

Annual Report and Resource Accounts 2009-10

Annexe F

Complaints to Consumer Direct, 1 April 2009 to 31 March 2010

Consumer Direct received over **1.5 million contacts*** from 1 April 2009 to 31 March 2010.

Consumer Direct recorded **1,139,179 cases.**

(Trader complaints = 857,294[^])

(Enquires/Out of scope etc = 281,885)

* Refers to the number of times the service is contacted and not the total number of complaints/enquiries. For example, a consumer could contact the service more than once on the same issue.

[^] Includes 7,074 complaints where the product type was 'Unknown'.

The table below shows statistical data relating to complaints (not contacts) broken down by product goods and services, and trading practices. The trading practice key can be found at the foot of the table. NB: less detailed, breakdowns of the complaint statistics, including comparisons with statistics for the previous year, are included on Page 2.

(A) House Fittings and appliances																				
	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(AA) House Construction	85	493		39	67	3	6	112	14	3	13	29	50				15	1		930
(AA01) New house construction	85	493		39	67	3	6	112	14	3	13	29	50				15	1		930
(AA02) Furniture incorporated in new house at time of sale	43	22		1	7	1		5	3			1	2					1		86
(AA03) Guarantees relating to new houses	11	27		1	3	1	1	2	2			4	4	1				2	5	64
(AA04) Land	10	76		8	8	1	34	77	5		5	18	29					4		275
(AA05) New house purchase	116	119		11	4	8	5	136	13	6	6	16	49					15		504
(AA99) Other	38	120		19	4	6	10	36	7	1	8	9	21					2		281
(AA) House Construction Total	303	857		79	93	20	56	368	44	10	36	77	152				39	6		2140
(AB) Home maintenance and Improvements	224	4144	2	202	96	577	468	406	33	8	17	156	363				23	38		6757
(AB01) Roofing	224	4144	2	202	96	577	468	406	33	8	17	156	363				23	38		6757
(AB02) Decorator services	82	1052	1	70	34	81	24	78	8	2	6	34	48				6	2		1528
(AB03) Plumbers and plumbing	469	3752	1	637	105	172	30	304	53	11	24	64	180				20	9		5831
(AB04) Central Heating (inc installation and servicing)	2248	6270	5	429	244	183	51	466	80	9	77	115	224				25	50		10476
(AB05) Electrical services and installations	375	1478		266	112	70	49	260	22	3	13	27	120		3			10	3	2811
(AB06) Tarmacing and paving	243	2409		90	56	401	290	234	21	7	14	70	229					12	5	4081
(AB10) Fitted Kitchens	2352	3785	7	187	704	439	61	344	82	12	64	165	208					17	15	8442
(AB11) Insulation	49	1037		49	20	109	199	385	11	7	9	62	158		1			20	4	2120
(AB12) Burglar Alarms	212	641	3	88	36	124	789	730	14	8	29	35	503					26		3238
(AB13) Wall coating	154	590		29	25	56	32	63	15	2	4	27	39					4	8	1048
(AB14) Damp Proofing	29	664		20	8	24	25	47	11	3	8	59	29					4	56	987
(AB15) Solar Heating	122	298	1	8	27	92	39	102	13	1	12	59	46		2			2	4	828
(AB16) Fascias	37	379	3	22	10	83	63	65	12	3	7	17	38					4	3	746
(AB17) Guttering	44	774		63	29	124	98	104	3	2	2	24	100					4	1	1372
(AB18) Replacement doors	1274	1306	6	123	240	119	17	155	35	2	14	71	77					9	31	3479
(AB19) Fitted Bathrooms	1257	2504	2	112	232	161	7	115	47	5	13	47	58					8	11	4579
(AB99) Other general building work	492	5459	2	525	188	343	175	388	62	14	37	128	318					36	7	8174
(AB) Home maintenance and Improvements Total	9663	36542	33	2920	2166	3158	2417	4246	522	99	350	1160	2738		6		230	247		66497
(AC) Glazing Products and Installations	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total

(AC01) Double Glazing	2166	4652	12	206	235	532	348	713	103	10	74	281	456					30	179		9997
(AC02) Conservatories	704	2356	1	75	107	150	15	161	34	4	42	132	63					10	78		3932
(AC03) Glazing Services	129	489	1	35	31	42	31	56	15		2	22	54					6	11		924
(AC99) Other	55	77		7	12	8	6	13	3	1	2	2	4						1		191
(AC) Glazing Products and Installations Total	3054	7574	14	323	385	732	400	943	155	15	120	437	577					46	269		15044

(AD) Furniture	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(AD05) Upholstered furniture	9186	1483	25	175	1683	520	42	656	379	13	92	168	230	1				57	23	1	14734
(AD06) Non-upholstered furniture	4469	895	5	214	1794	229	24	664	194	9	60	160	185					35	3		8940
(AD07) Beds and Mattresses	6617	1001	8	215	1233	406	175	869	270	15	72	119	224					33	24		11281
(AD08) Kitchen Furniture	897	270	3	31	285	51	5	117	24		15	22	30					5	2		1757
(AD09) Fitted furniture	410	299		23	117	37	5	47	13		9	20	15					2	1		998
(AD10) Bathroom Fittings	2629	731		84	449	112	12	252	81	3	31	54	53	1				17	17		4526
(AD11) Antiques	42	40		4	9	3	13	42	3	1		9	17					1			184
(AD12) Leather furniture	7456	450	11	46	659	150	9	308	150	2	56	91	86					10	26		9510
(AD99) Other	306	112		20	152	23	3	65	13	2	9	19	27					3			754
(AD) Furniture Total	32012	5281	52	812	6381	1531	288	3020	1127	45	344	662	867	2				163	96	1	52684

(AF) Floor Coverings	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(AF01) Carpets	1969	1541	1	118	219	111	25	203	71	4	11	58	88					6	1		4426
(AF02) Mats and Rugs	157	63		10	35	9	3	31	15		2	6	8					2			341
(AF03) Laminates	304	357		24	77	25	1	57	25	1	7	12	18					4			912
(AF04) Ceramics	261	190		19	40	8	1	41	3		6	5	7					3			584
(AF05) Wood	357	459	1	31	116	24		83	16	3	8	28	22					5	1		1154
(AF06) Linoleum	106	178		7	16	3		10	5			2	4					1			332
(AF07) Fitting	18	142		9	6	4		6	2		1	2	3								193
(AF08) Underlay	14	21		1	1	2		4	7	2		1	1								54
(AF99) Other	93	114		6	20	7	3	16		1	3	7	5								275
(AF) Floor Coverings Total	3279	3065	2	225	530	193	33	451	144	11	38	121	156					21	2		8271

(AK) Textiles and Soft Furnishings	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(AK01) Bedding	530	130		48	115	28	7	175	55	2	5	21	37					6			1159
(AK02) Cushions	88	44		19	32	4		22	8			2							1		220
(AK03) Curtains and blinds	944	1067		78	272	102	9	172	53	2	24	42	44					11	1		2821
(AK04) Furniture fabrics	147	50		15	47	12	3	31	6	1	4	10	10								336
(AK05) Recovering and re-upholstery services	46	151		9	22	29	2	9	3	1		9	5								286
(AK99) Other	115	68		25	58	6	2	39	11		3	9	13	1							350
(AK) Textiles and Soft Furnishings Total	1870	1510		194	546	181	23	448	136	6	36	93	109	1				17	2		5172

(AL) Audio-visual	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(AL01) DVD players/recorders	2295	146	1	32	173	25	9	195	38		13	21	23					3	11		2986
(AL02) VCRs	118	18		2	9			5	7		1	1	5	1						2	168
(AL03) TVs	16682	1620	25	273	896	163	52	912	324	11	109	164	294					34	149		21708
(AL04) CD, Hi-Fi, tape players non-portable	784	89		25	101	16	7	87	24	2	11	15	26					3	6		1196
(AL05) CD, Hi-Fi, tape players portable	1380	163	1	38	234	27	17	233	53		17	30	30					7	6		2236
(AL06) Satellite/digital/cable supply equipment	1766	1931	1	190	149	152	60	697	76	3	53	92	236					21	11		5438
(AL07) Digital/satellite/cable supply agreements	340	2993	2	521	96	452	208	1466	102	6	111	215	692	1				37	8		7250
(AL08) Radios	382	50		16	51	11	3	39	9		8	9	8						3		589
(AL09) Hire charges TV, video, dvd	79	128		18	11	12	3	34	7		9	11	32	1				4			349
(AL10) Games players	3178	310	1	90	356	36	31	313	77	5	22	58	88	7				12	33		4617
(AL99) Other	741	218	1	47	173	39	26	193	34	2	18	17	67					9	4		1589
(AL) Audio-visual Total	27745	7666	32	1252	2249	933	416	4174	751	29	372	633	1501	10				130	233		48126

(AM) Personal Computers, accessories, software and services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(AM01) Personal computers	4913	512	7	81	378	96	40	515	88	2	47	45	123					15	26		6888
(AM02) Self-build components	406	61		21	84	23	5	51	13	1	7	11	13					4	1		701
(AM03) Computer accessories	1969	280	1	91	585	96	24	375	77	2	36	58	80					6	12		3692
(AM04) Printers and scanners	1474	181		75	286	24	18	227	44	4	22	30	63	1				6	7		2462
(AM05) Computer repairs	103	865		57	70	12	61	159	5	2	12	42	79					3	3		1473

(AM06) Computer helplines	6	68		4		15	98	207	2		3	10	62				2			477
(AM07) Computer software upgrades	315	277		66	156	40	71	375	25	4	16	31	87				15	1		1479
(AM08) Lap-tops, notebooks and tablet PCs	14466	1301	8	131	739	164	45	1005	279	18	97	97	191	1			17	118		18677
(AM09) PDAs	43	5		1	6			3	8		1								1	68
(AM99) Other	206	112		17	66	13	20	67	9	1	7	9	28				3	2		560
(AM) Personal Computers, accessories, software and services Total	23901	3662	16	544	2370	483	382	2984	550	34	248	333	726	2			71	171		36477

(AN) Large Domestic Appliances	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(AN01) Electric Cookers	3149	247		36	141	17	2	123	43	3	19	17	37			1		5	21	3861
(AN02) Fridges and Freezers	8225	484	5	82	326	40	2	241	124	10	41	48	66	1		1	7	79		9782
(AN03) Washing Machines	7768	680	9	71	314	46	8	233	88	10	55	48	69				12	90		9501
(AN04) Tumble Dryers	1012	43	1	12	35	6		30	11	2	4	4	8					6		1174
(AN05) Washers-dryers (combined)	788	50	1		27	3		32	13		1	4	6					10		935
(AN06) Dishwashers	1497	158	3	18	87	10	2	55	22	3	6	10	12				5	20		1908
(AN07) Gas Fires	1181	777		49	155	49	1	114	22	1	13	22	34				8	6		2432
(AN08) Gas Powered Appliances	141	137		12	12	7	1	16	6		4	1	6	1				2		346
(AN09) Gas Cookers	2858	317		34	138	20	4	144	52	1	18	17	41			1	7	13		3665
(AN10) Space Heaters	76	16		2	8	4	1	11	1		1		1							121
(AN11) Fixed Heaters	224	67		12	25	12		20	5		3	4	4					2		378
(AN99) Other	369	101	1	18	33	15	1	39	10	1	6	8	11				2	7		622
(AN) Large Domestic Appliances Total	27288	3077	20	346	1301	229	22	1058	397	31	171	183	295	2	2	1	48	254		34725

(AR) Small Domestic Appliances	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(AR01) Vacuum Cleaners	2241	210	2	39	97	64	85	222	47		21	23	65				8	18		3142
(AR02) Microwave Ovens	1364	60	1	9	29	7	1	40	19		5	4	9				2	7		1557
(AR03) Sewing Machines	229	42		7	37	19	2	26	7		1	5	11	1			3			390
(AR04) Portable Heating appliances	1560	105		28	122	14	3	205	43	2	9	20	25				2	10		2148
(AR05) Power Tools	745	75		41	92	13	3	105	16	1	13	9	23				7	5		1148
(AR99) Other	2492	221	1	64	279	48	19	252	78	3	27	33	73	1	1		5	27		3624
(AR) Small Domestic Appliances Total	8631	713	4	188	656	165	113	850	210	6	76	94	206	2	1		27	67		12009

(AT) Repairs to Domestic Appliances	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(AT01) Repairs to domestic appliances	109	776		83	108	22	11	82	12	2	10	21	51					4	15		1306
(AT99) Other	25	36		5	12	2		8	1		3	4	5							101	
(AT) Repairs to Domestic Appliances Total	134	812		88	120	24	11	90	13	2	13	25	56				4	15		1407	

(A) House Fittings and appliances Total	1E+05	70759	173	6971	16797	7649	4161	18632	4049	288	1804	3818	7383	19	9	1	796	1362	1	282552
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(B) Other household requirements

(BA) Food and Drink	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BA01) Additives	36	10		7	15	4	8	25	3		5	1	5	1			7	1		128
(BA02) Bakery and cereal products	740	127		184	25	3	11	289	10	5	4	6	39			196	2		1	1642
(BA03) Beverages	229	119		126	26	8	92	222	5	4	3	10	43	8		86	3			984
(BA04) Cakes/confectionary	911	211		259	86	12	96	395	14	6	6	18	76	2		245	10			2347
(BA05) Dairy products	621	95		133	7		14	234	3	2	2	2	43	1		179	6			1342
(BA06) Alcoholic Drinks	429	222		356	138	8	72	986	23	8	13	26	154	658		80	15			3188
(BA07) Other Drinks	331	111		147	18	8	123	239	6	4	1	3	60	14		79	8			1152
(BA08) Eggs/egg products	83	12		9			1	85					5			33				228
(BA09) Fish and shellfish	389	59		70	18	11	46	280	4	3	2	2	47			100	1		1	1033
(BA10) Baby/Infant Foods	178	29		25	14	4	2	46	2	1		2	12	1		45	2			363
(BA11) Fruit and vegetables	495	131		265	22	7	16	517	8	3	3	3	73			150	3			1696
(BA12) Herbs and spices	44	13		12	15	6	3	41	5			1	7			13	1			161
(BA13) Meat	896	124		157	19	4	4	574	10	5	5	2	37			242	3		2	2084
(BA14) Poultry	245	22		19	5	1		101	1	1		1	6			64			1	467
(BA15) Nuts/nut products	86	5		3	1			23					3			14				135
(BA16) Soups/broths/sauces	184	17		32	6	1	8	68	4				8			46				374

(BA99) Other	577	322		243	125	14	52	358	19	6	14	8	121	4		160	10			2033
(BA) Food and Drink Total	6474	1629		2047	540	91	548	4483	117	48	58	85	739	689		1739	65		5	19357
(BB) Domestic Fuel	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BB01) Gas	81	951	3	326	24	38	152	304	40	9	32	33	227	1	77					2330
(BB02) Electricity	100	925		350	15	28	270	539	29	22	14	32	275		91			19		2709
(BB03) Dual Fuel Agreements	9	273	1	101	9	23	205	348	14	16	12	16	174		107			8		1316
(BB04) Solid Fuel	54	31		16	8	2	2	45	1			1	8							168
(BB05) Oil	96	88		77	29	1	5	54	2		1	2	32		1			1	3	392
(BB06) Liquid Gas	14	58		22	13			22			6		19					2		156
(BB99) Other	43	40		9	3	4	19	36	3		1	9	16	1	2					186
(BB) Domestic Fuel Total	397	2366	4	901	101	96	653	1348	89	47	66	93	751	2	278			62	3	7257
(BE) Water	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BE01) Water	74	499	1	182	13	5	23	82	23	13	7	8	73		8	4	9	1		1025
(BE02) Sewerage	13	103		29	3	2	2	14	1		5		11					1		184
(BE99) Other	4	4		1			3	4		1		1								18
(BE) Water Total	91	606	1	211	17	7	28	100	24	14	12	9	84		8	4	10	1		1227
(BF) Postal Services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BF01) Postal Services General	33	601		71	83	5	60	127	14	3	20	21	72					7		1117
(BF99) Other	5	35		8	11	1	10	23				1	12					1		107
(BF) Postal Services Total	38	636		79	94	6	70	150	14	3	20	22	84				8			1224
(BH) Laundry and Dry Cleaning	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BH01) Dry Cleaning	36	1610		31	27	1		24	9		5	29	14					4		1790
(BH02) Clothing repairs and tailoring	26	251		5	23	3	3	20	4			13	6					1		355
(BH03) Dyeing	5	1				1														7
(BH04) Launderettes	5	138		9	3	1		3	2			8	6							175
(BH99) Other	21	10		2	2	1		9	1	1		1	2							50
(BH) Laundry and Dry Cleaning Total	93	2010		47	55	7	3	56	16	1	5	51	28					5		2377
(BJ) DIY Materials	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BJ01) DIY materials	557	188		86	139	23	6	202	32	2	15	10	46					3	2	1311
(BJ02) Tools (not power)	255	42		19	100	10	1	54	15		4	12	13	1					1	527
(BJ03) Paint	279	98		26	28	9	2	113	12	1	6	10	12	3				5		604
(BJ04) Wall coverings	270	138		17	53	28	7	69	31		7	15	21							656
(BJ99) Other	134	46		11	53	3	2	33	9	1	3	5	4					3		307
(BJ) DIY Materials Total	1495	512		159	373	73	18	471	99	4	35	52	96	4				11	3	3405
(BM) Telecommunications	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BM01) Telephone services (land line)	664	5806	8	1039	95	687	346	1601	185	30	228	145	1051					71	2	11958
(BM02) Mobile Phones (hardware)	12722	2297		176	858	228	133	1255	386	9	138	119	340		1			26	39	18727
(BM03) Mobile Phones (service agreements)	2565	8097	22	846	241	1564	249	4871	426	29	398	251	1258	14				101	2	20934
(BM04) Premium Rate Services	9	97		48		6	54	81	7	2	2	10	91	1				1		409
(BM05) Remote messaging services	3	37		7		2	44	28	2	1	1	8	72	1						206
(BM06) Phone downloads	25	57		9	5	7	14	30	5		4	12	31					4		203
(BM99) Other	200	206	2	26	32	22	35	120	17		12	13	77					6		768
(BM) Telecommunications Total	16188	16597	32	2151	1231	2516	875	7986	1028	71	783	558	2920	16	1			209	43	53205
(BP) Hardware, cleaning and other household goods and services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BP01) Domestic cleaning products	472	104		72	73	17	59	220	15	3	4	7	61					2		1109
(BP02) Domestic cleaning services	20	482		55	11	55	54	115	5	1	13	20	64					2	1	898
(BP03) Crockery	205	63		28	123	36	19	84	10	1	2	13	21			1		2	1	609
(BP04) Cooking and dining Utensils	589	55		34	358	27	6	126	19		4	15	22	1				1	7	1264
(BP05) Glassware	351	68		24	92	12	2	56	13		3	11	20					4		656
(BP06) Ironmongery	131	45		15	31	3	3	20	4		3	7	14							276
(BP07) Window Cleaning Services	32	117		7	3	10	15	20	2		1	6	20						1	234
(BP08) Chimney sweeps	3	58		6	1	1		6	1				5					2		83

(BP99) Other	490	163		57	151	23	23	125	21	1	9	13	59	2			4	1		1142
(BP) Hardware, cleaning and other household goods and services Total	2293	1155		298	843	184	181	772	90	6	39	92	286	3			1	17	11	6271
(BQ) Gardening products and services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(BQ01) Flowers and plants	409	214	1	54	321	18	8	181	13	1	12	27	46				5			1310
(BQ02) Gardening equipment	859	194	1	84	154	28	8	184	22	1	12	19	34				3			1603
(BQ03) Lawn Mowers	702	82		23	31	10		46	21	1	8	12	13				1	3		953
(BQ04) Fences	116	301		15	22	15	2	22	7	2	2	6	12				2	1		525
(BQ05) Sheds	410	221	1	23	130	17	1	82	16		4	10	17				2			934
(BQ06) Seeds and bulbs	45	7		3	19	1	1	17	1		1	2	3			1				101
(BQ07) Garden Furniture	879	142		71	242	46	8	199	27		18	17	20				2	2		1673
(BQ08) Garden Tools	287	27		14	35	3	1	38	11			1	9				1	3		430
(BQ09) Gardeners/tree surgeons	70	1035		126	31	215	135	101	12	2	7	47	130				5	1		1917
(BQ99) Other	214	131		22	59	10	5	65	8		2	9	17				1	4		547
(BQ) Gardening products and services Total	3991	2354	3	435	1044	363	169	935	138	7	66	150	301				2	25	10	9993
(B) Other household requirements Total	31060	27865	40	6328	4298	3343	2545	16301	1615	201	1084	1112	5289	714	287	1746	412	71	5	104316

(C) Personal goods and services

(CA) Clothing and clothing fabric	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CA01) Children's clothing	673	337	1	69	186	58	20	219	92	2	28	27	86	3			14			1815
(CA02) Women's clothing	4703	3025	24	565	1377	562	200	1636	736	21	212	461	753	1	1		79			14356
(CA03) Men's clothing	1841	948	6	246	782	162	75	990	296	6	64	91	207				26			5740
(CA04) Sportswear	371	174		56	237	53	3	175	66	2	10	26	48				7			1228
(CA05) Hats	33	20		7	19	1	1	15	5		1	2	3				2			109
(CA06) Clothing material	96	101	1	11	59	8	42	334	11		1	11	92				6		1	774
(CA07) Furs	4			1				4					3							12
(CA08) Protective Clothing	117	18		7	99	7	2	22	6			5	11				2	1		297
(CA09) Handbags and accessories	1006	138		60	68	30	7	313	67	4	18	20	35				4			1770
(CA99) Other	58	110	2	8	47	5	53	197	10	3	8	10	63				2			576
(CA) Clothing and clothing fabric Total	8902	4871	34	1029	2875	886	403	3905	1289	38	342	653	1301	4	1		142	1	1	26677
(CB) Disability Aids	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CB01) Hearing Aids	136	73		11	8	29	18	35	6		4	4	15				1	1		341
(CB02) Mobility Aids	706	279		50	67	161	237	224	32	4	12	36	142				10	3		1963
(CB03) Motorised Scooters	472	114	2	21	42	61	55	79	23	6	6	14	44				2	2	1	944
(CB04) Motorised wheelchairs	135	36		6	8	18	13	16	10	1	2		7							252
(CB05) Other mobility vehicles	238	67		5	15	31	35	55	14		2	5	29				2	2		500
(CB06) Stair lifts	172	168	1	14	19	39	32	38	7		3	13	33					2		541
(CB07) Adjustable/orthopaedic beds	52	39		5	3	32	46	33	6		3	1	21					1		242
(CB09) Bath Aids	95	50		12	14	29	35	28	3		3	5	19							293
(CB99) Other	69	42		5	13	20	35	32	7	1	1	4	21				1			251
(CB) Disability Aids Total	2075	868	3	129	189	420	506	540	108	12	36	82	331				17	10	1	5327
(CD) Medical goods and services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CD01) Dentists	96	622		75	23	16	9	75	8	1	16	13	52				3			1009
(CD02) Chiropodists	5	15		2	2	2	10	1				1	3				3			44
(CD03) Opticians	980	1475		92	158	56	8	189	48	3	21	28	61				15	2		3136
(CD04) Osteopaths/physiotherapists/chiropractors	4	21		1	2	2	4	16	3		5	2	5					1		66
(CD05) Private medical cover plans	4	27		4	5	4	4	20	3		1	2	8				2			84
(CD06) Pharmaceutical products and medical devises	556	441		178	393	213	194	739	37	2	57	88	360	20		12	14	2		3306
(CD07) Residential care homes	6	63		30		3		15			9	2	26				1			155
(CD08) NHS charges and medical expenses	6	34		16	3	1	8	17				1	8				1			95
(CD09) Cosmetic surgery (private)	6	77		4		5		16	1	3	2	3	3							120
(CD10) Other private medical treatment	100	394		63	84	58	69	292	24	1	40	96	107	1			8			1337
(CD11) Dental technicians	22	61		6	7	6	1	26	2		8		11							150

(CD99) Other	55	75		19	45	22	23	98	7		20	12	54	1		2	5	1		439
(CD) Medical goods and services Total	1840	3305		488	722	388	322	1513	134	10	179	248	698	22		14	52	6		9941
(CE) Toiletries, perfumes, beauty treatments and hairdressing	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CE01) Cosmetics	220	130		44	161	32	45	213	21		14	20	76	1		1	6			984
(CE02) Hairdressing	184	1161		73	43	14	5	275	21	2	11	13	47	1			5			1855
(CE03) Hair removal therapy	44	46		2	4	1		13				1	2							113
(CE04) Beauty treatments	262	627		60	167	86	90	368	41	3	46	63	156	2			14	2		1987
(CE05) Cosmetic therapies	21	76		12	8	11	11	45	2		4	1	19							210
(CE06) Toiletries	266	93		61	105	23	22	215	7	1	14	11	48				4			870
(CE07) Wigs	84	25		3	22	7		18	8		4	1	6				1			179
(CE08) Hair replacement therapies	28	54		2	9	8	3	25			1	3	5				2			140
(CE09) Slimming products/services	22	56		25	27	44	32	97	6		10	5	54				3			381
(CE10) Piercing and tattoos	23	192		7	2	6	2	12	5	4	2	2	20	162			2			441
(CE11) Nail shops	13	91		4	6			14	1		1	1	4	1			1			137
(CE12) Hair care products	858	115		41	208	35	46	1457	28	4	15	31	50	3			9	4	1	2905
(CE13) Perfume	123	49		24	483	37	12	246	7	1	5	13	23	1			2			1026
(CE99) Other	106	61		19	49	22	16	103	8	1	5	5	16	2			1			414
(CE) Toiletries, perfumes, beauty treatments and hairdressing Total	2254	2776		377	1294	326	284	3101	155	16	132	170	526	173		1	50	6	1	11642
(CF) Jewellery, silverware, clocks and watches	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CF01) Clocks (including repairs)	160	81		10	37	3	7	24	9		5	9	12				6	14		358
(CF02) Watches (including repairs)	1525	528	1	80	236	30	15	217	43	4	20	37	39							2795
(CF03) Silverware	17	14		3	11	2	2	15	2		1	3	7							77
(CF04) Jewellery (including repairs)	3210	1654	5	265	559	160	167	1312	226	12	74	145	395	4			28	6		8222
(CF99) Other	33	27		6	22	3	6	25	3	2		1	20	1						149
(CF) Jewellery, silverware, clocks and watches Total	4945	2304	6	364	865	198	197	1593	283	18	100	195	473	5			35	20		11601
(CH) Tobacco and related products	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CH01) Cigarettes	90	106		124	22	35	58	306	4	3	3	9	96	520		4	8			1388
(CH02) Loose tobacco and papers	14	11		16	14	1	4	60	1		1	1	13	39			2			177
(CH03) Cigars/pipes	8	3		7	4	1	1	4					4	2						34
(CH04) Lighters	86	7		4	19	2		9	5		2		1	12			2			149
(CH05) Lighter fuel	3	1		1				3					1	5						14
(CH99) Other	4	1		6	10			6			1	2	5					1		36
(CH) Tobacco and related products Total	205	129		152	65	49	63	388	10	3	7	12	120	578		4	13			1798
(CK) Footwear	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CK01) Children's footwear	703	92		22	32	15	2	57	51	1	9	6	17				2			1009
(CK02) Women's footwear	3454	648	3	180	954	162	88	1970	218	7	57	131	229	1			17	1		8120
(CK03) Men's footwear	1383	210	1	56	242	44	7	262	64	4	26	29	48				6			2382
(CK04) Sports footwear	633	115		38	62	35	2	128	52	1	8	8	20				4			1106
(CK05) Footwear repairs	13	46		1	1			4	2			2	1							70
(CK99) Other	18	10		3	3	1		2												37
(CK) Footwear Total	6204	1121	4	300	1294	257	99	2423	387	13	100	176	315	1			29	1		12724
(CL) Nursery Goods and Services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CL01) Buggies, prams and pushchairs	2834	134		35	284	37	3	145	69	3	14	43	23				8	4		3636
(CL02) Cots	150	16		5	40	2		20	6	1		3	2				1			246
(CL03) High Chairs	63	3		4	8	2		7					2							89
(CL04) Child Minding	10	53		7		6	3	5	4	1	5	5	11							110
(CL05) Day care services	4	73		20	1	7	2	7	4	2	13	3	12				1			149
(CL06) Other nursery furniture	191	39	1	7	98	6	1	40	9			6	6				2			406
(CL07) Nursery education	17	158	1	31	2	15		21	5	1	16	10	34				4			315
(CL08) Child car seats	230	28		8	42	10		40	5		2	5	7				1			378
(CL99) Other	106	21		9	35	8	1	18	4		1	3	3				1			210
(CL) Nursery Goods and Services Total	3605	525	2	126	510	93	10	303	106	8	51	78	100				18	4		5539

(CM) Home-working schemes and gifting schemes	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CM01) Home Working	10	104		3	14	4	107	140	2	2	8	16	59				7			476
(CM02) Gifting schemes	37	130		11	26	10	19	137	45		65	77	115				10			682
(CM99) Other	2	6		1	1	1	8	14	3			1	5				2			44
(CM) Home-working schemes and gifting schemes Total	49	240		15	41	15	134	291	50	2	73	94	179				19			1202
(CZ) Other Personal Goods and Services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(CZ01) Introduction Agencies	25	281		23	6	57	57	210	14	2	30	28	91	1			9			834
(CZ02) Correspondence/distance learning courses	144	1244	4	42	66	315	53	541	99	7	75	408	187				61			3246
(CZ03) Sun-beds and solarium services	34	66			3	2		10			1	8	6	2			1			133
(CZ04) Sunglasses	145	51		12	51	9		53	10	2	5	10	10				2			360
(CZ05) Bags and suitcases	624	82		30	63	12	7	102	25	2	14	10	15				2	4		992
(CZ06) Stationery	225	152		94	222	23	49	186	14		6	26	75	4			4			1080
(CZ07) Genealogy services		12		3	8	2	2	8			1		2				1			39
(CZ08) Modelling/talent agencies	12	159	1	4	12	48	33	138	16	4	8	14	66	1			7			523
(CZ09) Glue and solvents	22	7			5		1	6						9						50
(CZ10) Will preparation services	12	187	1	10	9	48	56	127	4	5	6	51	55				5			576
(CZ99) Other	1491	1954	6	386	786	250	366	1655	109	4	94	185	653	26			3	46	2	8016
(CZ) Other Personal Goods and Services Total	2734	4195	12	604	1231	766	624	3036	291	26	240	740	1160	43			3	138	6	15849
(C) Personal goods and services Total	32813	20334	61	3584	9086	3398	2642	17093	2813	146	1260	2448	5203	826	1	22	513	54	3	102300

(D) Professional and financial services

(DA) Personal banking	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DA01) Banking services	90	2501	92	318	37	72	591	1459	137	40	129	107	997				85			6655
(DA02) Building Society services	1	37	2	4		2	2	9		1	2	1	7							68
(DA03) Credit Unions	6	31		3	1	4	3	15	1			2	8							74
(DA99) Other	7	121	5	8	6	10	47	155	16	3	19	11	73				3			484
(DA) Personal banking Total	104	2690	99	333	44	88	643	1638	154	44	150	121	1085				88			7281
(DB) Hire and Unsecured Credit	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DB01) Credit Agreements/loans (linked)	52	628	290	105	15	105	21	352	54	6	67	57	414	1			33		1	2201
(DB02) Credit Agreements/loans (not linked)	107	1270	369	165	47	160	159	876	63	17	99	120	764				45			4261
(DB03) Hire Purchase/Conditional Sale Agreements	90	264	181	31		40	6	91	16	7	46	14	165				8			959
(DB04) Credit Cards	53	804	162	107	9	35	90	318	65	12	84	52	507	1			20			2319
(DB05) Debit Cards	3	21	1	6			4	15	1			4	17				1			73
(DB06) Store Cards	7	102	15	15	2		7	32	10	1	14	10	37	1			4			257
(DB07) Overdrafts		49	4	21	1	1	9	42	7		10	2	36				4			186
(DB08) Cheque Cashing Services	1	18		1	3		2	6	1		3		4				2			41
(DB09) Pawn Broking	6	68		5	4	2	1	18	6		11	7	42	4			3			177
(DB99) Other	9	51	18	7	3	5	3	28		2	6	7	34				3			176
(DB) Hire and Unsecured Credit Total	328	3275	1040	463	84	348	302	1778	223	45	340	273	2020	7			123		1	10650
(DE) Ancillary Credit Business	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DE01) Credit Brokers	47	852	78	71	41	229	108	995	59	1	40	81	406				24			3032
(DE02) Credit Reference Agencies	10	244	7	28	9	48	27	134	19	4	22	7	112				7			678
(DE03) Debt Adjusting	51	870	27	28	21	107	196	692	36	13	37	106	392				21			2597
(DE04) Debt Collection	108	3366	189	311	13	44	261	1052	174	37	64	177	4754		1		57			10608
(DE05) Credit Repair	15	172	4	7	7	21	64	199	17	6	3	29	96							640
(DE99) Other	11	238	22	14	9	27	79	210	17		11	37	178	1			5			859
(DE) Ancillary Credit Business Total	242	5742	327	459	100	476	735	3282	322	61	177	437	5938	1	1		114			18414
(DG) Insurance	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DG01) Motor	209	3158	8	342	51	392	23	419	239	43	257	110	520				64	1		5836
(DG02) Buildings	32	690	4	39	12	45	12	68	71	12	58	29	73				13			1158
(DG03) Contents	99	929	1	51	24	65	54	296	99	19	100	68	189				16			2010

(DG04) Holiday/Travel	84	689	1	62	23	53	21	222	62	2	67	50	106				7	1		1450
(DG06) Extended Warranties	288	1467	1	167	111	134	172	1071	139	6	217	220	395	1			34	75		4498
(DG07) Payment Protection	17	284	6	23	9	49	56	265	36	2	52	44	119				19			981
(DG08) Brokers and intermediaries	2	77	1	14	4	11	9	48	9		1	8	26				3			213
(DG09) Life	5	111	1	5	3	4	7	30	8	5	20	14	31				5			249
(DG10) Pet	159	119	1	19	23	9	19	101	21	2	15	5	32	1		1	3		3	533
(DG11) Health	27	128	1	14	19	22	21	94	15	5	21	13	49							429
(DG99) Other	86	579	1	86	20	71	88	440	66	14	39	68	210				7	3		1778
(DG) Insurance Total	1008	8231	26	822	299	855	482	3054	765	110	847	629	1750	2		1	171	80	3	19135
(DL) Mortgages and secured credit	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DL01) Mortgages	14	198	21	17		6	14	101	3	5	19	13	78				6			495
(DL02) Mortgage Brokers	3	52	2	4	5	3	7	25	2	1	5	5	19				3			136
(DL99) Other	1	22	14	3		1	6	20	1	1			22							91
(DL) Mortgages and secured credit Total	18	272	37	24	5	10	27	146	6	7	24	18	119				9			722
(DN) Pensions	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DN01) Occupational Pensions	2	21					1	10		1	1	6	3				1			46
(DN02) Non-occupational pensions	1	16		1		1	5	19		1		6	4				2			56
(DN99) Other		2						4												6
(DN) Pensions Total	3	39		1		1	6	33		2	1	12	7				3			108
(DP) Estate Agents and House Purchase services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DP01) Estate Agents	84	1414		148	42	166	46	1062	99	25	165	155	813				28			4247
(DP02) House Valuation	4	50		9	4	8	4	31	2		4	4	15				1			136
(DP03) Conveyancing		18		5	2			7			1	4	5							42
(DP99) Other	9	52		5	2	4	16	33	3	1	4	6	37				3	1		176
(DP) Estate Agents and House Purchase services Total	97	1534		167	50	178	66	1133	104	26	174	169	870				32	1		4601
(DQ) Letting and Property management services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DQ01) Letting agents	194	1503	3	139	37	46	25	362	78	23	128	149	498				35	1		3221
(DQ02) Property management agents	44	578	1	107	11	12	24	144	29	4	39	49	183				14			1239
(DQ03) Landlords	49	487	1	39	8	18	26	84	41	13	35	32	143				13		1	990
(DQ04) University/student accommodation	4	24		3	1	1		6	3		2	4	10							58
(DQ99) Other	3	23	1	4	1	2	9	13		2	1	2	13				1			75
(DQ) Letting and Property management services Total	294	2615	6	292	58	79	84	609	151	42	205	236	847				63	1	1	5583
(DY) Professional Services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(DY01) Architects	9	185		23	8	4		23	4		1	6	12				1			276
(DY02) Surveyors	12	208	1	21	10	11	24	66	1			7	34				3			398
(DY03) Solicitors	21	438		116	19	24	83	249	16	5	8	43	146				14			1182
(DY04) Accountants	19	192		39	6	1	11	41	5	1	2	22	41				2			382
(DY05) Employment Agencies	22	224	1	11	19	21	101	303	15	4	16	45	154				9			945
(DY06) Funeral Services	25	231		30	29	7	5	42	4		6	12	26				3			420
(DY07) Educational Services	216	1505	9	72	123	281	54	625	105	5	119	382	213	2			17			3728
(DY08) Advertising agencies	213	1878	1	198	58	286	938	3160	48	18	97	120	992				19			8026
(DY09) Stock Brokers (shares)	8	74		5	8	10	117	138	5	3	3	18	63				2			454
(DY10) Bureau de Change	4	69		26	7	2	3	84	6	1	4	13	17	1			2			239
(DY11) Investment/Financial Advisers	40	521	8	22	19	69	294	677	24	5	22	74	251				21		1	2048
(DY12) Legal advice lines	7	166		8	12	21	60	111	2		3	25	32				7			454
(DY99) Other	105	1183	2	97	111	109	306	657	36	10	51	134	455	2	1		17	1	1	3278
(DY) Professional Services Total	701	6874	22	688	429	846	1996	6176	271	52	332	901	2436	5	1		117	1	2	21830
(D) Professional and financial services Total	2795	31272	1557	3229	1069	2881	4341	17849	1996	389	2250	2796	15072	15	2	1	720	83	7	88324
(E) Transport																				
(ED) New Cars	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total

(FN03) Audio and videotapes	126	38		8	31	4	3	27	4	1	4	2	15	3			1		267	
(FN04) Video games and software	580	182		77	177	17	20	226	17	3	9	26	55	13			4	3	1409	
(FN05) Computer games	517	124	1	72	147	23	6	203	24	1	17	9	45	22			3	1	1215	
(FN06) Vinyl records	10	2		2	9	1	1	5			1		3						34	
(FN99) Other	69	29		5	10	5	5	29	2		2	6	12	1			4	1	180	
(FN) CDs, Games video tapes, video games software, computer(non-operating system) software, DVDs Total	1741	604	1	287	791	97	94	1626	89	9	54	71	231	67			22	4	1	5789
(FO) Pets and veterinarian products/services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FO01) Animals and pets	1921	506	1	61	229	55	199	1106	68	1	36	56	245	1			26	1	127	4639
(FO02) Kennels and animal boarding	67	90		10	15	9	1	30	9		3	6	11						4	255
(FO03) Pet Foods	179	26		46	44	3	3	98	3	1		5	10			28	2		3	451
(FO04) Veterinarian goods and services	126	276		111	42	9	3	64	8		5	5	39				3		2	693
(FO99) Other	230	75		11	78	12	2	52	6		4	9	14			1		1	5	500
(FO) Pets and veterinarian products/services Total	2523	973	1	239	408	88	208	1350	94	2	48	81	319	1		29	31	2	141	6538
(FP) Betting, competitions, prize draws and business guides	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FP01) Betting services	13	113		11	5	5	28	162	14	1	9	21	91	8			6	1	1	488
(FP02) Lotteries	11	94		10	3	6	1290	1717	6	5	6	20	495	8				12		3683
(FP03) Scratch cards	4	17		2	1		17	42	2	1	3	6	20	3					1	119
(FP04) Chain letters		9					138	158		1			49						3	358
(FP05) Prize draws	19	276		33	30	5	1796	3833	14	3	7	27	846	1		1	20			6911
(FP06) Business Guide	3	56	1	5	2	5	126	168	3	1	5	3	57							435
(FP07) Data Protection letters		14			1		26	85	3			1	14							144
(FP99) Other	17	77		4	8	4	486	686	4	1	3	11	268	1				7		1577
(FP) Betting, competitions, prize draws and business guides Total	67	656	1	65	50	25	3907	6851	46	13	33	89	1840	21		1	49	1		13715
(FQ) Photography	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FQ01) Cameras	2557	269	2	73	683	103	32	384	82	6	37	48	86				9	12		4383
(FQ02) Film processing	6	59		8	8	2		7	2		1	7	2							102
(FQ03) Films (photographic)	20	111		8	30	1	7	17	2		2	3	18				3			222
(FQ04) Video cameras	389	73		21	54	13	4	60	12		5	9	18	2				1		661
(FQ05) Photographic equipment	271	96		25	127	19	3	87	11		11	16	25				1	4		696
(FQ06) Photographers	124	1101	4	65	278	217	166	360	60	9	65	95	212	4			13			2773
(FQ07) Optical instruments (not ophthalmic)	51	14		6	26	3	2	17	2		1		2					1		125
(FQ99) Other	35	37		4	20	3	2	15			1	2	6							125
(FQ) Photography Total	3453	1760	6	210	1226	361	216	947	171	15	123	180	369	6			26	18		9087
(FZ) Other recreational goods and services including age restricted items	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FZ01) Fireworks	64	38		5	3	2	2	14	1	1	2	2	29	34				7		204
(FZ02) Explosives	7	1			1		1	1						2						13
(FZ03) Knives	52	22		2	29	3	5	22	4			1	8	46						194
(FZ04) Psychics, clairvoyants and horoscopes	4	32		2	2		41	59	1	1		3	22							167
(FZ99) Other	127	83		30	59	31	18	100	8		10	11	63	34				7		581
(FZ) Other recreational goods and services including age restricted items Total	254	176		39	94	36	67	196	14	2	12	17	122	116				14		1159
(F) Leisure Total	17335	28651	42	4382	6875	4022	6537	23068	2057	181	1753	2319	7166	363	1	153	696	40	143	105784

(G) Commercial goods and services

(GA) Industrial/commercial goods and services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(GA01) Industrial/commercial goods	892	150	3	65	176	21	33	201	35	1	26	31	119				21	7	1	1782
(GA02) Industrial/commercial services	125	676	5	111	83	53	90	372	41	3	43	63	311	1	1		47	1		2026
(GA04) Farm Animals and Farm Fertiliser	28	15		3	1			21					11	1			1		17	98

(GA05) Farm Animal Feeds	28	6		4	3			8		1		2	1				2			55
(GA99) Other	36	52	1	9	13	5	6	23	8	2	3	5	24				2			189
(GA) Industrial/commercial goods and services Total	1109	899	9	192	276	79	129	625	84	7	72	101	466	2	1		73	8	18	4150
(G) Commercial goods and services Total	1109	899	9	192	276	79	129	625	84	7	72	101	466	2	1		73	8	18	4150

(H) Broadcasting

(HA) Broadcasting	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(HA01) Content of broadcasts	2	9				1		8	1			5	3							29
(HA03) Reception of Broadcasts	6	39		17	1	3	1	17	1		1		4							90
(HA99) Other	36	48	1	8	11	6	5	26	6	2	3	9	6	1				1		169
(HA) Broadcasting Total	44	96	1	25	12	10	6	51	8	2	4	14	13	1				1		288
(H) Broadcasting Total	44	96	1	25	12	10	6	51	8	2	4	14	13	1				1		288

Total number of complaints received during 2009-10 (exc those with a products goods and service of 'Unknown')	3E+05	2E+05	2205	30132	43483	23956	20939	1E+05	15363	1414	10036	14284	48161	1946	305	1928	3718	2000	178	850220
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Trading Practice Key

Defective Goods	1
Substandard Services	2
Credit	3
Price	4
Delivery/Collection/Repair	5
Cancellation	6
Selling Practices	7
Misleading Claims/Omissions	8
Offers of Inadequate Redress	9
Unknown	-1
Terms and Conditions	10
Problems Pursuing a Claim	11
Business Practices	12
Age Restricted Sales	13
Energy Selling Transactions	14
Food Related Complaints	15
Access to Goods and Services	16
Guarantees	17
Animals	18