

**Table 15.32-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2018**

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
General contractor	47,905	New car dealers 2/	99	8,638.98
Plumber	22,963	Airlines	62	657.69
Roofing contractors	19,649	Used car dealers	48	3,033.51
Real estate	19,404	Restaurants	46	108.57
Electrician	18,485	Jewelry stores	41	147.84
Construction services	15,658	Property management	39	2,139.05
Property management	12,824	Towing companies	37	40,511.01
Painting contractors	12,390	Swimwear	28	77.61
Lawyers	11,023	Hotels	25	1,029.09
Skin care	10,779	Real estate	25	3,525.23
Air conditioning contractor	10,701	Banks	23	6,003.16
Jewelry stores	9,028	Auto renting and leasing	22	279.68
Building contractors	8,664	Travel clubs	18	4,780.04
Restaurants	8,347	Auto body repair and painting	18	3,441.12
Auto repair	8,131	Skin care	18	3,994.71
Handyman	7,977	Handyman	17	2,654.93
Vacation rentals	7,718	Vacation rentals	17	3,067.13
Pest control	7,239	Travel agencies	17	561.78
Travel agency	7,101	Auto repair	16	3,897.72
New car dealers	6,944	Internet marketing services	15	978.37
Used car dealers	6,688	Tour operators	13	1,182.43
Landscape contractors	6,594	Grocery stores	13	54.19
Travel club	6,516	Moving companies	12	8,182.36
Dating services	6,327	Credit unions	12	426.60
Mason contractors	6,156	General contractors	12	14,714.29
Electrical contractors	5,676	Dog daycare	12	1,369.42

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.