

Consumer complaints 12 months to 30 September 2001

Table B		Trading Practices								Group	
		1	2	3	4	6	8	A	P	Totals	Totals
Group A: House fittings and appliances											
AA	House construction	2444	359	698	495	81	72	2	89	4,240	
AB	Home maintenance, repairs and improvements	43781	7152	11939	8906	1142	650	86	3663	77,319	
AC	Double glazing products and installation	15133	2270	4462	4383	611	163	36	417	27,475	
AD	Furniture, pictures, etc	10300	3695	2753	1799	453	490	19	626	20,135	
AE	Upholstered furniture	23839	4814	3759	4615	733	555	12	548	38,875	
AF	Floor coverings	7950	928	1414	1261	270	31	9	326	12,189	
AK	Textiles and soft furnishings	3040	641	1091	470	136	160	5	339	5,882	
AL	Radio, TV and audiovisual equipment etc.	20957	2529	5360	4417	889	245	29	1091	35,517	
AM	Personal computers and related hardware	24663	6431	4979	5364	601	105	21	704	42,868	
AN	Large white goods and major fixed appliances	21471	1548	2581	4149	453	1162	13	539	31,916	
AO	Other electrical domestic appliances	9864	803	2134	1595	307	1909	10	442	17,064	
AP	Repairs to domestic appliances equipment	4121	1100	810	1014	159	97	10	568	7,879	
		187,563	32,270	41,980	38,468	5,835	5,639	252	9,352		321,359
Group B: Other household requirements											
BA	Food and drink	8245	422	12723	297	392	4404	488	4752	31,723	
BB	Domestic fuel	486	58	591	62	40	65	7	211	1,520	
BC	Gas	2705	391	4340	555	335	205	12	795	9,338	
BD	Electricity	1164	179	2718	269	334	37	7	458	5,166	
BE	Water	487	42	319	97	78	432	4	151	1,610	
BF	Postal services	364	168	288	62	31	1	1	64	979	
BH	Laundry and dry cleaning	2393	160	197	310	44	8	2	56	3,170	
BJ	DIY materials and tools	1555	287	931	248	118	295	21	371	3,826	
BM	Telecommunications (excluding mobile phones)	4127	530	3288	975	470	29	22	1099	10,540	
BN	Mobile phones and services	14343	1412	6159	2919	1027	47	26	870	26,803	
BO	Internet service providers	1652	758	1265	222	172	14	7	230	4,320	
BP	Hardware, cleaning materials, etc	2712	700	1324	381	161	832	26	438	6,574	
BQ	Plants, garden furniture, equipment, tools, services	3440	749	1095	460	103	208	5	443	6,503	
		43,673	5,856	35,238	6,857	3,305	6,577	628	9,938		112,072
Group C: Personal goods and services											
CA	Clothing and clothing fabrics	17202	2084	8524	2900	1608	409	54	1721	34,502	
CD	Pharmaceutical products and other medical services	3394	634	2934	459	195	362	20	557	8,555	
CE	Toilet articles, perfume, hairdressing, etc	1901	273	1105	230	103	672	20	319	4,623	
CF	Jewelry, silverware, clocks and watches	5026	601	1879	817	314	97	15	387	9,136	
CH	Tobacco	260	58	988	33	22	168	854	209	2,592	
CK	Footwear and footwear repair	9407	361	1473	1329	349	101	11	407	13,438	
CL	Nursery goods and services	4446	253	629	669	137	1022	3	120	7,279	
CM	Homeworking schemes	493	272	1668	90	85	0	1	18	2,627	
CZ	Other personal goods and services	14971	5377	17293	2714	1338	1875	202	1856	45,626	
		57,100	9,913	36,493	9,241	4,151	4,706	1,180	5,594		128,378
Group D: Professional and financial services											
DA	Personal banking (excluding credit)	1376	84	803	219	265	3	4	99	2,853	
DB	Hire and credit (unsecured)	2674	831	5892	883	1761	28	11	612	12,692	
DE	Ancillary credit business	1069	266	1786	239	285	6	5	82	3,738	
DF	Life insurance	289	114	388	55	65	2	2	19	934	
DG	Non-life insurance (including holiday insurance)	3508	1259	3667	1020	1415	18	7	577	11,471	
DL	Mortgages and other secured credit	460	151	1067	127	287	2	1	105	2,200	
DM	Credit 'repair' services	200	74	253	36	43	0	0	13	619	
DN	Pensions excluding occupational	66	21	76	19	28	4	0	7	221	
DO	Extended warranties and extended guarantees	556	229	553	323	219	2	1	45	1,928	
DP	Estate agency, house purchase, surveying, etc.	1315	189	2611	165	274	26	2	153	4,735	
DQ	Letting agencies and management	780	167	517	198	279	70	0	118	2,129	
DY	Other professional services	3570	1209	5738	690	613	76	20	512	12,428	
DZ	Other financial services	1097	306	1859	231	367	4	3	176	4,043	
		16,960	4,900	25,210	4,205	5,901	241	56	2,518		59,991
Group E: Transport											
ED	New motor vehicles	8310	1162	3322	1540	354	124	23	582	15,417	
EE	Secondhand motor vehicles	41152	1586	15066	6593	1325	700	41	1276	67,739	
EF	Motor vehicle repairs and servicing	16820	1121	3144	2396	385	265	34	1321	25,486	
EG	Motorcycles and repairs	3463	317	906	649	122	110	7	122	5,696	
EH	Bicycles and repairs	2065	284	356	320	71	269	2	93	3,460	
EK	Petrol and oil	1065	66	1302	53	46	267	24	697	3,520	
EM	Road, rail, air and sea travel excluding car hire	1050	400	915	194	282	84	10	514	3,449	
EN	Freight, shipping and removal services	445	356	165	91	51	56	1	91	1,256	
EO	Motor vehicle spare parts, tyres and accessories	3325	788	1139	570	158	224	4	236	6,444	
EY	Boats, caravans, trailers, motorised buggies, etc	2013	245	708	311	124	101	0	88	3,590	
EZ	Other motoring costs	2390	443	1490	445	567	126	10	457	5,928	
		82,098	6,768	28,513	13,162	3,485	2,326	156	5,477		141,985
Group F: Leisure											
FC	Travel agents	918	358	1359	166	222	14	12	248	3,297	
FD	Holiday caravan renting and caravan sites	344	55	261	43	77	42	1	57	880	
FE	Time sharing	1001	332	4342	158	226	6	1	60	6,126	
FG	Books, newspapers and magazines	1094	927	2788	232	189	35	26	342	5,633	
FH	Entertainments, catering and accommodation	1873	619	1832	227	352	914	22	680	6,519	
FK	Holidays	8288	2248	18402	1104	1062	104	12	1202	32,422	
FL	Sports goods, hobbies and camping equipment	2134	516	1039	366	203	326	21	214	4,819	
FM	Toys, games and video consoles (exc. software)	2567	555	1284	322	151	1903	40	401	7,223	
FN	CDs, audio and video tapes, records, video games	2108	896	3379	342	203	8	86	381	7,403	
FO	Pets, pet foods and veterinary goods and services	2121	219	1307	143	102	754	4	237	4,887	
FP	Betting, competitions and prize draws	1667	691	11787	177	503	7	15	93	14,940	
FQ	Photography (equipment, film processing, services)	1780	566	668	304	83	8	2	179	3,590	
FZ	Other recreational goods and services	3830	1199	3665	882	516	1028	275	515	11,910	
		29,725	9,181	52,113	4,466	3,889	5,149	517	4,609		109,649
	Grand Total:	417,119	68,888	219,547	76,399	26,566	24,638	2,789	37,488		873,434

Trading Practices key:

1. Defective goods or substandard service
2. Non-delivery of goods and delay or non-completion of services
3. Selling techniques:
 - misleading claims, representations or advertisements (price, quality, etc.)
 - presentation of goods or services (availability, labelling, packaging)
 - lack of information
4. Difficulty of getting faults put right or offers of inadequate redress
6. Unfair terms and conditions including attempts to restrict liability
8. Safety
- P. Prices and pricing (including value for money)
- A. Age restricted sales