

THE NATION'S TOP TEN CONSUMER COMPLAINTS

These are the top ten consumer complaints received by state and local consumer protection agencies in 2016.

1 AUTO

Misrepresentations in advertising or sales of new and used cars, lemons, faulty repairs, leasing and towing disputes.



2 HOME IMPROVEMENT & CONSTRUCTION

Shoddy work, failure to start or complete the job.

3 UTILITIES

Installation issues, service problems, billing disputes with phone, cable, satellite, internet, electric and gas service.



4 RETAIL SALES

False advertising and other deceptive practices, defective merchandise, problems with rebates, coupons, gift cards and gift certificates, failure to deliver.

5 CREDIT/DEBT

Billing and fee disputes, mortgage modifications and mortgage-related fraud, credit repair, debt relief services, predatory lending, illegal or abusive debt collection tactics.



6 HEALTH PRODUCTS/SERVICES

Misleading claims, unlicensed practitioners, failure to deliver, medical billing issues.

7 SERVICES

Misrepresentations, shoddy work, failure to have required licenses, failure to perform.



8 TIE: LANDLORD/TENANT & HOUSEHOLD GOODS

Landlord/Tenant: Unhealthy or unsafe conditions, failure to make repairs or provide promised amenities, deposit and rent disputes, illegal eviction tactics.



Household Goods: Misrepresentations, failure to deliver, faulty repairs in connection with furniture or appliances.

9 INTERNET SALES

Misrepresentations or other deceptive practices, failure to deliver online purchases.



10 HOME SOLICITATIONS

Misrepresentations, abusive sales practices, and failure to deliver in door-to-door, telemarketing or mail solicitations, do-not-call violations.

The Consumer Problems Of American Society

O García



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