

Total complaints, 2009-10

	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	137880	70759	18632	55281	282552
B Other household requirements	31060	27865	16301	29090	104316
C Personal goods and services	32813	20334	17093	32060	102300
D Professional and financial services	2795	31272	17849	36408	88324
E Transport	77326	37292	19023	28865	162506
F Leisure	17335	28651	23068	36730	105784
G Commercial goods and services	1109	899	625	1517	4150
H Broadcasting	44	96	51	97	288
Total Complaints	300362	217168	112642	220048	850220

Complaint types as a percentage of all complaints in each sector, 2009-10

	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	49%	25%	7%	20%	100%
B Other household requirements	30%	27%	16%	28%	100%
C Personal goods and services	32%	20%	17%	31%	100%
D Professional and financial services	3%	35%	20%	36%	100%
E Transport	48%	23%	12%	18%	100%
F Leisure	16%	27%	22%	35%	100%
G Commercial goods and services	27%	22%	15%	37%	100%
H Broadcasting	15%	33%	18%	34%	100%
Total Complaints	35%	26%	13%	26%	100%

Complaint types as a percentage of all complaints, 2009-10

	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	16%	8%	2%	7%	33%
B Other household requirements	4%	3%	2%	3%	12%
C Personal goods and services	4%	2%	2%	4%	12%
D Professional and financial services	0%	4%	2%	4%	10%
E Transport	9%	4%	2%	3%	19%
F Leisure	2%	3%	3%	4%	12%
G Commercial goods and services	0%	0%	0%	0%	0%
H Broadcasting	0%	0%	0%	0%	0%
Total Complaints	35%	26%	13%	26%	100%

Change in number of complaints on the previous year

	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	7402	-7779	2706	-5388	-3059
B Other household requirements	-1019	-5548	83	-9145	-15629
C Personal goods and services	1253	634	5455	1544	8886
D Professional and financial services	489	4227	5701	4248	14665
E Transport	5538	2051	2899	-1353	9135
F Leisure	-490	-3950	-5076	-13608	-23124
G Commercial goods and services	207	-162	78	-232	-109
H Broadcasting	19	-7	-4	-13	-5
Total Complaints	13399	-10534	11842	-23947	-9240

Percentage change in number of complaints on the previous year

	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	6%	-10%	17%	-9%	-1%
B Other household requirements	-3%	-17%	1%	-24%	-13%
C Personal goods and services	4%	3%	47%	5%	10%
D Professional and financial services	21%	16%	47%	13%	20%
E Transport	8%	6%	18%	-4%	6%
F Leisure	-3%	-12%	-18%	-27%	-18%
G Commercial goods and services	23%	-15%	14%	-13%	-3%
H Broadcasting	76%	-7%	-7%	-12%	-2%
Total Complaints	5%	-5%	12%	-10%	-1%