

Annual Report 2010-11 - Annexe F

Complaints to Consumer Direct - Summary and Comparison with 2010-11

1 April 2009 to 31 March 2010

Total Complaints 2009/10

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
A House fittings and appliances	137,880	70,759	18,632	55,281	282,552
B Other household requirements	31,060	27,865	16,301	29,090	104,316
C Personal goods and services	32,813	20,334	17,093	32,060	102,300
D Professional and financial services	2,795	31,272	17,849	36,408	88,324
E Transport	77,326	37,292	19,023	28,865	162,506
F Leisure	17,335	28,651	23,068	36,730	105,784
G Commercial goods and services	1,109	899	625	1,517	4,150
H Broadcasting	44	96	51	97	288
Total Complaints	300,362	217,168	112,642	220,048	850,220

Complaint Types as a percentage of all complaints in each sector 2009/10

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
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%	41%	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

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
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%

1 April 2010 to 31 March 2011

Total Complaints 2010/11

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
A House fittings and appliances	116486	68862	21683	55737	262,768
B Other household requirements	28502	30306	14789	28513	102,110
C Personal goods and services	32420	20812	16177	30328	99,737
D Professional and financial services	4581	35163	18356	38723	96,823
E Transport	81198	39295	18358	27048	165,899

F Leisure	17016	29333	20750	34688	101,787
G Commercial goods and services	1299	1539	926	2147	5,911
H Broadcasting	69	122	62	142	395
Total Complaints	281571	225432	111101	217326	835,430

Complaint Types as a percentage of all complaints in each sector 2010/11

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
A House fittings and appliances	44%	26%	8%	21%	100%
B Other household requirements	28%	30%	14%	28%	100%
C Personal goods and services	33%	21%	16%	30%	100%
D Professional and financial services	5%	36%	19%	38%	100%
E Transport	49%	24%	11%	16%	100%
F Leisure	17%	29%	20%	34%	100%
G Commercial goods and services	22%	26%	16%	36%	100%
H Broadcasting	17%	31%	16%	36%	100%
Total Complaints	34%	27%	13%	26%	100%

Complaint Types as a percentage of all complaints 2010/11

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
A House fittings and appliances	14%	8%	3%	7%	31%
B Other household requirements	3%	4%	2%	3%	12%
C Personal goods and services	4%	2%	2%	4%	12%
D Professional and financial services	1%	4%	2%	5%	12%
E Transport	10%	5%	2%	3%	20%
F Leisure	2%	4%	2%	4%	12%
G Commercial goods and services	0%	0%	0%	0%	1%
H Broadcasting	0%	0%	0%	0%	0%
Total Complaints	34%	27%	13%	26%	100%

Comparisons between 2009/10 and 2010/11

Change in number of complaints on the previous year

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
A House fittings and appliances	- 21,394	- 1,897	3,051	456	- 19,784
B Other household requirements	- 2,558	2,441	- 1,512	- 577	- 2,206
C Personal goods and services	- 393	478	- 916	- 1,732	- 2,563
D Professional and financial services	1,786	3,891	507	2,315	8,499
E Transport	3,872	2,003	- 665	- 1,817	3,393
F Leisure	- 319	682	- 2,318	- 2,042	- 3,997
G Commercial goods and services	190	640	301	630	1,761
H Broadcasting	25	26	11	45	107
Total Complaints	- 18,791	8,264	- 1,541	- 2,722	- 14,790

Percentage change in number of complaints on the previous year

Complaint Type	Substandard		Misleading		Total
	Defective Goods	services	claims/Omissions	Other	
A House fittings and appliances	-16%	-3%	16%	1%	-7%
B Other household requirements	-8%	9%	-9%	-2%	-2%
C Personal goods and services	-1%	2%	-5%	-5%	-3%
D Professional and financial services	64%	12%	3%	6%	10%
E Transport	5%	5%	-3%	-6%	2%
F Leisure	-2%	2%	-10%	-6%	-4%

G Commercial goods and services	17%	71%	48%	42%	42%
H Broadcasting	57%	27%	22%	46%	37%
Total Complaints	-6%	4%	-1%	-1%	-2%

Complaint Types as a percentage of all complaints in each sector 2010/11

