

Table 15.35-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2023

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per complaint (dollars)
General contractor	27,728	Airlines	315	948.75
Plumber	20,901	Sightseeing tours	90	895.81
Roofing contractors	15,997	New car dealers	79	17,243.84
Real estate	13,434	Used car dealers	55	12,082.74
Sightseeing tours	12,742	Hotels	53	(NA)
Property management	11,096	Internet marketing services	38	235.78
Electrician	10,047	Restaurants	37	103.88
Painting contractors	8,253	Solar energy contractors	36	17,149.00
Solar energy contractors	8,252	Property management	35	5,496.19
Construction services	7,967	Plumber	35	2,805.42
Travel agency	7,849	Bank	30	5.00
Auto repair	7,102	Towing company	28	447.95
Vacation rentals	7,023	Real estate	26	5,934.60
Handyman	6,644	Fitness center	22	(NA)
Beauty supplies	6,371	Vacation rentals	19	4,781.22
Towing company	6,002	Dentist	17	(NA)
Used car dealers	5,922	Car upholstery cleaning	16	122.00
Air conditioning contractor	5,759	Travel agency	14	2,010.56
Jewelry stores	5,649	Auto repair	14	5,240.44
Exercise programs	5,551	Collections agencies	14	(NA)
New car dealers	5,523	Cleaning services	13	108.00
Pest control	5,481	Roofing contractors	12	(NA)
Moving companies	5,391	Insurance services office	12	(NA)
Lawyers	5,387	Parking facilities	11	20.00
Landscape contractors	5,008	Travel club	11	500.00

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.