

Top 10 Complaint Categories

For comparison purposes each year, the Consumer Protection Division publishes the top 10 categories in which it classified a majority of the year's complaints. The following table summarizes our 2021 complaint data compared to that of 2020. The category numbers include both mediated and unmediated complaints.

TOP 10 COMPLAINT CATEGORIES			
RANK	COMPLAINT CATEGORY	2021 TOTAL	2020 TOTAL
1	MOTOR VEHICLES ADVERTISEMENTS, SALES, & REPAIRS	144	140
2	CONSTRUCTION & CONTRACTORS NEW CONSTRUCTION, REMODELS, & LANDSCAPING	89	100
3	LANDLORD & TENANT ISSUES LEASES, REPAIRS, & SECURITY DEPOSITS	61	96
4	HOUSEHOLD APPLIANCES & FIXTURES EXTENDED SERVICE CONTRACTS, PURCHASES, & REPAIRS	56	48
5	BANKING SERVICES ACCOUNTS, CREDIT CARDS, & MONEY TRANSFERS	35	40
(TIE)	HEALTH CARE: MEDICAL/DENTAL/OPTICAL BILLING, PRICE DISCLOSURES, & TREATMENTS	35	NOT RANKED
6	INTERNET SERVICE PROVIDERS BROADBAND, CABLE, & FIBER	34	36
(TIE)	NON-CONSUMER MATTERS ISSUES OUTSIDE OF CONSUMER PROTECTION	34	34
7	RECREATIONAL VEHICLES ATVS/UTVS, TRAVEL TRAILERS, WATERCRAFT	30	NOT RANKED
8	CELLULAR PHONES & SERVICES ADVERTISING, BILLING, SALES	28	NOT RANKED
9	LOANS & MORTGAGE LENDERS COMMERCIAL & PERSONAL LOANS	27	35
10	MOVING COMPANIES CONTRACTS, ESTIMATES, & DAMAGES	24	NOT RANKED
	ALL OTHER COMPLAINT CATEGORIES OVER 100 OTHER ISSUES/OCCUPATIONS	568	644
	TOTAL COMPLAINTS RECEIVED	1,165	1,235