

Rank	Consumer Complaint Issue	Number of Complaints
1	Motorized Vehicles Common issues included defective merchandise; failure of state inspection; misrepresentation; and unsatisfactory service/ repair.	254
2	Home Improvement Common issues included failure to perform; unsatisfactory service/ repair; criminal home improvement fraud concerns; and deposit refund disputes.	173
3	Retail Common issues included failure to deliver; refund policy/ refund disputes; defective merchandise; and unsatisfactory service.	120
4	Health/Medical Common issues included failure to deliver, unauthorized billing; excessive estimate/ charge; and unsatisfactory service.	101
5	Home Furnishings Common issue included defective merchandise, often involving new appliances.	95
6	Entertainment Common issues included satellite dish; ticket agents; event/concert venues; publications; and social media.	81
7	Banking, Credit and Finance Common issues included debt collection; credit reporting disputes; and financing/loan issues.	68
8	Services Common issues included tax preparation; childcare providers; plumbers; and beauty services.	65
9	Housing and Real Estate Common issues included landlord-tenant issues; security deposit disputes; and warranty of habitability disputes.	60
10	Fuel Common issues included pricing complaints; refund delays; propane tank removal delays; billing disputes; contract disputes; and safety concerns.	58

Vermont's Top 10 Consumer Complaints of 2023

