Potatoes	72	2,525	0	1,602	0	0%	0	0%	0	0%
Product Sales by Phone	17	3,327	0	1,602	0	0%	0	0%	0	0%
Professional Engineer	4,406	340	0	1,602	0	0%	0	0%	0	0%
Professional Organizer	250	1,750	0	1,602	0	0%	0	0%	0	0%
Professional Services	14,624	118	0	1,602	0	0%	0	0%	0	0%
Projector	201	1,898	0	1,602	0	0%	0	0%	0	0%
Promotional Items	16	3,357	0	1,602	0	0%	0	0%	0	0%
Proofreading	781	1,061	0	1,602	0	0%	0	0%	0	0%
Propane Gas Plumbing	45	2,811	0	1,602	0	0%	0	0%	0	0%
Propeller	27	3,092	0	1,602	0	0%	0	0%	0	0%
Property Tax Consultants	214	1,851	0	1,602	0	0%	0	0%	0	0%
Prosthetic	139	2,123	0	1,602	0	0%	0	0%	0	0%
Prosthetic Eye	4	3,790	0	1,602	0	0%	0	0%	0	0%
Prosthodontist	18	3,296	0	1,602	0	0%	0	0%	0	0%
Protective Coatings	987	938	0	1,602	0	0%	0	0%	0	0%
Protective Covers	18	3,296	0	1,602	0	0%	0	0%	0	0%
Protein Purification	7	3,633	0	1,602	0	0%	0	0%	0	0%
Psychiatrist	83	2,443	0	1,602	0	0%	0	0%	0	0%
Psychologist	1,563	736	0	1,602	0	0%	0	0%	0	0%
Psychologist Referral Service	56	2,682	0	1,602	0	0%	0	0%	0	0%
Pub	26	3,109	0	1,602	0	0%	0	0%	0	0%
Pub Food	57	2,671	0	1,602	0	0%	0	0%	0	0%
Public Adjuster	17	3,327	0	1,602	0	0%	0	0%	0	0%
Public Aquariums	14	3,398	0	1,602	0	0%	0	0%	0	0%
Public Library	82	2,458	0	1,602	0	0%	0	0%	0	0%
Public Opinion Analysts	6	3,689	0	1,602	0	0%	0	0%	0	0%
Public Pool	191	1,933	0	1,602	0	0%	0	0%	0	0%
Public Relations Counselor	306	1,622	0	1,602	0	0%	0	0%	0	0%
Public Sector Consultants	35	2,968	0	1,602	0	0%	0	0%	0	0%
Public Speakers	53	2,718	0	1,602	0	0%	0	0%	0	0%
Public Speaking Classes	7	3,633	0	1,602	0	0%	0	0%	0	0%
Public Tennis Courts	8	3,595	0	1,602	0	0%	0	0%	0	0%
Publicity Service	16	3,357	0	1,602	0	0%	0	0%	0	0%
Publishers	4	3,790	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Publishers Representatives	303	1,631	0	1,602	0	0%	0	0%	0	0%
Pulp Products	28	3,074	0	1,602	0	0%	0	0%	0	0%
Pump Sales	548	1,267	0	1,602	0	0%	0	0%	0	0%
Pump Supplies	307	1,618	0	1,602	0	0%	0	0%	0	0%
Pumping Contractors	136	2,134	0	1,602	0	0%	0	0%	0	0%
Punch Clock	51	2,750	0	1,602	0	0%	0	0%	0	0%
Pyramid Companies	83	2,443	0	1,602	0	0%	0	0%	0	0%
Quarries	74	2,509	0	1,602	0	0%	0	0%	0	0%
Quilting	39	2,902	0	1,602	0	0%	0	0%	0	0%
Quilting Supplies	172	2,004	0	1,602	0	0%	0	0%	0	0%
Race Tracks	71	2,532	0	1,602	0	0%	0	0%	0	0%
Rack Merchandise Service	25	3,130	0	1,602	0	0%	0	0%	0	0%
Racquetball Courts	7	3,633	0	1,602	0	0%	0	0%	0	0%
Radiant Heat	92	2,377	0	1,602	0	0%	0	0%	0	0%
Radiator Sales	84	2,433	0	1,602	0	0%	0	0%	0	0%
Radio Advertising	48	2,785	0	1,602	0	0%	0	0%	0	0%
Radio Producer	2	3,912	0	1,602	0	0%	0	0%	0	0%
Radio Station Equipment	56	2,682	0	1,602	0	0%	0	0%	0	0%
Radio Station Representatives	7	3,633	0	1,602	0	0%	0	0%	0	0%
Radio Stations	987	938	0	1,602	0	0%	0	0%	0	0%
Radioactivity Instruments	1	3,970	0	1,602	0	0%	0	0%	0	0%
Radiology	16	3,357	0	1,602	0	0%	0	0%	0	0%
Radiotelephone Carriers	86	2,414	0	1,602	0	0%	0	0%	0	0%
Radon Mitigation	839	1,021	0	1,602	0	0%	0	0%	0	0%
Radon Testing	309	1,613	0	1,602	0	0%	0	0%	0	0%
Raft Trips	9	3,564	0	1,602	0	0%	0	0%	0	0%
Railroad Contractors	39	2,902	0	1,602	0	0%	0	0%	0	0%
Railroad Equipment	7	3,633	0	1,602	0	0%	0	0%	0	0%
Railroad Freight	46	2,802	0	1,602	0	0%	0	0%	0	0%
Railroad Ticket Agencies	22	3,187	0	1,602	0	0%	0	0%	0	0%
Rails	18	3,296	0	1,602	0	0%	0	0%	0	0%
Raised Floor	51	2,750	0	1,602	0	0%	0	0%	0	0%
Ranches	208	1,871	0	1,602	0	0%	0	0%	0	0%
Range Hoods	6	3,689	0	1,602	0	0%	0	0%	0	0%
Razors	7	3,633	0	1,602	0	0%	0	0%	0	0%
Reading Lessons	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ready Mixed Concrete	1,005	930	0	1,602	0	0%	0	0%	0	0%
Real Estate Loans	96	2,355	0	1,602	0	0%	0	0%	0	0%
Rebuilt Auto Parts	1,024	921	0	1,602	0	0%	0	0%	0	0%
Reclaiming Chemicals	86	2,414	0	1,602	0	0%	0	0%	0	0%
Record Storage	365	1,510	0	1,602	0	0%	0	0%	0	0%
Records Management	51	2,750	0	1,602	0	0%	0	0%	0	0%
Recreation Program Consultants	22	3,187	0	1,602	0	0%	0	0%	0	0%
Recreational Vehicles	12	3,465	0	1,602	0	0%	0	0%	0	0%
Recycling Center	716	1,118	0	1,602	0	0%	0	0%	0	0%
Reels	13	3,427	0	1,602	0	0%	0	0%	0	0%
Reflexologist	155	2,067	0	1,602	0	0%	0	0%	0	0%
Refractory	41	2,874	0	1,602	0	0%	0	0%	0	0%
Refrigerator and Freezer Dealers	468	1,347	0	1,602	0	0%	0	0%	0	0%
Refrigerator Manufacturers	147	2,088	0	1,602	0	0%	0	0%	0	0%
Registered Dietitian	11	3,494	0	1,602	0	0%	0	0%	0	0%
Registered Interior Designer	141	2,108	0	1,602	0	0%	0	0%	0	0%
Reinforced Plastic	15	3,381	0	1,602	0	0%	0	0%	0	0%
Religious Organizations	29	3,061	0	1,602	0	0%	0	0%	0	0%
Rendering Services	13	3,427	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Rent Welding Equipment	318	1,592	0	1,602	0	0%	0	0%	0	0%
Rentals by Owner	1,006	929	0	1,602	0	0%	0	0%	0	0%
Renters Insurance	2	3,912	0	1,602	0	0%	0	0%	0	0%
Rescue Equipment	491	1,326	0	1,602	0	0%	0	0%	0	0%
Reserve Study	26	3,109	0	1,602	0	0%	0	0%	0	0%
Residential Painter	284	1,670	0	1,602	0	0%	0	0%	0	0%
Residential Window Tinting	313	1,605	0	1,602	0	0%	0	0%	0	0%
Resilvering Mirrors	126	2,185	0	1,602	0	0%	0	0%	0	0%
Resin	12	3,465	0	1,602	0	0%	0	0%	0	0%
Respirator	307	1,618	0	1,602	0	0%	0	0%	0	0%
Rest Home	38	2,919	0	1,602	0	0%	0	0%	0	0%
Restaurant Management	61	2,625	0	1,602	0	0%	0	0%	0	0%
Restaurant Uniforms	1	3,970	0	1,602	0	0%	0	0%	0	0%
Retail Wine	145	2,094	0	1,602	0	0%	0	0%	0	0%
Retaining Wall Contractors	443	1,393	0	1,602	0	0%	0	0%	0	0%
Retirement Communities	5	3,743	0	1,602	0	0%	0	0%	0	0%
Retirement Planning Services	506	1,306	0	1,602	0	0%	0	0%	0	0%
Ribbon	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ribbon Printing	13	3,427	0	1,602	0	0%	0	0%	0	0%
Rice	4	3,790	0	1,602	0	0%	0	0%	0	0%
Riding Academy	150	2,083	0	1,602	0	0%	0	0%	0	0%
Riding Apparel	188	1,939	0	1,602	0	0%	0	0%	0	0%
Riggers Equipment and Supplies	56	2,682	0	1,602	0	0%	0	0%	0	0%
Right of Way Acquisition Services	1	3,970	0	1,602	0	0%	0	0%	0	0%
Risk Management	408	1,443	0	1,602	0	0%	0	0%	0	0%
Road Building	45	2,811	0	1,602	0	0%	0	0%	0	0%
Robots	68	2,559	0	1,602	0	0%	0	0%	0	0%
Rock Climbing Instruction	69	2,549	0	1,602	0	0%	0	0%	0	0%
Rock Shop	79	2,481	0	1,602	0	0%	0	0%	0	0%
Rolling Doors	24	3,155	0	1,602	0	0%	0	0%	0	0%
Rolling Mill	9	3,564	0	1,602	0	0%	0	0%	0	0%
Roof Deck	1,387	785	0	1,602	0	0%	0	0%	0	0%
Roof Structure	277	1,681	0	1,602	0	0%	0	0%	0	0%
Roofing Spray Foam Insulation Contractors	339	1,553	0	1,602	0	0%	0	0%	0	0%
Roommate Referral Service	26	3,109	0	1,602	0	0%	0	0%	0	0%
Rope	43	2,844	0	1,602	0	0%	0	0%	0	0%
Rubber Bands	43	2,844	0	1,602	0	0%	0	0%	0	0%
Rubber Stamping Supplies	7	3,633	0	1,602	0	0%	0	0%	0	0%
Rug Cleaning	675	1,149	0	1,602	0	0%	0	0%	0	0%
Rug Weavers	7	3,633	0	1,602	0	0%	0	0%	0	0%
Rust Remover	57	2,671	0	1,602	0	0%	0	0%	0	0%
RV parks	10	3,531	0	1,602	0	0%	0	0%	0	0%
Safe	222	1,829	0	1,602	0	0%	0	0%	0	0%
Safe Movers	34	2,982	0	1,602	0	0%	0	0%	0	0%
Safety Equipment	3	3,849	0	1,602	0	0%	0	0%	0	0%
Sales Presentation	80	2,474	0	1,602	0	0%	0	0%	0	0%
Sales Promotion Services	625	1,190	0	1,602	0	0%	0	0%	0	0%
Salt	68	2,559	0	1,602	0	0%	0	0%	0	0%
Saltwater Pool Supplies	7	3,633	0	1,602	0	0%	0	0%	0	0%
Sand and Gravel Handling Equipment	23	3,169	0	1,602	0	0%	0	0%	0	0%
Sandblasting Equipment	203	1,894	0	1,602	0	0%	0	0%	0	0%
Sandblasting Supplies	14	3,398	0	1,602	0	0%	0	0%	0	0%
Sanitary Napkins	32	3,009	0	1,602	0	0%	0	0%	0	0%
Sanitation Consultants	41	2,874	0	1,602	0	0%	0	0%	0	0%
SAT Prep Courses	103	2,313	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Satellite Communication	136	2,134	0	1,602	0	0%	0	0%	0	0%
Sausage	109	2,272	0	1,602	0	0%	0	0%	0	0%
Savings and Loan Associations	116	2,232	0	1,602	0	0%	0	0%	0	0%
Saw	35	2,968	0	1,602	0	0%	0	0%	0	0%
Saw Blade Sharpening	18	3,296	0	1,602	0	0%	0	0%	0	0%
Sawdust	55	2,697	0	1,602	0	0%	0	0%	0	0%
Sawmill	232	1,798	0	1,602	0	0%	0	0%	0	0%
Sawmill Supplies	20	3,248	0	1,602	0	0%	0	0%	0	0%
Scalp Care	112	2,259	0	1,602	0	0%	0	0%	0	0%
School Furniture	110	2,266	0	1,602	0	0%	0	0%	0	0%
School Supplies	178	1,972	0	1,602	0	0%	0	0%	0	0%
Scientific Instruments	144	2,095	0	1,602	0	0%	0	0%	0	0%
Scientific Recording Instruments	5	3,743	0	1,602	0	0%	0	0%	0	0%
Scissors	19	3,270	0	1,602	0	0%	0	0%	0	0%
Scooter Repair	21	3,219	0	1,602	0	0%	0	0%	0	0%
Scoreboard	9	3,564	0	1,602	0	0%	0	0%	0	0%
Scrap Metal	1,001	933	0	1,602	0	0%	0	0%	0	0%
Scrapbook	46	2,802	0	1,602	0	0%	0	0%	0	0%
Screen Enclosures	506	1,306	0	1,602	0	0%	0	0%	0	0%
Screen Manufacturers Equipment and Supplies	177	1,978	0	1,602	0	0%	0	0%	0	0%
Screen Printing Equipment	48	2,785	0	1,602	0	0%	0	0%	0	0%
Screen Repair	129	2,167	0	1,602	0	0%	0	0%	0	0%
Screw Machine Products	28	3,074	0	1,602	0	0%	0	0%	0	0%
Sculpting Equipment	3	3,849	0	1,602	0	0%	0	0%	0	0%
Sculptor	7	3,633	0	1,602	0	0%	0	0%	0	0%
Seafood Brokers	62	2,614	0	1,602	0	0%	0	0%	0	0%
Searchers of Records	4,062	359	0	1,602	0	0%	0	0%	0	0%
Seats	43	2,844	0	1,602	0	0%	0	0%	0	0%
Security	4	3,790	0	1,602	0	0%	0	0%	0	0%
Security Door Screen	173	1,999	0	1,602	0	0%	0	0%	0	0%
Seeding	43	2,844	0	1,602	0	0%	0	0%	0	0%
Seismic Retrofit	1	3,970	0	1,602	0	0%	0	0%	0	0%
Self Dry Cleaning	21	3,219	0	1,602	0	0%	0	0%	0	0%
Self Improvement Coach	433	1,405	0	1,602	0	0%	0	0%	0	0%
Semiconductor Devices	18	3,296	0	1,602	0	0%	0	0%	0	0%
Seminar Marketing	13	3,427	0	1,602	0	0%	0	0%	0	0%
Senior Care	208	1,871	0	1,602	0	0%	0	0%	0	0%
Senior Citizens Service Organizations	673	1,154	0	1,602	0	0%	0	0%	0	0%
Senior Delivery Services	483	1,335	0	1,602	0	0%	0	0%	0	0%
Senior Insurance	2	3,912	0	1,602	0	0%	0	0%	0	0%
Senior Move Manager	115	2,240	0	1,602	0	0%	0	0%	0	0%
SEO Services	2,112	587	0	1,602	0	0%	0	0%	0	0%
Septic Tank Manufacturers	120	2,212	0	1,602	0	0%	0	0%	0	0%
Septic Tank Treatment	103	2,313	0	1,602	0	0%	0	0%	0	0%
Service Station Equipment	85	2,423	0	1,602	0	0%	0	0%	0	0%
Service Station Supplies	1	3,970	0	1,602	0	0%	0	0%	0	0%
Sewage Disposal	31	3,030	0	1,602	0	0%	0	0%	0	0%
Sewage Treatment Equipment	59	2,649	0	1,602	0	0%	0	0%	0	0%
Sewer Cleaning Equipment	6	3,689	0	1,602	0	0%	0	0%	0	0%
Sewer Inspection	103	2,313	0	1,602	0	0%	0	0%	0	0%
Sewer Pipe	7	3,633	0	1,602	0	0%	0	0%	0	0%
Sewing Classes	118	2,224	0	1,602	0	0%	0	0%	0	0%
Sewing Contractors	246	1,764	0	1,602	0	0%	0	0%	0	0%
Sewing Machine Parts	335	1,562	0	1,602	0	0%	0	0%	0	0%
Sewing Machine Repair	751	1,086	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Shade Sails	1	3,970	0	1,602	0	0%	0	0%	0	0%
Sheepskin Specialties	248	1,753	0	1,602	0	0%	0	0%	0	0%
Sheet Metal Equipment	169	2,018	0	1,602	0	0%	0	0%	0	0%
Sheet Music	51	2,750	0	1,602	0	0%	0	0%	0	0%
Sheetrock Contractors	4	3,790	0	1,602	0	0%	0	0%	0	0%
Shingles	174	1,992	0	1,602	0	0%	0	0%	0	0%
Ship Broker	98	2,341	0	1,602	0	0%	0	0%	0	0%
Ship Builder	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ship Chandler	15	3,381	0	1,602	0	0%	0	0%	0	0%
Ship Register	1	3,970	0	1,602	0	0%	0	0%	0	0%
Shipping Masters	51	2,750	0	1,602	0	0%	0	0%	0	0%
Shipping Room Supplies	53	2,718	0	1,602	0	0%	0	0%	0	0%
Shock Absorber	68	2,559	0	1,602	0	0%	0	0%	0	0%
Shoe Laces	3	3,849	0	1,602	0	0%	0	0%	0	0%
Shoe Manufacturers Supplies	28	3,074	0	1,602	0	0%	0	0%	0	0%
Shoe Shining	13	3,427	0	1,602	0	0%	0	0%	0	0%
Shooting Range	119	2,218	0	1,602	0	0%	0	0%	0	0%
Shoplifting Prevention	4	3,790	0	1,602	0	0%	0	0%	0	0%
Shoppers News Publications	21	3,219	0	1,602	0	0%	0	0%	0	0%
Shopping Baskets	26	3,109	0	1,602	0	0%	0	0%	0	0%
Shoring	42	2,863	0	1,602	0	0%	0	0%	0	0%
Shoring Contractors	54	2,709	0	1,602	0	0%	0	0%	0	0%
Showcases	3	3,849	0	1,602	0	0%	0	0%	0	0%
Shower Curtain Manufacturers	2	3,912	0	1,602	0	0%	0	0%	0	0%
Shredding Service	327	1,576	0	1,602	0	0%	0	0%	0	0%
Siding Cleaning	65	2,585	0	1,602	0	0%	0	0%	0	0%
Sign Equipment	160	2,048	0	1,602	0	0%	0	0%	0	0%
Sign Erectors	43	2,844	0	1,602	0	0%	0	0%	0	0%
Sign Maintenance	67	2,573	0	1,602	0	0%	0	0%	0	0%
Silverware Cleaning	6	3,689	0	1,602	0	0%	0	0%	0	0%
Singing Telegrams	5	3,743	0	1,602	0	0%	0	0%	0	0%
Sink Manufacturers	54	2,709	0	1,602	0	0%	0	0%	0	0%
Sitting Services	336	1,557	0	1,602	0	0%	0	0%	0	0%
Skate Sharpening	87	2,407	0	1,602	0	0%	0	0%	0	0%
Skateboards	107	2,285	0	1,602	0	0%	0	0%	0	0%
Skating Rink	24	3,155	0	1,602	0	0%	0	0%	0	0%
Skeet Range	10	3,531	0	1,602	0	0%	0	0%	0	0%
Ski Equipment	207	1,877	0	1,602	0	0%	0	0%	0	0%
Ski Equipment Rental	43	2,844	0	1,602	0	0%	0	0%	0	0%
Ski Lessons	21	3,219	0	1,602	0	0%	0	0%	0	0%
Ski Repair	8	3,595	0	1,602	0	0%	0	0%	0	0%
Ski Resorts	165	2,031	0	1,602	0	0%	0	0%	0	0%
Ski Tour	44	2,828	0	1,602	0	0%	0	0%	0	0%
Skilled Home Health Care	355	1,523	0	1,602	0	0%	0	0%	0	0%
Skip Tracing	1	3,970	0	1,602	0	0%	0	0%	0	0%
Skylight Distributors	66	2,579	0	1,602	0	0%	0	0%	0	0%
Slate	34	2,982	0	1,602	0	0%	0	0%	0	0%
Sleep Apnea	624	1,193	0	1,602	0	0%	0	0%	0	0%
Sleep Center	717	1,115	0	1,602	0	0%	0	0%	0	0%
Slip Covers	41	2,874	0	1,602	0	0%	0	0%	0	0%
Small Business Loans	1,398	780	0	1,602	0	0%	0	0%	0	0%
Smart Phone Software	88	2,397	0	1,602	0	0%	0	0%	0	0%
Smelters	8	3,595	0	1,602	0	0%	0	0%	0	0%
Smelting Equipment	116	2,232	0	1,602	0	0%	0	0%	0	0%
Smoke Odor Counteracting Service	60	2,637	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Smoking Cessation	522	1,288	0	1,602	0	0%	0	0%	0	0%
Snow Melting Systems	35	2,968	0	1,602	0	0%	0	0%	0	0%
Snow Removal Equipment	205	1,884	0	1,602	0	0%	0	0%	0	0%
Snowmobile Tours	3	3,849	0	1,602	0	0%	0	0%	0	0%
Soap Dispenser	18	3,296	0	1,602	0	0%	0	0%	0	0%
Social Media Consultant	218	1,840	0	1,602	0	0%	0	0%	0	0%
Social Security Services	12	3,465	0	1,602	0	0%	0	0%	0	0%
Social Service Organizations	321	1,584	0	1,602	0	0%	0	0%	0	0%
Soda Fountain Shop	30	3,046	0	1,602	0	0%	0	0%	0	0%
Software Testing	2	3,912	0	1,602	0	0%	0	0%	0	0%
Soil Conditioner	35	2,968	0	1,602	0	0%	0	0%	0	0%
Soil Conservation Service	21	3,219	0	1,602	0	0%	0	0%	0	0%
Soil Solidification	51	2,750	0	1,602	0	0%	0	0%	0	0%
Soil Testing	5	3,743	0	1,602	0	0%	0	0%	0	0%
Solar Energy Development	2	3,912	0	1,602	0	0%	0	0%	0	0%
Solar Energy Parts	136	2,134	0	1,602	0	0%	0	0%	0	0%
Solar Energy Product Services	218	1,840	0	1,602	0	0%	0	0%	0	0%
Solar Pool Heater	34	2,982	0	1,602	0	0%	0	0%	0	0%
Soliciting Organizations	206	1,880	0	1,602	0	0%	0	0%	0	0%
Solvent	6	3,689	0	1,602	0	0%	0	0%	0	0%
Sorting Machine	14	3,398	0	1,602	0	0%	0	0%	0	0%
Sound Control Structures	35	2,968	0	1,602	0	0%	0	0%	0	0%
Sound Effect Records	1	3,970	0	1,602	0	0%	0	0%	0	0%
Sound Recording	278	1,679	0	1,602	0	0%	0	0%	0	0%
Soundproofing	21	3,219	0	1,602	0	0%	0	0%	0	0%
Souvenir Milk Caps	20	3,248	0	1,602	0	0%	0	0%	0	0%
Soybeans	13	3,427	0	1,602	0	0%	0	0%	0	0%
Spark Plugs	3	3,849	0	1,602	0	0%	0	0%	0	0%
Speaker Repair	198	1,911	0	1,602	0	0%	0	0%	0	0%
Special Education	3,143	426	0	1,602	0	0%	0	0%	0	0%
Specialists	549	1,265	0	1,602	0	0%	0	0%	0	0%
Specialty Auto Manufacturers	18	3,296	0	1,602	0	0%	0	0%	0	0%
Specialty Pharmacy	40	2,886	0	1,602	0	0%	0	0%	0	0%
Speech Pathologist	364	1,512	0	1,602	0	0%	0	0%	0	0%
Spice	67	2,573	0	1,602	0	0%	0	0%	0	0%
Spill Control Equipment	7	3,633	0	1,602	0	0%	0	0%	0	0%
Spires	45	2,811	0	1,602	0	0%	0	0%	0	0%
Spool	113	2,253	0	1,602	0	0%	0	0%	0	0%
Sports Bar	205	1,884	0	1,602	0	0%	0	0%	0	0%
Sports Hospitality	14	3,398	0	1,602	0	0%	0	0%	0	0%
Sports Medicine	136	2,134	0	1,602	0	0%	0	0%	0	0%
Sports Photographers	100	2,333	0	1,602	0	0%	0	0%	0	0%
Spray On Truck Bed Liner	55	2,697	0	1,602	0	0%	0	0%	0	0%
Spraying Equipment	100	2,333	0	1,602	0	0%	0	0%	0	0%
Spring Manufacturers	27	3,092	0	1,602	0	0%	0	0%	0	0%
Sprinkler Supervisory Service	106	2,294	0	1,602	0	0%	0	0%	0	0%
Stage Lighting	13	3,427	0	1,602	0	0%	0	0%	0	0%
Stained Glass	1,092	899	0	1,602	0	0%	0	0%	0	0%
Stamp Collecting	443	1,393	0	1,602	0	0%	0	0%	0	0%
Staples	2	3,912	0	1,602	0	0%	0	0%	0	0%
State Government	162	2,042	0	1,602	0	0%	0	0%	0	0%
State Lottery	3	3,849	0	1,602	0	0%	0	0%	0	0%
Stationers	118	2,224	0	1,602	0	0%	0	0%	0	0%
Statistical Service	20	3,248	0	1,602	0	0%	0	0%	0	0%
Steam Baths	82	2,458	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Steam Cleaning	21	3,219	0	1,602	0	0%	0	0%	0	0%
Steam Generator	25	3,130	0	1,602	0	0%	0	0%	0	0%
Steam Specialties	23	3,169	0	1,602	0	0%	0	0%	0	0%
Steam Trap	5	3,743	0	1,602	0	0%	0	0%	0	0%
Steamship Agencies	2	3,912	0	1,602	0	0%	0	0%	0	0%
Steel Erectors	390	1,474	0	1,602	0	0%	0	0%	0	0%
Steel Fabrication Equipment	4	3,790	0	1,602	0	0%	0	0%	0	0%
Steel Mill	40	2,886	0	1,602	0	0%	0	0%	0	0%
Steel Processing	93	2,371	0	1,602	0	0%	0	0%	0	0%
Steering System	130	2,162	0	1,602	0	0%	0	0%	0	0%
Stencil Cutting Machine	9	3,564	0	1,602	0	0%	0	0%	0	0%
Stencils	14	3,398	0	1,602	0	0%	0	0%	0	0%
Stenographer	13	3,427	0	1,602	0	0%	0	0%	0	0%
Sterilizing Service	7	3,633	0	1,602	0	0%	0	0%	0	0%
Stevedoring Contractors	27	3,092	0	1,602	0	0%	0	0%	0	0%
Stock Certificates	4	3,790	0	1,602	0	0%	0	0%	0	0%
Stock Transfer Agents	290	1,656	0	1,602	0	0%	0	0%	0	0%
Stone Cutters	163	2,038	0	1,602	0	0%	0	0%	0	0%
Stone Slinger	25	3,130	0	1,602	0	0%	0	0%	0	0%
Storage	29	3,061	0	1,602	0	0%	0	0%	0	0%
Storm Window Repair	95	2,360	0	1,602	0	0%	0	0%	0	0%
Strapping	2	3,912	0	1,602	0	0%	0	0%	0	0%
Strategic Planning Consultants	131	2,155	0	1,602	0	0%	0	0%	0	0%
Street Cleaning	54	2,709	0	1,602	0	0%	0	0%	0	0%
Street Lighting	5	3,743	0	1,602	0	0%	0	0%	0	0%
Stress Relief Equipment	31	3,030	0	1,602	0	0%	0	0%	0	0%
Structural Integration	646	1,173	0	1,602	0	0%	0	0%	0	0%
Structural Steel Detailing	391	1,472	0	1,602	0	0%	0	0%	0	0%
Stucco Manufacturers	53	2,718	0	1,602	0	0%	0	0%	0	0%
Student Exchange Programs	348	1,535	0	1,602	0	0%	0	0%	0	0%
Stump Grinding	1	3,970	0	1,602	0	0%	0	0%	0	0%
Stump Removal	108	2,277	0	1,602	0	0%	0	0%	0	0%
Sugary Refinery	6	3,689	0	1,602	0	0%	0	0%	0	0%
Suicide Prevention Services	10	3,531	0	1,602	0	0%	0	0%	0	0%
Sump Pump Contractors	25	3,130	0	1,602	0	0%	0	0%	0	0%
Sundial	1	3,970	0	1,602	0	0%	0	0%	0	0%
Sundries	6	3,689	0	1,602	0	0%	0	0%	0	0%
Sunglasses	130	2,162	0	1,602	0	0%	0	0%	0	0%
Sunroof	59	2,649	0	1,602	0	0%	0	0%	0	0%
Support Groups	134	2,142	0	1,602	0	0%	0	0%	0	0%
Surfboard	26	3,109	0	1,602	0	0%	0	0%	0	0%
Surfing Lessons	8	3,595	0	1,602	0	0%	0	0%	0	0%
Surgeons	77	2,494	0	1,602	0	0%	0	0%	0	0%
Surgical Center	222	1,829	0	1,602	0	0%	0	0%	0	0%
Surgical Supplies	98	2,341	0	1,602	0	0%	0	0%	0	0%
Surveying Instruments	86	2,414	0	1,602	0	0%	0	0%	0	0%
Suspension Repair	17	3,327	0	1,602	0	0%	0	0%	0	0%
Sweaters	4	3,790	0	1,602	0	0%	0	0%	0	0%
Sweeping Service	293	1,645	0	1,602	0	0%	0	0%	0	0%
Sweepstakes	164	2,033	0	1,602	0	0%	0	0%	0	0%
Syrup	4	3,790	0	1,602	0	0%	0	0%	0	0%
Table Tennis Equipment	17	3,327	0	1,602	0	0%	0	0%	0	0%
Table Top	20	3,248	0	1,602	0	0%	0	0%	0	0%
Tailoring Classes	21	3,219	0	1,602	0	0%	0	0%	0	0%
Talent Representation	1	3,970	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Tank Cleaning	9	3,564	0	1,602	0	0%	0	0%	0	0%
Tank Heads	127	2,180	0	1,602	0	0%	0	0%	0	0%
Tank Inspection	88	2,397	0	1,602	0	0%	0	0%	0	0%
Tank Lining	5	3,743	0	1,602	0	0%	0	0%	0	0%
Tank Repair	2	3,912	0	1,602	0	0%	0	0%	0	0%
Tankless Water Heaters	89	2,388	0	1,602	0	0%	0	0%	0	0%
Tanners	6	3,689	0	1,602	0	0%	0	0%	0	0%
Tanning Equipment	71	2,532	0	1,602	0	0%	0	0%	0	0%
Tanning Supplies	14	3,398	0	1,602	0	0%	0	0%	0	0%
Tape Dispenser	2	3,912	0	1,602	0	0%	0	0%	0	0%
Tarp	55	2,697	0	1,602	0	0%	0	0%	0	0%
Tattoo Removal	103	2,313	0	1,602	0	0%	0	0%	0	0%
Tax Attorney	58	2,661	0	1,602	0	0%	0	0%	0	0%
Tax Reporting Service	70	2,541	0	1,602	0	0%	0	0%	0	0%
Taxidermy	502	1,315	0	1,602	0	0%	0	0%	0	0%
Teacher Agency	444	1,389	0	1,602	0	0%	0	0%	0	0%
Technical Recruiting	38	2,919	0	1,602	0	0%	0	0%	0	0%
Technical Staffing	138	2,128	0	1,602	0	0%	0	0%	0	0%
Technology Litigation	51	2,750	0	1,602	0	0%	0	0%	0	0%
Telecommunication Design	135	2,138	0	1,602	0	0%	0	0%	0	0%
Teleconference	116	2,232	0	1,602	0	0%	0	0%	0	0%
Telegraph Service	318	1,592	0	1,602	0	0%	0	0%	0	0%
Telephone 900 Number Resellers	37	2,941	0	1,602	0	0%	0	0%	0	0%
Telephone Advertising	57	2,671	0	1,602	0	0%	0	0%	0	0%
Telephone Answering Systems	50	2,769	0	1,602	0	0%	0	0%	0	0%
Telephone Parts	87	2,407	0	1,602	0	0%	0	0%	0	0%
Telephone Solicitation	1	3,970	0	1,602	0	0%	0	0%	0	0%
Television & Radio Parts - Wholesale and Manufacturers	20	3,248	0	1,602	0	0%	0	0%	0	0%
Television Program Producers	966	950	0	1,602	0	0%	0	0%	0	0%
Temperature Measuring Materials	7	3,633	0	1,602	0	0%	0	0%	0	0%
Tempered Glass	216	1,846	0	1,602	0	0%	0	0%	0	0%
Tenant Screening	1,116	891	0	1,602	0	0%	0	0%	0	0%
Tennis Court Construction	31	3,030	0	1,602	0	0%	0	0%	0	0%
Tennis Equipment	31	3,030	0	1,602	0	0%	0	0%	0	0%
Tennis Lessons	8	3,595	0	1,602	0	0%	0	0%	0	0%
Tents	407	1,445	0	1,602	0	0%	0	0%	0	0%
Termite Control	15	3,381	0	1,602	0	0%	0	0%	0	0%
Terra Cotta	3	3,849	0	1,602	0	0%	0	0%	0	0%
Test Publishers	99	2,336	0	1,602	0	0%	0	0%	0	0%
Testing Equipment	44	2,828	0	1,602	0	0%	0	0%	0	0%
Textile Brokers	3	3,849	0	1,602	0	0%	0	0%	0	0%
Textile Converting	5	3,743	0	1,602	0	0%	0	0%	0	0%
Textile Fibers	110	2,266	0	1,602	0	0%	0	0%	0	0%
Textile Mill Supplies	7	3,633	0	1,602	0	0%	0	0%	0	0%
Textile Printing Equipment	6	3,689	0	1,602	0	0%	0	0%	0	0%
Theater Stage Play Houses	41	2,874	0	1,602	0	0%	0	0%	0	0%
Theatre	440	1,397	0	1,602	0	0%	0	0%	0	0%
Theatrical Agencies	1,289	821	0	1,602	0	0%	0	0%	0	0%
Theatrical Makeup	21	3,219	0	1,602	0	0%	0	0%	0	0%
Theatrical Managers and Producers	10	3,531	0	1,602	0	0%	0	0%	0	0%
Therapeutic Massage	1,268	832	0	1,602	0	0%	0	0%	0	0%
Thermocouple	98	2,341	0	1,602	0	0%	0	0%	0	0%
Thermometer	10	3,531	0	1,602	0	0%	0	0%	0	0%
Threat and Fraud Assessment	6	3,689	0	1,602	0	0%	0	0%	0	0%
Thrift Shop	225	1,823	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Ticket Brokers	843	1,019	0	1,602	0	0%	0	0%	0	0%
Tile and Grout Cleaning	263	1,726	0	1,602	0	0%	0	0%	0	0%
Tile Manufacturers	12	3,465	0	1,602	0	0%	0	0%	0	0%
Tile Roofing Contractors	458	1,361	0	1,602	0	0%	0	0%	0	0%
Tile Sales	504	1,312	0	1,602	0	0%	0	0%	0	0%
Tilling	32	3,009	0	1,602	0	0%	0	0%	0	0%
Timber Companies	90	2,383	0	1,602	0	0%	0	0%	0	0%
Timber Framing	151	2,081	0	1,602	0	0%	0	0%	0	0%
Timeshare Transfer	1,009	926	0	1,602	0	0%	0	0%	0	0%
Timing Devices	1	3,970	0	1,602	0	0%	0	0%	0	0%
Tinware	1	3,970	0	1,602	0	0%	0	0%	0	0%
Tiny Houses	56	2,682	0	1,602	0	0%	0	0%	0	0%
Tire Retreading Equipment	89	2,388	0	1,602	0	0%	0	0%	0	0%
Tire Storage	1	3,970	0	1,602	0	0%	0	0%	0	0%
Title Agent	6,014	272	0	1,602	0	0%	0	0%	0	0%
Title Loans	364	1,512	0	1,602	0	0%	0	0%	0	0%
Tobacco Manufacturers	30	3,046	0	1,602	0	0%	0	0%	0	0%
Toilet Seats	21	3,219	0	1,602	0	0%	0	0%	0	0%
Tool Holders	7	3,633	0	1,602	0	0%	0	0%	0	0%
Tool Salvage	7	3,633	0	1,602	0	0%	0	0%	0	0%
Tourist Information	79	2,481	0	1,602	0	0%	0	0%	0	0%
Towel Supply Service	44	2,828	0	1,602	0	0%	0	0%	0	0%
Towel Wholesale	11	3,494	0	1,602	0	0%	0	0%	0	0%
Tower	437	1,401	0	1,602	0	0%	0	0%	0	0%
Toy Making Supplies	51	2,750	0	1,602	0	0%	0	0%	0	0%
Tractor Manufacturers	6	3,689	0	1,602	0	0%	0	0%	0	0%
Tractor Rentals	11	3,494	0	1,602	0	0%	0	0%	0	0%
Trade Exchange	350	1,532	0	1,602	0	0%	0	0%	0	0%
Trade Publications	281	1,674	0	1,602	0	0%	0	0%	0	0%
Trademark Attorney	51	2,750	0	1,602	0	0%	0	0%	0	0%
Trading Stamps	97	2,349	0	1,602	0	0%	0	0%	0	0%
Traffic Control Service	262	1,727	0	1,602	0	0%	0	0%	0	0%
Traffic Engineers	12	3,465	0	1,602	0	0%	0	0%	0	0%
Traffic School	55	2,697	0	1,602	0	0%	0	0%	0	0%
Traffic Signs and Signals	326	1,577	0	1,602	0	0%	0	0%	0	0%
Trailer Storage	179	1,967	0	1,602	0	0%	0	0%	0	0%
Training Videos	761	1,077	0	1,602	0	0%	0	0%	0	0%
Transcription Services	258	1,735	0	1,602	0	0%	0	0%	0	0%
Transformers	44	2,828	0	1,602	0	0%	0	0%	0	0%
Transit Line	130	2,162	0	1,602	0	0%	0	0%	0	0%
Translators	1,765	673	0	1,602	0	0%	0	0%	0	0%
Trapping Supplies	42	2,863	0	1,602	0	0%	0	0%	0	0%
Travel and Tourism Education	63	2,602	0	1,602	0	0%	0	0%	0	0%
Travel Escorts	274	1,692	0	1,602	0	0%	0	0%	0	0%
Travel Insurance	1,906	642	0	1,602	0	0%	0	0%	0	0%
Travel Services	1,390	784	0	1,602	0	0%	0	0%	0	0%
Treated Lumber	37	2,941	0	1,602	0	0%	0	0%	0	0%
Tree Care	3	3,849	0	1,602	0	0%	0	0%	0	0%
Tree Service Equipment	144	2,095	0	1,602	0	0%	0	0%	0	0%
Tree Transplanting Service	97	2,349	0	1,602	0	0%	0	0%	0	0%
Trenching Contractors	160	2,048	0	1,602	0	0%	0	0%	0	0%
Trike Conversions, Sales & Service	27	3,092	0	1,602	0	0%	0	0%	0	0%
Trophies	506	1,306	0	1,602	0	0%	0	0%	0	0%
Truck Accessories	692	1,136	0	1,602	0	0%	0	0%	0	0%
Truck Bodies	134	2,142	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Truck Cab	56	2,682	0	1,602	0	0%	0	0%	0	0%
Truck Caps	240	1,780	0	1,602	0	0%	0	0%	0	0%
Truck Driver Leasing	25	3,130	0	1,602	0	0%	0	0%	0	0%
Truck Lettering	73	2,517	0	1,602	0	0%	0	0%	0	0%
Truck Manufacturers	90	2,383	0	1,602	0	0%	0	0%	0	0%
Truck Permits	12	3,465	0	1,602	0	0%	0	0%	0	0%
Truck Refrigeration Equipment	18	3,296	0	1,602	0	0%	0	0%	0	0%
Truck Stop	86	2,414	0	1,602	0	0%	0	0%	0	0%
Truck Transmission	18	3,296	0	1,602	0	0%	0	0%	0	0%
Truck Wash	301	1,634	0	1,602	0	0%	0	0%	0	0%
Truck Wash Equipment	214	1,851	0	1,602	0	0%	0	0%	0	0%
Tube Bending	5	3,743	0	1,602	0	0%	0	0%	0	0%
Turbine	7	3,633	0	1,602	0	0%	0	0%	0	0%
Turntables	10	3,531	0	1,602	0	0%	0	0%	0	0%
TV Advertising	85	2,423	0	1,602	0	0%	0	0%	0	0%
TV Home Shopping	63	2,602	0	1,602	0	0%	0	0%	0	0%
TV Parts	141	2,108	0	1,602	0	0%	0	0%	0	0%
TV Stations	335	1,562	0	1,602	0	0%	0	0%	0	0%
Two Way Radios	28	3,074	0	1,602	0	0%	0	0%	0	0%
Typesetting	11	3,494	0	1,602	0	0%	0	0%	0	0%
Typewriter	11	3,494	0	1,602	0	0%	0	0%	0	0%
U.S. Government	2	3,912	0	1,602	0	0%	0	0%	0	0%
U-Catch Fishing	34	2,982	0	1,602	0	0%	0	0%	0	0%
Ultrasonic Equipment	1	3,970	0	1,602	0	0%	0	0%	0	0%
Ultrasound	89	2,388	0	1,602	0	0%	0	0%	0	0%
Umbrella	24	3,155	0	1,602	0	0%	0	0%	0	0%
Unclaimed Funds Retrieval Services	599	1,213	0	1,602	0	0%	0	0%	0	0%
Underlayment Contractor	8	3,595	0	1,602	0	0%	0	0%	0	0%
Unfinished Furniture	292	1,647	0	1,602	0	0%	0	0%	0	0%
Uniform Accessories	34	2,982	0	1,602	0	0%	0	0%	0	0%
Uniform Embroidery	242	1,776	0	1,602	0	0%	0	0%	0	0%
Union Employment Service	9	3,564	0	1,602	0	0%	0	0%	0	0%
Upholstery Supplies	69	2,549	0	1,602	0	0%	0	0%	0	0%
Urban Farmer	1	3,970	0	1,602	0	0%	0	0%	0	0%
Urgent Care Clinic	13	3,427	0	1,602	0	0%	0	0%	0	0%
Used Bottles	75	2,504	0	1,602	0	0%	0	0%	0	0%
Used Brick	13	3,427	0	1,602	0	0%	0	0%	0	0%
Used Electric Equipment	139	2,123	0	1,602	0	0%	0	0%	0	0%
Used Electric Motors	3	3,849	0	1,602	0	0%	0	0%	0	0%
Used Furniture	441	1,395	0	1,602	0	0%	0	0%	0	0%
Used Lumber	53	2,718	0	1,602	0	0%	0	0%	0	0%
Used Office Furniture	43	2,844	0	1,602	0	0%	0	0%	0	0%
Used Tanks	3	3,849	0	1,602	0	0%	0	0%	0	0%
Utility Installation	67	2,573	0	1,602	0	0%	0	0%	0	0%
Utility Locating	398	1,461	0	1,602	0	0%	0	0%	0	0%
Vacuum Cleaners Parts	27	3,092	0	1,602	0	0%	0	0%	0	0%
Vacuum Coating	14	3,398	0	1,602	0	0%	0	0%	0	0%
Vacuum Equipment	454	1,367	0	1,602	0	0%	0	0%	0	0%
Vacuum Truck	52	2,736	0	1,602	0	0%	0	0%	0	0%
Valve	155	2,067	0	1,602	0	0%	0	0%	0	0%
Valve Repair	5	3,743	0	1,602	0	0%	0	0%	0	0%
Vanity Publisher	3	3,849	0	1,602	0	0%	0	0%	0	0%
Vegetable Oil	43	2,844	0	1,602	0	0%	0	0%	0	0%
Vehicle Sales Manufacturing Companies	197	1,916	0	1,602	0	0%	0	0%	0	0%
Vehicle Undercoating	549	1,265	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Vending Machine Supplies	139	2,123	0	1,602	0	0%	0	0%	0	0%
Venetian Blind Cleaning	417	1,428	0	1,602	0	0%	0	0%	0	0%
Venetian Blind Manufacturer	25	3,130	0	1,602	0	0%	0	0%	0	0%
Venetian Blind Parts	29	3,061	0	1,602	0	0%	0	0%	0	0%
Ventilation	217	1,843	0	1,602	0	0%	0	0%	0	0%
Ventilation System Cleaning	127	2,180	0	1,602	0	0%	0	0%	0	0%
Vertical Blinds	19	3,270	0	1,602	0	0%	0	0%	0	0%
Veterans Organizations	76	2,502	0	1,602	0	0%	0	0%	0	0%
Veterinarian Information	1	3,970	0	1,602	0	0%	0	0%	0	0%
Veterinary Internal Medicine	7	3,633	0	1,602	0	0%	0	0%	0	0%
Veterinary Laboratory	29	3,061	0	1,602	0	0%	0	0%	0	0%
Veterinary Physical Therapy	13	3,427	0	1,602	0	0%	0	0%	0	0%
Veterinary Preventative Medicine	16	3,357	0	1,602	0	0%	0	0%	0	0%
Veterinary Supplies	297	1,639	0	1,602	0	0%	0	0%	0	0%
Veterinary Surgery	38	2,919	0	1,602	0	0%	0	0%	0	0%
Viatical Settlement	112	2,259	0	1,602	0	0%	0	0%	0	0%
Vibration Control	49	2,774	0	1,602	0	0%	0	0%	0	0%
Video Conference	219	1,838	0	1,602	0	0%	0	0%	0	0%
Video Dealer	43	2,844	0	1,602	0	0%	0	0%	0	0%
Video Duplication	188	1,939	0	1,602	0	0%	0	0%	0	0%
Video Equipment Parts	4	3,790	0	1,602	0	0%	0	0%	0	0%
Video Equipment Rentals	107	2,285	0	1,602	0	0%	0	0%	0	0%
Video Game Rental	68	2,559	0	1,602	0	0%	0	0%	0	0%
Video Game Supplies	43	2,844	0	1,602	0	0%	0	0%	0	0%
Videographers	471	1,345	0	1,602	0	0%	0	0%	0	0%
Vintage Auto Repair	26	3,109	0	1,602	0	0%	0	0%	0	0%
Vinyl Flooring	60	2,637	0	1,602	0	0%	0	0%	0	0%
Vinyl Records	3	3,849	0	1,602	0	0%	0	0%	0	0%
Vinyl Repair	168	2,023	0	1,602	0	0%	0	0%	0	0%
Vinyl Windows	611	1,205	0	1,602	0	0%	0	0%	0	0%
Virtual Assistant Employment	101	2,324	0	1,602	0	0%	0	0%	0	0%
Virtual Tours	4	3,790	0	1,602	0	0%	0	0%	0	0%
Visually Impaired Products	266	1,713	0	1,602	0	0%	0	0%	0	0%
Walk-In Tubs	1,271	830	0	1,602	0	0%	0	0%	0	0%
Walkway Designs	33	3,001	0	1,602	0	0%	0	0%	0	0%
Wall Bed Manufacturer	24	3,155	0	1,602	0	0%	0	0%	0	0%
Wall Beds	248	1,753	0	1,602	0	0%	0	0%	0	0%
Wall Cleaning	11	3,494	0	1,602	0	0%	0	0%	0	0%
Wall Coverings	62	2,614	0	1,602	0	0%	0	0%	0	0%
Wall Texturizing	312	1,609	0	1,602	0	0%	0	0%	0	0%
Wallpaper	107	2,285	0	1,602	0	0%	0	0%	0	0%
Wallpaper Hangers	7	3,633	0	1,602	0	0%	0	0%	0	0%
Washer and Dryer Repair	67	2,573	0	1,602	0	0%	0	0%	0	0%
Washer and Dryer Sale	203	1,894	0	1,602	0	0%	0	0%	0	0%
Washers	8	3,595	0	1,602	0	0%	0	0%	0	0%
Waste Compactor Repairs	4	3,790	0	1,602	0	0%	0	0%	0	0%
Waste Oil	25	3,130	0	1,602	0	0%	0	0%	0	0%
Waste Reduction, Disposal, Recycle Equipment	103	2,313	0	1,602	0	0%	0	0%	0	0%
Watch Bands	13	3,427	0	1,602	0	0%	0	0%	0	0%
Watchmaker Supplies	5	3,743	0	1,602	0	0%	0	0%	0	0%
Water and Sewer Line Protection	52	2,736	0	1,602	0	0%	0	0%	0	0%
Water Conditioning Contractor	23	3,169	0	1,602	0	0%	0	0%	0	0%
Water Conservation	83	2,443	0	1,602	0	0%	0	0%	0	0%
Water Cooler Equipment	499	1,319	0	1,602	0	0%	0	0%	0	0%
Water Coolers	555	1,258	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Water Hauling Truck	214	1,851	0	1,602	0	0%	0	0%	0	0%
Water Heater Parts	30	3,046	0	1,602	0	0%	0	0%	0	0%
Water Heater Repair	534	1,276	0	1,602	0	0%	0	0%	0	0%
Water Leak Detector	11	3,494	0	1,602	0	0%	0	0%	0	0%
Water Main Contractors	210	1,868	0	1,602	0	0%	0	0%	0	0%
Water Pollution Control	44	2,828	0	1,602	0	0%	0	0%	0	0%
Water Skiing Equipment	17	3,327	0	1,602	0	0%	0	0%	0	0%
Water Skiing Lessons	10	3,531	0	1,602	0	0%	0	0%	0	0%
Water Supply System	461	1,358	0	1,602	0	0%	0	0%	0	0%
Water Taxi	41	2,874	0	1,602	0	0%	0	0%	0	0%
Water Well Drilling Equipment	106	2,294	0	1,602	0	0%	0	0%	0	0%
Water Works Contractors	272	1,699	0	1,602	0	0%	0	0%	0	0%
Water Works Equipment and Supplies	34	2,982	0	1,602	0	0%	0	0%	0	0%
Waterbed Dealers	55	2,697	0	1,602	0	0%	0	0%	0	0%
Waterbed Manufacturers	99	2,336	0	1,602	0	0%	0	0%	0	0%
Waterbed Repair	6	3,689	0	1,602	0	0%	0	0%	0	0%
Waterbed Supplies	13	3,427	0	1,602	0	0%	0	0%	0	0%
Waterproofing Materials	123	2,203	0	1,602	0	0%	0	0%	0	0%
Wealth Building Seminars	19	3,270	0	1,602	0	0%	0	0%	0	0%
Wearable Promotional Products	1,037	913	0	1,602	0	0%	0	0%	0	0%
Weather Stripping	30	3,046	0	1,602	0	0%	0	0%	0	0%
Web Conferencing	5	3,743	0	1,602	0	0%	0	0%	0	0%
Webbing	80	2,474	0	1,602	0	0%	0	0%	0	0%
Wedding Chapel	230	1,803	0	1,602	0	0%	0	0%	0	0%
Wedding Services	11	3,494	0	1,602	0	0%	0	0%	0	0%
Welding Equipment Repair	398	1,461	0	1,602	0	0%	0	0%	0	0%
Welding Inspector	15	3,381	0	1,602	0	0%	0	0%	0	0%
Welding Supplies	236	1,790	0	1,602	0	0%	0	0%	0	0%
Well Inspection	36	2,953	0	1,602	0	0%	0	0%	0	0%
Western Clothing	174	1,992	0	1,602	0	0%	0	0%	0	0%
Wheel Alignment Equipment	8	3,595	0	1,602	0	0%	0	0%	0	0%
Wholesale Beer	24	3,155	0	1,602	0	0%	0	0%	0	0%
Wholesale Beverages	756	1,081	0	1,602	0	0%	0	0%	0	0%
Wholesale Bikes	119	2,218	0	1,602	0	0%	0	0%	0	0%
Wholesale Boutique Clothing	6	3,689	0	1,602	0	0%	0	0%	0	0%
Wholesale Candles	6	3,689	0	1,602	0	0%	0	0%	0	0%
Wholesale Candy	43	2,844	0	1,602	0	0%	0	0%	0	0%
Wholesale Canvas	17	3,327	0	1,602	0	0%	0	0%	0	0%
Wholesale Car Stereos	105	2,300	0	1,602	0	0%	0	0%	0	0%
Wholesale Chairs	450	1,376	0	1,602	0	0%	0	0%	0	0%
Wholesale Clocks	30	3,046	0	1,602	0	0%	0	0%	0	0%
Wholesale Coats	13	3,427	0	1,602	0	0%	0	0%	0	0%
Wholesale Curtains	66	2,579	0	1,602	0	0%	0	0%	0	0%
Wholesale Dairy Products	214	1,851	0	1,602	0	0%	0	0%	0	0%
Wholesale Drapery	33	3,001	0	1,602	0	0%	0	0%	0	0%
Wholesale Energy Conservation Products	25	3,130	0	1,602	0	0%	0	0%	0	0%
Wholesale Envelopes	42	2,863	0	1,602	0	0%	0	0%	0	0%
Wholesale Fishing Tackle	14	3,398	0	1,602	0	0%	0	0%	0	0%
Wholesale Fruits and Vegetables	199	1,906	0	1,602	0	0%	0	0%	0	0%
Wholesale General Merchandise	6	3,689	0	1,602	0	0%	0	0%	0	0%
Wholesale Greeting Cards	60	2,637	0	1,602	0	0%	0	0%	0	0%
Wholesale Hardware	276	1,684	0	1,602	0	0%	0	0%	0	0%
Wholesale Hats	11	3,494	0	1,602	0	0%	0	0%	0	0%
Wholesale Hobby Supplies	149	2,084	0	1,602	0	0%	0	0%	0	0%
Wholesale Housewares	161	2,043	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Wholesale Lamps	2	3,912	0	1,602	0	0%	0	0%	0	0%
Wholesale Leather Clothing	9	3,564	0	1,602	0	0%	0	0%	0	0%
Wholesale Leather Goods	60	2,637	0	1,602	0	0%	0	0%	0	0%
Wholesale Lighting Fixtures	675	1,149	0	1,602	0	0%	0	0%	0	0%
Wholesale Liquor	38	2,919	0	1,602	0	0%	0	0%	0	0%
Wholesale Luggage	8	3,595	0	1,602	0	0%	0	0%	0	0%
Wholesale Lumber	545	1,270	0	1,602	0	0%	0	0%	0	0%
Wholesale Meat	339	1,553	0	1,602	0	0%	0	0%	0	0%
Wholesale Mens Clothing	79	2,481	0	1,602	0	0%	0	0%	0	0%
Wholesale Musical Instruments	41	2,874	0	1,602	0	0%	0	0%	0	0%
Wholesale Optical Goods	20	3,248	0	1,602	0	0%	0	0%	0	0%
Wholesale Paint	375	1,495	0	1,602	0	0%	0	0%	0	0%
Wholesale Pencils	8	3,595	0	1,602	0	0%	0	0%	0	0%
Wholesale Perfume	179	1,967	0	1,602	0	0%	0	0%	0	0%
Wholesale Pet Supplies	208	1,871	0	1,602	0	0%	0	0%	0	0%
Wholesale Photography Equipment	39	2,902	0	1,602	0	0%	0	0%	0	0%
Wholesale Picture Frames	49	2,774	0	1,602	0	0%	0	0%	0	0%
Wholesale Plants	85	2,423	0	1,602	0	0%	0	0%	0	0%
Wholesale Poultry	51	2,750	0	1,602	0	0%	0	0%	0	0%
Wholesale Pumps	167	2,027	0	1,602	0	0%	0	0%	0	0%
Wholesale Seafood	259	1,731	0	1,602	0	0%	0	0%	0	0%
Wholesale Seeds	46	2,802	0	1,602	0	0%	0	0%	0	0%
Wholesale Silk	6	3,689	0	1,602	0	0%	0	0%	0	0%
Wholesale Slippers	5	3,743	0	1,602	0	0%	0	0%	0	0%
Wholesale Souvenirs	82	2,458	0	1,602	0	0%	0	0%	0	0%
Wholesale Sporting Goods	508	1,300	0	1,602	0	0%	0	0%	0	0%
Wholesale Stationery	107	2,285	0	1,602	0	0%	0	0%	0	0%
Wholesale Telephones	22	3,187	0	1,602	0	0%	0	0%	0	0%
Wholesale Toiletries	254	1,744	0	1,602	0	0%	0	0%	0	0%
Wholesale Upholstery Fabric	557	1,255	0	1,602	0	0%	0	0%	0	0%
Wholesale Variety Store Merchandise	6	3,689	0	1,602	0	0%	0	0%	0	0%
Wholesale Video Tapes	8	3,595	0	1,602	0	0%	0	0%	0	0%
Wholesale Wallpapers	126	2,185	0	1,602	0	0%	0	0%	0	0%
Wholesale Washer and Dryer	10	3,531	0	1,602	0	0%	0	0%	0	0%
Wholesale Wine	12	3,465	0	1,602	0	0%	0	0%	0	0%
Wholesale Womens Apparel	65	2,585	0	1,602	0	0%	0	0%	0	0%
Wholesale Work Clothes	80	2,474	0	1,602	0	0%	0	0%	0	0%
Wholesale Yarn	5	3,743	0	1,602	0	0%	0	0%	0	0%
Wickless Candles	22	3,187	0	1,602	0	0%	0	0%	0	0%
Wildlife Shop	189	1,935	0	1,602	0	0%	0	0%	0	0%
Window Cleaning Supplies	20	3,248	0	1,602	0	0%	0	0%	0	0%
Window Screens	487	1,330	0	1,602	0	0%	0	0%	0	0%
Window Security Laminate	64	2,594	0	1,602	0	0%	0	0%	0	0%
Window Shade Cleaning	38	2,919	0	1,602	0	0%	0	0%	0	0%
Window Shade Repair	4	3,790	0	1,602	0	0%	0	0%	0	0%
Window Shade Supplies	389	1,477	0	1,602	0	0%	0	0%	0	0%
Window Wells	96	2,355	0	1,602	0	0%	0	0%	0	0%
Wine Broker	97	2,349	0	1,602	0	0%	0	0%	0	0%
Wine Cellar	18	3,296	0	1,602	0	0%	0	0%	0	0%
Wine Storage	61	2,625	0	1,602	0	0%	0	0%	0	0%
Winemaking Supplies	559	1,251	0	1,602	0	0%	0	0%	0	0%
Wiping Cloths	10	3,531	0	1,602	0	0%	0	0%	0	0%
Wire	65	2,585	0	1,602	0	0%	0	0%	0	0%
Wire Rope	20	3,248	0	1,602	0	0%	0	0%	0	0%
Wiring Harness	2	3,912	0	1,602	0	0%	0	0%	0	0%

CANADA BBB 2017 STATISTICS SORTED BY COMPLAINTS

Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
TOTAL	9,259,844		25,168		18,159	72%	6,387	25%	622	2%
Wood Engraver	63	2,602	0	1,602	0	0%	0	0%	0	0%
Wood Preserving	131	2,155	0	1,602	0	0%	0	0%	0	0%
Wood Products	94	2,367	0	1,602	0	0%	0	0%	0	0%
Wood Technologist	9	3,564	0	1,602	0	0%	0	0%	0	0%
Wood Turning	52	2,736	0	1,602	0	0%	0	0%	0	0%
Wood Windows	63	2,602	0	1,602	0	0%	0	0%	0	0%
Wooded Boxes	37	2,941	0	1,602	0	0%	0	0%	0	0%
Woodworking Tools	227	1,817	0	1,602	0	0%	0	0%	0	0%
Wool	39	2,902	0	1,602	0	0%	0	0%	0	0%
Wool Products	68	2,559	0	1,602	0	0%	0	0%	0	0%
Word Processing Services	20	3,248	0	1,602	0	0%	0	0%	0	0%
Work Clothes	402	1,453	0	1,602	0	0%	0	0%	0	0%
Work Gloves	40	2,886	0	1,602	0	0%	0	0%	0	0%
Workers Compensation Insurance	168	2,023	0	1,602	0	0%	0	0%	0	0%
Workers Compensation Lawyers	1	3,970	0	1,602	0	0%	0	0%	0	0%
Workroom Interior Designer	38	2,919	0	1,602	0	0%	0	0%	0	0%
Writer	14	3,398	0	1,602	0	0%	0	0%	0	0%
Writing Ink	10	3,531	0	1,602	0	0%	0	0%	0	0%
X-Ray Equipment	25	3,130	0	1,602	0	0%	0	0%	0	0%
Yacht Broker	83	2,443	0	1,602	0	0%	0	0%	0	0%
Yarn	39	2,902	0	1,602	0	0%	0	0%	0	0%
Yoga Supplies	54	2,709	0	1,602	0	0%	0	0%	0	0%
Yogurt	41	2,874	0	1,602	0	0%	0	0%	0	0%
Youth Organization Center	310	1,612	0	1,602	0	0%	0	0%	0	0%
Zipper Repair	9	3,564	0	1,602	0	0%	0	0%	0	0%
Zippers	7	3,633	0	1,602	0	0%	0	0%	0	0%
Zoo Animals	1	3,970	0	1,602	0	0%	0	0%	0	0%
Zoological Gardens	71	2,532	0	1,602	0	0%	0	0%	0	0%