

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80001	Abrasives	129	1971	1	2250	0	0.0%	0	0.0%	1	100.0%
80002	Absorbents	29	2618	0	2867	0	NA	0	NA	0	NA
20001	Abstracters	168	1849	3	1890	2	66.7%	1	33.3%	0	0.0%
60003	Accident Reconstruction Service	114	2019	4	1786	1	25.0%	3	75.0%	0	0.0%
50798	Accordions	3	3238	0	3284	0	NA	0	NA	0	NA
60004	Accountants-Certified Public	49,833	137	249	398	152	61.0%	86	34.5%	11	4.4%
60005	Accountants-Public	5,223	588	36	934	16	44.4%	17	47.2%	3	8.3%
80003	Accounting & Bookkeeping Machines	59	2324	8	1499	4	NA	4	NA	0	NA
30001	Accumulators	1	3367	0	3385	0	NA	0	NA	0	NA
80004	Acid Proof Equipment & Materials	27	2645	1	2404	1	NA	0	NA	0	NA
80005	Acids	4	3169	0	3227	0	NA	0	NA	0	NA
10001	Acoustical Consultants	2,001	907	21	1102	18	85.7%	3	14.3%	0	0.0%
80006	Acoustical Materials	293	1628	1	2193	0	0.0%	0	0.0%	1	100.0%
60006	Actuaries	451	1438	1	2175	0	0.0%	1	100.0%	0	0.0%
60008	Acupressure	8	3025	0	3125	0	NA	0	NA	0	NA
60007	Acupuncturists	3,066	753	11	1314	7	63.6%	4	36.4%	0	0.0%
80007	Addressing Machines & Supplies	52	2390	0	2759	0	NA	0	NA	0	NA
30002	Addressing Plate Service	14	2863	0	3016	0	NA	0	NA	0	NA
80008	Adhesives & Glues	95	2101	1	2279	0	NA	1	NA	0	NA
80009	Adhesives & Gluing Equipment	13	2886	0	3031	0	NA	0	NA	0	NA
20002	Adjusters	3,799	681	76	685	56	73.7%	20	26.3%	0	0.0%
60009	Adoption Services	28,787	209	93	634	42	45.2%	44	47.3%	7	7.5%
90018	Advance Fee Brokers	33,331	184	741	191	313	42.2%	271	36.6%	157	21.2%
60010	Advertising Agencies & Counselors	170,369	41	3,530	47	2,248	63.7%	1,043	29.5%	239	6.8%
80010	Advertising Specialties	54,976	128	766	188	503	65.7%	227	29.6%	36	4.7%
60011	Advertising-Aerial	28	2629	5	1709	1	NA	4	NA	0	NA
60012	Advertising-Checking Service	18	2782	1	2434	0	NA	1	NA	0	NA
60013	Advertising-Direct Mail	86,740	86	3,013	57	2,511	83.3%	349	11.6%	153	5.1%
30003	Advertising-Directory & Guide	9,682	431	209	437	130	62.2%	73	34.9%	6	2.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60014	Advertising-Indoor	83	2164	8	1495	1	NA	7	NA	0	NA
60015	Advertising-Motion Picture	0	3453	0	3453	0	NA	0	NA	0	NA
60016	Advertising-Newspaper	5,365	584	601	229	561	93.3%	37	6.2%	3	0.5%
60017	Advertising-Outdoor	1,165	1068	9	1406	2	22.2%	7	77.8%	0	0.0%
60018	Advertising-Periodical	521	1382	17	1185	14	82.4%	3	17.6%	0	0.0%
60019	Advertising-Radio	104	2056	4	1790	1	25.0%	3	75.0%	0	0.0%
60020	Advertising-Shoppers Guides	519	1386	6	1573	5	83.3%	1	16.7%	0	0.0%
60021	Advertising-Telephone	761	1225	14	1237	5	35.7%	8	57.1%	1	7.1%
60024	Advertising-Television	60	2316	1	2338	1	NA	0	NA	0	NA
60025	Advertising-Transit & Transportation	45	2447	0	2778	0	NA	0	NA	0	NA
00100	Aerial Applicators	24	2681	1	2412	0	NA	1	NA	0	NA
00101	Aerial Patrol & Inspection Service	4	3164	1	2517	0	NA	1	NA	0	NA
80011	Aerosols	11	2931	1	2468	1	NA	0	NA	0	NA
30004	Aerospace Industries	457	1436	1	2174	0	0.0%	1	100.0%	0	0.0%
60026	Aerospace Research & Development	85	2157	0	2670	0	NA	0	NA	0	NA
50799	Agates	0	3454	0	3454	0	NA	0	NA	0	NA
00102	Agricultural Consultants	76	2204	1	2309	0	NA	1	NA	0	NA
00103	Agricultural Waste Management & Other Services	2,561	812	20	1115	12	60.0%	8	40.0%	0	0.0%
61007	Aids Research & Clinics	478	1414	3	1852	2	66.7%	1	33.3%	0	0.0%
70516	Air Ambulance Service	215	1763	3	1880	1	33.3%	2	66.7%	0	0.0%
10002	Air Balancing	54	2378	0	2753	0	NA	0	NA	0	NA
80012	Air Brushes	3	3239	0	3285	0	NA	0	NA	0	NA
70501	Air Cargo & Package Express Service	448	1440	9	1420	3	33.3%	4	44.4%	2	22.2%
80013	Air Cleaning & Purifying Equipment	11,279	399	92	638	60	65.2%	25	27.2%	7	7.6%
10003	Air Conditioning Contractors & Systems	305,703	13	3,076	56	2,127	69.1%	850	27.6%	99	3.2%
50001	Air Conditioning Equipment-Room Units	431	1462	12	1301	10	83.3%	2	16.7%	0	0.0%
60027	Air Conditioning Repair	3,485	711	90	650	60	66.7%	26	28.9%	4	4.4%
80014	Air Conditioning Supplies & Parts	768	1219	8	1459	4	50.0%	4	50.0%	0	0.0%
60028	Air Conditioning Systems-Cleaning	367	1543	13	1272	10	76.9%	3	23.1%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70502	Air Courier Service	211	1769	3	1881	1	33.3%	1	33.3%	1	33.3%
10004	Air Curtains & Screens	0	3455	0	3455	0	NA	0	NA	0	NA
60029	Air Flight Attendants	27	2641	4	1821	2	NA	2	NA	0	NA
30005	Air Fragrances	97	2089	0	2651	0	NA	0	NA	0	NA
80015	Air Motors	0	3456	0	3456	0	NA	0	NA	0	NA
30764	Air Pollution Control	82	2176	1	2300	0	NA	1	NA	0	NA
80016	Air Pollution Measuring Equipment	7	3058	0	3145	0	NA	0	NA	0	NA
60030	Air Pollution Measuring Service	151	1890	1	2230	0	0.0%	1	100.0%	0	0.0%
70503	Aircraft & Aircraft Equipment-Testing	130	1967	0	2621	0	NA	0	NA	0	NA
50002	Aircraft Brokers	25	2663	1	2408	1	NA	0	NA	0	NA
70504	Aircraft Charter, Rental & Lease	5,507	579	58	768	45	77.6%	10	17.2%	3	5.2%
50003	Aircraft Dealers	2,699	794	53	796	20	37.7%	31	58.5%	2	3.8%
30006	Aircraft Engines	30	2607	0	2858	0	NA	0	NA	0	NA
70505	Aircraft Ferrying & Transporting Service	34	2553	9	1446	2	NA	6	NA	1	NA
80017	Aircraft Ground Support & Svc Equip	250	1701	0	2590	0	NA	0	NA	0	NA
80018	Aircraft Instruments	163	1861	1	2227	1	100.0%	0	0.0%	0	0.0%
30007	Aircraft Manufacturers	62	2301	3	1927	1	NA	1	NA	1	NA
80019	Aircraft Parts & Supplies	2,303	854	24	1050	10	41.7%	14	58.3%	0	0.0%
30008	Aircraft Rebuilding	20	2737	2	2119	1	NA	1	NA	0	NA
80020	Aircraft Salvage	0	3457	0	3457	0	NA	0	NA	0	NA
70506	Aircraft Schools	352	1564	4	1744	4	100.0%	0	0.0%	0	0.0%
70508	Aircraft Servicing & Maintenance	2,435	833	30	976	11	36.7%	16	53.3%	3	10.0%
70509	Aircraft Storage	94	2105	1	2281	1	NA	0	NA	0	NA
70510	Aircraft Upholsterers	10	2965	0	3082	0	NA	0	NA	0	NA
70511	Airlines	14,673	333	2,243	79	1,888	84.2%	322	14.4%	33	1.5%
70512	Airlines-Ticket Agencies	3,796	682	138	530	38	27.5%	57	41.3%	43	31.2%
60031	Airlines-Training Schools	2,014	899	4	1713	2	50.0%	2	50.0%	0	0.0%
60032	Airport Designers	1,293	1028	10	1357	7	70.0%	3	30.0%	0	0.0%
80021	Airport Equipment & Supplies	9	2981	2	2140	1	NA	1	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70513	Airport Transportation	1,092	1089	40	891	24	60.0%	10	25.0%	6	15.0%
70514	Airports	847	1183	20	1125	19	95.0%	0	0.0%	1	5.0%
50004	Albums	0	3458	0	3458	0	NA	0	NA	0	NA
60033	Alcoholism Info & Treatment Centers	391	1512	4	1737	2	50.0%	1	25.0%	1	25.0%
00104	Alfalfa & Alfalfa Products	35	2539	5	1704	2	NA	3	NA	0	NA
80022	Alloys	3	3240	0	3286	0	NA	0	NA	0	NA
50005	All-Terrain Vehicles	2,010	901	134	542	113	84.3%	21	15.7%	0	0.0%
60034	Alterations-Clothing	8,953	449	194	453	99	51.0%	86	44.3%	9	4.6%
50006	Alternators & Generators-Auto	59	2323	11	1350	9	NA	2	NA	0	NA
60035	Alternators & Generators-Auto Repair	314	1603	11	1338	8	72.7%	1	9.1%	2	18.2%
80023	Aluminum	143	1915	1	2235	0	0.0%	0	0.0%	1	100.0%
30009	Aluminum Fabricators	2,109	881	37	927	31	83.8%	5	13.5%	1	2.7%
80024	Aluminum Products	424	1470	12	1302	5	41.7%	7	58.3%	0	0.0%
70515	Ambulance Service	6,491	539	180	466	142	78.9%	34	18.9%	4	2.2%
30010	Ambulances & Hearses	7	3059	0	3146	0	NA	0	NA	0	NA
30011	Ammonia	0	3459	0	3459	0	NA	0	NA	0	NA
50007	Ammunition	7	3048	1	2488	1	NA	0	NA	0	NA
50008	Ammunition & Reload Equipment & Supplies	177	1827	6	1598	5	83.3%	1	16.7%	0	0.0%
50009	Ammunition Reloading	0	3460	0	3460	0	NA	0	NA	0	NA
50010	Amplifiers	1	3356	1	2541	1	NA	0	NA	0	NA
60036	Amusement Devices	331	1587	8	1472	4	50.0%	4	50.0%	0	0.0%
30012	Amusement Park Equipment	83	2165	2	2066	1	NA	1	NA	0	NA
60037	Amusement Places	11,695	391	374	304	215	57.5%	152	40.6%	7	1.9%
50011	Anchors-Expansion	0	3461	0	3461	0	NA	0	NA	0	NA
50012	Anchors-Marine	3	3231	1	2522	0	NA	1	NA	0	NA
00105	Animal Brokers & Dealers-Zoo, Circus, Etc	521	1381	40	895	11	27.5%	20	50.0%	9	22.5%
70517	Animal Carcass Removal	209	1772	3	1882	0	0.0%	3	100.0%	0	0.0%
80025	Animal Foods-Zoo, Circus, Etc.	15	2837	1	2446	1	NA	0	NA	0	NA
00106	Animal Health Products	176	1830	5	1663	2	40.0%	3	60.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
00107	Animal Hospitals	12,836	363	297	361	212	71.4%	78	26.3%	7	2.4%
00108	Animal Insemination-Artificial	5,061	595	244	411	117	48.0%	119	48.8%	8	3.3%
00109	Animal Registration & Identification	176	1828	17	1191	6	35.3%	11	64.7%	0	0.0%
00110	Animal Shelters	4,052	660	136	536	83	61.0%	46	33.8%	7	5.1%
80026	Animal Supplies-Zoo, Circus, Etc.	28	2628	7	1551	6	NA	1	NA	0	NA
70518	Animal Transporting-Zoo, Circus, Etc.	15	2842	0	3001	0	NA	0	NA	0	NA
60038	Animation Mechanics-Display, Sign, Etc.	69	2251	1	2320	0	NA	1	NA	0	NA
20033	Annuities	510	1394	7	1518	7	100.0%	0	0.0%	0	0.0%
80027	Anodes	0	3462	0	3462	0	NA	0	NA	0	NA
80028	Anodizing	6	3095	0	3173	0	NA	0	NA	0	NA
60932	Answering Services	4,017	663	178	470	57	32.0%	15	8.4%	106	59.6%
50013	Antennas	104	2058	2	2054	2	100.0%	0	0.0%	0	0.0%
30013	Anti-Fogging Compounds	0	3463	0	3463	0	NA	0	NA	0	NA
30014	Anti-Freeze Compounds	0	3464	0	3464	0	NA	0	NA	0	NA
50014	Antiques-Dealers	17,745	304	262	387	129	49.2%	115	43.9%	18	6.9%
60039	Antiques-Repair & Restore	761	1224	19	1138	11	57.9%	6	31.6%	2	10.5%
50015	Antiques-Reproductions	398	1501	30	984	10	33.3%	17	56.7%	3	10.0%
60040	Apartment Finding & Rental Service	38,931	168	717	200	437	60.9%	248	34.6%	32	4.5%
60041	Apartment Sharing Service	518	1387	21	1108	12	57.1%	9	42.9%	0	0.0%
60042	Apartments	75,025	99	3,311	52	2,017	60.9%	1,123	33.9%	171	5.2%
50766	Appliances Major - Rent/Lease	2,676	799	113	586	60	53.1%	48	42.5%	5	4.4%
50016	Appliances-Major-Dealers	62,964	115	2,663	63	1,930	72.5%	654	24.6%	79	3.0%
50017	Appliances-Major-Parts & Supplies	46,225	143	1,608	108	924	57.5%	595	37.0%	89	5.5%
60043	Appliances-Major-Service & Repair	424	1469	13	1269	7	53.8%	4	30.8%	2	15.4%
80029	Appliances-Major-Whls & Mfg	871	1172	17	1178	9	52.9%	5	29.4%	3	17.6%
50018	Appliances-Small-Dealers	14,047	345	497	264	237	47.7%	221	44.5%	39	7.8%
60044	Appliances-Small-Service & Repair	23,832	250	643	217	332	51.6%	271	42.1%	40	6.2%
50019	Appliances-Small-Supplies & Parts	319	1598	6	1587	4	66.7%	2	33.3%	0	0.0%
80030	Appliances-Small-Whls & Mfgs	89	2123	8	1493	4	NA	2	NA	2	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60045	Appraisers	2,513	817	75	693	43	57.3%	28	37.3%	4	5.3%
60046	Appraisers-Antiques	592	1336	4	1722	3	75.0%	1	25.0%	0	0.0%
60047	Apprenticeship Programs	22	2711	0	2917	0	NA	0	NA	0	NA
50020	Aprons-Domestic & Fancy	5	3121	1	2504	0	NA	1	NA	0	NA
60048	Aprons-Industrial	3	3241	0	3287	0	NA	0	NA	0	NA
00111	Aquaculture	19	2757	0	2944	0	NA	0	NA	0	NA
50021	Aquariums-Dealers	2,383	843	88	659	40	45.5%	42	47.7%	6	6.8%
60049	Aquariums-Lease & Maintenance	99	2078	3	1911	1	NA	2	NA	0	NA
60050	Aquariums-Public	70	2245	2	2072	2	NA	0	NA	0	NA
80031	Aquariums-WHls & Mfgs	17	2807	1	2439	0	NA	1	NA	0	NA
60051	Arbitration Services	2,160	872	16	1194	9	56.3%	6	37.5%	1	6.3%
60052	Arboretums	0	3436	1	2552	0	NA	1	NA	0	NA
60053	Archaeologists	4	3170	0	3228	0	NA	0	NA	0	NA
50022	Archery Equipment & Supplies	490	1409	111	591	98	88.3%	6	5.4%	7	6.3%
60054	Archery Instruction	80	2187	0	2679	0	NA	0	NA	0	NA
60055	Archery Ranges	75	2213	0	2689	0	NA	0	NA	0	NA
60057	Architects	30,104	199	122	564	57	46.7%	59	48.4%	6	4.9%
50023	Architects Supplies	81	2183	0	2677	0	NA	0	NA	0	NA
60056	Architectural & Construction Specs	547	1365	11	1333	6	54.5%	5	45.5%	0	0.0%
60058	Armatures-Service & Sales	1	3357	1	2542	0	NA	1	NA	0	NA
30015	Armored Car Manufacturing	13	2887	0	3032	0	NA	0	NA	0	NA
60059	Armored Car Service	389	1515	7	1525	4	57.1%	3	42.9%	0	0.0%
30765	Armories	3	3242	0	3288	0	NA	0	NA	0	NA
50024	Army & Navy Goods	98	2085	4	1793	1	NA	2	NA	1	NA
60060	Art Galleries, Dealers & Consultants	13,979	346	316	339	175	55.4%	124	39.2%	17	5.4%
50025	Art Goods	406	1489	13	1270	5	38.5%	7	53.8%	1	7.7%
60061	Art Identification & Registration	122	1992	2	2049	2	100.0%	0	0.0%	0	0.0%
60062	Art Instruction & Schools	2,113	880	34	948	21	61.8%	13	38.2%	0	0.0%
30016	Art Metal Work	40	2489	2	2096	2	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60063	Art Organizations & Information	332	1584	11	1337	8	72.7%	2	18.2%	1	9.1%
50026	Art Restoration & Conservation	741	1236	19	1140	10	52.6%	6	31.6%	3	15.8%
50027	Art Supplies	4,671	620	90	649	52	57.8%	30	33.3%	8	8.9%
30017	Artificial Breasts	2	3295	0	3327	0	NA	0	NA	0	NA
30018	Artificial Eyes-Human	8	3022	1	2485	1	NA	0	NA	0	NA
30019	Artificial Flowers & Plants-Manufacturers Supplies	30	2600	3	1950	1	NA	2	NA	0	NA
50028	Artificial Flowers, Plants & Trees	433	1458	42	870	11	26.2%	6	14.3%	25	59.5%
50029	Artificial Fruits & Foods	0	3465	0	3465	0	NA	0	NA	0	NA
30020	Artificial Grass	385	1520	2	1989	2	100.0%	0	0.0%	0	0.0%
30021	Artificial Limbs	50	2406	1	2354	1	NA	0	NA	0	NA
60064	Artists Agents	8,109	471	106	606	56	52.8%	32	30.2%	18	17.0%
60065	Artists-Commercial	382	1527	2	1992	1	50.0%	0	0.0%	1	50.0%
60066	Artists-Fine Art	2,009	902	20	1119	9	45.0%	11	55.0%	0	0.0%
30022	Asbestos & Asbestos Products	556	1359	8	1464	1	12.5%	5	62.5%	2	25.0%
60067	Asbestos Consulting & Testing	344	1572	3	1859	1	33.3%	2	66.7%	0	0.0%
10005	Asbestos Removal Service	8,114	470	11	1312	6	54.5%	5	45.5%	0	0.0%
30023	Asphalt	5,330	587	99	624	36	36.4%	49	49.5%	14	14.1%
80032	Asphalt Mixing Equipment	31	2593	0	2851	0	NA	0	NA	0	NA
60068	Assayers	0	3466	0	3466	0	NA	0	NA	0	NA
80033	Assayers Supplies	1	3368	0	3386	0	NA	0	NA	0	NA
60069	Assembly & Fabricating Service	2,006	904	15	1210	12	80.0%	3	20.0%	0	0.0%
61002	Assisted Living Centers	6,102	551	37	923	22	59.5%	12	32.4%	3	8.1%
60070	Association Management	1,853	924	42	865	28	66.7%	6	14.3%	8	19.0%
60071	Associations	31,890	193	373	305	204	54.7%	150	40.2%	19	5.1%
60072	Astrologers	1,203	1057	32	962	28	87.5%	4	12.5%	0	0.0%
80034	Astronomical Instruments	1	3369	0	3387	0	NA	0	NA	0	NA
60073	Athletic Organizations	2,680	797	88	655	60	68.2%	25	28.4%	3	3.4%
60088	Auctioneers	22,320	266	565	239	328	58.1%	211	37.3%	26	4.6%
60089	Audiologists	6,549	536	48	824	38	79.2%	5	10.4%	5	10.4%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80035	Audiometers	10	2957	2	2137	2	NA	0	NA	0	NA
60090	Audio-Visual Consultants	412	1484	7	1520	1	14.3%	3	42.9%	3	42.9%
50030	Audio-Visual Equipment-Dealers	1,753	937	50	816	23	46.0%	25	50.0%	2	4.0%
60091	Audio-Visual Equipment-Rent & Lease	3,553	704	62	749	44	71.0%	17	27.4%	1	1.6%
60092	Audio-Visual Equipment-Service & Repair	413	1482	37	933	24	64.9%	13	35.1%	0	0.0%
50031	Audio-Visual Equipment-Supplies & Parts	458	1434	3	1854	2	66.7%	1	33.3%	0	0.0%
80036	Audio-Visual Equipment-Whls & Mfgs	201	1785	7	1538	2	28.6%	5	71.4%	0	0.0%
60093	Audio-Visual Production Services	12,761	367	68	719	47	69.1%	20	29.4%	1	1.5%
80037	Auditory Training Equipment	0	3467	0	3467	0	NA	0	NA	0	NA
50032	Auto & Truck Brokers	12,816	364	317	338	173	54.6%	116	36.6%	28	8.8%
60000	Auto Air Conditioning	8,074	473	236	422	175	74.2%	49	20.8%	12	5.1%
50033	Auto Air Conditioning Equipment	11,221	401	91	644	51	56.0%	37	40.7%	3	3.3%
50034	Auto Alarms & Security Systems	9,981	421	298	358	166	55.7%	117	39.3%	15	5.0%
50035	Auto Appraisers	474	1416	2	1983	1	50.0%	1	50.0%	0	0.0%
80038	Auto Auctions	4,352	642	50	811	23	46.0%	22	44.0%	5	10.0%
60094	Auto Body Repair & Painting	261,863	17	3,220	53	2,036	63.2%	1,067	33.1%	117	3.6%
80039	Auto Body Shop Equipment & Sup	700	1255	61	755	25	41.0%	36	59.0%	0	0.0%
50036	Auto Bumpers, Guards & Grilles	926	1148	9	1409	7	77.8%	2	22.2%	0	0.0%
60095	Auto Customizing	3,769	686	127	553	59	46.5%	56	44.1%	12	9.4%
50037	Auto Dealers-Antique & Classic	3,147	744	65	735	41	63.1%	22	33.8%	2	3.1%
50038	Auto Dealers-Custom Design & Replica	1,912	918	90	652	58	64.4%	26	28.9%	6	6.7%
50039	Auto Dealers-New Cars	646,594	6	26,713	2	20,612	77.2%	5,227	19.6%	874	3.3%
50040	Auto Dealers-Used Cars	311,237	12	10,542	13	6,538	62.0%	3,527	33.5%	477	4.5%
60096	Auto Detailing	15,067	330	395	294	199	50.4%	180	45.6%	16	4.1%
60097	Auto Diagnostic Service	3,925	672	133	547	99	74.4%	24	18.0%	10	7.5%
50041	Auto Electric Equipment	68	2256	6	1617	3	NA	2	NA	1	NA
60098	Auto Electric Service	7,694	483	244	410	163	66.8%	75	30.7%	6	2.5%
50042	Auto Floor Coverings	58	2332	6	1624	3	NA	3	NA	0	NA
60099	Auto Hand & Foot Controls	1,311	1025	51	805	29	56.9%	16	31.4%	6	11.8%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60100	Auto Inspection Stations	4,182	652	191	456	129	67.5%	51	26.7%	11	5.8%
60988	Auto Listing Service	1,425	1005	11	1315	6	54.5%	4	36.4%	1	9.1%
60101	Auto Machine Shops	1,637	956	68	725	16	23.5%	44	64.7%	8	11.8%
30024	Auto Manufacturers & Distributors	11,201	403	1,520	111	1,376	90.5%	100	6.6%	44	2.9%
80040	Auto Manufacturers Equipment & Supplies	123	1989	6	1605	6	100.0%	0	0.0%	0	0.0%
80046	Auto Metal & Equipment-Dist./Mfg.	63	2294	0	2717	0	NA	0	NA	0	NA
50043	Auto Parts & Supplies-New	102,904	70	4,411	40	2,582	58.5%	1,678	38.0%	151	3.4%
80041	Auto Parts & Supplies-Used & Rebuilt	6,233	547	263	386	166	63.1%	84	31.9%	13	4.9%
80042	Auto Parts & Supplies-Whls & Mfgs	2,815	782	168	485	142	84.5%	26	15.5%	0	0.0%
80043	Auto Perform, Race & Sport Equipment	9,323	441	277	369	144	52.0%	102	36.8%	31	11.2%
50044	Auto Race Cars	397	1503	7	1523	2	28.6%	5	71.4%	0	0.0%
50045	Auto Radios & Stereos-Sales & Repair	2,678	798	91	646	44	48.4%	40	44.0%	7	7.7%
80044	Auto Radios & Stereos-Whls & Mfgs	1,075	1096	25	1037	22	88.0%	3	12.0%	0	0.0%
60102	Auto Renting & Leasing	71,740	104	2,646	64	1,781	67.3%	769	29.1%	96	3.6%
60990	Auto Repair - Windshield, Glass Shops	42,761	153	651	213	391	60.1%	213	32.7%	47	7.2%
60103	Auto Repair & Service	419,874	9	11,142	9	6,622	59.4%	4,037	36.2%	483	4.3%
80045	Auto Repair & Service-Equipment & Supplies	738	1238	39	906	24	61.5%	15	38.5%	0	0.0%
60104	Auto Repairing-Foreign	8,368	461	79	674	53	67.1%	23	29.1%	3	3.8%
60107	Auto Repair-Mobile	75,257	98	1,475	116	768	52.1%	634	43.0%	73	4.9%
60105	Auto Restoration	746	1233	29	996	17	58.6%	11	37.9%	1	3.4%
60108	Auto Seat Covers, Tops & Upholstery	4,991	602	78	679	37	47.4%	36	46.2%	5	6.4%
60995	Auto Service - Rust proofing Shops	1,725	942	52	802	36	69.2%	15	28.8%	1	1.9%
60994	Auto Service - Sound Systems Sales/Service.	18,998	293	614	226	319	52.0%	281	45.8%	14	2.3%
60991	Auto Service - Specialty Parts	1,019	1117	71	707	30	42.3%	35	49.3%	6	8.5%
60993	Auto Service - Steam Cleaning	280	1644	7	1531	4	57.1%	3	42.9%	0	0.0%
60996	Auto Service - Window Tinting	13,053	359	176	471	72	40.9%	91	51.7%	13	7.4%
60997	Auto Services	41,221	161	1,365	122	804	58.9%	494	36.2%	67	4.9%
60106	Auto Smog Inspection	2,505	819	68	723	43	63.2%	24	35.3%	1	1.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60109	Auto Sunroofs	2,311	853	22	1086	14	63.6%	8	36.4%	0	0.0%
60110	Auto Transporters & Drive-Away Companies	128,725	55	1,506	113	982	65.2%	428	28.4%	96	6.4%
60111	Auto Upholstery Cleaning	612	1316	15	1220	8	53.3%	7	46.7%	0	0.0%
60112	Auto Warranty Processing Service	102,898	71	2,114	84	1,604	75.9%	389	18.4%	121	5.7%
80047	Auto Wrecking	8,382	460	326	333	175	53.7%	134	41.1%	17	5.2%
50046	Autograph Dealers	122	1991	9	1441	6	66.7%	2	22.2%	1	11.1%
80048	Autographic Registers & Supplies	195	1792	3	1885	2	66.7%	1	33.3%	0	0.0%
80049	Automated Teller Machines	1,554	980	6	1554	4	66.7%	2	33.3%	0	0.0%
60113	Automation Consultants	782	1216	13	1259	6	46.2%	7	53.8%	0	0.0%
80050	Automation Systems & Equipment	689	1260	3	1840	2	66.7%	1	33.3%	0	0.0%
60114	Aviation Consultants	162	1864	4	1775	2	50.0%	2	50.0%	0	0.0%
50047	Awnings & Canopies	19,986	285	259	391	168	64.9%	75	29.0%	16	6.2%
30025	Axles	9	2985	1	2481	0	NA	1	NA	0	NA
30026	Babbitt Metals	0	3468	0	3468	0	NA	0	NA	0	NA
30027	Babbling	0	3469	0	3469	0	NA	0	NA	0	NA
60115	Baby Accessories & Services)	3,016	762	145	521	99	68.3%	45	31.0%	1	0.7%
80051	Baby Accessories-Whls & Mfgs	104	2053	8	1491	2	25.0%	4	50.0%	2	25.0%
50048	Baby Carriages & Strollers	3,094	751	150	513	103	68.7%	31	20.7%	16	10.7%
50049	Baby Foods	2	3296	0	3328	0	NA	0	NA	0	NA
50050	Baby Formula Service	0	3470	0	3470	0	NA	0	NA	0	NA
60116	Baby Shoe Preservation	0	3471	0	3471	0	NA	0	NA	0	NA
60200	Baby Sitters	632	1302	3	1841	2	66.7%	1	33.3%	0	0.0%
80052	Bacteria Control Equipment	0	3472	0	3472	0	NA	0	NA	0	NA
60117	Bacteriologists	0	3473	0	3473	0	NA	0	NA	0	NA
30028	Badges	46	2439	1	2361	1	NA	0	NA	0	NA
30029	Badges-Manufacturers Supplies	1	3370	0	3388	0	NA	0	NA	0	NA
60118	Badminton Courts-Public	106	2042	3	1906	2	66.7%	1	33.3%	0	0.0%
80053	Bag Making Machinery	0	3437	1	2553	0	NA	1	NA	0	NA
80054	Bag Ties	11	2939	0	3064	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50051	Bagels	163	1862	0	2602	0	NA	0	NA	0	NA
30030	Bags-Burlap, Canvas & Cotton	20	2743	0	2936	0	NA	0	NA	0	NA
30031	Bags-Paper	4	3171	0	3229	0	NA	0	NA	0	NA
30032	Bags-Plastic	88	2134	1	2290	1	NA	0	NA	0	NA
60119	Bail Bonds	6,988	512	82	668	38	46.3%	41	50.0%	3	3.7%
30033	Bakers Equipment	51	2393	1	2348	1	NA	0	NA	0	NA
60120	Bakers Equipment-Repair	115	2014	0	2633	0	NA	0	NA	0	NA
30034	Bakers Supplies	67	2266	0	2708	0	NA	0	NA	0	NA
50052	Bakers-Retail	15,401	325	232	426	124	53.4%	90	38.8%	18	7.8%
80055	Bakers-Wholesale	259	1682	4	1757	3	75.0%	1	25.0%	0	0.0%
80056	Balancing Equipment	0	3474	0	3474	0	NA	0	NA	0	NA
80057	Balancing Service-Industrial	8	3026	0	3126	0	NA	0	NA	0	NA
80058	Baling Equipment & Supplies	47	2426	1	2358	1	NA	0	NA	0	NA
60121	Ballistics Experts	88	2131	4	1800	2	NA	2	NA	0	NA
70519	Balloons-Manned	6,225	548	69	714	34	49.3%	34	49.3%	1	1.4%
50053	Balloons-Novelty & Toy	1,108	1084	40	890	24	60.0%	16	40.0%	0	0.0%
60122	Ballrooms	279	1645	9	1429	5	55.6%	3	33.3%	1	11.1%
80059	Balls Steel, Bronze, Ceramic, Etc.	10	2958	2	2138	2	NA	0	NA	0	NA
80060	Balls-Glass	0	3475	0	3475	0	NA	0	NA	0	NA
50054	Bamboo & Bamboo Products	92	2115	0	2660	0	NA	0	NA	0	NA
80061	Bank Equipment & Supplies	332	1586	4	1748	2	50.0%	2	50.0%	0	0.0%
20003	Banks	208,895	30	10,022	17	8,770	87.5%	972	9.7%	280	2.8%
50055	Banquet Facilities	6,451	542	133	546	80	60.2%	45	33.8%	8	6.0%
60123	Bar Coding Service	257	1690	0	2587	0	NA	0	NA	0	NA
30035	Bar Fixtures	4	3172	0	3230	0	NA	0	NA	0	NA
80062	Bar Supplies	24	2683	0	2905	0	NA	0	NA	0	NA
50056	Barbecue	103	2062	1	2271	1	100.0%	0	0.0%	0	0.0%
50057	Barbecue Equipment & Supplies	1,439	1000	38	918	29	76.3%	7	18.4%	2	5.3%
60124	Barber Schools	2,773	785	46	838	30	65.2%	16	34.8%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60125	Barbers	26,258	230	544	250	329	60.5%	203	37.3%	12	2.2%
80063	Barbers Equipment & Supplies	4	3173	0	3231	0	NA	0	NA	0	NA
70520	Barge Lines	12	2911	0	3046	0	NA	0	NA	0	NA
80064	Barn Equipment	166	1854	4	1774	1	25.0%	3	75.0%	0	0.0%
30036	Barometers	0	3476	0	3476	0	NA	0	NA	0	NA
80065	Barrels & Drums	21	2727	0	2927	0	NA	0	NA	0	NA
80066	Barrels & Drums-Equipment & Supplies	0	3477	0	3477	0	NA	0	NA	0	NA
80067	Barrels & Drums-Used	13	2888	0	3033	0	NA	0	NA	0	NA
30037	Barricades	328	1590	2	1997	1	50.0%	0	0.0%	1	50.0%
60126	Bartending Service	3,110	749	33	953	17	51.5%	15	45.5%	1	3.0%
60127	Barter & Trade Exchanges	904	1161	17	1177	6	35.3%	8	47.1%	3	17.6%
60128	Baseball Batting Ranges	95	2103	0	2657	0	NA	0	NA	0	NA
50058	Baseball Cards & Sports Memorabilia	2,138	876	151	512	71	47.0%	78	51.7%	2	1.3%
60129	Baseball Clubs	734	1240	19	1141	14	73.7%	5	26.3%	0	0.0%
80068	Baseball Pitching Machines	9	2989	0	3098	0	NA	0	NA	0	NA
60130	Basketball Clubs	80	2185	3	1919	0	NA	3	NA	0	NA
50059	Baskets-Retail	691	1258	12	1292	9	75.0%	2	16.7%	1	8.3%
80069	Baskets-Whls & Mfgs	33	2572	0	2837	0	NA	0	NA	0	NA
80070	Batching Equipment	0	3478	0	3478	0	NA	0	NA	0	NA
60131	Bathing Beaches	0	3438	1	2554	0	NA	1	NA	0	NA
50060	Bathroom Accessories	1,634	959	64	740	28	43.8%	32	50.0%	4	6.3%
60132	Baths	383	1525	2	1990	2	100.0%	0	0.0%	0	0.0%
50061	Baths-Equipment & Supplies	477	1415	24	1062	22	91.7%	2	8.3%	0	0.0%
30038	Bathtubs & Sinks-Repair & Refinish	22,824	258	245	405	115	46.9%	106	43.3%	24	9.8%
60133	Baton Twirling Instruction	1,037	1111	37	929	26	70.3%	11	29.7%	0	0.0%
30039	Batteries-Dry Cell-Whls & Mfgs	67	2264	1	2322	0	NA	0	NA	1	NA
50062	Batteries-Storage-Retail	375	1536	4	1741	3	75.0%	1	25.0%	0	0.0%
80071	Batteries-Storage-Whls & Mfgs	116	2007	1	2258	0	0.0%	1	100.0%	0	0.0%
50063	Battery Charging Equipment	24	2684	0	2906	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50064	Battery Repairing & Rebuilding	444	1444	86	663	75	87.2%	0	0.0%	11	12.8%
80072	Battery Supplies	13,925	349	297	360	236	79.5%	47	15.8%	14	4.7%
50065	Beads	418	1478	4	1733	2	50.0%	1	25.0%	1	25.0%
80073	Bearings	61	2314	0	2727	0	NA	0	NA	0	NA
60978	Beauty Pageants	8,364	462	63	743	45	71.4%	15	23.8%	3	4.8%
60134	Beauty Salons	59,236	123	1,127	139	669	59.4%	387	34.3%	71	6.3%
60135	Beauty Schools	4,039	661	51	803	33	64.7%	16	31.4%	2	3.9%
80075	Beauty Supplies & Equipment	9,026	446	309	344	178	57.6%	110	35.6%	21	6.8%
80074	Beauty Supplies & Equipment Repair	722	1247	8	1461	5	62.5%	3	37.5%	0	0.0%
60136	Bed & Breakfast	7,334	495	207	439	119	57.5%	80	38.6%	8	3.9%
50066	Bed Wetting Aids	0	3479	0	3479	0	NA	0	NA	0	NA
50067	Bedding	46,140	144	1,826	97	1,377	75.4%	393	21.5%	56	3.1%
50068	Bedspreads-Retail	3,028	761	110	595	55	50.0%	49	44.5%	6	5.5%
80076	Bedspreads-Whls & Mfgs	6	3096	0	3174	0	NA	0	NA	0	NA
60137	Beds-Renting	30	2602	1	2397	0	NA	1	NA	0	NA
50069	Beds-Retail	26,941	221	562	241	419	74.6%	132	23.5%	11	2.0%
80077	Beds-Whls & Mfgs	138	1931	8	1487	7	87.5%	1	12.5%	0	0.0%
00112	Beekeepers	31	2588	5	1707	2	NA	3	NA	0	NA
80078	Beekeepers Supplies	0	3480	0	3480	0	NA	0	NA	0	NA
50070	Beer & Ale-Retail	75	2214	0	2690	0	NA	0	NA	0	NA
80079	Beer & Ale-Wholesale	142	1919	1	2236	1	100.0%	0	0.0%	0	0.0%
30040	Beer Coil Cleaning Equipment	4	3174	0	3232	0	NA	0	NA	0	NA
30042	Beer Dispensing & Cleaning Equipment-Repair	0	3481	0	3481	0	NA	0	NA	0	NA
30041	Beer Dispensing & Cooling Equipment	180	1818	1	2215	1	100.0%	0	0.0%	0	0.0%
50071	Beer Home Brewing Equipment & Supplies	317	1602	3	1864	3	100.0%	0	0.0%	0	0.0%
80080	Bellows	21	2728	0	2928	0	NA	0	NA	0	NA
80081	Belting & Supplies	6	3089	1	2498	1	NA	0	NA	0	NA
30043	Benches & Work Tables	0	3482	0	3482	0	NA	0	NA	0	NA
80082	Benches-Seating	3	3232	1	2523	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
00113	Bentonite	0	3483	0	3483	0	NA	0	NA	0	NA
30044	Beryllium	0	3484	0	3484	0	NA	0	NA	0	NA
80083	Beverage Dispensers	79	2195	1	2303	1	NA	0	NA	0	NA
80084	Beverages	3,117	746	31	966	22	71.0%	5	16.1%	4	12.9%
50072	Bibles	36	2527	1	2384	1	NA	0	NA	0	NA
50073	Bicycle Racks & Security Systems	0	3485	0	3485	0	NA	0	NA	0	NA
50074	Bicycle-Dealers	9,661	432	272	377	158	58.1%	108	39.7%	6	2.2%
60138	Bicycles-Renting	4	3175	0	3233	0	NA	0	NA	0	NA
50075	Bicycles-Repair	133	1953	3	1899	1	33.3%	2	66.7%	0	0.0%
80085	Bicycles-Whls & Mfgs	54	2370	5	1696	1	NA	3	NA	1	NA
60139	Bid Report Service	1	3371	0	3389	0	NA	0	NA	0	NA
60140	Bill Paying Service	791	1212	14	1235	5	35.7%	5	35.7%	4	28.6%
50076	Billiard Equipment & Supplies	3,914	673	104	612	73	70.2%	31	29.8%	0	0.0%
60141	Billiard Parlors	2,939	767	226	430	200	88.5%	25	11.1%	1	0.4%
60142	Billing Service	15,840	317	710	201	590	83.1%	106	14.9%	14	2.0%
50077	Binders-Loose Leaf	44	2453	1	2366	1	NA	0	NA	0	NA
80086	Bindings-Bias & Straight	34	2559	0	2830	0	NA	0	NA	0	NA
70654	Bingo & Gaming Halls	203	1779	2	2018	1	50.0%	1	50.0%	0	0.0%
50078	Binoculars	73	2226	1	2313	1	NA	0	NA	0	NA
30045	Bins	0	3486	0	3486	0	NA	0	NA	0	NA
60143	Biofeedback Therapists	3,744	690	7	1503	4	57.1%	3	42.9%	0	0.0%
30046	Biological Products	255	1693	0	2588	0	NA	0	NA	0	NA
50786	Bird & Wildlife Supply Shops	1,300	1027	15	1215	11	73.3%	4	26.7%	0	0.0%
60144	Bird Barriers, Repellents & Controls	154	1885	0	2607	0	NA	0	NA	0	NA
50079	Bird Feeders & Houses	22	2703	4	1822	3	NA	1	NA	0	NA
60145	Birth Centers	43	2460	1	2370	0	NA	0	NA	1	NA
60146	Birth Control Information Centers	230	1733	4	1763	4	100.0%	0	0.0%	0	0.0%
80087	Black Light Equipment & Supplies	0	3487	0	3487	0	NA	0	NA	0	NA
60147	Blacksmiths	99	2079	3	1912	0	NA	2	NA	1	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50080	Blankets	19	2758	0	2945	0	NA	0	NA	0	NA
10007	Blasting Contractors	33	2573	0	2838	0	NA	0	NA	0	NA
80088	Blasting Equipment & Supplies	5	3134	0	3198	0	NA	0	NA	0	NA
30047	Bleachers & Grandstands	10	2966	0	3083	0	NA	0	NA	0	NA
60148	Blood Banks & Centers	88	2135	1	2291	0	NA	1	NA	0	NA
30048	Blowers & Blower Systems	369	1542	15	1227	14	93.3%	0	0.0%	1	6.7%
60149	Blueprinting	519	1385	13	1265	7	53.8%	4	30.8%	2	15.4%
80089	Blueprinting Equipment & Supplies	84	2162	0	2671	0	NA	0	NA	0	NA
60150	Boarding Houses	101	2070	3	1908	0	0.0%	3	100.0%	0	0.0%
60151	Boards Of Trade	138	1933	1	2242	1	100.0%	0	0.0%	0	0.0%
30049	Boat Builders	2,071	888	40	888	21	52.5%	18	45.0%	1	2.5%
70521	Boat Cleaning	258	1686	3	1868	0	0.0%	2	66.7%	1	33.3%
50081	Boat Covers, Tops & Upholstery	644	1295	24	1061	9	37.5%	13	54.2%	2	8.3%
50082	Boat Dealers	18,432	300	489	268	315	64.4%	152	31.1%	22	4.5%
50083	Boat Equipment & Supplies	1,446	998	63	747	36	57.1%	26	41.3%	1	1.6%
70522	Boat Launching	33	2570	1	2394	1	NA	0	NA	0	NA
70523	Boat Launching Sites	50	2403	2	2085	1	NA	1	NA	0	NA
70524	Boat Renting & Leasing	229	1734	19	1152	15	78.9%	2	10.5%	2	10.5%
30050	Boat Repair	7,484	490	206	440	118	57.3%	81	39.3%	7	3.4%
70525	Boat Storage	376	1534	7	1527	4	57.1%	2	28.6%	1	14.3%
70526	Boat Transporting	818	1198	23	1074	15	65.2%	7	30.4%	1	4.3%
70527	Boat Yards	3	3228	2	2150	1	NA	1	NA	0	NA
60152	Boat-Charter	4,823	612	115	580	77	67.0%	30	26.1%	8	7.0%
60153	Boat-Excursion	26	2656	3	1952	3	NA	0	NA	0	NA
60154	Boating Instruction	765	1221	7	1513	5	71.4%	2	28.6%	0	0.0%
80090	Boilers-New & Used	517	1389	3	1849	2	66.7%	1	33.3%	0	0.0%
80091	Boilers-Rental	12	2903	1	2460	1	NA	0	NA	0	NA
10008	Boilers-Repair & Cleaning	730	1243	9	1413	7	77.8%	1	11.1%	1	11.1%
80092	Boilers-Supplies & Parts	9	2990	0	3099	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50084	Bolts & Nuts	46	2442	0	2776	0	NA	0	NA	0	NA
20004	Bonds-Surety & Fidelity	239	1721	2	2008	1	50.0%	1	50.0%	0	0.0%
61080	Book/Record/Tape Club	62,447	117	1,598	109	1,398	87.5%	194	12.1%	6	0.4%
30051	Bookbinders	1,659	950	23	1069	13	56.5%	8	34.8%	2	8.7%
80093	Bookbinders Equipment & Supplies	7	3060	0	3147	0	NA	0	NA	0	NA
80094	Bookcases	3	3233	1	2524	1	NA	0	NA	0	NA
60155	Bookkeeping Service	35,877	177	240	418	121	50.4%	103	42.9%	16	6.7%
50085	Books-New	21,939	270	881	175	704	79.9%	134	15.2%	43	4.9%
50086	Books-Used & Rare	1,710	943	84	665	37	44.0%	44	52.4%	3	3.6%
80095	Books-Wholesale	631	1303	25	1043	7	28.0%	13	52.0%	5	20.0%
30052	Booths-Toll, Parking, Etc.	3	3234	1	2525	1	NA	0	NA	0	NA
50087	Boots	980	1131	45	846	22	48.9%	18	40.0%	5	11.1%
50088	Bottle Caps & Seals	0	3488	0	3488	0	NA	0	NA	0	NA
80096	Bottlers Equipment & Supplies	93	2108	3	1915	3	NA	0	NA	0	NA
80097	Bottles-Used	0	3489	0	3489	0	NA	0	NA	0	NA
80098	Bottles-Whls & Mfgs	178	1825	4	1769	3	75.0%	1	25.0%	0	0.0%
80099	Boutique Items-Whls & Mfgs	25	2664	1	2409	1	NA	0	NA	0	NA
50089	Boutiques	2,278	858	90	651	51	56.7%	33	36.7%	6	6.7%
60156	Bowling	2,479	825	35	945	17	48.6%	15	42.9%	3	8.6%
50090	Bowling Clothes & Accessories	31	2590	2	2104	1	NA	1	NA	0	NA
60157	Bowling Instruction	253	1697	10	1386	8	80.0%	2	20.0%	0	0.0%
80100	Bowling Lane Equipment & Supplies	13	2880	1	2454	1	NA	0	NA	0	NA
10009	Bowling Lane Refinish & Repair	31	2594	0	2852	0	NA	0	NA	0	NA
50091	Box Lunches	3	3243	0	3289	0	NA	0	NA	0	NA
80101	Box Manufacturers Equipment & Supplies	101	2072	0	2648	0	NA	0	NA	0	NA
80102	Box Openers	0	3490	0	3490	0	NA	0	NA	0	NA
30053	Box Partitions	6	3097	0	3175	0	NA	0	NA	0	NA
30054	Boxes-Corrugated & Fiber	167	1851	1	2223	1	100.0%	0	0.0%	0	0.0%
30055	Boxes-Metal	0	3491	0	3491	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80103	Boxes-Paper	51	2394	1	2349	1	NA	0	NA	0	NA
30056	Boxes-Plastic & Transparent	0	3492	0	3492	0	NA	0	NA	0	NA
30057	Boxes-Specialty & Fancy	7	3061	0	3148	0	NA	0	NA	0	NA
80104	Boxes-Used	0	3493	0	3493	0	NA	0	NA	0	NA
80105	Boxes-Wire Bound	0	3494	0	3494	0	NA	0	NA	0	NA
80106	Boxes-Wooden	59	2327	0	2733	0	NA	0	NA	0	NA
50092	Boy & Girl Organizations-Supplies	8	3027	0	3127	0	NA	0	NA	0	NA
50093	Boys Clothing/Furnishings-Retail	8	3023	1	2486	1	NA	0	NA	0	NA
80107	Boys Clothing/Furnishings-Wholesale/Manufacturers	3	3227	3	1966	1	NA	2	NA	0	NA
50094	Braids	285	1634	5	1649	1	20.0%	3	60.0%	1	20.0%
50095	Braille Supplies	140	1925	1	2239	0	0.0%	1	100.0%	0	0.0%
50096	Brake Fluids	8	3028	0	3128	0	NA	0	NA	0	NA
60158	Brake Service	55,482	127	1,886	94	1,312	69.6%	503	26.7%	71	3.8%
50097	Brake Service Equipment	223	1747	9	1434	0	0.0%	9	100.0%	0	0.0%
60159	Brake Shoe Bonding & Exchanging	466	1425	18	1166	8	44.4%	9	50.0%	1	5.6%
30058	Brakes-Lining-Manufacturers & Distributors	14	2857	2	2132	2	NA	0	NA	0	NA
30059	Brakes-Manufacturers & Distributors	37	2517	1	2382	0	NA	1	NA	0	NA
80108	Branding Equipment	1	3372	0	3390	0	NA	0	NA	0	NA
50098	Bras	41	2479	0	2791	0	NA	0	NA	0	NA
80109	Brass	9	2991	0	3100	0	NA	0	NA	0	NA
80110	Brass Fabricators	0	3495	0	3495	0	NA	0	NA	0	NA
80111	Brass Products	12	2904	1	2461	0	NA	1	NA	0	NA
60160	Brazing	11	2929	2	2135	2	NA	0	NA	0	NA
80112	Brazing Alloys	0	3496	0	3496	0	NA	0	NA	0	NA
10010	Breakfast Nooks & Booths	0	3497	0	3497	0	NA	0	NA	0	NA
30060	Brewers	249	1702	3	1872	2	66.7%	1	33.3%	0	0.0%
30061	Brewers Equipment & Supplies	8	3029	0	3129	0	NA	0	NA	0	NA
50099	Brick Preservatives	23	2698	0	2913	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50100	Brick-Clay-Common & Face	1,085	1093	3	1835	3	100.0%	0	0.0%	0	0.0%
50101	Brick-Concrete, Pumice, Etc.	384	1521	17	1188	11	64.7%	5	29.4%	1	5.9%
30063	Brick-Fire	11	2940	0	3065	0	NA	0	NA	0	NA
50102	Brick-Used	0	3498	0	3498	0	NA	0	NA	0	NA
50103	Bridal & Millinery Supplies	258	1685	4	1758	3	75.0%	1	25.0%	0	0.0%
60161	Bridal Gown Preservation	1,498	988	9	1403	5	55.6%	4	44.4%	0	0.0%
50104	Bridal Registries	1,188	1063	16	1197	10	62.5%	6	37.5%	0	0.0%
50105	Bridal Shops	62,829	116	1,343	124	828	61.7%	474	35.3%	41	3.1%
80113	Bridal Supplies-Wholesale & Mfg.	182	1811	3	1887	2	66.7%	1	33.3%	0	0.0%
10011	Bridge Builders	74	2220	1	2311	0	NA	1	NA	0	NA
60162	Bridge Clubs	0	3499	0	3499	0	NA	0	NA	0	NA
60163	Bridge Instruction	5,352	586	52	797	27	51.9%	25	48.1%	0	0.0%
70528	Bridge Operators	1	3373	0	3391	0	NA	0	NA	0	NA
80114	Bristles	0	3500	0	3500	0	NA	0	NA	0	NA
80115	Broaching	3	3244	0	3290	0	NA	0	NA	0	NA
30064	Bronze	0	3501	0	3501	0	NA	0	NA	0	NA
30065	Bronze Powders & Liquids	0	3502	0	3502	0	NA	0	NA	0	NA
50106	Bronze Tablets	0	3503	0	3503	0	NA	0	NA	0	NA
61049	Bronzing	218	1753	4	1765	0	0.0%	4	100.0%	0	0.0%
80116	Broom Manufacturers' Equipment & Supplies	2	3297	0	3329	0	NA	0	NA	0	NA
50107	Brooms	1	3374	0	3392	0	NA	0	NA	0	NA
80117	Brush Manufacturers' Equipment & Supplies	0	3504	0	3504	0	NA	0	NA	0	NA
50108	Brushes	22	2712	0	2918	0	NA	0	NA	0	NA
80118	Buckets-Digging & Hoisting	12	2912	0	3047	0	NA	0	NA	0	NA
50109	Buckles	28	2635	0	2877	0	NA	0	NA	0	NA
80119	Buffing & Polishing Equipment & Supplies	0	3505	0	3505	0	NA	0	NA	0	NA
60164	Building Cleaning-Exterior	489	1410	6	1575	4	66.7%	1	16.7%	1	16.7%
10012	Building Construction Consultants	20,153	284	273	376	148	54.2%	110	40.3%	15	5.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10013	Building Contractors	99,002	77	726	195	344	47.4%	342	47.1%	40	5.5%
60165	Building Inspection	7,506	489	75	690	49	65.3%	24	32.0%	2	2.7%
50110	Building Materials	80,905	92	2,523	69	1,721	68.2%	772	30.6%	30	1.2%
50111	Building Materials-Used	279	1647	5	1650	4	80.0%	1	20.0%	0	0.0%
10014	Building Restoration & Preservation	3,225	738	67	730	32	47.8%	31	46.3%	4	6.0%
10015	Buildings-Concrete	65	2276	5	1692	2	NA	3	NA	0	NA
50112	Buildings-Metal	4,688	619	79	676	46	58.2%	33	41.8%	0	0.0%
10016	Buildings-Pole & Post Frame	2,388	842	71	706	43	60.6%	26	36.6%	2	2.8%
50113	Buildings-Portable	2,022	896	41	876	23	56.1%	13	31.7%	5	12.2%
50114	Buildings-Pre-Cut, Prefab & Modular -Dealers	18,105	301	299	356	197	65.9%	94	31.4%	8	2.7%
60166	Bulldozers	194	1793	1	2208	0	0.0%	1	100.0%	0	0.0%
80120	Bulletin & Directory Boards	0	3506	0	3506	0	NA	0	NA	0	NA
50115	Bullet-Resistant Equipment	4	3176	0	3234	0	NA	0	NA	0	NA
50116	Buoys-Marine	0	3507	0	3507	0	NA	0	NA	0	NA
60167	Burglar Alarms & Monitoring	10,344	416	302	352	184	60.9%	93	30.8%	25	8.3%
60168	Burial Advisory Service	38	2510	0	2806	0	NA	0	NA	0	NA
80121	Burial Vaults	71	2240	1	2317	0	NA	1	NA	0	NA
80122	Burlap	0	3508	0	3508	0	NA	0	NA	0	NA
70529	Bus Lines	394	1508	19	1149	11	57.9%	6	31.6%	2	10.5%
70530	Bus Lines Ticket Agencies	1,419	1007	270	379	201	74.4%	69	25.6%	0	0.0%
30066	Buses-Bodies	0	3509	0	3509	0	NA	0	NA	0	NA
70531	Buses-Charter & Rental	13,320	357	495	267	318	64.2%	159	32.1%	18	3.6%
80123	Buses-Distributors & Manufacturers	31	2595	0	2853	0	NA	0	NA	0	NA
80124	Buses-Parts & Supplies	17	2808	1	2440	0	NA	1	NA	0	NA
60169	Buses-Repair & Service	97	2090	0	2652	0	NA	0	NA	0	NA
80125	Buses-Used	46	2437	2	2090	1	NA	1	NA	0	NA
30067	Bushings	0	3510	0	3510	0	NA	0	NA	0	NA
60170	Business & Trade Organizations	32,397	189	169	480	113	66.9%	45	26.6%	11	6.5%
60171	Business Brokers	19,259	291	178	469	107	60.1%	58	32.6%	13	7.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60172	Business Consultants	104,039	68	1,505	114	1,257	83.5%	221	14.7%	27	1.8%
50117	Business Forms & Systems	976	1133	12	1286	11	91.7%	1	8.3%	0	0.0%
20086	Business Opportunity Cos.	222,522	25	2,483	70	1,336	53.8%	833	33.5%	314	12.6%
20087	Business Promotions - General	9,952	422	111	590	62	55.9%	40	36.0%	9	8.1%
60987	Business Services (General)	143,783	50	3,132	54	1,795	57.3%	1,135	36.2%	202	6.4%
30068	Butchering	47	2424	5	1700	3	NA	1	NA	1	NA
80126	Butchers Equipment & Supplies	8	3030	0	3130	0	NA	0	NA	0	NA
80127	Butter	0	3511	0	3511	0	NA	0	NA	0	NA
50118	Buttonhole Makers	0	3512	0	3512	0	NA	0	NA	0	NA
80128	Buttons-Advertising	18	2787	0	2966	0	NA	0	NA	0	NA
50119	Buttons-Clothing	55	2363	2	2082	2	NA	0	NA	0	NA
80129	Buttons-Manufacturers Equipment & Supplies	6	3090	1	2499	0	NA	1	NA	0	NA
10017	Cabanas-Beach & Pool	2	3298	0	3330	0	NA	0	NA	0	NA
50120	Cabinet Makers	32,421	188	480	272	315	65.6%	151	31.5%	14	2.9%
10184	Cabinet Refinishers	4,240	649	81	670	36	44.4%	41	50.6%	4	4.9%
50121	Cabinets	7,197	498	92	641	54	58.7%	34	37.0%	4	4.3%
30069	Cabinets Equipment & Supplies	186	1807	11	1346	7	63.6%	4	36.4%	0	0.0%
10018	Cable Splicing	26	2657	1	2407	0	NA	0	NA	1	NA
30070	Cabs-Tractor, Truck, Etc.	3	3226	4	1829	2	NA	2	NA	0	NA
30071	Caissons-Structural	0	3513	0	3513	0	NA	0	NA	0	NA
50122	Cake Decorating Equipment & Supplies	36	2524	3	1945	1	NA	2	NA	0	NA
60173	Calculating Service	86	2148	0	2666	0	NA	0	NA	0	NA
80130	Calculators, Adding Machines & Supplies	12	2905	1	2462	1	NA	0	NA	0	NA
50123	Calendars	75	2211	4	1803	3	NA	1	NA	0	NA
60174	Calligraphers	115	2013	1	2259	0	0.0%	0	0.0%	1	100.0%
50124	Campers-Dealers	2,183	868	72	704	45	62.5%	23	31.9%	4	5.6%
60175	Campers-Rent & Lease	61	2312	2	2076	2	NA	0	NA	0	NA
60176	Campers-Service & Repair	1,449	997	44	852	28	63.6%	13	29.5%	3	6.8%
50125	Campers-Supplies & Parts	461	1430	15	1224	13	86.7%	2	13.3%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30072	Campers-Whls & Mfgs	575	1345	19	1145	10	52.6%	9	47.4%	0	0.0%
60177	Campgrounds & RV Parks	3,992	665	134	541	78	58.2%	51	38.1%	5	3.7%
50126	Camping Equipment	857	1176	40	893	23	57.5%	13	32.5%	4	10.0%
60178	Camping Equipment-Renting	2,142	875	17	1172	10	58.8%	7	41.2%	0	0.0%
60179	Camps	7,454	491	139	528	79	56.8%	52	37.4%	8	5.8%
30073	Cams-Grinding & Cutting	3	3245	0	3291	0	NA	0	NA	0	NA
50127	Candle Making Supplies	3	3229	2	2151	1	NA	1	NA	0	NA
50128	Candles-Retail	5,081	592	69	715	38	55.1%	26	37.7%	5	7.2%
80131	Candles-Whls & Mfgs	182	1812	1	2211	0	0.0%	1	100.0%	0	0.0%
30074	Candy & Confectionery Brokers	8	3031	0	3131	0	NA	0	NA	0	NA
30075	Candy & Confectionery Manufacturers Equipment	32	2584	0	2847	0	NA	0	NA	0	NA
80132	Candy & Confectionery Manufacturers Supplies	39	2500	1	2375	1	NA	0	NA	0	NA
50129	Candy & Confectionery-Retail	4,770	615	33	952	17	51.5%	14	42.4%	2	6.1%
30076	Candy & Confectionery-Whls & Mfgs	164	1859	3	1891	2	66.7%	1	33.3%	0	0.0%
80133	Canes	5	3135	0	3199	0	NA	0	NA	0	NA
30077	Caning	0	3514	0	3514	0	NA	0	NA	0	NA
50130	Caning Supplies	0	3515	0	3515	0	NA	0	NA	0	NA
80134	Canners	10	2967	0	3084	0	NA	0	NA	0	NA
30078	Canners Equipment & Supplies	30	2603	1	2398	0	NA	1	NA	0	NA
30079	Cans	0	3516	0	3516	0	NA	0	NA	0	NA
80135	Cans Manufacturers Machinery	0	3517	0	3517	0	NA	0	NA	0	NA
80136	Canvas Goods	158	1875	6	1601	3	50.0%	2	33.3%	1	16.7%
80137	Canvas-Whls & Mfgs	13	2881	1	2455	0	NA	1	NA	0	NA
80138	Capacitors	0	3518	0	3518	0	NA	0	NA	0	NA
50131	Caps & Gowns	43	2462	0	2781	0	NA	0	NA	0	NA
30080	Caps-Whls & Mfgs	5	3122	1	2505	0	NA	1	NA	0	NA
70532	Car Loading & Unloading	0	3519	0	3519	0	NA	0	NA	0	NA
70533	Car Pool Information	2	3299	0	3331	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60180	Car Wash & Polish	24,793	240	1,083	142	648	59.8%	390	36.0%	45	4.2%
50132	Car Wash & Polish Equipment & Supplies	94	2104	7	1543	5	NA	1	NA	1	NA
30081	Carbide	0	3520	0	3520	0	NA	0	NA	0	NA
30082	Carbide Metals & Products	6	3098	0	3176	0	NA	0	NA	0	NA
80139	Carbon Blacks	0	3521	0	3521	0	NA	0	NA	0	NA
80140	Carbon Paper	0	3522	0	3522	0	NA	0	NA	0	NA
30083	Carbon Products	0	3523	0	3523	0	NA	0	NA	0	NA
30084	Carbon-Activated	0	3524	0	3524	0	NA	0	NA	0	NA
30085	Carbonic Gas	55	2365	0	2748	0	NA	0	NA	0	NA
60181	Carburetors	655	1289	10	1368	10	100.0%	0	0.0%	0	0.0%
80141	Cardboard	180	1819	1	2216	1	100.0%	0	0.0%	0	0.0%
60182	Career & Outplacement Counseling	42,318	155	393	295	276	70.2%	79	20.1%	38	9.7%
30086	Cargo & Freight Containers	125	1983	7	1540	5	71.4%	2	28.6%	0	0.0%
80142	Cargo Stabilizing Devices	0	3525	0	3525	0	NA	0	NA	0	NA
30087	Carnival Supplies	12	2913	0	3048	0	NA	0	NA	0	NA
60183	Carnivals	2,290	856	15	1209	3	20.0%	10	66.7%	2	13.3%
10019	Carpenters	23,146	255	268	380	130	48.5%	117	43.7%	21	7.8%
30088	Carpet & Rug Binding Machines	16	2819	1	2442	1	NA	0	NA	0	NA
60184	Carpet & Rug Cleaners	153,483	46	2,370	75	1,362	57.5%	877	37.0%	131	5.5%
80143	Carpet & Rug Cleaning Equipment& Supplies	4,290	648	136	535	83	61.0%	44	32.4%	9	6.6%
60185	Carpet & Rug Cleaning Equipment-Rental	56	2356	1	2341	1	NA	0	NA	0	NA
50133	Carpet & Rug Dealers-New	176,622	39	2,949	60	2,013	68.3%	819	27.8%	117	4.0%
50134	Carpet & Rug Dealers-Used	12,491	374	405	290	271	66.9%	118	29.1%	16	4.0%
80144	Carpet & Rug Distributors & Manufacturers	4,081	657	73	700	55	75.3%	9	12.3%	9	12.3%
60186	Carpet & Rug Dyers	817	1199	10	1364	4	40.0%	4	40.0%	2	20.0%
10020	Carpet & Rug Measuring	31	2591	2	2105	2	NA	0	NA	0	NA
50135	Carpet & Rug Pads, Linings & Accessories	170	1842	5	1664	3	60.0%	2	40.0%	0	0.0%
60187	Carpet & Rug Renting	140	1926	1	2240	1	100.0%	0	0.0%	0	0.0%
10021	Carpet & Rug Repair	1,292	1029	39	904	20	51.3%	16	41.0%	3	7.7%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80145	Carpet & Rug Weavers	63	2290	1	2332	0	NA	1	NA	0	NA
10022	Carpet Layers	9,760	429	275	372	140	50.9%	126	45.8%	9	3.3%
80146	Carpet Layers Equipment & Supplies	59	2325	6	1623	3	NA	3	NA	0	NA
80147	Carpet Workrooms	10	2959	2	2139	1	NA	1	NA	0	NA
10023	Carports	3,390	724	81	671	55	67.9%	18	22.2%	8	9.9%
70534	Carriages-Horse	73	2225	6	1614	3	NA	3	NA	0	NA
30089	Casein	0	3526	0	3526	0	NA	0	NA	0	NA
80148	Cash Registers & Supplies	412	1485	7	1521	5	71.4%	1	14.3%	1	14.3%
60188	Casinos	4,314	644	112	587	67	59.8%	32	28.6%	13	11.6%
60189	Caskets	364	1545	4	1742	0	0.0%	0	0.0%	4	100.0%
50136	Casters & Glides	29	2619	0	2868	0	NA	0	NA	0	NA
30090	Catalog Designers & Compilers	6	3091	1	2500	0	NA	1	NA	0	NA
50137	Catalog Showrooms	5,511	578	147	517	98	66.7%	33	22.4%	16	10.9%
50138	Caterers	33,795	183	325	334	177	54.5%	129	39.7%	19	5.8%
30091	Caterers Equipment & Supplies	47	2425	3	1938	0	NA	3	NA	0	NA
10024	Caulking Contractors	56	2357	0	2744	0	NA	0	NA	0	NA
50139	Caulking Materials & Equipment	34	2556	1	2391	1	NA	0	NA	0	NA
50140	Cave Exploration Equipment & Supplies	0	3527	0	3527	0	NA	0	NA	0	NA
60190	Caverns	6	3099	0	3177	0	NA	0	NA	0	NA
60191	Ceiling Cleaning	652	1291	8	1463	5	62.5%	3	37.5%	0	0.0%
10025	Ceiling Contractors	2,892	775	14	1231	6	42.9%	7	50.0%	1	7.1%
50141	Ceiling Materials	0	3528	0	3528	0	NA	0	NA	0	NA
30092	Cellophane & Cell Materials & Products	1	3358	1	2543	0	NA	1	NA	0	NA
50142	Cellular Telephone Svc, Equip.& Supplies	126,704	57	28,318	1	24,764	87.4%	3,203	11.3%	351	1.2%
50143	Cement-Retail	244	1713	5	1654	4	80.0%	1	20.0%	0	0.0%
80149	Cement-Whls & Mfgs	108	2039	1	2265	0	0.0%	1	100.0%	0	0.0%
60192	Cemeteries	5,975	558	239	420	125	52.3%	112	46.9%	2	0.8%
80150	Cemetery Equipment & Supplies	71	2239	4	1804	3	NA	1	NA	0	NA
30093	Centrifugal Machinery	2	3300	0	3332	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50144	Ceramic Products-Decorative	846	1186	12	1288	10	83.3%	2	16.7%	0	0.0%
80151	Ceramic Products-Industrial	1,431	1003	298	359	256	85.9%	42	14.1%	0	0.0%
30094	Ceramics-Equipment & Supplies	830	1191	9	1412	6	66.7%	2	22.2%	1	11.1%
30095	Cereals	2	3301	0	3333	0	NA	0	NA	0	NA
90026	Chain Letters	541	1373	2	1979	0	0.0%	1	50.0%	1	50.0%
50145	Chains	6	3100	0	3178	0	NA	0	NA	0	NA
80152	Chairs-Orthopedic & Lift	98	2087	1	2276	1	NA	0	NA	0	NA
60193	Chairs-Rent	8,335	464	463	278	327	70.6%	122	26.3%	14	3.0%
80153	Chairs-Whls & Mfgs	13	2882	1	2456	1	NA	0	NA	0	NA
50146	Chalkboards	0	3529	0	3529	0	NA	0	NA	0	NA
60194	Chambers Of Commerce	12,810	365	9	1400	7	77.8%	2	22.2%	0	0.0%
50147	Chamois Skins	0	3530	0	3530	0	NA	0	NA	0	NA
50148	Charcoal	0	3531	0	3531	0	NA	0	NA	0	NA
90021	Charity Soliciting Locally	91,160	81	356	317	240	67.4%	106	29.8%	10	2.8%
90031	Charity Soliciting Nationally	14,372	338	142	523	87	61.3%	55	38.7%	0	0.0%
60977	Charity-Advertising for Publications	1,048	1110	47	833	38	80.9%	9	19.1%	0	0.0%
60195	Charts	1	3375	0	3393	0	NA	0	NA	0	NA
70536	Chauffeur Service	3,173	742	63	745	43	68.3%	18	28.6%	2	3.2%
80154	Check Cashing Protection Systems	929	1145	31	971	14	45.2%	13	41.9%	4	12.9%
20005	Check Cashing Service	22,595	261	569	238	417	73.3%	116	20.4%	36	6.3%
80155	Check Protection & Signing Machines	19	2754	1	2431	1	NA	0	NA	0	NA
60196	Check Room Service	196	1790	3	1884	3	100.0%	0	0.0%	0	0.0%
30096	Checks-Printing	4,901	605	230	427	204	88.7%	25	10.9%	1	0.4%
80156	Cheese	169	1847	2	2029	0	0.0%	1	50.0%	1	50.0%
80157	Cheesecloth	3	3246	0	3292	0	NA	0	NA	0	NA
80158	Chemical Cleaning-Industrial	282	1643	2	2000	1	50.0%	1	50.0%	0	0.0%
30097	Chemical Milling	54	2379	0	2754	0	NA	0	NA	0	NA
30098	Chemical Plant Equipment & Supplies	118	2004	0	2629	0	NA	0	NA	0	NA
80159	Chemicals	998	1122	19	1136	10	52.6%	7	36.8%	2	10.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70537	Chemicals-Reclaiming	591	1337	5	1635	3	60.0%	2	40.0%	0	0.0%
60197	Chemists-Analytical & Consulting	119	2002	0	2628	0	NA	0	NA	0	NA
30099	Chemists-Manufacturers	79	2192	3	1921	0	NA	3	NA	0	NA
60198	Chess Instruction	599	1331	1	2168	1	100.0%	0	0.0%	0	0.0%
30100	Chewing Gum	0	3532	0	3532	0	NA	0	NA	0	NA
60199	Child Care Centers	65,650	114	407	288	252	61.9%	137	33.7%	18	4.4%
50149	Children's & Infants Wear-Retail	5,770	569	221	433	145	65.6%	57	25.8%	19	8.6%
80160	Children's & Infants Wear-Wholesale & Mfrs.	35	2547	0	2824	0	NA	0	NA	0	NA
80161	Chillers-Liquid	0	3533	0	3533	0	NA	0	NA	0	NA
50150	Chimes & Bells	9	2992	0	3101	0	NA	0	NA	0	NA
10026	Chimney Builders & Repair	21,347	274	133	544	62	46.6%	54	40.6%	17	12.8%
60201	Chimney Cleaning	53,024	131	464	276	268	57.8%	142	30.6%	54	11.6%
80162	Chimney Cleaning Equipment & Supplies	60	2317	1	2339	0	NA	0	NA	1	NA
80163	Chimney Lining Materials	33	2574	0	2839	0	NA	0	NA	0	NA
80164	Chimneys-Prefabricated	1	3376	0	3394	0	NA	0	NA	0	NA
60202	China & Crystal-Repair	36	2528	1	2385	1	NA	0	NA	0	NA
60203	China & Glassware-Renting	0	3534	0	3534	0	NA	0	NA	0	NA
50151	China & Glassware-Retail	1,530	983	26	1025	16	61.5%	8	30.8%	2	7.7%
80165	China Decorators	0	3535	0	3535	0	NA	0	NA	0	NA
80166	China-Whls & Mfgs	2	3283	1	2529	1	NA	0	NA	0	NA
50152	Chinese Food Products	7	3045	3	1962	2	NA	1	NA	0	NA
60204	Chiropractor Information Bureaus	12,904	361	546	247	375	68.7%	171	31.3%	0	0.0%
60205	Chiropractors D.C.	24,162	246	244	408	173	70.9%	61	25.0%	10	4.1%
80167	Chiropractors' Equipment & Supplies	12	2906	1	2463	0	NA	1	NA	0	NA
80168	Chlorinators	3	3247	0	3293	0	NA	0	NA	0	NA
80169	Chlorine	0	3536	0	3536	0	NA	0	NA	0	NA
30101	Chocolate & Cocoa	18	2783	1	2435	1	NA	0	NA	0	NA
60206	Choreographers	0	3537	0	3537	0	NA	0	NA	0	NA
60207	Christian Science Practitioners	8	3032	0	3132	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60208	Christian Science Reading Rooms	36	2531	0	2816	0	NA	0	NA	0	NA
60209	Christmas Lights & Decorations	224	1746	8	1481	5	62.5%	3	37.5%	0	0.0%
00114	Christmas Trees	240	1718	2	2007	1	50.0%	1	50.0%	0	0.0%
50153	Chucks	0	3538	0	3538	0	NA	0	NA	0	NA
30102	Church Furnishings	115	2015	0	2634	0	NA	0	NA	0	NA
80170	Church Supplies	46	2440	1	2362	0	NA	1	NA	0	NA
60210	Churches	3,055	754	52	798	20	38.5%	7	13.5%	25	48.1%
50154	Cigar & Cigarette & Tobacco Dealers-Retail	4,376	639	135	539	43	31.9%	79	58.5%	13	9.6%
80171	Cigar & Cigarette & Tobacco Dealers-Wholesale	6	3087	2	2147	1	NA	1	NA	0	NA
50155	Cigar & Cigarette Lighters	8	3016	4	1827	3	NA	1	NA	0	NA
30103	Cigar, Cigarette & Tobacco Manufacturers	84	2158	21	1113	1	NA	2	NA	18	NA
80172	Cinders	0	3539	0	3539	0	NA	0	NA	0	NA
30104	Circuit Breakers	0	3540	0	3540	0	NA	0	NA	0	NA
60211	Circulation Auditors	4	3177	0	3235	0	NA	0	NA	0	NA
60212	Circus Companies	38	2506	1	2378	0	NA	1	NA	0	NA
10027	Cistern Builders	0	3541	0	3541	0	NA	0	NA	0	NA
60213	City & Town Planners	3,766	687	124	559	94	75.8%	30	24.2%	0	0.0%
30766	City Marshals	0	3542	0	3542	0	NA	0	NA	0	NA
80173	Clamps	0	3543	0	3543	0	NA	0	NA	0	NA
30105	Clay	55	2366	0	2749	0	NA	0	NA	0	NA
30106	Clay Products	7	3062	0	3149	0	NA	0	NA	0	NA
10028	Clean Room Facilities	3	3248	0	3294	0	NA	0	NA	0	NA
10029	Clean Rooms-Installation & Equipment	21	2729	0	2929	0	NA	0	NA	0	NA
60214	Cleaners	71,116	109	4,604	37	2,328	50.6%	2,092	45.4%	184	4.0%
80174	Cleaners & Dyers Equipment	1	3377	0	3395	0	NA	0	NA	0	NA
80175	Cleaners & Dyers Supplies	7	3049	1	2489	0	NA	1	NA	0	NA
60215	Cleaners-Self Service	101	2069	7	1542	5	71.4%	1	14.3%	1	14.3%
60216	Cleaners-Wholesale	5	3123	1	2506	1	NA	0	NA	0	NA
80176	Cleaning Compounds	537	1376	3	1847	0	0.0%	3	100.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
61041	Cleaning Supplies by Internet	370	1541	10	1379	9	90.0%	1	10.0%	0	0.0%
61039	Cleaning Supplies by Mail	355	1557	23	1081	16	69.6%	6	26.1%	1	4.3%
61038	Cleaning Supplies by Telephone	1,560	977	59	766	51	86.4%	5	8.5%	3	5.1%
61040	Cleaning Supplies Direct Door-to-Door	4,031	662	109	600	71	65.1%	37	33.9%	1	0.9%
80177	Cleaning Systems Press, Chemical, Etc.	799	1209	8	1458	5	62.5%	2	25.0%	1	12.5%
60217	Clergy	24	2685	0	2907	0	NA	0	NA	0	NA
60218	Clinics	29,325	204	856	181	595	69.5%	244	28.5%	17	2.0%
60219	Clipping Service	444	1446	4	1730	3	75.0%	1	25.0%	0	0.0%
30107	Clocks-Components	0	3544	0	3544	0	NA	0	NA	0	NA
50156	Clocks-Dealers	730	1244	9	1414	6	66.7%	2	22.2%	1	11.1%
50157	Clocks-Service & Repair	2,936	769	146	519	65	44.5%	76	52.1%	5	3.4%
80178	Clocks-Whls & Mfgs	13	2878	3	1958	1	NA	1	NA	1	NA
50158	Closet Accessories	10,098	420	120	569	46	38.3%	68	56.7%	6	5.0%
80179	Closures-Industrial-Protective	2	3302	0	3334	0	NA	0	NA	0	NA
60220	Cloth Cutting	0	3545	0	3545	0	NA	0	NA	0	NA
30108	Cloth Cutting Machines	0	3546	0	3546	0	NA	0	NA	0	NA
30109	Cloth Laying Machines	0	3547	0	3547	0	NA	0	NA	0	NA
50159	Clothes-Consignment & Resale	7,029	509	352	322	151	42.9%	151	42.9%	50	14.2%
50160	Clubs	4,957	603	393	296	346	88.0%	45	11.5%	2	0.5%
50161	Clutches	360	1550	9	1425	5	55.6%	4	44.4%	0	0.0%
50162	Coal & Coke-Retail	100	2074	3	1910	3	100.0%	0	0.0%	0	0.0%
80180	Coal & Coke-Wholesale	22	2713	0	2919	0	NA	0	NA	0	NA
00115	Coal Brokers	146	1908	0	2611	0	NA	0	NA	0	NA
00116	Coal Miners & Shippers	78	2199	0	2683	0	NA	0	NA	0	NA
00117	Coal Washing	0	3548	0	3548	0	NA	0	NA	0	NA
30110	Coat Fronts	91	2117	1	2286	1	NA	0	NA	0	NA
80181	Coated Fabrics	4	3178	0	3236	0	NA	0	NA	0	NA
30111	Coatings-Protective	3,553	703	615	225	154	25.0%	458	74.5%	3	0.5%
30112	Coatings-Vacuum Deposition	0	3549	0	3549	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60221	Coats Of Arms	5	3136	0	3200	0	NA	0	NA	0	NA
80182	Coats-Whls & Mfgs	2	3281	2	2153	1	NA	0	NA	1	NA
50163	Cocktail Lounges	216	1760	5	1660	2	40.0%	2	40.0%	1	20.0%
30113	Cocktail Mixes	0	3550	0	3550	0	NA	0	NA	0	NA
50164	Coffee & Tea	1,588	973	23	1070	15	65.2%	6	26.1%	2	8.7%
50165	Coffee Break Service & Supplies	3,893	675	92	643	62	67.4%	29	31.5%	1	1.1%
80183	Coffee Brewing Devices	41	2480	0	2792	0	NA	0	NA	0	NA
80184	Coffee Roasting & Handling Equipment	266	1670	1	2195	1	100.0%	0	0.0%	0	0.0%
60222	Coil Winding	2,055	889	85	664	67	78.8%	18	21.2%	0	0.0%
60223	Coils-Electric	2,701	793	28	999	14	50.0%	14	50.0%	0	0.0%
60224	Coils-Fin	0	3551	0	3551	0	NA	0	NA	0	NA
60225	Coils-Plate	1,543	981	76	687	60	78.9%	16	21.1%	0	0.0%
30114	Coin & Bill Change Machines	16	2820	1	2443	1	NA	0	NA	0	NA
80185	Coin & Bill Count, Sort, Wrap Machines	178	1826	0	2597	0	NA	0	NA	0	NA
20006	Coin & Bill Count, Sort, Wrap Services	3	3249	0	3295	0	NA	0	NA	0	NA
50166	Coin Cards	12	2901	4	1825	0	NA	4	NA	0	NA
50167	Coin Dealers, Supplies, Etc.	10,508	412	176	472	117	66.5%	51	29.0%	8	4.5%
50168	Coin Wrappers	0	3439	1	2555	0	NA	1	NA	0	NA
30115	Coins & Tokens-Manufacturers	267	1665	14	1251	13	92.9%	1	7.1%	0	0.0%
30116	Cold Type Composition	76	2205	1	2310	1	NA	0	NA	0	NA
80186	Collapsible Tubes	0	3552	0	3552	0	NA	0	NA	0	NA
80187	Collating Equipment	0	3553	0	3553	0	NA	0	NA	0	NA
50169	Collectibles	6,768	524	275	373	144	52.4%	118	42.9%	13	4.7%
60226	Collection Agencies	205,081	31	15,252	4	12,253	80.3%	2,708	17.8%	291	1.9%
30117	Collection Systems	268	1663	10	1385	2	20.0%	5	50.0%	3	30.0%
60227	Colonic Irrigation	14	2864	0	3017	0	NA	0	NA	0	NA
30118	Color Cards	3	3250	0	3296	0	NA	0	NA	0	NA
60228	Color Consultants	3	3230	2	2152	2	NA	0	NA	0	NA
60229	Color Matching Service & Equipment	0	3554	0	3554	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30119	Color Separations-Offset , Photo Engraving	6	3101	0	3179	0	NA	0	NA	0	NA
30120	Colors & Pigment	10	2968	0	3085	0	NA	0	NA	0	NA
30121	Colors-Food	9	2993	0	3102	0	NA	0	NA	0	NA
30122	Columns	0	3555	0	3555	0	NA	0	NA	0	NA
80188	Combs	439	1449	17	1186	12	70.6%	5	29.4%	0	0.0%
30123	Combustion Controls	4	3179	0	3237	0	NA	0	NA	0	NA
50170	Comic Books	755	1229	30	983	16	53.3%	11	36.7%	3	10.0%
80811	Commercial Products Manufacturers	19,754	287	671	208	503	75.0%	126	18.8%	42	6.3%
30786	Commercial Products Wholesale & Distributor	20,433	280	386	297	258	66.8%	113	29.3%	15	3.9%
60230	Commercials-Radio & Television	216	1762	2	2015	0	0.0%	1	50.0%	1	50.0%
10030	Commissary Contractors	53	2385	0	2756	0	NA	0	NA	0	NA
20007	Commodity Brokers	6,463	541	41	871	30	73.2%	9	22.0%	2	4.9%
60231	Communication Consultants	2,939	768	40	887	21	52.5%	14	35.0%	5	12.5%
50171	Compactors-Waste-Household-Dealers	9	2986	1	2482	0	NA	1	NA	0	NA
80189	Compactors-Waste-Industrial & Commercial	23	2693	1	2414	0	NA	1	NA	0	NA
60232	Compactors-Waste-Service & Repair	2	3284	1	2530	0	NA	1	NA	0	NA
30124	Compactors-Waste-Supplies & Parts	1	3378	0	3396	0	NA	0	NA	0	NA
30125	Compactors-Waste-Whls & Mfgs	0	3556	0	3556	0	NA	0	NA	0	NA
30126	Comparators	1	3379	0	3397	0	NA	0	NA	0	NA
50172	Compasses	0	3557	0	3557	0	NA	0	NA	0	NA
80190	Compressors	205	1776	3	1883	3	100.0%	0	0.0%	0	0.0%
60233	Compressors-Rent	19	2759	0	2946	0	NA	0	NA	0	NA
60234	Compressors-Repair	7,089	505	1,785	100	1,724	96.6%	59	3.3%	2	0.1%
60236	Computer Software Publishers & Developers	7,508	488	122	565	88	72.1%	31	25.4%	3	2.5%
60235	Computers Software & Services	153,647	45	5,101	31	3,676	72.1%	1,302	25.5%	123	2.4%
60237	Computers-Bulletin Boards	569	1351	7	1516	3	42.9%	4	57.1%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60238	Computers-Cable & Installation	4,623	623	148	516	109	73.6%	33	22.3%	6	4.1%
50173	Computers-Dealers	210,846	28	10,467	14	8,543	81.6%	1,620	15.5%	304	2.9%
60239	Computers-Disaster Recovery	356	1556	2	1994	1	50.0%	1	50.0%	0	0.0%
50174	Computers-Furniture	981	1130	62	751	42	67.7%	19	30.6%	1	1.6%
60240	Computers-Graphics	680	1270	25	1042	8	32.0%	16	64.0%	1	4.0%
60241	Computers-Multimedia	4,421	634	41	872	28	68.3%	9	22.0%	4	9.8%
60242	Computers-Networks	11,813	390	48	822	20	41.7%	18	37.5%	10	20.8%
60243	Computers-Rent & Lease	17,278	307	668	209	599	89.7%	50	7.5%	19	2.8%
60244	Computers-Rooms-Installation & Equipment	202	1782	9	1436	4	44.4%	5	55.6%	0	0.0%
60245	Computers-Service & Repair	45,377	145	1,455	118	1,011	69.5%	376	25.8%	68	4.7%
50175	Computers-Supplies & Parts	75,858	97	5,165	30	4,225	81.8%	823	15.9%	117	2.3%
60246	Computers-Sys Designers & Consult	74,769	101	2,114	85	1,840	87.0%	233	11.0%	41	1.9%
60247	Computers-Time Share	129	1972	0	2623	0	NA	0	NA	0	NA
60248	Computers-Training	23,031	256	657	211	435	66.2%	187	28.5%	35	5.3%
50176	Computers-Used	3,282	729	70	712	40	57.1%	23	32.9%	7	10.0%
80191	Computers-Whls & Mfgs	736	1239	13	1260	6	46.2%	6	46.2%	1	7.7%
60249	Concert Bureaus	9	2987	1	2483	1	NA	0	NA	0	NA
61066	Concert Halls	896	1165	16	1199	8	50.0%	8	50.0%	0	0.0%
50177	Concessionaires	95	2100	3	1914	1	NA	1	NA	1	NA
80192	Concrete Additives	256	1691	5	1652	5	100.0%	0	0.0%	0	0.0%
80193	Concrete Aggregates	164	1860	0	2601	0	NA	0	NA	0	NA
30127	Concrete Block/Product Molding Machine	499	1402	4	1727	1	25.0%	3	75.0%	0	0.0%
50178	Concrete Blocks & Shapes	461	1432	8	1466	5	62.5%	2	25.0%	1	12.5%
80194	Concrete Breaking Equipment	36	2529	1	2386	1	NA	0	NA	0	NA
10031	Concrete Breaking, Cutting, Sawing	396	1507	2	1987	1	50.0%	1	50.0%	0	0.0%
80195	Concrete Construction Forms & Accessories.	429	1463	6	1576	0	0.0%	6	100.0%	0	0.0%
10032	Concrete Contractors	132,819	54	1,752	102	728	41.6%	917	52.3%	107	6.1%
80196	Concrete Curing & Treating Materials	404	1493	10	1376	7	70.0%	3	30.0%	0	0.0%
80197	Concrete Mixers	64	2284	1	2329	0	NA	0	NA	1	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60250	Concrete Mixers-Renting	11	2932	1	2469	0	NA	1	NA	0	NA
30128	Concrete Mixing Plant Equipment	12	2914	0	3049	0	NA	0	NA	0	NA
50179	Concrete Patching Compounds	63	2291	1	2333	0	NA	0	NA	1	NA
50180	Concrete Products	3,678	694	37	926	21	56.8%	12	32.4%	4	10.8%
10033	Concrete Pumping Service	518	1388	4	1726	3	75.0%	1	25.0%	0	0.0%
50181	Concrete Reinforcements	685	1268	2	1972	1	50.0%	1	50.0%	0	0.0%
80198	Concrete Vibrators	9	2994	0	3103	0	NA	0	NA	0	NA
80199	Concrete-Prestressed	2	3303	0	3335	0	NA	0	NA	0	NA
50182	Concrete-Ready Mixed	1,134	1078	11	1317	6	54.5%	2	18.2%	3	27.3%
30129	Condiments & Sauces	25	2667	0	2893	0	NA	0	NA	0	NA
60251	Condominiums	4,098	656	159	492	112	70.4%	40	25.2%	7	4.4%
30130	Conduit & Fittings	0	3558	0	3558	0	NA	0	NA	0	NA
60252	Conference Centers	573	1347	14	1239	6	42.9%	8	57.1%	0	0.0%
30131	Connectors-Electric	36	2526	2	2099	1	NA	1	NA	0	NA
50183	Consignment Service	1,771	936	73	702	37	50.7%	29	39.7%	7	9.6%
10177	Construction & Remodeling Services	441,398	8	6,152	23	3,116	50.7%	2,632	42.8%	404	6.6%
10034	Construction Estimates	557	1357	20	1130	1	5.0%	18	90.0%	1	5.0%
60253	Construction Management	4,661	621	70	711	25	35.7%	33	47.1%	12	17.1%
60254	Construction Reports	33	2571	1	2395	0	NA	0	NA	1	NA
30767	Consulates & Other F.Gov Reps	40	2493	0	2799	0	NA	0	NA	0	NA
20049	Consumer Finance & Loan Co.	180,470	37	6,538	22	5,382	82.3%	949	14.5%	207	3.2%
60255	Consumers Cooperative Organizations	2,952	764	5	1629	4	80.0%	0	0.0%	1	20.0%
50184	Contact Lenses	16,978	309	519	258	357	68.8%	120	23.1%	42	8.1%
70538	Containerized Freight Service	66	2268	6	1620	5	NA	1	NA	0	NA
60256	Contest Arranging & Judging	400	1499	1	2181	0	0.0%	1	100.0%	0	0.0%
30132	Contract Manufacturing	441	1447	21	1109	19	90.5%	2	9.5%	0	0.0%
80201	Contractors Equipment & Supplies-Dealers & Ser	1,021	1114	18	1158	7	38.9%	10	55.6%	1	5.6%
60257	Contractors Equipment & Supplies-Rent/Lease	3,518	706	46	836	17	37.0%	29	63.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10035	Contractors-General	888,929	4	10,748	11	5,570	51.8%	4,521	42.1%	657	6.1%
80200	Controls, Control Sys & Regulators	7,945	476	73	698	31	42.5%	42	57.5%	0	0.0%
50199	Convenience Stores	7,395	493	249	400	156	62.7%	87	34.9%	6	2.4%
60258	Convention Information	144	1912	1	2234	1	100.0%	0	0.0%	0	0.0%
60259	Convention Services & Facilities	8,106	472	113	583	63	55.8%	44	38.9%	6	5.3%
60260	Convents & Monasteries	20	2744	0	2937	0	NA	0	NA	0	NA
30133	Converters-Electric	1	3353	2	2155	1	NA	1	NA	0	NA
80202	Conveyors & Conveying Equipment	75	2215	0	2691	0	NA	0	NA	0	NA
50185	Cookies & Crackers	49	2410	2	2088	0	NA	1	NA	1	NA
60261	Cooking Instruction	655	1290	9	1416	5	55.6%	3	33.3%	1	11.1%
50186	Cooking Utensils	21,670	272	261	389	228	87.4%	30	11.5%	3	1.1%
30134	Cooling Towers	19	2760	0	2947	0	NA	0	NA	0	NA
80203	Copiers & Copier Supplies	4,439	631	55	787	34	61.8%	15	27.3%	6	10.9%
80204	Copper	10	2969	0	3086	0	NA	0	NA	0	NA
80205	Copper Products	18	2784	1	2436	0	NA	1	NA	0	NA
80206	Coppersmiths	5	3124	1	2507	1	NA	0	NA	0	NA
60262	Copy & Duplicating Service	44,267	147	502	262	295	58.8%	188	37.5%	19	3.8%
60263	Copyright Service	64	2287	0	2715	0	NA	0	NA	0	NA
50187	Cord Sets & Cords-Electric	2	3285	1	2531	1	NA	0	NA	0	NA
30135	Cork & Cork Products	0	3559	0	3559	0	NA	0	NA	0	NA
30136	Corn Products	0	3560	0	3560	0	NA	0	NA	0	NA
30137	Cornices-Building	14	2865	0	3018	0	NA	0	NA	0	NA
80207	Corporation Supplies	68	2259	0	2705	0	NA	0	NA	0	NA
60264	Correspondence Schools	53,882	130	255	393	127	49.8%	128	50.2%	0	0.0%
30138	Corrosion Control	18	2788	0	2967	0	NA	0	NA	0	NA
50188	Corsets & Girdles	1	3354	2	2156	0	NA	1	NA	1	NA
61037	Cosmetic Sales by Internet	1,784	935	81	672	54	66.7%	26	32.1%	1	1.2%
61035	Cosmetic Sales by Mail	424	1468	19	1148	15	78.9%	4	21.1%	0	0.0%
61034	Cosmetic Sales by Telephone	469	1423	37	932	28	75.7%	9	24.3%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
61036	Cosmetic Sales Direct Door-to-Door	13,819	352	242	414	224	92.6%	11	4.5%	7	2.9%
60684	Cosmetic, Plastic & Reconstructive Surgery	2,927	771	29	986	16	55.2%	11	37.9%	2	6.9%
50189	Cosmetics & Perfumes-Retail	13,023	360	133	545	75	56.4%	51	38.3%	7	5.3%
80208	Cosmetics & Toilet Preps-Manufacturers E/S	121	1997	0	2625	0	NA	0	NA	0	NA
80209	Cosmetics-Whls & Mfgs	2,488	823	45	844	30	66.7%	6	13.3%	9	20.0%
50190	Costume Fabrics, Trim & Accessories	176	1831	4	1770	2	50.0%	2	50.0%	0	0.0%
60265	Costumes-Masquerade & Theatrical	6,097	552	281	366	140	49.8%	136	48.4%	5	1.8%
00118	Cotton	15	2843	0	3002	0	NA	0	NA	0	NA
00119	Cotton Ginning Equipment & Supplies	4	3180	0	3238	0	NA	0	NA	0	NA
80210	Cotton Gins	8	3033	0	3133	0	NA	0	NA	0	NA
80211	Cotton Goods Brokers	0	3561	0	3561	0	NA	0	NA	0	NA
80212	Cotton Goods-Whls & Mfgs	18	2789	0	2968	0	NA	0	NA	0	NA
80213	Cotton Picking Machinery	0	3562	0	3562	0	NA	0	NA	0	NA
30139	Cottonseed Products	0	3563	0	3563	0	NA	0	NA	0	NA
50191	Counter Tops	13,948	347	155	503	107	69.0%	43	27.7%	5	3.2%
80214	Counterfeit Money Detection Devices	0	3564	0	3564	0	NA	0	NA	0	NA
80215	Couplings	52	2389	1	2347	1	NA	0	NA	0	NA
90032	Coupon Book Promotions	6,855	521	136	534	83	61.0%	51	37.5%	2	1.5%
80216	Covers-Book, Catalog, Etc.	22	2704	3	1953	1	NA	0	NA	2	NA
80217	Covers-Protective	22	2714	0	2920	0	NA	0	NA	0	NA
50192	Craft Galleries & Dealers	2,000	908	59	764	21	35.6%	35	59.3%	3	5.1%
50193	Craft Instruction	3,109	750	14	1230	10	71.4%	4	28.6%	0	0.0%
50194	Craft Supplies	9,918	424	274	374	133	48.5%	127	46.4%	14	5.1%
10036	Crane Service	766	1220	3	1837	2	66.7%	1	33.3%	0	0.0%
80218	Cranes	606	1323	23	1076	19	82.6%	4	17.4%	0	0.0%
80219	Cranes-Accessories & Parts	2	3304	0	3336	0	NA	0	NA	0	NA
30140	Crankshaft Grinding	0	3565	0	3565	0	NA	0	NA	0	NA
30141	Crankshaft Manufacturers	1	3380	0	3398	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80220	Crayons-Whls & Mfgs	0	3566	0	3566	0	NA	0	NA	0	NA
60266	Credit & Debt Counseling	263,640	16	2,127	82	1,384	65.1%	674	31.7%	69	3.2%
20008	Credit Cards & Plans	193,774	34	17,060	3	12,441	72.9%	3,799	22.3%	820	4.8%
80221	Credit Cards & Plans-Equipment & Supplies	9,516	437	470	275	414	88.1%	40	8.5%	16	3.4%
60267	Credit Cards-Protection Service	16,827	311	830	183	559	67.3%	246	29.6%	25	3.0%
90027	Credit Repair Services	71,624	105	1,020	148	649	63.6%	285	27.9%	86	8.4%
60268	Credit Reporting Agencies	24,953	237	1,145	137	942	82.3%	188	16.4%	15	1.3%
20079	Credit Services	46,853	142	3,836	42	3,157	82.3%	589	15.4%	90	2.3%
20009	Credit Unions	27,128	218	927	164	791	85.3%	115	12.4%	21	2.3%
20077	Credit-Debt Consolidation Services	189,814	36	2,032	88	1,416	69.7%	506	24.9%	110	5.4%
60269	Cremation Services	4,507	630	20	1114	17	85.0%	0	0.0%	3	15.0%
60270	Cremation Urns	72	2232	0	2697	0	NA	0	NA	0	NA
60271	Crematories	86	2149	0	2667	0	NA	0	NA	0	NA
30142	Creosote	0	3567	0	3567	0	NA	0	NA	0	NA
60272	Criminologists	10	2970	0	3087	0	NA	0	NA	0	NA
60273	Crisis Intervention Service	32	2585	0	2848	0	NA	0	NA	0	NA
70539	Cruises	14,351	339	731	193	634	86.7%	83	11.4%	14	1.9%
80222	Crushing & Pulverizing Equipment	0	3568	0	3568	0	NA	0	NA	0	NA
60274	Crushing & Pulverizing Service	0	3569	0	3569	0	NA	0	NA	0	NA
50195	Crutches	2	3305	0	3337	0	NA	0	NA	0	NA
60275	Cryogenics	131	1961	3	1900	2	66.7%	0	0.0%	1	33.3%
80223	Crystals-Industrial	41	2478	1	2373	0	NA	0	NA	1	NA
30143	Culverts	11	2941	0	3066	0	NA	0	NA	0	NA
30144	Cupolas	0	3570	0	3570	0	NA	0	NA	0	NA
80224	Curtains-Whls & Mfgs	11	2942	0	3067	0	NA	0	NA	0	NA
50196	Cushions	133	1951	14	1252	12	85.7%	0	0.0%	2	14.3%
70540	Custom Brokers	405	1492	1	2180	0	0.0%	0	0.0%	1	100.0%
70541	Customs Consultant	4	3181	0	3239	0	NA	0	NA	0	NA
50197	Cutlery	3,162	743	45	843	25	55.6%	14	31.1%	6	13.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80225	Cutting & Slitting Service	1	3381	0	3399	0	NA	0	NA	0	NA
30145	Cylinders-Air & Hydraulic	21	2730	0	2930	0	NA	0	NA	0	NA
50198	Cylinders-Gas	77	2201	1	2307	0	NA	1	NA	0	NA
60276	Cylinders-Hydrostatic Testing	1	3359	1	2544	1	NA	0	NA	0	NA
30146	Cylinders-Rebuild & Repair	4	3182	0	3240	0	NA	0	NA	0	NA
00120	Dairies	741	1237	17	1180	11	64.7%	5	29.4%	1	5.9%
00121	Dairy Consultants	0	3571	0	3571	0	NA	0	NA	0	NA
80226	Dairy Equipment & Supplies	82	2178	0	2674	0	NA	0	NA	0	NA
80227	Dairy Equipment Repair	10	2971	0	3088	0	NA	0	NA	0	NA
80228	Dairy Products-Wholesale	140	1927	1	2241	1	100.0%	0	0.0%	0	0.0%
60277	Dance Companies	282	1640	29	998	15	51.7%	10	34.5%	4	13.8%
60278	Dancing Instruction	10,141	419	168	482	93	55.4%	71	42.3%	4	2.4%
50200	Dancing Supplies	1,067	1100	160	491	10	6.3%	47	29.4%	103	64.4%
50201	Darts & Dart Boards	5	3125	1	2508	1	NA	0	NA	0	NA
80229	Data Communications Equipment & Systems	1,795	933	34	950	21	61.8%	5	14.7%	8	23.5%
80230	Data Processing Equipment	354	1562	2	1996	1	50.0%	1	50.0%	0	0.0%
60279	Data Processing Equipment-Maintenance	18	2790	0	2969	0	NA	0	NA	0	NA
60280	Data Processing Service	2,787	784	46	837	25	54.3%	16	34.8%	5	10.9%
80231	Data Processing Supplies	1	3382	0	3400	0	NA	0	NA	0	NA
60281	Data Systems-Consultants & Designers	1,148	1074	27	1015	16	59.3%	10	37.0%	1	3.7%
60282	Dating Service	41,550	159	1,552	110	1,161	74.8%	333	21.5%	58	3.7%
60283	Day Care-Adults	3,933	670	19	1133	9	47.4%	9	47.4%	1	5.3%
30147	Decals	55	2361	4	1812	3	NA	0	NA	1	NA
60284	Decoration Contractors-Party, Convention, Etc	278	1651	4	1753	0	0.0%	4	100.0%	0	0.0%
80232	Degreasing Equipment & Supplies	42	2474	0	2788	0	NA	0	NA	0	NA
30148	Dehumidifying Equipment	311	1606	0	2580	0	NA	0	NA	0	NA
80233	Dehydrating Equipment	0	3572	0	3572	0	NA	0	NA	0	NA
30149	Dehydrating Service	18	2791	0	2970	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50202	Delicatessens	506	1397	8	1465	4	50.0%	3	37.5%	1	12.5%
70542	Delivery Service	18,574	296	736	192	480	65.2%	241	32.7%	15	2.0%
80234	Demagnetizers	0	3573	0	3573	0	NA	0	NA	0	NA
10037	Demolition Contractors	4,763	616	31	964	15	48.4%	12	38.7%	4	12.9%
60285	Demonstration Services)	0	3574	0	3574	0	NA	0	NA	0	NA
80235	Dental Equipment & Supplies	1,282	1034	56	782	23	41.1%	31	55.4%	2	3.6%
80236	Dental Equipment-Repair & Refinish	86	2150	0	2668	0	NA	0	NA	0	NA
60286	Dental Hygienists	246	1709	26	1030	14	53.8%	11	42.3%	1	3.8%
60287	Dental Laboratories	513	1391	10	1373	6	60.0%	2	20.0%	2	20.0%
20010	Dental Service Plans	26,571	224	166	486	137	82.5%	18	10.8%	11	6.6%
60288	Dentist Information Bureaus	2,317	851	57	773	37	64.9%	20	35.1%	0	0.0%
60290	Dentistry-Children	337	1580	10	1382	8	80.0%	2	20.0%	0	0.0%
60292	Dentistry-Cosmetic	359	1552	7	1528	4	57.1%	3	42.9%	0	0.0%
60289	Dentists	109,827	66	2,818	62	1,851	65.7%	868	30.8%	99	3.5%
60291	Dentists-Orthodontics	2,205	865	38	912	30	78.9%	7	18.4%	1	2.6%
30150	Deodorants	0	3575	0	3575	0	NA	0	NA	0	NA
60293	Deodorizing & Disinfecting	12	2915	0	3050	0	NA	0	NA	0	NA
30151	Deodorizing Equipment	0	3576	0	3576	0	NA	0	NA	0	NA
50203	Department, Discount, Outlet Stores	99,152	76	5,967	24	5,287	88.6%	562	9.4%	118	2.0%
60294	Designers-Apparel	557	1356	22	1097	10	45.5%	9	40.9%	3	13.6%
60295	Designers-Industrial	1,790	934	59	765	32	54.2%	26	44.1%	1	1.7%
80237	Desk Pads & Accessories	0	3577	0	3577	0	NA	0	NA	0	NA
60296	Desktop Publishing	4,374	640	183	464	142	77.6%	33	18.0%	8	4.4%
60297	Detective Agencies	1,597	970	29	990	21	72.4%	8	27.6%	0	0.0%
30152	Dextrin	0	3578	0	3578	0	NA	0	NA	0	NA
60298	Diabetes Services) & Supplies	274	1654	9	1430	4	44.4%	5	55.6%	0	0.0%
30153	Dials	0	3579	0	3579	0	NA	0	NA	0	NA
80238	Diamond Buyers	1,307	1026	28	1003	17	60.7%	10	35.7%	1	3.6%
30154	Diamond Cutters	9	2995	0	3104	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30155	Diamond Setters	2	3306	0	3338	0	NA	0	NA	0	NA
50204	Diamonds	1,641	953	33	956	30	90.9%	0	0.0%	3	9.1%
80239	Diamonds-Industrial	0	3580	0	3580	0	NA	0	NA	0	NA
60299	Diaper Service	361	1549	6	1583	4	66.7%	1	16.7%	1	16.7%
50205	Diaries	0	3581	0	3581	0	NA	0	NA	0	NA
80240	Dictating Machines & Supplies	146	1909	0	2612	0	NA	0	NA	0	NA
30156	Die Castings	35	2548	0	2825	0	NA	0	NA	0	NA
30157	Die Cutting	17	2810	0	2983	0	NA	0	NA	0	NA
80241	Die Cutting Equipment & Supplies	2	3307	0	3339	0	NA	0	NA	0	NA
50206	Diesel Fuel	39	2499	4	1817	3	NA	0	NA	1	NA
60300	Dietitians	403	1496	6	1579	1	16.7%	1	16.7%	4	66.7%
30158	Dining Car Builders	0	3582	0	3582	0	NA	0	NA	0	NA
50207	Dining Club Plans	332	1585	7	1529	3	42.9%	3	42.9%	1	14.3%
61067	Dinner Theatres	383	1524	7	1526	4	57.1%	3	42.9%	0	0.0%
60301	Disc Jockeys	32,843	186	921	165	682	74.0%	211	22.9%	28	3.0%
50208	Discotheques	3	3251	0	3297	0	NA	0	NA	0	NA
30159	Dishwashing Compounds	0	3583	0	3583	0	NA	0	NA	0	NA
50209	Dishwashing Machines-Dealers	34	2560	0	2831	0	NA	0	NA	0	NA
60302	Dishwashing Machines-Service/Repair	718	1249	6	1566	5	83.3%	1	16.7%	0	0.0%
50210	Dishwashing Machines-Supplies & Parts	7	3063	0	3150	0	NA	0	NA	0	NA
30160	Disinfectants & Germicides	27	2648	0	2883	0	NA	0	NA	0	NA
30161	Display Designers & Producers	1,557	979	36	940	23	63.9%	10	27.8%	3	8.3%
30162	Display Fixtures & Materials	595	1333	2	1976	0	0.0%	2	100.0%	0	0.0%
30163	Display Installation Service	23	2691	2	2115	1	NA	1	NA	0	NA
80242	Disposable Products	0	3584	0	3584	0	NA	0	NA	0	NA
30164	Distillers	57	2340	6	1625	3	NA	1	NA	2	NA
60303	Distributing Service-Circular, Sample	599	1330	4	1721	1	25.0%	3	75.0%	0	0.0%
60304	Divers	89	2129	1	2289	0	NA	1	NA	0	NA
50211	Divers Equipment & Supplies	4,070	658	37	925	20	54.1%	14	37.8%	3	8.1%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50212	Diving Instruction	580	1341	12	1298	8	66.7%	1	8.3%	3	25.0%
60636	Divorce Assistance	799	1210	7	1512	5	71.4%	2	28.6%	0	0.0%
10038	Dock Builders	304	1612	8	1473	3	37.5%	5	62.5%	0	0.0%
10039	Dock Covers	0	3585	0	3585	0	NA	0	NA	0	NA
70543	Docks	553	1361	9	1418	2	22.2%	6	66.7%	1	11.1%
50213	Doll Clothing & Accessories	226	1742	21	1112	15	71.4%	6	28.6%	0	0.0%
50214	Doll Houses & Accessories	8,649	457	9	1401	5	55.6%	4	44.4%	0	0.0%
80243	Doll Manufacturers Equipment & Supplies	0	3586	0	3586	0	NA	0	NA	0	NA
50215	Dolls-Collectors	7	3064	0	3151	0	NA	0	NA	0	NA
50216	Dolls-Repairing	25	2662	2	2112	0	NA	1	NA	1	NA
50217	Dolls-Retail	1,832	928	338	328	55	16.3%	15	4.4%	268	79.3%
30165	Dolls-Whls & Mfgs	22	2715	0	2921	0	NA	0	NA	0	NA
10040	Dome Structures	81	2181	5	1687	1	NA	4	NA	0	NA
50218	Door & Gate Operating Devices	10,318	417	194	452	91	46.9%	90	46.4%	13	6.7%
50219	Door Closers & Checks	0	3587	0	3587	0	NA	0	NA	0	NA
10041	Door Closers & Checks-Repairing	13	2889	0	3034	0	NA	0	NA	0	NA
50220	Door Frames	28	2633	1	2402	0	NA	1	NA	0	NA
50221	Doors	13,384	356	189	457	124	65.6%	52	27.5%	13	6.9%
10042	Doors-Repair	28,507	210	457	279	265	58.0%	169	37.0%	23	5.0%
30166	Doughnut Machines & Supplies	0	3588	0	3588	0	NA	0	NA	0	NA
50222	Doughnuts	1,666	948	24	1051	11	45.8%	12	50.0%	1	4.2%
50223	Dowels	43	2463	0	2782	0	NA	0	NA	0	NA
80244	Drafting Equipment & Supplies	7	3065	0	3152	0	NA	0	NA	0	NA
60305	Drafting Services	1,069	1098	11	1318	6	54.5%	5	45.5%	0	0.0%
10043	Drainage Contractors	4,149	653	50	812	26	52.0%	23	46.0%	1	2.0%
60306	Drama Instruction	752	1231	3	1838	1	33.3%	1	33.3%	1	33.3%
50224	Draperies & Curtains-Retail/Custom	26,776	222	537	251	271	50.5%	239	44.5%	27	5.0%
80245	Draperies-Whls & Mfgs	205	1777	2	2017	2	100.0%	0	0.0%	0	0.0%
60307	Drapery & Curtain Cleaners	1,942	913	68	724	37	54.4%	30	44.1%	1	1.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50225	Drapery & Curtain Fabrics-Retail	18	2780	2	2122	1	NA	1	NA	0	NA
80246	Drapery & Curtain Fabric-Whls & Mfgs	1	3383	0	3401	0	NA	0	NA	0	NA
50226	Drapery & Curtain Fixtures	145	1910	0	2613	0	NA	0	NA	0	NA
50227	Drapery Installation Service	905	1160	17	1176	5	29.4%	10	58.8%	2	11.8%
50228	Drapery Trimmings	0	3589	0	3589	0	NA	0	NA	0	NA
50229	Drawing Materials	0	3590	0	3590	0	NA	0	NA	0	NA
10044	Dredging	41	2481	0	2793	0	NA	0	NA	0	NA
30167	Dredging Machinery	13	2890	0	3035	0	NA	0	NA	0	NA
80247	Dress Forms-Whls & Mfgs	1	3384	0	3402	0	NA	0	NA	0	NA
50230	Dress Trimmings	6	3102	0	3180	0	NA	0	NA	0	NA
80248	Dresses-Whls & Mfgs	48	2420	1	2357	1	NA	0	NA	0	NA
50231	Dressmakers	901	1163	30	981	14	46.7%	14	46.7%	2	6.7%
80249	Dressmakers Supplies	0	3591	0	3591	0	NA	0	NA	0	NA
60308	Dressmaking Schools	910	1157	11	1322	5	45.5%	6	54.5%	0	0.0%
80250	Drill Presses	0	3592	0	3592	0	NA	0	NA	0	NA
10045	Drilling & Boring Contractors	389	1516	0	2575	0	NA	0	NA	0	NA
80251	Drilling & Boring Equipment & Supplies	144	1913	0	2614	0	NA	0	NA	0	NA
80252	Drills	23	2694	1	2415	1	NA	0	NA	0	NA
30168	Drive Shafts	148	1901	2	2036	2	100.0%	0	0.0%	0	0.0%
60309	Driving Instruction	8,220	466	120	570	64	53.3%	43	35.8%	13	10.8%
60310	Driving Proficiency Test Service	17,948	302	224	431	119	53.1%	93	41.5%	12	5.4%
80253	Driving Training Equipment	0	3440	1	2556	0	NA	1	NA	0	NA
50232	Drop Cloths	1	3355	2	2157	0	NA	1	NA	1	NA
60311	Drug Abuse/Addiction-Info/Treatment	6,173	549	68	720	50	73.5%	17	25.0%	1	1.5%
80254	Drug Brokers	96	2094	6	1609	4	NA	1	NA	1	NA
30169	Drug Manufacturers	23	2695	1	2416	0	NA	1	NA	0	NA
80255	Druggists-Wholesale	92	2110	4	1796	4	NA	0	NA	0	NA
50233	Dry Goods-Retail	743	1235	169	481	155	91.7%	13	7.7%	1	0.6%
80256	Dry Ice	238	1723	2	2009	0	0.0%	2	100.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10046	Dry Wall Contractors	35,625	178	175	473	62	35.4%	98	56.0%	15	8.6%
80257	Dry Wall Contractors Equipment & Supplies	400	1498	4	1735	2	50.0%	2	50.0%	0	0.0%
80258	Dryers-Hand	0	3593	0	3593	0	NA	0	NA	0	NA
80259	Drying Compounds	0	3594	0	3594	0	NA	0	NA	0	NA
80260	Drying Equipment-Industrial	7	3066	0	3153	0	NA	0	NA	0	NA
00122	Drying Service	10	2960	1	2476	0	NA	0	NA	1	NA
30170	Duct & Duct Fittings	268	1664	8	1477	2	25.0%	6	75.0%	0	0.0%
60312	Duct Cleaning	47,023	141	544	249	377	69.3%	150	27.6%	17	3.1%
10047	Dumbwaiters	0	3595	0	3595	0	NA	0	NA	0	NA
50234	Dune Buggies	351	1565	13	1273	8	61.5%	5	38.5%	0	0.0%
80261	Duplicating Machines & Supplies	25	2668	0	2894	0	NA	0	NA	0	NA
10048	Dust Collecting Systems	9	2996	0	3105	0	NA	0	NA	0	NA
30171	Dust Control Materials	0	3596	0	3596	0	NA	0	NA	0	NA
60313	Dusters & Dusting Cloths	265	1672	4	1755	3	75.0%	1	25.0%	0	0.0%
50774	Duty Free Shops	31,252	196	357	315	182	51.0%	167	46.8%	8	2.2%
60314	Dyers	7	3067	0	3154	0	NA	0	NA	0	NA
80262	Dyers-Industrial	0	3597	0	3597	0	NA	0	NA	0	NA
60315	Dyers-Wholesale	55	2367	0	2750	0	NA	0	NA	0	NA
30172	Dyes & Dyestuff	18	2792	0	2971	0	NA	0	NA	0	NA
30173	Dynamometers	0	3598	0	3598	0	NA	0	NA	0	NA
60316	Ear Piercing	432	1459	5	1639	3	60.0%	0	0.0%	2	40.0%
00123	Earthworms	5	3137	0	3201	0	NA	0	NA	0	NA
80263	Easels-Whls & Mfgs	0	3599	0	3599	0	NA	0	NA	0	NA
60317	Economic Research & Analysis	181	1815	2	2026	2	100.0%	0	0.0%	0	0.0%
60318	Editorial Services	960	1138	16	1198	4	25.0%	4	25.0%	8	50.0%
60319	Educational Consultants	27,011	220	645	215	340	52.7%	164	25.4%	141	21.9%
60320	Educational Research	2,198	866	79	678	72	91.1%	2	2.5%	5	6.3%
30174	Egg Processing & Shipping Equip. & Supplies	4	3183	0	3241	0	NA	0	NA	0	NA
80264	Eggs	5	3138	0	3202	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30175	Ejectors	0	3600	0	3600	0	NA	0	NA	0	NA
50235	Elastic Goods	0	3601	0	3601	0	NA	0	NA	0	NA
30176	Elastic Stockings	16	2823	0	2990	0	NA	0	NA	0	NA
80265	Electric Cars	1,564	976	39	902	22	56.4%	16	41.0%	1	2.6%
70544	Electric Companies	14,323	341	1,611	107	1,328	82.4%	253	15.7%	30	1.9%
10049	Electric Contractors	192,228	35	1,309	127	766	58.5%	488	37.3%	55	4.2%
50236	Electric Equipment & Supplies-Retail	13,479	355	385	298	215	55.8%	163	42.3%	7	1.8%
80266	Electric Equipment & Supplies-Wholesale	813	1202	42	868	14	33.3%	26	61.9%	2	4.8%
30177	Electric Equipment-Manufacturers	73	2228	0	2696	0	NA	0	NA	0	NA
60321	Electric Equipment-Service & Repair	18,579	295	944	162	628	66.5%	284	30.1%	32	3.4%
50237	Electric Equipment-Used	14	2866	0	3019	0	NA	0	NA	0	NA
80267	Electric Heating Elements	74	2218	5	1689	4	NA	1	NA	0	NA
80268	Electric Heating Equipment-Whls & Mfgs	69	2250	2	2074	1	NA	1	NA	0	NA
30178	Electric Instruments	13	2883	1	2457	0	NA	0	NA	1	NA
30179	Electric Motor Controls-Whls & Mfgs	30	2604	1	2399	0	NA	1	NA	0	NA
80269	Electric Motors-Dealers & Repairing	3,295	727	48	826	25	52.1%	21	43.8%	2	4.2%
30180	Electric Motors-Manufacturers & Distributors	50	2402	3	1936	2	NA	1	NA	0	NA
30181	Electric Motors-Supplies & Parts	90	2120	3	1916	3	NA	0	NA	0	NA
30182	Electric Motors-Used	144	1911	3	1896	0	0.0%	3	100.0%	0	0.0%
30183	Electric Supplies-Manufacturers	30	2605	1	2400	0	NA	1	NA	0	NA
80270	Electric Switchboards	0	3602	0	3602	0	NA	0	NA	0	NA
30185	Electrical Discharge Machines & Supplies	7	3068	0	3155	0	NA	0	NA	0	NA
30184	Electrical Discharge Machining	0	3603	0	3603	0	NA	0	NA	0	NA
70545	Electrical Power Systems Maintenance	179	1821	6	1597	2	33.3%	4	66.7%	0	0.0%
30186	Electroforming	0	3604	0	3604	0	NA	0	NA	0	NA
60322	Electrolysis	4,412	635	32	959	16	50.0%	14	43.8%	2	6.3%
80271	Electrolysis Equipment & Supplies	33	2566	5	1705	1	NA	0	NA	4	NA
60323	Electronic Equipment & Suppliers-Service/Repair	27,513	214	1,259	133	897	71.2%	306	24.3%	56	4.4%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50238	Electronic Equipment & Supplies-Dealers	101,474	73	10,774	10	9,901	91.9%	732	6.8%	141	1.3%
80272	Electronic Equipment & Supplies-Wholesale/Manufacturers	4,801	614	299	357	237	79.3%	27	9.0%	35	11.7%
80273	Electronic Instruments	1,061	1103	26	1027	10	38.5%	12	46.2%	4	15.4%
70546	Electronic Mail Service	3,113	748	536	252	486	90.7%	35	6.5%	15	2.8%
50239	Electronic Power Supplies	74	2222	0	2693	0	NA	0	NA	0	NA
30187	Electronic Testing Equipment	246	1712	1	2198	1	100.0%	0	0.0%	0	0.0%
60324	Electronics Research & Development	609	1317	28	1007	18	64.3%	10	35.7%	0	0.0%
30188	Electrotype Equipment & Supplies	4	3184	0	3242	0	NA	0	NA	0	NA
30189	Electrotypers	0	3605	0	3605	0	NA	0	NA	0	NA
30190	Elevator Consultants	14	2867	0	3020	0	NA	0	NA	0	NA
30191	Elevators-Parts	88	2133	2	2063	1	NA	1	NA	0	NA
30192	Elevators-Sales & Service	2,980	763	25	1033	15	60.0%	8	32.0%	2	8.0%
60325	Embalmers	1,096	1088	9	1407	8	88.9%	1	11.1%	0	0.0%
30193	Emblems	1	3360	1	2545	1	NA	0	NA	0	NA
30194	Embossing	37	2519	0	2811	0	NA	0	NA	0	NA
30195	Embossing Equipment & Supplies	114	2022	0	2637	0	NA	0	NA	0	NA
30196	Embroideries-Uniform	19	2751	4	1823	4	NA	0	NA	0	NA
30197	Embroidering Machines	86	2147	2	2064	0	NA	1	NA	1	NA
30198	Embroidery	2,037	893	26	1022	14	53.8%	12	46.2%	0	0.0%
30199	Embroidery Design Punching	25	2669	0	2895	0	NA	0	NA	0	NA
50240	Embroidery Supplies	6	3088	2	2148	2	NA	0	NA	0	NA
60326	Employment Agencies	90,073	84	556	244	261	46.9%	215	38.7%	80	14.4%
60327	Employment Contractors-Temporary Help	9,912	425	43	854	19	44.2%	16	37.2%	8	18.6%
60328	Employment Service-Employee Leasing	4,901	606	10	1352	4	40.0%	5	50.0%	1	10.0%
60329	Employment Service-Government, Co, Fraternal, Etc.	124	1988	1	2256	0	0.0%	1	100.0%	0	0.0%
60330	Employment Training	11,971	385	109	599	61	56.0%	38	34.9%	10	9.2%
50241	Enameled Ware	0	3606	0	3606	0	NA	0	NA	0	NA
30200	Enameling, Japanning & Lacquering	2	3286	1	2532	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
61033	Encyclopedia & Book Sales by Internet	1,140	1075	28	1005	17	60.7%	9	32.1%	2	7.1%
61032	Encyclopedia & Book Sales by Mail	397	1502	18	1168	12	66.7%	4	22.2%	2	11.1%
61031	Encyclopedia & Book Sales by Telephone	124	1987	4	1785	1	25.0%	2	50.0%	1	25.0%
50242	Encyclopedias	3,453	714	63	744	40	63.5%	5	7.9%	18	28.6%
50762	Energy Conservation Products & Services	5,176	590	37	924	30	81.1%	6	16.2%	1	2.7%
80274	Energy Conservation Products-Whls & Mfgs	30	2608	0	2859	0	NA	0	NA	0	NA
60332	Energy Management & Conservation Const	5,064	594	79	675	38	48.1%	40	50.6%	1	1.3%
60335	Engineering Contractors-General	3,504	708	18	1155	13	72.2%	5	27.8%	0	0.0%
80275	Engineering Equipment & Supplies	83	2166	2	2067	2	NA	0	NA	0	NA
60333	Engineering Reports	112	2025	0	2638	0	NA	0	NA	0	NA
60336	Engineers - Civil	4,394	637	22	1084	16	72.7%	6	27.3%	0	0.0%
60337	Engineers - Electrical	403	1495	9	1423	5	55.6%	4	44.4%	0	0.0%
60338	Engineers - Mechanical	353	1563	10	1381	4	40.0%	6	60.0%	0	0.0%
60339	Engineers - Structural	765	1222	2	1971	2	100.0%	0	0.0%	0	0.0%
60334	Engineers-General	20,296	283	70	708	35	50.0%	32	45.7%	3	4.3%
30201	Engines-Diesel	339	1575	4	1747	4	100.0%	0	0.0%	0	0.0%
60340	Engines-Diesel-Fuel Injection Service & Parts	306	1609	7	1530	5	71.4%	2	28.6%	0	0.0%
60341	Engines-Fuel Conversion	2	3308	0	3340	0	NA	0	NA	0	NA
30202	Engines-Gas	270	1661	10	1384	4	40.0%	6	60.0%	0	0.0%
60343	Engines-Rebuild & Exchange	27,013	219	890	174	464	52.1%	347	39.0%	79	8.9%
80276	Engines-Supplies, Equipment & Parts	1,661	949	48	830	29	60.4%	18	37.5%	1	2.1%
30203	Engravers-Mechanical	20	2745	0	2938	0	NA	0	NA	0	NA
30204	Engravers-Metal	142	1917	5	1672	4	80.0%	0	0.0%	1	20.0%
30205	Engravers-Photo	15	2838	1	2447	1	NA	0	NA	0	NA
30206	Engravers-Plastic, Wood, Etc.	228	1738	3	1876	3	100.0%	0	0.0%	0	0.0%
30207	Engravers-Stationery	61	2310	4	1806	2	NA	0	NA	2	NA
30208	Engraving Equipment & Supplies	25	2665	1	2410	1	NA	0	NA	0	NA
60344	Entertainers	12,881	362	220	435	124	56.4%	75	34.1%	21	9.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60345	Entertainment Bureaus	2,046	891	44	850	17	38.6%	24	54.5%	3	6.8%
00124	Entomologists	0	3607	0	3607	0	NA	0	NA	0	NA
50243	Envelopes-Retail	92	2112	1	2283	0	NA	0	NA	1	NA
80277	Envelopes-Whls & Mfgs	323	1597	0	2578	0	NA	0	NA	0	NA
60346	Environmental & Ecological Services	13,658	353	72	703	44	61.1%	24	33.3%	4	5.6%
30768	Environmental, Conservationist & Ecol Org	2,499	821	5	1631	2	40.0%	2	40.0%	1	20.0%
00226	Equestrian Services	971	1134	12	1287	9	75.0%	2	16.7%	1	8.3%
60347	Escort Service-Personal	279	1648	4	1752	0	0.0%	3	75.0%	1	25.0%
60348	Escrow Service	5,831	565	117	574	91	77.8%	22	18.8%	4	3.4%
60349	Estate Planning & Management	40,393	164	104	608	65	62.5%	30	28.8%	9	8.7%
60350	Estates	356	1554	6	1584	4	66.7%	2	33.3%	0	0.0%
30209	Etched Products-Metal, Glass, Etc.	104	2059	1	2269	0	0.0%	1	100.0%	0	0.0%
30210	Etching Equipment & Supplies	9	2982	2	2141	2	NA	0	NA	0	NA
80278	Evaporating Apparatus	22	2716	0	2922	0	NA	0	NA	0	NA
60351	Eviction Service	2,763	786	54	793	40	74.1%	13	24.1%	1	1.9%
10050	Excavating Contractors	31,274	195	201	445	119	59.2%	73	36.3%	9	4.5%
80279	Excavating Equipment	40	2490	2	2097	1	NA	1	NA	0	NA
30211	Excelsior	0	3441	1	2557	0	NA	1	NA	0	NA
60352	Executive Search Consultants	15,443	323	87	661	69	79.3%	17	19.5%	1	1.1%
60353	Exercise & Physical Fitness Programs	12,172	379	583	234	368	63.1%	171	29.3%	44	7.5%
50244	Exercise Equipment	12,544	372	471	274	389	82.6%	73	15.5%	9	1.9%
80280	Expanded Metals	37	2520	0	2812	0	NA	0	NA	0	NA
30212	Expansion Joints	8	3034	0	3134	0	NA	0	NA	0	NA
60354	Experimental Work	19	2761	0	2948	0	NA	0	NA	0	NA
30213	Explosives	4	3185	0	3243	0	NA	0	NA	0	NA
60355	Export Management	550	1363	28	1008	16	57.1%	7	25.0%	5	17.9%
60356	Exporters	25,173	236	116	576	97	83.6%	17	14.7%	2	1.7%
70547	Express & Transfer Service	168	1850	0	2599	0	NA	0	NA	0	NA
60357	Eye Banks	1,163	1069	10	1358	4	40.0%	6	60.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50245	Eyelets	1	3385	0	3403	0	NA	0	NA	0	NA
60358	Eyesight Training	2	3287	1	2533	0	NA	1	NA	0	NA
30214	Fabric Laminating & Bonding	2	3309	0	3341	0	NA	0	NA	0	NA
50246	Fabric Shops	3,897	674	137	532	78	56.9%	51	37.2%	8	5.8%
80281	Fabrics-Whls & Mfgs	298	1620	3	1865	2	66.7%	0	0.0%	1	33.3%
20011	Factors	1,197	1061	1	2160	1	100.0%	0	0.0%	0	0.0%
50247	Factory Locating Consultants	9	2997	0	3106	0	NA	0	NA	0	NA
50248	Factory Outlets	35	2540	4	1820	2	NA	2	NA	0	NA
60359	Fairgrounds	35	2541	3	1947	2	NA	1	NA	0	NA
10051	Fallout Shelter Equipment & Supplies	89	2125	4	1798	3	NA	1	NA	0	NA
10052	Fallout Shelters-Consultants	13	2891	0	3036	0	NA	0	NA	0	NA
60001	Family Planning - Abortion Alternatives	558	1355	25	1044	15	60.0%	7	28.0%	3	12.0%
60002	Family Planning - Abortion Services	1,844	925	19	1135	13	68.4%	6	31.6%	0	0.0%
50249	Fans-Household	284	1638	6	1588	5	83.3%	1	16.7%	0	0.0%
80282	Fans-Industrial & Commercial	25	2670	0	2896	0	NA	0	NA	0	NA
50250	Fans-Repair	0	3608	0	3608	0	NA	0	NA	0	NA
30215	Fare Registers & Meters	0	3609	0	3609	0	NA	0	NA	0	NA
80283	Farm Equipment	4,949	604	110	594	67	60.9%	40	36.4%	3	2.7%
80284	Farm Equipment-Repair & Parts	1,186	1066	42	867	24	57.1%	16	38.1%	2	4.8%
00125	Farm Management	63	2292	1	2334	0	NA	1	NA	0	NA
00126	Farm Management Systems	0	3610	0	3610	0	NA	0	NA	0	NA
80285	Farm Supplies	849	1182	18	1159	16	88.9%	1	5.6%	1	5.6%
00127	Farming Service	146	1907	2	2037	0	0.0%	2	100.0%	0	0.0%
00128	Farms	1,403	1014	20	1122	8	40.0%	10	50.0%	2	10.0%
60360	Fashion Consultants	1,621	964	26	1024	10	38.5%	13	50.0%	3	11.5%
60361	Fashion Designers	211	1768	6	1592	6	100.0%	0	0.0%	0	0.0%
60362	Fashion Show Producers	1,129	1079	15	1216	6	40.0%	9	60.0%	0	0.0%
80286	Fasteners-Industrial & Construction	199	1787	1	2205	1	100.0%	0	0.0%	0	0.0%
30216	Fasteners-Textile & Apparel	65	2277	5	1693	3	NA	2	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80287	Fax Equipment & Systems	371	1538	6	1581	4	66.7%	2	33.3%	0	0.0%
70548	Fax Transmission Service	13	2892	0	3037	0	NA	0	NA	0	NA
50251	Feather Goods	2	3310	0	3342	0	NA	0	NA	0	NA
80288	Feathers	19	2762	0	2949	0	NA	0	NA	0	NA
80289	Feed Concentrates & Supplements	1	3386	0	3404	0	NA	0	NA	0	NA
80290	Feed Dealers	2,450	830	31	968	15	48.4%	15	48.4%	1	3.2%
80291	Feed Grinding	0	3611	0	3611	0	NA	0	NA	0	NA
80292	Feed Mill Equipment & Supplies	6	3092	1	2501	1	NA	0	NA	0	NA
80293	Feeders-Industrial	0	3612	0	3612	0	NA	0	NA	0	NA
80294	Feed-Whls & Mfgs	170	1844	0	2598	0	NA	0	NA	0	NA
30217	Felt & Felt Products	3	3252	0	3298	0	NA	0	NA	0	NA
50252	Fence	159,981	43	1,995	91	1,136	56.9%	747	37.4%	112	5.6%
50253	Fence Posts & Fittings	108	2038	3	1905	2	66.7%	1	33.3%	0	0.0%
70549	Ferries	226	1741	26	1031	21	80.8%	5	19.2%	0	0.0%
80295	Fertilizer Plant Equipment	0	3613	0	3613	0	NA	0	NA	0	NA
50254	Fertilizers	244	1714	3	1874	2	66.7%	1	33.3%	0	0.0%
50255	Fiber & Fiber Products	35	2544	1	2388	0	NA	1	NA	0	NA
30218	Fiber Glass Fabricators	111	2028	1	2261	1	100.0%	0	0.0%	0	0.0%
30219	Fiber Glass Materials	42	2475	0	2789	0	NA	0	NA	0	NA
80296	Fiber Glass Products	156	1880	1	2229	1	100.0%	0	0.0%	0	0.0%
30220	Fiber Optics	642	1297	4	1719	3	75.0%	1	25.0%	0	0.0%
80297	Filing Equipment, Systems & Supplies	51	2395	1	2350	0	NA	1	NA	0	NA
80298	Filling Machinery	1	3387	0	3405	0	NA	0	NA	0	NA
80299	Film Scrap	2	3288	1	2534	0	NA	1	NA	0	NA
30221	Filtering Materials & Supplies	396	1506	4	1736	1	25.0%	3	75.0%	0	0.0%
50256	Filters Air & Gas Cleaning	138	1934	1	2243	1	100.0%	0	0.0%	0	0.0%
30222	Filters-Air & Gas	188	1804	2	2023	1	50.0%	1	50.0%	0	0.0%
80300	Filters-Liquid	30	2609	0	2860	0	NA	0	NA	0	NA
20012	Financial Planning Consultants	160,231	42	617	224	440	71.3%	135	21.9%	42	6.8%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
20085	Financial Services	177,387	38	5,921	25	5,030	85.0%	720	12.2%	171	2.9%
20013	Financing	6,413	543	148	515	127	85.8%	17	11.5%	4	2.7%
60364	Financing Consultants	7,191	499	100	620	31	31.0%	64	64.0%	5	5.0%
60365	Fingernail Salons	90	2119	22	1098	14	NA	7	NA	1	NA
60366	Fingerprinting	43	2461	1	2371	1	NA	0	NA	0	NA
30223	Fingerprinting Equipment	54	2376	1	2343	0	NA	1	NA	0	NA
60367	Fire & Water Damage Restoration	44,029	148	480	271	285	59.4%	155	32.3%	40	8.3%
10053	Fire Alarm Systems	16,839	310	320	336	231	72.2%	66	20.6%	23	7.2%
50257	Fire Department Equipment & Supplies	128	1974	3	1902	2	66.7%	1	33.3%	0	0.0%
30769	Fire Departments	55	2362	3	1932	2	NA	1	NA	0	NA
10054	Fire Escapes	1	3388	0	3406	0	NA	0	NA	0	NA
80301	Fire Exit Devices	0	3614	0	3614	0	NA	0	NA	0	NA
80302	Fire Extinguishers	1,052	1109	29	994	7	24.1%	18	62.1%	4	13.8%
80303	Fire Extinguishing Fluid	58	2336	0	2736	0	NA	0	NA	0	NA
80304	Fire Hose	2	3311	0	3343	0	NA	0	NA	0	NA
80305	Fire Hydrants	0	3615	0	3615	0	NA	0	NA	0	NA
00129	Fire Lookout Stations	11	2943	0	3068	0	NA	0	NA	0	NA
60368	Fire Protection Consultants	1,285	1033	7	1508	6	85.7%	1	14.3%	0	0.0%
80306	Fire Protection Equipment & Supplies	4,695	618	39	898	34	87.2%	3	7.7%	2	5.1%
50258	Fireplace Equipment-Retail	5,898	560	168	484	110	65.5%	53	31.5%	5	3.0%
50259	Fireplace Equipment-Whls & Mfgs	57	2342	4	1810	4	NA	0	NA	0	NA
50260	Fireplaces	5,363	585	123	562	80	65.0%	42	34.1%	1	0.8%
10055	Fireproofing	191	1801	2	2022	2	100.0%	0	0.0%	0	0.0%
80307	Fireproofing Materials	87	2144	0	2664	0	NA	0	NA	0	NA
50261	Firewood	993	1125	36	942	12	33.3%	20	55.6%	4	11.1%
30224	Fireworks	379	1530	4	1739	2	50.0%	2	50.0%	0	0.0%
60369	First Aid Instruction	162	1863	6	1599	5	83.3%	1	16.7%	0	0.0%
80308	First Aid Supplies	15	2844	0	3003	0	NA	0	NA	0	NA
80309	Fish & Seafood Brokers	7	3069	0	3156	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50262	Fish & Seafood-Retail	1,999	909	49	820	29	59.2%	15	30.6%	5	10.2%
80310	Fish & Seafood-Wholesale	218	1757	1	2200	1	100.0%	0	0.0%	0	0.0%
30225	Fish By-Products	1	3389	0	3407	0	NA	0	NA	0	NA
00130	Fish Hatcheries	16	2817	2	2127	0	NA	0	NA	2	NA
50263	Fish Nets	1	3390	0	3408	0	NA	0	NA	0	NA
30226	Fish Processors	11	2944	0	3069	0	NA	0	NA	0	NA
30227	Fish Processors Equipment	0	3616	0	3616	0	NA	0	NA	0	NA
00131	Fishermen-Commercial	4	3186	0	3244	0	NA	0	NA	0	NA
50264	Fishermen's Supplies	61	2311	4	1807	1	NA	3	NA	0	NA
00132	Fishery Consultants	19	2763	0	2950	0	NA	0	NA	0	NA
50265	Fishing Bait	37	2518	1	2383	0	NA	1	NA	0	NA
60370	Fishing Parties	29	2616	6	1628	2	NA	4	NA	0	NA
10056	Fishing Piers	16	2824	0	2991	0	NA	0	NA	0	NA
50266	Fishing Tackle Dealers	2,002	905	77	684	17	22.1%	56	72.7%	4	5.2%
50267	Fishing Tackle-Repair & Parts	29	2617	2	2107	0	NA	1	NA	1	NA
80311	Fishing Tackle-Whls & Mfgs	8	3020	2	2144	2	NA	0	NA	0	NA
60371	Fix-It Shops	354	1560	12	1304	6	50.0%	4	33.3%	2	16.7%
50268	Flag Poles	103	2063	0	2646	0	NA	0	NA	0	NA
50269	Flags & Banners	462	1429	15	1223	4	26.7%	10	66.7%	1	6.7%
30228	Flags & Banners-Manufacturers Supplies	36	2532	0	2817	0	NA	0	NA	0	NA
10057	Flame proofing	0	3617	0	3617	0	NA	0	NA	0	NA
80312	Flame proofing Materials	0	3618	0	3618	0	NA	0	NA	0	NA
30229	Flanges	0	3619	0	3619	0	NA	0	NA	0	NA
50270	Flashers-Electric	0	3620	0	3620	0	NA	0	NA	0	NA
50271	Flatware-Table	0	3621	0	3621	0	NA	0	NA	0	NA
80313	Flavoring Extracts	30	2610	0	2861	0	NA	0	NA	0	NA
30230	Flavoring Extracts-Raw Materials	0	3622	0	3622	0	NA	0	NA	0	NA
50272	Flea Markets	1,620	965	43	857	19	44.2%	15	34.9%	9	20.9%
70507	Flight School	3,489	710	144	522	92	63.9%	50	34.7%	2	1.4%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30231	Floats-Mechanical	0	3623	0	3623	0	NA	0	NA	0	NA
60372	Floats-Parade	0	3624	0	3624	0	NA	0	NA	0	NA
30232	Flock Manufacturers & Processors	1	3391	0	3409	0	NA	0	NA	0	NA
30233	Flood Control Equipment	18	2793	0	2972	0	NA	0	NA	0	NA
30234	Floodlights & Search Lights	4	3187	0	3245	0	NA	0	NA	0	NA
10058	Floor Laying, Refinishing & Resurfacing	82,956	90	1,031	147	524	50.8%	441	42.8%	66	6.4%
80314	Floor Machines	5	3139	0	3203	0	NA	0	NA	0	NA
60373	Floor Machines-Rent	54	2374	2	2083	0	NA	2	NA	0	NA
60374	Floor Machines-Repair	21	2722	1	2423	1	NA	0	NA	0	NA
50273	Floor Materials	35,283	180	564	240	355	62.9%	176	31.2%	33	5.9%
50274	Floor Treatment Compounds	76	2206	0	2685	0	NA	0	NA	0	NA
60375	Floor Waxing, Polishing & Cleaning	2,087	885	20	1117	11	55.0%	7	35.0%	2	10.0%
10059	Floors-Industrial	1,502	987	16	1195	8	50.0%	8	50.0%	0	0.0%
10060	Floors-Raised	384	1523	6	1580	4	66.7%	2	33.3%	0	0.0%
60376	Floral Design Instruction	6	3093	1	2502	0	NA	1	NA	0	NA
80315	Florists Supplies	102	2065	5	1682	4	80.0%	0	0.0%	1	20.0%
50275	Florists-Retail	39,909	165	1,130	138	685	60.6%	383	33.9%	62	5.5%
80316	Florists-Wholesale	240	1717	5	1655	3	60.0%	2	40.0%	0	0.0%
30235	Flour	0	3625	0	3625	0	NA	0	NA	0	NA
50276	Flowers-Preserved	105	2046	9	1443	4	44.4%	5	55.6%	0	0.0%
80317	Foam & Sponge Rubber	265	1673	0	2586	0	NA	0	NA	0	NA
30236	Foil & Foil Products	0	3626	0	3626	0	NA	0	NA	0	NA
80318	Folding Machines	0	3627	0	3627	0	NA	0	NA	0	NA
60377	Food & Beverage Consultants	155	1882	0	2605	0	NA	0	NA	0	NA
30062	Food & Beverage Services	5,833	563	118	573	66	55.9%	42	35.6%	10	8.5%
80319	Food Brokers	348	1569	4	1746	1	25.0%	3	75.0%	0	0.0%
60378	Food Facilities Consultants	72	2233	0	2698	0	NA	0	NA	0	NA
30790	Food Manufacturers, Wholesalers, Dist.	24,785	241	279	368	182	65.2%	92	33.0%	5	1.8%
50277	Food Plans	4,322	643	202	444	138	68.3%	60	29.7%	4	2.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30237	Food Processing Equipment & Supplies	455	1437	4	1729	2	50.0%	2	50.0%	0	0.0%
80320	Food Products	2,095	883	28	1001	21	75.0%	6	21.4%	1	3.6%
30238	Food Products Mfg. Equipment	72	2230	1	2315	1	NA	0	NA	0	NA
30239	Food Products Reconditioning	4	3188	0	3246	0	NA	0	NA	0	NA
60379	Food Service Management	1,728	941	29	989	18	62.1%	10	34.5%	1	3.4%
50278	Foods-Carry Out	42,294	156	722	198	407	56.4%	284	39.3%	31	4.3%
80321	Foods-Dehydrated & Freeze-Dried	83	2168	1	2298	1	NA	0	NA	0	NA
30240	Foot Appliances	131	1960	6	1603	5	83.3%	1	16.7%	0	0.0%
60380	Football Clubs	284	1636	8	1475	2	25.0%	5	62.5%	1	12.5%
20014	Foreign Exchange Brokers	1,641	954	9	1402	4	44.4%	3	33.3%	2	22.2%
00133	Foresters-Consulting	136	1944	1	2247	1	100.0%	0	0.0%	0	0.0%
80322	Forging Equipment	0	3628	0	3628	0	NA	0	NA	0	NA
30241	Forgings	33	2575	0	2840	0	NA	0	NA	0	NA
60381	Formal Wear	8,858	454	334	329	185	55.4%	111	33.2%	38	11.4%
10061	Foundation Contractors	29,956	201	186	460	114	61.3%	63	33.9%	9	4.8%
60382	Foundations-Education, Philanthropy, Research	6,787	522	45	841	21	46.7%	21	46.7%	3	6.7%
30242	Foundries	3,930	671	26	1019	18	69.2%	8	30.8%	0	0.0%
80323	Foundry Equipment & Supplies	20	2746	0	2939	0	NA	0	NA	0	NA
80324	Fountains-Drinking	3	3253	0	3299	0	NA	0	NA	0	NA
50279	Fountains-Garden, Display, Etc.	1,586	974	39	901	22	56.4%	15	38.5%	2	5.1%
20015	Franchising	11,331	398	103	614	45	43.7%	41	39.8%	17	16.5%
60383	Fraternal Organizations	1,622	963	8	1448	5	62.5%	2	25.0%	1	12.5%
50280	Fraternal Regalia & Supplies	0	3629	0	3629	0	NA	0	NA	0	NA
60384	Fraternalities & Sororities	19	2764	0	2951	0	NA	0	NA	0	NA
70550	Freight Consolidating	47	2429	0	2771	0	NA	0	NA	0	NA
70551	Freight Forwarding	23,432	253	300	354	198	66.0%	92	30.7%	10	3.3%
70552	Freight Traffic Service	418	1476	17	1187	17	100.0%	0	0.0%	0	0.0%
00134	Frog Dealers	0	3630	0	3630	0	NA	0	NA	0	NA
30243	Frozen Custard Machines	2	3312	0	3344	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70553	Frozen Food Locker Plants	434	1456	9	1421	1	11.1%	4	44.4%	4	44.4%
30244	Frozen Foods-Processors	38	2507	1	2379	0	NA	0	NA	1	NA
50281	Frozen Foods-Retail	2,164	871	95	631	39	41.1%	53	55.8%	3	3.2%
80325	Fruit & Vegetable Growers & Shippers	121	1996	2	2050	2	100.0%	0	0.0%	0	0.0%
50282	Fruits & Vegetables-Retail	910	1156	24	1057	14	58.3%	9	37.5%	1	4.2%
80326	Fruits & Vegetables-Wholesale	208	1774	9	1435	4	44.4%	5	55.6%	0	0.0%
80327	Fruits-Dried	12	2916	0	3051	0	NA	0	NA	0	NA
80328	Fruits-Glace	2	3313	0	3345	0	NA	0	NA	0	NA
50283	Fuel Economizers	15	2839	1	2448	1	NA	0	NA	0	NA
50284	Fuel Injection Equipment	63	2295	0	2718	0	NA	0	NA	0	NA
60385	Fulfillment Services	14,498	336	3,641	44	3,365	92.4%	178	4.9%	98	2.7%
60386	Fund Raising Counselors & Orgs	11,385	397	92	637	47	51.1%	30	32.6%	15	16.3%
60387	Fund Raising Games, Merchandise, Supplies	356	1555	4	1743	3	75.0%	1	25.0%	0	0.0%
60388	Funeral Directors	25,370	235	187	459	122	65.2%	55	29.4%	10	5.3%
80329	Funeral Directors Equipment & Supplies	130	1964	5	1674	4	80.0%	1	20.0%	0	0.0%
61013	Funeral Related Services	17,056	308	241	416	160	66.4%	69	28.6%	12	5.0%
30245	Fungicides	139	1930	2	2040	0	0.0%	2	100.0%	0	0.0%
50285	Funnels	0	3631	0	3631	0	NA	0	NA	0	NA
50286	Fur Business-Retail	1,157	1071	10	1359	5	50.0%	3	30.0%	2	20.0%
30246	Fur Business-Whls & Mfgs	2,281	857	57	774	40	70.2%	13	22.8%	4	7.0%
60389	Fur Cleaning & Dyeing-Retail	129	1970	2	2046	1	50.0%	1	50.0%	0	0.0%
60390	Fur Cleaning & Dyeing-Wholesale	4	3189	0	3247	0	NA	0	NA	0	NA
80330	Fur Cuttings	0	3632	0	3632	0	NA	0	NA	0	NA
30247	Fur Designers	11	2945	0	3070	0	NA	0	NA	0	NA
30248	Fur Dressers & Dyers	0	3633	0	3633	0	NA	0	NA	0	NA
80331	Fur Farms-Equipment & Supplies	40	2487	7	1548	1	NA	6	NA	0	NA
30249	Fur Finishers & Liners	64	2288	0	2716	0	NA	0	NA	0	NA
30250	Fur Matching	175	1834	4	1771	2	50.0%	2	50.0%	0	0.0%
50287	Fur Novelties & Accessories	19	2765	0	2952	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
00135	Fur Skin Dealers & Brokers	33	2576	0	2841	0	NA	0	NA	0	NA
60391	Fur Storage	91	2116	4	1797	2	NA	1	NA	1	NA
80332	Furnaces-Industrial	607	1318	13	1262	12	92.3%	1	7.7%	0	0.0%
60392	Furniture Cleaning	545	1370	11	1334	5	45.5%	6	54.5%	0	0.0%
80333	Furniture Cleaning Equipment & Supplies	0	3634	0	3634	0	NA	0	NA	0	NA
30251	Furniture Designers & Custom Builders	12,802	366	556	245	356	64.0%	168	30.2%	32	5.8%
30252	Furniture Frames	273	1659	9	1431	4	44.4%	5	55.6%	0	0.0%
30253	Furniture Manufacturers	7,651	485	402	292	254	63.2%	122	30.3%	26	6.5%
30254	Furniture Manufacturers Equipment & Supplies	24	2679	2	2113	1	NA	1	NA	0	NA
50288	Furniture Pads	1	3361	1	2546	0	NA	1	NA	0	NA
60393	Furniture Rent & Lease	6,987	513	371	308	224	60.4%	132	35.6%	15	4.0%
60394	Furniture Repair & Refinish	10,394	414	236	421	99	41.9%	126	53.4%	11	4.7%
60395	Furniture Repair & Refinish Supplies	986	1127	1	2162	1	100.0%	0	0.0%	0	0.0%
60396	Furniture Stripping	40	2494	0	2800	0	NA	0	NA	0	NA
50289	Furniture-Children's	2,253	860	132	550	94	71.2%	31	23.5%	7	5.3%
50290	Furniture-Outdoor	3,476	712	127	554	97	76.4%	23	18.1%	7	5.5%
50291	Furniture-Retail	266,681	15	13,817	6	9,677	70.0%	3,200	23.2%	940	6.8%
50292	Furniture-Unfinished	2,401	840	122	566	96	78.7%	19	15.6%	7	5.7%
50293	Furniture-Used	2,232	862	101	618	48	47.5%	47	46.5%	6	5.9%
80334	Furniture-Wholesale	2,073	887	105	607	60	57.1%	40	38.1%	5	4.8%
50294	Fuses-Electric	0	3635	0	3635	0	NA	0	NA	0	NA
30255	Galvanizing	25	2671	0	2897	0	NA	0	NA	0	NA
60397	Gambling Abuse & Addiction Info/Treatment	156	1879	4	1777	2	50.0%	2	50.0%	0	0.0%
00136	Game Farms	15	2834	2	2129	1	NA	1	NA	0	NA
00137	Game-Birds, Venison, Etc.	0	3636	0	3636	0	NA	0	NA	0	NA
50295	Games & Supplies	7,382	494	75	691	38	50.7%	32	42.7%	5	6.7%
10062	Garage Builders	22,364	265	424	286	279	65.8%	132	31.1%	13	3.1%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30256	Garbage Disposal Equipment-Industrial/Commercial	263	1674	21	1111	18	85.7%	3	14.3%	0	0.0%
50296	Garbage Disposal Equipment-Supplies/Parts	58	2333	4	1808	3	NA	1	NA	0	NA
50297	Garbage Disposals-Household	115	2010	16	1208	5	31.3%	10	62.5%	1	6.3%
50298	Garden & Lawn Equipment & Supplies	12,457	376	344	327	212	61.6%	122	35.5%	10	2.9%
60398	Garden & Lawn Equipment & Supplies-Rent	168	1848	7	1539	6	85.7%	0	0.0%	1	14.3%
50785	Garden & Lawn Outdoor Lighting	1,249	1042	16	1196	11	68.8%	5	31.3%	0	0.0%
50784	Garden & Lawn Pond Dealers & Supplies	1,068	1099	25	1038	11	44.0%	11	44.0%	3	12.0%
50782	Garden & Lawn Sprinkler Systems	25,601	234	247	402	148	59.9%	88	35.6%	11	4.5%
50299	Garden Centers	860	1175	14	1234	9	64.3%	5	35.7%	0	0.0%
30257	Garment Hangers	17	2811	0	2984	0	NA	0	NA	0	NA
30258	Garment Racks	0	3637	0	3637	0	NA	0	NA	0	NA
50300	Garments-Printing & Lettering	3,395	723	60	758	14	23.3%	43	71.7%	3	5.0%
50301	Gas Boosters	0	3638	0	3638	0	NA	0	NA	0	NA
50302	Gas Burners	5	3140	0	3204	0	NA	0	NA	0	NA
70554	Gas Co	6,744	526	972	156	827	85.1%	125	12.9%	20	2.1%
10063	Gas Detectors	0	3639	0	3639	0	NA	0	NA	0	NA
80335	Gas Lights	30	2611	0	2862	0	NA	0	NA	0	NA
80336	Gas Plant Equipment	39	2501	1	2376	1	NA	0	NA	0	NA
30259	Gas Recycling Plants	0	3442	1	2558	0	NA	1	NA	0	NA
00138	Gas Well Drilling	7	3050	1	2490	1	NA	0	NA	0	NA
50303	Gas-Industrial & Medical-Cylinder/Bulk	69	2252	1	2321	1	NA	0	NA	0	NA
30260	Gaskets	13	2893	0	3038	0	NA	0	NA	0	NA
80337	Gasoline Additives-Manufacturers & Distributors	1,149	1073	5	1632	2	40.0%	2	40.0%	1	20.0%
80338	Gasoline Plant Equipment	0	3640	0	3640	0	NA	0	NA	0	NA
80339	Gasoline-Wholesale	396	1505	7	1524	3	42.9%	4	57.1%	0	0.0%
50304	Gas-Propane	1,926	915	109	601	84	77.1%	19	17.4%	6	5.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50305	Gas-Propane-Equipment & Supplies	6,863	519	381	300	280	73.5%	91	23.9%	10	2.6%
50306	Gates	196	1789	5	1662	3	60.0%	2	40.0%	0	0.0%
30261	Gauges & Gages	16	2825	0	2992	0	NA	0	NA	0	NA
50307	Gavels	0	3641	0	3641	0	NA	0	NA	0	NA
10064	Gazebos	416	1480	5	1640	5	100.0%	0	0.0%	0	0.0%
80340	Gears & Gear Cutting	5	3141	0	3205	0	NA	0	NA	0	NA
80341	Gelatin	1	3392	0	3410	0	NA	0	NA	0	NA
60399	Genealogists	3,420	718	558	242	541	97.0%	15	2.7%	2	0.4%
61022	Genealogy Services	816	1200	16	1200	16	100.0%	0	0.0%	0	0.0%
50308	General Merchandise-Retail	99,768	75	5,346	29	3,848	72.0%	1,262	23.6%	236	4.4%
80342	General Merchandise-Wholesale	114	2018	9	1442	4	44.4%	5	55.6%	0	0.0%
30262	Generators-Electric	423	1472	12	1303	8	66.7%	3	25.0%	1	8.3%
30263	Generators-Steam	0	3642	0	3642	0	NA	0	NA	0	NA
60400	Geochemists	0	3643	0	3643	0	NA	0	NA	0	NA
60401	Geographers	1	3393	0	3411	0	NA	0	NA	0	NA
60402	Geologists	4,308	645	149	514	77	51.7%	71	47.7%	1	0.7%
80343	Geologists Supplies	0	3644	0	3644	0	NA	0	NA	0	NA
80344	Geophysical Apparatus	0	3645	0	3645	0	NA	0	NA	0	NA
00139	Geophysicists	0	3646	0	3646	0	NA	0	NA	0	NA
50309	Gift Baskets & Parcels	1,414	1008	18	1157	8	44.4%	8	44.4%	2	11.1%
50310	Gift Shops	10,656	408	262	388	147	56.1%	96	36.6%	19	7.3%
50311	Gift Wrapping Materials	27	2642	2	2109	2	NA	0	NA	0	NA
60403	Gift Wrapping Service	9	2998	0	3107	0	NA	0	NA	0	NA
80345	Giftware-Whls & Mfgs	105	2045	10	1395	8	80.0%	2	20.0%	0	0.0%
30264	Gilders	0	3647	0	3647	0	NA	0	NA	0	NA
50312	Girls Apparel	21	2721	2	2118	1	NA	1	NA	0	NA
80346	Glass Beads-Industrial	7	3051	1	2491	1	NA	0	NA	0	NA
30265	Glass Blowers	273	1657	14	1248	12	85.7%	2	14.3%	0	0.0%
10065	Glass Board-Up Service	209	1773	1	2203	0	0.0%	1	100.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50313	Glass Circles & Specialty Shapes	4	3165	1	2518	0	NA	1	NA	0	NA
10066	Glass Coating & Tinting	3,508	707	50	813	23	46.0%	21	42.0%	6	12.0%
30266	Glass Coating & Tinting Machinery	0	3648	0	3648	0	NA	0	NA	0	NA
80347	Glass Coating & Tinting Materials	4	3190	0	3248	0	NA	0	NA	0	NA
30267	Glass Rods & Tubing	5	3142	0	3206	0	NA	0	NA	0	NA
60404	Glass-Auto, Plate, Window, Etc.	43,995	149	496	265	266	53.6%	214	43.1%	16	3.2%
50314	Glass-Beveled, Carved, Ornamental, Etc.	2,444	832	50	814	24	48.0%	24	48.0%	2	4.0%
50315	Glass-Block	4,229	651	24	1049	15	62.5%	8	33.3%	1	4.2%
80348	Glass-Broken	56	2353	3	1930	3	NA	0	NA	0	NA
10067	Glass-Stained & Leaded	2,220	864	26	1021	9	34.6%	16	61.5%	1	3.8%
30268	Glassware Decorators	494	1405	5	1637	4	80.0%	0	0.0%	1	20.0%
30269	Glassware-Whls & Mfgs	89	2126	4	1799	3	NA	1	NA	0	NA
10068	Glaziers	4,617	624	23	1065	17	73.9%	3	13.0%	3	13.0%
30270	Glaziers Supplies	0	3649	0	3649	0	NA	0	NA	0	NA
30271	Gloves & Mittens-Dress	0	3650	0	3650	0	NA	0	NA	0	NA
60405	Gloves-Cleaning & Repairing	0	3651	0	3651	0	NA	0	NA	0	NA
30272	Gloves-Work & Industrial	49	2413	0	2764	0	NA	0	NA	0	NA
50316	Go-Karts	130	1963	17	1193	10	58.8%	7	41.2%	0	0.0%
60406	Go-Karts Manufacturers	29	2620	0	2869	0	NA	0	NA	0	NA
30273	Gold Leaf	18	2794	0	2973	0	NA	0	NA	0	NA
30274	Gold Stamping	2	3314	0	3346	0	NA	0	NA	0	NA
50317	Gold, Silver & Platinum Dealers	6,091	553	96	629	37	38.5%	52	54.2%	7	7.3%
80349	Golf Carts	439	1450	10	1374	5	50.0%	4	40.0%	1	10.0%
60407	Golf Course Architects	304	1613	0	2582	0	NA	0	NA	0	NA
10069	Golf Course Construction	302	1614	2	1998	2	100.0%	0	0.0%	0	0.0%
80350	Golf Course Equipment & Supplies	202	1783	2	2020	0	0.0%	2	100.0%	0	0.0%
60408	Golf Courses-Miniature	101	2071	3	1909	1	33.3%	2	66.7%	0	0.0%
60409	Golf Courses-Private	5,440	581	67	728	55	82.1%	11	16.4%	1	1.5%
60410	Golf Courses-Public	505	1398	16	1204	8	50.0%	7	43.8%	1	6.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50318	Golf Equipment & Supplies-Retail	7,575	487	505	261	138	27.3%	347	68.7%	20	4.0%
80351	Golf Equipment & Supplies-Whls & Mfgs	266	1669	2	2003	1	50.0%	1	50.0%	0	0.0%
60411	Golf Instruction	781	1218	16	1201	6	37.5%	10	62.5%	0	0.0%
60412	Golf Practice Ranges	120	2000	2	2051	0	0.0%	2	100.0%	0	0.0%
50319	Gourmet Shops	1,253	1040	24	1053	15	62.5%	8	33.3%	1	4.2%
30770	Government Offices-Foreign-Reps	118	2003	5	1679	2	40.0%	0	0.0%	3	60.0%
90025	Government-Auctions & Job Listing Services	1,749	938	247	403	72	29.1%	133	53.8%	42	17.0%
30771	Government-City-Village & Township	1,199	1059	23	1072	14	60.9%	7	30.4%	2	8.7%
30772	Government-County	160	1870	5	1666	4	80.0%	0	0.0%	1	20.0%
30773	Government-Foreign	2,599	811	0	2569	0	NA	0	NA	0	NA
30774	Government-State	1,631	960	8	1447	5	62.5%	0	0.0%	3	37.5%
30775	Government-US.	748	1232	1	2166	1	100.0%	0	0.0%	0	0.0%
30275	Governors	218	1754	3	1878	2	66.7%	1	33.3%	0	0.0%
80352	Grain Brokers	0	3652	0	3652	0	NA	0	NA	0	NA
80353	Grain Dealers	18	2795	0	2974	0	NA	0	NA	0	NA
00140	Grain Drying	0	3653	0	3653	0	NA	0	NA	0	NA
10070	Grain Elevator Builders	55	2368	0	2751	0	NA	0	NA	0	NA
70555	Grain Elevators	3	3254	0	3300	0	NA	0	NA	0	NA
80354	Grain Elevators-Equipment & Supplies	1	3394	0	3412	0	NA	0	NA	0	NA
80355	Grain Exchanges	0	3654	0	3654	0	NA	0	NA	0	NA
00141	Grain Inspection	4	3191	0	3249	0	NA	0	NA	0	NA
80356	Grain Inspection Supplies	0	3655	0	3655	0	NA	0	NA	0	NA
30276	Granite	938	1143	30	980	20	66.7%	8	26.7%	2	6.7%
60413	Graphic Designers	13,922	351	184	463	96	52.2%	82	44.6%	6	3.3%
00142	Graphite	393	1510	1	2182	1	100.0%	0	0.0%	0	0.0%
30277	Gratings	49	2414	0	2765	0	NA	0	NA	0	NA
30278	Grease Traps	109	2035	1	2263	0	0.0%	1	100.0%	0	0.0%
10071	Greenhouse Builders	853	1180	10	1363	7	70.0%	3	30.0%	0	0.0%
80357	Greenhouse Equipment & Supplies	76	2207	0	2686	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10072	Greenhouses	294	1625	1	2192	1	100.0%	0	0.0%	0	0.0%
80358	Greeting Card Manufacturers Supplies	63	2293	1	2335	1	NA	0	NA	0	NA
50320	Greeting Cards-Retail	553	1362	6	1571	4	66.7%	0	0.0%	2	33.3%
30279	Greeting Cards-Whls & Mfgs	16	2821	1	2444	1	NA	0	NA	0	NA
80359	Grilles, Registers & Diffusers	51	2399	0	2761	0	NA	0	NA	0	NA
80360	Grinding Machines	7	3070	0	3157	0	NA	0	NA	0	NA
50321	Grinding Wheel Dressers	2	3315	0	3347	0	NA	0	NA	0	NA
80361	Grinding Wheels	0	3656	0	3656	0	NA	0	NA	0	NA
30280	Grinding-Precision & Production	47	2430	0	2772	0	NA	0	NA	0	NA
50322	Grocers-Retail	37,449	173	596	231	371	62.2%	189	31.7%	36	6.0%
80362	Grocers-Wholesale	218	1755	2	2013	1	50.0%	1	50.0%	0	0.0%
50758	Grocery - Bulk Food Stores	3,052	756	93	635	51	54.8%	39	41.9%	3	3.2%
80363	Grommets	0	3657	0	3657	0	NA	0	NA	0	NA
61018	Group Homes	847	1184	6	1564	3	50.0%	3	50.0%	0	0.0%
50323	Grouting Compounds	548	1364	4	1723	3	75.0%	1	25.0%	0	0.0%
60414	Guard Dogs	5	3126	1	2509	1	NA	0	NA	0	NA
50324	Guards-Door & Window	87	2142	1	2294	1	NA	0	NA	0	NA
50325	Guards-Machine	0	3658	0	3658	0	NA	0	NA	0	NA
60415	Guide Service	864	1174	64	741	33	51.6%	31	48.4%	0	0.0%
60416	Gumming Service	1	3395	0	3413	0	NA	0	NA	0	NA
30281	Gums	0	3659	0	3659	0	NA	0	NA	0	NA
60417	Gun Safety & Marksmanship Instruction	301	1616	11	1339	2	18.2%	6	54.5%	3	27.3%
50327	Gun sights, Scopes & Mounts	125	1984	6	1604	2	33.3%	4	66.7%	0	0.0%
50326	Guns & Gunsmiths	8,155	468	222	432	121	54.5%	94	42.3%	7	3.2%
10073	Gutters & Downspouts	75,920	96	832	182	548	65.9%	237	28.5%	47	5.6%
60418	Gymnasiums	2,366	844	192	455	110	57.3%	66	34.4%	16	8.3%
30282	Gymnasiums-Equipment & Supplies	883	1170	39	905	14	35.9%	24	61.5%	1	2.6%
50328	Gymnastic Equipment & Supplies	7	3071	0	3158	0	NA	0	NA	0	NA
60419	Gymnastic Instruction	2,899	774	57	772	29	50.9%	26	45.6%	2	3.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50329	Gypsum & Gypsum Products	64	2285	1	2330	1	NA	0	NA	0	NA
30283	Gyroscopes	0	3660	0	3660	0	NA	0	NA	0	NA
80364	Hair Curlers	14	2858	2	2133	2	NA	0	NA	0	NA
80365	Hair Dryers	209	1770	17	1190	11	64.7%	6	35.3%	0	0.0%
80366	Hair Nets	0	3661	0	3661	0	NA	0	NA	0	NA
80367	Hair Ornaments	44	2452	2	2092	2	NA	0	NA	0	NA
60420	Hair Removing	6,136	550	34	946	28	82.4%	5	14.7%	1	2.9%
80368	Hair Removing Equipment & Supplies	55	2369	0	2752	0	NA	0	NA	0	NA
60421	Hair Replacement	21,019	277	250	396	149	59.6%	85	34.0%	16	6.4%
60422	Halls & Auditoriums	257	1688	12	1307	3	25.0%	5	41.7%	4	33.3%
80369	Hampers-Whls & Mfgs	3	3255	0	3301	0	NA	0	NA	0	NA
10074	Hand Painting & Decorating	228	1737	6	1590	4	66.7%	2	33.3%	0	0.0%
50330	Handbags	386	1517	20	1131	11	55.0%	8	40.0%	1	5.0%
30284	Handbags-Manufacturers Equipment & Supplies	18	2796	0	2975	0	NA	0	NA	0	NA
60423	Handbags-Repairing	2	3289	1	2535	1	NA	0	NA	0	NA
60424	Handball Courts	13	2894	0	3039	0	NA	0	NA	0	NA
50331	Handkerchiefs	0	3662	0	3662	0	NA	0	NA	0	NA
80370	Handles-Whls & Mfgs	0	3663	0	3663	0	NA	0	NA	0	NA
60425	Handwriting Analysts	48	2421	0	2769	0	NA	0	NA	0	NA
60426	Handwriting Experts	6	3103	0	3181	0	NA	0	NA	0	NA
70556	Hang Gliding & Instruction	2	3316	0	3348	0	NA	0	NA	0	NA
80371	Hardware Consultants	34	2561	0	2832	0	NA	0	NA	0	NA
80372	Hardware-Builders	62	2303	0	2722	0	NA	0	NA	0	NA
50332	Hardware-Marine	0	3664	0	3664	0	NA	0	NA	0	NA
50333	Hardware-Retail	20,360	282	365	311	245	67.1%	107	29.3%	13	3.6%
80373	Hardware-Whls & Mfgs	692	1257	10	1365	8	80.0%	2	20.0%	0	0.0%
00143	Hatcheries-Poultry	2	3317	0	3349	0	NA	0	NA	0	NA
60427	Hats-Clean & Renovate	189	1802	4	1768	3	75.0%	1	25.0%	0	0.0%
50334	Hats-Retail	47	2427	1	2359	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30285	Hats-Whls & Mfgs	47	2431	0	2773	0	NA	0	NA	0	NA
50335	Hawaiian Goods	26	2658	0	2890	0	NA	0	NA	0	NA
00144	Hay	24	2680	2	2114	2	NA	0	NA	0	NA
60428	Hay Rides	25	2672	0	2898	0	NA	0	NA	0	NA
61027	Hazardous Waste Removal	4,554	628	46	835	31	67.4%	12	26.1%	3	6.5%
80374	Health & Diet Food Products-Wholesale/Manufacturing	5,738	570	30	975	6	20.0%	21	70.0%	3	10.0%
50336	Health & Diet Products-Retail	90,744	82	2,476	71	1,828	73.8%	573	23.1%	75	3.0%
60429	Health & Fitness Program Consultants	3,424	716	113	584	56	49.6%	40	35.4%	17	15.0%
60971	Health & Medical (General)	116,328	63	2,411	72	1,782	73.9%	516	21.4%	113	4.7%
60430	Health Clubs	80,469	93	5,051	32	3,738	74.0%	1,064	21.1%	249	4.9%
20016	Health Maintenance Organizations	12,136	380	296	362	228	77.0%	53	17.9%	15	5.1%
60431	Health Recording Service	27	2646	1	2405	1	NA	0	NA	0	NA
60432	Health Resorts	2,416	836	82	669	43	52.4%	34	41.5%	5	6.1%
50337	Hearing Aids & Assistive Devices	70,982	110	705	203	407	57.7%	276	39.1%	22	3.1%
30286	Heat Exchangers	20	2738	2	2120	2	NA	0	NA	0	NA
10075	Heat Pumps	212	1767	12	1308	8	66.7%	4	33.3%	0	0.0%
80375	Heat Recovery Equipment & Systems	18	2781	2	2123	2	NA	0	NA	0	NA
60433	Heat Sealing	319	1599	5	1647	2	40.0%	2	40.0%	1	20.0%
80376	Heat Sealing Equipment & Supplies	7	3046	3	1963	2	NA	0	NA	1	NA
70557	Heat Supply Companies	1,681	946	31	970	7	22.6%	24	77.4%	0	0.0%
30287	Heat Treating-Metal	56	2358	0	2745	0	NA	0	NA	0	NA
80377	Heat Treating-Metal-Equipment & Supplies	62	2304	0	2723	0	NA	0	NA	0	NA
50338	Heaters-Automotive	0	3443	1	2559	1	NA	0	NA	0	NA
10182	Heating & Air Conditioning	303,561	14	2,334	77	1,473	63.1%	733	31.4%	128	5.5%
10076	Heating Contractors	102,760	72	1,093	141	726	66.4%	336	30.7%	31	2.8%
80378	Heating Equipment	886	1169	9	1411	8	88.9%	0	0.0%	1	11.1%
60434	Heating Equipment & Systems Cleaning & Repair	7,869	478	152	510	113	74.3%	33	21.7%	6	3.9%
50339	Herbs	687	1266	8	1462	7	87.5%	1	12.5%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80379	Hides	2	3318	0	3350	0	NA	0	NA	0	NA
50340	Hinges	0	3665	0	3665	0	NA	0	NA	0	NA
60435	Historical Places	34	2562	0	2833	0	NA	0	NA	0	NA
50341	Hobby/Model Construction Supplies-Retail	621	1306	27	1018	15	55.6%	9	33.3%	3	11.1%
80380	Hobby/Model Construction Supplies-Wholesale/Manufacturing	199	1786	6	1594	2	33.3%	4	66.7%	0	0.0%
60436	Hockey Clubs	50	2401	5	1699	3	NA	2	NA	0	NA
00227	Hog Farms	6	3094	1	2503	1	NA	0	NA	0	NA
60437	Hoists	84	2161	1	2297	1	NA	0	NA	0	NA
20017	Holding Companies	911	1155	2	1970	0	0.0%	1	50.0%	1	50.0%
60438	Holistic Practitioners	4,127	654	48	825	35	72.9%	13	27.1%	0	0.0%
10077	Home Automation	372	1537	430	285	416	96.7%	3	0.7%	11	2.6%
10078	Home Builders	565,062	7	6,636	21	4,549	68.6%	1,838	27.7%	249	3.8%
50342	Home Centers	9,142	443	291	364	229	78.7%	49	16.8%	13	4.5%
50343	Home Demonstrations	929	1146	9	1408	6	66.7%	2	22.2%	1	11.1%
60439	Home Design & Planning	7,654	484	121	567	59	48.8%	53	43.8%	9	7.4%
60440	Home Economics Consultants	471	1421	1	2172	0	0.0%	1	100.0%	0	0.0%
60441	Home Health Services	40,801	163	240	417	156	65.0%	74	30.8%	10	4.2%
10079	Home Improvements	219,399	26	2,402	74	1,081	45.0%	1,065	44.3%	256	10.7%
50344	Home Theater	5,009	600	24	1047	19	79.2%	5	20.8%	0	0.0%
60442	Homeopaths	472	1418	2	1984	1	50.0%	1	50.0%	0	0.0%
80381	Homogenizers	0	3666	0	3666	0	NA	0	NA	0	NA
80382	Honey	14	2868	0	3021	0	NA	0	NA	0	NA
80383	Honeycomb Materials	0	3667	0	3667	0	NA	0	NA	0	NA
30288	Honing Machines & Equipment	3	3256	0	3302	0	NA	0	NA	0	NA
00145	Horse Breeders	279	1646	7	1532	6	85.7%	1	14.3%	0	0.0%
00146	Horse Dealers	61	2308	8	1498	1	NA	6	NA	1	NA
00148	Horse Shoeing	19	2753	3	1956	2	NA	1	NA	0	NA
00147	Horse Training	357	1553	5	1644	3	60.0%	2	40.0%	0	0.0%
70558	Horse Transporting	44	2449	4	1815	2	NA	1	NA	1	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30289	Horseshoe Equipment & Supplies	17	2804	2	2124	1	NA	1	NA	0	NA
00149	Horticultural Consultants	22	2707	1	2419	1	NA	0	NA	0	NA
50346	Hose & Tubing-Flexible Metal	25	2673	0	2899	0	NA	0	NA	0	NA
50347	Hose & Tubing-Rubber & Plastic	18	2797	0	2976	0	NA	0	NA	0	NA
50348	Hose Couplings & Fittings	9	2999	0	3108	0	NA	0	NA	0	NA
50349	Hosiery-Retail	111	2029	0	2640	0	NA	0	NA	0	NA
80384	Hosiery-Whls & Mfgs	148	1902	1	2232	0	0.0%	1	100.0%	0	0.0%
60443	Hospices	1,640	955	7	1505	4	57.1%	3	42.9%	0	0.0%
80385	Hospital & Medical Equipment & Supplies	24,949	238	586	233	392	66.9%	171	29.2%	23	3.9%
60444	Hospital Consultants	269	1662	14	1250	10	71.4%	4	28.6%	0	0.0%
20018	Hospitalization, Medical & Surgical Plans	27,203	217	658	210	512	77.8%	123	18.7%	23	3.5%
60445	Hospitals	26,172	231	957	160	766	80.0%	157	16.4%	34	3.6%
60446	Hostels	902	1162	24	1058	10	41.7%	13	54.2%	1	4.2%
50770	Hotel Product Sales	616	1309	11	1329	7	63.6%	3	27.3%	1	9.1%
60447	Hotels	83,801	89	4,291	41	2,860	66.7%	1,342	31.3%	89	2.1%
60448	Hotels-Reservations	1,505	986	59	767	30	50.8%	23	39.0%	6	10.2%
10080	House & Building Movers	6,748	525	107	604	52	48.6%	44	41.1%	11	10.3%
60449	House Cleaning	73,949	102	642	218	357	55.6%	255	39.7%	30	4.7%
50350	House Cleaning Equipment & Supplies	262	1678	3	1867	3	100.0%	0	0.0%	0	0.0%
50345	House Furnishings & Services	261	1680	16	1206	11	68.8%	5	31.3%	0	0.0%
50351	House wares-Retail	5,412	582	174	475	114	65.5%	51	29.3%	9	5.2%
80386	House wares-Whls & Mfgs	65	2278	2	2075	2	NA	0	NA	0	NA
60450	Human Factors-Research & Development	57	2343	3	1928	2	NA	0	NA	1	NA
60451	Human Resources	1,331	1022	10	1356	7	70.0%	3	30.0%	0	0.0%
60452	Human Services Organizations	924	1149	7	1510	5	71.4%	2	28.6%	0	0.0%
00150	Humane Societies	290	1631	11	1342	9	81.8%	2	18.2%	0	0.0%
80387	Humidifying Apparatus	546	1369	2	1978	2	100.0%	0	0.0%	0	0.0%
00151	Hunting & Fishing Services	846	1185	30	982	10	33.3%	19	63.3%	1	3.3%
80388	Hydraulic Equipment & Supplies	343	1573	3	1860	1	33.3%	1	33.3%	1	33.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80389	Hydraulic Equipment Repair	165	1857	1	2226	0	0.0%	1	100.0%	0	0.0%
60453	Hydrologists	51	2400	0	2762	0	NA	0	NA	0	NA
80390	Hydroponics-Equipment & Supplies	83	2167	2	2068	0	NA	2	NA	0	NA
30290	Hygrometers	0	3668	0	3668	0	NA	0	NA	0	NA
60454	Hypnotists	8,899	450	54	791	36	66.7%	17	31.5%	1	1.9%
50352	Ice	501	1401	0	2573	0	NA	0	NA	0	NA
50353	Ice Cream & Frozen Desserts-Dealers	1,637	957	38	916	23	60.5%	14	36.8%	1	2.6%
30291	Ice Cream & Frozen Desserts-M & D	105	2050	0	2643	0	NA	0	NA	0	NA
30292	Ice Cream Cone Manufacturers & Distributors	4	3192	0	3250	0	NA	0	NA	0	NA
30293	Ice Cream Cone Manufacturers Equipment	0	3669	0	3669	0	NA	0	NA	0	NA
80391	Ice Cream Freezers	10	2972	0	3089	0	NA	0	NA	0	NA
80392	Ice Cream Manufacturers Equipment	7	3052	1	2492	1	NA	0	NA	0	NA
80393	Ice Cream Manufacturers Supplies	1	3396	0	3414	0	NA	0	NA	0	NA
80394	Ice Cream Mixes	0	3670	0	3670	0	NA	0	NA	0	NA
30294	Ice Crushers	0	3671	0	3671	0	NA	0	NA	0	NA
80395	Ice Making Equipment & Machines	259	1683	1	2196	1	100.0%	0	0.0%	0	0.0%
30295	Ice Melting Equipment & Supplies	15	2845	0	3004	0	NA	0	NA	0	NA
80396	Ice Substitutes	56	2359	0	2746	0	NA	0	NA	0	NA
60455	Identification Bureaus	97	2091	0	2653	0	NA	0	NA	0	NA
60456	Identification Card Service	361	1548	9	1424	2	22.2%	7	77.8%	0	0.0%
30296	Identification Equipment & Supplies	105	2051	0	2644	0	NA	0	NA	0	NA
60457	Immigration & Naturalization Consultants	3,206	739	68	721	36	52.9%	26	38.2%	6	8.8%
60458	Import Representatives	19	2755	1	2432	0	NA	1	NA	0	NA
60459	Importers	5,042	596	158	496	119	75.3%	38	24.1%	1	0.6%
00152	Impregnating	734	1241	17	1181	10	58.8%	7	41.2%	0	0.0%
80397	Impregnating Apparatus	0	3672	0	3672	0	NA	0	NA	0	NA
30297	Imprinting	42	2471	2	2093	1	NA	1	NA	0	NA
50354	Incense	0	3673	0	3673	0	NA	0	NA	0	NA
60460	Incentive Programs	1,542	982	3	1830	3	100.0%	0	0.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30298	Incinerators	0	3674	0	3674	0	NA	0	NA	0	NA
30299	Incinerators-Supplies & Parts	0	3675	0	3675	0	NA	0	NA	0	NA
60461	Incorporating Companies	5,001	601	42	862	25	59.5%	16	38.1%	1	2.4%
60462	Indexing Service-Book, Periodical, Etc.	5	3143	0	3207	0	NA	0	NA	0	NA
50355	Indian Goods	66	2273	0	2710	0	NA	0	NA	0	NA
30300	Induction Heating Equipment	0	3676	0	3676	0	NA	0	NA	0	NA
60463	Industrial Consultants	521	1383	12	1299	2	16.7%	3	25.0%	7	58.3%
60464	Industrial Developments	182	1813	1	2212	0	0.0%	1	100.0%	0	0.0%
80398	Industrial Equipment & Supplies	3,433	715	22	1085	15	68.2%	3	13.6%	4	18.2%
60465	Industrial Hygiene Consultants	165	1858	0	2600	0	NA	0	NA	0	NA
80812	Industrial Manufacturers	7,295	496	50	809	35	70.0%	13	26.0%	2	4.0%
80817	Industrial Products Wholesalers & Distributors	8,183	467	59	761	36	61.0%	16	27.1%	7	11.9%
61081	Infomercials	24,649	243	1,271	131	1,148	90.3%	112	8.8%	11	0.9%
60466	Information Bureaus	7,069	506	56	780	44	78.6%	7	12.5%	5	8.9%
80399	Information Processing & Retrieval Equipment/Systems	116	2008	0	2631	0	NA	0	NA	0	NA
30301	Infrared Equipment	63	2296	0	2719	0	NA	0	NA	0	NA
60467	Infrared Inspection	3	3257	0	3303	0	NA	0	NA	0	NA
30302	Inks-Manufacturers Materials	3,086	752	1	2159	0	0.0%	0	0.0%	1	100.0%
30303	Inks-Print & Lithograph	20	2747	0	2940	0	NA	0	NA	0	NA
50356	Inks-Writing & Marking	53	2383	1	2345	1	NA	0	NA	0	NA
60468	Insect Control Devices	420	1474	2	1986	1	50.0%	1	50.0%	0	0.0%
80400	Insecticides	15	2846	0	3005	0	NA	0	NA	0	NA
30304	Inserts-Screw Thread	0	3677	0	3677	0	NA	0	NA	0	NA
30305	Inspection Devices-Industrial	22	2708	1	2420	1	NA	0	NA	0	NA
60469	Inspection Service	71,300	108	1,205	135	963	79.9%	213	17.7%	29	2.4%
50357	Instrument Cases	0	3678	0	3678	0	NA	0	NA	0	NA
10081	Insulation Contractors	26,681	223	145	520	103	71.0%	35	24.1%	7	4.8%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80401	Insulation Contractors Equipment & Supplies	130	1965	1	2248	0	0.0%	1	100.0%	0	0.0%
50358	Insulation Materials	338	1578	1	2185	0	0.0%	1	100.0%	0	0.0%
30306	Insulation Materials-Electric	18	2798	0	2977	0	NA	0	NA	0	NA
20040	Insurance Claim Processing Services	23,621	252	557	243	355	63.7%	193	34.6%	9	1.6%
20041	Insurance Consultants	2,326	850	28	1000	26	92.9%	2	7.1%	0	0.0%
20042	Insurance Inspection & Audits	648	1292	4	1718	4	100.0%	0	0.0%	0	0.0%
20043	Insurance Rating Bureaus	159	1872	5	1667	2	40.0%	3	60.0%	0	0.0%
20080	Insurance Services	156,157	44	3,313	51	2,697	81.4%	520	15.7%	96	2.9%
20020	Insurance-Accident & Health	3,266	733	66	733	37	56.1%	18	27.3%	11	16.7%
20021	Insurance-Auto	20,360	281	463	277	363	78.4%	81	17.5%	19	4.1%
20024	Insurance-Aviation	121	1998	0	2626	0	NA	0	NA	0	NA
20025	Insurance-Bonding	59	2326	2	2077	1	NA	1	NA	0	NA
20022	Insurance-Crop	43	2464	0	2783	0	NA	0	NA	0	NA
20034	Insurance-Dental	842	1187	11	1324	7	63.6%	2	18.2%	2	18.2%
20036	Insurance-Disability	594	1334	10	1370	7	70.0%	3	30.0%	0	0.0%
20023	Insurance-Fire & Flood Specialists	214	1766	1	2202	1	100.0%	0	0.0%	0	0.0%
20026	Insurance-Funeral	6,598	534	30	974	16	53.3%	13	43.3%	1	3.3%
20019	Insurance-General	259,249	18	5,383	28	4,302	79.9%	891	16.6%	190	3.5%
20027	Insurance-Health	10,377	415	100	619	68	68.0%	28	28.0%	4	4.0%
20028	Insurance-Homeowners	1,947	912	39	900	23	59.0%	11	28.2%	5	12.8%
20037	Insurance-Liability	1,600	969	15	1212	9	60.0%	5	33.3%	1	6.7%
20029	Insurance-Life	40,830	162	495	266	370	74.7%	121	24.4%	4	0.8%
20030	Insurance-Long Term Care	1,098	1085	1	2161	1	100.0%	0	0.0%	0	0.0%
20031	Insurance-Marine	5	3127	1	2510	0	NA	1	NA	0	NA
20038	Insurance-Property	4,368	641	265	383	172	64.9%	92	34.7%	1	0.4%
20035	Insurance-Rental	99	2077	4	1792	4	NA	0	NA	0	NA
20032	Insurance-Senior Products	1,160	1070	3	1833	2	66.7%	0	0.0%	1	33.3%
20084	Insurance-Viatical/Living Trust, Life	14,049	344	155	502	115	74.2%	38	24.5%	2	1.3%
20039	Insurance-Workers Compensation	623	1305	3	1842	3	100.0%	0	0.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
20044	Insured Property Replacement Service	1,381	1016	27	1014	23	85.2%	4	14.8%	0	0.0%
50359	Intercoms Systems & Services)	138	1935	1	2244	1	100.0%	0	0.0%	0	0.0%
60470	Interior Decorators & Designers	28,935	208	380	301	196	51.6%	145	38.2%	39	10.3%
80402	Interior Decorators & Designers Supplies	386	1518	10	1378	8	80.0%	2	20.0%	0	0.0%
60471	Interior Decorators & Designers-Workroom	82	2175	2	2069	0	NA	2	NA	0	NA
60472	International Trade Consultants	2,685	796	48	827	24	50.0%	20	41.7%	4	8.3%
60979	Internet Marketing Services	74,851	100	2,203	81	1,621	73.6%	531	24.1%	51	2.3%
60473	Internet Services	253,015	20	15,250	5	12,086	79.3%	2,618	17.2%	546	3.6%
60974	Internet Shopping Services	245,917	21	12,474	7	7,205	57.8%	4,616	37.0%	653	5.2%
60980	Internet Web Design	71,360	107	1,472	117	879	59.7%	522	35.5%	71	4.8%
60474	Inventors	378	1531	4	1740	1	25.0%	2	50.0%	1	25.0%
60475	Inventory Service	1,485	990	7	1506	4	57.1%	2	28.6%	1	14.3%
60476	Investigators	29,119	205	301	353	165	54.8%	119	39.5%	17	5.6%
20045	Investment Advisory Service	61,796	119	519	257	318	61.3%	168	32.4%	33	6.4%
30307	Investment Castings	2,413	837	93	636	74	79.6%	18	19.4%	1	1.1%
20046	Investment Securities	34,681	181	529	253	418	79.0%	37	7.0%	74	14.0%
20089	Investment Seminars	18,856	294	132	548	101	76.5%	24	18.2%	7	5.3%
50360	Invitations & Announcements	638	1298	27	1017	10	37.0%	8	29.6%	9	33.3%
80403	Iron	547	1366	5	1636	1	20.0%	4	80.0%	0	0.0%
30308	Iron Oxide	0	3679	0	3679	0	NA	0	NA	0	NA
10082	Iron Work	5,826	567	100	622	36	36.0%	57	57.0%	7	7.0%
50361	Ironing Boards	0	3680	0	3680	0	NA	0	NA	0	NA
70559	Irrigation Consultants	670	1282	18	1163	11	61.1%	7	38.9%	0	0.0%
80404	Irrigation Systems & Equipment	10,736	406	170	479	100	58.8%	61	35.9%	9	5.3%
50362	Italian Food Products	56	2355	2	2081	1	NA	1	NA	0	NA
10176	Itinerant (Door-to-Door) Workmen	487	1411	14	1243	2	14.3%	6	42.9%	6	42.9%
50363	Ivory Goods	0	3681	0	3681	0	NA	0	NA	0	NA
80405	Jacks	1,124	1080	12	1284	6	50.0%	2	16.7%	4	33.3%
60477	Jacks-Repair	371	1539	1	2183	1	100.0%	0	0.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50364	Jade & Jade Goods	2	3319	0	3351	0	NA	0	NA	0	NA
70656	Jai-Alai Exhibitions	65	2281	0	2713	0	NA	0	NA	0	NA
30309	Jail Equipment	5	3144	0	3208	0	NA	0	NA	0	NA
30310	Jalousies	29	2621	0	2870	0	NA	0	NA	0	NA
60478	Janitor Service	67,281	113	406	289	230	56.7%	153	37.7%	23	5.7%
80406	Janitors Equipment & Supplies	1,011	1119	11	1321	5	45.5%	5	45.5%	1	9.1%
50365	Japanese Food Products	2	3320	0	3352	0	NA	0	NA	0	NA
50366	Jeans	14	2869	0	3022	0	NA	0	NA	0	NA
50367	Jewelers-Retail	134,280	53	2,554	68	1,552	60.8%	868	34.0%	134	5.2%
80407	Jewelers'-Supplies	307	1608	43	860	8	18.6%	33	76.7%	2	4.7%
80408	Jewelers-Wholesale	1,840	927	22	1087	14	63.6%	7	31.8%	1	4.5%
80409	Jewelry Buyers	434	1457	8	1469	6	75.0%	2	25.0%	0	0.0%
80410	Jewelry Castings	25	2674	0	2900	0	NA	0	NA	0	NA
80411	Jewelry Designers	1,136	1077	22	1090	16	72.7%	6	27.3%	0	0.0%
80412	Jewelry Engravers	37	2515	4	1818	2	NA	2	NA	0	NA
80413	Jewelry Findings	5	3145	0	3209	0	NA	0	NA	0	NA
30311	Jewelry Manufacturers	807	1206	8	1457	6	75.0%	2	25.0%	0	0.0%
60479	Jewelry Polishing & Plating	14	2860	1	2451	0	NA	1	NA	0	NA
60480	Jewelry Repair	826	1194	40	894	22	55.0%	16	40.0%	2	5.0%
30312	Jewels-Imitation	0	3682	0	3682	0	NA	0	NA	0	NA
80414	Jigs & Fixtures	0	3683	0	3683	0	NA	0	NA	0	NA
30313	Jigs & Fixtures-Components	1	3397	0	3415	0	NA	0	NA	0	NA
60981	Job Listing & Advisory Services	42,967	151	317	337	176	55.5%	83	26.2%	58	18.3%
61057	Job Listing Services - Overseas	3,042	760	27	1012	17	63.0%	9	33.3%	1	3.7%
50368	Job Lot Merchandise	0	3684	0	3684	0	NA	0	NA	0	NA
30314	Juice Extractors	2	3321	0	3353	0	NA	0	NA	0	NA
30315	Juices	59	2328	0	2734	0	NA	0	NA	0	NA
60481	Juke Boxes	98	2086	4	1794	3	NA	1	NA	0	NA
80415	Junk Dealers	176	1829	8	1486	7	87.5%	0	0.0%	1	12.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30776	Justices Of The Peace	11	2946	0	3071	0	NA	0	NA	0	NA
50369	Karaoke Machines & Tapes	521	1384	2	1980	1	50.0%	1	50.0%	0	0.0%
50370	Karts-Motorized	49	2409	12	1311	7	NA	4	NA	1	NA
00153	Kennels & Pet Boarding	28,250	211	381	299	222	58.3%	142	37.3%	17	4.5%
80416	Kennels Equipment & Supplies	40	2491	2	2098	0	NA	2	NA	0	NA
80417	Kerosene	21	2723	1	2424	1	NA	0	NA	0	NA
30316	Key Control Systems	92	2113	1	2284	0	NA	1	NA	0	NA
50371	Key Holders	2	3322	0	3354	0	NA	0	NA	0	NA
30317	Kilns	2	3323	0	3355	0	NA	0	NA	0	NA
10006	Kitchen & Bath Design & Remodeling	82,203	91	903	171	496	54.9%	353	39.1%	54	6.0%
50372	Kitchen Accessories	3,522	705	196	450	88	44.9%	102	52.0%	6	3.1%
50373	Kitchen Cabinets & Equipment-Household	22,412	263	268	381	188	70.1%	69	25.7%	11	4.1%
50374	Kites	32	2586	0	2849	0	NA	0	NA	0	NA
50375	Knife Sharpening Devices	0	3435	2	2158	1	NA	1	NA	0	NA
60482	Knit Goods Blocking Service	21	2731	0	2931	0	NA	0	NA	0	NA
50376	Knit Goods-Retail	5	3128	1	2511	1	NA	0	NA	0	NA
80418	Knit Goods-Whls & Mfgs	0	3685	0	3685	0	NA	0	NA	0	NA
50377	Knitted Fabrics	0	3686	0	3686	0	NA	0	NA	0	NA
50378	Knitting Instruction	183	1809	8	1485	7	87.5%	1	12.5%	0	0.0%
30318	Knitting Machines	13	2884	1	2458	1	NA	0	NA	0	NA
30319	Knives-Machine	54	2377	1	2344	1	NA	0	NA	0	NA
50379	Knobs	0	3687	0	3687	0	NA	0	NA	0	NA
50380	Kosher Food Products	13	2895	0	3040	0	NA	0	NA	0	NA
60483	Labeling	493	1407	3	1851	2	66.7%	0	0.0%	1	33.3%
30320	Labeling Equipment	88	2136	1	2292	1	NA	0	NA	0	NA
30321	Labels-Fabric	5	3129	1	2512	1	NA	0	NA	0	NA
50381	Labels-Paper	40	2492	1	2374	0	NA	1	NA	0	NA
30322	Labels-Plastic, Metal, Foil, Etc.	247	1708	4	1759	4	100.0%	0	0.0%	0	0.0%
60484	Labor Organizations	3,424	717	53	795	50	94.3%	2	3.8%	1	1.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60485	Labor Relations Consultants	99	2083	0	2649	0	NA	0	NA	0	NA
60486	Laboratories-Medical	11,671	392	372	306	255	68.5%	93	25.0%	24	6.5%
60487	Laboratories-Research & Development	647	1294	11	1328	5	45.5%	5	45.5%	1	9.1%
60488	Laboratories-Testing	918	1152	7	1511	4	57.1%	3	42.9%	0	0.0%
60489	Laboratories-Veterinary	46	2434	6	1626	5	NA	1	NA	0	NA
80419	Laboratory Equipment & Supplies	150	1894	1	2231	0	0.0%	0	0.0%	1	100.0%
50382	Laces	0	3688	0	3688	0	NA	0	NA	0	NA
30323	Lacquers-Manufacturers	12	2917	0	3052	0	NA	0	NA	0	NA
50383	Ladders	5	3146	0	3210	0	NA	0	NA	0	NA
60490	Ladders-Renting	672	1279	0	2571	0	NA	0	NA	0	NA
30324	Laminated Structural Products	4	3193	0	3251	0	NA	0	NA	0	NA
80420	Laminating Equipment & Supplies	106	2043	0	2642	0	NA	0	NA	0	NA
30325	Laminations-Motor & Transformer	0	3689	0	3689	0	NA	0	NA	0	NA
30326	Laminations-Plastic, Paper, Etc.	757	1228	8	1460	6	75.0%	2	25.0%	0	0.0%
50384	Lamp Shade Covers	0	3690	0	3690	0	NA	0	NA	0	NA
30327	Lamp Shade Frames & Supplies	3	3235	1	2526	0	NA	1	NA	0	NA
60491	Lamp Shades-Cleaning & Repairing	28	2630	5	1710	0	NA	5	NA	0	NA
80421	Lamp Shades-Whls & Mfgs	53	2384	1	2346	1	NA	0	NA	0	NA
50385	Lamps & Lamp Shades-Retail	1,462	994	38	917	30	78.9%	6	15.8%	2	5.3%
80422	Lamps-Health	0	3691	0	3691	0	NA	0	NA	0	NA
60492	Lamps-Repair	7	3053	1	2493	1	NA	0	NA	0	NA
60493	Lamps-Supplies & Parts	6	3104	0	3182	0	NA	0	NA	0	NA
80423	Lamps-Whls & Mfgs	47	2428	1	2360	1	NA	0	NA	0	NA
10083	Land Clearing & Leveling	1,253	1041	11	1316	5	45.5%	6	54.5%	0	0.0%
60494	Land Companies	510	1393	14	1242	9	64.3%	2	14.3%	3	21.4%
70560	Landfills-Sanitary	75	2212	3	1923	3	NA	0	NA	0	NA
00154	Landscape Architects	47,625	140	988	154	610	61.7%	342	34.6%	36	3.6%
00155	Landscape Contractors	198,273	33	2,982	58	1,406	47.1%	1,409	47.3%	167	5.6%
00156	Landscape Designers	21,180	275	204	442	111	54.4%	85	41.7%	8	3.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80424	Landscaping Equipment & Supplies	1,591	971	42	866	20	47.6%	21	50.0%	1	2.4%
60495	Language Schools	1,458	995	22	1088	14	63.6%	7	31.8%	1	4.5%
50386	Language Training Aids	92	2111	2	2059	1	NA	1	NA	0	NA
30328	Lanolin	0	3692	0	3692	0	NA	0	NA	0	NA
30329	Lapidaries	2	3324	0	3356	0	NA	0	NA	0	NA
30330	Lapidary Equipment & Supplies	0	3444	1	2560	0	NA	0	NA	1	NA
80425	Lasers	162	1865	2	2030	1	50.0%	1	50.0%	0	0.0%
30331	Latex Products	0	3693	0	3693	0	NA	0	NA	0	NA
30332	Latex-Liquid	0	3694	0	3694	0	NA	0	NA	0	NA
50387	Lath	0	3695	0	3695	0	NA	0	NA	0	NA
30333	Lathes	0	3696	0	3696	0	NA	0	NA	0	NA
10084	Lathing Contractors	11	2933	1	2470	1	NA	0	NA	0	NA
60496	Laundries	3,049	757	67	732	30	44.8%	31	46.3%	6	9.0%
60497	Laundries-Self Service	1,243	1044	90	653	44	48.9%	41	45.6%	5	5.6%
60498	Laundry Consultants	72	2229	10	1397	5	NA	5	NA	0	NA
80426	Laundry Equipment	400	1497	10	1377	3	30.0%	5	50.0%	2	20.0%
80427	Laundry Supplies	17	2812	0	2985	0	NA	0	NA	0	NA
30334	Law & Financial Printers	4	3194	0	3252	0	NA	0	NA	0	NA
30335	Law Books	1	3398	0	3416	0	NA	0	NA	0	NA
00157	Lawn Maintenance	85,002	88	2,072	86	1,328	64.1%	670	32.3%	74	3.6%
50388	Lawn Mowers	1,220	1051	76	688	49	64.5%	21	27.6%	6	7.9%
60499	Lawn Mowers-Sharpen & Repair	1,073	1097	60	759	30	50.0%	26	43.3%	4	6.7%
60075	Lawyers	144,361	49	1,476	115	970	65.7%	446	30.2%	60	4.1%
60074	Lawyers Referral Service	2,229	863	20	1116	6	30.0%	12	60.0%	2	10.0%
60087	Lawyers Service Bureaus	1,056	1106	41	880	30	73.2%	11	26.8%	0	0.0%
60076	Lawyers-Appellate	159	1874	0	2604	0	NA	0	NA	0	NA
60077	Lawyers-Bankruptcy & Taxes	9,939	423	116	577	71	61.2%	42	36.2%	3	2.6%
60078	Lawyers-Criminal	538	1374	3	1846	3	100.0%	0	0.0%	0	0.0%
60079	Lawyers-Divorce	1,029	1113	10	1360	3	30.0%	6	60.0%	1	10.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60080	Lawyers-Employment & Workers Comp.	274	1656	2	2002	2	100.0%	0	0.0%	0	0.0%
60081	Lawyers-Employment Litigation	135	1946	0	2619	0	NA	0	NA	0	NA
60082	Lawyers-Estate Planning	1,188	1064	3	1832	2	66.7%	1	33.3%	0	0.0%
60083	Lawyers-Litigation	278	1652	1	2194	0	0.0%	1	100.0%	0	0.0%
60084	Lawyers-Mediation & Arbitration	24	2686	0	2908	0	NA	0	NA	0	NA
60085	Lawyers-Patent	1,885	920	15	1211	11	73.3%	4	26.7%	0	0.0%
60086	Lawyers-Pers.Injury & Property Damage	16,244	313	249	399	113	45.4%	135	54.2%	1	0.4%
60896	Lawyers-Trademark	26	2659	0	2891	0	NA	0	NA	0	NA
60503	Layouts-Office, Factory, Etc	0	3697	0	3697	0	NA	0	NA	0	NA
30336	Lead	80	2188	0	2680	0	NA	0	NA	0	NA
10085	Lead Burning	0	3698	0	3698	0	NA	0	NA	0	NA
30337	Lead Products	29	2622	0	2871	0	NA	0	NA	0	NA
30338	Leak Detecting Instruments	537	1375	10	1372	6	60.0%	4	40.0%	0	0.0%
60504	Leasing Service	9,878	427	483	270	338	70.0%	136	28.2%	9	1.9%
30339	Leather	58	2331	8	1500	5	NA	3	NA	0	NA
60505	Leather Cleaning	178	1824	9	1437	6	66.7%	3	33.3%	0	0.0%
50389	Leather Clothing-Retail	2,749	787	198	448	88	44.4%	106	53.5%	4	2.0%
80428	Leather Clothing-Whls & Mfgs	24	2687	0	2909	0	NA	0	NA	0	NA
30340	Leather Findings	0	3699	0	3699	0	NA	0	NA	0	NA
30341	Leather Finishers	0	3700	0	3700	0	NA	0	NA	0	NA
30342	Leather Finishes	3	3258	0	3304	0	NA	0	NA	0	NA
30343	Leather Goods Manufacturers Supplies	15	2847	0	3006	0	NA	0	NA	0	NA
50390	Leather Goods-Dealers	1,369	1018	61	754	36	59.0%	21	34.4%	4	6.6%
60506	Leather Goods-Repair	2,637	804	5	1630	3	60.0%	2	40.0%	0	0.0%
30344	Leather Goods-Whls & Mfgs	36	2533	0	2818	0	NA	0	NA	0	NA
30345	Leather-Artificial	1	3399	0	3417	0	NA	0	NA	0	NA
80429	Lecterns	9	3000	0	3109	0	NA	0	NA	0	NA
60507	Lecture & Seminar Bureaus	3,643	697	39	899	24	61.5%	12	30.8%	3	7.7%
60508	Legal Clinics	6,045	555	89	654	38	42.7%	47	52.8%	4	4.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30346	Legal Forms	1,832	929	57	775	45	78.9%	4	7.0%	8	14.0%
60509	Legal Services Plans	32,174	191	344	326	190	55.2%	145	42.2%	9	2.6%
50391	Lenses	12	2902	4	1826	3	NA	1	NA	0	NA
60510	Letter Shop Service	229	1736	1	2199	1	100.0%	0	0.0%	0	0.0%
80430	Lettering Machines	504	1399	3	1850	1	33.3%	2	66.7%	0	0.0%
30347	Letters-Sign	160	1869	6	1600	5	83.3%	1	16.7%	0	0.0%
50392	Levels	0	3701	0	3701	0	NA	0	NA	0	NA
60511	Libraries-Circulating & Rental	61	2315	0	2728	0	NA	0	NA	0	NA
60512	Libraries-Institutional	8	3035	0	3135	0	NA	0	NA	0	NA
60513	Libraries-Public	69	2249	3	1925	2	NA	0	NA	1	NA
80431	Library Equipment & Supplies	0	3702	0	3702	0	NA	0	NA	0	NA
60514	Library Research Service	8	3024	1	2487	0	NA	1	NA	0	NA
60515	License Services	543	1371	19	1146	6	31.6%	10	52.6%	3	15.8%
60516	Lie Detection Service	138	1938	0	2618	0	NA	0	NA	0	NA
50393	Life Raft Inflation Equipment	1	3400	0	3418	0	NA	0	NA	0	NA
30348	Lifts	172	1840	1	2220	1	100.0%	0	0.0%	0	0.0%
10086	Lighting Consultants	255	1692	2	2005	1	50.0%	1	50.0%	0	0.0%
30349	Lighting Equipment-Emergency	9	3001	0	3110	0	NA	0	NA	0	NA
60517	Lighting Fixtures-Repair & Maintenance	63	2289	3	1926	1	NA	1	NA	1	NA
50394	Lighting Fixtures-Retail	9,046	445	209	438	127	60.8%	61	29.2%	21	10.0%
50395	Lighting Fixtures-Supplies & Parts	112	2024	7	1541	4	57.1%	2	28.6%	1	14.3%
80432	Lighting Fixtures-Whls & Mfgs	251	1698	13	1278	8	61.5%	5	38.5%	0	0.0%
70561	Lighting Plants	0	3703	0	3703	0	NA	0	NA	0	NA
80433	Lighting Systems & Equipment	318	1600	3	1863	2	66.7%	1	33.3%	0	0.0%
80434	Lightning Protection Equipment	543	1372	4	1725	4	100.0%	0	0.0%	0	0.0%
80435	Lights Bulbs & Tubes	150	1892	2	2033	2	100.0%	0	0.0%	0	0.0%
80436	Lime	9	3002	0	3111	0	NA	0	NA	0	NA
00158	Limestone	30	2612	0	2863	0	NA	0	NA	0	NA
70562	Limousine Service	79,290	94	1,292	130	622	48.1%	541	41.9%	129	10.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60518	Linen Supply Service	704	1254	12	1291	7	58.3%	5	41.7%	0	0.0%
50396	Linens-Retail	1,077	1094	57	776	30	52.6%	23	40.4%	4	7.0%
80437	Linens-Whls & Mfgs	78	2196	1	2304	0	NA	0	NA	1	NA
50397	Lingerie	2,724	790	124	560	64	51.6%	54	43.5%	6	4.8%
30350	Linings-Clothing	11	2934	1	2471	0	NA	0	NA	1	NA
30351	Linings-Plastic, Membrane, Etc.	114	2021	3	1904	1	33.3%	2	66.7%	0	0.0%
50398	Linoleum Dealers	5,023	599	163	489	112	68.7%	45	27.6%	6	3.7%
80438	Linoleum Layers Equipment & Supplies	42	2473	1	2372	0	NA	1	NA	0	NA
80439	Linoleum-Whls & Mfgs	0	3704	0	3704	0	NA	0	NA	0	NA
60519	Liquidators	2,721	791	112	588	81	72.3%	27	24.1%	4	3.6%
80440	Liquor Brokers	27	2647	1	2406	0	NA	1	NA	0	NA
50399	Liquor Stores	5,977	557	75	692	46	61.3%	27	36.0%	2	2.7%
80441	Liquors-Wholesale	93	2109	0	2659	0	NA	0	NA	0	NA
60520	Literary Agents	3,115	747	83	667	5	6.0%	5	6.0%	73	88.0%
30352	Lithographers	105	2052	0	2645	0	NA	0	NA	0	NA
30353	Lithographers Equipment & Supplies	6	3105	0	3183	0	NA	0	NA	0	NA
30354	Lithographic Negatives & Plates	0	3705	0	3705	0	NA	0	NA	0	NA
80442	Livestock Auction Markets	44	2454	1	2367	0	NA	1	NA	0	NA
00159	Livestock Breeders	1,054	1107	56	783	30	53.6%	26	46.4%	0	0.0%
00160	Livestock Buyers	8	3036	0	3136	0	NA	0	NA	0	NA
80443	Livestock Equipment & Supplies	80	2189	0	2681	0	NA	0	NA	0	NA
00161	Livestock Feeding	35	2549	0	2826	0	NA	0	NA	0	NA
00162	Livestock Grooming	0	3706	0	3706	0	NA	0	NA	0	NA
70563	Livestock Hauling	5	3147	0	3211	0	NA	0	NA	0	NA
00163	Livestock Order Buyers	7	3072	0	3159	0	NA	0	NA	0	NA
00164	Livestock Spraying	0	3707	0	3707	0	NA	0	NA	0	NA
00165	Livestock-Commission	0	3708	0	3708	0	NA	0	NA	0	NA
80444	Loading Dock Equipment	4	3195	0	3253	0	NA	0	NA	0	NA
20047	Loans	86,410	87	1,613	106	917	56.9%	466	28.9%	230	14.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
20048	Loans-Small Business	3,417	719	274	375	252	92.0%	21	7.7%	1	0.4%
60521	Lobbyists	1,097	1086	3	1834	1	33.3%	2	66.7%	0	0.0%
30355	Lockers	10	2961	1	2477	0	NA	1	NA	0	NA
60522	Locks & Locksmiths	19,173	292	235	423	110	46.8%	105	44.7%	20	8.5%
80445	Locksmiths Equipment & Supplies	607	1319	13	1263	6	46.2%	6	46.2%	1	7.7%
80446	Locks-Whls & Mfgs	187	1805	2	2024	1	50.0%	1	50.0%	0	0.0%
30356	Locomotives	4	3196	0	3254	0	NA	0	NA	0	NA
10087	Log Cabins, Homes & Buildings	10,770	405	111	589	56	50.5%	46	41.4%	9	8.1%
80447	Log Splitting Equipment	0	3445	1	2561	1	NA	0	NA	0	NA
30357	Logging Companies	597	1332	11	1331	5	45.5%	4	36.4%	2	18.2%
80448	Logging Equipment & Supplies	28	2636	0	2878	0	NA	0	NA	0	NA
90029	Lotteries-Foreign	3,574	702	6	1553	4	66.7%	1	16.7%	1	16.7%
90036	Lotteries-Local	202,396	32	2,962	59	1,437	48.5%	1,518	51.2%	7	0.2%
90028	Lotteries-State	995	1123	32	963	22	68.8%	10	31.3%	0	0.0%
50400	Louvers	1	3401	0	3419	0	NA	0	NA	0	NA
80449	Lubricants	193	1796	1	2209	0	0.0%	1	100.0%	0	0.0%
30358	Lubricating Devices & Systems	30	2613	0	2864	0	NA	0	NA	0	NA
60523	Lubricating Service-Automotive	33,940	182	1,298	128	925	71.3%	335	25.8%	38	2.9%
50401	Luggage Carriers	1	3402	0	3420	0	NA	0	NA	0	NA
30359	Luggage Covers	0	3709	0	3709	0	NA	0	NA	0	NA
30360	Luggage Manufacturers Equipment & Supplies	0	3710	0	3710	0	NA	0	NA	0	NA
60524	Luggage Repair	18	2785	1	2437	0	NA	1	NA	0	NA
50402	Luggage-Retail	2,101	882	78	681	47	60.3%	29	37.2%	2	2.6%
30361	Luggage-Whls & Mfgs	0	3711	0	3711	0	NA	0	NA	0	NA
70564	Lumber Carriers	88	2132	3	1917	3	NA	0	NA	0	NA
30362	Lumber Inspectors	0	3712	0	3712	0	NA	0	NA	0	NA
30363	Lumber Mill Representatives	21	2732	0	2932	0	NA	0	NA	0	NA
30364	Lumber Treating	68	2260	0	2706	0	NA	0	NA	0	NA
30365	Lumber-Drying	25	2666	1	2411	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50403	Lumber-Retail	7,913	477	92	639	54	58.7%	28	30.4%	10	10.9%
50404	Lumber-Used	16	2822	1	2445	1	NA	0	NA	0	NA
80450	Lumber-Wholesale	296	1623	2	1999	2	100.0%	0	0.0%	0	0.0%
80451	Macaroni	2	3325	0	3357	0	NA	0	NA	0	NA
30366	Machine Shops	9,335	440	59	760	22	37.3%	34	57.6%	3	5.1%
30367	Machine Tools	590	1338	7	1514	6	85.7%	1	14.3%	0	0.0%
30368	Machine Tools-Repair & Rebuild	262	1676	7	1533	2	28.6%	5	71.4%	0	0.0%
60525	Machinery Cleaning	0	3713	0	3713	0	NA	0	NA	0	NA
70565	Machinery Movers & Erectors	62	2302	1	2336	0	NA	1	NA	0	NA
30369	Machinery Rebuild & Repair	219	1752	8	1483	5	62.5%	3	37.5%	0	0.0%
30370	Machinery-New	404	1494	7	1522	4	57.1%	3	42.9%	0	0.0%
30371	Machinery-Specially Designed	658	1288	4	1717	3	75.0%	1	25.0%	0	0.0%
80452	Machinery-Used	28	2634	1	2403	0	NA	1	NA	0	NA
61083	Magazine Sales by Mail	22,389	264	1,794	99	1,572	87.6%	184	10.3%	38	2.1%
60982	Magazine Sales by Telephone	13,588	354	1,223	134	993	81.2%	120	9.8%	110	9.0%
60976	Magazine Sales Door-to-Door	22,277	267	1,947	92	1,043	53.6%	692	35.5%	212	10.9%
60975	Magazine Sales on the Internet	3,270	731	308	347	261	84.7%	41	13.3%	6	1.9%
50405	Magazines-Back Number	13	2879	3	1959	2	NA	1	NA	0	NA
50406	Magazines-Dealers	4,407	636	248	401	212	85.5%	28	11.3%	8	3.2%
50407	Magazines-Distributors	495	1404	40	896	28	70.0%	10	25.0%	2	5.0%
50408	Magazines-Subscription Agents	6,939	514	372	307	264	71.0%	101	27.2%	7	1.9%
60526	Magicians	305	1610	1	2189	1	100.0%	0	0.0%	0	0.0%
50409	Magicians Supplies	85	2152	8	1494	1	NA	7	NA	0	NA
30372	Magnetic Inspection Equipment	0	3714	0	3714	0	NA	0	NA	0	NA
60527	Magnetic Inspection Service	34	2563	0	2834	0	NA	0	NA	0	NA
30373	Magnetos	40	2495	0	2801	0	NA	0	NA	0	NA
80453	Magnets & Magnetic Devices	1,623	962	221	434	128	57.9%	93	42.1%	0	0.0%
50410	Magnifying Glasses	0	3715	0	3715	0	NA	0	NA	0	NA
60528	Maids' & Butlers' Service	8,894	451	108	602	63	58.3%	38	35.2%	7	6.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60529	Mail Box Rental & Receiving	11,600	393	154	505	87	56.5%	61	39.6%	6	3.9%
80454	Mail Boxes-Manufacturers & Distributors	396	1504	11	1336	3	27.3%	6	54.5%	2	18.2%
50411	Mail Order & Catalog Shopping	134,708	51	10,361	15	8,728	84.2%	1,446	14.0%	187	1.8%
30374	Mailing Containers	35	2542	3	1948	1	NA	1	NA	1	NA
60530	Mailing Lists	14,647	334	204	443	90	44.1%	76	37.3%	38	18.6%
80455	Mailing Machines & Equipment	2,477	826	62	750	47	75.8%	15	24.2%	0	0.0%
60531	Mailing Services	49,282	138	1,297	129	957	73.8%	293	22.6%	47	3.6%
80456	Malt & Hops	36	2534	0	2819	0	NA	0	NA	0	NA
60533	Management Consultants	7,153	502	48	823	31	64.6%	12	25.0%	5	10.4%
60532	Management Training	893	1167	1	2164	0	0.0%	1	100.0%	0	0.0%
30375	Manhole Covers	105	2047	1	2266	1	100.0%	0	0.0%	0	0.0%
60534	Manicuring	415	1481	8	1470	2	25.0%	6	75.0%	0	0.0%
80457	Mannequins-Display Fixture	7	3073	0	3160	0	NA	0	NA	0	NA
30784	Manufacturers & Producers	124,147	59	4,417	39	3,398	76.9%	847	19.2%	172	3.9%
60558	Manufacturers Agents & Representatives	3,844	677	40	885	34	85.0%	6	15.0%	0	0.0%
60535	Mapping Services	82	2174	4	1802	2	NA	2	NA	0	NA
50412	Maps-Dealers	634	1300	29	997	11	37.9%	18	62.1%	0	0.0%
30376	Maps-Publishers & Distributors	193	1794	6	1595	5	83.3%	1	16.7%	0	0.0%
60536	Marble & Terrazzo Cleaning & Service	1,240	1045	12	1283	5	41.7%	7	58.3%	0	0.0%
80458	Marble-Cultured	1,089	1091	29	993	17	58.6%	7	24.1%	5	17.2%
80459	Marble-Natural	6,642	529	110	593	59	53.6%	48	43.6%	3	2.7%
70566	Marinas	26,013	232	331	331	160	48.3%	154	46.5%	17	5.1%
10088	Marine Contractors	4,291	647	67	729	25	37.3%	39	58.2%	3	4.5%
50413	Marine Electric Service	33	2568	3	1949	1	NA	2	NA	0	NA
50414	Marine Electronic Equipment & Supplies	669	1283	24	1060	12	50.0%	11	45.8%	1	4.2%
50415	Marine Equipment & Supplies	1,373	1017	29	992	19	65.5%	9	31.0%	1	3.4%
30787	Marine Sales & Service	7,092	504	270	378	158	58.5%	107	39.6%	5	1.9%
70567	Marine Surveyors	2,432	834	63	746	47	74.6%	16	25.4%	0	0.0%
60537	Market Research & Analysis	61,324	120	255	392	185	72.5%	60	23.5%	10	3.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
61075	Market Survey Companies	14,585	335	135	537	92	68.1%	38	28.1%	5	3.7%
60538	Marketing Consultants	22,110	269	171	478	102	59.6%	57	33.3%	12	7.0%
60539	Marketing Programs & Services	30,835	197	891	173	726	81.5%	144	16.2%	21	2.4%
30377	Marking & Coding Equipment	19	2766	0	2953	0	NA	0	NA	0	NA
60540	Marriage, Family, Child, Individual Counselors	3,045	759	29	985	19	65.5%	8	27.6%	2	6.9%
60541	Martial Arts	7,184	501	261	390	144	55.2%	106	40.6%	11	4.2%
50416	Martial Arts Supplies & Equipment	716	1250	1	2167	1	100.0%	0	0.0%	0	0.0%
10089	Mason Contractors	90,194	83	1,046	145	463	44.3%	517	49.4%	66	6.3%
80460	Mason Contractors Equipment & Supplies	616	1310	6	1568	3	50.0%	3	50.0%	0	0.0%
80461	Masonry Panels-Prefabricated	292	1630	10	1383	4	40.0%	5	50.0%	1	10.0%
80462	Massage Equipment & Supplies	217	1759	4	1766	2	50.0%	2	50.0%	0	0.0%
60543	Massage Therapists	12,496	373	286	365	95	33.2%	159	55.6%	32	11.2%
30378	Masts & Spars	3	3236	1	2527	1	NA	0	NA	0	NA
50417	Matches	0	3716	0	3716	0	NA	0	NA	0	NA
80463	Material Handling Equipment	1,219	1052	8	1453	3	37.5%	4	50.0%	1	12.5%
50418	Maternity Clothes	106	2041	15	1228	8	53.3%	7	46.7%	0	0.0%
60544	Mathematicians	0	3717	0	3717	0	NA	0	NA	0	NA
30379	Mats & Matting	88	2138	0	2662	0	NA	0	NA	0	NA
80464	Mattress Makers Supplies	42	2469	3	1941	1	NA	2	NA	0	NA
50419	Mattresses	24,762	242	919	167	684	74.4%	191	20.8%	44	4.8%
60545	Mattresses-Renovating	615	1312	61	757	48	78.7%	12	19.7%	1	1.6%
60546	Mausoleums	135	1945	2	2043	2	100.0%	0	0.0%	0	0.0%
30380	Mayonnaise & Salad Dressings	0	3718	0	3718	0	NA	0	NA	0	NA
80465	Measuring Machines	15	2848	0	3007	0	NA	0	NA	0	NA
50420	Measuring Tapes & Rules	0	3719	0	3719	0	NA	0	NA	0	NA
80466	Meat Brokers	270	1660	14	1249	2	14.3%	7	50.0%	5	35.7%
30381	Meat Choppers & Grinders	248	1703	6	1589	2	33.3%	3	50.0%	1	16.7%
30382	Meat Packers	6,593	535	277	370	154	55.6%	112	40.4%	11	4.0%
30383	Meat Packers Equipment & Supplies	87	2140	4	1801	3	NA	1	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30384	Meat Patty Molding Machines	0	3720	0	3720	0	NA	0	NA	0	NA
50421	Meat-Retail	7,065	507	268	382	167	62.3%	87	32.5%	14	5.2%
80467	Meat-Wholesale	720	1248	28	1006	8	28.6%	14	50.0%	6	21.4%
10090	Mechanical Contractors	2,448	831	36	938	21	58.3%	11	30.6%	4	11.1%
60547	Mediation Services	2,335	846	99	626	23	23.2%	9	9.1%	67	67.7%
80468	Medical Alarms	7,012	510	73	699	64	87.7%	8	11.0%	1	1.4%
60548	Medical Business Administration	2,601	810	42	863	24	57.1%	16	38.1%	2	4.8%
60549	Medical Record Service	1,841	926	26	1023	14	53.8%	8	30.8%	4	15.4%
61011	Medical Testing Companies	6,351	546	67	727	50	74.6%	16	23.9%	1	1.5%
80469	Medicines-Patent & Proprietary	678	1273	12	1294	6	50.0%	5	41.7%	1	8.3%
60550	Meditation Instruction	20	2748	0	2941	0	NA	0	NA	0	NA
50422	Men's Clothing & Furnishings-Retail	4,812	613	156	501	86	55.1%	54	34.6%	16	10.3%
80470	Men's Clothing & Furnishings-Wholesale/Manufacturers	34	2554	7	1549	2	NA	2	NA	3	NA
60551	Mental Health Services	2,008	903	10	1354	5	50.0%	5	50.0%	0	0.0%
60552	Mental Retardation/Dev Disabled Services	616	1311	4	1720	3	75.0%	1	25.0%	0	0.0%
30385	Menu Service	2	3290	1	2536	0	NA	1	NA	0	NA
60553	Merchandise Brokers	85	2153	6	1611	2	NA	4	NA	0	NA
60554	Merchandising Service	125	1985	1	2255	1	100.0%	0	0.0%	0	0.0%
00166	Mercury	0	3721	0	3721	0	NA	0	NA	0	NA
70568	Messenger Service	3,229	737	14	1229	6	42.9%	7	50.0%	1	7.1%
30386	Metal Cleaning	131	1962	3	1901	1	33.3%	2	66.7%	0	0.0%
80471	Metal Cleaning Equipment	9	3003	0	3112	0	NA	0	NA	0	NA
80472	Metal Cleaning Machines	0	3722	0	3722	0	NA	0	NA	0	NA
80473	Metal Detecting Equipment	90	2122	1	2288	0	NA	1	NA	0	NA
80474	Metal Finishers	642	1296	6	1567	5	83.3%	1	16.7%	0	0.0%
30387	Metal Finishers Equipment & Supplies	40	2488	3	1943	1	NA	2	NA	0	NA
80475	Metal Powder Fabricators	338	1579	0	2577	0	NA	0	NA	0	NA
30388	Metal Rolling & Forming	80	2190	0	2682	0	NA	0	NA	0	NA
80813	Metal Salvage Yards	3,271	730	34	947	24	70.6%	8	23.5%	2	5.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80476	Metal Sawing & Cut-Off Service	48	2422	0	2770	0	NA	0	NA	0	NA
80477	Metal Shapes-Extruded	4	3197	0	3255	0	NA	0	NA	0	NA
30389	Metal Slitting & Shearing	3	3259	0	3305	0	NA	0	NA	0	NA
80478	Metal Specialties	535	1377	3	1848	1	33.3%	1	33.3%	1	33.3%
80479	Metal Spinning	12	2918	0	3053	0	NA	0	NA	0	NA
80480	Metal Spinning Equipment	0	3723	0	3723	0	NA	0	NA	0	NA
80481	Metal Stamping	155	1883	0	2606	0	NA	0	NA	0	NA
30390	Metal Stamping Equipment	3	3260	0	3306	0	NA	0	NA	0	NA
30391	Metallizing	1	3403	0	3421	0	NA	0	NA	0	NA
30392	Metallizing Equipment	0	3724	0	3724	0	NA	0	NA	0	NA
60555	Metallurgists	64	2286	1	2331	1	NA	0	NA	0	NA
30393	Metallurgists Equipment & Supplies	0	3725	0	3725	0	NA	0	NA	0	NA
80482	Metals-Base	7	3074	0	3161	0	NA	0	NA	0	NA
80483	Metals-Clad	0	3726	0	3726	0	NA	0	NA	0	NA
80484	Metals-Corrugated	2	3326	0	3358	0	NA	0	NA	0	NA
80485	Metals-Precious-Sheet, Wire, Tubing	81	2182	1	2302	0	NA	1	NA	0	NA
80486	Metals-Pre-coated	11	2947	0	3072	0	NA	0	NA	0	NA
60556	Metaphysicians	51	2396	1	2351	1	NA	0	NA	0	NA
60557	Meteorological Consultants	46	2436	5	1701	4	NA	1	NA	0	NA
30394	Meteorological Instruments	0	3727	0	3727	0	NA	0	NA	0	NA
30395	Meters	6	3106	0	3184	0	NA	0	NA	0	NA
30396	Meters-Repair	2	3327	0	3359	0	NA	0	NA	0	NA
50423	Mexican Food Products	70	2243	5	1690	2	NA	3	NA	0	NA
80487	Mezzanines & Platforms	12	2919	0	3054	0	NA	0	NA	0	NA
80488	Microfilm Service, Equipment & Supplies	179	1823	0	2596	0	NA	0	NA	0	NA
30397	Micrometers	0	3728	0	3728	0	NA	0	NA	0	NA
50424	Microphones	0	3729	0	3729	0	NA	0	NA	0	NA
30398	Microscopes	162	1866	1	2228	1	100.0%	0	0.0%	0	0.0%
70569	Microwave Communications	57	2347	0	2740	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50425	Microwave Ovens-Dealers	12	2920	0	3055	0	NA	0	NA	0	NA
60559	Microwave Ovens-Service & Repair	45	2444	5	1702	4	NA	1	NA	0	NA
50426	Microwave Ovens-Supplies & Parts	0	3730	0	3730	0	NA	0	NA	0	NA
80489	Microwave Ovens-Whls & Mfgs	0	3731	0	3731	0	NA	0	NA	0	NA
60560	Midwives	23	2699	0	2914	0	NA	0	NA	0	NA
50427	Millinery-Retail	111	2027	4	1788	4	100.0%	0	0.0%	0	0.0%
80490	Millinery-Whls & Mfgs	0	3446	1	2562	1	NA	0	NA	0	NA
30399	Milling Cutters	0	3732	0	3732	0	NA	0	NA	0	NA
30400	Milling Machines	58	2337	0	2737	0	NA	0	NA	0	NA
30401	Millwork	658	1287	11	1327	7	63.6%	4	36.4%	0	0.0%
10091	Millwrights	46	2443	0	2777	0	NA	0	NA	0	NA
00167	Mineral Exploration	6	3107	0	3185	0	NA	0	NA	0	NA
50429	Minerals	2	3328	0	3360	0	NA	0	NA	0	NA
50428	Miniatures-Collectors	25	2675	0	2901	0	NA	0	NA	0	NA
00169	Mining Companies	133	1955	0	2620	0	NA	0	NA	0	NA
00168	Mining Consultants	9	3004	0	3113	0	NA	0	NA	0	NA
00170	Mining Development	29	2623	0	2872	0	NA	0	NA	0	NA
30402	Mining Equipment & Supplies	43	2465	0	2784	0	NA	0	NA	0	NA
50430	Mirrors	1,412	1009	46	839	37	80.4%	8	17.4%	1	2.2%
80491	Mirrors-Manufacturers Supplies	53	2381	4	1813	3	NA	0	NA	1	NA
60561	Mirrors-Resilver	115	2011	5	1681	1	20.0%	4	80.0%	0	0.0%
30403	Missile & Rocket Components-Manufacturers	7	3075	0	3162	0	NA	0	NA	0	NA
30404	Missile & Rocket Manufacturers	239	1719	7	1536	3	42.9%	4	57.1%	0	0.0%
60562	Missile & Rocket Research & Dev.	297	1621	8	1474	7	87.5%	1	12.5%	0	0.0%
60563	Missing Person Services)	12	2921	0	3056	0	NA	0	NA	0	NA
60564	Missions	60	2319	0	2729	0	NA	0	NA	0	NA
80492	Mixing & Agitation Machinery	0	3733	0	3733	0	NA	0	NA	0	NA
30405	Mobile Homes Distributors & Manufacturers	59,882	121	1,099	140	758	69.0%	296	26.9%	45	4.1%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80493	Mobile Homes Manufacturers Equipment & Supplies	172	1838	9	1439	8	88.9%	1	11.1%	0	0.0%
50431	Mobile Homes-Dealers	31,795	194	727	194	446	61.3%	240	33.0%	41	5.6%
50432	Mobile Homes-Equipment & Parts	2,712	792	69	718	52	75.4%	14	20.3%	3	4.3%
60565	Mobile Homes-Parks	5,030	597	94	632	59	62.8%	31	33.0%	4	4.3%
60566	Mobile Homes-Rent & Lease	2,515	816	52	799	31	59.6%	17	32.7%	4	7.7%
50433	Mobile Homes-Repair & Service	13,316	358	360	314	196	54.4%	130	36.1%	34	9.4%
10092	Mobile Homes-Transporting	2,405	839	88	658	28	31.8%	59	67.0%	1	1.1%
30406	Mobile Offices & Commercial Units	95	2102	1	2280	1	NA	0	NA	0	NA
50434	Mobile Telephone Equipment & Supplies	1,230	1048	43	858	29	67.4%	10	23.3%	4	9.3%
50435	Mobile Telephone Service	3,235	735	3,325	50	3,131	94.2%	191	5.7%	3	0.1%
60567	Model Car Race Centers	17	2809	1	2441	0	NA	1	NA	0	NA
60568	Model Makers	607	1322	2	1974	0	0.0%	1	50.0%	1	50.0%
60569	Modeling & Talent Agencies	215,576	27	1,035	146	522	50.4%	360	34.8%	153	14.8%
60570	Modeling Schools	35,964	176	152	509	89	58.6%	55	36.2%	8	5.3%
80494	Molasses	0	3734	0	3734	0	NA	0	NA	0	NA
80495	Moldings	127	1978	1	2252	0	0.0%	1	100.0%	0	0.0%
30407	Molds	1,624	961	25	1035	15	60.0%	9	36.0%	1	4.0%
30408	Molybdenum	0	3735	0	3735	0	NA	0	NA	0	NA
20051	Money Order Systems	47	2423	9	1445	4	NA	5	NA	0	NA
20052	Money Orders & Transfers	8,973	448	345	325	275	79.7%	58	16.8%	12	3.5%
30409	Monogram & Initial Machines	15	2840	1	2449	0	NA	0	NA	1	NA
30410	Monograms	149	1895	5	1670	3	60.0%	2	40.0%	0	0.0%
70570	Monorail Systems	10	2962	1	2478	0	NA	1	NA	0	NA
50436	Monuments	6,666	528	186	462	103	55.4%	67	36.0%	16	8.6%
50437	Mopeds	153	1886	17	1192	11	64.7%	6	35.3%	0	0.0%
50438	Mops-Whls & Mfgs	0	3736	0	3736	0	NA	0	NA	0	NA
20053	Mortgages	1,095,023	1	10,719	12	8,380	78.2%	2,023	18.9%	316	2.9%
10093	Mosaics	56	2360	0	2747	0	NA	0	NA	0	NA
60571	Motel & Hotel Consultants	43	2458	13	1281	9	NA	4	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80496	Motel & Hotel Equipment & Supplies	13	2896	0	3041	0	NA	0	NA	0	NA
60572	Motel & Hotel Management	906	1158	68	726	36	52.9%	29	42.6%	3	4.4%
60573	Motels	35,539	179	2,000	89	1,185	59.3%	762	38.1%	53	2.7%
60574	Motels-Reservation Service	9	3005	0	3114	0	NA	0	NA	0	NA
30411	Mothproofing	0	3737	0	3737	0	NA	0	NA	0	NA
60575	Motion Picture Equipment & Supplies	71	2241	1	2318	1	NA	0	NA	0	NA
60576	Motion Picture Equipment & Supplies-Repair	2	3329	0	3361	0	NA	0	NA	0	NA
60577	Motion Picture Film Distributors & Exchange	71	2237	6	1615	1	NA	1	NA	4	NA
60578	Motion Picture Film Editing	6	3086	3	1964	2	NA	1	NA	0	NA
60579	Motion Picture Film Libraries	0	3738	0	3738	0	NA	0	NA	0	NA
60580	Motion Picture Film Storage	128	1975	1	2251	0	0.0%	1	100.0%	0	0.0%
60581	Motion Picture Laboratories	0	3739	0	3739	0	NA	0	NA	0	NA
60582	Motion Picture Producers & Studios	325	1593	26	1029	2	7.7%	23	88.5%	1	3.8%
60587	Motion Picture Projection Service	18	2799	0	2978	0	NA	0	NA	0	NA
60583	Motion Picture Representatives	167	1852	1	2224	0	0.0%	1	100.0%	0	0.0%
60584	Motion Picture Research Service	2	3330	0	3362	0	NA	0	NA	0	NA
60585	Motion Picture Special Effects	214	1765	2	2016	1	50.0%	1	50.0%	0	0.0%
60586	Motion Picture Technicians	6	3108	0	3186	0	NA	0	NA	0	NA
60588	Motivational/Self Improve Training	7,186	500	56	779	46	82.1%	6	10.7%	4	7.1%
50793	Motor coach Companies	436	1453	4	1731	1	25.0%	2	50.0%	1	25.0%
50439	Motor Homes	3,752	688	79	677	64	81.0%	11	13.9%	4	5.1%
60589	Motor Homes-Rent & Lease	1,891	919	41	877	14	34.1%	24	58.5%	3	7.3%
50440	Motorcycles-Dealers	33,040	185	1,368	121	853	62.4%	474	34.6%	41	3.0%
60590	Motorcycles-Renting & Leasing	2,858	779	245	407	131	53.5%	105	42.9%	9	3.7%
50441	Motorcycles-Repairing & Service	633	1301	61	756	44	72.1%	15	24.6%	2	3.3%
50442	Motorcycles-Supplies & Parts	9,010	447	597	230	334	55.9%	235	39.4%	28	4.7%
50443	Mountain Climbing Equipment	293	1627	11	1341	5	45.5%	4	36.4%	2	18.2%
60591	Mountain Climbing Instruction	88	2137	1	2293	0	NA	0	NA	1	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70571	Movers	893,171	3	10,207	16	6,684	65.5%	3,085	30.2%	438	4.3%
60592	Moving Equipment Rental	2,001	906	49	819	27	55.1%	19	38.8%	3	6.1%
70572	Moving Services-Labor & Materials	42,530	154	302	351	170	56.3%	113	37.4%	19	6.3%
70573	Moving Supplies	405	1491	6	1578	6	100.0%	0	0.0%	0	0.0%
60593	MRI (Magnetic Resonance Imaging)	250	1699	3	1871	2	66.7%	1	33.3%	0	0.0%
00171	Mud Jacking Contractors	1,122	1081	6	1561	5	83.3%	0	0.0%	1	16.7%
60594	Mufflers & Exhaust Systems	7,051	508	315	340	206	65.4%	90	28.6%	19	6.0%
50444	Mulches	235	1729	3	1875	2	66.7%	0	0.0%	1	33.3%
20092	Multi-Level Selling Co.	107,643	67	279	367	198	71.0%	73	26.2%	8	2.9%
60595	Murals	236	1726	4	1761	1	25.0%	2	50.0%	1	25.0%
60596	Museums	729	1245	18	1162	17	94.4%	1	5.6%	0	0.0%
00172	Mushrooms	5	3148	0	3212	0	NA	0	NA	0	NA
60598	Music & Messaging Services	1,059	1105	12	1285	7	58.3%	5	41.7%	0	0.0%
60597	Music Arrangers & Composers	920	1151	8	1456	3	37.5%	4	50.0%	1	12.5%
50445	Music Boxes	28	2637	0	2879	0	NA	0	NA	0	NA
30412	Music Copyists	27	2643	2	2110	1	NA	1	NA	0	NA
60599	Music Instruction-Instrumental	895	1166	13	1257	7	53.8%	4	30.8%	2	15.4%
60600	Music Instruction-Vocal	58	2335	2	2078	1	NA	1	NA	0	NA
30413	Music Publishers	6,861	520	104	610	32	30.8%	37	35.6%	35	33.7%
80805	Music Shells	0	3740	0	3740	0	NA	0	NA	0	NA
50446	Music Writers Supplies	8	3037	0	3137	0	NA	0	NA	0	NA
50447	Musical Instruments-Dealers	14,906	332	330	332	194	58.8%	123	37.3%	13	3.9%
50448	Musical Instruments-Repair	299	1619	9	1427	5	55.6%	4	44.4%	0	0.0%
50449	Musical Instruments-Supplies & Accessories	4,105	655	141	525	96	68.1%	39	27.7%	6	4.3%
80497	Musical Instruments-Whls & Mfgs	246	1710	7	1535	3	42.9%	2	28.6%	2	28.6%
60601	Musicians	418	1477	9	1422	5	55.6%	3	33.3%	1	11.1%
50450	Music-Sheet	267	1667	8	1478	5	62.5%	3	37.5%	0	0.0%
20054	Mutual Funds	667	1284	13	1261	6	46.2%	7	53.8%	0	0.0%
60602	Myofunctional Therapy	196	1791	1	2207	1	100.0%	0	0.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60603	Nail Salons	9,759	430	366	310	216	59.0%	135	36.9%	15	4.1%
80498	Nailing Machinery	27	2649	0	2884	0	NA	0	NA	0	NA
50451	Nails & Tacks	1	3404	0	3422	0	NA	0	NA	0	NA
30414	Name Plates	1	3405	0	3423	0	NA	0	NA	0	NA
30415	Name Plates-Holders	0	3741	0	3741	0	NA	0	NA	0	NA
60604	Nanny Service	7,147	503	70	710	43	61.4%	26	37.1%	1	1.4%
80499	Naphtha	0	3742	0	3742	0	NA	0	NA	0	NA
60605	Naturopaths	136	1942	4	1782	3	75.0%	1	25.0%	0	0.0%
30416	Nautical Instruments	33	2569	2	2102	1	NA	1	NA	0	NA
60606	Naval Architects	153	1887	2	2032	2	100.0%	0	0.0%	0	0.0%
80500	Naval Stores	15	2835	2	2130	0	NA	2	NA	0	NA
60607	Navigation Consultants	117	2005	5	1680	3	60.0%	2	40.0%	0	0.0%
50452	Neckwear-Retail	33	2577	0	2842	0	NA	0	NA	0	NA
80501	Neckwear-Whls & Mfgs	0	3743	0	3743	0	NA	0	NA	0	NA
50453	Needles	0	3744	0	3744	0	NA	0	NA	0	NA
50454	Needlework Supplies-Retail, Wholesale, Mfg.	647	1293	12	1296	3	25.0%	9	75.0%	0	0.0%
30417	Nets & Netting	166	1853	13	1279	13	100.0%	0	0.0%	0	0.0%
50455	News Dealers	60	2320	0	2730	0	NA	0	NA	0	NA
80502	News Publications-Trade, Association, Etc.	673	1278	17	1183	9	52.9%	7	41.2%	1	5.9%
60608	News Service	359	1551	10	1380	7	70.0%	3	30.0%	0	0.0%
80503	Newspaper Distributors	670	1281	42	869	25	59.5%	13	31.0%	4	9.5%
60609	Newspaper Feature Syndicates	0	3745	0	3745	0	NA	0	NA	0	NA
30418	Newspapers	19,428	290	1,180	136	1,049	88.9%	118	10.0%	13	1.1%
30419	Nickel	4	3198	0	3256	0	NA	0	NA	0	NA
50456	Night Clubs	2,506	818	68	722	34	50.0%	32	47.1%	2	2.9%
60610	Noise Control Consultants	470	1422	3	1853	1	33.3%	2	66.7%	0	0.0%
80504	Non-Woven Fabrics	0	3746	0	3746	0	NA	0	NA	0	NA
50457	Noodles	0	3747	0	3747	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60611	Notaries Public	991	1126	41	882	3	7.3%	36	87.8%	2	4.9%
50458	Notions-Retail	10	2973	0	3090	0	NA	0	NA	0	NA
80505	Notions-Whls & Mfgs	1	3362	1	2547	0	NA	1	NA	0	NA
50459	Novelties-Retail	15,016	331	355	319	173	48.7%	166	46.8%	16	4.5%
80506	Novelties-Whls & Mfgs	375	1535	5	1642	2	40.0%	3	60.0%	0	0.0%
30420	Nozzles	0	3748	0	3748	0	NA	0	NA	0	NA
60612	Nuclear Energy Consultants	1	3406	0	3424	0	NA	0	NA	0	NA
30421	Nuclear Reactor-Manufacturers	0	3749	0	3749	0	NA	0	NA	0	NA
30422	Numbering Machines	2	3331	0	3363	0	NA	0	NA	0	NA
50460	Nurseries-Plants, Trees, Etc.	24,910	239	624	223	406	65.1%	198	31.7%	20	3.2%
00173	Nursery Stock Dealers	161	1867	10	1391	7	70.0%	3	30.0%	0	0.0%
80507	Nurserymen Equipment & Supplies	51	2392	10	1399	9	NA	1	NA	0	NA
60613	Nurses	943	1142	1	2163	0	0.0%	1	100.0%	0	0.0%
60614	Nurses Registries	1,315	1023	7	1507	4	57.1%	3	42.9%	0	0.0%
60615	Nurses Schools	1,518	984	40	889	27	67.5%	10	25.0%	3	7.5%
60616	Nursing Home Information & Referral	1,224	1049	3	1831	3	100.0%	0	0.0%	0	0.0%
60617	Nursing Homes	26,316	229	133	543	80	60.2%	46	34.6%	7	5.3%
30423	Nut Cracking & Shelling Machines	0	3750	0	3750	0	NA	0	NA	0	NA
60618	Nutritionists	2,921	772	26	1020	13	50.0%	10	38.5%	3	11.5%
50461	Nuts-Edible	71	2238	6	1616	4	NA	1	NA	1	NA
50462	Nylon Fabrics	5	3149	0	3213	0	NA	0	NA	0	NA
60619	Observatories	71	2236	8	1496	0	NA	8	NA	0	NA
61008	Occupational Health-Nursing Services	832	1190	6	1565	4	66.7%	2	33.3%	0	0.0%
60620	Occupational Therapists	576	1344	3	1844	2	66.7%	1	33.3%	0	0.0%
60621	Oceanographers	0	3751	0	3751	0	NA	0	NA	0	NA
80508	Oceanographic Equipment	0	3752	0	3752	0	NA	0	NA	0	NA
60622	Odor Neutralizer	61	2313	1	2337	1	NA	0	NA	0	NA
60623	Office & Deck Space Rental Service	891	1168	21	1105	12	57.1%	9	42.9%	0	0.0%
60624	Office Buildings	1,292	1030	23	1071	13	56.5%	10	43.5%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80509	Office Furniture & Equipment-Dealers	30,337	198	590	232	424	71.9%	125	21.2%	41	6.9%
80510	Office Furniture & Equipment-Installation	381	1528	2	1993	1	50.0%	1	50.0%	0	0.0%
80511	Office Furniture & Equipment-Rental/Leasing	7,289	497	92	640	69	75.0%	20	21.7%	3	3.3%
80512	Office Furniture & Equipment-Repair/Refinishing	3,410	720	100	623	72	72.0%	25	25.0%	3	3.0%
80513	Office Furniture & Equipment-Used	1,238	1046	20	1123	11	55.0%	8	40.0%	1	5.0%
80514	Office Furniture & Equipment-Wholesale & Mfg.	180	1820	1	2217	1	100.0%	0	0.0%	0	0.0%
60625	Office Records Stored	927	1147	17	1175	11	64.7%	6	35.3%	0	0.0%
60626	Office Records-Destruction	130	1968	0	2622	0	NA	0	NA	0	NA
80515	Office Supplies	26,513	226	1,615	105	1,294	80.1%	282	17.5%	39	2.4%
61074	Office Supplies by Telemarketing	14,169	342	1,265	132	948	74.9%	297	23.5%	20	1.6%
80806	Oil & Gas Exploration & Development	570	1350	7	1515	6	85.7%	1	14.3%	0	0.0%
80516	Oil Additives-Manufacturers & Distributors	148	1903	1	2233	1	100.0%	0	0.0%	0	0.0%
80517	Oil Burners	348	1568	8	1471	7	87.5%	1	12.5%	0	0.0%
61073	Oil Field Consultants	586	1339	0	2572	0	NA	0	NA	0	NA
00174	Oil Field Equipment & Supplies	913	1153	4	1716	2	50.0%	2	50.0%	0	0.0%
00175	Oil Field Hauling	68	2261	0	2707	0	NA	0	NA	0	NA
00176	Oil Field Service	1,258	1038	6	1557	2	33.3%	3	50.0%	1	16.7%
80519	Oil Field Supplies	66	2270	1	2324	1	NA	0	NA	0	NA
80520	Oil Handling Equipment	248	1705	0	2591	0	NA	0	NA	0	NA
80521	Oil Hole Covers	4	3199	0	3257	0	NA	0	NA	0	NA
20055	Oil Land Leases	2,527	814	59	763	42	71.2%	17	28.8%	0	0.0%
80522	Oil Mill Machinery	0	3753	0	3753	0	NA	0	NA	0	NA
30424	Oil Operators	79	2194	2	2070	2	NA	0	NA	0	NA
30425	Oil Producers	1,368	1019	8	1451	8	100.0%	0	0.0%	0	0.0%
20056	Oil Properties	0	3754	0	3754	0	NA	0	NA	0	NA
20057	Oil Property Management	7	3054	1	2494	1	NA	0	NA	0	NA
30426	Oil Refiners	136	1943	3	1897	2	66.7%	1	33.3%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80523	Oil Refiners Equipment & Supplies	12	2907	1	2464	1	NA	0	NA	0	NA
00177	Oil Reports	0	3755	0	3755	0	NA	0	NA	0	NA
20058	Oil Royalties	22	2717	0	2923	0	NA	0	NA	0	NA
00178	Oil Seeds	0	3756	0	3756	0	NA	0	NA	0	NA
00179	Oil Well Cementing	99	2084	0	2650	0	NA	0	NA	0	NA
00180	Oil Well Drilling	65	2282	0	2714	0	NA	0	NA	0	NA
80524	Oil Well Drilling Mud & Additives	4	3200	0	3258	0	NA	0	NA	0	NA
80525	Oil Well Equipment & Supplies	43	2466	0	2785	0	NA	0	NA	0	NA
00181	Oil Well Equipment & Supplies-Rental	0	3757	0	3757	0	NA	0	NA	0	NA
00182	Oil Well Fire Extinguishing	0	3758	0	3758	0	NA	0	NA	0	NA
00183	Oil Well Fishing Tools	1	3407	0	3425	0	NA	0	NA	0	NA
00184	Oil Well Log Libraries	0	3759	0	3759	0	NA	0	NA	0	NA
00185	Oil Well Logging & Perforating	25	2676	0	2902	0	NA	0	NA	0	NA
00186	Oil Well Services	45	2445	1	2364	0	NA	1	NA	0	NA
00187	Oil Well Surveyors	0	3760	0	3760	0	NA	0	NA	0	NA
50463	Oilcloth	0	3761	0	3761	0	NA	0	NA	0	NA
00188	Oil-Crude-Purchasing	17	2813	0	2986	0	NA	0	NA	0	NA
30427	Oils-Animal & Fish	0	3762	0	3762	0	NA	0	NA	0	NA
80526	Oils-Cutting	0	3763	0	3763	0	NA	0	NA	0	NA
30428	Oils-Essential	45	2446	1	2365	1	NA	0	NA	0	NA
50464	Oils-Fuel	37,794	171	681	207	524	76.9%	111	16.3%	46	6.8%
50465	Oils-Fuel-Treatment Compounds	0	3764	0	3764	0	NA	0	NA	0	NA
30429	Oils-Hydrogenated	0	3765	0	3765	0	NA	0	NA	0	NA
30430	Oils-Industrial	5	3130	1	2513	1	NA	0	NA	0	NA
30431	Oils-Lubricating	175	1833	10	1390	8	80.0%	2	20.0%	0	0.0%
30432	Oils-Petroleum	80	2186	3	1920	3	NA	0	NA	0	NA
30433	Oils-Re-refined	4	3201	0	3259	0	NA	0	NA	0	NA
30434	Oils-Road	1	3408	0	3426	0	NA	0	NA	0	NA
30435	Oils-Vegetables	0	3766	0	3766	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80527	Oils-Waste	6	3109	0	3187	0	NA	0	NA	0	NA
30436	Olive Oil	3	3261	0	3307	0	NA	0	NA	0	NA
00189	Olives	1	3409	0	3427	0	NA	0	NA	0	NA
60627	Opera Companies	19	2767	0	2954	0	NA	0	NA	0	NA
50466	Optical Equipment & Supplies	82	2172	9	1444	6	NA	3	NA	0	NA
50467	Optical Goods-Retail	3,133	745	157	498	106	67.5%	47	29.9%	4	2.5%
50468	Optical Goods-Service & Repair	11,995	384	578	235	445	77.0%	103	17.8%	30	5.2%
80528	Optical Goods-Whls & Mfgs	283	1639	19	1151	10	52.6%	8	42.1%	1	5.3%
30437	Optical Imaging Equipment & Systems	422	1473	7	1519	5	71.4%	1	14.3%	1	14.3%
50469	Opticians	6,874	517	263	385	175	66.5%	71	27.0%	17	6.5%
60628	Optometric Information Bureaus	63	2297	0	2720	0	NA	0	NA	0	NA
60629	Optometrists	26,442	227	545	248	393	72.1%	126	23.1%	26	4.8%
80529	Orchard Equipment & Supplies	0	3767	0	3767	0	NA	0	NA	0	NA
00190	Orchards	41	2482	0	2794	0	NA	0	NA	0	NA
61092	Orchestras & Bands	427	1466	3	1855	1	33.3%	2	66.7%	0	0.0%
00191	Orchid Growers	19	2768	0	2955	0	NA	0	NA	0	NA
00192	Ore	0	3768	0	3768	0	NA	0	NA	0	NA
60631	Organ & Tissue Banks	83	2169	1	2299	1	NA	0	NA	0	NA
60632	Organizing Services-Household & Bus	1,508	985	20	1121	9	45.0%	11	55.0%	0	0.0%
50470	Organs	140	1923	4	1781	3	75.0%	1	25.0%	0	0.0%
50471	Organs-Tune & Repair	838	1188	13	1258	5	38.5%	6	46.2%	2	15.4%
50472	Oriental Goods-Retail	86	2151	0	2669	0	NA	0	NA	0	NA
80530	Oriental Goods-Whls & Mfgs	0	3769	0	3769	0	NA	0	NA	0	NA
30438	Ornamental Metal Work	4,237	650	61	752	32	52.5%	24	39.3%	5	8.2%
80531	Orthopedic Appliances	347	1571	12	1305	10	83.3%	2	16.7%	0	0.0%
50473	Outboard Motors	1,096	1087	30	979	17	56.7%	12	40.0%	1	3.3%
00193	Outboard Motors-Repair	377	1533	23	1079	6	26.1%	17	73.9%	0	0.0%
50474	Outplacement Consultants	327	1591	4	1749	4	100.0%	0	0.0%	0	0.0%
30439	Ovens-Bakers	24	2688	0	2910	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30440	Ovens-Industrial	8	3021	2	2145	0	NA	2	NA	0	NA
10187	Overhead Garage Doors	59,716	122	723	197	442	61.1%	254	35.1%	27	3.7%
30441	Oxygen	149	1896	3	1894	0	0.0%	3	100.0%	0	0.0%
80532	Oxygen Producing Equipment	20	2740	1	2428	1	NA	0	NA	0	NA
80533	Oxygen Therapy Equipment	121	1999	0	2627	0	NA	0	NA	0	NA
30442	Ozone Machines	4	3202	0	3260	0	NA	0	NA	0	NA
60633	Package Design & Development	282	1642	3	1866	1	33.3%	2	66.7%	0	0.0%
30443	Packaging Machinery	85	2156	1	2296	1	NA	0	NA	0	NA
80534	Packaging Materials	1,173	1067	6	1560	2	33.3%	4	66.7%	0	0.0%
60634	Packaging Service	2,015	897	20	1118	13	65.0%	6	30.0%	1	5.0%
70574	Packing & Crating Service	599	1329	17	1184	11	64.7%	6	35.3%	0	0.0%
30444	Packing-Mechanical	0	3770	0	3770	0	NA	0	NA	0	NA
70575	Paging Equipment & Service	9,779	428	720	199	550	76.4%	142	19.7%	28	3.9%
80535	Pails	0	3771	0	3771	0	NA	0	NA	0	NA
30445	Paint Manufacturing Equipment	47	2432	0	2774	0	NA	0	NA	0	NA
30446	Paint Manufacturing Materials	21	2724	1	2425	1	NA	0	NA	0	NA
30447	Paint Removers-Manufacturers	40	2496	0	2802	0	NA	0	NA	0	NA
10094	Paint Removing	1,470	993	6	1555	3	50.0%	2	33.3%	1	16.7%
50475	Painters Equipment & Supplies	119	2001	6	1606	3	50.0%	1	16.7%	2	33.3%
10095	Painting Contractors	257,204	19	2,404	73	1,108	46.1%	1,121	46.6%	175	7.3%
50476	Paint-Retail	5,644	572	55	785	31	56.4%	20	36.4%	4	7.3%
80536	Paint-Whls & Mfgs	481	1412	1	2171	0	0.0%	0	0.0%	1	100.0%
30448	Pallets & Skids	497	1403	2	1981	2	100.0%	0	0.0%	0	0.0%
50477	Paneling	286	1632	13	1275	0	0.0%	8	61.5%	5	38.5%
50478	Pants	12	2922	0	3057	0	NA	0	NA	0	NA
30463	Paper & Document Shredding	979	1132	0	2570	0	NA	0	NA	0	NA
30449	Paper & Plastic Cups, Containers	4	3203	0	3261	0	NA	0	NA	0	NA
30450	Paper Boxboard	9	3006	0	3115	0	NA	0	NA	0	NA
30451	Paper Brokers & Mill Reps	12	2908	1	2465	0	NA	0	NA	1	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30452	Paper Converters	12	2923	0	3058	0	NA	0	NA	0	NA
80537	Paper Cutting & Drilling Machines	0	3772	0	3772	0	NA	0	NA	0	NA
30453	Paper Distributors	132	1956	4	1783	1	25.0%	3	75.0%	0	0.0%
10096	Paper Hangers	711	1253	5	1633	3	60.0%	2	40.0%	0	0.0%
30454	Paper Hangers Equipment & Supplies	77	2203	0	2684	0	NA	0	NA	0	NA
30455	Paper Manufacturers	314	1605	0	2579	0	NA	0	NA	0	NA
80538	Paper Mill Machinery	0	3773	0	3773	0	NA	0	NA	0	NA
30456	Paper Mill Supplies	3	3262	0	3308	0	NA	0	NA	0	NA
30457	Paper Products	428	1464	1	2177	1	100.0%	0	0.0%	0	0.0%
30458	Paper Ruling	0	3774	0	3774	0	NA	0	NA	0	NA
80539	Paper Shredding Machines	49	2415	0	2766	0	NA	0	NA	0	NA
30459	Paper Towels	3	3263	0	3309	0	NA	0	NA	0	NA
30460	Paper Tubes & Cores	1	3410	0	3428	0	NA	0	NA	0	NA
30461	Paper-Adhesive-Pressure Sensitive	0	3775	0	3775	0	NA	0	NA	0	NA
30462	Paper-Corrugated	44	2455	1	2368	1	NA	0	NA	0	NA
70576	Parachute Jumping Instruction	829	1192	36	943	10	27.8%	26	72.2%	0	0.0%
30464	Parachutes	59	2329	0	2735	0	NA	0	NA	0	NA
60635	Paralegals	10,709	407	300	355	144	48.0%	144	48.0%	12	4.0%
60637	Parapsychologists	20	2741	1	2429	1	NA	0	NA	0	NA
60638	Parcel Post Assembly Service	41	2483	0	2795	0	NA	0	NA	0	NA
10097	Parking Area Maintenance & Marking	797	1211	18	1160	8	44.4%	10	55.6%	0	0.0%
60639	Parking Attendant Service	293	1626	14	1247	7	50.0%	7	50.0%	0	0.0%
60640	Parking Facilities	14,331	340	825	184	582	70.5%	221	26.8%	22	2.7%
80540	Parking Meters	0	3776	0	3776	0	NA	0	NA	0	NA
10098	Parking Stations/Garages-Construction	1,692	945	58	770	24	41.4%	12	20.7%	22	37.9%
30465	Parking Stations/Garages-Equipment/Supplies	34	2564	0	2835	0	NA	0	NA	0	NA
60641	Parks	638	1299	18	1165	13	72.2%	5	27.8%	0	0.0%
60642	Parliamentarians	0	3777	0	3777	0	NA	0	NA	0	NA
30466	Partitions	66	2274	0	2711	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50479	Party Planning	2,301	855	31	969	15	48.4%	12	38.7%	4	12.9%
61029	Party Plans - In-Home	10,580	410	86	662	43	50.0%	34	39.5%	9	10.5%
50480	Party Supplies	5,910	559	158	495	93	58.9%	57	36.1%	8	5.1%
50481	Party Supplies-Renting	2,661	802	49	817	27	55.1%	18	36.7%	4	8.2%
60643	Passport & Visa Services	966	1137	7	1509	5	71.4%	0	0.0%	2	28.6%
60644	Patent Agents	6,884	516	38	908	25	65.8%	4	10.5%	9	23.7%
60646	Patent Searchers	366	1544	5	1643	4	80.0%	1	20.0%	0	0.0%
10099	Patio & Deck Builders	11,880	389	153	506	75	49.0%	69	45.1%	9	5.9%
50482	Patio Equipment & Supplies	1,053	1108	41	881	19	46.3%	20	48.8%	2	4.9%
10100	Patio, Porch & Deck Enclosures	56,868	124	777	185	478	61.5%	239	30.8%	60	7.7%
30467	Pattern Makers	25	2661	5	1712	3	NA	2	NA	0	NA
30468	Pattern Makers Equipment & Supplies	12	2909	1	2466	0	NA	1	NA	0	NA
10101	Pavement & Floor Marking Services	115	2012	3	1903	1	33.3%	2	66.7%	0	0.0%
80541	Pavement & Floor Marking Supplies/Equipment	4	3166	1	2519	0	NA	1	NA	0	NA
10102	Paving Contractors	146,407	48	2,261	78	1,034	45.7%	1,046	46.3%	181	8.0%
80542	Paving Equipment	14	2870	0	3023	0	NA	0	NA	0	NA
30469	Paving Materials	105	2048	1	2267	0	0.0%	1	100.0%	0	0.0%
50483	Pawnbrokers	10,509	411	218	436	124	56.9%	84	38.5%	10	4.6%
60647	Payroll Service	3,664	696	23	1066	13	56.5%	4	17.4%	6	26.1%
80543	Peanut Products	20	2749	0	2942	0	NA	0	NA	0	NA
30470	Pearl Essence	0	3778	0	3778	0	NA	0	NA	0	NA
80544	Pearls	97	2092	0	2654	0	NA	0	NA	0	NA
30471	Pennants	0	3779	0	3779	0	NA	0	NA	0	NA
50484	Pens & Pencils-Retail	131	1957	23	1082	12	52.2%	10	43.5%	1	4.3%
80545	Pens & Pencils-Whis & Mfgs	102	2066	3	1907	3	100.0%	0	0.0%	0	0.0%
20059	Pension & Profit Sharing Plans	604	1325	2	1975	2	100.0%	0	0.0%	0	0.0%
30472	Perforated Materials	0	3780	0	3780	0	NA	0	NA	0	NA
30473	Perforating Machines	0	3781	0	3781	0	NA	0	NA	0	NA
30474	Perfumes-Raw Materials & Supplies	1	3411	0	3429	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80546	Perfume-Whls & Mfgs	1,442	999	9	1404	1	11.1%	6	66.7%	2	22.2%
30475	Perfuming-Fabric, Paper, Etc.	166	1855	1	2225	0	0.0%	1	100.0%	0	0.0%
30476	Perlite & Perlite Products	0	3782	0	3782	0	NA	0	NA	0	NA
61020	Personal Security Guard Service	1,408	1010	15	1213	5	33.3%	7	46.7%	3	20.0%
60648	Personal Service Bureaus	267	1668	0	2585	0	NA	0	NA	0	NA
61016	Personal Services	20,874	278	524	255	354	67.6%	133	25.4%	37	7.1%
60649	Personnel Consultants	4,855	610	55	786	38	69.1%	16	29.1%	1	1.8%
60650	Pest Control Services	210,317	29	2,215	80	1,552	70.1%	588	26.5%	75	3.4%
60651	Pest Control Supplies & Equipment	1,950	911	28	1002	19	67.9%	5	17.9%	4	14.3%
00194	Pet Cemeteries, Crematories, Supplies	1,021	1115	14	1232	11	78.6%	3	21.4%	0	0.0%
00195	Pet Exercising Service	2,613	807	23	1067	12	52.2%	11	47.8%	0	0.0%
30477	Pet Foods-Whls & Mfgs	284	1637	8	1476	6	75.0%	1	12.5%	1	12.5%
00196	Pet Grooming	21,458	273	374	303	229	61.2%	126	33.7%	19	5.1%
00197	Pet Health Plans	731	1242	17	1182	10	58.8%	7	41.2%	0	0.0%
50485	Pet Shops	31,921	192	957	159	513	53.6%	398	41.6%	46	4.8%
50486	Pet Supplies & Foods-Retail	15,727	320	505	260	277	54.9%	210	41.6%	18	3.6%
80547	Pet Supplies & Foods-Wholesale	1,110	1083	110	598	51	46.4%	58	52.7%	1	0.9%
00198	Pet Training	6,892	515	91	645	47	51.6%	39	42.9%	5	5.5%
00199	Pet Transporting	809	1205	11	1326	2	18.2%	8	72.7%	1	9.1%
30478	Petroleum	1,861	922	38	914	19	50.0%	18	47.4%	1	2.6%
30479	Petroleum Products	579	1342	20	1129	12	60.0%	8	40.0%	0	0.0%
50487	Pewter	0	3783	0	3783	0	NA	0	NA	0	NA
30480	Pewter ware	0	3784	0	3784	0	NA	0	NA	0	NA
30481	Pharmaceutical Machinery	17	2814	0	2987	0	NA	0	NA	0	NA
80548	Pharmaceutical Products-Wholesale & Manufacturing	7,396	492	243	412	164	67.5%	64	26.3%	15	6.2%
50488	Pharmacies	30,068	200	965	157	674	69.8%	261	27.0%	30	3.1%
60652	Photo Copying	131	1958	12	1309	11	91.7%	1	8.3%	0	0.0%
30482	Photo Electric Cells & Equipment	0	3785	0	3785	0	NA	0	NA	0	NA
60653	Photo Finishing-Retail	8,663	455	701	204	552	78.7%	120	17.1%	29	4.1%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60654	Photo Finishing-Wholesale	18	2779	3	1957	3	NA	0	NA	0	NA
60655	Photo Retouching	823	1197	22	1092	10	45.5%	12	54.5%	0	0.0%
30483	Photogram metric Equipment & Supplies	53	2386	0	2757	0	NA	0	NA	0	NA
60656	Photographers-Aerial	22,676	259	645	216	284	44.0%	318	49.3%	43	6.7%
60657	Photographers-Commercial	51,225	134	1,645	104	781	47.5%	739	44.9%	125	7.6%
60658	Photographers-Portrait	19,534	289	635	219	312	49.1%	290	45.7%	33	5.2%
60659	Photographic Color Prints & Trans.	226	1744	6	1591	3	50.0%	3	50.0%	0	0.0%
60660	Photographic Darkroom Rental	265	1671	5	1651	3	60.0%	2	40.0%	0	0.0%
50489	Photographic Equipment & Supplies-Retail	49,947	136	1,001	152	656	65.5%	279	27.9%	66	6.6%
80549	Photographic Equipment & Supplies-Wholesale./Mfg.	2,452	827	99	625	67	67.7%	27	27.3%	5	5.1%
50490	Photographic Equipment-Repair	446	1442	18	1167	10	55.6%	7	38.9%	1	5.6%
80550	Photographic Mounts	5	3131	1	2514	1	NA	0	NA	0	NA
60661	Photographic Research Service	3	3237	1	2528	0	NA	0	NA	1	NA
60662	Photographs-Stock	131	1959	8	1490	0	0.0%	7	87.5%	1	12.5%
61045	Photography Sales by Mail	4,306	646	188	458	74	39.4%	106	56.4%	8	4.3%
61044	Photography Sales by Telephone	4,437	632	193	454	77	39.9%	113	58.5%	3	1.6%
61046	Photography Sales Direct Door-to-Door	6,634	531	245	406	115	46.9%	126	51.4%	4	1.6%
60983	Photography Sales on the Internet	4,614	625	195	451	78	40.0%	114	58.5%	3	1.5%
60663	Photography Schools	1,557	978	41	879	23	56.1%	15	36.6%	3	7.3%
60685	Physical Therapists	5,984	556	92	642	65	70.7%	26	28.3%	1	1.1%
80553	Physical Therapy Equipment	331	1588	3	1861	3	100.0%	0	0.0%	0	0.0%
80551	Physicians & Surgeons Equipment & Supplies	2,044	892	32	960	15	46.9%	16	50.0%	1	3.1%
80552	Physicians & Surgeons Equipment-Repair & Refinish	33	2578	0	2843	0	NA	0	NA	0	NA
60664	Physicians & Surgeons Information Bureaus	215	1764	1	2201	0	0.0%	0	0.0%	1	100.0%
60682	Physicians & Surgeons- Pulmonary Diseases	254	1694	5	1653	4	80.0%	1	20.0%	0	0.0%
60670	Physicians & Surgeons-Allergy	183	1810	3	1886	2	66.7%	1	33.3%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60671	Physicians & Surgeons-Anesthesiologists	680	1271	15	1218	11	73.3%	3	20.0%	1	6.7%
60667	Physicians & Surgeons-Cardiology Services	136	1940	8	1488	5	62.5%	3	37.5%	0	0.0%
60672	Physicians & Surgeons-Dermatology	1,222	1050	24	1054	15	62.5%	8	33.3%	1	4.2%
60668	Physicians & Surgeons-Ear	74	2217	7	1546	6	NA	1	NA	0	NA
60673	Physicians & Surgeons-Gastroenterology	1,483	991	26	1026	21	80.8%	5	19.2%	0	0.0%
60674	Physicians & Surgeons-Industrial Medici	33	2579	0	2844	0	NA	0	NA	0	NA
60675	Physicians & Surgeons-Internal Medicine	527	1379	14	1240	13	92.9%	1	7.1%	0	0.0%
60676	Physicians & Surgeons-Medical Weight Re	248	1704	3	1873	3	100.0%	0	0.0%	0	0.0%
60665	Physicians & Surgeons-Medical-M.D.	42,857	152	726	196	488	67.2%	193	26.6%	45	6.2%
60669	Physicians & Surgeons-OB/GYN	612	1315	19	1144	13	68.4%	5	26.3%	1	5.3%
60677	Physicians & Surgeons-Oncology	85	2155	2	2065	2	NA	0	NA	0	NA
60678	Physicians & Surgeons-Ophthalmology	10,442	413	124	558	88	71.0%	34	27.4%	2	1.6%
60679	Physicians & Surgeons-Orthopedic Surgery	687	1264	33	958	24	72.7%	8	24.2%	1	3.0%
60666	Physicians & Surgeons-Osteopathic-D.O.	1,677	947	20	1120	17	85.0%	3	15.0%	0	0.0%
60680	Physicians & Surgeons-Pediatrics	695	1256	22	1094	12	54.5%	8	36.4%	2	9.1%
60681	Physicians & Surgeons-Radiology	261	1679	20	1132	9	45.0%	8	40.0%	3	15.0%
60686	Physicians' Assistants	130	1966	1	2249	1	100.0%	0	0.0%	0	0.0%
60970	Physicians-Specialists	21,040	276	362	312	249	68.8%	106	29.3%	7	1.9%
60687	Physicists	9	3007	0	3116	0	NA	0	NA	0	NA
70577	Piano & Organ Moving	2,879	778	21	1099	5	23.8%	15	71.4%	1	4.8%
50491	Piano Rolls	0	3786	0	3786	0	NA	0	NA	0	NA
50492	Pianos	4,638	622	69	717	42	60.9%	25	36.2%	2	2.9%
50493	Pianos-Parts	9	3008	0	3117	0	NA	0	NA	0	NA
60688	Pianos-Tuning & Repair	2,047	890	21	1101	14	66.7%	5	23.8%	2	9.5%
80554	Pickles & Pickle Products	9	3009	0	3118	0	NA	0	NA	0	NA
50494	Picnic Equipment & Supplies	2	3291	1	2537	0	NA	1	NA	0	NA
60689	Picnic Grounds	26	2655	5	1711	3	NA	1	NA	1	NA
50495	Picture Frames-Dealers	2,932	770	41	874	19	46.3%	18	43.9%	4	9.8%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30484	Picture Frames-Manufacturers Supplies	202	1784	2	2021	1	50.0%	1	50.0%	0	0.0%
60690	Picture Frames-Restore & Repair	436	1454	2	1985	0	0.0%	2	100.0%	0	0.0%
80555	Picture Frames-Whls & Mfgs	176	1832	1	2218	1	100.0%	0	0.0%	0	0.0%
80556	Picture Hangers-Whls & Mfgs	0	3787	0	3787	0	NA	0	NA	0	NA
60691	Picture Hanging Service	58	2338	0	2738	0	NA	0	NA	0	NA
60692	Picture Restoring	427	1465	6	1577	3	50.0%	3	50.0%	0	0.0%
50496	Pictures	77	2200	6	1613	3	NA	1	NA	2	NA
50497	Pies	1	3412	0	3430	0	NA	0	NA	0	NA
10103	Pile Driving	60	2321	0	2731	0	NA	0	NA	0	NA
80557	Pile Driving Equipment	0	3788	0	3788	0	NA	0	NA	0	NA
80558	Piling	35	2550	0	2827	0	NA	0	NA	0	NA
50498	Pillows	50	2407	1	2355	1	NA	0	NA	0	NA
60693	Pillows-Renovating	4	3204	0	3262	0	NA	0	NA	0	NA
70578	Pilot Car Service	14	2871	0	3024	0	NA	0	NA	0	NA
70579	Pilots-Marine	2	3332	0	3364	0	NA	0	NA	0	NA
50776	Pinball Sales & Service	355	1558	3	1858	2	66.7%	1	33.3%	0	0.0%
50499	Pins Cotter, Taper, Etc.	0	3789	0	3789	0	NA	0	NA	0	NA
50500	Pins-Common, Safety, Etc.	0	3790	0	3790	0	NA	0	NA	0	NA
30485	Pipe	62	2305	0	2724	0	NA	0	NA	0	NA
10104	Pipe & Boiler Covering Contractors	19	2769	0	2956	0	NA	0	NA	0	NA
80559	Pipe & Boiler Covering Materials	1	3413	0	3431	0	NA	0	NA	0	NA
10180	Pipe & Valve Fitters	557	1358	2	1977	0	0.0%	2	100.0%	0	0.0%
30486	Pipe Bending & Fabricating	236	1727	0	2592	0	NA	0	NA	0	NA
30487	Pipe Cutting & Threading	8	3038	0	3138	0	NA	0	NA	0	NA
80560	Pipe Cutting & Threading Equipment	0	3791	0	3791	0	NA	0	NA	0	NA
30488	Pipe Fittings	70	2248	0	2702	0	NA	0	NA	0	NA
10105	Pipe Hangers	5	3150	0	3214	0	NA	0	NA	0	NA
10106	Pipe Inspection	58	2339	0	2739	0	NA	0	NA	0	NA
80561	Pipe Joint Compounds	0	3792	0	3792	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30489	Pipe Line Companies	84	2163	0	2672	0	NA	0	NA	0	NA
10107	Pipe Line Contractors	2,693	795	38	910	11	28.9%	21	55.3%	6	15.8%
80562	Pipe Line Equipment	0	3793	0	3793	0	NA	0	NA	0	NA
80819	Pipe Line, Oil & Gas Wholesaler & Distributors	2,602	809	43	855	27	62.8%	14	32.6%	2	4.7%
30490	Pipe Lining & Coating	7	3076	0	3163	0	NA	0	NA	0	NA
80563	Pipe Locating Equipment	14	2872	0	3025	0	NA	0	NA	0	NA
10108	Pipe Pushing	0	3794	0	3794	0	NA	0	NA	0	NA
80564	Pipe Pushing Equipment	0	3795	0	3795	0	NA	0	NA	0	NA
80565	Pipe Reconditioning	4	3205	0	3263	0	NA	0	NA	0	NA
10109	Pipe Sealing-Industrial	0	3796	0	3796	0	NA	0	NA	0	NA
10110	Pipe Thawing	0	3797	0	3797	0	NA	0	NA	0	NA
30491	Pipe Thread Protector	4	3206	0	3264	0	NA	0	NA	0	NA
50501	Pipes & Smokers Articles	62	2306	0	2725	0	NA	0	NA	0	NA
30492	Pipe-Used	0	3798	0	3798	0	NA	0	NA	0	NA
10111	Piping Contractors	82	2179	0	2675	0	NA	0	NA	0	NA
30493	Piston Rings	0	3799	0	3799	0	NA	0	NA	0	NA
30494	Pistons	0	3800	0	3800	0	NA	0	NA	0	NA
30495	Pivots-Precision Instrument	2	3333	0	3365	0	NA	0	NA	0	NA
50502	Pizza	2,130	878	117	575	50	42.7%	62	53.0%	5	4.3%
60694	Places Of Interest	11	2935	1	2472	1	NA	0	NA	0	NA
60695	Planetariums	31	2596	0	2854	0	NA	0	NA	0	NA
60696	Plants-Interior Design & Maintenance	2,517	815	48	828	29	60.4%	14	29.2%	5	10.4%
50503	Plants-Retail	435	1455	23	1077	14	60.9%	7	30.4%	2	8.7%
80566	Plants-Wholesale	20	2742	1	2430	0	NA	1	NA	0	NA
50504	Plaques	149	1898	2	2035	2	100.0%	0	0.0%	0	0.0%
61010	Plasma Centers	171	1841	1	2221	1	100.0%	0	0.0%	0	0.0%
50505	Plaster	20	2750	0	2943	0	NA	0	NA	0	NA
50506	Plaster Craft Products & Supplies	108	2037	4	1789	1	25.0%	3	75.0%	0	0.0%
50507	Plaster Products-Ornamental	3	3264	0	3310	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80567	Plasterers Equipment & Supplies	0	3801	0	3801	0	NA	0	NA	0	NA
10112	Plastering Contractors	5,454	580	18	1153	11	61.1%	6	33.3%	1	5.6%
60683	Plastic & Reconstructive Surgery	867	1173	11	1323	7	63.6%	2	18.2%	2	18.2%
30496	Plastics-Extruders	15	2849	0	3008	0	NA	0	NA	0	NA
30498	Plastics-Fabricating, Finishing & Decor	147	1905	0	2609	0	NA	0	NA	0	NA
30497	Plastics-Fabrics, Film, Sheets-Prod.	29	2624	0	2873	0	NA	0	NA	0	NA
30499	Plastics-Foam	110	2031	1	2262	1	100.0%	0	0.0%	0	0.0%
30500	Plastics-High Pressure Laminates	57	2345	2	2079	2	NA	0	NA	0	NA
80568	Plastics-Machinery & Equipment	38	2511	0	2807	0	NA	0	NA	0	NA
30501	Plastics-Molders	445	1443	0	2574	0	NA	0	NA	0	NA
30502	Plastics-Products-Finished Wholesale/Manufacturers	338	1577	5	1645	0	0.0%	4	80.0%	1	20.0%
30503	Plastics-Raw Materials, Powder, Liquid, Etc	16	2826	0	2993	0	NA	0	NA	0	NA
30504	Plastics-Reinforced	1	3414	0	3432	0	NA	0	NA	0	NA
30505	Plastics-Research & Consulting	237	1725	2	2010	0	0.0%	2	100.0%	0	0.0%
30506	Plastics-Rods, Sheets, Etc-Sup Center	2	3334	0	3366	0	NA	0	NA	0	NA
80569	Plastics-Scrap	0	3802	0	3802	0	NA	0	NA	0	NA
30507	Plastics-Vacuum, Pressure, Thermoform	10	2974	0	3091	0	NA	0	NA	0	NA
30508	Plating	325	1594	17	1189	0	0.0%	15	88.2%	2	11.8%
80570	Plating Equipment & Supplies	5	3151	0	3215	0	NA	0	NA	0	NA
30509	Playground Equipment	1,257	1039	28	1004	19	67.9%	8	28.6%	1	3.6%
60697	Playgrounds	123	1990	5	1677	2	40.0%	3	60.0%	0	0.0%
30510	Playing Cards	0	3447	1	2563	1	NA	0	NA	0	NA
30511	Pleating Machines	0	3803	0	3803	0	NA	0	NA	0	NA
10113	Plumbing Contractors	375,283	11	4,911	33	3,146	64.1%	1,570	32.0%	195	4.0%
10114	Plumbing Drains & Sewer Cleaning	22,612	260	435	283	218	50.1%	198	45.5%	19	4.4%
50508	Plumbing Fixtures, Parts, Supplies-Retail	6,642	530	90	648	62	68.9%	26	28.9%	2	2.2%
10115	Plumbing Fixtures, Parts, Supplies-Used	157	1877	2	2031	0	0.0%	2	100.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80571	Plumbing Fixtures, Parts, Supplies-Wholesale/Mfg	391	1513	3	1857	1	33.3%	2	66.7%	0	0.0%
80572	Plywood & Veneers	6	3110	0	3188	0	NA	0	NA	0	NA
30512	Pneumatic Equipment Components	9	3010	0	3119	0	NA	0	NA	0	NA
10116	Pneumatic Tube Equipment & Systems	0	3804	0	3804	0	NA	0	NA	0	NA
60698	Podiatrists	1,799	932	32	961	20	62.5%	10	31.3%	2	6.3%
80573	Podiatrists Equipment & Supplies	7	3077	0	3164	0	NA	0	NA	0	NA
60699	Podiatrists Reference Service	0	3805	0	3805	0	NA	0	NA	0	NA
60700	Poison Control Centers	0	3806	0	3806	0	NA	0	NA	0	NA
10117	Pole Line Contractors	1	3415	0	3433	0	NA	0	NA	0	NA
30513	Pole Line Equipment	3	3265	0	3311	0	NA	0	NA	0	NA
80574	Poles	138	1936	1	2245	1	100.0%	0	0.0%	0	0.0%
61059	Police & Fire Organizations	8,015	474	30	973	16	53.3%	14	46.7%	0	0.0%
30777	Police Departments	42	2472	2	2094	2	NA	0	NA	0	NA
50509	Police Equipment	258	1684	9	1432	7	77.8%	2	22.2%	0	0.0%
80575	Polishes	7	3078	0	3165	0	NA	0	NA	0	NA
60701	Political Organizations	209	1771	5	1661	4	80.0%	1	20.0%	0	0.0%
30514	Polyethylene Materials & Products	27	2650	0	2885	0	NA	0	NA	0	NA
30515	Polyurethane Products	15	2850	0	3009	0	NA	0	NA	0	NA
90023	Ponzi Schemes	142	1920	0	2616	0	NA	0	NA	0	NA
50510	Popcorn & Supplies	85	2154	6	1612	4	NA	2	NA	0	NA
80576	Popcorn Machines	4	3207	0	3265	0	NA	0	NA	0	NA
60702	Porcelain Enamel Repair & Refinish	11,119	404	128	552	58	45.3%	52	40.6%	18	14.1%
60703	Porcelain Enameling	0	3807	0	3807	0	NA	0	NA	0	NA
50515	Porcelain Products	0	3808	0	3808	0	NA	0	NA	0	NA
30516	Porch Shades	0	3809	0	3809	0	NA	0	NA	0	NA
30778	Port Authorities	2	3335	0	3367	0	NA	0	NA	0	NA
80577	Portfolios	25	2677	0	2903	0	NA	0	NA	0	NA
30517	Post Cards-Manufacturers & Distributors	14	2873	0	3026	0	NA	0	NA	0	NA
70580	Post Offices	48	2418	4	1814	4	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30518	Posters	172	1839	2	2028	2	100.0%	0	0.0%	0	0.0%
80578	Potato Chips	7	3055	1	2495	1	NA	0	NA	0	NA
00200	Potatoes-Processed	0	3810	0	3810	0	NA	0	NA	0	NA
50511	Pottery	573	1346	22	1095	10	45.5%	5	22.7%	7	31.8%
80579	Pottery Equipment & Supplies	5	3152	0	3216	0	NA	0	NA	0	NA
80580	Poultry Brokers	4	3167	1	2520	0	NA	1	NA	0	NA
80581	Poultry Equipment & Supplies	19	2770	0	2957	0	NA	0	NA	0	NA
00201	Poultry Farms	124	1986	5	1676	4	80.0%	1	20.0%	0	0.0%
30519	Poultry Services	6	3111	0	3189	0	NA	0	NA	0	NA
50512	Poultry-Retail	14	2874	0	3027	0	NA	0	NA	0	NA
80582	Poultry-Wholesale	40	2497	0	2803	0	NA	0	NA	0	NA
30520	Powder Processing-Industrial	122	1993	1	2257	1	100.0%	0	0.0%	0	0.0%
70581	Power Plant Consultants	41	2484	0	2796	0	NA	0	NA	0	NA
30521	Power Plant Equipment	20	2736	3	1955	0	NA	3	NA	0	NA
30522	Power Plant Equipment-Repairing	9	3011	0	3120	0	NA	0	NA	0	NA
30523	Power Take-Offs	3	3266	0	3312	0	NA	0	NA	0	NA
30524	Power Transmission Equipment	187	1806	2	2025	1	50.0%	1	50.0%	0	0.0%
80583	Precious, Semi-Precious & Synthetic	54	2373	3	1933	2	NA	1	NA	0	NA
50513	Premium Goods	0	3811	0	3811	0	NA	0	NA	0	NA
80584	Preserves, Jams & Jellies	2	3336	0	3368	0	NA	0	NA	0	NA
30525	Presses-Power	9	3012	0	3121	0	NA	0	NA	0	NA
30526	Presses-Power-Equipment	29	2625	0	2874	0	NA	0	NA	0	NA
80585	Pressing Machines-Clothes	0	3812	0	3812	0	NA	0	NA	0	NA
60940	Pressure Washing	12,295	378	130	551	73	56.2%	49	37.7%	8	6.2%
30527	Pressurization Equipment	2	3337	0	3369	0	NA	0	NA	0	NA
50514	Pretzels	36	2535	0	2820	0	NA	0	NA	0	NA
80586	Price Marking Equipment & Supplies	4	3208	0	3266	0	NA	0	NA	0	NA
30528	Print Blocks	0	3813	0	3813	0	NA	0	NA	0	NA
30529	Print Cutters	0	3814	0	3814	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30530	Printed & Etched Circuits	1,487	989	17	1173	9	52.9%	8	47.1%	0	0.0%
30531	Printers	13,923	350	96	628	49	51.0%	39	40.6%	8	8.3%
30532	Printers-Business Forms	671	1280	10	1367	7	70.0%	3	30.0%	0	0.0%
30533	Printers-Cellophane, Foil, Etc.	21	2733	0	2933	0	NA	0	NA	0	NA
30534	Printers-Glass, Metal, Plastic, Etc.	21	2725	1	2426	0	NA	1	NA	0	NA
30535	Printing Brokers	247	1706	11	1344	4	36.4%	7	63.6%	0	0.0%
30536	Printing Equipment	982	1129	6	1562	2	33.3%	4	66.7%	0	0.0%
30537	Printing Plates	0	3815	0	3815	0	NA	0	NA	0	NA
30538	Printing Rollers	8	3039	0	3139	0	NA	0	NA	0	NA
30539	Printing Supplies	399	1500	3	1856	2	66.7%	1	33.3%	0	0.0%
90017	Prize Promotions	12,705	369	198	447	145	73.2%	43	21.7%	10	5.1%
60704	Process Servers	1,617	966	4	1714	0	0.0%	1	25.0%	3	75.0%
60705	Product Development & Marketing	52,339	132	411	287	306	74.5%	93	22.6%	12	2.9%
61047	Product Sales - General	50,734	135	2,059	87	1,411	68.5%	510	24.8%	138	6.7%
61030	Product Sales via Telephone	9,078	444	251	395	210	83.7%	32	12.7%	9	3.6%
60706	Professional Organizations	687	1265	25	1041	12	48.0%	11	44.0%	2	8.0%
60984	Professional Services (General)	43,351	150	931	163	528	56.7%	344	36.9%	59	6.3%
60707	Programmed Instruction	96	2098	0	2656	0	NA	0	NA	0	NA
80587	Projection Apparatus	72	2231	1	2316	1	NA	0	NA	0	NA
60708	Proofreading	302	1615	0	2583	0	NA	0	NA	0	NA
30540	Propellers	41	2485	0	2797	0	NA	0	NA	0	NA
20060	Property Maintenance	6,390	544	175	474	107	61.1%	66	37.7%	2	1.1%
30541	Prosthetic Devices	606	1324	12	1297	7	58.3%	5	41.7%	0	0.0%
61006	Psychiatrists & Psychiatric Services	2,670	800	38	911	25	65.8%	11	28.9%	2	5.3%
61058	Psychics	3,746	689	104	613	70	67.3%	30	28.8%	4	3.8%
60709	Psychologist Information & Referral Services	100	2075	2	2057	1	50.0%	1	50.0%	0	0.0%
60710	Psychologists	5,066	593	69	716	53	76.8%	14	20.3%	2	2.9%
60711	Public Opinion Analysts	4	3209	0	3267	0	NA	0	NA	0	NA
60712	Public Relations Counselors	3,779	685	18	1154	9	50.0%	5	27.8%	4	22.2%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60713	Public Speaking Instruction	16	2827	0	2994	0	NA	0	NA	0	NA
60714	Public Utility Consultants	109	2033	2	2052	2	100.0%	0	0.0%	0	0.0%
60715	Publicity Service	471	1419	28	1009	28	100.0%	0	0.0%	0	0.0%
30542	Publishers Representatives	561	1353	22	1096	17	77.3%	3	13.6%	2	9.1%
30543	Publishers-Book	62,131	118	1,946	93	1,399	71.9%	386	19.8%	161	8.3%
30544	Publishers-Directory & Guide	56,277	126	4,630	36	2,898	62.6%	1,423	30.7%	309	6.7%
30545	Publishers-Periodical	11,497	394	634	220	472	74.4%	99	15.6%	63	9.9%
30546	Publishing Consultants	394	1509	19	1150	15	78.9%	3	15.8%	1	5.3%
50516	Pulleys	0	3816	0	3816	0	NA	0	NA	0	NA
30547	Pulp & Pulp Products	6	3112	0	3190	0	NA	0	NA	0	NA
10118	Pumping Contractors	56	2352	4	1811	3	NA	1	NA	0	NA
80588	Pumps-Dealers	417	1479	4	1734	2	50.0%	2	50.0%	0	0.0%
60716	Pumps-Service & Repair	2,393	841	41	875	25	61.0%	15	36.6%	1	2.4%
80589	Pumps-Supplies & Parts	39	2503	0	2805	0	NA	0	NA	0	NA
80590	Pumps-Whls & Mfgs	18	2800	0	2979	0	NA	0	NA	0	NA
60717	Punch Boards	0	3817	0	3817	0	NA	0	NA	0	NA
30548	Punch Presses	0	3818	0	3818	0	NA	0	NA	0	NA
80591	Punches	0	3819	0	3819	0	NA	0	NA	0	NA
60718	Puppets & Marionettes	301	1617	1	2190	1	100.0%	0	0.0%	0	0.0%
60719	Purchasing Service	48,969	139	874	177	712	81.5%	102	11.7%	60	6.9%
90010	Pyramid Companies	3,460	713	41	873	25	61.0%	14	34.1%	2	4.9%
30549	Pyrometers	3	3267	0	3313	0	NA	0	NA	0	NA
00202	Quarries	104	2060	1	2270	1	100.0%	0	0.0%	0	0.0%
00203	Quartz	0	3820	0	3820	0	NA	0	NA	0	NA
50517	Quilting	142	1918	2	2038	2	100.0%	0	0.0%	0	0.0%
50518	Quilting Materials & Supplies	96	2097	1	2278	0	NA	1	NA	0	NA
50519	Quilts	58	2334	4	1809	1	NA	3	NA	0	NA
50520	Quilts-Renovating	0	3448	1	2564	0	NA	1	NA	0	NA
80592	Race Track Equipment & Supplies	19	2752	4	1824	2	NA	2	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60720	Race Tracks	1,976	910	37	928	25	67.6%	11	29.7%	1	2.7%
60721	Rack Merchandise Service	22	2718	0	2924	0	NA	0	NA	0	NA
50521	Rackets-Restrung & Repair	0	3821	0	3821	0	NA	0	NA	0	NA
30550	Racks	14	2861	1	2452	1	NA	0	NA	0	NA
10119	Racquetball Court Construction	0	3822	0	3822	0	NA	0	NA	0	NA
60722	Racquetball Courts-Private	1,000	1121	76	689	64	84.2%	9	11.8%	3	3.9%
60723	Racquetball Courts-Public	66	2271	1	2325	1	NA	0	NA	0	NA
50522	Racquetball Equipment & Supplies	105	2044	13	1280	9	69.2%	4	30.8%	0	0.0%
30551	Radar Equipment	261	1681	11	1343	8	72.7%	3	27.3%	0	0.0%
30552	Radiator Covers & Enclosures	89	2127	2	2061	0	NA	2	NA	0	NA
60724	Radiators-Automotive	4,696	617	166	487	117	70.5%	48	28.9%	1	0.6%
50523	Radio Communication Equipment & Systems	2,825	780	31	967	20	64.5%	10	32.3%	1	3.2%
50524	Radio Direction Finders	1	3416	0	3434	0	NA	0	NA	0	NA
60725	Radio Program Producers	4	3210	0	3268	0	NA	0	NA	0	NA
60726	Radio Program Surveys	7	3079	0	3166	0	NA	0	NA	0	NA
30553	Radio Station Equipment	0	3823	0	3823	0	NA	0	NA	0	NA
70582	Radio Station Reps	31	2597	0	2855	0	NA	0	NA	0	NA
70583	Radio Stations & Broadcast Companies	6,537	537	100	621	65	65.0%	28	28.0%	7	7.0%
70584	Radioactive Materials	3	3268	0	3314	0	NA	0	NA	0	NA
60727	Radioactivity Instruments, Supplies, Services.	2	3338	0	3370	0	NA	0	NA	0	NA
50525	Radios-Citizen Band	412	1483	40	897	6	15.0%	34	85.0%	0	0.0%
50526	Radiotelephone Communication-Equipment & Systems	2,179	869	43	856	30	69.8%	10	23.3%	3	7.0%
70585	Radiotelephone Communications-Common Carrier	406	1488	529	254	292	55.2%	6	1.1%	231	43.7%
61026	Radon Testing & Service	4,381	638	36	936	20	55.6%	16	44.4%	0	0.0%
30554	Railings	169	1845	4	1773	1	25.0%	2	50.0%	1	25.0%
70586	Railroad Car Leasing	0	3824	0	3824	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30555	Railroad Cars-Manufacturers	1	3417	0	3435	0	NA	0	NA	0	NA
10120	Railroad Contractors	57	2348	0	2741	0	NA	0	NA	0	NA
80593	Railroad Equipment & Supplies	44	2456	1	2369	0	NA	1	NA	0	NA
50527	Railroad Ties-Dealers	76	2208	0	2687	0	NA	0	NA	0	NA
80594	Railroad Ties-Whls & Mfgs	0	3825	0	3825	0	NA	0	NA	0	NA
70587	Railroads	317	1601	51	807	49	96.1%	2	3.9%	0	0.0%
50757	Railroads - Freight	193	1798	0	2593	0	NA	0	NA	0	NA
70588	Railroads-Ticket Agencies	68	2257	6	1618	4	NA	0	NA	2	NA
80595	Rails & Accessories	15	2851	0	3010	0	NA	0	NA	0	NA
50528	Rainwear	0	3826	0	3826	0	NA	0	NA	0	NA
00204	Ranches	759	1227	19	1139	10	52.6%	8	42.1%	1	5.3%
30556	Range Hoods & Canopies	17	2815	0	2988	0	NA	0	NA	0	NA
50529	Ranges & Ovens-Dealers	2	3339	0	3371	0	NA	0	NA	0	NA
50530	Ranges & Ovens-Service & Repair	33	2567	5	1706	4	NA	1	NA	0	NA
50531	Ranges & Ovens-Supplies & Parts	4	3211	0	3269	0	NA	0	NA	0	NA
30557	Ranges & Ovens-Whls & Mfgs	1	3418	0	3436	0	NA	0	NA	0	NA
30558	Rattan, Reeds & Willows	0	3827	0	3827	0	NA	0	NA	0	NA
80596	Ravioli	0	3828	0	3828	0	NA	0	NA	0	NA
50532	Rayon Fabrics	0	3829	0	3829	0	NA	0	NA	0	NA
50533	Razors & Razor Blades	1	3363	1	2548	0	NA	1	NA	0	NA
60728	Reading Instruction	1,731	940	10	1355	7	70.0%	3	30.0%	0	0.0%
60729	Real Estate	240,812	24	2,859	61	1,872	65.5%	784	27.4%	203	7.1%
61003	Real Estate - Rentals by Individuals	11,884	388	693	205	339	48.9%	311	44.9%	43	6.2%
60730	Real Estate Appraisers	25,638	233	438	282	262	59.8%	151	34.5%	25	5.7%
60731	Real Estate Consultants	17,567	306	305	349	195	63.9%	105	34.4%	5	1.6%
20061	Real Estate Developers	39,052	167	516	259	384	74.4%	119	23.1%	13	2.5%
20050	Real Estate Loans	23,322	254	172	476	82	47.7%	71	41.3%	19	11.0%
20062	Real Estate Maintenance Protection Plan	8,116	469	653	212	644	98.6%	6	0.9%	3	0.5%
60732	Real Estate Management	125,219	58	3,714	43	2,545	68.5%	1,018	27.4%	151	4.1%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60733	Real Estate Rental Service	21,864	271	1,016	149	664	65.4%	311	30.6%	41	4.0%
60734	Real Estate Schools	4,888	608	23	1064	8	34.8%	14	60.9%	1	4.3%
61000	Real Estate Services	95,406	79	1,379	120	988	71.6%	344	24.9%	47	3.4%
60735	Recorded Information	392	1511	18	1169	9	50.0%	9	50.0%	0	0.0%
30559	Recording Instruments-Industrial/Scientific	109	2032	23	1083	8	34.8%	15	65.2%	0	0.0%
60736	Recording Service-Sound & Video	14,076	343	165	488	86	52.1%	68	41.2%	11	6.7%
80597	Recording Studio Equipment	1,923	917	34	949	16	47.1%	14	41.2%	4	11.8%
50534	Records & Tapes & Discs-Retail	19,699	288	629	221	347	55.2%	243	38.6%	39	6.2%
30560	Records & Tapes & Discs-Wholesale/Manufacturers	70	2244	3	1924	3	NA	0	NA	0	NA
80598	Records-Phono-Manufacturers Equipment & Supplies	70	2246	2	2073	1	NA	1	NA	0	NA
60737	Recreation Centers	3,287	728	83	666	45	54.2%	34	41.0%	4	4.8%
60738	Recreation Program Consultants	524	1380	6	1572	2	33.3%	3	50.0%	1	16.7%
50535	Recreational Vehicles-Dealers	26,388	228	907	169	629	69.3%	252	27.8%	26	2.9%
50536	Recreational Vehicles-Equip., Parts, Supplies	1,856	923	110	596	80	72.7%	29	26.4%	1	0.9%
60739	Recreational Vehicles-Rent & Lease	6,079	554	125	555	95	76.0%	26	20.8%	4	3.2%
60740	Recreational Vehicles-Repair & Service	2,536	813	123	563	86	69.9%	34	27.6%	3	2.4%
70589	Recreational Vehicles-Storage	469	1424	11	1335	8	72.7%	3	27.3%	0	0.0%
30779	Recruiting-Armed Forces	27	2651	0	2886	0	NA	0	NA	0	NA
30561	Rectifiers-Electric	0	3830	0	3830	0	NA	0	NA	0	NA
80599	Rectifiers-Liquor	0	3831	0	3831	0	NA	0	NA	0	NA
70590	Recycling Centers	3,805	680	114	581	71	62.3%	43	37.7%	0	0.0%
30562	Reels	0	3832	0	3832	0	NA	0	NA	0	NA
50537	Reflectors	0	3833	0	3833	0	NA	0	NA	0	NA
60741	Reflexologists	115	2016	0	2635	0	NA	0	NA	0	NA
30563	Refractories	9	3013	0	3122	0	NA	0	NA	0	NA
60742	Refreshment Stands	690	1259	12	1293	8	66.7%	4	33.3%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80600	Refrigeration Equipment-Commercial-Sales/Service	3,859	676	45	842	20	44.4%	23	51.1%	2	4.4%
80601	Refrigeration Equipment-Supplies & Parts	226	1743	9	1433	6	66.7%	3	33.3%	0	0.0%
50538	Refrigerators & Freezers-Dealers	674	1276	46	840	31	67.4%	12	26.1%	3	6.5%
60743	Refrigerators & Freezers-Rent/Lease	100	2076	1	2273	0	0.0%	1	100.0%	0	0.0%
50539	Refrigerators & Freezers-Service/Repair	994	1124	23	1073	15	65.2%	7	30.4%	1	4.3%
50540	Refrigerators & Freezers-Supplies/Parts	32	2587	0	2850	0	NA	0	NA	0	NA
50541	Refrigerators & Freezers-Wholesale/Manufacturers	134	1948	8	1489	6	75.0%	2	25.0%	0	0.0%
60744	Rehabilitation Services	2,353	845	33	954	20	60.6%	11	33.3%	2	6.1%
80602	Relays	0	3834	0	3834	0	NA	0	NA	0	NA
50542	Religious Goods	814	1201	22	1093	14	63.6%	4	18.2%	4	18.2%
60745	Religious Organizations	2,917	773	27	1013	13	48.1%	11	40.7%	3	11.1%
90037	Reloader Schemes	150	1891	5	1669	3	60.0%	2	40.0%	0	0.0%
60746	Relocation Service	112,565	65	1,805	98	1,359	75.3%	412	22.8%	34	1.9%
30564	Rendering Companies	105	2049	1	2268	0	0.0%	1	100.0%	0	0.0%
80603	Rennet	0	3835	0	3835	0	NA	0	NA	0	NA
60747	Rental Service Stores & Yards	2,634	805	88	657	59	67.0%	25	28.4%	4	4.5%
60748	Rental Vacancy Listing Service	15,127	328	912	168	288	31.6%	563	61.7%	61	6.7%
60749	Reporters-Court & Convention	314	1604	4	1751	2	50.0%	1	25.0%	1	25.0%
60750	Repossession Service	3,617	700	59	762	46	78.0%	11	18.6%	2	3.4%
50543	Reptiles	377	1532	64	742	44	68.8%	20	31.3%	0	0.0%
60751	Resident Buyers	299	1618	11	1340	6	54.5%	5	45.5%	0	0.0%
30565	Resins	10	2975	0	3092	0	NA	0	NA	0	NA
60752	Resorts	15,740	318	742	190	481	64.8%	243	32.7%	18	2.4%
80604	Respirators	34	2557	1	2392	1	NA	0	NA	0	NA
60753	Rest Homes	69	2253	0	2703	0	NA	0	NA	0	NA
60754	Rest Homes-Info & Placement Bureaus	39	2502	1	2377	1	NA	0	NA	0	NA
80605	Restaurant Equipment & Supplies	2,488	824	36	937	23	63.9%	9	25.0%	4	11.1%
60755	Restaurant Equipment-Repair & Service	674	1277	14	1238	4	28.6%	10	71.4%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60756	Restaurant Management	104	2055	6	1608	4	66.7%	2	33.3%	0	0.0%
50544	Restaurants	127,815	56	2,633	65	1,523	57.8%	958	36.4%	152	5.8%
60757	Resume Service	7,751	482	64	736	37	57.8%	23	35.9%	4	6.3%
60758	Retirement & Life Care Com/Homes	12,705	370	37	922	26	70.3%	11	29.7%	0	0.0%
20063	Retirement Planning Service	11,218	402	758	189	749	98.8%	9	1.2%	0	0.0%
60759	Retreat Facilities	56	2354	3	1931	2	NA	1	NA	0	NA
30566	Ribbon Printing	0	3836	0	3836	0	NA	0	NA	0	NA
50545	Ribbons	3	3269	0	3315	0	NA	0	NA	0	NA
00205	Rice	19	2771	0	2958	0	NA	0	NA	0	NA
60760	Riding Academies	471	1420	14	1244	8	57.1%	5	35.7%	1	7.1%
50546	Riding Apparel & Equipment	174	1837	9	1438	6	66.7%	3	33.3%	0	0.0%
60761	Rifle & Pistol Ranges	62	2307	0	2726	0	NA	0	NA	0	NA
00206	Riggers	25	2678	0	2904	0	NA	0	NA	0	NA
50547	Riggers Equipment & Supplies	50	2408	0	2763	0	NA	0	NA	0	NA
80606	Rings-Retaining	0	3837	0	3837	0	NA	0	NA	0	NA
80607	Rivets	3	3270	0	3316	0	NA	0	NA	0	NA
10121	Road Building Contractors	337	1581	5	1646	3	60.0%	2	40.0%	0	0.0%
80608	Road Building Equipment	60	2322	0	2732	0	NA	0	NA	0	NA
10122	Road Oiling & Dust Control	473	1417	13	1266	13	100.0%	0	0.0%	0	0.0%
60762	Road Service-Automotive	5,392	583	308	346	250	81.2%	54	17.5%	4	1.3%
30567	Robots	28	2638	0	2880	0	NA	0	NA	0	NA
50548	Rock Shops	274	1655	4	1754	3	75.0%	1	25.0%	0	0.0%
60763	Rodeos	4	3212	0	3270	0	NA	0	NA	0	NA
80609	Rods-Threaded	12	2924	0	3059	0	NA	0	NA	0	NA
80610	Rollers	4	3213	0	3271	0	NA	0	NA	0	NA
30568	Rolling Mill Machinery	0	3838	0	3838	0	NA	0	NA	0	NA
10123	Roof Cooling Systems	21	2734	0	2934	0	NA	0	NA	0	NA
10124	Roof Decks	191	1800	6	1596	6	100.0%	0	0.0%	0	0.0%
10125	Roof Structures	1,935	914	38	913	10	26.3%	25	65.8%	3	7.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10126	Roofing Contractors	991,385	2	8,582	18	4,533	52.8%	3,388	39.5%	661	7.7%
50549	Roofing Equipment & Supplies	515	1390	14	1241	3	21.4%	11	78.6%	0	0.0%
50550	Roofing Materials	3,982	667	40	884	25	62.5%	14	35.0%	1	2.5%
10127	Roofing Service Consultants	2,603	808	44	849	31	70.5%	12	27.3%	1	2.3%
60764	Rooming Houses	222	1751	2	2012	1	50.0%	1	50.0%	0	0.0%
60765	Roommate Referral Service	852	1181	25	1040	21	84.0%	4	16.0%	0	0.0%
50551	Rope	40	2498	0	2804	0	NA	0	NA	0	NA
60766	Rope Splicing	0	3839	0	3839	0	NA	0	NA	0	NA
30569	Rotogravure Printers	83	2170	0	2673	0	NA	0	NA	0	NA
70591	Routing Service-Air, Highway & Marine	36	2536	0	2821	0	NA	0	NA	0	NA
80611	Rubber Bands	0	3840	0	3840	0	NA	0	NA	0	NA
50552	Rubber Clothing & Footwear	79	2193	3	1922	3	NA	0	NA	0	NA
30570	Rubber Products	161	1868	0	2603	0	NA	0	NA	0	NA
50553	Rubber Stamps	234	1730	5	1657	4	80.0%	1	20.0%	0	0.0%
80612	Rubber Stamps-Manufacturers Equipment & Supplies	43	2459	3	1940	2	NA	1	NA	0	NA
80613	Rubber Working Machinery	18	2801	0	2980	0	NA	0	NA	0	NA
80614	Rubber-Crude	54	2375	2	2084	1	NA	1	NA	0	NA
30571	Rubber-Synthetic	99	2080	2	2058	2	NA	0	NA	0	NA
70592	Rubbish/Garbage Removal	24,324	244	1,784	101	1,248	70.0%	461	25.8%	75	4.2%
30572	Rubbish/Garbage Removal Contractors Equipment	95	2099	5	1684	3	NA	2	NA	0	NA
80615	Rulers & Yardsticks	0	3841	0	3841	0	NA	0	NA	0	NA
30573	Rust Preventatives & Removers	11	2948	0	3073	0	NA	0	NA	0	NA
60767	Rust proofing & Undercoating-Auto	216	1761	3	1879	1	33.3%	2	66.7%	0	0.0%
30574	Rust proofing-Industrial	19	2772	0	2959	0	NA	0	NA	0	NA
50554	Saddlery & Harness	686	1267	26	1028	12	46.2%	14	53.8%	0	0.0%
70593	Safe & Vault Movers	0	3842	0	3842	0	NA	0	NA	0	NA
20064	Safe Deposit Box Rental	13	2885	1	2459	1	NA	0	NA	0	NA
30575	Safes & Vaults	600	1328	3	1843	2	66.7%	1	33.3%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60768	Safes & Vaults-Opening & Repairing	23	2696	1	2417	0	NA	0	NA	1	NA
50790	Safety & Rescue Equipment Sales & Services.	1,292	1031	12	1282	3	25.0%	5	41.7%	4	33.3%
80616	Safety Cans	0	3843	0	3843	0	NA	0	NA	0	NA
80617	Safety Consultants	7,633	486	7	1502	4	57.1%	3	42.9%	0	0.0%
80618	Safety Equipment & Clothing	726	1246	3	1839	0	0.0%	3	100.0%	0	0.0%
30576	Sail makers	96	2095	4	1795	3	NA	1	NA	0	NA
80619	Salads	2	3340	0	3372	0	NA	0	NA	0	NA
80620	Sales & Order Books	56	2351	7	1547	7	NA	0	NA	0	NA
60769	Sales Organizations	2,330	848	2	1968	1	50.0%	1	50.0%	0	0.0%
60770	Sales Presentations	923	1150	14	1233	8	57.1%	6	42.9%	0	0.0%
60771	Sales Promotion Service	2,880	777	574	236	392	68.3%	11	1.9%	171	29.8%
60772	Sales Training	222	1749	8	1482	2	25.0%	0	0.0%	6	75.0%
30577	Salt	37	2521	0	2813	0	NA	0	NA	0	NA
70594	Salvage-Marine	34	2558	1	2393	0	NA	1	NA	0	NA
30578	Sample Cards & Books	0	3844	0	3844	0	NA	0	NA	0	NA
30579	Sample Cases	4	3214	0	3272	0	NA	0	NA	0	NA
00207	Sanctuaries-Wild Life	43	2467	0	2786	0	NA	0	NA	0	NA
80621	Sand & Gravel	4,864	609	35	944	20	57.1%	12	34.3%	3	8.6%
80622	Sand & Gravel Handling Equipment	92	2114	1	2285	1	NA	0	NA	0	NA
10128	Sandblasting	5,893	561	64	737	34	53.1%	25	39.1%	5	7.8%
80623	Sandblasting Equipment & Supplies	38	2512	0	2808	0	NA	0	NA	0	NA
50555	Sandwiches	134	1949	3	1898	0	0.0%	3	100.0%	0	0.0%
60773	Sanitariums	0	3845	0	3845	0	NA	0	NA	0	NA
30580	Sanitary Napkins	0	3846	0	3846	0	NA	0	NA	0	NA
70595	Sanitation Consultants	242	1715	10	1387	6	60.0%	4	40.0%	0	0.0%
50556	Sash Operating Devices	57	2349	0	2742	0	NA	0	NA	0	NA
70596	Satellite Communication-Common Carrier	659	1286	18	1164	10	55.6%	4	22.2%	4	22.2%
70597	Satellite Equipment & Supplies	41,231	160	3,535	46	2,872	81.2%	602	17.0%	61	1.7%
80807	Sauna Equipment & Supplies	186	1808	0	2595	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80624	Sausage Casings	0	3847	0	3847	0	NA	0	NA	0	NA
30581	Sausages	74	2223	0	2694	0	NA	0	NA	0	NA
20065	Savings & Loan Association-Reps	54	2371	5	1697	5	NA	0	NA	0	NA
20066	Savings & Loan Associations	7,773	480	197	449	115	58.4%	78	39.6%	4	2.0%
30582	Sawdust & Shavings	87	2145	0	2665	0	NA	0	NA	0	NA
80625	Sawmill Equipment & Supplies	4	3215	0	3273	0	NA	0	NA	0	NA
30583	Sawmills	97	2088	1	2277	0	NA	1	NA	0	NA
50557	Saws	47	2433	0	2775	0	NA	0	NA	0	NA
60774	Saws-Sharpen & Repair	36	2530	1	2387	0	NA	1	NA	0	NA
80626	Scaffolding & Aerial Lifts	296	1624	1	2191	0	0.0%	1	100.0%	0	0.0%
30584	Scales	676	1275	19	1142	19	100.0%	0	0.0%	0	0.0%
30585	Scales-Repair	35	2545	1	2389	1	NA	0	NA	0	NA
60775	Scalp Care	1,213	1055	38	919	33	86.8%	5	13.2%	0	0.0%
60776	Scenery Studio	934	1144	38	920	22	57.9%	16	42.1%	0	0.0%
60777	Scholarships & Financial Aid	23,988	248	497	263	147	29.6%	57	11.5%	293	59.0%
61056	Scholastic Prep Courses, Books & Materials	2,940	766	73	701	47	64.4%	15	20.5%	11	15.1%
30586	School Furniture & Equipment	19	2773	0	2960	0	NA	0	NA	0	NA
60778	School Information	325	1595	4	1750	3	75.0%	1	25.0%	0	0.0%
80627	School Supplies	4,589	626	36	935	20	55.6%	15	41.7%	1	2.8%
60779	Schools-Academic-Colleges & Universities.	69,801	111	903	172	711	78.7%	139	15.4%	53	5.9%
60780	Schools-Academic-Pre & Kindergarten	5,730	571	65	734	36	55.4%	26	40.0%	3	4.6%
60781	Schools-Academic-Second & Elementary	6,783	523	50	810	32	64.0%	15	30.0%	3	6.0%
60782	Schools-Academic-Special Education	4,827	611	64	738	30	46.9%	29	45.3%	5	7.8%
60783	Schools-Business & Vocational	103,469	69	904	170	634	70.1%	224	24.8%	46	5.1%
60784	Schools-General Interest	14,425	337	180	465	108	60.0%	47	26.1%	25	13.9%
80628	Scientific Apparatus & Instruments	140	1924	2	2039	1	50.0%	1	50.0%	0	0.0%
60785	Scientists	122	1994	0	2624	0	NA	0	NA	0	NA
30587	Scoreboards	78	2197	1	2305	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80629	Scrap Metals	129	1969	4	1784	3	75.0%	0	0.0%	1	25.0%
80630	Scrap Rubber	0	3848	0	3848	0	NA	0	NA	0	NA
80631	Screen Enclosures	12,489	375	179	467	126	70.4%	49	27.4%	4	2.2%
80632	Screen Manufacturers Equipment & Supplies	22	2719	0	2925	0	NA	0	NA	0	NA
30588	Screen Printing	1,313	1024	15	1214	7	46.7%	5	33.3%	3	20.0%
30589	Screen Printing-Equipment & Supplies	37	2522	0	2814	0	NA	0	NA	0	NA
61052	Screen Repair	1,815	930	23	1068	15	65.2%	6	26.1%	2	8.7%
30590	Screening & Sifting Equipment	0	3849	0	3849	0	NA	0	NA	0	NA
50558	Screens-Decorative	27	2652	0	2887	0	NA	0	NA	0	NA
50559	Screens-Door & Window	9,321	442	158	494	94	59.5%	61	38.6%	3	1.9%
30591	Screw Machine Products	12	2925	0	3060	0	NA	0	NA	0	NA
30592	Screw Machines & Equipment	0	3850	0	3850	0	NA	0	NA	0	NA
50560	Screws	0	3851	0	3851	0	NA	0	NA	0	NA
30593	Sculptors	170	1843	1	2222	1	100.0%	0	0.0%	0	0.0%
30594	Sculptors Equipment & Supplies	150	1893	2	2034	1	50.0%	1	50.0%	0	0.0%
30595	Seals-Notary & Corporation	3,264	734	158	497	49	31.0%	73	46.2%	36	22.8%
50561	Seals-Oil, Grease, Etc.	160	1871	4	1776	2	50.0%	2	50.0%	0	0.0%
80633	Seals-O-Ring	5	3153	0	3217	0	NA	0	NA	0	NA
30596	Seals-Security	15	2852	0	3011	0	NA	0	NA	0	NA
60786	Searchers of Records	616	1308	51	806	42	82.4%	1	2.0%	8	15.7%
50562	Seat Belts	0	3852	0	3852	0	NA	0	NA	0	NA
80634	Seating Companies	49	2416	0	2767	0	NA	0	NA	0	NA
50563	Second Hand Stores	84	2160	5	1685	4	NA	0	NA	1	NA
60787	Secretarial Services	7,753	481	42	861	28	66.7%	12	28.6%	2	4.8%
60788	Security Control Equipment, Sys/Monitor	118,617	62	3,563	45	3,017	84.7%	439	12.3%	107	3.0%
60789	Security Guard & Patrol Service	16,011	315	101	616	60	59.4%	37	36.6%	4	4.0%
60790	Security Systems Consultants	3,199	740	146	518	127	87.0%	16	11.0%	3	2.1%
80635	Seed Cleaning Equipment	8	3040	0	3140	0	NA	0	NA	0	NA
50564	Seeds & Bulbs-Retail	1,650	951	78	682	40	51.3%	36	46.2%	2	2.6%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80636	Seeds & Bulbs-Wholesale	158	1876	3	1892	2	66.7%	1	33.3%	0	0.0%
30597	Seismograph Equipment & Supplies	0	3853	0	3853	0	NA	0	NA	0	NA
30598	Seismograph Service	97	2093	0	2655	0	NA	0	NA	0	NA
60791	Self Defense	5,108	591	140	526	81	57.9%	57	40.7%	2	1.4%
50565	Self Defense Devices	42	2470	3	1942	2	NA	1	NA	0	NA
30600	Semiconductor Devices	175	1836	1	2219	0	0.0%	1	100.0%	0	0.0%
60792	Senior Citizen's Service Organizations	4,893	607	24	1048	16	66.7%	5	20.8%	3	12.5%
80637	Separators	0	3854	0	3854	0	NA	0	NA	0	NA
60793	Septic Tanks & Systems Cleaning	5,559	575	96	630	39	40.6%	50	52.1%	7	7.3%
10129	Septic Tanks & Systems Contractors & Dealers	23,998	247	303	350	162	53.5%	126	41.6%	15	5.0%
10130	Septic Tanks & Systems Whls & Mfgs	42	2476	0	2790	0	NA	0	NA	0	NA
50566	Septic Tanks-Treatment Supplies	218	1756	2	2014	1	50.0%	1	50.0%	0	0.0%
80638	Service Station Equipment	229	1735	2	2011	2	100.0%	0	0.0%	0	0.0%
80639	Service Station Supplies	1	3364	1	2549	1	NA	0	NA	0	NA
50567	Service Stations-Gasoline & Oil	36,494	175	1,440	119	898	62.4%	492	34.2%	50	3.5%
60989	Services (General)	24,193	245	242	413	161	66.5%	63	26.0%	18	7.4%
70598	Sewage Disposal Systems	1,031	1112	37	930	27	73.0%	7	18.9%	3	8.1%
30601	Sewage Treatment Equipment	241	1716	2	2006	0	0.0%	1	50.0%	1	50.0%
30602	Sewer Cleaning Equipment & Supplies	197	1788	1	2206	0	0.0%	1	100.0%	0	0.0%
10131	Sewer Contractors	2,151	873	36	939	28	77.8%	6	16.7%	2	5.6%
80640	Sewer Pipe	38	2508	1	2380	1	NA	0	NA	0	NA
10132	Sewing Contractors	262	1675	8	1479	6	75.0%	1	12.5%	1	12.5%
60794	Sewing Instruction	603	1326	10	1369	7	70.0%	1	10.0%	2	20.0%
50568	Sewing Machines-Dealers	5,812	568	135	538	87	64.4%	43	31.9%	5	3.7%
80641	Sewing Machines-Industrial & Commercial	15	2853	0	3012	0	NA	0	NA	0	NA
50569	Sewing Machines-Service & Repair	2,328	849	76	686	57	75.0%	17	22.4%	2	2.6%
50570	Sewing Machines-Supplies & Parts	48	2419	3	1937	1	NA	2	NA	0	NA
80642	Sewing Machines-Whls & Mfgs	32	2582	7	1550	3	NA	4	NA	0	NA
00208	Shafting	10	2976	0	3093	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60795	Sharpening Service	856	1177	6	1563	5	83.3%	1	16.7%	0	0.0%
50571	Shavers-Electric	462	1428	49	821	38	77.6%	11	22.4%	0	0.0%
60796	Shavers-Electric Repair	1,233	1047	6	1558	6	100.0%	0	0.0%	0	0.0%
50572	Shears & Scissors	3	3271	0	3317	0	NA	0	NA	0	NA
50573	Sheepskin Specialties	29	2626	0	2875	0	NA	0	NA	0	NA
30603	Sheet Metal Equipment & Supplies	348	1570	1	2184	1	100.0%	0	0.0%	0	0.0%
30604	Sheet Metal Work	3,403	722	25	1032	21	84.0%	4	16.0%	0	0.0%
30605	Shellac Manufacturers	0	3855	0	3855	0	NA	0	NA	0	NA
30606	Shells-Marine	0	3856	0	3856	0	NA	0	NA	0	NA
80643	Shelving	569	1352	1	2169	0	0.0%	1	100.0%	0	0.0%
30607	Shielding-Magnetic, Electrostatic	91	2118	1	2287	0	NA	1	NA	0	NA
50574	Shims	0	3857	0	3857	0	NA	0	NA	0	NA
50575	Shingles	1	3419	0	3437	0	NA	0	NA	0	NA
80644	Ship Brokers	0	3858	0	3858	0	NA	0	NA	0	NA
30608	Ship Builders & Repair	88	2139	0	2663	0	NA	0	NA	0	NA
30609	Ship Chandlers	0	3859	0	3859	0	NA	0	NA	0	NA
70599	Ship Cleaning	0	3860	0	3860	0	NA	0	NA	0	NA
70600	Ship Registers	0	3861	0	3861	0	NA	0	NA	0	NA
70601	Ship Wreckers	1	3420	0	3438	0	NA	0	NA	0	NA
70602	Shipping Masters	3,578	701	120	571	74	61.7%	29	24.2%	17	14.2%
80645	Shipping Room Supplies	30	2614	0	2865	0	NA	0	NA	0	NA
50576	Shirts-Custom Made	1,588	972	138	531	98	71.0%	34	24.6%	6	4.3%
80646	Shirts-Whls & Mfgs	11	2949	0	3074	0	NA	0	NA	0	NA
50577	Shock Absorbers	682	1269	88	660	78	88.6%	0	0.0%	10	11.4%
60797	Shoe Dyers	121	1995	5	1678	1	20.0%	4	80.0%	0	0.0%
80647	Shoe Findings & Supplies	10	2977	0	3094	0	NA	0	NA	0	NA
50578	Shoe Laces	0	3862	0	3862	0	NA	0	NA	0	NA
80648	Shoe Machinery	0	3863	0	3863	0	NA	0	NA	0	NA
80649	Shoe Manufacturers Supplies	38	2505	3	1944	3	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60798	Shoe Repair	2,820	781	113	585	52	46.0%	50	44.2%	11	9.7%
60799	Shoe Shining	24	2689	0	2911	0	NA	0	NA	0	NA
50579	Shoe Trees	0	3864	0	3864	0	NA	0	NA	0	NA
50580	Shoes-Custom Made	1,434	1001	110	597	52	47.3%	57	51.8%	1	0.9%
50581	Shoes-Orthopedic	1,581	975	70	713	44	62.9%	24	34.3%	2	2.9%
50582	Shoes-Retail	15,407	324	553	246	323	58.4%	208	37.6%	22	4.0%
80650	Shoes-Whls & Mfgs	11	2930	2	2136	2	NA	0	NA	0	NA
60800	Shoplifting Prevention Devices	0	3865	0	3865	0	NA	0	NA	0	NA
60801	Shoppers News Publications	4,052	659	152	511	116	76.3%	31	20.4%	5	3.3%
80651	Shopping Carts & Baskets	0	3866	0	3866	0	NA	0	NA	0	NA
50583	Shopping Centers & Malls	2,334	847	52	800	25	48.1%	26	50.0%	1	1.9%
60802	Shopping Service-Personal	6,531	538	62	748	35	56.5%	25	40.3%	2	3.2%
60803	Shopping Service-Protective, Comparative	4,584	627	2	1967	1	50.0%	1	50.0%	0	0.0%
10133	Shoring	0	3867	0	3867	0	NA	0	NA	0	NA
10134	Shoring Contractors	73	2227	1	2314	1	NA	0	NA	0	NA
30610	Shortening	0	3868	0	3868	0	NA	0	NA	0	NA
30611	Shot Peening	0	3869	0	3869	0	NA	0	NA	0	NA
80652	Shoulder Pads	0	3870	0	3870	0	NA	0	NA	0	NA
80653	Shovels-Power	0	3871	0	3871	0	NA	0	NA	0	NA
30612	Show Cases	5	3154	0	3218	0	NA	0	NA	0	NA
80654	Shower Curtains-Whls & Mfgs	0	3872	0	3872	0	NA	0	NA	0	NA
50584	Shower Doors & Enclosures	1,154	1072	17	1174	14	82.4%	2	11.8%	1	5.9%
80655	Shuffleboards	0	3449	1	2565	0	NA	0	NA	1	NA
50585	Shutters	17,824	303	333	330	167	50.2%	145	43.5%	21	6.3%
10135	Siding Contractors	175,492	40	2,342	76	1,583	67.6%	606	25.9%	153	6.5%
50586	Siding Materials	3,985	666	107	605	77	72.0%	21	19.6%	9	8.4%
70603	Sightseeing Tours	6,868	518	156	500	107	68.6%	46	29.5%	3	1.9%
30613	Signals	223	1748	4	1764	3	75.0%	1	25.0%	0	0.0%
30614	Signs	22,959	257	398	293	172	43.2%	208	52.3%	18	4.5%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30615	Signs-Equipment & Supplies	84	2159	7	1545	2	NA	5	NA	0	NA
30616	Signs-Erectors & Hangers	100	2073	5	1683	3	60.0%	1	20.0%	1	20.0%
30617	Signs-Maintenance & Repair	38	2504	5	1703	2	NA	2	NA	1	NA
10136	Silencers-Industrial	0	3873	0	3873	0	NA	0	NA	0	NA
00209	Silica	53	2387	0	2758	0	NA	0	NA	0	NA
30599	Silica Gel	0	3874	0	3874	0	NA	0	NA	0	NA
30618	Silicones	4	3216	0	3274	0	NA	0	NA	0	NA
80656	Silks-Whls & Mfgs	55	2364	1	2342	1	NA	0	NA	0	NA
30619	Silversmiths & Goldsmiths	19	2774	0	2961	0	NA	0	NA	0	NA
50587	Silverware	94	2107	0	2658	0	NA	0	NA	0	NA
30620	Silverware Clean, Repair & Replate	607	1321	5	1634	4	80.0%	1	20.0%	0	0.0%
60804	Singing Telegrams	11	2936	1	2473	0	NA	1	NA	0	NA
30621	Sirens & Horns	0	3875	0	3875	0	NA	0	NA	0	NA
60805	Sitting Services	1,248	1043	13	1255	6	46.2%	3	23.1%	4	30.8%
50588	Skate Sharpening	1	3421	0	3439	0	NA	0	NA	0	NA
60806	Skateboard Parks & Rinks	232	1732	25	1045	12	48.0%	13	52.0%	0	0.0%
50589	Skateboards & Equipment	79	2191	5	1688	4	NA	1	NA	0	NA
50590	Skating Equipment & Supplies	687	1263	39	907	15	38.5%	24	61.5%	0	0.0%
60807	Skating Instruction	1,400	1015	22	1089	10	45.5%	12	54.5%	0	0.0%
60808	Skating Rinks	809	1204	12	1289	5	41.7%	7	58.3%	0	0.0%
10137	Skating Rinks-Install., Equipment, Supplies	2	3292	1	2538	0	NA	0	NA	1	NA
60809	Ski Centers & Resorts	89	2124	7	1544	7	NA	0	NA	0	NA
50591	Ski Equipment-Repair	28	2632	2	2108	1	NA	1	NA	0	NA
50592	Ski Equipment-Retail	1,200	1058	55	790	27	49.1%	28	50.9%	0	0.0%
80657	Ski Equipment-Whls & Mfgs	0	3876	0	3876	0	NA	0	NA	0	NA
60810	Ski Instruction	354	1561	6	1585	5	83.3%	0	0.0%	1	16.7%
10138	Ski Lift Equipment	0	3877	0	3877	0	NA	0	NA	0	NA
70604	Ski Tours	128	1973	10	1394	8	80.0%	2	20.0%	0	0.0%
60811	Skin Care	15,329	327	227	429	136	59.9%	61	26.9%	30	13.2%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10139	Skylights	3,494	709	38	909	33	86.8%	3	7.9%	2	5.3%
30622	Slag	0	3878	0	3878	0	NA	0	NA	0	NA
30623	Slate	15	2854	0	3013	0	NA	0	NA	0	NA
30624	Slicing Machines	1	3422	0	3440	0	NA	0	NA	0	NA
60812	Slides & Film Strips	17	2805	2	2125	1	NA	1	NA	0	NA
30625	Slings	3	3272	0	3318	0	NA	0	NA	0	NA
50593	Slip Covers	61	2309	6	1622	4	NA	1	NA	1	NA
80658	Slippers-Whls & Mfgs	0	3879	0	3879	0	NA	0	NA	0	NA
80659	Slotted Angle Material	0	3880	0	3880	0	NA	0	NA	0	NA
30626	Smelters & Refiners Equipment & Supplies	0	3881	0	3881	0	NA	0	NA	0	NA
30627	Smelters & Refiners-Base Metals	2	3341	0	3373	0	NA	0	NA	0	NA
30628	Smelters & Refiners-Precious Metals	3	3273	0	3319	0	NA	0	NA	0	NA
30629	Smoke Abatement Equipment	1	3423	0	3441	0	NA	0	NA	0	NA
50594	Smoke Detectors & Alarms	432	1460	1	2176	1	100.0%	0	0.0%	0	0.0%
60813	Smoke Odor Counteracting Service	803	1208	1	2165	1	100.0%	0	0.0%	0	0.0%
30630	Smoke Stacks	0	3882	0	3882	0	NA	0	NA	0	NA
60814	Smokers Information & Treatment	957	1140	3	1836	1	33.3%	2	66.7%	0	0.0%
80660	Snow Making Machines	0	3883	0	3883	0	NA	0	NA	0	NA
80661	Snow Melting Systems	4	3217	0	3275	0	NA	0	NA	0	NA
80662	Snow Removal Equipment	62	2300	5	1694	4	NA	1	NA	0	NA
70605	Snow Removal Service	3,704	692	94	633	40	42.6%	48	51.1%	6	6.4%
50595	Snowmobiles	1,430	1004	30	977	20	66.7%	9	30.0%	1	3.3%
30631	Soap Dispensers	0	3884	0	3884	0	NA	0	NA	0	NA
30632	Soaps & Detergents	114	2020	4	1787	1	25.0%	3	75.0%	0	0.0%
60815	Soccer Clubs	57	2341	5	1695	3	NA	2	NA	0	NA
60816	Social Security Services	136	1941	6	1602	2	33.3%	3	50.0%	1	16.7%
60817	Social Service Organizations	3,782	684	6	1552	5	83.3%	1	16.7%	0	0.0%
60818	Social Workers	78	2198	1	2306	1	NA	0	NA	0	NA
00210	Sod & Sod Service	3,787	683	58	769	30	51.7%	24	41.4%	4	6.9%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80663	Sod Cutting Machines	3	3274	0	3320	0	NA	0	NA	0	NA
80664	Soda Fountain Equipment	0	3885	0	3885	0	NA	0	NA	0	NA
80665	Soda Fountain Equipment-Repairing	308	1607	0	2581	0	NA	0	NA	0	NA
50596	Soda Fountain Shops	510	1395	6	1574	2	33.3%	3	50.0%	1	16.7%
80666	Soda Fountain Supplies	13	2897	0	3042	0	NA	0	NA	0	NA
30633	Soda-Bicarbonate	0	3886	0	3886	0	NA	0	NA	0	NA
80667	Soil Conditioners	15	2841	1	2450	1	NA	0	NA	0	NA
30780	Soil Conservation Service	16	2828	0	2995	0	NA	0	NA	0	NA
00211	Soil Solidification	15	2836	2	2131	2	NA	0	NA	0	NA
80669	Solar Energy Equipment & Sys. Mfg./Dist.	64	2283	6	1621	4	NA	1	NA	1	NA
80668	Solar Energy Equipment & Systems Dealers	6,605	533	71	705	42	59.2%	22	31.0%	7	9.9%
80670	Solar Energy Equipment & Systems Service/Repair	3,045	758	64	739	41	64.1%	22	34.4%	1	1.6%
80671	Solar Energy Equipment & Systems Supplies/Parts	44	2457	0	2780	0	NA	0	NA	0	NA
60819	Solar Energy Research & Development	0	3887	0	3887	0	NA	0	NA	0	NA
50597	Solder	2	3342	0	3374	0	NA	0	NA	0	NA
30634	Soldering Equipment	139	1929	5	1673	5	100.0%	0	0.0%	0	0.0%
60985	Soliciting Organizations	11,231	400	246	404	144	58.5%	67	27.2%	35	14.2%
61090	Soliciting Organizations - Gen. Member/Lobby	8,621	458	136	533	96	70.6%	36	26.5%	4	2.9%
30635	Solvents	5	3155	0	3219	0	NA	0	NA	0	NA
70606	Solvents-Reclaiming	0	3888	0	3888	0	NA	0	NA	0	NA
80672	Sorting Equipment	1	3424	0	3442	0	NA	0	NA	0	NA
10140	Sound Control Structures & Equipment	8	3041	0	3141	0	NA	0	NA	0	NA
50598	Sound Effect Records	0	3889	0	3889	0	NA	0	NA	0	NA
60820	Sound Level Testing-Industrial	0	3890	0	3890	0	NA	0	NA	0	NA
50599	Sound Systems & Equipment	12,565	371	310	343	188	60.6%	94	30.3%	28	9.0%
50600	Souvenirs-Retail	560	1354	15	1221	11	73.3%	3	20.0%	1	6.7%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80673	Souvenirs-Whls & Mfgs	7	3080	0	3167	0	NA	0	NA	0	NA
00212	Soy Bean Products	1,273	1035	8	1452	5	62.5%	3	37.5%	0	0.0%
50601	Spark Plugs	33	2580	0	2845	0	NA	0	NA	0	NA
50602	Spas & Hot Tubs - Dealers	56,514	125	1,347	123	847	62.9%	452	33.6%	48	3.6%
80674	Spas & Hot Tubs-Rental-Wholesale, Mfg..	239	1720	5	1656	4	80.0%	1	20.0%	0	0.0%
50603	Spas & Hot Tubs-Service & Repair	12,323	377	485	269	366	75.5%	87	17.9%	32	6.6%
50604	Spas & Hot Tubs-Supplies & Parts	789	1213	37	931	20	54.1%	0	0.0%	17	45.9%
80675	Speakers-Rebuild & Repair	1	3365	1	2550	0	NA	1	NA	0	NA
80676	Speakers-Whls & Mfgs	4	3163	3	1965	3	NA	0	NA	0	NA
60821	Speech & Language Pathologists	613	1314	6	1569	5	83.3%	1	16.7%	0	0.0%
80677	Speech Aid Devices	65	2279	1	2327	1	NA	0	NA	0	NA
30636	Speed Reducers	2	3343	0	3375	0	NA	0	NA	0	NA
50605	Speedometers	343	1574	0	2576	0	NA	0	NA	0	NA
60822	Sperm Banks	0	3891	0	3891	0	NA	0	NA	0	NA
50606	Spices	35	2551	0	2828	0	NA	0	NA	0	NA
80678	Spill Control Equipment & Materials	0	3892	0	3892	0	NA	0	NA	0	NA
60823	Spill Control Service	27	2644	2	2111	1	NA	1	NA	0	NA
60824	Spinologists	0	3893	0	3893	0	NA	0	NA	0	NA
60825	Spiritualists	181	1814	3	1888	0	0.0%	2	66.7%	1	33.3%
80679	Spools	2	3344	0	3376	0	NA	0	NA	0	NA
50607	Sporting Goods-Repair	175	1835	4	1772	0	0.0%	4	100.0%	0	0.0%
50608	Sporting Goods-Retail	29,593	203	866	180	605	69.9%	236	27.3%	25	2.9%
80680	Sporting Goods-Whls & Mfgs	304	1611	12	1306	7	58.3%	3	25.0%	2	16.7%
60826	Sports Promoters & Managers	759	1226	20	1127	11	55.0%	8	40.0%	1	5.0%
50609	Sportswear-Retail	5,578	573	315	341	157	49.8%	148	47.0%	10	3.2%
80681	Sportswear-Whls & Mfgs	37	2516	4	1819	3	NA	1	NA	0	NA
80682	Spraying Equipment	67	2262	8	1497	5	NA	3	NA	0	NA
60827	Spraying Equipment-Renting	15	2855	0	3014	0	NA	0	NA	0	NA
50610	Springs-Automotive-Sales & Service	75	2210	12	1310	9	NA	3	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30637	Springs-Coil, Flat, Etc-Distributors & Mfg.	75	2216	0	2692	0	NA	0	NA	0	NA
10141	Sprinkler Supervisory Service	74	2219	2	2071	1	NA	1	NA	0	NA
30638	Sprinklers-Automatic-Fire	2,742	789	18	1156	11	61.1%	7	38.9%	0	0.0%
80683	Sprockets	0	3894	0	3894	0	NA	0	NA	0	NA
50611	Square Dance Apparel	1	3425	0	3443	0	NA	0	NA	0	NA
60828	Square Dance Callers	0	3895	0	3895	0	NA	0	NA	0	NA
60829	Squash Courts-Private	12	2910	1	2467	0	NA	1	NA	0	NA
30639	Stabilizers	51	2397	1	2352	1	NA	0	NA	0	NA
60830	Stables	2,450	829	55	788	27	49.1%	26	47.3%	2	3.6%
60831	Stadiums, Arenas & Athletic Fields	570	1349	9	1417	6	66.7%	2	22.2%	1	11.1%
30640	Stair Builders	1,198	1060	9	1405	7	77.8%	2	22.2%	0	0.0%
30641	Stair Treads	1	3426	0	3444	0	NA	0	NA	0	NA
50612	Stakes	0	3896	0	3896	0	NA	0	NA	0	NA
80684	Stamp Machines	0	3897	0	3897	0	NA	0	NA	0	NA
80685	Stamp Pads	102	2068	1	2272	1	100.0%	0	0.0%	0	0.0%
50613	Stamps-Collectors	906	1159	41	883	32	78.0%	7	17.1%	2	4.9%
50614	Staples, Staplers & Tackers	2	3293	1	2539	0	NA	0	NA	1	NA
30642	Starch	4	3218	0	3276	0	NA	0	NA	0	NA
30643	Starters-Engine	5	3120	2	2149	2	NA	0	NA	0	NA
61065	State Fairs	235	1728	4	1762	1	25.0%	2	50.0%	1	25.0%
10142	Static Controls	7	3081	0	3168	0	NA	0	NA	0	NA
50615	Stationers-Retail	714	1251	24	1059	8	33.3%	13	54.2%	3	12.5%
80686	Stationery-Whls & Mfgs	257	1689	3	1869	2	66.7%	1	33.3%	0	0.0%
60832	Statistical Service	12	2926	0	3061	0	NA	0	NA	0	NA
50616	Statuary	50	2404	2	2086	1	NA	0	NA	1	NA
80687	Steam Bath Equipment & Supplies	82	2177	1	2301	0	NA	1	NA	0	NA
80688	Steam Cleaning Equipment	408	1487	1	2179	1	100.0%	0	0.0%	0	0.0%
60833	Steam Cleaning-Automotive	6	3113	0	3191	0	NA	0	NA	0	NA
60834	Steam Cleaning-Industrial	77	2202	1	2308	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10143	Steam Specialties	16	2829	0	2996	0	NA	0	NA	0	NA
30644	Steam Traps	0	3898	0	3898	0	NA	0	NA	0	NA
70607	Steamship Agencies	49	2417	0	2768	0	NA	0	NA	0	NA
70608	Steamship Companies	112	2026	0	2639	0	NA	0	NA	0	NA
30645	Steel & Brass Stamps	116	2009	0	2632	0	NA	0	NA	0	NA
10144	Steel Detailers-Structural	188	1803	8	1484	3	37.5%	4	50.0%	1	12.5%
80689	Steel Distributors & Warehouses	333	1583	1	2187	1	100.0%	0	0.0%	0	0.0%
10145	Steel Erectors	1,470	992	24	1052	4	16.7%	3	12.5%	17	70.8%
80690	Steel Fabricators	2,145	874	10	1353	5	50.0%	2	20.0%	3	30.0%
30646	Steel Mills	19	2775	0	2962	0	NA	0	NA	0	NA
30647	Steel Processing	41	2486	0	2798	0	NA	0	NA	0	NA
30648	Steel Processing & Fabricating Equipment	76	2209	0	2688	0	NA	0	NA	0	NA
50617	Steel Wool	0	3899	0	3899	0	NA	0	NA	0	NA
80691	Steel-Used	0	3900	0	3900	0	NA	0	NA	0	NA
10146	Steeple Jacks	103	2064	0	2647	0	NA	0	NA	0	NA
10147	Steeple & Spires	0	3901	0	3901	0	NA	0	NA	0	NA
30649	Steering Systems & Equipment	10	2963	1	2479	1	NA	0	NA	0	NA
80692	Stencil Cutting Machines	0	3902	0	3902	0	NA	0	NA	0	NA
80693	Stencils & Stencil Supplies	0	3903	0	3903	0	NA	0	NA	0	NA
60835	Stenographers-Public	1,219	1053	8	1454	5	62.5%	3	37.5%	0	0.0%
80694	Stenographic Machines & Supplies	36	2525	3	1946	3	NA	0	NA	0	NA
30650	Sterilizing Apparatus	0	3904	0	3904	0	NA	0	NA	0	NA
60836	Sterilizing Service	115	2017	0	2636	0	NA	0	NA	0	NA
70609	Stevedoring Contractors	5	3156	0	3220	0	NA	0	NA	0	NA
20067	Stock & Bond Brokers	5,194	589	24	1046	21	87.5%	2	8.3%	1	4.2%
20068	Stock & Bond Transfer Agents	3,936	669	11	1313	5	45.5%	5	45.5%	1	9.1%
80695	Stock Certificates	2	3282	2	2154	0	NA	1	NA	1	NA
20069	Stock Exchanges	49	2411	2	2089	1	NA	1	NA	0	NA
20070	Stock Quotation Boards & Systems	45	2448	0	2779	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
00214	Stock Yards	7	3082	0	3169	0	NA	0	NA	0	NA
30651	Stokers	7	3083	0	3170	0	NA	0	NA	0	NA
80696	Stone Cutters	203	1780	2	2019	0	0.0%	2	100.0%	0	0.0%
80697	Stone Setting	4,536	629	27	1010	12	44.4%	10	37.0%	5	18.5%
30652	Stone-Cast	254	1695	3	1870	1	33.3%	2	66.7%	0	0.0%
80698	Stone-Crushed	19	2776	0	2963	0	NA	0	NA	0	NA
80699	Stone-Natural	3,834	678	40	886	22	55.0%	18	45.0%	0	0.0%
50618	Stools	7	3056	1	2496	1	NA	0	NA	0	NA
70610	Storage Units-Household & Commercial	96,956	78	920	166	600	65.2%	189	20.5%	131	14.2%
70611	Storage-Liquid & Bulk	431	1461	19	1147	13	68.4%	5	26.3%	1	5.3%
30653	Store Fixtures	246	1711	4	1760	2	50.0%	2	50.0%	0	0.0%
50619	Store Fixtures-Used	0	3905	0	3905	0	NA	0	NA	0	NA
10148	Store Fronts	440	1448	15	1225	6	40.0%	9	60.0%	0	0.0%
50620	Storm Windows & Doors	1,136	1076	24	1055	15	62.5%	7	29.2%	2	8.3%
60837	Storm Windows & Doors-Repair	3,267	732	56	781	42	75.0%	10	17.9%	4	7.1%
50621	Stoves-Wood, Coal, Etc.	2,945	765	78	680	53	67.9%	23	29.5%	2	2.6%
80700	Strainers-Whls & Mfgs	0	3906	0	3906	0	NA	0	NA	0	NA
30654	Strapping & Strapping Equipment	8	3042	0	3142	0	NA	0	NA	0	NA
70612	Street Cleaning	111	2030	0	2641	0	NA	0	NA	0	NA
30655	Street Cleaning Equipment	4	3219	0	3277	0	NA	0	NA	0	NA
30656	Street Lighting Standards & Equipment	0	3907	0	3907	0	NA	0	NA	0	NA
80701	Stress Relief Equipment & Supplies-Industrial	30	2615	0	2866	0	NA	0	NA	0	NA
80702	Strippers-Mechanical	24	2690	0	2912	0	NA	0	NA	0	NA
60838	Structural Integration	391	1514	2	1988	1	50.0%	1	50.0%	0	0.0%
10149	Stucco & Exterior Coating Contractors	12,109	382	123	561	77	62.6%	37	30.1%	9	7.3%
10150	Stucco Manufacturers & Distributors	74	2224	0	2695	0	NA	0	NA	0	NA
60839	Student Exchange Programs	5,861	562	10	1351	9	90.0%	1	10.0%	0	0.0%
60840	Student Housing	351	1566	6	1586	5	83.3%	1	16.7%	0	0.0%
20071	Studio Rental	506	1396	16	1203	13	81.3%	3	18.8%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80703	Sugar Brokers & Wholesalers	0	3908	0	3908	0	NA	0	NA	0	NA
30657	Sugar Refiners	0	3909	0	3909	0	NA	0	NA	0	NA
60841	Suicide Prevention Service	1,014	1118	36	941	13	36.1%	23	63.9%	0	0.0%
50791	Suits - Custom Made	278	1650	18	1171	13	72.2%	5	27.8%	0	0.0%
50622	Sundials	0	3910	0	3910	0	NA	0	NA	0	NA
50623	Sundries Stores	66	2275	0	2712	0	NA	0	NA	0	NA
50624	Sunglasses	687	1262	44	853	26	59.1%	17	38.6%	1	2.3%
60842	Support Groups	501	1400	1	2170	0	0.0%	1	100.0%	0	0.0%
80704	Surface Plates	6	3114	0	3192	0	NA	0	NA	0	NA
50625	Surfboards	326	1592	24	1063	7	29.2%	17	70.8%	0	0.0%
80705	Surgical Appliances & Supplies	338	1576	9	1426	8	88.9%	1	11.1%	0	0.0%
61009	Surgical Centers	2,428	835	21	1100	14	66.7%	6	28.6%	1	4.8%
80706	Surgical Instruments	11	2950	0	3075	0	NA	0	NA	0	NA
50626	Surplus & Salvage Merchandise	2,614	806	404	291	32	7.9%	364	90.1%	8	2.0%
30658	Surveying Instruments	50	2405	2	2087	0	NA	2	NA	0	NA
60843	Surveyors-Aerial	71	2242	0	2701	0	NA	0	NA	0	NA
60844	Surveyors-Cargo	126	1982	1	2254	0	0.0%	0	0.0%	1	100.0%
60845	Surveyors-Land	15,709	321	104	609	53	51.0%	49	47.1%	2	1.9%
50627	Survival Products & Supplies	1,601	968	114	582	44	38.6%	47	41.2%	23	20.2%
30659	Swaging	0	3911	0	3911	0	NA	0	NA	0	NA
30660	Swaging Machines	0	3912	0	3912	0	NA	0	NA	0	NA
50628	Swap Shops	87	2141	3	1918	2	NA	1	NA	0	NA
50629	Sweaters	0	3913	0	3913	0	NA	0	NA	0	NA
30661	Sweaters-Trimming Service	0	3914	0	3914	0	NA	0	NA	0	NA
30662	Sweepers-Power	985	1128	10	1361	6	60.0%	2	20.0%	2	20.0%
80707	Sweeping Compounds	0	3915	0	3915	0	NA	0	NA	0	NA
70613	Sweeping Service-Power	1,187	1065	4	1715	2	50.0%	2	50.0%	0	0.0%
90020	Sweepstakes	15,964	316	251	394	121	48.2%	116	46.2%	14	5.6%
60846	Swimming Instruction	806	1207	21	1106	15	71.4%	6	28.6%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10151	Swimming Pool Contractors, Dealers, Design	401,266	10	4,642	35	3,014	64.9%	1,419	30.6%	209	4.5%
10152	Swimming Pool Enclosures	12,124	381	132	549	74	56.1%	54	40.9%	4	3.0%
10153	Swimming Pool Equipment & Supplies	16,298	312	239	419	154	64.4%	42	17.6%	43	18.0%
30663	Swimming Pool Manufacturers & Distributors	227	1739	7	1537	6	85.7%	1	14.3%	0	0.0%
10154	Swimming Pool Service & Repair	20,506	279	360	313	223	61.9%	104	28.9%	33	9.2%
60847	Swimming Pools-Private	813	1203	31	972	10	32.3%	20	64.5%	1	3.2%
60848	Swimming Pools-Public	855	1179	10	1362	7	70.0%	3	30.0%	0	0.0%
50630	Swimwear & Accessories	419	1475	23	1078	12	52.2%	10	43.5%	1	4.3%
30664	Switches-Electric	16	2830	0	2997	0	NA	0	NA	0	NA
60849	Synagogues	1	3427	0	3445	0	NA	0	NA	0	NA
80708	Syrups	19	2777	0	2964	0	NA	0	NA	0	NA
50631	Table Pads	2,815	783	125	556	86	68.8%	39	31.2%	0	0.0%
50632	Table Tennis Equipment	30	2601	2	2106	0	NA	2	NA	0	NA
60850	Table Tennis Facilities	679	1272	10	1366	6	60.0%	3	30.0%	1	10.0%
30665	Table Tops	2	3345	0	3377	0	NA	0	NA	0	NA
30666	Tables-Folding	12	2927	0	3062	0	NA	0	NA	0	NA
30667	Tableting Machinery	0	3916	0	3916	0	NA	0	NA	0	NA
50633	Tachometers	0	3917	0	3917	0	NA	0	NA	0	NA
30668	Tags	31	2592	1	2396	0	NA	1	NA	0	NA
60851	Tailoring Instruction	127	1977	2	2047	0	0.0%	2	100.0%	0	0.0%
50634	Tailors	624	1304	23	1075	15	65.2%	5	21.7%	3	13.0%
80709	Tailors' Supplies	0	3918	0	3918	0	NA	0	NA	0	NA
30669	Tallow	1	3428	0	3446	0	NA	0	NA	0	NA
60852	Tank Cleaning	5,518	577	121	568	74	61.2%	46	38.0%	1	0.8%
30670	Tank Heads	0	3919	0	3919	0	NA	0	NA	0	NA
30671	Tank Lining & Coating	147	1906	0	2610	0	NA	0	NA	0	NA
30672	Tank Testing & Inspection	181	1816	1	2213	0	0.0%	1	100.0%	0	0.0%
30673	Tanks-Concrete	14	2875	0	3028	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80710	Tanks-Fiber Glass, Plastic Etc.	24	2682	1	2413	0	NA	1	NA	0	NA
30674	Tanks-Metal	57	2346	2	2080	2	NA	0	NA	0	NA
30675	Tanks-Repair	49	2412	1	2356	1	NA	0	NA	0	NA
80711	Tanks-Used	0	3920	0	3920	0	NA	0	NA	0	NA
30676	Tanks-Wooden	2	3294	1	2540	1	NA	0	NA	0	NA
30677	Tanners	22	2706	2	2117	2	NA	0	NA	0	NA
80712	Tanners' Equipment & Supplies	0	3921	0	3921	0	NA	0	NA	0	NA
60853	Tanning Salons	16,084	314	767	187	344	44.9%	316	41.2%	107	14.0%
80713	Tanning Salons Equipment & Supplies	1,923	916	44	851	23	52.3%	17	38.6%	4	9.1%
00215	Tantalum	0	3922	0	3922	0	NA	0	NA	0	NA
80714	Tape Applying & Dispensing Machines	0	3923	0	3923	0	NA	0	NA	0	NA
50635	Tape Recorders	7	3084	0	3171	0	NA	0	NA	0	NA
50636	Tape Recorders-Sound-Service & Repair	29	2627	0	2876	0	NA	0	NA	0	NA
50637	Tape Recorders-Sound-Supplies & Parts	11	2937	1	2474	1	NA	0	NA	0	NA
50638	Tapes	31	2589	5	1708	4	NA	1	NA	0	NA
80715	Tapes-Adhesive-Dispensers	10	2964	1	2480	0	NA	1	NA	0	NA
80716	Tapes-Industrial	17	2816	0	2989	0	NA	0	NA	0	NA
50639	Tapes-Sound-Dealers	0	3450	1	2566	0	NA	1	NA	0	NA
30678	Tapes-Sound-Whis & Mfgs	104	2057	4	1791	0	0.0%	4	100.0%	0	0.0%
50640	Tapestries	148	1900	5	1671	3	60.0%	1	20.0%	1	20.0%
50641	Taps-Extracting	0	3924	0	3924	0	NA	0	NA	0	NA
70614	Tariff Bureaus	1,020	1116	22	1091	17	77.3%	5	22.7%	0	0.0%
50642	Tarps	34	2555	2	2101	2	NA	0	NA	0	NA
60854	Tattooing	11,943	387	107	603	64	59.8%	38	35.5%	5	4.7%
60855	Tattoos-Removed	193	1795	4	1767	3	75.0%	1	25.0%	0	0.0%
50643	Taverns	3,619	699	74	695	48	64.9%	24	32.4%	2	2.7%
60856	Tax Reporting Service	1,808	931	33	955	26	78.8%	5	15.2%	2	6.1%
60857	Tax Return Preparation	41,604	158	1,004	151	594	59.2%	371	37.0%	39	3.9%
60858	Taxes-Consultants & Representatives	27,319	216	355	318	222	62.5%	111	31.3%	22	6.2%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70615	Taxicabs	8,363	463	242	415	118	48.8%	109	45.0%	15	6.2%
60859	Taxidermists	1,634	958	103	615	45	43.7%	56	54.4%	2	1.9%
50644	Taxidermists Equipment & Supplies	4	3168	1	2521	0	NA	1	NA	0	NA
60860	Teachers Agencies	159	1873	5	1668	4	80.0%	1	20.0%	0	0.0%
30679	Tear Gas	6	3115	0	3193	0	NA	0	NA	0	NA
60861	Technical Manual Preparation	53	2382	3	1934	1	NA	2	NA	0	NA
50645	Telecommunications Equipment/Disabled	2,315	852	50	815	39	78.0%	8	16.0%	3	6.0%
70616	Teleconference Service	781	1217	19	1137	8	42.1%	7	36.8%	4	21.1%
60862	Telegrams-Novelty	355	1559	2	1995	1	50.0%	1	50.0%	0	0.0%
70617	Telegraph Service	285	1633	38	921	19	50.0%	19	50.0%	0	0.0%
60863	Telemarketing Services)	28,167	212	1,081	143	852	78.8%	192	17.8%	37	3.4%
80717	Telemeter Equipment	13	2898	0	3043	0	NA	0	NA	0	NA
10155	Telephone & Television Cable Contractors	3,386	725	296	363	196	66.2%	91	30.7%	9	3.0%
80808	Telephone 900 Number Resellers	384	1522	14	1246	5	35.7%	8	57.1%	1	7.1%
50646	Telephone Answering Equipment & Systems	3,707	691	153	507	81	52.9%	71	46.4%	1	0.7%
70618	Telephone Communications	71,564	106	4,739	34	3,512	74.1%	656	13.8%	571	12.0%
70619	Telephone Companies	93,622	80	11,287	8	9,724	86.2%	1,405	12.4%	158	1.4%
50647	Telephone Equipment & Systems Dealers	26,527	225	1,516	112	1,230	81.1%	241	15.9%	45	3.0%
60864	Telephone Equipment & Systems Service & Repair	29,020	207	1,862	96	1,586	85.2%	248	13.3%	28	1.5%
50648	Telephone Equipment & Systems Supplies & Parts	155	1881	10	1393	9	90.0%	0	0.0%	1	10.0%
80718	Telephone Equipment & Systems Wholesale./Mfg.	282	1641	9	1428	3	33.3%	6	66.7%	0	0.0%
50749	Telephone Pre-paid Card Sales & Dist.	10,653	409	768	186	605	78.8%	128	16.7%	35	4.6%
70620	Telephone Service-Long Distance	67,525	112	6,828	20	5,164	75.6%	1,625	23.8%	39	0.6%
61087	Telephone Solicitation Companies	23,972	249	878	176	416	47.4%	328	37.4%	134	15.3%
50649	Telescopes	362	1546	18	1170	14	77.8%	2	11.1%	2	11.1%
80720	Teletypewriters & Systems	11	2951	0	3076	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
70621	Teletypewriters Message Service	15	2856	0	3015	0	NA	0	NA	0	NA
80719	Teletypewriters Supplies	0	3925	0	3925	0	NA	0	NA	0	NA
60865	Television & Radio Broadcast Schools	1,420	1006	6	1556	2	33.3%	3	50.0%	1	16.7%
50650	Television & Radio Parts-Retail	1,196	1062	153	508	54	35.3%	98	64.1%	1	0.7%
80721	Television & Radio Parts-Whls & Mfgs	134	1947	45	847	45	100.0%	0	0.0%	0	0.0%
50651	Television & Radio-Dealers	23,787	251	947	161	648	68.4%	278	29.4%	21	2.2%
60866	Television & Radio-Rent & Lease	829	1193	11	1325	9	81.8%	2	18.2%	0	0.0%
60867	Television & Radio-Service & Repair	10,175	418	357	316	199	55.7%	149	41.7%	9	2.5%
61028	Television Home Shopping	5,830	566	1,311	126	1,164	88.8%	60	4.6%	87	6.6%
60868	Television Program Distributors	28	2631	3	1951	2	NA	1	NA	0	NA
60869	Television Program Producers	325	1596	1	2188	0	0.0%	1	100.0%	0	0.0%
30680	Television Station Equipment	10	2978	0	3095	0	NA	0	NA	0	NA
70622	Television Station Reps	16	2831	0	2998	0	NA	0	NA	0	NA
70624	Television Stations & Broadcast Companies	8,660	456	119	572	82	68.9%	29	24.4%	8	6.7%
80722	Television Sys & Equipment-Closed Circuit	247	1707	7	1534	4	57.1%	3	42.9%	0	0.0%
70623	Television-Cable, CATV & Satellite	54,852	129	7,802	19	6,619	84.8%	1,058	13.6%	125	1.6%
30681	Temperature Measuring Materials	33	2581	0	2846	0	NA	0	NA	0	NA
80723	Templates	0	3926	0	3926	0	NA	0	NA	0	NA
10156	Tennis Court Construction	412	1486	1	2178	1	100.0%	0	0.0%	0	0.0%
10157	Tennis Court Enclosures	4	3220	0	3278	0	NA	0	NA	0	NA
60870	Tennis Courts-Private	1,075	1095	43	859	34	79.1%	8	18.6%	1	2.3%
60871	Tennis Courts-Public	466	1426	14	1245	8	57.1%	4	28.6%	2	14.3%
50652	Tennis Equipment & Supplies	109	2034	2	2053	2	100.0%	0	0.0%	0	0.0%
60872	Tennis Instruction	102	2067	2	2056	1	50.0%	0	0.0%	1	50.0%
80724	Tennis Racket Stringing Machines	0	3451	1	2567	0	NA	1	NA	0	NA
50653	Tents	601	1327	20	1128	8	40.0%	10	50.0%	2	10.0%
60873	Tents-Rental	165	1856	5	1665	3	60.0%	1	20.0%	1	20.0%
70625	Terminals-River & Marine	38	2513	0	2809	0	NA	0	NA	0	NA
80725	Terra Cotta	0	3927	0	3927	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10158	Terrazzo	12	2928	0	3063	0	NA	0	NA	0	NA
30682	Terrazzo Equipment & Supplies	0	3928	0	3928	0	NA	0	NA	0	NA
30683	Test Publishers	90	2121	2	2060	2	NA	0	NA	0	NA
80726	Testing Apparatus	383	1526	2	1991	1	50.0%	0	0.0%	1	50.0%
80727	Textile Brokers	35	2546	1	2390	0	NA	1	NA	0	NA
80728	Textile Converting	0	3929	0	3929	0	NA	0	NA	0	NA
30684	Textile Engravers	0	3930	0	3930	0	NA	0	NA	0	NA
30685	Textile Fibers	665	1285	2	1973	2	100.0%	0	0.0%	0	0.0%
30686	Textile Mill Supplies	4	3221	0	3279	0	NA	0	NA	0	NA
30687	Textile Printing Equipment & Supplies	14	2876	0	3029	0	NA	0	NA	0	NA
61019	Theater Stage Play Houses	2,033	895	48	829	29	60.4%	16	33.3%	3	6.3%
60874	Theaters	9,421	438	110	592	73	66.4%	26	23.6%	11	10.0%
60875	Theatrical & Stage Lighting Equipment	141	1921	1	2237	0	0.0%	1	100.0%	0	0.0%
60876	Theatrical Agencies	2,092	884	7	1504	4	57.1%	2	28.6%	1	14.3%
60877	Theatrical Equipment & Supplies	89	2130	0	2661	0	NA	0	NA	0	NA
60878	Theatrical Make-Up	67	2267	0	2709	0	NA	0	NA	0	NA
60879	Theatrical Managers & Producers	478	1413	4	1728	3	75.0%	1	25.0%	0	0.0%
30688	Thermocouples	2	3346	0	3378	0	NA	0	NA	0	NA
80729	Thermograph Equipment & Supplies	0	3931	0	3931	0	NA	0	NA	0	NA
30689	Thermographers	0	3932	0	3932	0	NA	0	NA	0	NA
30690	Thermometers	0	3933	0	3933	0	NA	0	NA	0	NA
30691	Thermostats	14	2862	1	2453	1	NA	0	NA	0	NA
50654	Thread	1	3429	0	3447	0	NA	0	NA	0	NA
30692	Thread Rolling, Cutting & Grinding	4	3222	0	3280	0	NA	0	NA	0	NA
50655	Thrift Shops	2,499	820	47	832	27	57.4%	17	36.2%	3	6.4%
30693	Ticket Issuing Machines	437	1451	15	1226	2	13.3%	13	86.7%	0	0.0%
60880	Ticket Sales-Events	32,213	190	995	153	773	77.7%	193	19.4%	29	2.9%
30694	Tickets & Coupons-Printers & Suppliers	54	2372	5	1698	4	NA	1	NA	0	NA
10159	Tile-Ceramic-Contractors & Dealers	39,424	166	602	228	293	48.7%	265	44.0%	44	7.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80730	Tile-Ceramic-Manufacturers & Distributors	531	1378	7	1517	5	71.4%	1	14.3%	1	14.3%
50656	Tile-Non-Ceramic-Contractors & Dealers	3,173	741	67	731	36	53.7%	22	32.8%	9	13.4%
30695	Tile-Non-Ceramic-Manufacturers & Distributors	233	1731	5	1658	3	60.0%	2	40.0%	0	0.0%
00216	Timber & Timberland Companies	385	1519	4	1738	1	25.0%	3	75.0%	0	0.0%
60881	Time & Temperature	74	2221	1	2312	1	NA	0	NA	0	NA
30696	Time Cards & Racks	22	2705	3	1954	2	NA	0	NA	1	NA
30697	Time Locks	0	3934	0	3934	0	NA	0	NA	0	NA
30698	Time Recorders	31	2598	0	2856	0	NA	0	NA	0	NA
30699	Time Stamps	2	3347	0	3379	0	NA	0	NA	0	NA
61004	Timeshare Campground/Resort Companies	115,653	64	2,117	83	1,625	76.8%	439	20.7%	53	2.5%
30700	Timing Devices	1	3430	0	3448	0	NA	0	NA	0	NA
80731	Tin	16	2832	0	2999	0	NA	0	NA	0	NA
50657	Tin ware	28	2639	0	2881	0	NA	0	NA	0	NA
10160	Tinning	0	3935	0	3935	0	NA	0	NA	0	NA
30701	Tinsel	3	3275	0	3321	0	NA	0	NA	0	NA
50658	Tire Additives & Sealants	9	2988	1	2484	1	NA	0	NA	0	NA
80732	Tire Changing Equipment	2	3348	0	3380	0	NA	0	NA	0	NA
50659	Tire Dealers	122,689	61	4,445	38	2,775	62.4%	1,569	35.3%	101	2.3%
80733	Tire Distributors & Manufacturers	2,081	886	172	477	148	86.0%	13	7.6%	11	6.4%
60882	Tire Retread & Repair	11,465	395	522	256	322	61.7%	175	33.5%	25	4.8%
80734	Tire Retread & Repair-Equipment & Supplies	437	1452	10	1375	4	40.0%	5	50.0%	1	10.0%
00217	Titanium	0	3936	0	3936	0	NA	0	NA	0	NA
20072	Title Companies	29,024	206	571	237	404	70.8%	152	26.6%	15	2.6%
60883	Titling Service-Television & Motion Pictures	0	3937	0	3937	0	NA	0	NA	0	NA
80735	Tobacco Buyers	27	2653	0	2888	0	NA	0	NA	0	NA
00218	Tobacco Growers	0	3938	0	3938	0	NA	0	NA	0	NA
80736	Tobacco Growers Equipment & Supplies	0	3939	0	3939	0	NA	0	NA	0	NA
80737	Tobacco Leaf-Wholesale	4	3223	0	3281	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80738	Tobacco Machinery	0	3940	0	3940	0	NA	0	NA	0	NA
80739	Tobacco Warehouses	8	3043	0	3143	0	NA	0	NA	0	NA
50660	Toilet Seats	5	3132	1	2515	1	NA	0	NA	0	NA
60884	Toilets-Composting	4	3224	0	3282	0	NA	0	NA	0	NA
60885	Toilets-Portable	576	1343	6	1570	5	83.3%	1	16.7%	0	0.0%
30702	Tool & Die Makers	1,009	1120	58	771	44	75.9%	14	24.1%	0	0.0%
80740	Tool & Die Makers Equipment & Supplies	96	2096	3	1913	3	NA	0	NA	0	NA
50661	Tool & Utility Sheds	746	1234	18	1161	10	55.6%	8	44.4%	0	0.0%
30703	Tool Designers	36	2537	0	2822	0	NA	0	NA	0	NA
30704	Tool Grinding-Industrial	43	2468	0	2787	0	NA	0	NA	0	NA
50662	Tool Holders	2	3349	0	3381	0	NA	0	NA	0	NA
50663	Tool Salvage Companies	21	2735	0	2935	0	NA	0	NA	0	NA
50664	Tools-Cutting	57	2350	0	2743	0	NA	0	NA	0	NA
50665	Tools-Electric	2,650	803	74	697	48	64.9%	26	35.1%	0	0.0%
50666	Tools-Hand	292	1629	13	1274	9	69.2%	3	23.1%	1	7.7%
50667	Tools-Hydraulic	44	2450	4	1816	4	NA	0	NA	0	NA
50668	Tools-Pneumatic	22	2709	1	2421	1	NA	0	NA	0	NA
50669	Tools-Power Actuated	57	2344	3	1929	2	NA	1	NA	0	NA
60886	Tools-Rent	9,558	433	201	446	122	60.7%	74	36.8%	5	2.5%
50670	Topsoil	2,128	879	52	801	21	40.4%	23	44.2%	8	15.4%
30705	Tortilla & Tamale Making Equipment	0	3941	0	3941	0	NA	0	NA	0	NA
60887	Tourist Information	138	1932	2	2041	2	100.0%	0	0.0%	0	0.0%
60888	Tourists Attractions	9,534	434	50	808	35	70.0%	13	26.0%	2	4.0%
60889	Tourists Homes	1,066	1101	11	1319	5	45.5%	6	54.5%	0	0.0%
70626	Tours-Operators & Promoters	18,461	299	377	302	182	48.3%	153	40.6%	42	11.1%
70627	Tours-Wholesale	7,842	479	134	540	65	48.5%	69	51.5%	0	0.0%
60890	Towel Supply Service	510	1392	15	1222	8	53.3%	7	46.7%	0	0.0%
30706	Towels-Cloths-Whls & Mfgs	21	2726	1	2427	1	NA	0	NA	0	NA
30707	Towers	203	1778	10	1389	5	50.0%	2	20.0%	3	30.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60891	Towing-Automotive	52,169	133	2,559	67	1,269	49.6%	1,171	45.8%	119	4.7%
70628	Towing-Marine	68	2258	5	1691	1	NA	0	NA	4	NA
80741	Toy Manufacturers Supplies	5	3157	0	3221	0	NA	0	NA	0	NA
50671	Toys-Retail	11,395	396	352	321	184	52.3%	155	44.0%	13	3.7%
80742	Toys-Whls & Mfgs	362	1547	6	1582	3	50.0%	1	16.7%	2	33.3%
80743	Tractor Dealers	688	1261	16	1202	12	75.0%	4	25.0%	0	0.0%
80744	Tractor Distributors & Manufacturers	19	2756	1	2433	1	NA	0	NA	0	NA
80745	Tractor Equipment & Parts	1,062	1102	33	957	19	57.6%	12	36.4%	2	6.1%
60892	Tractor Rent & Lease	607	1320	11	1330	5	45.5%	6	54.5%	0	0.0%
80746	Tractor Repair & Service	133	1952	9	1440	5	55.6%	4	44.4%	0	0.0%
60893	Trade Shows, Expositions & Fairs	5,525	576	53	794	33	62.3%	19	35.8%	1	1.9%
60894	Trademark Agents & Consultants	380	1529	5	1641	1	20.0%	4	80.0%	0	0.0%
50672	Trading Stamps	2	3350	0	3382	0	NA	0	NA	0	NA
60897	Traffic & Parking Consultants	23	2692	2	2116	2	NA	0	NA	0	NA
60998	Traffic Engineers & Planning Service.	140	1928	0	2617	0	NA	0	NA	0	NA
30708	Traffic Signs, Signals & Equipment	117	2006	0	2630	0	NA	0	NA	0	NA
60898	Trailer Hitches	425	1467	13	1268	8	61.5%	5	38.5%	0	0.0%
70629	Trailer Storage	615	1313	15	1219	7	46.7%	7	46.7%	1	6.7%
50673	Trailers-Automotive Utility	370	1540	23	1080	8	34.8%	10	43.5%	5	21.7%
50674	Trailers-Boat	67	2263	6	1619	4	NA	2	NA	0	NA
50675	Trailers-Camping & Travel	238	1722	16	1207	8	50.0%	7	43.8%	1	6.3%
50676	Trailers-Equipment & Parts	273	1658	13	1276	7	53.8%	6	46.2%	0	0.0%
30709	Trailers-Horse	151	1888	4	1779	4	100.0%	0	0.0%	0	0.0%
60899	Trailers-Rent & Lease	3,407	721	140	527	93	66.4%	44	31.4%	3	2.1%
50677	Trailers-Repair & Service	1,271	1036	55	789	39	70.9%	15	27.3%	1	1.8%
70630	Trailers-Transporting	58	2330	10	1398	4	NA	5	NA	1	NA
80747	Trailers-Truck	37	2523	0	2815	0	NA	0	NA	0	NA
60900	Training Programs	73,555	103	687	206	427	62.2%	247	36.0%	13	1.9%
60986	Training-Video Instruction Tapes	1,405	1012	29	991	22	75.9%	7	24.1%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50678	Trampolines	143	1916	0	2615	0	NA	0	NA	0	NA
30710	Transfers-Dry	1	3431	0	3449	0	NA	0	NA	0	NA
80748	Transformers	10	2979	0	3096	0	NA	0	NA	0	NA
70631	Transit Lines	143	1914	4	1780	1	25.0%	2	50.0%	1	25.0%
60901	Translators & Interpreters	1,603	967	8	1449	4	50.0%	4	50.0%	0	0.0%
80749	Translators' Equipment	1	3432	0	3450	0	NA	0	NA	0	NA
60902	Transmissions-Automobile	134,681	52	3,412	49	2,132	62.5%	1,102	32.3%	178	5.2%
60903	Transmissions-Truck, Tractor, Etc	169	1846	3	1889	2	66.7%	1	33.3%	0	0.0%
60904	Transportation Consultants	911	1154	9	1410	6	66.7%	3	33.3%	0	0.0%
50750	Transportation Services	15,388	326	430	284	153	35.6%	173	40.2%	104	24.2%
60905	Trap & Skeet Ranges	28	2640	0	2882	0	NA	0	NA	0	NA
50679	Trapping Equipment & Supplies	1,433	1002	8	1450	2	25.0%	4	50.0%	2	25.0%
61063	Travel & Moving Services	11,967	386	228	428	146	64.0%	79	34.6%	3	1.3%
70632	Travel Agencies & Bureaus	245,038	22	5,680	26	3,920	69.0%	1,423	25.1%	337	5.9%
70653	Travel Agent Mills	825	1195	15	1217	9	60.0%	5	33.3%	1	6.7%
90033	Travel Clubs	87,974	85	1,879	95	1,180	62.8%	554	29.5%	145	7.7%
60906	Travel Escorts	461	1431	13	1267	10	76.9%	3	23.1%	0	0.0%
20073	Travelers Checks	17	2806	2	2126	2	NA	0	NA	0	NA
61014	Treatment Centers/Rest Homes/Info. Placement	546	1367	4	1724	3	75.0%	1	25.0%	0	0.0%
00219	Tree Service	150,600	47	1,997	90	833	41.7%	999	50.0%	165	8.3%
80750	Tree Service Equipment & Supplies	46	2438	2	2091	0	NA	2	NA	0	NA
50680	Tricks & Jokes	0	3452	1	2568	1	NA	0	NA	0	NA
50681	Trophies	3,229	736	31	965	14	45.2%	16	51.6%	1	3.2%
50682	Tropical Fish	68	2255	11	1348	5	NA	5	NA	1	NA
30711	Truck Bodies	151	1889	3	1893	1	33.3%	1	33.3%	1	33.3%
50683	Truck Caps & Shells	969	1135	8	1455	5	62.5%	3	37.5%	0	0.0%
50684	Truck Dealers	12,728	368	234	424	164	70.1%	60	25.6%	10	4.3%
60907	Truck Driver Leasing	89	2128	2	2062	2	NA	0	NA	0	NA
50685	Truck Equipment & Parts	2,496	822	51	804	35	68.6%	15	29.4%	1	2.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30712	Truck Manufacturers & Distributors	9	2983	2	2142	2	NA	0	NA	0	NA
60908	Truck Painting & Lettering	254	1696	0	2589	0	NA	0	NA	0	NA
70633	Truck Permits	11	2952	0	3077	0	NA	0	NA	0	NA
30713	Truck Refrigeration Equipment	66	2269	4	1805	2	NA	2	NA	0	NA
60909	Truck Rent & Lease	5,024	598	1,672	103	1,590	95.1%	78	4.7%	4	0.2%
60910	Truck Repair & Service	15,732	319	250	397	154	61.6%	87	34.8%	9	3.6%
50686	Truck Stops	447	1441	12	1300	10	83.3%	2	16.7%	0	0.0%
70634	Truck Terminals	72	2234	0	2699	0	NA	0	NA	0	NA
60911	Truck Washing & Cleaning	60	2318	1	2340	0	NA	1	NA	0	NA
80751	Truck Washing & Cleaning-Equipment/Supplies	331	1589	3	1862	1	33.3%	2	66.7%	0	0.0%
70635	Trucking Transportation Brokers	9,381	439	90	647	52	57.8%	29	32.2%	9	10.0%
70636	Trucking-Dump	459	1433	8	1467	4	50.0%	2	25.0%	2	25.0%
70637	Trucking-Heavy Hauling	1,884	921	19	1134	10	52.6%	8	42.1%	1	5.3%
70638	Trucking-Light Hauling	5,832	564	55	784	15	27.3%	36	65.5%	4	7.3%
70639	Trucking-Liquid Or Dry Bulk	72	2235	0	2700	0	NA	0	NA	0	NA
70640	Trucking-Local Cartage	1,346	1021	25	1036	21	84.0%	4	16.0%	0	0.0%
70641	Trucking-Motor Freight	3,677	695	44	848	30	68.2%	13	29.5%	1	2.3%
30714	Trucks-Industrial	262	1677	4	1756	2	50.0%	2	50.0%	0	0.0%
30715	Trusses-Construction	148	1904	0	2608	0	NA	0	NA	0	NA
80752	Trusses-Medical & Surgical	27	2654	0	2889	0	NA	0	NA	0	NA
20074	Trust Companies	2,037	894	25	1034	14	56.0%	10	40.0%	1	4.0%
50687	T-Shirts	2,134	877	159	493	70	44.0%	66	41.5%	23	14.5%
30716	Tube Bending & Fabricating	67	2265	1	2323	0	NA	1	NA	0	NA
80753	Tube Cleaning & Expanding Equipment	0	3942	0	3942	0	NA	0	NA	0	NA
30717	Tube Fittings	3	3276	0	3322	0	NA	0	NA	0	NA
80754	Tubing-Metal	9	3014	0	3123	0	NA	0	NA	0	NA
10161	Tuck Pointing	222	1750	3	1877	1	33.3%	1	33.3%	1	33.3%
00220	Tungsten	0	3943	0	3943	0	NA	0	NA	0	NA
10162	Tunneling Contractors	16	2833	0	3000	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30718	Turbines	2	3351	0	3383	0	NA	0	NA	0	NA
30719	Turbochargers	149	1897	3	1895	2	66.7%	1	33.3%	0	0.0%
30720	Turnstiles	82	2180	0	2676	0	NA	0	NA	0	NA
80755	Turntables	0	3944	0	3944	0	NA	0	NA	0	NA
60912	Tutoring	6,615	532	74	694	52	70.3%	19	25.7%	3	4.1%
80756	Twins & Cordage	1	3433	0	3451	0	NA	0	NA	0	NA
30721	Tying Machines	0	3945	0	3945	0	NA	0	NA	0	NA
30722	Type Founders	35	2543	2	2100	2	NA	0	NA	0	NA
30723	Typesetting	337	1582	1	2186	1	100.0%	0	0.0%	0	0.0%
30724	Typesetting Machines	0	3946	0	3946	0	NA	0	NA	0	NA
80757	Typewriters	62	2299	11	1349	10	NA	1	NA	0	NA
80758	Typewriters-Supplies & Attachments	23	2700	0	2915	0	NA	0	NA	0	NA
30725	Typographers	0	3947	0	3947	0	NA	0	NA	0	NA
80759	Ultrasonic Equipment & Supplies	35	2552	0	2829	0	NA	0	NA	0	NA
30726	Ultraviolet Ray Lamps & Apparatus	87	2143	1	2295	1	NA	0	NA	0	NA
50688	Umbrellas	11	2953	0	3078	0	NA	0	NA	0	NA
60913	Umbrellas-Repairing	0	3948	0	3948	0	NA	0	NA	0	NA
90030	Unclaimed Funds Retrieval Services	37,719	172	345	324	246	71.3%	74	21.4%	25	7.2%
50800	Underground Sprinkler Lawn Sprinkler Parts	1,207	1056	6	1559	4	66.7%	2	33.3%	0	0.0%
80760	Underwear-Whls & Mfgs	11	2954	0	3079	0	NA	0	NA	0	NA
60914	Uniform Supply Service	457	1435	16	1205	12	75.0%	4	25.0%	0	0.0%
50689	Uniforms	6,988	511	186	461	107	57.5%	73	39.2%	6	3.2%
50690	Uniforms-Accessories	104	2054	8	1492	7	87.5%	1	12.5%	0	0.0%
50691	Universal Joints	0	3949	0	3949	0	NA	0	NA	0	NA
60915	Upholsterers	17,717	305	353	320	210	59.5%	130	36.8%	13	3.7%
50692	Upholsterers Supplies	113	2023	1	2260	0	0.0%	1	100.0%	0	0.0%
50693	Upholstery Fabrics-Retail	3,703	693	77	683	41	53.2%	35	45.5%	1	1.3%
80761	Upholstery Fabrics-Whls & Mfgs	18	2786	1	2438	0	NA	1	NA	0	NA
10163	Utilities Underground-Locating	350	1567	4	1745	3	75.0%	1	25.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
10164	Utility Contractors	2,745	788	155	504	119	76.8%	32	20.6%	4	2.6%
90034	Vacation Certificates & Vouchers	101,395	74	2,623	66	1,988	75.8%	494	18.8%	141	5.4%
60916	Vacation Time Share	41,702	157	1,011	150	795	78.6%	165	16.3%	51	5.0%
50694	Vacuum Cleaners-Household-Dealers	32,702	187	957	158	586	61.2%	335	35.0%	36	3.8%
80762	Vacuum Cleaners-Industrial & Commercial	225	1745	8	1480	6	75.0%	2	25.0%	0	0.0%
50695	Vacuum Cleaners-Service & Repair	9,529	435	234	425	165	70.5%	58	24.8%	11	4.7%
50696	Vacuum Cleaners-Supplies & Parts	217	1758	11	1345	7	63.6%	4	36.4%	0	0.0%
80763	Vacuum Cleaners-Whls & Mfgs	54	2380	0	2755	0	NA	0	NA	0	NA
80764	Vacuum Cleaning Systems	5,570	574	142	524	90	63.4%	48	33.8%	4	2.8%
60917	Vacuum Cleaning-Industrial	19	2778	0	2965	0	NA	0	NA	0	NA
80765	Vacuum Equipment & Systems	855	1178	25	1039	14	56.0%	11	44.0%	0	0.0%
60918	Valet Service	959	1139	48	831	33	68.8%	15	31.3%	0	0.0%
30727	Valves	31	2599	0	2857	0	NA	0	NA	0	NA
30728	Valves-Repairing	6	3116	0	3194	0	NA	0	NA	0	NA
60919	Van Conversions & Accessories	2,190	867	80	673	37	46.3%	43	53.8%	0	0.0%
50697	Vaporizers	5	3158	0	3222	0	NA	0	NA	0	NA
50698	Variable Speed Drives	0	3950	0	3950	0	NA	0	NA	0	NA
80766	Variety Store Merchandise-Wholesale	44	2451	3	1939	3	NA	0	NA	0	NA
50699	Variety Stores	1,403	1013	39	903	25	64.1%	12	30.8%	2	5.1%
50751	Vehicle Sales - Manufacturing Cos.	1,091	1090	21	1104	14	66.7%	7	33.3%	0	0.0%
50700	Velvets & Velveteen	0	3951	0	3951	0	NA	0	NA	0	NA
50701	Vending Machines	38,246	170	706	202	318	45.0%	297	42.1%	91	12.9%
50702	Vending Machines-Supplies & Parts	755	1230	17	1179	11	64.7%	4	23.5%	2	11.8%
50703	Venetian Blinds-Dealers	9,904	426	322	335	145	45.0%	168	52.2%	9	2.8%
60920	Venetian Blinds-Repair & Cleaning	1,265	1037	13	1254	9	69.2%	4	30.8%	0	0.0%
50704	Venetian Blinds-Supplies & Parts	6	3117	0	3195	0	NA	0	NA	0	NA
80767	Venetian Blinds-Whls & Mfgs	38	2509	1	2381	0	NA	1	NA	0	NA
10165	Ventilating Contractors	66	2272	1	2326	0	NA	1	NA	0	NA
80768	Ventilating Equipment	127	1979	1	2253	0	0.0%	1	100.0%	0	0.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60921	Ventilating Systems-Cleaning	711	1252	9	1415	5	55.6%	3	33.3%	1	11.1%
00221	Vermiculite	677	1274	12	1295	5	41.7%	7	58.3%	0	0.0%
50705	Vertical Blinds	824	1196	20	1126	8	40.0%	10	50.0%	2	10.0%
30729	Vessels-Pressure	13	2899	0	3044	0	NA	0	NA	0	NA
60922	Veterans & Military Organizations	1,060	1104	11	1320	7	63.6%	2	18.2%	2	18.2%
00222	Veterinarians	36,954	174	646	214	435	67.3%	188	29.1%	23	3.6%
30730	Veterinarians Equipment & Supplies	133	1954	2	2045	1	50.0%	0	0.0%	1	50.0%
60923	Veterinarians Information & Referral	279	1649	2	2001	1	50.0%	1	50.0%	0	0.0%
30731	Vials	0	3952	0	3952	0	NA	0	NA	0	NA
30732	Vibration Control	5	3159	0	3223	0	NA	0	NA	0	NA
30733	Vibration Measurement	22	2720	0	2926	0	NA	0	NA	0	NA
80769	Vibrators-Industrial	5	3160	0	3224	0	NA	0	NA	0	NA
50706	Video Equipment-Sales & Rentals	1,116	1082	27	1016	14	51.9%	13	48.1%	0	0.0%
60924	Video Equipment-Service & Repair	8,233	465	306	348	196	64.1%	104	34.0%	6	2.0%
80770	Video Equipment-Supplies & Parts	9	2984	2	2143	1	NA	1	NA	0	NA
80771	Video Equipment-Whls & Mfgs	30	2606	1	2401	1	NA	0	NA	0	NA
50707	Video Games-Dealers	3,814	679	265	384	142	53.6%	104	39.2%	19	7.2%
60925	Video Games-Rent & Lease	782	1215	21	1107	18	85.7%	1	4.8%	2	9.5%
60926	Video Games-Service & Repair	2,173	870	116	578	61	52.6%	52	44.8%	3	2.6%
50708	Video Games-Supplies & Parts	8	3018	3	1960	2	NA	1	NA	0	NA
60927	Video Games-Whls & Mfgs	570	1348	57	777	57	100.0%	0	0.0%	0	0.0%
60928	Video Production Services	22,460	262	451	280	239	53.0%	176	39.0%	36	8.0%
60929	Video Tape Duplication Service	2,014	898	29	988	12	41.4%	16	55.2%	1	3.4%
60930	Video Tapes & Discs Sales & Rentals	18,468	298	1,314	125	807	61.4%	468	35.6%	39	3.0%
50709	Video Tapes & Discs-Dealers	1,291	1032	116	579	42	36.2%	72	62.1%	2	1.7%
60931	Video Tapes & Discs-Whls & Mfgs	126	1981	2	2048	2	100.0%	0	0.0%	0	0.0%
70642	Videoconferencing Services	555	1360	11	1332	7	63.6%	4	36.4%	0	0.0%
50710	Vinyl Repair	463	1427	1	2173	0	0.0%	0	0.0%	1	100.0%
50711	Violins	70	2247	1	2319	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
30734	Visual Control Systems	16	2818	2	2128	0	NA	1	NA	1	NA
50712	Vitamins & Food Supplements	22,168	268	3,414	48	3,130	91.7%	272	8.0%	12	0.4%
30735	Voting Equipment	2	3352	0	3384	0	NA	0	NA	0	NA
60933	Wall Cleaning	594	1335	10	1371	4	40.0%	6	60.0%	0	0.0%
50713	Wall Coatings	444	1445	5	1638	1	20.0%	0	0.0%	4	80.0%
80772	Wallboard & Plasterboard	203	1781	1	2204	1	100.0%	0	0.0%	0	0.0%
10166	Wallpaper Removing	450	1439	8	1468	1	12.5%	4	50.0%	3	37.5%
50714	Wallpapers & Wall coverings-Retail	2,891	776	74	696	40	54.1%	27	36.5%	7	9.5%
80773	Wallpapers & Wall coverings-Wholesale/Manufacturing	7	3047	2	2146	1	NA	1	NA	0	NA
70643	Warehouses-Cold Storage	99	2081	1	2274	1	NA	0	NA	0	NA
70644	Warehouses-Merchandise	492	1408	9	1419	5	55.6%	4	44.4%	0	0.0%
80816	Warehousing Services	6,364	545	139	529	30	21.6%	109	78.4%	0	0.0%
50715	Washers	138	1937	1	2246	0	0.0%	1	100.0%	0	0.0%
30737	Washing Machines/Dryers-Coin Metered	22	2702	8	1501	6	NA	2	NA	0	NA
50716	Washing Machines/Dryers-Dealers	126	1980	5	1675	5	100.0%	0	0.0%	0	0.0%
60934	Washing Machines/Dryers-Rent/Lease	5	3133	1	2516	1	NA	0	NA	0	NA
60935	Washing Machines/Dryers-Service/Repair	46	2435	6	1627	5	NA	1	NA	0	NA
60936	Washing Machines/Dryers-Supplies/Parts	0	3953	0	3953	0	NA	0	NA	0	NA
30738	Washing Machines/Dryers-Wholesale/Manufacturers	14	2877	0	3030	0	NA	0	NA	0	NA
30736	Washing Machines-Industrial	10	2980	0	3097	0	NA	0	NA	0	NA
80774	Waste Containers	148	1899	11	1347	8	72.7%	3	27.3%	0	0.0%
80775	Waste Paper	5	3161	0	3225	0	NA	0	NA	0	NA
50717	Waste Reduction, Disposal, Recycle Equipment	405	1490	13	1271	10	76.9%	1	7.7%	2	15.4%
70645	Waste Reduction, Recycle Service-Industrial	896	1164	40	892	16	40.0%	24	60.0%	0	0.0%
80776	Waste-Cotton, Wool, Etc.	109	2036	1	2264	1	100.0%	0	0.0%	0	0.0%
50718	Watch Bands	4	3225	0	3283	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50719	Watches-Dealers	1,740	939	21	1103	10	47.6%	9	42.9%	2	9.5%
60937	Watches-Service & Repair	18,505	297	275	371	157	57.1%	99	36.0%	19	6.9%
80777	Watches-Whls & Mfgs	267	1666	13	1277	8	61.5%	3	23.1%	2	15.4%
80778	Watchmakers Equipment & Supplies	0	3954	0	3954	0	NA	0	NA	0	NA
30739	Watchmen's Clocks & Systems	9	3015	0	3124	0	NA	0	NA	0	NA
70646	Water - Bottled & Bulk	7,950	475	368	309	279	75.8%	79	21.5%	10	2.7%
60938	Water Analysis	1,647	952	38	915	33	86.8%	5	13.2%	0	0.0%
70647	Water Companies-Utility	4,426	633	315	342	222	70.5%	86	27.3%	7	2.2%
30781	Water Conservation	832	1189	29	995	22	75.9%	6	20.7%	1	3.4%
30740	Water Coolers	52	2388	3	1935	1	NA	2	NA	0	NA
30741	Water Coolers-Equipment & Supplies	82	2173	5	1686	3	NA	2	NA	0	NA
80779	Water Filtration & Purification Equipment	28,133	213	479	273	288	60.1%	154	32.2%	37	7.7%
50720	Water Heaters-Dealers	3,053	755	97	627	89	91.8%	7	7.2%	1	1.0%
80780	Water Heaters-Parts & Supplies	82	2171	10	1396	8	NA	2	NA	0	NA
10167	Water Heaters-Repairing	137	1939	2	2042	1	50.0%	1	50.0%	0	0.0%
80781	Water Heaters-Whls & Mfgs	86	2146	6	1610	4	NA	0	NA	2	NA
10168	Water Main Contractors	51	2398	1	2353	0	NA	1	NA	0	NA
60939	Water Pollution Control	52	2391	0	2760	0	NA	0	NA	0	NA
50721	Water Skiing Equipment & Supplies	881	1171	47	834	20	42.6%	25	53.2%	2	4.3%
60941	Water Skiing Instruction	134	1950	2	2044	1	50.0%	1	50.0%	0	0.0%
50722	Water Soft & Conditioning Equipment Service & Supplies	38,777	169	867	179	639	73.7%	189	21.8%	39	4.5%
70648	Water Supply Systems	107	2040	6	1607	1	16.7%	4	66.7%	1	16.7%
70649	Water Taxi Service	127	1976	14	1253	5	35.7%	9	64.3%	0	0.0%
50723	Water Treatment Equipment, Service & Supplies	2,410	838	42	864	30	71.4%	11	26.2%	1	2.4%
10169	Water Well Drilling & Service	15,625	322	162	490	92	56.8%	62	38.3%	8	4.9%
80782	Water Well Drilling Equipment & Supplies	762	1223	12	1290	7	58.3%	5	41.7%	0	0.0%
10170	Water Works Contractors	1,451	996	34	951	19	55.9%	10	29.4%	5	14.7%
80783	Water Works Equipment & Supplies	46	2441	1	2363	1	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
<b>TOTALS</b>		<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
50724	Waterbeds-Dealers	1,405	1011	45	845	34	75.6%	11	24.4%	0	0.0%
50725	Waterbeds-Service & Repair	0	3955	0	3955	0	NA	0	NA	0	NA
50726	Waterbeds-Supplies & Parts	0	3956	0	3956	0	NA	0	NA	0	NA
80784	Waterbeds-Whls & Mfgs	0	3957	0	3957	0	NA	0	NA	0	NA
10171	Waterproofing Contractors	124,120	60	871	178	609	69.9%	193	22.2%	69	7.9%
30742	Waterproofing Materials	38	2514	0	2810	0	NA	0	NA	0	NA
50727	Wax	6	3118	0	3196	0	NA	0	NA	0	NA
60942	Weather Forecast Service	36	2538	0	2823	0	NA	0	NA	0	NA
30743	Weather Instruments	141	1922	1	2238	1	100.0%	0	0.0%	0	0.0%
10172	Weather Stripping	18	2802	0	2981	0	NA	0	NA	0	NA
50728	Weather Vanes	193	1799	0	2594	0	NA	0	NA	0	NA
60943	Weaving & Mending	1	3434	0	3452	0	NA	0	NA	0	NA
50729	Weaving Supplies & Equipment	14	2859	2	2134	2	NA	0	NA	0	NA
30744	Webbing	1	3366	1	2551	1	NA	0	NA	0	NA
60944	Wedding Chapels & Ceremonies	4,002	664	54	792	26	48.1%	22	40.7%	6	11.1%
60945	Wedding Consultants	19,932	286	308	345	147	47.7%	142	46.1%	19	6.2%
50730	Wedding Supplies & Services	3,350	726	101	617	76	75.2%	22	21.8%	3	3.0%
80785	Weed Control Equipment & Supplies	7	3057	1	2497	1	NA	0	NA	0	NA
00223	Weed Control Service	582	1340	13	1264	5	38.5%	8	61.5%	0	0.0%
70651	Weighers	0	3958	0	3958	0	NA	0	NA	0	NA
60946	Weight Control Services	27,438	215	1,055	144	656	62.2%	329	31.2%	70	6.6%
60947	Welcome Service for Newcomers	494	1406	2	1982	1	50.0%	1	50.0%	0	0.0%
60948	Welding	8,417	459	70	709	37	52.9%	31	44.3%	2	2.9%
80786	Welding Equipment & Supplies	785	1214	14	1236	9	64.3%	5	35.7%	0	0.0%
60949	Welding Equipment-Rent	5	3162	0	3226	0	NA	0	NA	0	NA
60950	Welding Equipment-Repair	99	2082	1	2275	1	NA	0	NA	0	NA
80787	Well point & Dewatering Systems	6	3119	0	3197	0	NA	0	NA	0	NA
50731	Western Apparel	1,215	1054	20	1124	15	75.0%	4	20.0%	1	5.0%
60951	Wheel Alignment, Fr & Axle Service-Auto	9,527	436	244	409	183	75.0%	53	21.7%	8	3.3%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80788	Wheel Alignment, Frame & Axle-Equip & Spls	424	1471	4	1732	2	50.0%	2	50.0%	0	0.0%
10173	Wheel Chair Lifts & Ramps	2,241	861	49	818	32	65.3%	14	28.6%	3	6.1%
60952	Wheel Chairs	2,010	900	157	499	144	91.7%	13	8.3%	0	0.0%
80789	Wheels	2,451	828	206	441	149	72.3%	54	26.2%	3	1.5%
50732	Whirlpool Bath Equipment & Supplies	250	1700	1	2197	0	0.0%	1	100.0%	0	0.0%
30785	Wholesalers & Distributors	79,026	95	977	155	621	63.6%	318	32.5%	38	3.9%
90016	Who's Who/Vanity Publishers	29,876	202	610	227	438	71.8%	158	25.9%	14	2.3%
50733	Wicker Products	154	1884	4	1778	4	100.0%	0	0.0%	0	0.0%
60953	Wigs & Hairpieces	2,669	801	88	656	63	71.6%	21	23.9%	4	4.5%
50734	Winches	0	3959	0	3959	0	NA	0	NA	0	NA
30745	Wind Energy Systems	275	1653	0	2584	0	NA	0	NA	0	NA
80790	Winding Machinery	7	3085	0	3172	0	NA	0	NA	0	NA
80791	Windmills	32	2583	2	2103	1	NA	1	NA	0	NA
60954	Window Cleaning	15,110	329	124	557	60	48.4%	58	46.8%	6	4.8%
30746	Window Cleaning Equipment & Supplies	193	1797	1	2210	0	0.0%	1	100.0%	0	0.0%
50735	Window Shades	8,887	453	179	468	89	49.7%	80	44.7%	10	5.6%
60955	Window Shades-Cleaning & Repair	179	1822	2	2027	0	0.0%	2	100.0%	0	0.0%
50736	Window Shades-Equipment & Supplies	6,712	527	350	323	28	8.0%	35	10.0%	287	82.0%
50737	Windows	44,556	146	442	281	349	79.0%	75	17.0%	18	4.1%
10178	Windows - Installation/Service	244,747	23	3,077	55	2,210	71.8%	702	22.8%	165	5.4%
60956	Windows-Repairing	6,476	540	104	611	59	56.7%	42	40.4%	3	2.9%
50738	Windshield Wipers	0	3960	0	3960	0	NA	0	NA	0	NA
80792	Wine Brokers	13	2900	0	3045	0	NA	0	NA	0	NA
30747	Wine Storage Equipment	63	2298	0	2721	0	NA	0	NA	0	NA
30748	Winemaking Equipment & Supplies	22	2710	1	2422	0	NA	1	NA	0	NA
30749	Wineries	966	1136	13	1256	6	46.2%	5	38.5%	2	15.4%
50739	Wines-Retail	1,706	944	41	878	28	68.3%	13	31.7%	0	0.0%
80793	Wines-Wholesale	41	2477	2	2095	2	NA	0	NA	0	NA
60957	Wiping Cloths	69	2254	0	2704	0	NA	0	NA	0	NA

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
80794	Wire & Cable-Electric	284	1635	21	1110	16	76.2%	4	19.0%	1	4.8%
30750	Wire & Cable-Non-Electric	181	1817	1	2214	0	0.0%	1	100.0%	0	0.0%
30751	Wire Cloth	20	2739	2	2121	1	NA	1	NA	0	NA
80795	Wire Harnesses-Electrical	81	2184	0	2678	0	NA	0	NA	0	NA
30752	Wire Products	34	2565	0	2836	0	NA	0	NA	0	NA
30753	Wire Rope	23	2701	0	2916	0	NA	0	NA	0	NA
80796	Wire Stitching Machines & Supplies	0	3961	0	3961	0	NA	0	NA	0	NA
30754	Wire Straighten & Cut	23	2697	1	2418	1	NA	0	NA	0	NA
80797	Wire Strippers	3	3277	0	3323	0	NA	0	NA	0	NA
10174	Wire Wrapping Service & Equipment	8	3044	0	3144	0	NA	0	NA	0	NA
50740	Women's Apparel-Retail	12,027	383	625	222	377	60.3%	222	35.5%	26	4.2%
80798	Women's Apparel-Whls & Mfgs.	103	2061	2	2055	0	0.0%	2	100.0%	0	0.0%
30755	Wood Carving	8	3019	3	1961	3	NA	0	NA	0	NA
30756	Wood Finishing	237	1724	10	1388	7	70.0%	3	30.0%	0	0.0%
50741	Wood Preservatives	11	2938	1	2475	0	NA	1	NA	0	NA
30757	Wood Preserving	620	1307	19	1143	11	57.9%	7	36.8%	1	5.3%
30758	Wood Technologists	26	2660	0	2892	0	NA	0	NA	0	NA
30759	Wood Turning	65	2280	1	2328	1	NA	0	NA	0	NA
30760	Woodworking	8,888	452	168	483	63	37.5%	95	56.5%	10	6.0%
80799	Woodworking Equipment & Supplies	206	1775	6	1593	5	83.3%	1	16.7%	0	0.0%
80800	Wool	3	3278	0	3324	0	NA	0	NA	0	NA
80801	Woolen Goods-Whls & Mfgs	3	3279	0	3325	0	NA	0	NA	0	NA
60958	Word Process System, Consultant, Designer	0	3962	0	3962	0	NA	0	NA	0	NA
50742	Word Processing Equipment & Supplies	0	3963	0	3963	0	NA	0	NA	0	NA
60959	Word Processing Equipment-Maintenance	0	3964	0	3964	0	NA	0	NA	0	NA
60960	Word Processing Service	546	1368	3	1845	3	100.0%	0	0.0%	0	0.0%
50743	Work Clothes-Retail	156	1878	10	1392	4	40.0%	6	60.0%	0	0.0%
80802	Work Clothes-Whls & Mfgs	8	3017	4	1828	3	NA	1	NA	0	NA
90019	Work-At-Home Cos.	819,678	5	5,470	27	2,460	45.0%	2,137	39.1%	873	16.0%

**US Better Business Bureaus  
by Industry**

**TABLE I**

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>TOTALS</b>	<b>34,512,656</b>		<b>798,723</b>		<b>552,191</b>	<b>69.1%</b>	<b>209,364</b>	<b>26.2%</b>	<b>37,168</b>	<b>4.7%</b>
60961	Writers-Business	227	1740	5	1659	2	40.0%	0	0.0%	3	60.0%
30761	X-Ray Apparatus & Supplies	94	2106	1	2282	1	NA	0	NA	0	NA
60962	X-Ray Labs-Industrial	3	3280	0	3326	0	NA	0	NA	0	NA
60963	X-Ray Labs-Medical & Dental	3,623	698	61	753	42	68.9%	19	31.1%	0	0.0%
30762	X-Ray Protection	0	3965	0	3965	0	NA	0	NA	0	NA
60964	Yacht Brokers	1,365	1020	30	978	20	66.7%	8	26.7%	2	6.7%
50744	Yarn-Retail	1,088	1092	2	1969	1	50.0%	1	50.0%	0	0.0%
80803	Yarn-Whls & Mfg	2,254	859	29	987	23	79.3%	6	20.7%	0	0.0%
60023	Yellow Page Advertising	13,931	348	56	778	47	83.9%	7	12.5%	2	3.6%
60965	Yoga Instruction	948	1141	24	1056	14	58.3%	10	41.7%	0	0.0%
50745	Yogurt	11	2955	0	3080	0	NA	0	NA	0	NA
60966	Youth Organizations & Centers	3,964	668	27	1011	17	63.0%	10	37.0%	0	0.0%
80804	Zinc	11	2956	0	3081	0	NA	0	NA	0	NA
30763	Zinc Oxide	0	3966	0	3966	0	NA	0	NA	0	NA
70652	Zip Codes	0	3967	0	3967	0	NA	0	NA	0	NA
50746	Zippers	18	2803	0	2982	0	NA	0	NA	0	NA
60967	Zippers-Repair	0	3968	0	3968	0	NA	0	NA	0	NA
60968	Zoological Gardens	258	1687	2	2004	0	0.0%	2	100.0%	0	0.0%
60969	Zoos	297	1622	5	1648	1	20.0%	4	80.0%	0	0.0%
99999	Not Elsewhere Classified	2,050,423		17,595		9,036		6,816		1,743	