

Table 15.34-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2022

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per complaint (dollars)
General contractor	23,660	Airlines	170	(NA)
Home improvement	16,891	New car dealers 2/	98	(NA)
Plumber	16,705	Used car dealers	64	(NA)
Roofing contractors	13,066	Travel club	63	(NA)
Real estate	11,437	Property management	54	(NA)
Online retailer	10,701	Bank	45	(NA)
Property management	9,691	Hotels	40	(NA)
Electrician	8,083	Towing company	40	(NA)
Moving companies	7,485	Internet marketing services	37	(NA)
Construction services	7,154	Sightseeing tours	32	(NA)
Travel agency	6,513	Restaurants	31	(NA)
Painting contractors	6,413	Real estate	27	(NA)
Solar energy contractors	6,370	Hospital supplies	26	(NA)
Vacation rentals	6,290	Plumber	25	(NA)
Auto repair	5,986	Moving companies	22	(NA)
Handyman	5,865	Vacation rentals	20	(NA)
Pest control	5,540	Solar energy contractors	19	(NA)
Air conditioning contractor	5,261	Insurance services office	17	(NA)
Used car dealers	4,962	Tour operators	16	(NA)
Lawyers	4,932	Car upholstery cleaning	16	(NA)
Jewelry stores	4,754	Medical lab	14	(NA)
New car dealers	4,677	Jewelry stores	13	(NA)
Towing company	4,298	Auto repair	12	(NA)
Electrical contractors	3,955	Clothing	12	(NA)
Skin care	3,935	Dentist	12	(NA)
		Affiliate marketing	12	(NA)

NA Not available.

1/ Industries listed are those with the highest number of inquiries or complaints.

2/ Includes new car repair issues.

Source: Better Business Bureau Great West & Pacific records.