



Better Business Bureau®
222 West Market Street
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Furniture Dealers and Cable Companies Top Akron BBB 2007 Complaint List

In 2007, the Akron Better Business Bureau processed a total of 4,457 complaints. Furniture retailers (236) and cable television companies (237) topped the list.

Numbers three through ten on the complaint list were:

- 3 Auto Dealers-New Cars 224
- 4 Jewelers-Retail 153
- 5 Contractors-General 134
- 6 Internet Marketing Services 127
- 7 Tire Distributors & Manufacturers 122
- 8 Roofing Contractors 97
- 9 Auto Dealers-Used Cars 76
- 10 Collection Agencies 73

Businesses generating the most consumer inquiries were roofing contractors (31,723 total inquiries), and Contractors-General (31,541 total inquiries).

Types of businesses ranking three through ten on the list of inquiries were:

- 3 Internet Marketing Services 23,871
- 4 Home Builders 20,721
- 5 Heating & Air Conditioning 17,799
- 6 Auto Repair & Service 17,533
- 7 Auto Dealers-New Cars 16,876
- 8 Construction & Remodeling Services 14,026
- 9 Mortgages 11,676
- 10 Auto Dealers-Used Cars 11,573

The Top 10 companies with the greatest numbers of unanswered consumer complaints were:

1. Bulldog Moving Company, LLC	11
2. Consumer Prescriptions Solutions, Ltd.	9
3. Maximum Fitness and Training Center	8
4. Ultimate Wealth Package.com	6
5. Sterling Inc.	6
6. Furniture & Mattress Liquidators	6
7. J & J Plumbing	6
8. Amp Repair Center	5
9. Roadway Express, Inc.	5
10. Butdorf Roofing	4

“A company’s size, volume of business, and number of transactions may have some bearing on the number of complaints received by the BBB,” said Akron BBB President and CEO Victor J. Wlaszyn. The number of complaints received may not be as important as the types of complaints and how the company has addressed them. The BBB generally does not pass judgment on the validity of complaints filed.”

Wlaszyn, advises that before doing business with any new company, consumers should check the Akron BBB’s reliability reports by calling 330.253.4590, or by visiting the Akron BBB online at www.akronbbb.org.

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