

Consumer complaints statistics 2003

Group A	House fittings and appliances	1	2	3	4	6	8	A	P	Grand Total
AA	House construction	2,214	346	762	422	73	45	10	118	3,990
AB	Home maintenance, repairs and improvements	47,578	8,540	12,524	9,228	1,118	566	40	3,475	83,069
AC	Double glazing products & installation	16,055	2,755	4,123	4,306	557	130	53	498	28,477
AD	Furniture	10,770	3,718	2,842	1,713	462	374	29	685	20,593
AE	Upholstered furniture	20,474	3,539	3,477	4,148	683	664	48	486	33,519
AF	Floor coverings	7,046	809	1,298	1,223	234	18	21	370	11,019
AK	Textile	2,625	628	880	452	140	94	2	252	5,073
AL	Radio, TV etc	21,765	2,619	4,768	4,349	829	159	30	977	35,496
AM	PC & hardware	17,801	2,708	4,119	3,334	536	63	42	736	29,339
AN	Large white goods	23,429	2,788	2,520	4,414	487	727	18	567	34,950
AO	Other electrical domestic appliances	10,278	927	2,033	1,668	372	1,565	14	487	17,344
AP	Repairs to domestic appliances & equipment	3,055	821	634	821	102	62	8	335	5,838
									Group Total	308,707
Group B	Other household requirements	1	2	3	4	6	8	A	P	Grand Total
BA	Food and drink	6,964	538	11,337	288	232	3,423	2,136	4,804	29,722
BB	Domestic solid & liquid fuel	423	51	347	56	24	34	3	158	1,096
BC	Gas	3,490	404	2,076	584	321	149	10	742	7,776
BD	Electricity	1,390	200	2,093	346	185	57	2	682	4,955
BE	Water (inc sewerage)	493	43	287	114	52	276		239	1,504
BF	Postal service	312	158	431	43	33	1	1	71	1,050
BH	Laundry & dry cleaning	1,732	118	132	259	31	10		58	2,340
BJ	DIY materials/tools	1,454	214	685	245	107	303	25	276	3,309
BM	Telecommunications excl. mobiles	2,810	285	2,750	623	366	9	10	754	7,607
BN	Mobile phones & services	14,831	1,719	6,595	2,931	1,196	45	19	1,051	28,387
BO	Internet service providers	1,199	429	1,312	234	198	1	3	210	3,586
BP	Hardware, cleaning materials	2,012	469	1,185	344	85	556	25	341	5,017
BQ	Gardens	3,834	1,239	1,162	545	119	232	7	439	7,577
									Group Total	103,926
Group C	Personal goods and services	1	2	3	4	6	8	A	P	Grand Total
CA	Clothing	13,469	1,655	7,831	2,333	1,516	198	31	1,465	28,498
CD	Pharmaceutical products	3,007	873	1,808	382	141	287	8	423	6,929
CE	Toilet articles	2,047	333	1,049	211	98	600	11	304	4,653
CF	Jewellery	5,125	726	1,816	811	300	72	7	407	9,264
CH	Tobacco	327	13	879	23	8	152	1,089	171	2,662
CK	Footwear	7,405	305	1,331	1,075	334	58	7	396	10,911
CL	Nursery goods & services	3,509	237	469	504	99	748	6	110	5,682
CM	Homeworking schemes	409	240	1,479	119	68	1	1	25	2,342

CZ	Other personal goods & services	16,433	5,241	20,195	2,407	1,409	1,242	304	1,911	49,142
									Group Total	120,083
Group D	Professional and financial services	1	2	3	4	6	8	A	P	Grand Total
DA	Personal banking	852	102	1,087	170	193		1	74	2,479
DB	Hire & credit	2,362	367	4,564	804	1,302	9	6	410	9,824
DE	Ancillary credit business	768	132	1,414	237	222		2	56	2,831
DF	Life insurance	189	72	370	64	67	1	1	25	789
DG	Non-Life insurance	3,019	1,130	3,000	785	1,129	8	3	345	9,419
DL	Mortgages and other secured credit	445	118	944	110	243			93	1,953
DM	Credit 'repair' services	152	40	155	26	40			6	419
DN	Pensions excl. occupational	38	12	57	6	7			2	122
DO	Extended warranties & guarantees	1,191	661	985	591	463	1	1	56	3,949
DP	Estate agency, house purchase, surveying	1,104	142	2,427	165	303	13		160	4,314
DQ	Letting & management agencies	803	238	635	214	390	45	3	101	2,429
DY	Other professional services	6,443	1,918	22,934	773	918	72	22	767	33,847
DZ	Other financial services	1,430	343	4,698	245	627	5	2	248	7,598
									Group Total	79,973
Group E	Transport	1	2	3	4	6	8	A	P	Grand Total
ED	New motor vehicles	11,766	928	3,361	2,041	515	94	9	633	19,347
EE	Second hand motor vehicles	40,241	1,323	13,695	5,552	1,199	508	11	1,079	63,608
EF	Motor vehicle repairs & servicing	15,549	1,210	2,575	2,542	345	209	9	1,295	23,734
EG	Motorcycles & repairs	3,718	332	829	520	95	94	1	88	5,677
EH	Bicycles & repairs	1,635	247	299	241	40	135	1	75	2,673
EK	Petrol & oil	2,009	63	1,068	57	24	536	16	508	4,281
EM	Road, rail, air, & sea travel excl. car hire	1,033	406	881	257	325	40	4	473	3,419
EN	Freight, shipping, & removals services	434	103	153	77	32	150		66	1,015
EO	Motor vehicles spare parts, tyres, & accessories	3,201	845	987	560	126	328	2	248	6,297
EY	Boats, caravans, trailers, motorised buggies etc	2,439	245	881	363	156	89	1	129	4,303
EZ	Other motoring costs inc. car hire	2,563	1,177	1,896	661	609	109	4	486	7,505
									Group Total	141,859
Group F	Leisure	1	2	3	4	6	8	A	P	Grand Total
FC	Travel agents	792	424	1,131	239	206	10	7	282	3,091
FD	Holiday caravan renting & caravan sites	287	52	239	39	155	6		50	828
FE	Time sharing	552	253	2,128	111	136	1		52	3,233
FG	Books, newspapers & magazines	1,118	1,112	3,130	287	308	30	14	359	6,358
FH	Entertainment, catering & accommodation	1,823	612	1,909	350	416	918	27	682	6,737

FK	Holidays	5,163	1,302	6,707	846	802	67	4	981	15,872
FL	Sports goods, hobbies	1,965	621	960	290	215	186	20	254	4,511
FM	Toys, games, & video consoles	2,844	515	1,228	368	137	2,015	44	437	7,588
FN	Compact discs, audio & video tapes, records, video	2,769	1,113	4,456	414	291	24	100	443	9,610
FO	Pets, pet foods & veterinary goods and services	2,077	168	1,331	172	81	358	5	230	4,422
FP	Betting, competitions & prize draws	2,506	561	18,341	218	330	23	13	108	22,100
FQ	Photography (equipment, film processing, services)	2,247	665	844	403	109	10	1	246	4,525
FZ	Other recreational goods & services	2,972	1,271	3,440	597	549	963	425	495	10,712
									Group Total	99,587