

**Table 15.32-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH  
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2016**

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
Contractors - general	41,657	Auto dealers - new cars 2/	114	4,435.47
Plumbers	19,199	Airlines	93	1,029.22
Electricians	17,702	Restaurants	49	145.94
Roofing contractors	16,517	Travel clubs	45	3,893.52
Real estate	16,075	Hotels	45	812.66
Construction & remodeling services	15,746	Auto dealers - used cars	42	6,018.20
Property management	14,503	Real estate	39	2,286.71
Dating service	12,917	Towing - automotive	38	134.48
Travel agencies & bureaus	12,698	Property management	36	1,048.17
Attorneys & lawyers	11,762	Banks	32	544.72
Air conditioning contractors & systems	11,700	Contractors - general	30	94,912.50
Pest control services	11,580	Internet marketing services	30	357.43
Auto repair & service	10,844	Television stations & broadcast companies	29	290.26
Painting contractors	9,667	Vacation rentals	24	1,766.51
Building contractors	8,802	Movers	23	1,449.14
Armored car service	8,388	Florists - retail	22	112.43
Auto dealers - new cars	8,248	Auto body repair & painting	21	1,550.48
Jewelers - retail	7,667	Handyman services	21	1,340.92
Auto dealers - used cars	7,610	Security control equipment & system monitors	21	1,285.58
Financial consultants - no license required	7,530	Travel agencies & bureaus	21	1,033.37
Landscape contractors	7,355	Auto repair & service	21	952.32
Auto renting & leasing	7,320	Jewelers - retail	20	757.78
Vacation rentals	7,132	Plumbers	19	189.15
Auto body repair & painting	6,700	Electricians	18	8,615.45
Movers	6,463	Furniture - retail	17	3,039.35
		Collection agencies	17	300.50
		Parking facilities	17	25.50

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

2/ Includes new car repair issues.

Source: Better Business Bureau of Hawaii, records.