

**U.S. and Canadian Better Business Bureaus
2003 Activity Report**

Sorted Alphabetically by Type of Business

(Note: 2002 statistics do not include Canada)

Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Acupuncturists	3016	69	713	23	33.3%	19	27.5%	27	39.1%
Adoption Services	3840	83	661	55	66.3%	2	2.4%	26	31.3%
Advance Fee Loan Brokers	1222	496	261	168	33.9%	12	2.4%	316	63.7%
Advertising Specialty Companies	8032	773	205	442	57.2%	5	0.6%	326	42.2%
Advertising/Marketing Agencies	8030	3,756	44	2,814	74.9%	52	1.4%	890	23.7%
Agri-Business	6860	25	916	16	64.0%	1	4.0%	8	32.0%
Aids Research & Clinics	3104	86	653	5	5.8%	80	93.0%	1	1.2%
Air Charter Services	0860	39	835	20	51.3%	0	0.0%	19	48.7%
Air Purification Systems & Equipment	4736	56	764	31	55.4%	3	5.4%	22	39.3%
Aircraft Dealers/Suppliers	0800	43	812	19	44.2%	4	9.3%	20	46.5%
Aircraft Rental Services	0861	11	1029	1	9.1%	8	72.7%	2	18.2%
Aircraft Services-Other	0899	55	770	17	30.9%	0	0.0%	38	69.1%
Aircraft Servicing & Maintenance	0818	17	977	8	47.1%	0	0.0%	9	52.9%
Aircraft Storage/Hangers	0868	11	1030	3	27.3%	1	9.1%	7	63.6%
Airlines	6400	1,396	126	1,105	79.2%	4	0.3%	287	20.6%
Airlines-Ticket Agencies	6401	83	664	57	68.7%	0	0.0%	26	31.3%
Airports	0858	74	701	8	10.8%	60	81.1%	6	8.1%
All-Terrain Vehicles-Sales And Service	0430	64	734	52	81.3%	0	0.0%	12	18.8%
Ambulance Services	3103	211	439	133	63.0%	30	14.2%	48	22.7%
Ammunition Reloading Equip & Supls	5537	22	934	11	50.0%	5	22.7%	6	27.3%
Amusement Parks	6568	279	367	116	41.6%	127	45.5%	36	12.9%
Anesthesiologists	3001	19	964	13	68.4%	3	15.8%	3	15.8%
Animal Hospitals	6817	233	416	155	66.5%	0	0.0%	78	33.5%
Animal Rendering Plants	6855	9	1046	1	11.1%	3	33.3%	5	55.6%
Animal Shelters	6819	82	666	45	54.9%	7	8.5%	30	36.6%
Answering Services	8041	246	403	218	88.6%	1	0.4%	27	11.0%
Antique Reproductions	5301	37	845	16	43.2%	4	10.8%	17	45.9%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Antique Shops	5300	278	368	144	51.8%	5	1.8%	129	46.4%
Apartments/Communities	1500	3,162	56	1,967	62.2%	110	3.5%	1,085	34.3%
Apparel-Boots - Retail And Repair	5063	69	715	29	42.0%	11	15.9%	29	42.0%
Apparel-Bridal Shops	5071	1,215	141	593	48.8%	231	19.0%	391	32.2%
Apparel-Children & Infants-Retail	5030	147	525	94	63.9%	4	2.7%	49	33.3%
Apparel-Furriers - Retail/Repair/Storage	5090	937	175	577	61.6%	4	0.4%	356	38.0%
Apparel-General & Accessory Shops	5000	1,784	102	1,001	56.1%	71	4.0%	712	39.9%
Apparel-Leather Clothing-Retail	5051	161	498	84	52.2%	6	3.7%	71	44.1%
Apparel-Lingerie Shops	5080	109	592	63	57.8%	4	3.7%	42	38.5%
Apparel-Men's Retail	5020	90	638	53	58.9%	8	8.9%	29	32.2%
Apparel-Millinery Shops	5085	37	847	1	2.7%	36	97.3%	0	0.0%
Apparel-Neckwear & Necktie Shops	5086	8	1058	6	75.0%	2	25.0%	0	0.0%
Apparel-Shoe Stores	5060	584	240	320	54.8%	40	6.8%	224	38.4%
Apparel-Shoes-Custom Made	5061	216	435	183	84.7%	2	0.9%	31	14.4%
Apparel-Shoes-Orthopedic	5062	66	726	36	54.5%	3	4.5%	27	40.9%
Apparel-Sportswear-Retail	5040	222	428	123	55.4%	3	1.4%	96	43.2%
Apparel-Swimwear & Accessories	5041	41	827	7	17.1%	23	56.1%	11	26.8%
Apparel-T-Shirt Shops	5042	29	891	16	55.2%	1	3.4%	12	41.4%
Apparel-Tuxedo / Gown Sales & Rentals	5070	360	318	221	61.4%	7	1.9%	132	36.7%
Apparel-Uniforms - Sales/Rentals/Accessories	5072	196	459	112	57.1%	8	4.1%	76	38.8%
Apparel-Western Wear	5050	97	625	53	54.6%	1	1.0%	43	44.3%
Apparel-Women's Retail	5010	542	250	376	69.4%	10	1.8%	156	28.8%
Appliances Major-Rent & Lease	5141	254	395	145	57.1%	29	11.4%	80	31.5%
Appliances-Household-Major-Serv & Repair	6100	2,216	84	1,321	59.6%	73	3.3%	822	37.1%
Appliances-Retail	5140	2,553	71	1,868	73.2%	6	0.2%	679	26.6%
Appliances-Small-Repairs/Dealers	5142	1,250	139	808	64.6%	47	3.8%	395	31.6%
Aquariums-Public	6560	22	942	5	22.7%	17	77.3%	0	0.0%

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Archery Equip & Supls	5535	45	807	11	24.4%	23	51.1%	11	24.4%
Archery Instruction	6501	6	1073	1	16.7%	5	83.3%	0	0.0%
Archery Ranges	6500	1	1100	0	0.0%	1	100.0%	0	0.0%
Architects	6300	130	548	85	65.4%	2	1.5%	43	33.1%
Art Galleries, Dealers & Consultants	5311	362	317	184	50.8%	2	0.6%	176	48.6%
Art Identification & Registration	6527	21	949	9	42.9%	1	4.8%	11	52.4%
Art Restoration & Conservation	6526	6	1069	2	33.3%	2	33.3%	2	33.3%
Art Supply Shops/Framing	5310	155	509	102	65.8%	2	1.3%	51	32.9%
Artists & Sculptors	6323	26	911	6	23.1%	11	42.3%	9	34.6%
Asbestos Consulting/Testing/Removal	4700	33	865	12	36.4%	13	39.4%	8	24.2%
Assisted Living Centers	1513	33	869	15	45.5%	1	3.0%	17	51.5%
Associations	6380	364	316	232	63.7%	95	26.1%	37	10.2%
Astrologers	6320	263	384	50	19.0%	198	75.3%	15	5.7%
Attorney & Legal Services Plans	6309	279	366	171	61.3%	2	0.7%	106	38.0%
Attorney Referral Serv	6307	10	1035	3	30.0%	1	10.0%	6	60.0%
Attorneys	6305	1,174	144	754	64.2%	2	0.2%	418	35.6%
Attorneys-Patent	6303	9	1040	4	44.4%	1	11.1%	4	44.4%
Auctioneers	6313	878	187	562	64.0%	10	1.1%	306	34.9%
Audiologists	3021	34	861	21	61.8%	0	0.0%	13	38.2%
Auto Alarms & Security Systems	0200	306	346	204	66.7%	8	2.6%	94	30.7%
Auto Clubs	0310	496	262	423	85.3%	19	3.8%	54	10.9%
Auto Detailing	0210	259	387	135	52.1%	0	0.0%	124	47.9%
Auto Driveaway/Transport Companies	0350	1,085	155	766	70.6%	4	0.4%	315	29.0%
Auto Equip/Service-Performance, Race & Sports Car	0230	351	321	158	45.0%	2	0.6%	191	54.4%
Auto Extended Service Contract Companies	0320	2,691	64	1,861	69.2%	1	0.0%	829	30.8%
Auto Parts/Supplies	0220	4,616	33	2,603	56.4%	5	0.1%	2,008	43.5%
Auto Repair Facilities-Other	0199	3,273	54	1,791	54.7%	3	0.1%	1,479	45.2%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Auto Repair-Air Conditioning	0140	478	267	329	68.8%	16	3.3%	133	27.8%
Auto Repair-Body / Paint	0120	3,487	52	2,231	64.0%	127	3.6%	1,129	32.4%
Auto Repair-Brakes/Shocks/Mufflers	0130	2,561	70	1,936	75.6%	7	0.3%	618	24.1%
Auto Repair-Electric Serv	0110	294	357	150	51.0%	81	27.6%	63	21.4%
Auto Repair-Engines-Rebuild & Exchange	0146	799	201	439	54.9%	5	0.6%	355	44.4%
Auto Repair-Mech. (Except Transmission)	0100	10,264	11	6,522	63.5%	18	0.2%	3,724	36.3%
Auto Repair-Radiator	0141	119	570	63	52.9%	40	33.6%	16	13.4%
Auto Repair-Tire & Retread	0156	904	178	613	67.8%	45	5.0%	246	27.2%
Auto Repair-Transmission	0170	4,805	30	3,410	71.0%	12	0.2%	1,383	28.8%
Auto Repair-Wheel Alignment, Frame & Axle	0131	205	448	171	83.4%	2	1.0%	32	15.6%
Auto Repair-Windshield / Glass Shops	0180	1,092	154	729	66.8%	7	0.6%	356	32.6%
Auto Service-Auto Sound Systems-Sales/Service	0250	806	198	462	57.3%	31	3.8%	313	38.8%
Auto Service-Car Wash & Polish	0360	1,050	160	595	56.7%	1	0.1%	454	43.2%
Auto Service-Diagnostic Serv	0265	161	496	136	84.5%	5	3.1%	20	12.4%
Auto Service-Gas & Service Stations	0260	1,417	125	785	55.4%	144	10.2%	488	34.4%
Auto Service-Inspection Stations	0340	412	296	311	75.5%	33	8.0%	68	16.5%
Auto Service-Maintenance-Other	0299	425	288	271	63.8%	0	0.0%	154	36.2%
Auto Service-Oil And Lubrication Centers, Quick Service	0261	1,762	103	1,130	64.1%	46	2.6%	586	33.3%
Auto Service-Rustproofing Shops	0270	54	774	35	64.8%	2	3.7%	17	31.5%
Auto Service-Seat Covers, Tops & Upholstery/Floor Covering	0280	185	469	68	36.8%	68	36.8%	49	26.5%
Auto Services-Other	0399	1,136	147	695	61.2%	2	0.2%	439	38.6%
Auto Service-Specialty Parts-Hand & Foot Controls, Etc.	0222	46	802	33	71.7%	0	0.0%	13	28.3%
Auto Service-Steam Cleaning	0241	18	976	3	16.7%	8	44.4%	7	38.9%
Auto Service-Sunroofs	0281	12	1014	8	66.7%	3	25.0%	1	8.3%
Auto Service-Tire / Battery / Accessories Shops	0221	3,628	49	2,482	68.4%	10	0.3%	1,136	31.3%
Auto Service-Towing	0351	2,137	89	1,037	48.5%	19	0.9%	1,081	50.6%
Auto Service-Upholstery Cleaning	0240	7	1061	1	14.3%	3	42.9%	3	42.9%

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Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Auto Service-Window Tinting	0283	213	437	106	49.8%	8	3.8%	99	46.5%
Auto Service-Wrecking / Salvage	0352	392	304	200	51.0%	3	0.8%	189	48.2%
Automobile & Truck Brokers/Listing Services	0300	254	394	162	63.8%	1	0.4%	91	35.8%
Automobile & Truck Rental / Leasing Companies	0020	3,801	42	2,629	69.2%	224	5.9%	948	24.9%
Automobile Dealers-Antique & Classic	0035	89	640	46	51.7%	8	9.0%	35	39.3%
Automobile Dealers-Custom-Designed & Replica	0050	60	752	30	50.0%	0	0.0%	30	50.0%
Automobile Dealers-Dune Buggies - Rental/Sales/Service	0055	35	857	20	57.1%	4	11.4%	11	31.4%
Automobile Dealers-Electric Cars-Sales/Service	0060	92	634	56	60.9%	2	2.2%	34	37.0%
Automobile Dealers-Franchised (New & Used Sales)	0001	24,383	1	18,605	76.3%	52	0.2%	5,726	23.5%
Automobile Dealers-Used Cars Only	0030	9,779	14	6,207	63.5%	62	0.6%	3,510	35.9%
Automobile Mfrs & Distr.	0010	1,649	108	1,545	93.7%	14	0.8%	90	5.5%
Baby Accessories & Serv(S)	3500	233	418	42	18.0%	154	66.1%	37	15.9%
Baby Accessories-Carriages & Strollers	5395	105	604	86	81.9%	4	3.8%	15	14.3%
Bail Bonds Companies	1750	101	613	37	36.6%	10	9.9%	54	53.5%
Bakeries	2310	245	405	120	49.0%	50	20.4%	75	30.6%
Ballooning	6566	54	777	20	37.0%	0	0.0%	34	63.0%
Banks	1000	10,751	10	9,352	87.0%	1	0.0%	1,398	13.0%
Bartering Services	6395	21	946	4	19.0%	5	23.8%	12	57.1%
Baseball Cards & Sports Memorabilia	5574	99	621	66	66.7%	0	0.0%	33	33.3%
Baskets-Retail	5317	17	979	11	64.7%	3	17.6%	3	17.6%
Bathroom Accessories	4350	63	739	43	68.3%	3	4.8%	17	27.0%
Bathtubs & Sinks-Repair & Refinish	4605	215	436	120	55.8%	2	0.9%	93	43.3%
Beauty Pageants	6329	298	354	166	55.7%	10	3.4%	122	40.9%
Beauty Supplies & Equipment	5386	314	339	128	40.8%	104	33.1%	82	26.1%
Bed & Breakfast Lodging	6425	200	453	109	54.5%	3	1.5%	88	44.0%
Beds-Rental/Retail	5126	300	351	162	54.0%	85	28.3%	53	17.7%
Beverage Bottlers/Distributors	2915	18	969	14	77.8%	2	11.1%	2	11.1%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Bicycles-Dealers/Rentals/Repair	0440	265	382	146	55.1%	4	1.5%	115	43.4%
Billiard/Pool Halls	6515	54	775	38	70.4%	0	0.0%	16	29.6%
Billiard/Pool Supplies & Services	5523	32	876	16	50.0%	8	25.0%	8	25.0%
Billing & Invoicing	8049	462	273	421	91.1%	0	0.0%	41	8.9%
Bird & Wildlife Supply Shops	5810	17	978	13	76.5%	0	0.0%	4	23.5%
Blacksmith Services	6183	9	1044	2	22.2%	4	44.4%	3	33.3%
Boat Cleaning	0780	14	1001	3	21.4%	7	50.0%	4	28.6%
Boat Covers, Tops & Upholster	0721	14	1000	8	57.1%	0	0.0%	6	42.9%
Boat Dealers	0700	444	281	302	68.0%	8	1.8%	134	30.2%
Boat Dealers/Brokers - Yacht	0790	153	514	19	12.4%	127	83.0%	7	4.6%
Boat Equip & Supls	0769	116	577	44	37.9%	31	26.7%	41	35.3%
Boat Launching	0741	80	673	1	1.3%	79	98.8%	0	0.0%
Boat Manufacturers	0710	86	650	63	73.3%	2	2.3%	21	24.4%
Boat Rental-Charter	0730	138	534	76	55.1%	13	9.4%	49	35.5%
Boat Repair And Services	0720	252	397	143	56.7%	4	1.6%	105	41.7%
Boat Storage	0743	15	993	9	60.0%	1	6.7%	5	33.3%
Boat Transporting	0744	18	974	6	33.3%	8	44.4%	4	22.2%
Boat-Outboard Motors-Sales/Service	0771	60	754	24	40.0%	19	31.7%	17	28.3%
Boat-Sailmakers	0722	2	1097	1	50.0%	0	0.0%	1	50.0%
Book Bindery Services	6639	49	795	2	4.1%	46	93.9%	1	2.0%
Book Stores & Distributors	5565	1,250	140	1,043	83.4%	5	0.4%	202	16.2%
Bookkeeping / Accounting Services	1905	459	275	230	50.1%	46	10.0%	183	39.9%
Books-Used & Rare	5666	67	724	41	61.2%	5	7.5%	21	31.3%
Boutiques	5430	56	767	29	51.8%	7	12.5%	20	35.7%
Bowling Alleys	6584	39	838	21	53.8%	1	2.6%	17	43.6%
Braille Supls	5394	70	712	17	24.3%	49	70.0%	4	5.7%
Breweries & Micro-Breweries	2475	2	1089	1	50.0%	0	0.0%	1	50.0%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Bridal Gown Preservation	6001	10	1038	8	80.0%	0	0.0%	2	20.0%
Bridal Registries	3600	21	947	12	57.1%	1	4.8%	8	38.1%
Bronzing	6041	9	1045	4	44.4%	1	11.1%	4	44.4%
Building Inspection Services	1562	19	958	12	63.2%	2	10.5%	5	26.3%
Building Materials And Supplies	4300	1,900	96	1,354	71.3%	1	0.1%	545	28.7%
Building Materials-Used	4301	54	776	23	42.6%	9	16.7%	22	40.7%
Buildings-Pre - Cut, Prefabricated & Modular	4334	291	360	207	71.1%	5	1.7%	79	27.1%
Bulk Meat Companies	2000	293	359	148	50.5%	5	1.7%	140	47.8%
Burglar Alarms & Monitoring	4360	2,827	62	2,266	80.2%	39	1.4%	522	18.5%
Buses-Charter & Rental	0900	537	253	355	66.1%	18	3.4%	164	30.5%
Business Opp-Other	1450	2,460	72	1,498	60.9%	1	0.0%	961	39.1%
Business Related Services-Other	8999	2,919	60	2,120	72.6%	46	1.6%	753	25.8%
Buying Clubs / Group Purchasing Org.	5202	2,645	68	2,178	82.3%	148	5.6%	319	12.1%
Cabinet Makers	4261	350	322	178	50.9%	4	1.1%	168	48.0%
Calligraphers	6317	63	744	3	4.8%	58	92.1%	2	3.2%
Campers-Dealers/Rental/Service	0450	86	649	42	48.8%	21	24.4%	23	26.7%
Campers-Supls & Parts	0460	18	972	10	55.6%	6	33.3%	2	11.1%
Campgrounds & Recreational Vehicle Parks	6588	171	486	86	50.3%	30	17.5%	55	32.2%
Camping Equip - Sales And Rental	5540	33	871	10	30.3%	17	51.5%	6	18.2%
Candles-Retail	5315	43	814	27	62.8%	2	4.7%	14	32.6%
Candy & Confectionery-Retail	2330	44	809	22	50.0%	1	2.3%	21	47.7%
Career & Outplacement Counseling	6344	893	182	206	23.1%	534	59.8%	153	17.1%
Carpenters	4260	240	408	102	42.5%	10	4.2%	128	53.3%
Carpet & Rug Dyers	6115	16	988	7	43.8%	0	0.0%	9	56.3%
Carpet & Rug Repair	6114	41	824	15	36.6%	17	41.5%	9	22.0%
Carpet / Upholstery Cleaning	6110	2,211	85	1,387	62.7%	33	1.5%	791	35.8%
Carpet, Floor, Rug Cleaning Equip	6112	177	480	106	59.9%	3	1.7%	68	38.4%

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Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Catalog Showroom Merchandisers	5415	273	373	235	86.1%	1	0.4%	37	13.6%
Cattle Ranches	6841	0	1104	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Ceiling Cleaning	6140	64	735	38	59.4%	0	0.0%	26	40.6%
Cemeteries	3655	100	617	70	70.0%	3	3.0%	27	27.0%
Ceramic Equip., Kilns & Supplies	6523	2	1094	1	50.0%	1	50.0%	0	0.0%
Chain Letters	1410	46	801	29	63.0%	14	30.4%	3	6.5%
Chambers Of Commerce	6381	598	236	57	9.5%	532	89.0%	9	1.5%
Charity - Local	6910	513	257	416	81.1%	4	0.8%	93	18.1%
Charity - National	6911	144	527	133	92.4%	0	0.0%	11	7.6%
Charity-Advertising For Publications	6921	42	817	12	28.6%	23	54.8%	7	16.7%
Chauffeur Services	3910	38	842	32	84.2%	1	2.6%	5	13.2%
Check Cashing Serv	1760	831	191	699	84.1%	0	0.0%	132	15.9%
Child Care Centers / Services	3505	614	231	243	39.6%	223	36.3%	148	24.1%
Children's Furniture	5125	208	442	104	50.0%	2	1.0%	102	49.0%
Chimney Builders & Repair	4141	341	326	91	26.7%	167	49.0%	83	24.3%
Chimney Sweeps/Cleaning & Svc	4680	416	294	243	58.4%	0	0.0%	173	41.6%
China & Crystal-Repair	6165	148	521	20	13.5%	115	77.7%	13	8.8%
China & Glassware-Retail	5192	88	644	24	27.3%	55	62.5%	9	10.2%
Chiropractic Doctors And Clinics	3015	294	356	215	73.1%	1	0.3%	78	26.5%
Churches And Synagogues	6386	57	762	42	73.7%	0	0.0%	15	26.3%
Cigar, Cigarette & Tobacco Shops	5365	162	493	84	51.9%	1	0.6%	77	47.5%
Cleaning / Janitorial Services	6175	839	190	492	58.6%	4	0.5%	343	40.9%
Cleaning Supplies-By Mail	5251	24	923	2	8.3%	18	75.0%	4	16.7%
Cleaning Supplies-By Telephone	5250	46	803	22	47.8%	14	30.4%	10	21.7%
Cleaning Supplies-Direct/Door-Door	5252	104	607	62	59.6%	9	8.7%	33	31.7%
Cleaning Supplies-Internet	5253	10	1037	4	40.0%	3	30.0%	3	30.0%
Clinics-Dentists / Dental	3010	2,853	61	1,840	64.5%	0	0.0%	1,013	35.5%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Clocks-Dealers/Service/Repair	5189	137	536	64	46.7%	5	3.6%	68	49.6%
Closet Accessories	4355	220	430	46	20.9%	150	68.2%	24	10.9%
Coin Dealers, Supls, Etc	5571	96	629	58	60.4%	4	4.2%	34	35.4%
Collectibles	5573	421	291	265	62.9%	18	4.3%	138	32.8%
Comic Books	5575	34	864	13	38.2%	14	41.2%	7	20.6%
Commodities Brokers And Dealers	1870	128	552	52	40.6%	56	43.8%	20	15.6%
Computer & Business Furniture	5116	77	687	50	64.9%	6	7.8%	21	27.3%
Computer & Electronics Services, Other	6699	618	228	384	62.1%	1	0.2%	233	37.7%
Computerized Listing Services (Excl. Autos, Apts., Houses)	6612	218	433	118	54.1%	3	1.4%	97	44.5%
Computers-Cable & Installation	6610	239	410	203	84.9%	0	0.0%	36	15.1%
Computers-Dealers	5620	12,544	7	10,355	82.5%	79	0.6%	2,110	16.8%
Computers-Internet Services	6601	15,598	4	11,575	74.2%	27	0.2%	3,996	25.6%
Computers-Rent & Lease	5622	419	293	238	56.8%	0	0.0%	181	43.2%
Computers-Serv & Repair	6600	1,344	133	962	71.6%	0	0.0%	382	28.4%
Computers-Software & Services	5625	6,143	24	4,638	75.5%	42	0.7%	1,463	23.8%
Computers-Supls/Parts/Service	5626	2,309	80	1,906	82.5%	0	0.0%	403	17.5%
Computers-System Designers & Consultants	6611	1,423	123	967	68.0%	14	1.0%	442	31.1%
Computers-Used	5621	50	787	17	34.0%	0	0.0%	33	66.0%
Concert Halls	6587	27	903	15	55.6%	7	25.9%	5	18.5%
Condominiums	1501	119	571	89	74.8%	0	0.0%	30	25.2%
Consignment & Resale Shops	5440	311	343	167	53.7%	8	2.6%	136	43.7%
Construction Equipment, Sales, Svc. & Leasing	4650	63	741	35	55.6%	1	1.6%	27	42.9%
Consultants-Business	8000	986	167	726	73.6%	27	2.7%	233	23.6%
Consultants-International Trade	8001	414	295	13	3.1%	393	94.9%	8	1.9%
Consultants-Oilfield	8003	5	1076	1	20.0%	4	80.0%	0	0.0%
Consultants-Public Relations	8002	32	874	4	12.5%	20	62.5%	8	25.0%
Consumer Finance And Loan Companies	1100	6,629	21	5,494	82.9%	16	0.2%	1,119	16.9%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Contractors-Acoustical	4221	81	669	9	11.1%	65	80.2%	7	8.6%
Contractors-Air Conditioning/Systems/Repair	4210	3,648	48	2,732	74.9%	10	0.3%	906	24.8%
Contractors-Awnings & Canopies	4036	297	355	190	64.0%	0	0.0%	107	36.0%
Contractors-Business Construction / Office Remodeling	4005	276	370	131	47.5%	19	6.9%	126	45.7%
Contractors-Cabinet Refinishers	4263	136	538	81	59.6%	11	8.1%	44	32.4%
Contractors-Carpet Layers	4246	272	374	126	46.3%	0	0.0%	146	53.7%
Contractors-Carports	4035	75	692	38	50.7%	6	8.0%	31	41.3%
Contractors-Ceiling	4230	27	901	11	40.7%	9	33.3%	7	25.9%
Contractors-Commercial Builders	4000	553	248	276	49.9%	136	24.6%	141	25.5%
Contractors-Concrete	4142	1,356	131	627	46.2%	2	0.1%	727	53.6%
Contractors-Demolition	4146	45	805	27	60.0%	4	8.9%	14	31.1%
Contractors-Door & Gate & Services	4174	104	606	58	55.8%	9	8.7%	37	35.6%
Contractors-Drainage	4162	123	560	76	61.8%	24	19.5%	23	18.7%
Contractors-Drywall / Plastering	4150	276	369	185	67.0%	2	0.7%	89	32.2%
Contractors-Electrical	4200	1,988	94	1,440	72.4%	6	0.3%	542	27.3%
Contractors-Excavation	4745	224	424	129	57.6%	7	3.1%	88	39.3%
Contractors-Fence	4173	1,880	99	1,119	59.5%	77	4.1%	684	36.4%
Contractors-Fireplaces	4316	106	600	66	62.3%	11	10.4%	29	27.4%
Contractors-Flooring, Refinishing & Resurfacing	4245	723	212	396	54.8%	5	0.7%	322	44.5%
Contractors-Garage Builders	4030	242	407	153	63.2%	1	0.4%	88	36.4%
Contractors-General	4100	8,759	15	4,754	54.3%	14	0.2%	3,991	45.6%
Contractors-Golf Course Construction	4119	6	1070	1	16.7%	4	66.7%	1	16.7%
Contractors-Greenhouse Builders	4050	35	854	15	42.9%	4	11.4%	16	45.7%
Contractors-Heating	4250	1,297	135	887	68.4%	10	0.8%	400	30.8%
Contractors-Heating & A/C	4249	2,171	88	1,370	63.1%	147	6.8%	654	30.1%
Contractors-Historical Restoration	4090	27	898	13	48.1%	1	3.7%	13	48.1%
Contractors-Home Builders	4010	6,282	22	4,424	70.4%	6	0.1%	1,852	29.5%

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Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Contractors-Home Construction / Remodeling-Other	4099	7,847	18	4,379	55.8%	13	0.2%	3,455	44.0%
Contractors-Insulation	4220	122	562	86	70.5%	0	0.0%	36	29.5%
Contractors-Kitchen / Bathroom Remodeling	4270	1,127	151	747	66.3%	3	0.3%	377	33.5%
Contractors-Landscape	4490	2,410	77	1,255	52.1%	29	1.2%	1,126	46.7%
Contractors-Lightning Protection	4385	25	917	17	68.0%	0	0.0%	8	32.0%
Contractors-Log Cabins, Homes & Buildings	4015	130	549	72	55.4%	9	6.9%	49	37.7%
Contractors-Masonry / Cement / Surface Refinishing	4140	902	179	470	52.1%	6	0.7%	426	47.2%
Contractors-Mobile Homes	4020	299	353	169	56.5%	37	12.4%	93	31.1%
Contractors-Painting	4256	2,119	90	1,058	49.9%	27	1.3%	1,034	48.8%
Contractors-Paving	4190	2,107	91	1,227	58.2%	4	0.2%	876	41.6%
Contractors-Pipe & Valve Fitters	4165	8	1051	6	75.0%	0	0.0%	2	25.0%
Contractors-Playground Equipment Sales & Installation	4125	8	1054	5	62.5%	2	25.0%	1	12.5%
Contractors-Plumbing	4215	4,704	31	2,840	60.4%	373	7.9%	1,491	31.7%
Contractors-Porcelain / Fiberglass Refinishing	4272	267	381	177	66.3%	1	0.4%	89	33.3%
Contractors-Porch, Patio & Deck	4170	1,383	129	1,046	75.6%	3	0.2%	334	24.2%
Contractors-Roofing And Guttering	4135	7,484	20	4,485	59.9%	106	1.4%	2,893	38.7%
Contractors-Sandblasting/Power Washing	4144	198	455	112	56.6%	26	13.1%	60	30.3%
Contractors-Siding	4130	2,043	92	1,469	71.9%	3	0.1%	571	27.9%
Contractors-Solar Heating & Cooling	4212	614	232	391	63.7%	6	1.0%	217	35.3%
Contractors-Stucco & Exterior Coating	4131	315	336	161	51.1%	19	6.0%	135	42.9%
Contractors-Swimming Pool Enclosures	4111	300	350	168	56.0%	0	0.0%	132	44.0%
Contractors-Swimming Pool/Service & Supplies	4110	4,472	36	3,087	69.0%	73	1.6%	1,312	29.3%
Contractors-Tennis Court Construction	4120	27	900	13	48.1%	12	44.4%	2	7.4%
Contractors-Tennis Court Enclosures	4121	104	608	22	21.2%	73	70.2%	9	8.7%
Contractors-Tile/Ceramic & Tile Dealers	4225	517	255	280	54.2%	8	1.5%	229	44.3%
Contractors-Tile/Non-Ceramic & Dealers	4251	183	471	99	54.1%	13	7.1%	71	38.8%
Contractors-Wallpapering	4257	39	837	28	71.8%	0	0.0%	11	28.2%

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Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Contractors-Water & Sewer	4169	100	616	74	74.0%	0	0.0%	26	26.0%
Contractors-Waterproofing	4223	899	180	555	61.7%	22	2.4%	322	35.8%
Convention Centers, Meeting Planners & Trade Show Promoters	8500	426	287	272	63.8%	21	4.9%	133	31.2%
Cookware/Cutlery-By Mail	5261	36	849	26	72.2%	1	2.8%	9	25.0%
Cookware/Cutlery-By Telephone	5260	41	820	25	61.0%	3	7.3%	13	31.7%
Cookware/Cutlery-Direct/Door-Door	5262	139	532	124	89.2%	0	0.0%	15	10.8%
Cookware/Cutlery-Internet	5263	34	863	17	50.0%	0	0.0%	17	50.0%
Cosmetic Sales-By Mail	5241	18	970	2	11.1%	14	77.8%	2	11.1%
Cosmetic Sales-By Telephone	5240	27	905	14	51.9%	11	40.7%	2	7.4%
Cosmetic Sales-Internet	5243	35	853	30	85.7%	0	0.0%	5	14.3%
Cosmetics & Perfumes	5385	161	494	66	41.0%	20	12.4%	75	46.6%
Cosmetics-Direct Door-Door	5242	193	462	98	50.8%	81	42.0%	14	7.3%
Costumes-Masquerade & Theatrical/Makeup	5342	125	558	52	41.6%	15	12.0%	58	46.4%
Counter Tops	4357	91	635	49	53.8%	8	8.8%	34	37.4%
Coupon Book Promotions	9000	248	400	157	63.3%	4	1.6%	87	35.1%
Craft Galleries & Dealers	5581	30	885	8	26.7%	2	6.7%	20	66.7%
Credit Card-Offers & Plans	1250	16,023	3	11,005	68.7%	21	0.1%	4,997	31.2%
Credit Card-Protection Serv	1260	953	173	633	66.4%	79	8.3%	241	25.3%
Credit Card-Secured Credit Companies	1230	831	192	724	87.1%	9	1.1%	98	11.8%
Credit- Reporting Agencies	1210	1,044	161	900	86.2%	0	0.0%	144	13.8%
Credit Services-Other	1299	4,393	38	3,655	83.2%	0	0.0%	738	16.8%
Credit Unions	1110	650	222	501	77.1%	1	0.2%	148	22.8%
Credit-Collection Agencies	1215	13,477	5	10,455	77.6%	8	0.1%	3,014	22.4%
Credit-Counseling & Management Services	1270	2,680	65	2,112	78.8%	12	0.4%	556	20.7%
Credit-Debt Consolidation Services	1220	2,439	75	1,862	76.3%	111	4.6%	466	19.1%
Credit-Jgmt Collections, Skip Tracing, Child Support & Eviction	1216	181	475	116	64.1%	22	12.2%	43	23.8%
Credit-Repair Services	1280	2,793	63	2,413	86.4%	19	0.7%	361	12.9%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Cremation Services	3656	58	758	46	79.3%	1	1.7%	11	19.0%
Cruise Lines	6408	975	170	686	70.4%	43	4.4%	246	25.2%
Dairy Farms	6842	23	929	20	87.0%	0	0.0%	3	13.0%
Dance Apparel & Supplies	5345	78	683	48	61.5%	24	30.8%	6	7.7%
Dating And Social Introduction Services	3805	1,264	138	805	63.7%	45	3.6%	414	32.8%
Day Care-Adult	3550	24	921	14	58.3%	2	8.3%	8	33.3%
Dehydrated & Freeze-Dried Food	2960	40	834	1	2.5%	31	77.5%	8	20.0%
Delivery / Messenger Services	6638	623	226	422	67.7%	11	1.8%	190	30.5%
Dental Supplies & Equipment	3205	48	797	7	14.6%	37	77.1%	4	8.3%
Department Stores	5410	4,440	37	3,875	87.3%	6	0.1%	559	12.6%
Desktop Publishing	8010	114	581	78	68.4%	1	0.9%	35	30.7%
Diaper Serv	3501	18	971	6	33.3%	10	55.6%	2	11.1%
Diet Product Sales	3407	185	470	131	70.8%	14	7.6%	40	21.6%
Dining Club Plans	2540	12	1019	7	58.3%	0	0.0%	5	41.7%
Dinner Theaters	6589	147	524	83	56.5%	15	10.2%	49	33.3%
Direct Marketing-Other Than Catalogues	5299	5,843	27	5,358	91.7%	9	0.2%	476	8.1%
Disability Services	3106	26	912	5	19.2%	21	80.8%	0	0.0%
Discount Department Stores	5411	673	218	478	71.0%	17	2.5%	178	26.4%
Display Designers	8048	6	1067	1	16.7%	3	50.0%	2	33.3%
Distributors-Agri & Feed Products	7600	35	851	14	40.0%	1	2.9%	20	57.1%
Doll Clothing & Accessories/Repair	5372	22	940	14	63.6%	4	18.2%	4	18.2%
Doll Houses & Accessories	5373	264	383	129	48.9%	5	1.9%	130	49.2%
Doll Shops	5371	31	880	16	51.6%	1	3.2%	14	45.2%
Doors-Installation & Service	4137	829	194	504	60.8%	30	3.6%	295	35.6%
Doors-Overhead & Garage	4325	677	217	516	76.2%	1	0.1%	160	23.6%
Doors-Repair	4617	30	884	14	46.7%	0	0.0%	16	53.3%
Doughnut/Coffee Shops	2340	40	830	22	55.0%	6	15.0%	12	30.0%

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Type of Business	TOB Code	Total Complaints Closed	Complaint Rank	Complaints Settled	% Settled	Complaints Unpursuable	% Unpursuable	Complaints Unsettled	% Unsettled
Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Drapery & Curtain Cleaners	6131	64	733	21	32.8%	14	21.9%	29	45.3%
Dressmakers	6038	60	756	24	40.0%	2	3.3%	34	56.7%
Driving Schools/Skill Testing	0370	261	385	156	59.8%	0	0.0%	105	40.2%
Drug Stores / Pharmacies	5366	609	233	449	73.7%	0	0.0%	160	26.3%
Dry Cleaning / Laundry Companies	6000	5,740	28	2,217	38.6%	1,377	24.0%	2,146	37.4%
Duct Cleaning & Air Filtration Equip/Svcs	4616	402	300	270	67.2%	22	5.5%	110	27.4%
Duty Free Shops	5405	144	528	101	70.1%	4	2.8%	39	27.1%
Educational Consultants	6330	238	412	153	64.3%	2	0.8%	83	34.9%
Electric Cos	6190	1,744	104	1,440	82.6%	0	0.0%	304	17.4%
Electric Motors-Dealers & Repairing	6184	69	714	46	66.7%	4	5.8%	19	27.5%
Electrical Supplies	4309	87	645	48	55.2%	25	28.7%	14	16.1%
Electrolysis Services	3750	93	633	24	25.8%	45	48.4%	24	25.8%
Electronic Mail Serv	6602	620	227	394	63.5%	0	0.0%	226	36.5%
Electronic-Service & Repair	5601	1,574	114	1,302	82.7%	5	0.3%	267	17.0%
Electronics-Sound Systems & Equip	5605	615	230	429	69.8%	60	9.8%	126	20.5%
Electronics-Supplies/Whls & Retail	5600	5,673	29	4,704	82.9%	8	0.1%	961	16.9%
Electronics-Video Equip-Sales & Rentals	5610	223	427	158	70.9%	7	3.1%	58	26.0%
Electronics-Video Games-Dealers	5611	220	431	166	75.5%	6	2.7%	48	21.8%
Electronics-Video Games-Rent & Lease	5612	1,847	101	1,279	69.2%	19	1.0%	549	29.7%
Elevators-Sales & Serv	4241	15	990	11	73.3%	0	0.0%	4	26.7%
Employee Leasing	6341	23	925	9	39.1%	7	30.4%	7	30.4%
Employment Services / Temporary Agencies	6340	564	245	391	69.3%	0	0.0%	173	30.7%
Employment-Labor Pools	6342	50	786	18	36.0%	13	26.0%	19	38.0%
Encyclopedia / Book Sales-Direct Door-Door	5232	49	790	35	71.4%	0	0.0%	14	28.6%
Encyclopedia/Book Sales-By Mail	5231	21	950	6	28.6%	12	57.1%	3	14.3%
Encyclopedia/Book Sales-By Telephone	5230	5	1078	2	40.0%	3	60.0%	0	0.0%
Encyclopedia/Book Sales-Internet	5233	42	819	22	52.4%	3	7.1%	17	40.5%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Energy Conservation Products & Services	4314	74	697	60	81.1%	0	0.0%	14	18.9%
Energy Management & Conservation Consultants	4730	57	759	22	38.6%	11	19.3%	24	42.1%
Engineers	6301	221	429	93	42.1%	5	2.3%	123	55.7%
Entertainment Services (E.G., Dj's, Magicians)	6590	890	184	464	52.1%	31	3.5%	395	44.4%
Environmental Consulting & Analysis Prod. & Svcs	4735	162	491	98	60.5%	14	8.6%	50	30.9%
Equestrian Riding Apparel & Equip	5820	18	973	12	66.7%	1	5.6%	5	27.8%
Equestrian Services	6831	23	927	11	47.8%	3	13.0%	9	39.1%
Escort Services-Personal	3970	2	1088	1	50.0%	0	0.0%	1	50.0%
Estate Planning And Management	1610	106	599	57	53.8%	16	15.1%	33	31.1%
Executive Search Consultants	6343	188	464	37	19.7%	114	60.6%	37	19.7%
Exercise Classes	3410	325	330	160	49.2%	10	3.1%	155	47.7%
Exercise Equip	3415	373	312	318	85.3%	10	2.7%	45	12.1%
Exercise-Yoga Instruction	3416	220	432	10	4.5%	202	91.8%	8	3.6%
Fabric & Notions	5346	117	575	62	53.0%	0	0.0%	55	47.0%
Family Planning	3331	5	1075	3	60.0%	0	0.0%	2	40.0%
Farms-General	6870	25	920	13	52.0%	2	8.0%	10	40.0%
Fashion Consultants And Designers	6030	31	882	12	38.7%	0	0.0%	19	61.3%
Fashion Show Producers	6328	16	987	2	12.5%	13	81.3%	1	6.3%
Financial Planning/Management Consultants	1662	851	189	596	70.0%	8	0.9%	247	29.0%
Financial-Other	1999	4,698	32	4,045	86.1%	3	0.1%	650	13.8%
Fire & Water Damage Restoration	1619	372	313	239	64.2%	24	6.5%	109	29.3%
Fire Alarm Systems & Equipment	4365	549	249	269	49.0%	190	34.6%	90	16.4%
Fireplace Equip.-Retail	5196	153	512	95	62.1%	3	2.0%	55	35.9%
Firewood Dealers	5725	55	771	17	30.9%	17	30.9%	21	38.2%
Fireworks	5357	9	1043	1	11.1%	7	77.8%	1	11.1%
Fish & Aquariums	5815	120	569	27	22.5%	67	55.8%	26	21.7%
Fish & Seafood-Retail	2030	29	889	16	55.2%	0	0.0%	13	44.8%

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Fishing-Tackle & Supplies	5538	43	813	24	55.8%	1	2.3%	18	41.9%
Fix-It Shops	6180	21	948	9	42.9%	10	47.6%	2	9.5%
Flea Markets	5450	35	858	12	34.3%	2	5.7%	21	60.0%
Floor Covering-Carpet & Rug	5160	3,222	55	2,126	66.0%	13	0.4%	1,083	33.6%
Floor Covering-Carpet & Rug Dealers-Used	5150	186	467	135	72.6%	7	3.8%	44	23.7%
Floor Covering-Linoleum Dealers	5162	159	500	116	73.0%	3	1.9%	40	25.2%
Floor Materials	4342	196	458	130	66.3%	6	3.1%	60	30.6%
Floor Waxing, Polishing & Cleaning	6113	34	860	16	47.1%	1	2.9%	17	50.0%
Florists	5330	1,026	164	584	56.9%	2	0.2%	440	42.9%
Food & Beverage-Other	2999	129	550	79	61.2%	4	3.1%	46	35.7%
Food Manufacturers, Wholesalers / Distributors	2990	317	334	210	66.2%	0	0.0%	107	33.8%
Food Plans	2750	273	372	236	86.4%	0	0.0%	37	13.6%
Food Serv Management	2535	233	417	35	15.0%	187	80.3%	11	4.7%
Foreign Exchange Brokers	1720	27	899	9	33.3%	1	3.7%	17	63.0%
Foundations-Educational	6900	22	932	13	59.1%	2	9.1%	7	31.8%
Foundations-Philanthropic	6901	11	1023	2	18.2%	6	54.5%	3	27.3%
Foundations-Research	6902	39	836	12	30.8%	13	33.3%	14	35.9%
Foundries And Metal Processing Plants	7100	22	931	9	40.9%	0	0.0%	13	59.1%
Franchise / Business Promotions, Other	1499	424	289	316	74.5%	1	0.2%	107	25.2%
Franchise Selling Companies	1451	108	593	56	51.9%	3	2.8%	49	45.4%
Frozen Food Locker Plants	2041	23	928	15	65.2%	5	21.7%	3	13.0%
Frozen Food-Retail	2042	84	660	20	23.8%	33	39.3%	31	36.9%
Fruits & Vegetables-"Pick Your Own" Farms	2160	19	965	10	52.6%	7	36.8%	2	10.5%
Fruits & Vegetables-Retail	2150	35	855	28	80.0%	0	0.0%	7	20.0%
Fuel Oil Companies	6194	966	172	784	81.2%	0	0.0%	182	18.8%
Fund Raising Counselors & Organizations, For-Profit	6920	148	520	62	41.9%	7	4.7%	79	53.4%
Funeral Directors	3650	205	447	145	70.7%	5	2.4%	55	26.8%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Funeral Related Services	3652	282	364	175	62.1%	12	4.3%	95	33.7%
Fur Cleaning & Dyeing-Retail	6015	2	1093	0	0.0%	2	100.0%	0	0.0%
Fur Finishers & Liners	6016	13	1009	0	0.0%	13	100.0%	0	0.0%
Furniture Cleaning	6146	482	265	455	94.4%	2	0.4%	25	5.2%
Furniture Manufacturers	5132	383	311	248	64.8%	3	0.8%	132	34.5%
Furniture Repair, Stripping & Refinish	6147	185	468	93	50.3%	3	1.6%	89	48.1%
Furniture-Rental	5101	557	247	385	69.1%	0	0.0%	172	30.9%
Furniture-Unfinished	5105	156	507	117	75.0%	0	0.0%	39	25.0%
Furniture-Used	5110	90	639	52	57.8%	2	2.2%	36	40.0%
Gaming Supplies	8047	21	944	9	42.9%	5	23.8%	7	33.3%
Garden & Lawn Centers & Nurseries	5770	597	237	407	68.2%	1	0.2%	189	31.7%
Garden & Lawn Equip & Supls-Sales/Rental/Service	5706	366	315	233	63.7%	1	0.3%	132	36.1%
Garden & Lawn Outdoor Lighting	5715	26	910	12	46.2%	7	26.9%	7	26.9%
Garden & Lawn Patio & Outdoor Furniture	5730	113	583	43	38.1%	45	39.8%	25	22.1%
Garden & Lawn Patio Equip & Supls	5731	32	877	9	28.1%	8	25.0%	15	46.9%
Garden & Lawn Pond Dealers/Supplies	5714	19	959	7	36.8%	6	31.6%	6	31.6%
Garden & Lawn Seed/Bulb/Plant Companies	5702	108	595	35	32.4%	33	30.6%	40	37.0%
Garden & Lawn Sprinkler Systems	5713	249	399	129	51.8%	11	4.4%	109	43.8%
Garden & Lawn Statuary & Fountains	5720	23	926	12	52.2%	3	13.0%	8	34.8%
Garden & Lawn Topsoil & Sod Dealers	5712	49	793	28	57.1%	1	2.0%	20	40.8%
Garment Screenprinting & Lettering	6050	332	329	212	63.9%	2	0.6%	118	35.5%
Gas Co	6192	907	177	777	85.7%	6	0.7%	124	13.7%
Gas-Propane	6193	505	259	397	78.6%	14	2.8%	94	18.6%
Gemstones-Precious & Semi Precious	1875	24	922	12	50.0%	8	33.3%	4	16.7%
Genealogists	6318	248	401	237	95.6%	2	0.8%	9	3.6%
Genealogy Services	3980	20	954	14	70.0%	2	10.0%	4	20.0%
Geologists	6312	62	746	19	30.6%	8	12.9%	35	56.5%

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Glass-Plate, Window, Etc	4329	438	283	268	61.2%	4	0.9%	166	37.9%
Golf - Equipment&Supplies	5547	166	490	88	53.0%	1	0.6%	77	46.4%
Golf Courses-Private/Public	6503	234	414	207	88.5%	5	2.1%	22	9.4%
Golf Instruction	6504	33	872	18	54.5%	7	21.2%	8	24.2%
Graphic Designers	8011	147	522	75	51.0%	4	2.7%	68	46.3%
Grocery-Bulk Food Stores	2620	114	582	45	39.5%	40	35.1%	29	25.4%
Grocery-Convenience / Dairy Stores	2230	199	454	141	70.9%	6	3.0%	52	26.1%
Grocery-Gourmet Shops	2660	144	529	22	15.3%	118	81.9%	4	2.8%
Grocery-Independent Retail	2651	123	561	76	61.8%	4	3.3%	43	35.0%
Grocery-Retail Chains	2650	459	276	276	60.1%	4	0.9%	179	39.0%
Group Homes	3560	2	1090	0	0.0%	2	100.0%	0	0.0%
Guns & Gunsmiths-Sales, Repair, Equip.	5536	202	451	126	62.4%	2	1.0%	74	36.6%
Gutters & Downspouts	4321	540	251	382	70.7%	0	0.0%	158	29.3%
Gymnasiums	6506	161	497	86	53.4%	2	1.2%	73	45.3%
Gymnastic Equip & Supls	5555	26	915	8	30.8%	11	42.3%	7	26.9%
Gymnastic Instruction	6505	72	707	37	51.4%	2	2.8%	33	45.8%
Hair Product-Improvement Companies	3710	579	242	173	29.9%	302	52.2%	104	18.0%
Hair Stylists - Beauty & Barber Shops	3700	1,528	116	878	57.5%	102	6.7%	548	35.9%
Handyman, General	4101	983	169	459	46.7%	10	1.0%	514	52.3%
Hardware (Lock, Safe And Key Shops)	5320	433	285	297	68.6%	8	1.8%	128	29.6%
Hats-Clean & Renovate	6020	4	1083	1	25.0%	0	0.0%	3	75.0%
Hazardous Waste Removal	4751	132	546	81	61.4%	1	0.8%	50	37.9%
Health And Medical Services, Other	3099	2,442	73	1,759	72.0%	12	0.5%	671	27.5%
Health Clubs	3405	3,750	45	2,690	71.7%	26	0.7%	1,034	27.6%
Health Food / Nutritional Supplement Stores	2820	1,928	95	1,353	70.2%	3	0.2%	572	29.7%
Health Maintenance Organizations	3105	324	331	242	74.7%	33	10.2%	49	15.1%
Health Resorts	3400	84	658	51	60.7%	12	14.3%	21	25.0%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Hearing Aid Companies	3150	663	219	415	62.6%	20	3.0%	228	34.4%
Heating Equip & Systems-Cleaning & Repairing	4601	181	474	146	80.7%	3	1.7%	32	17.7%
Hobby / Craft Shops	5570	234	413	142	60.7%	1	0.4%	91	38.9%
Hobby-Craft Instruction	6522	29	892	7	24.1%	19	65.5%	3	10.3%
Hog Farms	6852	56	769	1	1.8%	55	98.2%	0	0.0%
Home Centers	5420	391	305	273	69.8%	12	3.1%	106	27.1%
Home Design & Planning	4710	78	681	48	61.5%	3	3.8%	27	34.6%
Home Furnishing Stores (Exc. Mattress, Window, Floor Cov.)	5100	11,969	8	9,051	75.6%	49	0.4%	2,869	24.0%
Home Furnishings-Draperies Installation Serv	6130	112	587	22	19.6%	68	60.7%	22	19.6%
Home Furnishings-Furniture Designers & Custom Builders	6145	854	188	545	63.8%	5	0.6%	304	35.6%
Home Inspection Services	1561	1,132	149	873	77.1%	5	0.4%	254	22.4%
Home Theater Design/Installation	6655	40	831	19	47.5%	0	0.0%	21	52.5%
Homeopaths	3040	8	1050	3	37.5%	5	62.5%	0	0.0%
Horse Stables/Boarding	6830	56	766	23	41.1%	7	12.5%	26	46.4%
Hospices	3102	8	1049	5	62.5%	2	25.0%	1	12.5%
Hospital & Medical Equip & Supls	3200	805	199	462	57.4%	134	16.6%	209	26.0%
Hospitals/Clinics	3100	2,033	93	1,236	60.8%	379	18.6%	418	20.6%
Hotel Itinerant Product Sales	5285	108	596	29	26.9%	70	64.8%	9	8.3%
Hotels	6421	3,362	53	2,144	63.8%	12	0.4%	1,206	35.9%
House & Building Movers	4640	79	675	32	40.5%	4	5.1%	43	54.4%
Housewares-Barbecue Equip & Supls	5187	206	446	11	5.3%	190	92.2%	5	2.4%
Housewares-Kitchen Accessories	5186	175	482	83	47.4%	73	41.7%	19	10.9%
Housewares-Retail	5185	159	501	62	39.0%	0	0.0%	97	61.0%
Humane Societies	6370	12	1018	5	41.7%	3	25.0%	4	33.3%
Humidifying Apparatus	4312	8	1055	4	50.0%	4	50.0%	0	0.0%
Hunting Clubs	6518	13	1007	7	53.8%	0	0.0%	6	46.2%
Ice Cream & Frozen Desserts-Dealers	2270	25	919	17	68.0%	1	4.0%	7	28.0%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Ice Delivery/Dry Ice	2980	35	859	4	11.4%	31	88.6%	0	0.0%
Ice Skating Rinks	6509	7	1066	2	28.6%	2	28.6%	3	42.9%
Immigration & Naturalization Consultants	3800	107	597	81	75.7%	3	2.8%	23	21.5%
Importers / Exporters	1453	228	421	190	83.3%	2	0.9%	36	15.8%
Independent Catering Services	2531	78	682	11	14.1%	60	76.9%	7	9.0%
Infomercials	5203	458	277	414	90.4%	1	0.2%	43	9.4%
Insurance Filing Services	1360	146	526	24	16.4%	105	71.9%	17	11.6%
Insurance-Dental Plans	1350	244	406	111	45.5%	105	43.0%	28	11.5%
Insurance-Hospitalization, Medical & Surgical Plans	1370	472	269	363	76.9%	1	0.2%	108	22.9%
Insurance-Other	1399	5,875	26	4,807	81.8%	25	0.4%	1,043	17.8%
Insurance-Sold By Agents	1310	3,523	50	2,645	75.1%	41	1.2%	837	23.8%
Insurance-Sold By Mail Offers	1311	366	314	277	75.7%	2	0.5%	87	23.8%
Insurance-Sold by Media/Internet Offers	1312	49	792	23	46.9%	17	34.7%	9	18.4%
Insurance-Sold by Telemarketing Offers	1313	13	1006	6	46.2%	1	7.7%	6	46.2%
Insurance-Viatical/Living Trust & Life Insurance Redemption Co.	1380	149	519	102	68.5%	4	2.7%	43	28.9%
Interior Decorators & Designers	6170	352	320	196	55.7%	0	0.0%	156	44.3%
Internet Marketing Services	6606	2,238	83	1,849	82.6%	2	0.1%	387	17.3%
Internet Shopping Services	5200	9,796	13	6,085	62.1%	9	0.1%	3,702	37.8%
Internet Web Design	6604	649	223	422	65.0%	65	10.0%	162	25.0%
Invention Marketing Companies	1452	386	309	318	82.4%	1	0.3%	67	17.4%
Inventory Services	8046	10	1033	6	60.0%	0	0.0%	4	40.0%
Investment And Business Brokers / Dealers	1865	259	386	194	74.9%	1	0.4%	64	24.7%
Investment Companies And Services, Other	1899	1,037	163	749	72.2%	0	0.0%	288	27.8%
Investment Seminars	1880	280	365	250	89.3%	8	2.9%	22	7.9%
Iron Work	4331	76	689	42	55.3%	0	0.0%	34	44.7%
Irrigation Services	6865	132	545	67	50.8%	18	13.6%	47	35.6%
Itinerant (Door-To-Door) Workmen	4102	359	319	204	56.8%	0	0.0%	155	43.2%

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		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Jai-Alai Exhibitions	6580	136	539	3	2.2%	133	97.8%	0	0.0%
Janitorial & Office Cleaning	8039	104	605	67	64.4%	1	1.0%	36	34.6%
Jewelry	5380	2,432	76	1,569	64.5%	30	1.2%	833	34.3%
Jewelry-Gold, Silver & Platinum Dealers	5381	65	731	39	60.0%	7	10.8%	19	29.2%
Jewelry-Watches-Serv & Repair	5312	268	379	171	63.8%	3	1.1%	94	35.1%
Job Listing Services-Overseas	6215	10	1034	8	80.0%	0	0.0%	2	20.0%
Job Listings / Advisory Services	6214	481	266	217	45.1%	40	8.3%	224	46.6%
Jukebox Sales & Svc	5525	14	1003	4	28.6%	4	28.6%	6	42.9%
Kitchen Cabinets & Equip-Household	4356	224	425	105	46.9%	65	29.0%	54	24.1%
Laboratories-Medical Services	3175	408	297	313	76.7%	0	0.0%	95	23.3%
Laboratories-X-Ray-Medical & Dental	3170	125	557	56	44.8%	42	33.6%	27	21.6%
Laminations-Plastic, Paper, Etc	4359	257	390	184	71.6%	0	0.0%	73	28.4%
Lamp Shades-Cleaning & Repairing	6135	158	502	2	1.3%	155	98.1%	1	0.6%
Lamps & Lamp Shades-Retail	5188	106	603	91	85.8%	1	0.9%	14	13.2%
Landscape Architects/Designers	4400	880	185	486	55.2%	4	0.5%	390	44.3%
Laundries-Self Serv	6005	107	598	36	33.6%	46	43.0%	25	23.4%
Lawn & Garden-Lawn Maintenance	6710	1,895	98	1,205	63.6%	0	0.0%	690	36.4%
Lawn & Garden-Tree Cutting/Trimming	6700	2,291	81	1,042	45.5%	289	12.6%	960	41.9%
Leather Cleaning	6010	80	672	7	8.8%	71	88.8%	2	2.5%
Leather Goods	5347	134	543	76	56.7%	6	4.5%	52	38.8%
Leather Goods-Repair	6011	20	956	2	10.0%	16	80.0%	2	10.0%
Lecture & Seminar Bureaus	6366	20	955	4	20.0%	14	70.0%	2	10.0%
Legal Clinics	6306	651	221	48	7.4%	538	82.6%	65	10.0%
Lighting Fixtures-Retail	4337	206	443	135	65.5%	6	2.9%	65	31.6%
Limousine Service	0940	1,043	162	535	51.3%	23	2.2%	485	46.5%
Linen Supplies	8038	15	991	9	60.0%	0	0.0%	6	40.0%
Linens- Retail	5191	156	508	13	8.3%	118	75.6%	25	16.0%

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Liquidators & Going-Out-Of-Business Brokers	5990	106	602	69	65.1%	0	0.0%	37	34.9%
Liquor Stores	2460	79	677	56	70.9%	4	5.1%	19	24.1%
Literary Agents	6325	33	867	10	30.3%	1	3.0%	22	66.7%
Livestock Breeders	6840	22	938	12	54.5%	3	13.6%	7	31.8%
Loan Brokers	1221	1,445	122	937	64.8%	0	0.0%	508	35.2%
Lobbyists	6912	12	1010	7	58.3%	0	0.0%	5	41.7%
Lotteries-Foreign	1430	31	878	11	35.5%	11	35.5%	9	29.0%
Lotteries-Local	1432	97	627	1	1.0%	96	99.0%	0	0.0%
Lotteries-State	1431	35	852	27	77.1%	0	0.0%	8	22.9%
Luggage Stores	5335	84	659	67	79.8%	5	6.0%	12	14.3%
Lumber-Retail	4305	127	553	88	69.3%	0	0.0%	39	30.7%
Lumber-Used	4306	0	1103	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Machine Shops	7000	135	540	63	46.7%	5	3.7%	67	49.6%
Magazine Sales By Phone	5224	2,183	86	2,025	92.8%	0	0.0%	158	7.2%
Magazine Sales-By Mail	5221	3,498	51	2,956	84.5%	25	0.7%	517	14.8%
Magazine Sales-Direct Door-Door	5222	3,768	43	3,397	90.2%	10	0.3%	361	9.6%
Magazine Sales-Internet	5223	218	434	165	75.7%	0	0.0%	53	24.3%
Maids' & Butlers' Serv	6176	128	551	76	59.4%	0	0.0%	52	40.6%
Mail & Shipping Services	8044	1,506	118	1,211	80.4%	1	0.1%	294	19.5%
Mail Box Rental & Receiving	8040	131	547	93	71.0%	3	2.3%	35	26.7%
Mail Order & Catalog	5210	8,651	16	7,451	86.1%	5	0.1%	1,195	13.8%
Manufacturer Representatives	7500	269	377	92	34.2%	122	45.4%	55	20.4%
Manufacturers / Products, Other	7099	4,502	34	3,604	80.1%	41	0.9%	857	19.0%
Manufacturers-Commercial Products	7050	1,055	159	805	76.3%	0	0.0%	250	23.7%
Manufacturers-Drug & Pharmaceuticals	3270	102	611	66	64.7%	16	15.7%	20	19.6%
Manufacturers-Industrial	7010	477	268	334	70.0%	63	13.2%	80	16.8%
Manufacturers-Oil	7040	390	307	307	78.7%	52	13.3%	31	7.9%

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Manufacturers-Oil Refiners	7105	4	1082	1	25.0%	2	50.0%	1	25.0%
Manufacturers-Petroleum	7030	16	984	12	75.0%	0	0.0%	4	25.0%
Maps Stores	5361	240	409	26	10.8%	199	82.9%	15	6.3%
Marble & Terrazzo Cleaning & Serv	4610	57	761	19	33.3%	21	36.8%	17	29.8%
Marble-Natural	4358	173	483	48	27.7%	81	46.8%	44	25.4%
Marinas	0740	135	541	88	65.2%	8	5.9%	39	28.9%
Marine Construction / Pilings, Docks, Etc.	0750	62	745	34	54.8%	6	9.7%	22	35.5%
Marine Electrical Service/Supplies	0760	26	914	20	76.9%	2	7.7%	4	15.4%
Marine Electronic Equipment / Supplies	0770	22	935	14	63.6%	0	0.0%	8	36.4%
Marine Sales/Services, Other	0799	319	332	199	62.4%	1	0.3%	119	37.3%
Marine Surveyors	0742	87	646	0	0.0%	84	96.6%	3	3.4%
Market Research (Survey) Companies	8031	303	348	177	58.4%	48	15.8%	78	25.7%
Market Survey Promotions	9055	115	579	71	61.7%	7	6.1%	37	32.2%
Marriage, Family, Child & Individual Counselors	3810	26	906	16	61.5%	2	7.7%	8	30.8%
Mattress & Bedding Stores	5130	2,288	82	1,609	70.3%	22	1.0%	657	28.7%
Mattresses & Bedding Renovating	6150	68	719	30	44.1%	19	27.9%	19	27.9%
Mausoleums	3657	139	533	6	4.3%	133	95.7%	0	0.0%
Meat-Retail	2040	157	503	87	55.4%	0	0.0%	70	44.6%
Mediation & Arbitration Services	6308	154	511	92	59.7%	2	1.3%	60	39.0%
Medical Alarms	3261	127	555	62	48.8%	60	47.2%	5	3.9%
Medical Testing Companies	3171	83	662	57	68.7%	1	1.2%	25	30.1%
Metal Salvage Yards	7102	12	1012	6	50.0%	0	0.0%	6	50.0%
Mirror Resilvering	6163	98	623	2	2.0%	96	98.0%	0	0.0%
Mirrors	5182	45	806	29	64.4%	3	6.7%	13	28.9%
Mobile Home Parks	1510	122	563	85	69.7%	4	3.3%	33	27.0%
Mobile Home Services	4612	399	301	277	69.4%	0	0.0%	122	30.6%
Mobile Homes-Equip & Parts	4335	95	632	47	49.5%	27	28.4%	21	22.1%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Mobile Homes-Rent & Lease	1511	57	763	43	75.4%	1	1.8%	13	22.8%
Mobile Homes-Transporting	4645	108	594	36	33.3%	29	26.9%	43	39.8%
Mobile/Modular/Manufactured Housing Dealers	1512	1,643	109	1,103	67.1%	2	0.1%	538	32.7%
Modeling / Talent Agencies	6327	1,021	165	557	54.6%	164	16.1%	300	29.4%
Money Orders & Transfer Companies	1710	88	642	63	71.6%	1	1.1%	24	27.3%
Monuments	3658	153	513	75	49.0%	34	22.2%	44	28.8%
Mortgage And Escrow Companies	1120	12,793	6	9,243	72.3%	654	5.1%	2,896	22.6%
Motels	6420	2,442	74	1,412	57.8%	0	0.0%	1,030	42.2%
Motor Homes-Rent & Lease	0920	30	886	20	66.7%	3	10.0%	7	23.3%
Motor Homes-Sales/Service	0910	157	506	52	33.1%	89	56.7%	16	10.2%
Motorcoach Companies	6406	15	995	11	73.3%	1	6.7%	3	20.0%
Motorcycle & Motor Scooter - Renting & Leasing	0410	98	622	42	42.9%	8	8.2%	48	49.0%
Motorcycle & Motor Scooter - Supls & Parts	0420	345	325	202	58.6%	2	0.6%	141	40.9%
Motorcycle Sales And Service Companies	0400	1,305	134	809	62.0%	16	1.2%	480	36.8%
Mountain Climbing Equip	5554	40	833	27	67.5%	1	2.5%	12	30.0%
Mountain Climbing Instruction	6502	41	828	1	2.4%	36	87.8%	4	9.8%
Moving / Storage Companies	6450	10,125	12	6,347	62.7%	451	4.5%	3,327	32.9%
Moving Equip Rental	6452	70	711	35	50.0%	0	0.0%	35	50.0%
Moving Services-Labor & Materials	6451	110	590	56	50.9%	2	1.8%	52	47.3%
Moving-Piano & Organ	6453	53	779	40	75.5%	2	3.8%	11	20.8%
Moving-Relocation Serv	6460	1,167	145	800	68.6%	10	0.9%	357	30.6%
Multi-Level Selling Companies	1400	1,288	136	1,090	84.6%	0	0.0%	198	15.4%
Municipalities	6361	76	690	16	21.1%	57	75.0%	3	3.9%
Museums	6565	51	785	32	62.7%	1	2.0%	18	35.3%
Music & Messaging Services	8055	42	818	14	33.3%	23	54.8%	5	11.9%
Music / Record / Cassette/ Compact Disk Retail	5500	1,153	146	617	53.5%	10	0.9%	526	45.6%
Music/Recording Studios & Sound Production Svc+B955	6530	744	209	116	15.6%	568	76.3%	60	8.1%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Musical Instruments/Supls&Accessories-Sales/Svc/Rental	5520	312	341	210	67.3%	14	4.5%	88	28.2%
Nail Salons	3760	385	310	166	43.1%	95	24.7%	124	32.2%
Nanny/Au Pair Services	3570	38	839	16	42.1%	1	2.6%	21	55.3%
Needlework Supls-Retail-Whsl & Mfrs.	5585	22	939	6	27.3%	4	18.2%	12	54.5%
News Dealers	5360	75	694	41	54.7%	15	20.0%	19	25.3%
News Wire Services	6636	11	1028	6	54.5%	1	9.1%	4	36.4%
Nightclubs	2401	52	783	24	46.2%	0	0.0%	28	53.8%
Notaries Public	6311	53	780	24	45.3%	12	22.6%	17	32.1%
Nurses Registries	3340	20	952	3	15.0%	13	65.0%	4	20.0%
Nursing Home Information & Referral	3350	12	1011	1	8.3%	10	83.3%	1	8.3%
Nursing Homes	3120	103	609	57	55.3%	22	21.4%	24	23.3%
Nursing Services-Visiting & In-Home Care	3110	227	423	95	41.9%	99	43.6%	33	14.5%
Nutritionists	3042	43	815	25	58.1%	1	2.3%	17	39.5%
Observatories	6564	1	1101	1	100.0%	0	0.0%	0	0.0%
Occupational Health-Nursing Services	3111	28	897	2	7.1%	20	71.4%	6	21.4%
Office Coffee & Food Service	8043	192	463	118	61.5%	18	9.4%	56	29.2%
Office Furniture & Equip-Dealers	8020	754	208	552	73.2%	1	0.1%	201	26.7%
Office Furniture & Equip-Renting & Leasing	8021	772	206	68	8.8%	633	82.0%	71	9.2%
Office Furniture & Equip-Repair & Refurbish	8022	36	850	16	44.4%	5	13.9%	15	41.7%
Office Furniture & Equip-Used	8023	1,129	150	755	66.9%	0	0.0%	374	33.1%
Office Supplies - Telemarketed	8025	758	207	512	67.5%	1	0.1%	245	32.3%
Office Supplies-Retail	8026	1,499	119	1,031	68.8%	9	0.6%	459	30.6%
Oil & Gas Leases/Lotteries	9060	67	723	53	79.1%	0	0.0%	14	20.9%
Oil And Gas Leases And Lotteries	1440	21	943	9	42.9%	8	38.1%	4	19.0%
Oilfield Equipment & Supplies	8004	161	499	0	0.0%	160	99.4%	1	0.6%
Oilfield Services	8005	27	902	14	51.9%	9	33.3%	4	14.8%
Opticians & Optical Services	3026	1,372	130	918	66.9%	17	1.2%	437	31.9%

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Optometric Information Bureaus	3300	1	1099	0	0.0%	0	0.0%	1	100.0%
Optometrists	3025	432	286	296	68.5%	6	1.4%	130	30.1%
Ordered Product Sales, Other	5289	4,485	35	3,511	78.3%	37	0.8%	937	20.9%
Organizations-Arts	6365	7	1065	4	57.1%	2	28.6%	1	14.3%
Organizations-Athletic	6375	80	671	60	75.0%	4	5.0%	16	20.0%
Organizations-Baseball Clubs	6376	269	378	48	17.8%	147	54.6%	74	27.5%
Organizations-Business / Civic Memberships	6382	300	349	129	43.0%	153	51.0%	18	6.0%
Organizations-Environmental, Conservation & Ecological	6350	49	794	18	36.7%	19	38.8%	12	24.5%
Organizations-Fraternal	6355	11	1021	2	18.2%	4	36.4%	5	45.5%
Organizations-General Membership / Lobbying	6351	245	404	215	87.8%	8	3.3%	22	9.0%
Organizations-Labor	6353	41	822	10	24.4%	19	46.3%	12	29.3%
Organizations-Police & Fire	6352	47	798	26	55.3%	3	6.4%	18	38.3%
Organizations-Religious	6385	18	968	11	61.1%	0	0.0%	7	38.9%
Organizations-Senior Citizen Services	6390	22	930	12	54.5%	1	4.5%	9	40.9%
Organizations-Soliciting, Other	6999	618	229	125	20.2%	444	71.8%	49	7.9%
Organizations-Veterans & Military	6360	2	1086	1	50.0%	0	0.0%	1	50.0%
Organizations-Youth & Youth Centers	6391	68	717	59	86.8%	0	0.0%	9	13.2%
Organs-Pipe, Sales & Service	5521	12	1015	4	33.3%	2	16.7%	6	50.0%
Ornamental Metal Work	4171	77	685	46	59.7%	0	0.0%	31	40.3%
Outlet Malls	5412	26	913	7	26.9%	10	38.5%	9	34.6%
Paint Removing	4615	33	866	13	39.4%	1	3.0%	19	57.6%
Paint-Retail	4340	102	610	62	60.8%	1	1.0%	39	38.2%
Pallets-Mfg., Dist.	7103	46	804	0	0.0%	46	100.0%	0	0.0%
Paneling	4345	20	957	1	5.0%	3	15.0%	16	80.0%
Paralegal	6302	171	484	53	31.0%	11	6.4%	107	62.6%
Parking Lots / Garages	0361	698	214	443	63.5%	57	8.2%	198	28.4%
Parks	6562	22	936	12	54.5%	2	9.1%	8	36.4%

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Party Balloons-Novelty & Toy	5352	63	742	37	58.7%	0	0.0%	26	41.3%
Party Gift & Novelty Shops	5351	469	271	263	56.1%	0	0.0%	206	43.9%
Party Plans-In Home	5204	1,511	117	1,022	67.6%	2	0.1%	487	32.2%
Party Supls-Sales & Rental	5353	197	457	86	43.7%	55	27.9%	56	28.4%
Patent Agents	6304	253	396	73	28.9%	92	36.4%	88	34.8%
Pawnbrokers	5443	258	389	134	51.9%	42	16.3%	82	31.8%
Personal Security Guard Service	3950	96	628	64	66.7%	3	3.1%	29	30.2%
Personal Services, Other	3999	536	254	366	68.3%	3	0.6%	167	31.2%
Personnel Testing & Consulting	6346	40	829	14	35.0%	10	25.0%	16	40.0%
Pest Control Services	4500	2,350	78	1,581	67.3%	99	4.2%	670	28.5%
Pest Control Supls & Equip	4510	38	841	8	21.1%	22	57.9%	8	21.1%
Pet Boarding & Sitting B240services	6801	254	392	147	57.9%	3	1.2%	104	40.9%
Pet Breeding Services	6805	290	362	127	43.8%	6	2.1%	157	54.1%
Pet Cemeteries, Crematories & Supplies	6820	15	994	10	66.7%	2	13.3%	3	20.0%
Pet Exercising Serv	6804	102	612	7	6.9%	83	81.4%	12	11.8%
Pet Grooming Services	6800	316	335	184	58.2%	3	0.9%	129	40.8%
Pet Health Plans	6810	60	753	32	53.3%	1	1.7%	27	45.0%
Pet Stores	5805	984	168	582	59.1%	20	2.0%	382	38.8%
Pet Supls & Foods	5800	775	204	338	43.6%	236	30.5%	201	25.9%
Pet Training Services	6802	205	449	101	49.3%	60	29.3%	44	21.5%
Pet Transporting	6803	125	559	7	5.6%	108	86.4%	10	8.0%
Photo & Picture Restoring	6162	19	962	15	78.9%	0	0.0%	4	21.1%
Photo Optical Imaging Equip & Systems	5596	72	706	26	36.1%	16	22.2%	30	41.7%
Photo Processing Centers	5595	350	323	190	54.3%	3	0.9%	157	44.9%
Photographers	6316	1,862	100	898	48.2%	18	1.0%	946	50.8%
Photographers-Direct/Door-Door	5272	161	495	79	49.1%	5	3.1%	77	47.8%
Photographic Darkroom & Svcs & Rental	6529	80	670	58	72.5%	12	15.0%	10	12.5%

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Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Photographic Equip & Supls & Repair	5598	1,637	110	1,233	75.3%	8	0.5%	396	24.2%
Photography Sales-By Mail	5271	69	716	3	4.3%	62	89.9%	4	5.8%
Photography Sales-By Telephone	5270	6	1071	3	50.0%	0	0.0%	3	50.0%
Photography Sales-Internet	5273	61	747	28	45.9%	11	18.0%	22	36.1%
Physicians & Surgeons-M.D./General Practitioners	3000	899	181	608	67.6%	56	6.2%	235	26.1%
Physicians & Surgeons-Osteopathic-D.O.	3006	20	953	15	75.0%	0	0.0%	5	25.0%
Physicians-M.D.-Specialists	3005	448	279	291	65.0%	47	10.5%	110	24.6%
Piano & Organ	5522	91	636	41	45.1%	26	28.6%	24	26.4%
Pianos & Organs-Tuning/Repair	6532	311	342	239	76.8%	17	5.5%	55	17.7%
Picture Frames-Dealers	5183	32	873	19	59.4%	3	9.4%	10	31.3%
Picture Frames-Restore & Repair	6161	72	708	4	5.6%	63	87.5%	5	6.9%
Picture Hanging Serv	6160	2	1098	1	50.0%	0	0.0%	1	50.0%
Pinball Sales/Services	5524	6	1072	0	0.0%	6	100.0%	0	0.0%
Plants-Interior Design & Maintenance	6171	120	567	46	38.3%	5	4.2%	69	57.5%
Plasma Centers	3126	5	1074	0	0.0%	0	0.0%	5	100.0%
Plaster Craft Products & Supls	5582	59	757	1	1.7%	56	94.9%	2	3.4%
Plumbing Drains & Sewer Cleaning	4621	388	308	220	56.7%	0	0.0%	168	43.3%
Plumbing Fixtures, Parts & Supls-Retail	4310	96	630	70	72.9%	15	15.6%	11	11.5%
Podiatrists	3007	29	890	21	72.4%	0	0.0%	8	27.6%
Ponzi Schemes	1420	122	564	1	0.8%	119	97.5%	2	1.6%
Popcorn & Supplies	2920	68	720	2	2.9%	66	97.1%	0	0.0%
Pottery	5193	33	868	17	51.5%	6	18.2%	10	30.3%
Poultry Farms	6850	37	848	0	0.0%	33	89.2%	4	10.8%
Power Equipment Sales & Svc	5709	72	705	45	62.5%	2	2.8%	25	34.7%
Practitioners-Holistic	3041	60	751	42	70.0%	3	5.0%	15	25.0%
Practitioners-Hypnosis	3036	86	647	51	59.3%	7	8.1%	28	32.6%
Printing / Copying / Typesetting Companies	5391	1,135	148	687	60.5%	193	17.0%	255	22.5%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Private Investigation Services	3900	308	345	167	54.2%	4	1.3%	137	44.5%
Prize Promotions-By Mail	9086	15	992	9	60.0%	0	0.0%	6	40.0%
Prize Promotions-By Phone	9085	70	710	49	70.0%	1	1.4%	20	28.6%
Product Sales Via Newspaper / Magazine	5215	815	197	689	84.5%	15	1.8%	111	13.6%
Product Sales Via Telephone	5220	1,393	127	1,292	92.7%	7	0.5%	94	6.7%
Professional Services, Other	6399	1,630	111	929	57.0%	2	0.1%	699	42.9%
Psychiatrists & Psychiatric Services	3030	78	680	18	23.1%	41	52.6%	19	24.4%
Psychics	6321	82	665	57	69.5%	0	0.0%	25	30.5%
Psychologists & Counseling Centers	3035	73	702	54	74.0%	1	1.4%	18	24.7%
Publishers-Books & Magazines	6634	2,570	69	2,208	85.9%	2	0.1%	360	14.0%
Publishers-Directory & Guide	6635	1,622	112	1,231	75.9%	3	0.2%	388	23.9%
Publishers-Newspapers	6632	879	186	727	82.7%	25	2.8%	127	14.4%
Publishers-Shoppers News Publications	6633	498	260	247	49.6%	51	10.2%	200	40.2%
Publishers-Vanity/Subsidy-Books & Music	6531	421	290	294	69.8%	5	1.2%	122	29.0%
Pumps-Sales, Svc, Supplies	4311	75	693	29	38.7%	17	22.7%	29	38.7%
Pyramid Schemes	1405	54	772	7	13.0%	1	1.9%	46	85.2%
Race Tracks	6582	10	1036	5	50.0%	0	0.0%	5	50.0%
Racquetball Courts-Private & Public	6517	505	258	288	57.0%	111	22.0%	106	21.0%
Racquetball Equip & Supls	5546	44	810	33	75.0%	0	0.0%	11	25.0%
Radiator Covers & Enclosures	4313	2	1092	1	50.0%	0	0.0%	1	50.0%
Radio Communication Equip & Systems	6641	141	530	73	51.8%	14	9.9%	54	38.3%
Radio Stations & Broadcast Cos	6631	194	461	137	70.6%	4	2.1%	53	27.3%
Radios-Citizen Band	5641	135	542	23	17.0%	106	78.5%	6	4.4%
Radiotelephone Communications-Common Carrier	6640	19	963	10	52.6%	6	31.6%	3	15.8%
Radiotelephone Communications-Equip & Systems	5650	41	823	21	51.2%	1	2.4%	19	46.3%
Radon Testing / Servicing	4750	44	808	27	61.4%	5	11.4%	12	27.3%
Railroad Ties-Dealers	4307	22	941	3	13.6%	18	81.8%	1	4.5%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Railroad-Passenger	6405	44	811	39	88.6%	0	0.0%	5	11.4%
Railroads-Freight	0615	14	1004	2	14.3%	12	85.7%	0	0.0%
Ranches	6423	113	584	62	54.9%	21	18.6%	30	26.5%
Real Estate & Land Developers	1550	634	225	442	69.7%	0	0.0%	192	30.3%
Real Estate-Agents & Companies	1551	2,982	59	2,032	68.1%	16	0.5%	934	31.3%
Real Estate-Appraisal Services	1560	313	340	211	67.4%	3	1.0%	99	31.6%
Real Estate-Appraisers	1300	111	589	71	64.0%	2	1.8%	38	34.2%
Real Estate-Consultants	1503	177	479	128	72.3%	4	2.3%	45	25.4%
Real Estate-Maintenance Protection Plans	1504	609	234	500	82.1%	98	16.1%	11	1.8%
Real Estate-Other	1599	1,065	158	732	68.7%	16	1.5%	317	29.8%
Real Estate-Property Management	1540	3,676	47	2,535	69.0%	10	0.3%	1,131	30.8%
Real Estate-Rental Companies	1530	1,474	120	929	63.0%	5	0.3%	540	36.6%
Real Estate-Rentals By Individuals	1520	470	270	267	56.8%	6	1.3%	197	41.9%
Rebate Offers	9010	1,712	106	1,554	90.8%	14	0.8%	144	8.4%
Recreation Centers	6521	311	344	35	11.3%	251	80.7%	25	8.0%
Recreational Vehicles - Van Conversions & Accessories	0480	686	216	515	75.1%	49	7.1%	122	17.8%
Recreational Vehicles-Dealers	0481	802	200	570	71.1%	2	0.2%	230	28.7%
Recreational Vehicles-Equip, Parts & Supls	0482	97	626	39	40.2%	46	47.4%	12	12.4%
Recreational Vehicles-Rent & Lease	0483	54	778	36	66.7%	1	1.9%	17	31.5%
Recreational Vehicles-Repair & Serv	0484	180	477	71	39.4%	66	36.7%	43	23.9%
Recreational Vehicles-Storage	0485	12	1017	6	50.0%	3	25.0%	3	25.0%
Recycling Centers	6199	72	704	47	65.3%	6	8.3%	19	26.4%
Refrigeration Equipment, Sales & Service	4242	28	895	15	53.6%	0	0.0%	13	46.4%
Refuse / Trash Removal	6198	1,278	137	856	67.0%	8	0.6%	414	32.4%
Rehabilitation Services	3107	22	933	18	81.8%	1	4.5%	3	13.6%
Religious Materials & Supplies	5435	53	781	17	32.1%	10	18.9%	26	49.1%
Reloader Schemes	1705	17	983	5	29.4%	5	29.4%	7	41.2%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Rental Vacancy Listing Serv	1506	570	244	189	33.2%	27	4.7%	354	62.1%
Rental/Referral Serv	1505	404	298	186	46.0%	11	2.7%	207	51.2%
Rent-To-Own Companies	5127	434	284	256	59.0%	0	0.0%	178	41.0%
Resorts-Lodging & Sport	6422	892	183	611	68.5%	8	0.9%	273	30.6%
Resorts-Vacation Time Share	6424	732	210	490	66.9%	1	0.1%	241	32.9%
Restaurant-Banquet Facilities	2520	176	481	132	75.0%	2	1.1%	42	23.9%
Restaurant-Catering Services	2530	345	324	201	58.3%	11	3.2%	133	38.6%
Restaurant-Fast Food	2510	730	211	431	59.0%	7	1.0%	292	40.0%
Restaurant-Full Service	2500	2,174	87	1,275	58.6%	26	1.2%	873	40.2%
Restaurant-Soda Fountain Shops	2525	11	1024	7	63.6%	3	27.3%	1	9.1%
Restaurant-Taverns	2400	85	655	51	60.0%	1	1.2%	33	38.8%
Resume Services	6345	112	585	48	42.9%	0	0.0%	64	57.1%
Retail Stores, Other	5999	3,855	41	2,472	64.1%	5	0.1%	1,378	35.7%
Retirement Communities	1502	42	816	35	83.3%	2	4.8%	5	11.9%
Retirement Planning Serv	1600	239	411	217	90.8%	19	7.9%	3	1.3%
Road Oiling & Dust Control	4191	314	338	98	31.2%	145	46.2%	71	22.6%
Rock Shops	5576	13	1008	2	15.4%	2	15.4%	9	69.2%
Roller Skating Rinks	6508	661	220	8	1.2%	649	98.2%	4	0.6%
Roofing Materials	4320	492	263	41	8.3%	422	85.8%	29	5.9%
Rooming Houses	1508	22	937	4	18.2%	17	77.3%	1	4.5%
Roommate Referral Serv	1507	14	998	11	78.6%	0	0.0%	3	21.4%
Saddlery & Harness	5821	17	981	5	29.4%	0	0.0%	12	70.6%
Safety & Rescue Equipment-Sales & Services	5980	38	840	9	23.7%	27	71.1%	2	5.3%
Sand & Gravel	4432	182	472	65	35.7%	20	11.0%	97	53.3%
Satellite / Antenna Sales And Service	4380	3,041	58	2,030	66.8%	544	17.9%	467	15.4%
Savings & Loan Co.	1130	187	465	132	70.6%	22	11.8%	33	17.6%
Scalp Care	3705	28	894	27	96.4%	0	0.0%	1	3.6%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
School Supls	5393	88	643	17	19.3%	65	73.9%	6	6.8%
Schools-Academic-Colleges & Universities	6200	318	333	252	79.2%	3	0.9%	63	19.8%
Schools-Academic-Pre-School	6201	81	668	28	34.6%	28	34.6%	25	30.9%
Schools-Academic-Secondary & Elementary	6202	208	441	118	56.7%	27	13.0%	63	30.3%
Schools-Academic-Special Education	6203	162	492	88	54.3%	9	5.6%	65	40.1%
Schools-Art Instruction	6230	63	737	30	47.6%	19	30.2%	14	22.2%
Schools-Barber & Beauty	6224	67	721	42	62.7%	3	4.5%	22	32.8%
Schools-Bartender	6315	151	517	75	49.7%	0	0.0%	76	50.3%
Schools-Boating & Sailing	6243	4	1081	3	75.0%	0	0.0%	1	25.0%
Schools-Correspondence	6210	605	235	444	73.4%	1	0.2%	160	26.4%
Schools-Dance Studios	6231	137	535	91	66.4%	1	0.7%	45	32.8%
Schools-Drama Instruction	6232	4	1079	3	75.0%	0	0.0%	1	25.0%
Schools-Dressmaking, Design & Tailoring	6246	15	997	7	46.7%	0	0.0%	8	53.3%
Schools-Financial Aid/Scholarship Search Companies	6211	697	215	589	84.5%	36	5.2%	72	10.3%
Schools-Flight	6242	20	951	14	70.0%	0	0.0%	6	30.0%
Schools-General Interest	6207	116	576	79	68.1%	4	3.4%	33	28.4%
Schools-Language	6250	54	773	15	27.8%	27	50.0%	12	22.2%
Schools-Modeling	6223	117	574	65	55.6%	28	23.9%	24	20.5%
Schools-Nursing	6221	32	875	17	53.1%	9	28.1%	6	18.8%
Schools-Parachute Jumping	6241	31	881	3	9.7%	7	22.6%	21	67.7%
Schools-Photography	6233	938	174	38	4.1%	887	94.6%	13	1.4%
Schools-Private Education / Colleges	6205	392	303	313	79.8%	1	0.3%	78	19.9%
Schools-Real Estate	6222	95	631	27	28.4%	50	52.6%	18	18.9%
Schools-Riding Academies	6244	8	1057	3	37.5%	4	50.0%	1	12.5%
Schools-Television & Radio Broadcast	6234	37	843	18	48.6%	0	0.0%	19	51.4%
Schools-Trade / Vocational	6206	1,190	142	972	81.7%	15	1.3%	203	17.1%
Screen Enclosures	4327	450	278	153	34.0%	202	44.9%	95	21.1%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Screen Repair	6122	52	784	11	21.2%	22	42.3%	19	36.5%
Screens-Door & Window	4326	151	516	55	36.4%	39	25.8%	57	37.7%
Scuba & Dive Shops	5551	67	722	31	46.3%	7	10.4%	29	43.3%
Secretarial Services	8042	121	565	100	82.6%	2	1.7%	19	15.7%
Securities Brokers And Dealers	1855	233	415	159	68.2%	17	7.3%	57	24.5%
Security Guard & Patrol Serv	8045	154	510	118	76.6%	3	1.9%	33	21.4%
Self-Defense Studios	3420	152	515	53	34.9%	34	22.4%	65	42.8%
Septic Tank Services / Installation	4161	582	241	414	71.1%	11	1.9%	157	27.0%
Septic Tanks & Systems-Cleaning	4630	99	618	42	42.4%	27	27.3%	30	30.3%
Services-Locksmiths	5321	147	523	76	51.7%	1	0.7%	70	47.6%
Services-Shoe Repair Shops	6040	112	588	64	57.1%	5	4.5%	43	38.4%
Sewing & Knitting Instruction	6524	18	967	15	83.3%	0	0.0%	3	16.7%
Sewing Machines-Dealers/Service/Supplies	5146	182	473	116	63.7%	7	3.8%	59	32.4%
Sharpening Serv	6181	19	961	7	36.8%	2	10.5%	10	52.6%
Shavers-Electric/Retail & Service	5336	75	695	36	48.0%	0	0.0%	39	52.0%
Shirts-Custom Made	6036	50	789	15	30.0%	11	22.0%	24	48.0%
Shoe Dyers	6042	31	883	0	0.0%	31	100.0%	0	0.0%
Shoe Shining	6043	11	1026	6	54.5%	3	27.3%	2	18.2%
Shopping Centers & Malls	5400	41	825	21	51.2%	7	17.1%	13	31.7%
Shopping Services-Book / Record / Tape / CD Clubs	5515	2,670	67	2,390	89.5%	7	0.3%	273	10.2%
Shopping Serv-Personal	3830	18	966	11	61.1%	3	16.7%	4	22.2%
Shower Doors & Enclosures	4351	306	347	199	65.0%	11	3.6%	96	31.4%
Shutters	4328	228	422	138	60.5%	9	3.9%	81	35.5%
Siding Materials	4330	100	615	64	64.0%	4	4.0%	32	32.0%
Sign Companies	5392	299	352	135	45.2%	22	7.4%	142	47.5%
Silverware Clean, Repair & Replate	6164	13	1005	3	23.1%	8	61.5%	2	15.4%
Skate - Equipment/Supplies	5550	25	918	18	72.0%	0	0.0%	7	28.0%

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		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Skating Instruction	6507	2	1096	0	0.0%	0	0.0%	2	100.0%
Ski Instruction	6511	86	652	73	84.9%	10	11.6%	3	3.5%
Ski Tours	6510	37	846	9	24.3%	26	70.3%	2	5.4%
Ski, Snow Equip & Supls	5552	30	888	21	70.0%	1	3.3%	8	26.7%
Ski, Water Equip & Supls	5526	121	566	51	42.1%	21	17.4%	49	40.5%
Skin Care	3720	195	460	120	61.5%	15	7.7%	60	30.8%
Skylights	4336	41	821	26	63.4%	2	4.9%	13	31.7%
Small Engine Repair	6750	60	755	38	63.3%	2	3.3%	20	33.3%
Smoke Odor Counteracting Serv	4637	2	1087	1	50.0%	0	0.0%	1	50.0%
Snow Removal	6790	118	573	59	50.0%	5	4.2%	54	45.8%
Snow Removal Equip	5708	4	1080	3	75.0%	0	0.0%	1	25.0%
Snowmobiles-Sales/Service	0470	34	862	10	29.4%	13	38.2%	11	32.4%
Sod & Sodding Serv	4405	71	709	44	62.0%	0	0.0%	27	38.0%
Solar Energy Equip & Systems -Serv & Repair	4618	61	748	46	75.4%	1	1.6%	14	23.0%
Souvenirs Shops	5356	74	699	14	18.9%	33	44.6%	27	36.5%
Spa, Hot Tub, Sauna Sales And Service	4271	1,183	143	832	70.3%	36	3.0%	315	26.6%
Speech & Language Pathologists	3020	7	1062	3	42.9%	1	14.3%	3	42.9%
Speech Aid Devices	3260	2	1095	0	0.0%	2	100.0%	0	0.0%
Spiritualists	6322	10	1039	1	10.0%	9	90.0%	0	0.0%
Sport-Camps & Resorts	6570	157	504	69	43.9%	38	24.2%	50	31.8%
Sporting Goods - Repair	5531	24	924	11	45.8%	6	25.0%	7	29.2%
Sporting Goods-General	5530	994	166	593	59.7%	5	0.5%	396	39.8%
Sprinklers-Automatic-Fire	4366	1,573	115	1,313	83.5%	168	10.7%	92	5.8%
Stadiums, Arenas & Athletic Fields	6583	35	856	29	82.9%	0	0.0%	6	17.1%
Stair Builders	4240	7	1059	5	71.4%	0	0.0%	2	28.6%
Stamps-Collectors	5572	47	800	28	59.6%	3	6.4%	16	34.0%
State Fairs	6561	12	1020	6	50.0%	6	50.0%	0	0.0%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Stationery, Card & Gift Stores	5390	187	466	93	49.7%	22	11.8%	72	38.5%
Steam Bath Equip & Supls	5195	73	703	6	8.2%	59	80.8%	8	11.0%
Steamship Cos	6407	33	870	24	72.7%	0	0.0%	9	27.3%
Stenographers & Court Reporters	6310	89	641	24	27.0%	1	1.1%	64	71.9%
Stock & Bond Transfer Agents	1800	64	732	55	85.9%	0	0.0%	9	14.1%
Stone Setting	4143	47	799	11	23.4%	0	0.0%	36	76.6%
Storm Windows & Doors-Repair	4620	106	601	71	67.0%	4	3.8%	31	29.2%
Stoves-Wood, Coal, Etc	5197	1,422	124	949	66.7%	97	6.8%	376	26.4%
Student Housing	1509	9	1042	6	66.7%	0	0.0%	3	33.3%
Suits-Custom Made	6037	19	960	7	36.8%	3	15.8%	9	47.4%
Sunglasses	5382	74	698	31	41.9%	3	4.1%	40	54.1%
Support Groups	3390	6	1068	0	0.0%	1	16.7%	5	83.3%
Surfboards & Surfing Equipment	5553	29	893	5	17.2%	14	48.3%	10	34.5%
Surgical Centers	3125	179	478	31	17.3%	140	78.2%	8	4.5%
Surplus & Salvage Merchandise	5442	137	537	32	23.4%	2	1.5%	103	75.2%
Surveyors-Land	4720	85	654	49	57.6%	3	3.5%	33	38.8%
Survival Products & Supls	5325	251	398	112	44.6%	50	19.9%	89	35.5%
Swap Shops	5451	97	624	45	46.4%	0	0.0%	52	53.6%
Sweepstakes, Contests, & Games (Not For Charities)	9040	1,080	156	1,023	94.7%	0	0.0%	57	5.3%
Swimming Instruction	6512	12	1013	7	58.3%	1	8.3%	4	33.3%
Swimming Pools-Public	6513	27	904	18	66.7%	2	7.4%	7	25.9%
Table Pads	5190	61	749	39	63.9%	1	1.6%	21	34.4%
Table Tennis Equipment	5548	82	667	10	12.2%	57	69.5%	15	18.3%
Table Tennis Facilities	6514	99	619	62	62.6%	4	4.0%	33	33.3%
Tailoring / Alterations	6035	213	438	90	42.3%	30	14.1%	93	43.7%
Tanning Salons	3770	469	272	258	55.0%	15	3.2%	196	41.8%
Tanning Salons Equip & Supls	3730	85	656	29	34.1%	32	37.6%	24	28.2%

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Tapestries	5184	31	879	17	54.8%	8	25.8%	6	19.4%
Tattooing	3755	74	696	25	33.8%	7	9.5%	42	56.8%
Tattoos-Removed	3756	1	1102	0	0.0%	1	100.0%	0	0.0%
Tax Consultants & Representatives	1910	180	476	125	69.4%	1	0.6%	54	30.0%
Tax Preparation Services	1915	966	171	615	63.7%	6	0.6%	345	35.7%
Tax Reporting Serv	1920	26	908	17	65.4%	1	3.8%	8	30.8%
Taxicab Companies	0931	247	402	144	58.3%	4	1.6%	99	40.1%
Taxidermy	6821	86	651	42	48.8%	1	1.2%	43	50.0%
Telegraph Serv	6637	99	620	59	59.6%	1	1.0%	39	39.4%
Telemarketing	8033	1,468	121	1,252	85.3%	0	0.0%	216	14.7%
Telephone Answering Equip & Systems	5631	206	445	158	76.7%	12	5.8%	36	17.5%
Telephone Communications Services	6642	3,695	46	3,180	86.1%	2	0.1%	513	13.9%
Telephone Companies	6196	11,571	9	10,079	87.1%	6	0.1%	1,486	12.8%
Telephone Conferencing	8051	11	1025	7	63.6%	0	0.0%	4	36.4%
Telephone Equip & Systems-Dealers	5630	483	264	367	76.0%	0	0.0%	116	24.0%
Telephone Equip & Systems-Serv & Repair	5632	2,679	66	2,079	77.6%	3	0.1%	597	22.3%
Telephone Pre-Paid Card Sales/Distributors	6672	646	224	418	64.7%	121	18.7%	107	16.6%
Telephone Serv Co.-Long Distance	6197	7,591	19	6,440	84.8%	0	0.0%	1,151	15.2%
Telephone Solicitations, Other	9199	4,208	39	3,693	87.8%	1	0.0%	514	12.2%
Telephone-800/888 Number Resellers	6671	77	686	27	35.1%	1	1.3%	49	63.6%
Telephone-900 Number Resellers	6670	291	361	1	0.3%	247	84.9%	43	14.8%
Telephone-Mobile & Cellular Equip/Supplies/Services	5636	18,591	2	16,591	89.2%	4	0.0%	1,996	10.7%
Telephone-Paging Equip & Serv	5637	444	282	228	51.4%	2	0.5%	214	48.2%
Telescopes	5557	17	982	9	52.9%	1	5.9%	7	41.2%
Television Home Shopping	5201	1,352	132	1,276	94.4%	0	0.0%	76	5.6%
Television Stations & Broadcast Cos	6630	276	371	218	79.0%	11	4.0%	47	17.0%
Television-Cable, Catv & Satellite	6195	8,296	17	6,779	81.7%	321	3.9%	1,196	14.4%

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Tennis Courts - Private & Public	6519	115	580	96	83.5%	0	0.0%	19	16.5%
Tennis Equip & Supls	5545	3	1085	3	100.0%	0	0.0%	0	0.0%
Tennis Instruction	6516	9	1048	0	0.0%	9	100.0%	0	0.0%
Tents-Retail & Rental	5541	16	989	8	50.0%	0	0.0%	8	50.0%
Theaters/Playhouses-Live Productions	6586	66	728	29	43.9%	12	18.2%	25	37.9%
Theaters-Movie	6585	119	572	51	42.9%	37	31.1%	31	26.1%
Theatrical Agencies	6326	203	450	88	43.3%	12	5.9%	103	50.7%
Therapists-Biofeedback	3043	21	945	3	14.3%	0	0.0%	18	85.7%
Therapists-Massage	3051	539	252	69	12.8%	435	80.7%	35	6.5%
Therapists-Occupational	3052	7	1063	7	100.0%	0	0.0%	0	0.0%
Therapists-Physical	3050	86	648	63	73.3%	3	3.5%	20	23.3%
Thrift Shops	5441	52	782	31	59.6%	4	7.7%	17	32.7%
Ticket Sales Companies	6550	403	299	247	61.3%	0	0.0%	156	38.7%
Timeshare Campground / Resort Companies	1570	1,385	128	1,024	73.9%	13	0.9%	348	25.1%
Timeshare Campground / Resort Promotions	9050	1,730	105	1,406	81.3%	0	0.0%	324	18.7%
Title Companies	1580	562	246	355	63.2%	54	9.6%	153	27.2%
Title Loan Brokers	1219	66	725	59	89.4%	1	1.5%	6	9.1%
Tools-Sales & Rental	4302	169	487	108	63.9%	5	3.0%	56	33.1%
Tourist Attractions-Casinos, Gaming & Bingo	6575	60	750	48	80.0%	1	1.7%	11	18.3%
Tourist Attractions-Other	6569	79	678	28	35.4%	40	50.6%	11	13.9%
Tourist Homes	6426	1,112	152	665	59.8%	8	0.7%	439	39.5%
Tours-Operators & Promoters	6551	254	393	167	65.7%	3	1.2%	84	33.1%
Tours-Sightseeing	6567	210	440	105	50.0%	23	11.0%	82	39.0%
Toy Stores	5370	200	452	91	45.5%	27	13.5%	82	41.0%
Tractor/Farm Equip Repair/Parts/Supplies	0510	79	679	54	68.4%	3	3.8%	22	27.8%
Tractor/Farm Equip-Rent & Lease	0520	77	688	25	32.5%	33	42.9%	19	24.7%
Tractors/Farm Equip Dealers	0500	83	663	45	54.2%	4	4.8%	34	41.0%

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Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Traffic Engineers & Planning Services	0995	9	1041	5	55.6%	0	0.0%	4	44.4%
Trailer Storage	0610	420	292	17	4.0%	402	95.7%	1	0.2%
Trailer-Rent/Lease/Sales	0611	141	531	74	52.5%	8	5.7%	59	41.8%
Trailer-Repair & Serv	0612	41	826	18	43.9%	13	31.7%	10	24.4%
Training-Airlines Schools	6220	16	986	8	50.0%	2	12.5%	6	37.5%
Training-Computer	6605	781	202	595	76.2%	34	4.4%	152	19.5%
Training-Employment	6218	77	684	48	62.3%	9	11.7%	20	26.0%
Training-Martial Arts	6240	166	489	93	56.0%	1	0.6%	72	43.4%
Training-Motivational & Self Improvement	6216	79	674	61	77.2%	4	5.1%	14	17.7%
Training-Scholastic Prep Courses/Books & Materials	6212	120	568	82	68.3%	9	7.5%	29	24.2%
Training-Seminars	6217	577	243	442	76.6%	2	0.3%	133	23.1%
Training-Video Instruction Tapes	6219	14	999	11	78.6%	0	0.0%	3	21.4%
Trampolines	5556	18	975	2	11.1%	8	44.4%	8	44.4%
Trapping Equip & Supls	5539	8	1056	2	25.0%	4	50.0%	2	25.0%
Travel & Moving Services-Other	6499	56	765	31	55.4%	4	7.1%	21	37.5%
Travel Agencies & Bureaus	6410	6,132	25	4,583	74.7%	41	0.7%	1,508	24.6%
Travel Agent Mills	6416	112	586	53	47.3%	11	9.8%	48	42.9%
Travel Clubs / Discount Travel Services	6415	2,322	79	1,828	78.7%	44	1.9%	450	19.4%
Travel Escorts	3920	15	996	3	20.0%	12	80.0%	0	0.0%
Treatment Centers-Drug & Alcohol Rehabilitation	3370	57	760	32	56.1%	10	17.5%	15	26.3%
Treatment Centers-Gambling Abuse & Addiction	3380	11	1032	0	0.0%	10	90.9%	1	9.1%
Treatment Centers-Rest Homes-Information & Placement	3345	8	1052	6	75.0%	1	12.5%	1	12.5%
Treatment Centers-Smokers	3360	206	444	119	57.8%	82	39.8%	5	2.4%
Trophies Shops & Engraving	5560	48	796	13	27.1%	14	29.2%	21	43.8%
Truck And Heavy Equipment Sales & Service	0650	232	419	147	63.4%	2	0.9%	83	35.8%
Truck Caps & Shells	0282	169	488	38	22.5%	116	68.6%	15	8.9%
Truck Repair & Serv	0680	151	518	95	62.9%	0	0.0%	56	37.1%

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Truck Stops	0670	14	1002	11	78.6%	2	14.3%	1	7.1%
Truck Washing & Cleaning	0660	2	1091	0	0.0%	1	50.0%	1	50.0%
Trucking-Freight Forwarders	0623	255	391	172	67.5%	0	0.0%	83	32.5%
Trucking-General	0699	231	420	63	27.3%	97	42.0%	71	30.7%
Trucking-Interstate	0622	198	456	33	16.7%	133	67.2%	32	16.2%
Trucking-Light Hauling	0621	63	738	28	44.4%	1	1.6%	34	54.0%
Trucking-Local Cartage	0620	7	1060	0	0.0%	5	71.4%	2	28.6%
Trust Companies	1140	65	730	32	49.2%	20	30.8%	13	20.0%
Tutoring Services	6331	115	578	49	42.6%	2	1.7%	64	55.7%
TV/Phono/VCR Sales & Svc	6650	1,896	97	1,089	57.4%	176	9.3%	631	33.3%
Unable To Classify	9999	32,930		20,652	62.7%	2,702	8.2%	9,576	29.1%
Unclaimed Funds Retrieval Services	1700	515	256	344	66.8%	119	23.1%	52	10.1%
Upholstery Companies	6111	397	302	228	57.4%	0	0.0%	169	42.6%
Upholstery Fabrics-Retail	5194	74	700	28	37.8%	20	27.0%	26	35.1%
Vacation Certificate / Voucher Promotions	9080	4,179	40	3,332	79.7%	24	0.6%	823	19.7%
Vacuum Cleaner Sales & Service	5145	1,075	157	699	65.0%	12	1.1%	364	33.9%
Vacuum Cleaning Systems	5147	315	337	223	70.8%	8	2.5%	84	26.7%
Valet Services	3850	64	736	34	53.1%	17	26.6%	13	20.3%
Vehicle Sales / Manufacturing Companies, Other	0099	341	327	254	74.5%	0	0.0%	87	25.5%
Vehicular & Transportation - Other	0999	584	239	252	43.2%	7	1.2%	325	55.7%
Vending Machine & Locator Companies	5280	390	306	177	45.4%	2	0.5%	211	54.1%
Venetian & Vertical Blinds-Dealers	5172	258	388	110	42.6%	17	6.6%	131	50.8%
Venetian Blinds-Repair/Cleaning/Supplies	6133	294	358	19	6.5%	268	91.2%	7	2.4%
Venture Brokers/Capital Consultants	1223	16	985	4	25.0%	4	25.0%	8	50.0%
Veterinarian Information & Referral Services	6816	50	788	26	52.0%	8	16.0%	16	32.0%
Veterinarians	6815	591	238	402	68.0%	18	3.0%	171	28.9%
Video Equip-Service/Repair/Supplies	6651	126	556	71	56.3%	4	3.2%	51	40.5%

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Video Games-Service/Repair/Supplies	6627	127	554	59	46.5%	10	7.9%	58	45.7%
Video Production Services	6628	333	328	182	54.7%	1	0.3%	150	45.0%
Video Tape Duplication Serv	6629	63	743	16	25.4%	37	58.7%	10	15.9%
Videoconferencing	8050	7	1064	4	57.1%	0	0.0%	3	42.9%
Video-Sales & Rentals	5510	1,707	107	1,472	86.2%	4	0.2%	231	13.5%
Wall Cleaning	4613	8	1053	6	75.0%	0	0.0%	2	25.0%
Wallboard & Plasterboard	4346	11	1027	6	54.5%	4	36.4%	1	9.1%
Wallpaper Removing	4614	66	729	6	9.1%	58	87.9%	2	3.0%
Wallpapers & Wallcoverings	5165	779	203	105	13.5%	590	75.7%	84	10.8%
Warehousing Services	7400	63	740	16	25.4%	38	60.3%	9	14.3%
Water Analysis	4740	26	907	23	88.5%	0	0.0%	3	11.5%
Water Companies-Bottlers/Distributors	2910	460	274	275	59.8%	135	29.3%	50	10.9%
Water Cos	6191	829	195	711	85.8%	2	0.2%	116	14.0%
Water Filtration & Purification Equip	4315	445	280	279	62.7%	5	1.1%	161	36.2%
Water Heaters - Sales/Service/Repair	4318	75	691	57	76.0%	6	8.0%	12	16.0%
Water Skiing Instruction	6520	5	1077	2	40.0%	0	0.0%	3	60.0%
Water Softening & Conditioning Equip, Serv & Supls	4600	1,100	153	736	66.9%	75	6.8%	289	26.3%
Water Taxi Serv	0930	11	1031	6	54.5%	2	18.2%	3	27.3%
Water Well Drilling & Serv	4160	288	363	102	35.4%	119	41.3%	67	23.3%
Waterbeds-Dealers/Service/Repair/Supplies	5131	56	768	38	67.9%	1	1.8%	17	30.4%
Weather Vanes	4381	3	1084	0	0.0%	3	100.0%	0	0.0%
Weaving Supls & Equip	5587	9	1047	1	11.1%	8	88.9%	0	0.0%
Wedding Chapels & Ceremonies	3610	79	676	39	49.4%	9	11.4%	31	39.2%
Wedding Consultants	3615	223	426	142	63.7%	0	0.0%	81	36.3%
Weight Reduction/Diet Clinics	3406	830	193	620	74.7%	11	1.3%	199	24.0%
Welcome Serv For Newcomers	3820	91	637	4	4.4%	84	92.3%	3	3.3%
Welding Services	6182	171	485	42	24.6%	101	59.1%	28	16.4%

**U.S. and Canadian Better Business Bureaus
2003 Activity Report
Sorted Alphabetically by Type of Business
(Note: 2002 statistics do not include Canada)**

Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
Totals		794,728		546,633	68.8%	36,763	4.6%	211,332	26.6%
Abortion Services	3101	66	727	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	270	376	158	58.5%	11	4.1%	101	37.4%
Wheel Chair Lifts & Ramps	4172	84	657	45	53.6%	5	6.0%	34	40.5%
Wholesalers / Distributors-Other	7599	1,600	113	1,270	79.4%	2	0.1%	328	20.5%
Wholesalers/Distributors-Commercial Products	7660	828	196	522	63.0%	12	1.4%	294	35.5%
Wholesalers/Distributors-Industrial Products	7630	100	614	44	44.0%	12	12.0%	44	44.0%
Wholesales/Distributors-Energy (Pipeline, Oil, Gas)	7650	268	380	131	48.9%	83	31.0%	54	20.1%
Wicker Products	5318	40	832	16	40.0%	0	0.0%	24	60.0%
Wigs & Hairpieces	3706	68	718	38	55.9%	0	0.0%	30	44.1%
Wind Energy Systems	4180	11	1022	4	36.4%	2	18.2%	5	45.5%
Window & Glass-Beveled, Carved, Ornamental	5180	157	505	35	22.3%	100	63.7%	22	14.0%
Window & Glass-Stained & Leaded	5181	30	887	13	43.3%	0	0.0%	17	56.7%
Window Accessory / Covering / Drapery Companies	5170	723	213	440	60.9%	4	0.6%	279	38.6%
Window Cleaning	6120	271	375	48	17.7%	192	70.8%	31	11.4%
Window Repair	6121	49	791	22	44.9%	15	30.6%	12	24.5%
Window Shades-Cleaning/Repairing/Supplies	6132	37	844	20	54.1%	2	5.4%	15	40.5%
Window Shades-Dealers	5171	132	544	72	54.5%	4	3.0%	56	42.4%
Windows-Installation & Service	4136	3,107	57	2,329	75.0%	10	0.3%	768	24.7%
Wine & Beer Making Equip & Supls	5590	28	896	13	46.4%	13	46.4%	2	7.1%
Wineries	2471	17	980	10	58.8%	0	0.0%	7	41.2%
Wines-Retail	2470	26	909	10	38.5%	1	3.8%	15	57.7%
Wireless Cable Companies	6673	919	176	689	75.0%	14	1.5%	216	23.5%
Woodworking	4262	110	591	48	43.6%	5	4.5%	57	51.8%
Work-At-Home Offers	1415	6,229	23	3,441	55.2%	33	0.5%	2,755	44.2%
Zoos & Zoological Gardens	6563	12	1016	8	66.7%	1	8.3%	3	25.0%