

## Annexe F

### Complaints to Consumer Direct - January 2006 to December 2006

#### Explanatory note

As noted in the Annual Report, Consumer Direct received over 1.7 million contacts from 1 April 2006 to 31 March 2007.

(This 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).

Consumer Direct recorded 695,463 complaints from January 2006 to December 2006.

In addition, it received 268,221 contacts which were enquires/out of scope.

('Enquires' mean request for information, for example, recommending a trader or requesting a leaflet; and 'out of scope' means that the issue raised does not come under Consumer Direct's remit).

Consumer Direct became a national service from February 2006 therefore statistics for the North East region for January are excluded from this table.

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.

<b>(A) House fittings and appliances</b>																				
(AA) House construction	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(AA01) New house construction	149	160		11	15		3	50	11	8	2	14	9						1	433
(AA02) Furniture incorporated in new house at time of sale	34	10		1				2												47
(AA03) Guarantees relating to new houses	29	19			2			1		5		4	1						6	67
(AA04) Land	7	13		1	2		3	26	1	1		2	7						2	65
(AA05) New house purchase	126	108		6	6	3	6	119	9	11	8		13						2	419
(AA99) Other	150	158		15	16	2	4	41	4	7	8	6	24						6	442
<b>(AA) House construction Total</b>	<b>495</b>	<b>468</b>		<b>34</b>	<b>41</b>	<b>5</b>	<b>16</b>	<b>239</b>	<b>25</b>	<b>32</b>	<b>18</b>	<b>26</b>	<b>54</b>					<b>10</b>	<b>10</b>	<b>1473</b>
(AB) Home maintenance and Improvements	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(AB01) Roofing	668	2204		175	105	46	219	93	26	100	21	135	112	1				7	62	3974
(AB02) Decorator services	220	672		57	24	3	16	17	12	20	6	27	20						1	1097
(AB03) Plumbers and plumbing	1206	3200	4	745	136	9	29	174	49	114	32	71	101						18	5903
(AB04) Central heating (inc installation and servicing)	1981	3202	2	326	261	19	39	172	68	80	34	61	106		3			18	41	6413
(AB05) Electrical services and installations	486	1305	2	277	53	8	52	125	22	47	14	40	73		4			8	5	2521
(AB06) Tarmacing and paving	790	2126	2	117	117	125	248	110	43	74	19	145	137					3	7	4063
(AB10) Fitted kitchens	3948	4637	10	183	1887	158	102	328	175	148	72	172	198	1		1		17	27	12064
(AB11) Insulation	113	377		48	17	19	120	95	4	38	10	10	39		3				2	899
(AB12) Burglar alarms	145	255		62	13	17	189	73	8	21	8	17	57						4	870
(AB13) Wall coating	218	477		29	32	16	32	25	12	16	9	31	16							927
(AB14) Damp proofing	147	580		15	21	31	344	66	10	33	10	44	75	1				4	71	1452
(AB15) Solar heating	153	322	1	28	32	69	80	162	16	22	12	16	45		2				2	964
(AB16) Fascias	225	597	4	37	36	51	77	33	15	29	1	54	56							1234
(AB17) Guttering	274	807	1	65	35	52	88	22	13	18	16	67	61						5	1533
(AB18) Replacement doors	726	486		35	122	19	9	53	21	17	4	30	15						4	1563
(AB19) Fitted bathrooms	2147	2604	5	141	389	26	22	126	86	67	26	61	49						2	5763
(AB99) Other general building work	3617	7840	3	836	658	95	342	381	178	367	119	429	396	1	1	1		44	47	15355



(AL10) Games players	697	92		23	159	7	20	70	29	16	11	12	20	1			4	9		1170
(AL99) Other	2615	727	2	109	598	56	103	432	128	93	31	66	116	5			15	28		5124
<b>(AL) Audio-visual Total</b>	<b>21800</b>	<b>4479</b>	<b>51</b>	<b>730</b>	<b>3553</b>	<b>397</b>	<b>433</b>	<b>2209</b>	<b>808</b>	<b>418</b>	<b>190</b>	<b>345</b>	<b>616</b>	<b>6</b>	<b>6</b>	<b>66</b>	<b>430</b>			<b>36537</b>

(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	5787	594	18	119	599	45	29	589	185	79	34	77	80	1			3	116		8355
(AM02) Self-build components	389	37		14	102	17	4	28	20	9	4	2	5				1	4		636
(AM03) Computer accessories	1571	223	1	57	415	34	28	230	79	26	15	28	39	2	1		4	14		2767
(AM04) Printers and scanners	1094	115		23	89	7	6	95	46	14	10	4	18				1	9		1531
(AM05) Computer repairs	355	395		26	134	3	6	29	13	17	8	45	23					18		1072
(AM06) Computer helplines	15	24			1	1	1	2	1			1					1	1		48
(AM07) Computer software upgrades	263	111		15	79	16	22	176	16	16	5	14	14							747
(AM08) Lap-tops, notebooks and tablet PCs	4742	478	8	73	561	22	21	355	146	68	33	44	69			1	11	97		6729
(AM09) PDAs	163	17		1	33	1	1	13	6	3	1	1	4					1		245
(AM99) Other	1373	382	1	63	299	47	50	237	67	67	20	40	73	5			5	24		2753
<b>(AM) Personal computers, accessories, software and services Total</b>	<b>15752</b>	<b>2376</b>	<b>28</b>	<b>391</b>	<b>2312</b>	<b>193</b>	<b>168</b>	<b>1754</b>	<b>579</b>	<b>299</b>	<b>130</b>	<b>256</b>	<b>325</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>26</b>	<b>284</b>		<b>24883</b>

(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	1933	216	8	37	256	7	1	83	51	33	9	16	22				1	46		2719
(AN02) Fridges and freezers	5830	541	5	61	612	20	3	208	172	43	26	41	47			1	7	144	1	7762
(AN03) Washing machines	5892	644	10	60	557	23	15	159	149	63	17	55	42	1		1	8	226		7922
(AN04) Tumble dryers	1352	78	1	7	87	2	2	32	25	15	1	6	8				1	28		1645
(AN05) Washers-dryers (combined)	930	77	2	2	63	2	2	22	26	5	4	1	3			1		23		1163
(AN06) Dishwashers	1259	147		15	96	5	1	59	21	11	7	4	14				6	34		1679
(AN07) Gas fires	667	369		37	112	9	3	55	20	18	2	18	16		1		3	2		1332
(AN08) Gas powered appliances	183	140		14	18	5	2	9	7	5	1	1	10				1	3		399
(AN09) Gas cookers	1723	261	3	32	186	5	4	96	33	30	6	11	22		1	1	5	23		2442
(AN10) Space heaters	22	1			1			1					1					1		27
(AN11) Fixed heaters	137	38		5	12			4	3	4		2	9				1	1		216
(AN99) Other	875	231		33	168	20	10	80	21	26	17	14	29		1		3	24		1552
<b>(AN) Large domestic appliances Total</b>	<b>20803</b>	<b>2743</b>	<b>29</b>	<b>303</b>	<b>2168</b>	<b>98</b>	<b>43</b>	<b>808</b>	<b>528</b>	<b>253</b>	<b>90</b>	<b>169</b>	<b>223</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>35</b>	<b>555</b>	<b>1</b>	<b>28858</b>

(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	1921	212	4	28	155	18	31	121	65	26	3	19	35				4	24	1	2667
(AR02) Microwave ovens	702	60		11	38	1	1	17	19	13	1	6	6				1	11		887
(AR03) Sewing machines	139	27		2	25	4	2	14	5	5	5	3	4				1	2		238
(AR04) Portable heating appliances	218	21		4	26	4	1	11	7	3	4	3	3		1	1				307
(AR05) Power tools	223	26		9	13	1	3	30	10	4		3	2				1	6		331
(AR99) Other	3009	428	5	78	466	27	49	250	109	75	21	44	90	2		2	6	37		4698
<b>(AR) Small domestic appliances Total</b>	<b>6212</b>	<b>774</b>	<b>9</b>	<b>132</b>	<b>723</b>	<b>55</b>	<b>87</b>	<b>443</b>	<b>215</b>	<b>126</b>	<b>34</b>	<b>78</b>	<b>140</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>13</b>	<b>80</b>	<b>1</b>	<b>9128</b>

(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	390	622		89	204	1	18	39	28	23	11	30	19		3	1	6	60		1544
(AT99) Other	105	106	1	11	22	1	4	9	4	11	4	6	9					4		297
<b>(AT) Repairs to domestic appliances Total</b>	<b>495</b>	<b>728</b>	<b>1</b>	<b>100</b>	<b>226</b>	<b>2</b>	<b>22</b>	<b>48</b>	<b>32</b>	<b>34</b>	<b>15</b>	<b>36</b>	<b>28</b>		<b>3</b>	<b>1</b>	<b>6</b>	<b>64</b>		<b>1841</b>
<b>(A) House fittings and appliances Total</b>	<b>119952</b>	<b>59479</b>	<b>323</b>	<b>6087</b>	<b>22235</b>	<b>2610</b>	<b>3468</b>	<b>10780</b>	<b>4607</b>	<b>3602</b>	<b>1286</b>	<b>3418</b>	<b>4097</b>	<b>23</b>	<b>22</b>	<b>20</b>	<b>415</b>	<b>2585</b>	<b>3</b>	<b>245012</b>

**(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	8	8	2		1	10		3		1	2		14							49	
(BA02) Bakery and cereal products	417	97	75	6		7	169	4	30	2			13						359	1	1180
(BA03) Beverages	150	81	72	3		16	119	11	19	4			13	9					131	1	629
(BA04) Cakes/confectionary	562	210	127	12	2	35	233	9	38	5	5	37	2						390	4	1671
(BA05) Dairy products	455	90	68	4	1	15	137	3	27	6	2	27							314	3	1152
(BA06) Alcoholic drinks	254	202	269	40	3	53	630	12	60	5	11	78	1048	1	129	9				1	2805
(BA07) Other drinks	153	70	91	3		15	113	7	19	5	1	15	6	1	122						621
(BA08) Eggs/egg products	49	14	6			1	55		8			1			46						180
(BA09) Fish and shellfish	248	69	63	7	11	43	175	2	18	2	4	14			159	1				1	817
(BA10) Baby/Infant foods	79	27	5			2	11		7	2		6			54						193
(BA11) Fruit and vegetables	284	102	185	7		7	317	3	25	4	5	27			252	1					1219
(BA12) Herbs and spices	19	3	4	2		1	6					2			17	1					55
(BA13) Meat	610	139	122	10		12	336	7	41	7	11	33		1	402	3				1	1735
(BA14) Poultry	155	22	16			1	73	3	8		1	3			114	2					398
(BA15) Nuts/nut products	53	8	5	1			19	1	1		2	1			35						126
(BA16) Soups/broths/sauces	92	17	9	3		2	40	2	7	2	1	5			82	1					263
(BA99) Other	1235	862	1	579	183	4	131	832	37	200	21	143	150	14	858	27	1	2			5280
<b>(BA) Food and drink Total</b>	<b>4823</b>	<b>2021</b>	<b>1</b>	<b>1698</b>	<b>281</b>	<b>22</b>	<b>341</b>	<b>3275</b>	<b>101</b>	<b>511</b>	<b>65</b>	<b>186</b>	<b>426</b>	<b>1081</b>	<b>3</b>	<b>3478</b>	<b>54</b>	<b>1</b>	<b>5</b>		<b>18373</b>

(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	486	1482	3	470	80	30	100	129	41	78	52	31	216		216		16	4			3434
(BB02) Electricity	228	867	3	513	34	27	151	124	29	77	18	18	193		301		12	2			2597
(BB03) Dual fuel agreements	79	327	1	153	9	10	55	60	9	25	4	13	59		115		4	1			924
(BB04) Solid fuel	42	19	4	2				20	2	1		1	1		1				1		94
(BB05) Oil	71	40	26	11			8	36	3	6	2	1	4		6				4		218
(BB06) Liquid gas	14	17	15			1	1	7	2	3	6		5		1						72
(BB99) Other	274	276	48	33	17	75	61	8	49	8	15	49		32		3	4				952
<b>(BB) Domestic fuel Total</b>	<b>1194</b>	<b>3028</b>	<b>7</b>	<b>1229</b>	<b>169</b>	<b>85</b>	<b>390</b>	<b>437</b>	<b>94</b>	<b>239</b>	<b>90</b>	<b>79</b>	<b>527</b>	<b>672</b>		<b>35</b>	<b>16</b>				<b>8291</b>

(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	60	242		140	13	2	21	15	8	24	9	12	46		8	2	4				606
(BE02) Sewerage	16	31		11			2		4	6	4		1		1						76
(BE99) Other	18	63		4	10	1	4	8	1	6	2	2	5			1			1		126
<b>(BE) Water Total</b>	<b>94</b>	<b>336</b>		<b>155</b>	<b>23</b>	<b>3</b>	<b>27</b>	<b>23</b>	<b>13</b>	<b>36</b>	<b>15</b>	<b>14</b>	<b>52</b>		<b>9</b>	<b>3</b>	<b>4</b>	<b>1</b>			<b>808</b>

(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	126	360		59	127	2	77	91	3	20	7	7	37					2			918
(BF99) Other	61	145		41	38	1	163	59	5	23	6	10	42		1		3				598
<b>(BF) Postal services Total</b>	<b>187</b>	<b>505</b>		<b>100</b>	<b>165</b>	<b>3</b>	<b>240</b>	<b>150</b>	<b>8</b>	<b>43</b>	<b>13</b>	<b>17</b>	<b>79</b>		<b>1</b>		<b>5</b>				<b>1516</b>

(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	289	1060		17	25		1	23	30	7	17	22	8					4			1503
(BH02) Clothing repairs and tailoring	29	66		5	3	1		2	1	1			1								109
(BH03) Dyeing	4	1						1	1												7
(BH04) Launderettes	26	67		1	2			4	4	2		6	1								113
(BH99) Other	30	44		4	4			12	5	3		2	2								106
<b>(BH) Laundry and dry cleaning Total</b>	<b>378</b>	<b>1238</b>		<b>27</b>	<b>34</b>	<b>1</b>	<b>1</b>	<b>42</b>	<b>41</b>	<b>13</b>	<b>17</b>	<b>30</b>	<b>12</b>					<b>4</b>			<b>1838</b>

(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	281	109		39	95	13	5	75	32	11	11	5	13					1	2		692
(BJ02) Tools (not power)	120	22		4	31	3	3	12	5	3		4	8	2							217
(BJ03) Paint	114	42		2	3			43	5	2		1	5	1							218
(BJ04) Wall coverings	191	64		9	22	2		27	16	10	3	7	5								356
(BJ99) Other	597	172		55	160	11	13	127	41	28	17	10	14					3			1248
<b>(BJ) DIY materials Total</b>	<b>1303</b>	<b>409</b>		<b>109</b>	<b>311</b>	<b>29</b>	<b>21</b>	<b>284</b>	<b>99</b>	<b>54</b>	<b>31</b>	<b>27</b>	<b>45</b>	<b>3</b>				<b>4</b>	<b>2</b>		<b>2731</b>

(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)	1243	2614	7	568	125	307	274	542	106	159	97	90	385	1	1		30			6549
(BM02) Mobile phones (hardware)	11117	1620	5	169	963	219	306	831	473	149	87	110	232	3		2	20	32		16338
(BM03) Mobile phones (service agreements)	6709	5965	33	775	543	1503	944	3467	514	431	457	594	1293	17	1	3	82	7		23338
(BM04) Premium rate services	39	134		87	4	14	199	86	8	19	1	13	103	7			1			715
(BM05) Remote messaging services	14	52		28		7	97	29	4	7	3	11	41	2			1			296
(BM06) Phone downloads	21	31		13	4	6	26	16	4	2		4	17				4			148
(BM99) Other	1488	1255	3	172	231	98	232	347	119	152	68	95	322	2	1	1	27	2		4615
<b>(BM) Telecommunications Total</b>	<b>20631</b>	<b>11671</b>	<b>48</b>	<b>1812</b>	<b>1870</b>	<b>2154</b>	<b>2078</b>	<b>5318</b>	<b>1228</b>	<b>919</b>	<b>713</b>	<b>917</b>	<b>2393</b>	<b>32</b>	<b>3</b>	<b>6</b>	<b>165</b>	<b>41</b>		<b>51999</b>

(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	198	38		34	39	4	25	66	8	3	2	1	4						1	423
(BP02) Domestic cleaning services	51	167		13	4	10	10	19	6	5	6	12	8				1			312
(BP03) Crockery	102	46	2	15	37	12	28	48	9	9	5	3	5					1	1	323
(BP04) Cooking and dining Utensils	218	40		14	87	5	8	55	13	7		1	8				2	4		462
(BP05) Glassware	66	17		7	14	2	4	9	2		1	1	3							126
(BP06) Ironmongery	25	8		1	15	1	4	5	2	2		3	1							67
(BP07) Window cleaning services	21	48		2	4		13	3	2			2	10							105
(BP08) Chimney sweeps	2	20		4			1	2		2										31
(BP99) Other	1120	394		121	344	28	67	246	56	37	18	35	79	3		1	5	7	2	2563
<b>(BP) Hardware, cleaning and other household goods and services Total</b>	<b>1803</b>	<b>778</b>	<b>2</b>	<b>211</b>	<b>544</b>	<b>62</b>	<b>160</b>	<b>453</b>	<b>98</b>	<b>65</b>	<b>32</b>	<b>58</b>	<b>118</b>	<b>3</b>		<b>1</b>	<b>9</b>	<b>13</b>	<b>2</b>	<b>4412</b>

(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	320	118		38	299	8	12	92	13	12	3	8	15							938
(BQ02) Gardening equipment	363	91	1	30	292	1	4	58	13	10	3	2	10		1				1	880
(BQ03) Lawn mowers	438	53		14	27	2	1	32	28	2		5	9				2	7		620
(BQ04) Fences	143	249		13	30	1	3	10	11	15	2	16	4				1			498
(BQ05) Sheds	298	102		11	80		1	58	8	6	2	9	9						1	585
(BQ06) Seeds and bulbs	18	7		2	19	2	4	11	1	1		2	4				1			72
(BQ07) Garden furniture	537	80		26	152	11	2	82	25	8	5	6	11				2	1		948
(BQ08) Garden tools	199	19		1	36	1	1	18	7	2	1	3	4						3	295
(BQ09) Gardeners/tree surgeons	176	667		124	30	16	94	36	12	28	4	44	67				2			1300
(BQ99) Other	923	565		98	375	22	61	191	45	34	12	57	51		1		2	3		2440
<b>(BQ) Gardening products and services Total</b>	<b>3415</b>	<b>1951</b>	<b>1</b>	<b>357</b>	<b>1340</b>	<b>64</b>	<b>183</b>	<b>588</b>	<b>163</b>	<b>118</b>	<b>32</b>	<b>152</b>	<b>184</b>		<b>2</b>		<b>11</b>	<b>15</b>		<b>8576</b>

<b>(B) Other household requirements Total</b>	<b>33828</b>	<b>21937</b>	<b>59</b>	<b>5698</b>	<b>4737</b>	<b>2423</b>	<b>3441</b>	<b>10570</b>	<b>1845</b>	<b>1998</b>	<b>1008</b>	<b>1480</b>	<b>3836</b>	<b>1119</b>	<b>690</b>	<b>3488</b>	<b>291</b>	<b>89</b>	<b>7</b>	<b>98544</b>
---	--------------	--------------	-----------	-------------	-------------	-------------	-------------	--------------	-------------	-------------	-------------	-------------	-------------	-------------	------------	-------------	------------	-----------	----------	--------------

### (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	633	337	3	67	80	21	15	135	109	63	16	8	34	1			6	1		1529
(CA02) Women's clothing	4026	2476	18	363	767	226	264	728	713	307	121	166	310				22		2	10509
(CA03) Men's clothing	1339	648	4	131	422	58	35	477	235	94	29	37	87	1			9			3606
(CA04) Sportswear	443	282		71	181	20	5	218	101	48	10	8	24				2			1413
(CA05) Hats	24	21		3	7	3		11	3	8		1	1							82
(CA06) Clothing material	56	75	1	6	27	1	45	160	13	12		5	8				1			410
(CA07) Furs	3	4			1		1	3		5	1									18
(CA08) Protective clothing	98	21		1	17	1	2	12	3			2	3					1		161
(CA09) Handbags and accessories	397	94		19	40	5	12	169	37	12	7	8	13							813
(CA99) Other	596	730	7	66	207	25	415	746	74	139	20	73	248	2	1		6	1		3356

<b>(CA) Clothing and clothing fabric Total</b>	<b>7615</b>	<b>4688</b>	<b>33</b>	<b>727</b>	<b>1749</b>	<b>360</b>	<b>794</b>	<b>2659</b>	<b>1288</b>	<b>688</b>	<b>204</b>	<b>308</b>	<b>728</b>	<b>4</b>	<b>1</b>		<b>47</b>	<b>2</b>	<b>2</b>	<b>21897</b>
--	-------------	-------------	-----------	------------	-------------	------------	------------	-------------	-------------	------------	------------	------------	------------	----------	----------	--	-----------	----------	----------	--------------

<b>(CB) Disability aids</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>
(CB01) Hearing aids	146	71		10	16	14	21	18	1	2	2	2	14				1			318
(CB02) Mobility aids	133	58		6	17	6	9	20	6	7	2	8	7							279
(CB03) Motorised scooters	671	140	2	20	48	45	58	52	33	30	6	22	33				4	9		1173
(CB04) Motorised wheelchairs	130	25	1	10	19	4	4	15	9	3		3	5				1			229
(CB05) Other mobility vehicles	83	30		6	8	5	4	9	8	7		2	6							168
(CB06) Stair lifts	173	130		22	14	6	11	17	5	13	3	3	15				2	3		417
(CB07) Adjustable/orthopaedic beds	27	17		1	6	8	24	12	2	2		1	9							109
(CB09) Bath aids	87	48		2	12	6	15	6	10	3	3	2	9							203
(CB99) Other	189	86		8	55	15	37	23	12	15	2	8	18				1	3		472
<b>(CB) Disability aids Total</b>	<b>1639</b>	<b>605</b>	<b>3</b>	<b>85</b>	<b>195</b>	<b>109</b>	<b>183</b>	<b>172</b>	<b>86</b>	<b>82</b>	<b>18</b>	<b>51</b>	<b>116</b>				<b>9</b>	<b>15</b>		<b>3368</b>

<b>(CD) Medical goods and services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>
(CD01) Dentists	132	353		62	8	3	1	25	3	12	5	2	27				1			634
(CD02) Chiropodists	5	11		2			1	1		1			1							22
(CD03) Opticians	1031	779	1	70	130	19	18	119	37	25	5	20	43				4	2		2303
(CD04) Osteopaths/physiotherapists/chiropractors	11	10		2		2	5	13			1	1	2							47
(CD05) Private medical cover plans	2	12				1	3	3		2			1				1			25
(CD06) Pharmaceutical products and medical devices	227	121	1	33	86	8	49	88	7	18	10	11	22	5		7	2			695
(CD07) Residential care homes	7	22		12	1		1	4	1	2	3	1	8							62
(CD08) NHS charges and medical expenses	1	13		7			1	1		1		1	3							28
(CD09) Cosmetic surgery (private)	15	26		4	1	2	1	5			1	3	4							62
(CD10) Other private medical treatment	54	91		30	15	6	15	41	10	10	6	4	9				1			292
(CD11) Dental technicians	30	43		4	3			2		1	1	1	2							87
(CD99) Other	434	274	1	54	184	31	100	161	29	52	11	31	61	2		9	5	1		1440
<b>(CD) Medical goods and services Total</b>	<b>1949</b>	<b>1755</b>	<b>3</b>	<b>280</b>	<b>428</b>	<b>72</b>	<b>195</b>	<b>463</b>	<b>87</b>	<b>124</b>	<b>43</b>	<b>75</b>	<b>183</b>	<b>7</b>		<b>16</b>	<b>14</b>	<b>3</b>		<b>5697</b>

<b>(CE) Toiletries, perfumes, beauty treatments and hairdressing</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>
(CE01) Cosmetics	136	48		15	75	3	16	74	5	16	3	5	10				1			407
(CE02) Hairdressing	247	826		57	18	2	11	61	17	21	5	7	23	1			4			1300
(CE03) Hair removal therapy	36	38		2	3			2	1	2	1	6	2	1						94
(CE04) Beauty treatments	196	283		26	63	23	28	84	38	18	11	50	43	2		1	7			873
(CE05) Cosmetic therapies	32	27			11		3	7	4			4	4				1			93
(CE06) Toiletries	95	20		27	20	4	9	57	5	7	1	1	4	1		1				252
(CE07) Wigs	20	14		4	5			7		1	2		4							57
(CE08) Hair replacement therapies	20	24		1	5		1	6			2		1					1		61
(CE09) Slimming products/services	14	13			8	1	5	10		1		2	2							56
(CE10) Piercing and tattoos	17	61		2	3		1	2		5			3	67						161
(CE11) Nail shops	40	95			2	1	1	10	4	1			9	3				2		168
(CE12) Hair care products	438	63		11	94	6	4	42	12	6	1	8	12	3		1	1	2		704
(CE13) Perfume	63	37		22	44	2	14	113	8	6	1	2	4							316
(CE99) Other	429	144		39	119	16	24	101	12	28	3	20	32	5		1	3	6		982
<b>(CE) Toiletries, perfumes, beauty treatments and hairdressing Total</b>	<b>1783</b>	<b>1693</b>		<b>206</b>	<b>470</b>	<b>58</b>	<b>117</b>	<b>576</b>	<b>106</b>	<b>112</b>	<b>30</b>	<b>105</b>	<b>153</b>	<b>83</b>		<b>5</b>	<b>18</b>	<b>9</b>		<b>5524</b>

<b>(CF) Jewellery, silverware, clocks and watches</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>
(CF01) Clocks (including repairs)	144	65	1	7	47	2	2	22	6	3	3	9	2						2	315
(CF02) Watches (including repairs)	1108	419	2	58	177	10	14	181	56	31	10	21	24					1	14	2126
(CF03) Silverware	37	10		1	11	1	2	14	5	2		2	2							87

(CF04) Jewellery (including repairs)	2458	996	3	144	578	53	73	530	232	113	26	67	97	3			9	1	1	5384
(CF99) Other	182	97		17	94	11	45	72	18	22	5	10	22	4			4			603
<b>(CF) Jewellery, silverware, clocks and watches Total</b>	<b>3929</b>	<b>1587</b>	<b>6</b>	<b>227</b>	<b>907</b>	<b>77</b>	<b>136</b>	<b>819</b>	<b>317</b>	<b>171</b>	<b>44</b>	<b>109</b>	<b>147</b>	<b>7</b>			<b>14</b>	<b>17</b>	<b>1</b>	<b>8515</b>

<b>(CH) Tobacco and related products</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>	
(CH01) Cigarettes	46	50		53	3		68	258	1	28	3	2	45	513		2	1				1073
(CH02) Loose tobacco and papers	10	3		6	2		5	21		3			3	13		1	1				68
(CH03) Cigars/pipes	2	1		1	1		1	2					1	1							10
(CH04) Lighters	24	3			2			6		1				9							45
(CH05) Lighter fuel	3	1												9							13
(CH99) Other	4	8		3	2		2	6						1		7					33
<b>(CH) Tobacco and related products Total</b>	<b>89</b>	<b>66</b>		<b>63</b>	<b>10</b>		<b>76</b>	<b>293</b>	<b>1</b>	<b>32</b>	<b>3</b>	<b>2</b>	<b>50</b>	<b>552</b>		<b>3</b>	<b>2</b>				<b>1242</b>

<b>(CK) Footwear</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>	
(CK01) Children's footwear	611	156		16	23	7	3	38	55	21	5	4	8					1	1		949
(CK02) Women's footwear	2127	508	4	100	154	35	11	156	194	73	25	29	47					3			3466
(CK03) Men's footwear	776	181		44	91	7	4	107	76	22	4	11	14					2			1339
(CK04) Sports footwear	590	131		48	33	15	5	98	55	19	5	3	10					2			1014
(CK05) Footwear repairs	19	28			3			1		2	1		1								55
(CK99) Other	99	47		13	25	3	3	16	8	4	1	1	6								226
<b>(CK) Footwear Total</b>	<b>4222</b>	<b>1051</b>	<b>4</b>	<b>221</b>	<b>329</b>	<b>67</b>	<b>26</b>	<b>416</b>	<b>388</b>	<b>141</b>	<b>41</b>	<b>48</b>	<b>86</b>					<b>8</b>	<b>1</b>		<b>7049</b>

<b>(CL) Nursery Goods and Services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>	
(CL01) Buggies, prams and pushchairs	2679	192		21	223	19	6	65	73	26	6	21	26					1	3		3361
(CL02) Cots	150	15		15	20			1	20	1	3	1	1	3					1		231
(CL03) High chairs	65	16		66	9	1		66	2	3			2								230
(CL04) Child minding	6	11		3	1		3	3			1	1	3								32
(CL05) Day care services	6	22		6		3		2	2	2	5	4	4								56
(CL06) Other nursery furniture	119	20		20	22	4	1	18	7	3		1	1								216
(CL07) Nursery education	18	34		14	1	5	1	6		4	8		12								103
(CL08) Child car seats	184	49		5	38	6		27	9	6		2	3								329
(CL99) Other	296	61		16	73	11	1	41	18	13	5	4	9			1	2				551
<b>(CL) Nursery goods and services Total</b>	<b>3523</b>	<b>420</b>		<b>166</b>	<b>387</b>	<b>49</b>	<b>13</b>	<b>248</b>	<b>112</b>	<b>60</b>	<b>26</b>	<b>34</b>	<b>63</b>			<b>1</b>	<b>4</b>	<b>3</b>			<b>5109</b>

<b>(CM) Home-working schemes and gifting schemes</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>	
(CM01) Home working	59	74		3	33	2	74	77	4	18	2	12	28					1			387
(CM02) Gifting schemes	20	29	1	1	14	4	6	4		2		11	6					2			100
(CM99) Other	14	24		2	6	4	25	19	2	5	2	7	11					1			122
<b>(CM) Home-working schemes and gifting schemes Total</b>	<b>93</b>	<b>127</b>	<b>1</b>	<b>6</b>	<b>53</b>	<b>10</b>	<b>105</b>	<b>100</b>	<b>6</b>	<b>25</b>	<b>4</b>	<b>30</b>	<b>45</b>					<b>4</b>			<b>609</b>

<b>(CZ) Other personal goods and services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>-1</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>Grand Total</b>	
(CZ01) Introduction agencies	64	88		4	8	11	10	23	2	8	4	3	13					3			241
(CZ02) Correspondence/distance learning courses	81	145	4	7	14	53	11	48	5	6	8	6	19					1			408
(CZ03) Sun-beds and solarium services	36	43		2	4			5	2	2	1	5	5								105
(CZ04) Sunglasses	106	29		3	21	2	3	24	6	2	2	2	3							1	202
(CZ05) Bags and suitcases	383	58	1	18	38	3	4	104	30	14	5	4	4					6	2		674
(CZ06) Stationery	75	50		43	56	5	53	49	9	7	4	4	24	2				2			383
(CZ07) Genealogy services	2	4		4	3	2	5	4		4			1								29
(CZ08) Modelling/talent agencies	31	64		2	5	11	21	36	4	7	3	6	17	1				2			210
(CZ09) Glue and solvents	5	1			1			3	1	1			1	10							23
(CZ10) Will preparation services	36	97		7	25	4	9	23	1	6	5	19	6					1			239





(EE) Second hand cars	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EE01) Purchased from franchise dealer	7699	1363	118	189	284	167	55	1239	187	200	64	33	211		1		20	127		11957
(EE02) Purchased from independent dealer	25137	2892	224	254	754	266	155	3419	588	456	247	172	538	1	1	1	26	261		35392
(EE03) Purchased privately	1882	314	20	9	35	12	80	699	30	125	14	29	83				10	25		3367
(EE99) Other	1636	585	30	51	72	52	189	732	72	195	42	61	265	1			18	24		4025
(EE) Second hand cars Total	36354	5154	392	503	1145	497	479	6089	877	976	367	295	1097	2	2	1	74	437		54741
(EF) Car repairs and servicing	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EF01) Franchise garage/dealership	1231	2780		301	257	3	38	163	70	65	42	9	121			1	9	122		5212
(EF02) Independent garage	3049	7707	3	866	716	9	65	417	143	194	67	72	281	1		1	19	76		13686
(EF03) Mobile	72	132		16	12		6	18	3	4	1	10	15					3		292
(EF99) Other	867	967		104	172	17	31	121	44	71	24	37	87		1		3	27		2573
(EF) Car repairs and servicing Total	5219	11586	3	1287	1157	29	140	719	260	334	134	128	504	1	1	2	31	228		21763
(EG) Other motor vehicle purchases	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EG01) Commercial vehicles	487	61	3	4	26	5	3	89	11	9	5	3	18					7		731
(EG02) Motor homes	637	86	3	16	41	17	7	101	25	18	11	2	17				1	9		991
(EG03) Motorcycles	1712	230	7	18	1143	36	42	202	56	43	14	34	47	3				8	8	3603
(EG04) Motor scooters	676	80	1	9	271	22	14	48	19	11	8	15	13	2				1	6	1196
(EG99) Other	921	142		16	447	23	27	150	39	28	13	31	31	2	1			1	8	1880
(EG) Other motor vehicle purchases Total	4433	599	14	63	1928	103	93	590	150	109	51	85	126	7	1			11	38	8401
(EH) Other motor vehicle repairs and servicing	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EH01) Commercial vehicles	52	89		7	8		2	8	4	2	1		4							177
(EH02) Motor homes	46	40		4	11	1		3	1	1		2	1					3		113
(EH03) Motorcycles	203	241		21	88	1	1	16	9	4	6	8	11					2		611
(EH04) Motor scooters	78	70		9	18			3			1	1	3							183
(EH99) Other	146	253		32	55	3	1	27	6	8	5	3	9					1	2	551
(EH) Other motor vehicle repairs and servicing Total	525	693		73	180	5	4	57	20	15	13	14	28					1	7	1635
(EJ) Spares and accessories	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EJ01) Tyres	255	101		17	15	2	7	36	7	9		4	10							463
(EJ02) Spares and accessories	1711	278		53	456	47	8	203	69	26	14	26	28				3	7		2929
(EJ03) Other	220	54		11	53	8	3	14	9	5	5	1	10					3		396
(EJ99) Other	431	117		8	94	7	5	62	23	12	4	5	6					3		777
(EJ) Spares and accessories Total	2617	550		89	618	64	23	315	108	52	23	36	54				3	13		4565
(EK) Bicycles and repairs	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EK01) Bicycles	1185	154	1	24	194	8	7	90	39	17	6	15	29					3	4	1776
(EK02) Repairs	37	34		8	15		1	2		2	1	3	2					1		106
(EK99) Other	128	26		4	35	1	1	20	5		1	3	8					1	1	234
(EK) Bicycles and repairs Total	1350	214	1	36	244	9	9	112	44	19	8	21	39					5	5	2116
(EL) Petrol and oil	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EL01) Petrol	200	189		321	3		5	448	12	27	1	5	54	12	10	2	6			1295
(EL02) Diesel	132	41		82	1		4	211	1	16	4		15		4	3	1			515
(EL03) LGP autogas	4	6		8				10												28
(EL04) Oil	29	11		14	2		1	14	1	3	1		2	1	1				1	81
(EL99) Other	23	26		7	3		4	13	2	5	1		4	1	2					91
(EL) Petrol and oil Total	388	273		432	9		14	696	16	51	7	5	75	14	17	5	7	1		2010
(EM) Transport	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(EM01) Air	523	828		178	79	73	21	192	93	54	65	47	88	1		1	15			2258



(FE) Time-share Total	291	565	4	24	23	164	410	445	19	92	56	104	155	2		11			2365
-----------------------	-----	-----	---	----	----	-----	-----	-----	----	----	----	-----	-----	---	--	----	--	--	------

(FG) Holidays	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FG01) Travel agents	340	477	1	82	38	29	44	190	28	34	30	43	64				4			1404
(FG02) Accommodation (UK/overseas)	434	756		139	37	47	49	399	44	53	28	52	63	1		1	5			2108
(FG03) Package holidays in UK	165	309		29	10	21	10	121	20	14	10	23	28				1			761
(FG04) Package holidays overseas	1470	2171	1	316	95	153	227	1224	234	127	107	200	192	1			15	2		6535
(FG05) Inclusive tours	87	79		10	5	4	8	56	13	12	3	4	3			1	2			287
(FG99) Other	598	835		125	70	83	136	365	72	97	45	92	117				1	9		2645
(FG) Holidays Total	3094	4627	2	701	255	337	474	2355	411	337	223	414	467	2		3	36	2		13740

(FH) Entertainment, catering and accommodation	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FH01) Cinema	10	31		13	1			19	2	1				2			1			80
(FH02) Catering	41	59		14	4		1	16	3	11	4	3	4			1	1			162
(FH03) Restaurants	97	292		147	8	3	2	160	17	23	6	7	35	1		42	11			851
(FH04) Night clubs	10	30		4	1		2	28	5	1	2		9	5			2			99
(FH05) Disco hire	19	8			5		1	4		2		4	3							46
(FH06) Hotels, guest houses, B and Bs	284	685		148	13	47	15	223	35	41	31	21	55	1		1	7			1607
(FH07) Mobile food vendors		4		2						2			3							11
(FH08) Pubs and inns	38	146		56	3	2	3	75	6	18	3	6	12	19		6	1			394
(FH09) Hampers	200	31		1	203		1	4	8	5	27	239	19				7			745
(FH10) Theatre	111	139		40	112	9	10	77	16	8	11	12	19			1	6			571
(FH11) Takeaways	58	50		14	3			49	4	2	1	1	10			31				223
(FH99) Other	887	795		159	609	59	81	342	88	115	60	135	155	2		2	18		1	3508
(FH) Entertainment, catering and accommodation Total	1755	2270		598	962	120	116	997	184	229	145	428	324	30		84	54		1	8297

(FJ) Internet facilities	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FJ01) Internet Service Providers	2285	4452	3	349	544	452	58	452	130	88	103	121	316	1		1	81			9436
(FJ02) Chat rooms	1	5						1		1	1		3				1			13
(FJ03) News services	3	4		1		1														9
(FJ04) Domain name services	70	69		6	11	13	25	38	6	7	11	8	20				2			286
(FJ05) Pay-per-view services	13	7		2	1	1	10	9	2	1	2	2	4	1			1			56
(FJ99) Other	239	305	1	43	59	32	82	75	12	36	16	30	96	2			13			1041
(FJ) Internet facilities Total	2611	4842	4	401	615	499	175	575	150	133	133	161	439	4		1	98			10841

(FK) Books, newspapers and magazines	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FK01) Books	307	472	4	103	247	127	1120	195	35	44	33	26	226	5			3			2947
(FK02) Magazines	183	169		37	142	49	91	106	15	20	10	11	48	7			5			893
(FK03) Newspapers	46	96		35	18	9	15	75	6	12	6	1	26				3			348
(FK04) Part works	30	12		2	31	4	1	3	2	5		1	4				1			96
(FK99) Other	95	123	2	40	50	17	143	71	13	11	5	5	37	1			2			615
(FK) Books, newspapers and magazines Total	661	872	6	217	488	206	1370	450	71	92	54	44	341	13			14			4899

(FL) Sports and hobby equipment and services	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FL01) Camping equipment	220	27		6	25	3		24	20	3	1	2	6				1	2		340
(FL02) Sports equipment	1490	183	4	49	446	29	7	220	57	26	12	40	31	5			1	6		2606
(FL03) Stamps	11	3		15	5		2	6					3							45
(FL04) Coins	40	112		10	37	31	201	32	15	8		9	52							547
(FL05) Musical instruments	369	91	2	22	140	14	7	47	26	12	8	22	16				2			778
(FL06) Health clubs and gyms	460	831	14	55	19	289	36	225	57	80	126	72	180	4			22			2470
(FL07) Sports facilities	90	133	1	17	16	22	6	69	10	9	23	5	21				4		1	427

(FL99) Other	965	390	1	70	428	39	52	253	56	45	27	50	69	18			10	4	1	2478
<b>(FL) Sports and hobby equipment and services Total</b>	<b>3645</b>	<b>1770</b>	<b>22</b>	<b>244</b>	<b>1116</b>	<b>427</b>	<b>311</b>	<b>876</b>	<b>241</b>	<b>183</b>	<b>197</b>	<b>200</b>	<b>378</b>	<b>27</b>			<b>40</b>	<b>12</b>	<b>2</b>	<b>9691</b>

(FM) Toys, games	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FM01) Toys	1437	227		115	319	20	22	299	51	34	16	20	43	14			4	1		2622
(FM02) Games	260	60		25	100	3	2	82	19	8	2	11	17	9					1	599
(FM99) Other	435	80		32	160	12	22	87	22	13	6	9	29	11				2		920
<b>(FM) Toys, games Total</b>	<b>2132</b>	<b>367</b>		<b>172</b>	<b>579</b>	<b>35</b>	<b>46</b>	<b>468</b>	<b>92</b>	<b>55</b>	<b>24</b>	<b>40</b>	<b>89</b>	<b>34</b>			<b>6</b>	<b>2</b>		<b>4141</b>

(FN) CDs, games video tapes, video games software, computer(non-operating system) software, DVDs	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FN01) Compact Discs	126	84		38	111	14	40	272	15	17	5	7	23	2						754
(FN02) DVDs	378	213	5	73	276	34	128	1533	32	50	15	13	78	17	1	9	2	1	2858	181
(FN03) Audio and videotapes	66	25		3	28	3	10	26	3	7	2	2	3	3						181
(FN04) Video games and software	241	51	1	26	75	12	10	88	17	7	3	4	11	9					1	556
(FN05) Computer games	268	96		20	86	5	5	131	19	17	3	11	19	15			2			697
(FN06) Vinyl records	8	4		2	8			4			1	1	1							29
(FN99) Other	474	124		21	122	17	25	103	22	18	12	19	24			6	3			990
<b>(FN) CDs, games video tapes, video games software, computer(non-operating system) software, DVDs Total</b>	<b>1561</b>	<b>597</b>	<b>6</b>	<b>183</b>	<b>706</b>	<b>85</b>	<b>218</b>	<b>2157</b>	<b>108</b>	<b>116</b>	<b>41</b>	<b>57</b>	<b>159</b>	<b>46</b>		<b>1</b>	<b>18</b>	<b>5</b>	<b>1</b>	<b>6065</b>

(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	1305	312		17	76	19	26	636	51	85	18	21	75				5	1	146	2793
(FO02) Kennels and animal boarding	36	46		6	8	1	4	10	2	2	3	2	5							139
(FO03) Pet foods	80	18		18	8		3	61	2	4	1		6			31	1		4	237
(FO04) Veterinarian goods and services	48	136		66	11	1	3	15	3	7	3		17				1	1		318
(FO99) Other	429	178		21	128	9	13	80	26	39	2	12	18			2	2	1	24	984
<b>(FO) Pets and veterinarian products/services Total</b>	<b>1898</b>	<b>690</b>		<b>128</b>	<b>231</b>	<b>30</b>	<b>49</b>	<b>802</b>	<b>84</b>	<b>137</b>	<b>27</b>	<b>35</b>	<b>121</b>			<b>34</b>	<b>9</b>	<b>2</b>	<b>194</b>	<b>4471</b>

(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	62	79		6	10	4	55	73	3	10	3	16	31	9		1	3	1		366
(FP02) Lotteries	106	698	2	11	4		3474	1750	22	262	11	25	655	3		5	21			7049
(FP03) Scratch cards	27	46		2	23	1	67	73	2	7	1	12	28	2			1			292
(FP04) Chain letters	4	27		1			91	27		5		2	21						1	179
(FP05) Prize draws	100	471		9	69	1	1917	1786	16	171	15	26	442	1		4	3			5031
(FP06) Business guide	93	75	1	7	5	10	352	93		18	5	11	96				6			772
(FP07) Data protection letters	1	3					14	5		2			10							35
(FP99) Other	171	497		22	54	6	1520	1008	13	180	23	47	510	8	1	2	12		1	4075
<b>(FP) Betting, competitions, prize draws and business guides Total</b>	<b>564</b>	<b>1896</b>	<b>3</b>	<b>57</b>	<b>166</b>	<b>22</b>	<b>7490</b>	<b>4815</b>	<b>56</b>	<b>655</b>	<b>58</b>	<b>139</b>	<b>1793</b>	<b>23</b>	<b>1</b>	<b>12</b>	<b>47</b>	<b>1</b>	<b>1</b>	<b>17799</b>

(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	1934	304	3	63	390	25	79	284	66	36	22	19	53				2	29		3309
(FQ02) Film processing	64	131		9	33	1	1	27	4	1	4	7					4			286
(FQ03) Films (photographic)	20	38		1	16	1		6	4	1		2	3					1		93
(FQ04) Video cameras	428	52		13	72	3	7	55	21	7	4	3	9						6	680
(FQ05) Photographic equipment	147	38		13	39	3	2	40	10	5	5	1	4				1			308
(FQ06) Photographers	201	364	1	26	159	24	37	59	13	13	11	55	40	2			14	1		1020
(FQ07) Optical instruments (not ophthalmic)	15	5		1	3			2	1									1		28
(FQ99) Other	193	140	1	21	92	11	21	65	10	13	6	15	19	1			4	1		613

(FQ) Photography Total	3002	1072	5	147	804	68	147	538	129	76	52	102	128	3		27	37		6337
------------------------	------	------	---	-----	-----	----	-----	-----	-----	----	----	-----	-----	---	--	----	----	--	------

(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	103	88		2	4		12	16	2	31	2	4	28	79	1		6			378
(FZ02) Explosives	6	1		2						1			2	2						14
(FZ03) Knives	40	34		1	11	2	9	9		8	1		11	41				2		169
(FZ04) Psychics, clairvoyants and horoscopes	10	17		4	2		62	24	2	2		1	14				1			139
(FZ99) Other	333	180	3	40	123	15	56	106	10	42	19	37	55	145		1	14	3		1182
(FZ) Other recreational goods and services including age restricted items Total	492	320	3	47	142	17	139	155	14	84	22	42	110	267	1	1	23	3		1882

(F) Leisure Total	21900	20131	55	2954	6100	2021	10947	14730	1577	2206	1070	1772	4555	453	2	136	385	64	199	91257
-------------------	-------	-------	----	------	------	------	-------	-------	------	------	------	------	------	-----	---	-----	-----	----	-----	-------

### (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	253	58	1	17	45	9	30	59	9	11	10	13	27		1	1	2	2		548
(GA02) Industrial/commercial services	112	129	1	25	22	7	39	43	12	14	11	16	50		4		6	1		492
(GA04) Farm animals and farm fertiliser	12	10			2			5		6	1		6						9	51
(GA05) Farm animal feeds	4	2						4		2							1			13
(GA99) Other	129	93		20	22	2	25	27	8	13	7	9	64		1	1	11	1	1	434
(GA) Industrial/commercial goods and services Total	510	292	2	62	91	18	94	138	29	46	29	38	147		6	2	20	4	10	1538

(G) Commercial goods and services Total	510	292	2	62	91	18	94	138	29	46	29	38	147		6	2	20	4	10	1538
---	-----	-----	---	----	----	----	----	-----	----	----	----	----	-----	--	---	---	----	---	----	------

### (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	7					1	7		2		1	1							21
(HA03) Reception of broadcasts	15	26		10	3			1	2	3	1	1	4					1		67
(HA99) Other	45	55		14	6	5	9	19	1	9	5	2	12					2		184
(HA) Broadcasting Total	62	88		24	9	5	10	27	3	14	6	4	17					3		272

(H) Broadcasting Total	62	88		24	9	5	10	27	3	14	6	4	17					3		272
------------------------	----	----	--	----	---	---	----	----	---	----	---	---	----	--	--	--	--	---	--	-----

### Unknown

(-1) Unknown	579	740	14	140	326	47	323	288	46	13703	44	73	317	18	9	8	28	11	5	16719
Grand Total	579	740	14	140	326	47	323	288	46	13703	44	73	317	18	9	8	28	11	5	16719

Total number of complaints received during 2006	276168	157598	2301	23354	47242	10270	24475	60470	13831	27181	6329	9949	23650	2383	761	3693	1788	3788	232	695463
---	--------	--------	------	-------	-------	-------	-------	-------	-------	-------	------	------	-------	------	-----	------	------	------	-----	--------

### 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