

Annual Report and Resource Accounts 2008-2009 Annexe F1 of HC 475

Complaints to Consumer Direct - Summary and Comparison with 2007-08

Consumer Direct received over 1.6 million contacts*
 Consumer Direct recorded 1,171,794 cases
 (Trader complaints = 872,242)
 (Enquires/Out of scope etc = 299,552)

*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 12,782 complaints with a product goods and service of '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

(A) House Fittings and appliances																					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(AA) House Construction	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	2684		
(AA01) New house construction	142	695	2	40	39	6	5	100	14	5	13	31	51	1					1171		
(AA02) Furniture incorporated in new house at time of	31	25		1	6	2		7	2	5	2								102		
(AA03) Guarantees relating to new houses	26	33		1	4			2	5	1	2	5	1				2	7	89		
(AA04) Land	14	55		1	5	3	23	55	6	2	4	24	25						227		
(AA05) New house purchase	171	210		21	17	16	9	191	12	6	7	26	52					17	4	761	
(AA99) Other	32	156		14	10	4	8	29	4	1	9	16	24							314	
(AA) House Construction Total	436	1174	3	78	81	31	45	384	43	17	40	102	155	1	0	0	63	11	0	2684	
(AB) Home maintenance and improvements	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(AB01) Roofing	229	4071		234	111	263	354	244	48	16	19	144	265					63	30	6091	
(AB02) Decorative services	93	205		103	27	22	26	51	8	7	7	37	46						21	1643	
(AB03) Plumbers and plumbers	452	4177		1	798	100	39	23	344	68	18	31	97	163	1				61	6371	
(AB04) Central Heating line installation and servicing	2122	7438		4	526	325	95	73	492	108	22	118	132	247				8	110	51	11871
(AB05) Electrical services and installation	376	1848		1	333	72	22	56	183	36	14	23	57	86					7	42	3183
(AB06) Tarmac and paving	279	2894		1	113	82	226	284	208	23	12	10	89	204					25	1	4461
(AB10) Fitted Kitchens	2851	5118		9	263	1467	403	78	440	149	40	74	259	213					84	21	11469
(AB11) Insulation	49	1140		77	46	67	237	320	13	32	9	47	146	4					32	9	2276
(AB12) Burglar Alarms	189	533		2	68	27	101	267	222	19	9	24	29	191					13	2	1696
(AB13) Wall coating	210	628		1	44	38	27	33	49	24	3	5	31	34					6	9	1142
(AB14) Damp Proofing	44	692		25	18	13	31	33	18	3	10	60	23						15	60	1046
(AB15) Solar Heating	112	367		18	27	124	63	126	13	7	22	33	71	3					9	2	997
(AB16) Facias	54	544		39	14	72	65	60	7	5	2	34	59						5	7	967
(AB17) Gutters	70	986		3	53	27	59	80	52	11	4	6	39	81					12	3	1491
(AB18) Replacement doors	1165	1236		2	116	205	65	30	104	34	4	19	80	57					25	25	3167
(AB19) Fitted Bathrooms	1551	3140		1	162	363	77	16	161	64	8	24	83	86					45	8	5789
(AB99) Other general building work	528	6536		1	557	256	131	173	334	77	30	36	240	348					76	14	9343
(AB) Home maintenance and improvements Total	10364	42558	26	3529	3206	1806	1901	3433	712	234	441	1491	2301	1	22	0	686	256	0	73005	
(AC) Glazing Products and Installations	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(AC01) Double Glazing	2157	5446		14	223	287	374	336	565	125	30	61	413	422					96	253	10524
(AC02) Conservatories	835	3000		1	74	196	111	26	176	74	8	44	196	101					33	114	4989
(AC03) Glazing Services	207	755		1	46	59	42	49	76	21	4	11	53	58					7	15	1404
(AC99) Other	63	95		7	11	7	6	13	1			11	10						2	3	231
(AC) Glazing Products and Installations Total	3262	9298	16	350	553	534	417	832	221	42	136	673	591	0	0	0	136	385	0	17446	
(AD) Furniture	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(AD05) Upholstered furniture	9079	1474		45	208	1869	456	43	556	347	27	122	208	197					97	26	14784
(AD06) Non-upholstered furniture	4750	944		9	251	2398	240	16	530	254	6	77	262	179					66	2	9984
(AD07) Beds and Mattresses	5917	345		9	170	1637	372	154	706	288	26	75	208	229					81	26	10925
(AD08) Kitchen Furniture	791	288		4	46	338	36	7	100	44	4	19	28	35					10	3	1753
(AD09) Fitted Furniture	615	443		1	24	356	34	6	63	24	2	7	60	38					12	1	1686
(AD10) Bathroom Fittings	2386	694		104	459	59	11	197	73	5	27	76	84						25	5	4175
(AD11) Antiques	56	47		12	23	6	16	50	11	1	5	9	19	1							256
(AD12) Leather furniture	9718	692		24	70	1133	225	10	321	256	15	52	95	151					54	32	12848
(AD99) Other	499	187		4	45	229	34	8	89	25	4	13	35	28							1216
(AD) Furniture Total	33811	5714	96	930	8442	1462	271	2612	1322	92	396	981	930	1	0	0	342	95	0	57497	
(AF) Floor Coverings	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(AF01) Carpets	2026	1591		1	145	209	85	17	195	101	7	31	59	71					32	5	4575
(AF02) Mats and Rugs	165	51		17	34	10	3	29	19	1	7	3	11						2		352
(AF03) Laminates	291	458		27	57	13	1	47	30		3	16	12						13	2	930
(AF04) Ceramics	286	214		22	29	10	1	37	11	2	4	6	14						9	2	612
(AF05) Wood	307	516		21	107	19	1	68	22	1	4	20	16						12	1	1114
(AF06) Linoleum	104	209		8	15	2		13	8	1	1	2	2								369
(AF07) Fitting	31	260		13	11	4		13	3		1	1	13								352
(AF08) Underlay	22	30		3	3	6		13	7		1	1	1								88
(AF99) Other	76	90		6	15	2	1	17	6		2	4	7								227
(AF) Floor Coverings Total	3241	3419	1	262	480	151	24	432	207	12	49	110	146	0	0	0	77	8	0	8619	

(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	533	160	1	56	161	40	6	130	47	3	14	23								1201							
(AK02) Cushions	89	42		14	34	2		22	4		3	6								225							
(AK03) Curtains and blinds	975	1070	1	91	307	107	7	176	73	9	18	55	52							2967							
(AK04) Furniture fabrics	101	50		17	51	4	1	23	8	1	2	11	3							276							
(AK05) Recovering and re-upholstery services	33	155		7	16	10	1	6	2		2	7	2							244							
(AK99) Other	80	67		25	35	6	2	26	2	1	4	2	9							260							
(AK) Textiles and Soft Furnishings Total	1811	1544	2	210	804	169	17	382	136	14	43	92	95	0	0	0	0	51	3	0	5173						
(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	2320	166		36	165	20	6	180	70	6	11	21	32							4	13	3050					
(AL02) VCRs	154	27		3	12		1	7	9	1												270					
(AL03) TVs	14685	1517	37	370	1428	162	57	974	423	29	117	176	316	1							74	149	20515				
(AL04) CD, Hi-Fi, tape players non-portable	714	95		34	94	23	11	80	24	4	11	23	24								8	9	1154				
(AL05) CD, Hi-Fi, tape players portable	1379	141	1	35	239	33	12	287	60	2	15	28	25	1									16	7	2281		
(AL06) Satellite/digital/cable supply equipmen	1413	1829	1	241	148	203	72	694	107	17	77	53	188											37	11	5091	
(AL07) Digital/satellite/cable supply agreement	236	2208	1	351	77	561	129	1030	95	13	107	97	429													5401	
(AL08) Radios	229	76		13	41	4	4	45	19	3	4	5	15													551	
(AL09) Hire charges TV, video, dvd	71	108	1	23	16	20	11	39	9		9	5	47	4												385	
(AL10) Games players	2844	317		100	458	35	26	386	96	9	25	56	102	3												4519	
(AL99) Other	730	261		59	195	31	24	183	38	4	15	22	72	5												1670	
(AL) Audio-visual Total	24875	6745	41	1265	2973	1092	353	3920	950	88	391	486	1254	15	0	0	252	227	0	44	27	0	44	27	0	44227	
(AM) Personal Computers, accessories, software and	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total							
(AM01) Personal computers	4922	550	6	92	381	92	29	394	132	12	56	54	113	1												6900	
(AM02) Self-build components	492	85	1	14	88	20	4	53	26		9	13	18													841	
(AM03) Computer accessories	1934	296		129	555	83	14	405	72	2	29	36	83													3653	
(AM04) Printers and scanners	1295	170		81	191	21	13	183	52	6	16	15	53													2121	
(AM05) Computer repairs	170	728		49	72	4	14	65	8		11	36	23													1195	
(AM06) Computer helpines	5	47		2	4	5	14	26	1		2	1	14													25	
(AM07) Computer software upgrades	293	232		92	104	33	57	273	20	4	21	32	89													1252	
(AM08) Lap-tops, notebooks and tablet PCs	10098	1043	11	128	726	127	37	701	294	18	80	70	120	1												13594	
(AM09) PDAs	73	10		2	9	1		8	3			1	6													114	
(AM99) Other	276	121	2	24	85	13	17	73	12		13	12	31	1												697	
(AM) Personal Computers, accessories, software and	19558	3282	20	583	2226	399	199	2191	620	42	237	270	560	3	0	0	144	188	0	30	42	0	30	42	0	30492	
(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	2852	276		52	231	33	3	132	50	2	19	28	36	1												3755	
(AN02) Fridges and Freezers	7368	481	9	71	422	34		208	147	13	32	44	58													8986	
(AN03) Washing Machines	7513	714	10	82	379	30	7	223	135	11	47	57	64													9418	
(AN04) Tumble Dryers	1106	92		22	60	7	2	44	22	2	6	9	9													1389	
(AN05) Washers-dryers (combined)	843	53		4	28	1		22	9	2	2	7	5													985	
(AN06) Dishwashers	1382	170		15	82	6	1	58	27	3	10	10	18													1813	
(AN07) Gas Fires	1240	859		65	192	44		97	61	5	12	46	29	1												2655	
(AN08) Gas Powered Appliances	109	109	1	10	15	2	1	14	2		1															274	
(AN09) Gas Cookers	2890	375	1	49	238	19	4	147	65	10	20	17	34													3691	
(AN10) Space Heaters	52	16		4	3			6	2																	86	
(AN11) Fixed Heaters	195	68		12	25	3	1	15	3		2	2	3													331	
(AN99) Other	440	112		20	81	14	7	61	12	1	4	11	18													797	
(AN) Large Domestic Appliances Total	25791	3333	21	405	1761	195	26	1027	515	49	155	233	282	1	1	1	1	1	1	1	1	1	1	1	1	34180	
(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	1822	183		44	117	42	39	143	84	6	24	9	28													2642	
(AR02) Microwave Ovens	1015	69	1	12	50	4	1	36	18	1	5	9	10													1247	
(AR03) Sewing Machines	217	32		10	33	12		24	14	1	4		4													353	
(AR04) Portable Heating appliances	1164	97		34	138	12	6	134	44	2	7	13	19	1												1666	
(AR05) Power Tools	694	69		24	89	16	6	81	18	1	5	10	23													1050	
(AR99) Other	2169	250		92	289	52	25	231	79	7	16	47	66													3367	
(AR) Small Domestic Appliances Total	7191	700	1	216	697	138	77	649	227	18	61	88	150	0	1	0	50	63	0	10	32	0	10	32	0	10327	
(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	116	763	1	94	177	13	12	59	15	2	7	37	33														1282
(AT99) Other	23	31		1	15	3		5	3		1	2	2	1													87
(AT) Repairs to Domestic Appliances Total	138	794	1	95	132	16	12	64	18	2	8	39	35	1	0	0	0	0	0	0	0	0	0	0	0	1379	
(AI) House Fittings and Appliances Total	130478	75538	228	7924	21050	5983	3342	18926	4971	610	1957	4565	6523	23	24	1	1934	1520	0	0	0	0	0	0	0	285611	

(B) Other household requirements																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BA) Food and Drink	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BA01) Additives	46	14		9	13	1	6	31	1	1	4	3	1	27	3				160
(BA02) Bakery and cereal products	794	140		216	131	3	17	285	6	7	6	3	40	1	284	5			1819
(BA03) Beverages	283	106		199	30	4	86	211	9	5	6	34	4	108	4	1			1095
(BA04) Cakes/confectionary	901	253		373	59	4	79	416	17	10	4	12	66	2	334	12			2542
(BA05) Dairy products	729	103		193	6	1	12	279	8	11	1	1	38	1	263	5			1651
(BA06) Alcoholic Drinks	482	255		403	174	11	68	1014	15	16	9	12	149	963	1	110	25		3707
(BA07) Other Drinks	292	94		155	15	1	65	156	5	3	1	7	40	14	109	9			985
(BA08) Egg-based products	95	12		18	3			35	1										281
(BA09) Fish and shellfish	415	63	1	88	11	9	54	192	4	3	1	9	31	1	143	6	1		1032
(BA10) Baby/Infant Foods	164	25		11	10		4	23	4	1	1	1	6		53	2			305
(BA11) Fruit and vegetables	577	141		359	11	4	15	490	7	3	24	4	63		212	8			1883
(BA12) Herbs and spices	55	6		10	10	2	3	33	1		2	1	8		9				222
(BA13) Meat	993	202		260	13	2	4	538	8	2	1	3	53		425	5			2509
(BA14) Poultry	285	25		52	3		1	126	3	2		1	9		85				595
(BA15) Nuts/nut products	87	6		14	1		3	27	2	2			2		33	2			179
(BA16) Soups/broths/sauces	204	27		57	2		13	89	3		2	8			65	3			473
(BA19) Other	650	405		416	104	10	48	442	18	6	8	15	127	5	247	39			2546
(BA) Food and Drink Total	7043	1876		2813	478	52	476	4442	109	74	44	81	682	991	1264	126	0	5	21865
(BB) Domestic Fuel	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BB01) Gas	122	1712	4	722	29	43	132	241	42	47	91	42	317	206	85				3775
(BB02) Electricity	126	1555	5	811	16	52	313	507	62	56	32	45	460	330	192				4562
(BB03) Dual Fuel Agreements	13	527	4	284	7	29	172	287	23	39	12	25	208	160	48				1838
(BB04) Solid Fuel	99	47		35	14	1	4	57			1	3			5				257
(BB05) Oil	83	127	1	80	26	1	9	76	7	3	6	5	31	4	12	2			473
(BB06) Liquid Gas	21	63		40	4	3	3	11	2	4	11	2	23	4	3				194
(BB99) Other	41	63		101	8	20	43	3	2	5	4	26		9	1	5	1		269
(BB) Domestic Fuel Total	486	4084	14	1992	106	137	685	1228	139	181	97	124	1070	6713	1	380	3	0	11388
(BE) Water	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BE01) Water	67	590		251	15	6	19	73	23	7	7	11	82	7	10	23			1191
(BE02) Sewerage	8	117	1	34	4		3	15	3	2	1	1	12						209
(BE99) Other	6	9		6			1	1	3	1	1	3							26
(BE) Water Total	81	716	1	289	19	6	23	91	27	9	8	13	95	0	7	10	30	0	1426
(BF) Postal Services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BF01) Postal Services General	54	855	1	118	145	3	96	182	31	15	19	34	137						1720
(BF99) Other	3	62		14	10		14	15	2			6	11						138
(BF) Postal Services Total	57	917	1	132	155	3	110	197	33	15	19	40	148	0	0	0	0	0	1858
(BH) Laundry and Dry Cleaning	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BH01) Dry Cleaning	46	1211		28	24		1	19	21	1	9	30	21						1915
(BH02) Clothing repairs and tailoring	14	240		5	3			3	1	3	13								303
(BH03) Dyeing	5	1						1	1										7
(BH04) Launderettes	7	142		13	3			11	1		2	2	6						187
(BH99) Other	16	14		3	1	1	1	9	1										47
(BH) Laundry and Dry Cleaning Total	85	2108	0	49	35	4	2	53	27	2	7	45	29	0	0	0	0	0	2459
(BJ) DIY Materials	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BJ01) DIY materials	609	215		108	195	31	5	209	60		22	18	58		9	5			1544
(BJ02) Tools (not power)	207	34	1	29	77	6	4	53	18	2	3	7	11	2		1			456
(BJ03) Paint	220	61		25	27	6		58	16	1	3	6	21	4					437
(BJ04) Wall coverings	245	107		22	61	18	15	54	23	2	9	7	24	1					586
(BJ99) Other	171	58		24	63	8	2	36	16		8	7	16						413
(BJ) DIY Materials Total	1452	476	1	208	423	69	26	410	133	5	45	43	118	8	0	0	0	23	7
(BM) Telecommunications	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BM01) Telephone services (land line)	636	6114	16	1144	1171	660	271	1276	213	47	226	116	1017		1	413	1	1	12269
(BM02) Mobile Phones (hardware)	13153	2160	3	264	851	235	101	1030	446	24	145	119	337	3		83	36		18970
(BM03) Mobile Phones (service agreements)	2655	10412	31	1098	457	2228	404	5771	701	69	795	769	1842	13	1	321	8		27675
(BM04) Premium Rate Services	17	169	1	76	49	8	88	87	3	2	3	16	131	2					619
(BM05) Remote messaging services	7	92		20	2	10	77	48	5	1	1	8	103						375
(BM06) Phone downloads	30	102		20	13	9	28	51	12	2	17	12	49	6					357
(BM99) Other	266	300	1	48	56	16	30	149	25	1	18	32	123	1					1060
(BM) Telecommunications Total	16764	19335	52	2660	1495	3166	999	8412	1410	146	1210	1070	3602	25	2	0	850	45	1
(BP) Hardware, cleaning and other household goods and services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(BP01) Domestic cleaning products	476	107		82	108	17	84	197	16		5	15	50						1170
(BP02) Domestic cleaning services	35	425		49	12	15	43	56	4	3	13	16	54						729
(BP03) Crockery	195	51		29	70	41	25	193	10	4	3	9	23						521
(BP04) Cooking and dining Utensils	511	77	1	38	132	6	16	69	17	2	5	9	21	4					935
(BP05) Glassware	285	62		22	58	5	5	46	18	2	6	11	16	1					541
(BP06) Ironmongery	111	53		22	43	4	1	26	10		2	8	13	2					297
(BP07) Window Cleaning Services	17	107		6	2	7	17	22	2		2	14							200
(BP08) Chimney sweeps	4	58		9	6	1	1	77	1		1	2	2						84
(BP99) Other	572	190		194	175	25	28	132	21	1	12								

(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	662	402		82	191	64	16	187	124	8	27	28	80	1			33			1915
(CA02) Women's clothing	4767	3165	32	696	1361	564	190	3261	949	63	251	354	656	1			206	2		14606
(CA03) Men's clothing	1771	891	5	244	593	147	65	682	271	25	54	80	167	1			51			5047
(CA04) Sportswear	441	228		71	338	47	8	258	97	3	25	23	42				13			1594
(CA05) Hats	26	27		10	20	6		8	11		2	2	5							120
(CA06) Clothing material	93	112		13	41	9	64	277	15	11	2	9	83				3			732
(CA07) Furs	4	4				1		1					1							11
(CA08) Protective Clothing	129	29		6	44	7	1	20	8	1	2	1	7							247
(CA09) Handbags and accessories	845	134		69	86	19	17	347	56	5	9	12	29	1						1652
(CA99) Other	85	127		17	56	11	61	276	13	4	5	17	90				15			777
(CA) Clothing and clothing fabric Total	8929	5110	37	1188	2740	885	422	3427	1544	120	371	526	1176	4	0	0	356	2	0	26703
(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	146	82	1	7	9	23	20	30	6		4	4	13					3	1	349
(CB02) Mobility Aids	565	224		32	68	90	122	124	33	8	16	32	92					8	3	1417
(CB03) Motorised Scooters	454	123	2	17	31	62	39	58	18	5	8	21	36					7	4	885
(CB04) Motorised wheelchairs	122	22		6	16	8	6	12	4	2		4	7							212
(CB05) Other mobility vehicles	192	69	1	3	6	17	13	23	5	1	3	5	27					2	1	351
(CB06) Stair lifts	153	197		23	19	26	26	43	18		15	14	33					2	3	572
(CB07) Adjustable/orthopaedic beds	50	24	1	9	1	27	37	29	7		1	1	11							199
(CB09) Bath Aids	109	52		10	13	23	12	17	7	1	3		6						2	255
(CB99) Other	87	45		8	22	14	17	23	6		4	3	14							246
(CB) Disability Aids Total	1868	829	5	115	187	290	292	359	104	17	54	84	239	0	0	0	28	15	0	4488

CDI Medical goods and services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CD01) Dentists	93	514	1	75	4	8	2	43	4	3	6	36				10	2		812	
(CD02) Chiropodists	6	24		2															48	
(CD03) Opticians	986	1472	1	114	168	48	9	176	69	5	22	39	70					23	3192	
(CD04) Osteopaths/physiotherapists/chiropractors	6	22		2	1	6	5	13	2		1	5	3						66	
(CD05) Private medical cover plans	2	22		7	2	1	3	1			2	3	4					2	52	
(CD06) Pharmaceutical products and medical devices	433	231		79	198	51	89	241	31	9	14	30	82	18	14	16	3		1539	
(CD07) Residential care homes	4	55		38		2	2	13	3		4	1	15					2	139	
(CD08) NHS charges and medical expenses	5	29		10	1	1	3	6	3		1								87	
(CD09) Cosmetic surgery (private)	8	71		9		2		9	1		1	2	3						106	
(CD10) Other private medical treatment	62	341	1	59	43	27	54	148	15	1	9	33	62	2	1	13			871	
(CD11) Dental technicians	25	51		6	3			9	2	1	1	3	4						104	
(CD99) Other	83	103		14	47	22	20	55	2	2	8	32	21		1	5	1		398	
CDI Medical goods and services Total	1716	2935	3	418	468	168	187	721	129	22	60	132	319	21	0	16	73	6	7394	
CEI Toiletries, perfumes, beauty treatments and hairdressing	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CE01) Cosmetics	216	96	1	65	144	22	106	150	20		15	9	41	1				7	893	
(CE02) Hairdressing	163	1158		82	13	13	5	185	17	5	10	12	37	1				15	1716	
(CE03) Hair removal therapy	40	41		4	8	2		13	2		1	5	3						117	
(CE04) Beauty treatments	236	617		31	131	55	93	205	45	8	25	73	106	4				32	1661	
(CE05) Cosmetic therapies	22	45		4	10	2	4	18	1	1	3	1	3						116	
(CE06) Toiletries	254	68		94	84	3	33	157	5	4	5	30	2	2	7	2			750	
(CE07) Wigs	68	44		2	19	11		23	15		3	4	4						195	
(CE08) Hair replacement therapies	23	34		4	10	4		10	2										93	
(CE09) Shaving products/services	16	37		4	22	13	9	26			2	7	14						158	
(CE10) Piercing and tattoos	14	199		4	4	4		12	4	6	2	4	22	171					448	
(CE11) Nail shops	22	118		9	6			7	5										171	
(CE12) Hair care products	876	118		37	102	28	24	86	30	9	13	14	22	3				11	2151	
(CE13) Perfume	126	37		31	166	7	12	169	5	3	3	7	16	1				5	587	
(CE99) Other	147	60		14	39	7	5	69	9	1	3	15	4					2	699	
CEI Toiletries, perfumes, beauty treatments and hairdressing Total	2212	2972	1	385	756	171	294	1605	160	33	81	147	319	187	0	4	92	5	9426	
CFI Jewellery, silverware, clocks and watches	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CF01) Clocks (including repairs)	156	80		20	61	7	4	15	7	2	3	6	10						393	
(CF02) Watches (including repairs)	1454	535		80	223	28	36	217	77	9	13	33	48					15	9	2777
(CF03) Silverware	24	6		6	7		2	10	1		1	2							63	
(CF04) Jewellery (including repairs)	3144	1267	2	261	364	103	89	812	237	14	64	183	4	1				15	7	6669
(CF99) Other	34	38		12	21	4	17	23	7		4	8						1	1	169
CFI Jewellery, silverware, clocks and watches Total	4812	1927	2	369	676	143	148	1081	329	25	81	190	249	4	0	1	79	16	0	10072
CHI Tobacco and related products	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CH01) Cigarettes	81	64		62	19		63	276	1	3	4	63	658					7	1301	
(CH02) Loose tobacco and papers	19	15		16	13		6	48			1	8	24					2	148	
(CH03) Cigarette pipes	7	3					3	3											23	
(CH04) Lighters	66	11		2	13		1	11	2		1	1	12					1	121	
(CH05) Lighter fuel	2	9		2	6			5											7	
(CH99) Other	3	4		1			4	1			1		2						17	
CHI Tobacco and related products Total	176	97	0	84	46	0	73	339	4	3	1	6	74	704	0	0	0	10	0	1617
CKI Footwear	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CK01) Children's footwear	655	129		31	18	18	1	49	60	4	10	2	18						13	1008
(CK02) Women's footwear	2797	953	1	179	473	108	15	628	235	23	43	91	108					34	5295	
(CK03) Men's footwear	1073	188		76	169	28	3	181	77	5	13	20	35					1	9	1504
(CK04) Sports footwear	716	124		34	100	17	2	111	68	1	5	11	26					5	1	1221
(CK05) Footwear repairs	24	35		3	3		3	2	1		4	2							76	
(CK99) Other	17	6		4	8		6	1	1		1	3	1						50	
CKI Footwear Total	5256	1057	1	329	771	171	21	988	443	34	72	131	190	0	0	1	61	1	0	9527
CLL Nursery Goods and Services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CL01) Buggies, prams and pushchairs	3099	253		69	1456	131	2	135	109	9	13	113	48					33	5	5473
(CL02) Cots	143	13		8	91	7		12	4	1	5	7	1						2	294
(CL03) High Chairs	63	6		3	68	4		5	1		1	4	3							192
(CL04) Child Minding	12	39		9	2	6	5	9			1	2	7							83
(CL05) Day care services	2	104		25	3	14	1	16	8	4	20	6	24					4		231
(CL06) Other nursery furniture	209	56		15	223	38	3	28	10		1	26	12						4	605
(CL07) Nursery education	23	85		22	3	11	1	18	6	1	14	3	23						1	207
(CL08) Child car seats	250	40	1	13	282	23		38	14		3	23	5						8	700
(CL99) Other	132	24		9	93	14	2	19	7		1	7	3						1	313
CLL Nursery Goods and Services Total	3933	622	1	173	2224	238	14	270	189	15	57	191	126	1	0	1	60	3	0	8078
CMH Home-working schemes and gifting schemes	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CM01) Home Working	10	90		2	21	8	69	128	3	5	5	9	55						9	414
(CM02) Gifting schemes	32	151		6	53	10	19	86	56	1	58	56	81						31	640
(CM99) Other	6	9		2	1		4	9	1				6						2	38
CMH Home-working schemes and gifting schemes Total	48	250	0	10	74	18	92	222	60	6	63	65	142	0	0	0	0	0	0	1092
CCZ Other Personal Goods and Services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(CC01) Introduction Agencies	11	276		31	6	53	24	131	19	2	25	19	89	1					5	694
(CC02) Correspondence/distance learning courses	44	777		5	32	45	267	30	341	78	14	82	103	107					37	1962
(CC03) Sun-beds and solarium services	26	57		1	9	4		5	5	1	4	7	6	5						124
(CC04) Sunglasses	103	37		7	66	6		40	6	8	5	3	1	2						288
(CC05) Bags and suitcases	553	93		46	81	14	2	111	35	4	6	11	23						5	987
(CC06) Stationery																				

(D) Professional and financial services

(DA) Personal banking	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DA01) Banking services	89	2348	113	501	39	58	383	804	152	58	147	92	829			201			5814
(DA02) Building Society services	2	95	2	6	1	2	13	1	2	4	16								107
(DA03) Credit Unions	3	29	4	1	2	1	9	1	1	2	4								61
(DA99) Other	14	136	12	15	10	2	35	81	8	3	15	17	55			9	1		413
(DA) Personal banking Total	108	2568	131	523	51	61	421	807	161	62	156	113	807	0	0	215	1	0	6395

(DB) Hire and Unsecured Credit	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DB01) Credit Agreements/loans (linked)	35	507	206	95	2	85	25	230	45	6	56	27	249			39			1611
(DB02) Credit Agreements/loans (not linked)	60	891	345	135	28	87	118	534	60	22	77	68	532	1		47	2		3007
(DB03) Hire Purchase/Conditional Sale Agreements	59	395	189	45	4	65	9	107	17	6	42	11	127						984
(DB04) Credit Cards	75	175	191	143	10	22	48	232	77	16	77	47	378	1					2082
(DB05) Debit Cards	2	15	1	12	1	2	2	2	1	2	15	1							55
(DB06) Store Cards	7	98	27	20	1	2	9	37	9	5	11	7	48	1					231
(DB07) Overdrafts	65	14	48			13	15	6	1	7	3	54							231
(DB08) Cheque Cashing Services	3	16	1		5	4	6	4			5								41
(DB09) Pawn Broking	3	57		2	1	2	1	7	6		8	7	18	3					116
(DB99) Other	8	43	25	6	7	4	5	3	3		7	10	40						217
(DB) Hire and Unsecured Credit Total	249	2710	999	509	58	267	234	1201	229	56	286	182	1464	10	0	149	2	0	8605

(DE) Ancillary Credit Business	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DE01) Credit Brokers	28	753	125	78	30	94	101	694	63	13	41	60	393	1					2535
(DE02) Credit Reference Agencies	4	166	8	19	10	24	20	89	14	5	14	11	59						481
(DE03) Debt Adjusting	13	456	39	23	6	46	119	262	16	10	13	23	235	1					1288
(DE04) Debt Collection	86	3171	330	347	22	35	297	771	166	55	61	165	4573	1		3			10217
(DE05) Credit Repair	1	57	13	5	5	12	18	62	3		3	7	34						223
(DE99) Other	13	236	59	24	12	14	66	117	14	3	16	38	145	1					779
(DE) Ancillary Credit Business Total	145	4838	573	496	85	245	620	1995	276	86	150	300	5439	4	0	286	1	0	15503

(DG) Insurance	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total	
(DG01) Motor	263	2404	13	283	71	302	30	365	205	50	193	100	426						4813	
(DG02) Buildings	38	626	3	31	24	27	15	95	62	15	56	30	78						1133	
(DG03) Contents	59	750	61	43	23	60	120	40	120	60	120	40	120	1					1604	
(DG04) Holiday/Travel	108	488	1	76	21	37	9	137	36	5	65	36	85	1					1122	
(DG06) Extended Warranties	229	1162	2	60	78	119	98	723	97	1	185	141	203	1					3225	
(DG07) Payment Protection	10	217	10	13	4	36	23	169	29		63								464	
(DG08) Brokers and intermediaries	4	66	9	4	1	5	39	5	2	11	2	30							198	
(DG09) Life	8	106	2	13	6	13	15	34	7	6	13	16	41						241	
(DG10) Pet	65	99	23	6	3	1	28	11	6	13	9	18							334	
(DG11) Health	18	81	12	6	5	17	36	6	6	20	5	23							207	
(DG99) Other	60	507	2	56	24	82	88	443	43	6	37	79	134						1582	
(DG) Insurance Total	862	6506	34	617	265	689	351	2280	587	114	725	600	1261	2	2	1	298	95	1	15180

(DL) Mortgages and secured credit	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DL01) Mortgages	11	176	19	47	1	5	9	47	9	7	22	12	79						454
(DL02) Mortgage Brokers	7	56	3	7	1	1	25	3	1	3	6	21							141
(DL99) Other	2	23	9	4	1	1	1	11	1	1	2	17							71
(DL) Mortgages and secured credit Total	20	254	31	58	2	7	10	63	11	8	26	18	117	0	0	0	21	0	686

(DN) Pensions	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DN01) Occupational Pensions	1	17	1	1	2	1	5	11	1	1	2	1	8	1					52
(DN02) Non-occupational pensions	1	24	1	1			112	9	1	1	2	3	6						164
(DN99) Other		2	1	1			1	3					1						10
(DN) Pensions Total	1	43	1	2	2	1	18	23	2	2	4	4	15	1	0	0	7	0	126

(DP) Estate Agents and House Purchase services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DP01) Estate Agents	89	1504	1	149	54	105	52	834	102	40	178	182	611						3949
(DP02) House Valuation	2	51		5	24	1	7	27	1	1	2	3	9						105
(DP03) Conveyancing	18		3	1	2		9	2			1	9							45
(DP99) Other	17	95	1	10	7	4	10	45	4	3	8	31							242
(DP) Estate Agents and House Purchase services Total	108	1688	3	167	62	112	89	915	109	43	183	193	660	0	0	0	53	1	4344

(DO) Letting and Property management services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DO01) Letting agents	121	1465	3	117	271	46	171	271	77	24	138	203	378						2940
(DO02) Property management agents	42	510	2	71	16	15	17	122	20	12	34	59	132						1075
(DO03) Landlords	66	529	2	51	9	16	23	47	45	19	42	42	113						1034
(DO04) University/student accommodation		22		4	6	1		8	1										51
(DO99) Other	5	37	7	7	2	1	10	9	1	1	3	11	9						88
(DO) Letting and Property management services Total	234	2563	7	250	55	78	67	457	144	56	221	315	639	0	0	112	0	0	5198

(DY) Professional Services	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total
(DY01) Architects	11	255		26	11	2	1	20	6	2	4	17	15						373
(DY02) Surveyors	5	219	1	31	10	2	27	60	3	3	4	10	32						413
(DY03) Solicitors	18	450	3	94	5	5	37	130	10	9	10	37	85						942
(DY04) Accountants	6	156	1	43	2		5	21	2	1	1	12	24						279
(DY05) Employment Agencies	22	215		8	12	13	74	173	9	6	12	30	112						700
(DY06) Funeral Services	35	241	2	43	24	8	5	27	6	1	2	37	29						464
(DY07) Educational Services	115	930	8	59	72	231	46	375	73	12	88	114	154	2					2319
(DY08) Advertising agencies	209	1715	3	194	76	286	857	2529	50	39	113	110	844	1					7068
(DY09) Stock Brokers (shares																			

(E) Transport

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(ED) New Cars	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(ED01) Purchased from franchise dealer	5055	793	70	173	261	208	9	718	183	16	82	39	208				48	43	7872		
(ED02) Purchased from independent dealer	2049	261	45	36	206	133	8	389	70	8	46	60	128				23	7	3609		
(ED99) Other	84	56	10	12	15	8	3	28	11		12	2	18				4	2	275		
(ED) New Cars Total	7188	1200	125	271	482	347	20	1193	234	24	140	101	354	0	0	0	75	52	11756		
(EE) Second Hand Cars	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EE01) Purchased from franchise dealer	9648	1427	107	263	276	402	30	1761	288	25	103	52	440					147	57	15036	
(EE02) Purchased from independent dealer	33810	3210	159	510	665	703	116	8083	869	94	403	335	1143	2				146	115	47383	
(EE03) Purchased privately	2437	307	17	14	52	25	120	1080	44	17	32	61	229				1		37	14	4487
(EE99) Other	663	273	13	44	17	25	43	345	33	5	30	34	194					32	6	1757	
(EE) Second Hand Cars Total	46558	5217	296	831	1010	1155	309	8269	1244	141	468	492	2006	2	1	0	362	192	0	68643	
(EF) Car repairs and servicing	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EF01) Franchise garage/dealership	571	3648		265	136	12	17	307	62	3	30	23	193					25	60	5352	
(EF02) Independent Garage	1697	11288	2	923	493	31	29	665	135	26	56	102	414					76	55	15892	
(EF03) Mobile	72	317		30	17			5	49	6	3	6	11	16						533	
(EF99) Other	160	395		35	69	12	7	68	14	2	12	11	40							861	
(EF) Car repairs and servicing Total	2520	15848	2	1293	715	55	58	1099	217	34	104	147	663	0	0	0	113	120	0	22238	
(EG) Other Motor vehicle purchases	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EG01) Commercial vehicles	1105	116	8	20	50	10	8	188	17	6	13	8	34					11	11	1605	
(EG02) Motor Homes	645	104	3	21	49	43	4	97	28	7	8	14	17							1056	
(EG03) Motorcycles	1916	201	6	36	132	51	11	268	41	6	18	28	57							2787	
(EG04) Motor scooters	715	62	1	5	46	23	6	61	19	2	8	7	18							978	
(EG99) Other	214	37	4	31	7	2	33	1	2	2	11	15								363	
(EG) Other Motor vehicle purchases Total	4595	520	18	86	308	134	31	647	106	23	49	68	141	0	0	0	37	26	0	6789	
(EH) Other Motor vehicle repairs and servicing	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EH01) Commercial vehicles	66	176	1	12	11			1	13	7	2	3	4	10				4	3	313	
(EH02) Motor Homes	43	67		8	8	11			1	1	1	1	3							163	
(EH03) Motorcycles	204	284		36	36	5	2	22	4	1	2	7	19							630	
(EH04) Motor scooters	35	62		5	9	3		4	1	1	5	4								128	
(EH99) Other	38	95		7	7	8	3	7	6	5	2	1	6							159	
(EH) Other Motor vehicle repairs and servicing Total	383	684	1	66	72	12	3	52	13	5	7	22	42	0	0	0	12	7	0	1383	
(EJ) Spares and Accessories	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EJ01) Tyres	471	289		36	56	10	6	84	16	6	5	13	26							1027	
(EJ02) Spares and accessories	3953	713	1	171	1287	185	24	538	209	10	48	125	148							7465	
(EJ03) Other	163	50		3	36	9		1	23	9		3	8							313	
(EJ99) Other	206	56		7	66	5	4	44	4	1	2	9	6							412	
(EJ) Spares and Accessories Total	4793	1108	1	217	1445	209	35	689	240	18	61	149	188	0	0	0	37	27	0	9217	
(EK) Bicycles and repairs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EK01) Bicycles	1624	193	1	70	140	31	4	135	54	2	17	26	31							2345	
(EK02) Repairs	56	56		9	12			1	4	2	1	5	2							150	
(EK99) Other	39	41		4	8	2		1	8	1		1								86	
(EK) Bicycles and repairs Total	1715	257	1	83	161	33	5	147	67	2	18	31	33	0	0	0	14	4	0	2581	
(EL) Petrol and Oil	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EL01) Petrol	555	298		622	7		4	934	16	12	7	4	137	7	9	1				2680	
(EL02) Diesel	365	54		231	2		2	407	9	3		1	40	9	3	5				1131	
(EL03) LPG Autogas	5	16		16	3	2		22	1			7	2							76	
(EL04) Oil	19	18		15	6		4	22	1	1		1	6							83	
(EL05) Lubricants								1												3	
(EL99) Other	19	14		4	3			9	1	2	2	6	1							65	
(EL) Petrol and Oil Total	963	402	0	888	21	2	11	1396	26	17	11	7	196	8	20	4	45	1	0	4018	
(EM) Transport	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EM01) Air	362	2639	1	834	213	240	49	782	305	28	252	376	488							6718	
(EM02) Maritime	17	141	1	35	7	20	6	91	24	7	16	22	28							425	
(EM03) Bus	21	182		30	14	5	4	39	9	1	4	4	21							327	
(EM04) Coach	20	232		18	12	8		44	18	3	16	49	30							457	
(EM05) Rail and tube	41	300		57	34	27	3	83	29	1	24	15	44							674	
(EM06) Taxis (road)	44	285		117	14	6	3	54	8	2	10	29	47							630	
(EM07) Trams	1	4		4				1			1									7	
(EM08) Other Public Transport	19	73		7	4	5		16			1	2	8							137	
(EM09) Taxis (sea and air)	2	29		7	38	9	1	23	11	1	6	4	8							49	
(EM99) Other	5	47		5	8	1	2	10	1	1	8	3	17							114	
(EM) Transport Total	532	3928	2	1110	296	313	63	1124	395	43	333	504	685	0	0	0	210	0	0	9538	
(EN) Freight	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EN01) Freight and shipping	14	200		34	48			3	28	6	1	8	34							389	
(EN02) Removals and storage	35	785		102	78	11	4	53	14	3	30	47	72							1248	
(EN99) Other	4	12		3	9			2	1		1		8							40	
(EN) Freight Total	53	997	0	139	135	11	7	83	20	5	38	64	107	0	0	0	17	0	1	1677	
(EY) Boats, Caravans, trailers	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Grand Total		
(EY01) Caravans (static and mobile)	1433	476	12	85	84	66	10	256	61	10	56	29	173							2792	
(EY02) Boats, accessories, other recreational craft (incl)	269																				

(F) Leisure

(FE) Holiday caravan renting, caravan/camping sites and	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(FE01) Caravan sites	34	209		27	2	12	2	53	4	4	36	7	71				2			483	
(FE02) Caravan rental	16	95		6	2	4		16	11		6	5	14					2		170	
(FE03) Camp sites	6	57		11		7		17	4	1	3	2	6					2		116	
(FE04) Boat rental	4	14		1		2	1	3			3	1	1					1		31	
(FE99) Other	19	26		6	4	1		8			1		3							69	
(FE) Holiday caravan renting, caravan/camping sites and	75	394	0	71	5	26	3	97	19	5	49	15	95	0	0	0	9	0	0	869	
(FE) Time Share	1	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total	
(FE01) Timeshare	36	321	3	28	5	116	115	347	14	10	35	30	134					21		1215	
(FE02) Holiday Clubs	35	340		23	5	156	190	535	18	17	34	53	159					29		1594	
(FE03) Timeshare Resale	54	379		12	8	61	283	561	17	15	25	29	198						27	1646	
(FE99) Other		6				3	8	11	1		2								2	48	
(FE) Time Share Total	126	1048	3	64	15	336	576	1454	50	42	96	116	498	0	0	0	79	0	0	4503	
(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	57	614		105	58	49	21	204	63	11	60	84	123					21		1480	
(FG02) Accommodation (UK/overseas)	153	1361		170	29	110	39	589	107	4	65	95	178	1	1			1	46	2944	
(FG03) Package Holidays in UK	57	541		70	19	48	5	217	47	8	25	42	50					1	11	1141	
(FG04) Package Holidays overseas	466	4514		735	102	404	151	1951	469	24	263	301	490	2				3	171	1	10047
(FG05) Inclusive Tours	10	151		22	6	14	5	73	21	1	13	26	17						6	365	
(FG99) Other	22	266		44	19	25	51	145	30	3	13	54	98						31	501	
(FG) Holidays Total	755	7447	0	1146	233	650	272	3174	737	51	439	612	956	3	1	5	286	1	0	16778	

(FH) Entertainment, catering and accommodation																				
(FH01) Cinemas	7	2	3	4	5	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	Grand Total
(FH02) Catering	39	198			19	11	9	6	24	11	9	6	4	3	60	7		5		429
(FH03) Restaurants	164	606	315	6	17	7	390	38	11	17	26	131	4	55	24					1811
(FH04) Night Clubs	5	113		21	34	4	6	44	6	2	5	24	19	5			19			304
(FH05) Disco Hire	19	72			20	4	3	19	6	2	4	7	8				3			172
(FH06) Hotels, Guest Houses, B and Bs	153	1710	1	345	20	180	13	580	132	17	97	61	195	2	2	38				3546
(FH07) Mobile food vendors	14	22		5	1	4	8	1	1	1	2	7				8	3			76
(FH08) Pubs and Inns	31	174		73	6	8	2	156	33	2	5	14	59	13			7	17		580
(FH09) Hampers	7	12		4	16		6	2	2	2	4	5				1	2			63
(FH10) Theatres	716	1998	1	224	2300	93	684	3856	132	13	109	1341	687	3		1	244			12402
(FH11) Takeaways	271	153		95	21		6	133	10	4	1	8	35	2			100			841
(FH99) Other	397	976		166	1146	81	339	900	64	6	76	415	323	4			1	98		4582
(FH) Entertainment, catering and accommodation Total	1812	6082	2	1308	3586	413	1108	6146	421	58	327	1918	1552	40	0	175	472	0	0	25420
(FJ) Internet facilities																				
(FJ01) Internet Service Providers	709	8109	9	673	207	917	139	1406	249	17	269	109	729	4			196	1		13743
(FJ02) Chat rooms	2	40		5		3	13	11	5		5	1	17							105
(FJ03) News services	2	30	1	4	2	1	5	13	2		5	1	23	1						91
(FJ04) Domain name services	17	247		25	6	68	46	113	19	2	26	23	86					11		689
(FJ05) Pay-per-view services	8	180	1	29	21	26	86	85	10	14	6	8	130	7						603
(FJ99) Other	50	257		38	15	49	108	8	2	14	10	113	1							726
(FJ) Internet facilities Total	788	8963	11	774	232	1063	338	1736	293	35	325	152	1088	13	0	0	235	1	0	15957
(FK) Books, newspapers and magazines																				
(FK01) Books	119	386		149	238	108	422	289	43	6	36	31	251	3			27			2108
(FK02) Magazines	62	236		35	157	34	82	164	19	6	13	22	93	23			13			959
(FK03) Newspapers	21	98	1	44	12	1	15	95	6	1	4	7	56	4						370
(FK04) Part works	3	12		9	14	4	11	11	2		3	1	13							91
(FK99) Other	14	28		11	13	2	16	21	4	1	7	15	1							137
(FK) Books, newspapers and magazines Total	219	763	1	248	434	149	546	580	74	14	63	62	428	31	0	0	53	0	0	3665
(FL) Sports and hobby equipment and services																				
(FL01) Canoeing equipment	505	54		29	67		1	53	19	3	1	2	1							773
(FL02) Sports equipment	1927	250		135	763	69	15	337	90	12	38	66	72	12			16	8		3809
(FL03) Stamps	7	15		103	11		7	2	3	1	2	8								162
(FL04) Coins	16	43		14	22	5	48	53	7	3	2	5	4							241
(FL05) Musical Instruments	600	166	1	49	233	36	11	137	44	3	10	61	49				11	1		1412
(FL06) Health clubs and gyms	168	1805	20	178	34	798	56	658	167	28	295	202	412	11			77	1		4900
(FL07) Sports facilities	48	351	1	55	52	45	13	141	38	2	33	27	84	15						603
(FL99) Other	320	213	1	48	211	28	12	125	20	1	17	30	46	11						1100
(FL) Sports and hobby equipment and services Total	3594	2897	23	611	1391	991	158	1511	377	52	401	401	707	35	0	0	141	12	0	13302
(FM) Toys, Games																				
(FM01) Toys	2081	321	1	281	588	49	30	444	94	12	48	79	103	24			39	1		4195
(FM02) Games	290	46	1	46	142	11	8	94	36	5	12	32	35	5						325
(FM99) Other	99	31	1	11	38	2	4	18	2	1	7	6	3							223
(FM) Toys, Games Total	2470	450	2	338	768	62	42	556	131	17	60	118	144	32	0	0	50	2	1	5243
(FN) CDs, Games video tapes, video games software, c																				
(FN01) Compact Discs	118	89		37	122	20	20	141	33	4	4	16	40	2			12			658
(FN02) DVDs	435	241		172	351	47	88	1231	62	7	22	33	135	33			25	1		2802
(FN03) Audio and videotapes	112	45		11	35	4	6	21	8	2	2	10	11				2	1		282
(FN04) Video games and software	536	121		69	110	30	23	179	37	7	13	18	46	18			9	1		1217
(FN05) Computer games	561	159		91	141	24	16	178	30	5	9	15	49	21			12	5		1316
(FN06) Vinyl records	101	38		7	30	6	9	36	5	1	5	8	20							269
(FN) CDs, Games video tapes, video games software, c	1872	697	0	387	803	131	162	1792	176	25	55	92	302	75	0	0	65	7	0	6641
(FO) Pets and veterinarian products/services																				
(FO01) Animals and pets	1913	501	1	57	287	56	167	1063	79	16	30	53	214	1			2	55	223	4718
(FO02) Kennels and animal boarding	60	113		18	58	9	3	42	10	3	3	17								339
(FO03) Pet Foods	189	31		74	58	3	8	95	5	3	1	4	18							537
(FO04) Veterinarian goods and services	114	222		137	55	7	8	52	6	2	2	4	30				5	2		646
(FO99) Other	275	98		24	110	17	3	64	14	4	6	13	25				1	6		656
(FO) Pets and veterinarian products/services Total	2551	965	1	310	568	92	189	1316	114	25	42	77	294	1	0	41	68	0	241	6895
(FP) Betting, competitions, prize draws and business ac																				
(FP01) Betting services	15	124	2	7	9	3	63	216	18	8	19	16	63	7			15			588
(FP02) Lotteries	16	297		24	4	1	3154	3355	5	10	7	27	1191	4			68	1		8154
(FP03) Scratch cards	3	25		1	10	2	44	69	2	1	4	5	25	3						197
(FP04) Chain letters	4	15			2		179	157		1	1	5	43							403
(FP05) Prize draws	16	398		52	52	8	2274	3721	17	22	11	33	1011							7688
(FP06) Business Guide	7	77		7	4	7	213	218	6	1	4	9	122							677
(FP07) Data Protection letters	1	19		1	1	1	38	88	1	2	1	2	20							156
(FP99) Other	12	105		5	13	6	525	986	6	2	13	8	383	1						2088
(FP) Betting, competitions, prize draws and business ac	77	1060	2	97	94	28	6490	8785	55	46	60	102	2883	15	0	0	180	1	0	19951
(FO) Photography																				
(FO01) Cameras	2282	282	2	84	378	93	20	317	99	11	22	59	75				33	28		3742
(FO02) Film processing	12	128		7	40	1	4	1	1	1	20	8	1							242
(FO03) Films (photographic)	30	104		10	52	5	4	19	2	3	15	14					5			263
(FO04) Video cameras	423	84		9	74	10	6	57	18	2	7	14	10				3	6		723
(FO05) Photographic equipment	238	83		38	116	18	8	111	20	2	11	14	26							680
(FO06) Photographers	133	958	2	76	260	181	88	223	44	5	52	78	169				17	2		2288
(FO07) Optical instruments (not ophthalmic)	41	11		1	22	3	9	1	1	2		4								97
(FO99) Other	49	42	1	5	29	4	5	32	3	4	4	13	4							193
(FO) Photography Total	3208	1692	5	230	954	273	135	782	189	21	102	204	319	1	0	0	72	41	0	8228
(FZ) Other recreational goods and services including au																				
(FZ01) Fireworks	75	72		8	3	6	7	8	9	-1	10	11	12	13	14	15	16	17	18	315
(FZ02) Explosives	10	2					10	23	1	1	1	5	32	74			8			20
(FZ03) Knives	62	33		5	28	1	8	28	3	4	1	17	111							304
(FZ04) Psychics, clairvoyants and horoscopes	2	64		5	8	1	66	92	1		4	29								264
(FZ99) Other	116	82	1	19	65	11	21	68	7	2	10	24	50	47						553
(FZ) Other recreational goods and services including au	265	243	1	37	103	14	105	215	12	7	11	34	128	234	0	0	47	0	1	1456
(F) Leisure Total	17825	32601	51	5621	9199	4228	10124	28144	2648	398	2030	3903	9379	480	1	221	1767	65	243	128908

(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	713	185	3	54	138	28	53	209	27	2	32	43	120	7		1	46	8	1	1671
(GA02) Industrial/commercial services	96	292	3	116	78	58	69	277	61	8	56	91	322	2	3		172	1		2172
(GA04) Farm Animals and Farm Fertiliser	23	34		3			1	19	1	2			10				1	9		37
(GA05) Farm Animal Feeds	23	9		5	4								2	3				3	2	2
(GA99) Other	47	48	1	6	12	6	2	33	1				8	29	1				16	2
(GA) Industrial/commercial goods and services Total	902	1061	7	183	233	90	124	547	70	12	88	144	484	10	3	5	245	11	40	4259
(G) Commercial goods and services Total	902	1061	7	183	233	90	124	547	70	12	88	144	484	10	3	5	245	11	40	4259

(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	3	17		2	1	6	5	16		1	2	1	5							60
(HA03) Reception of Broadcasts	12	50		14	1	11	3	16		1	2	13								125
(HA99) Other	10	36		7	5	9	3	23	1	2	2	11								108
(HA) Broadcasting Total	25	103	0	23	7	25	11	55	1	2	4	5	29	0	0	0	0	0	0	293
(H) Broadcasting Total	25	103	0	23	7	25	11	55	1	2	4	5	29	0	0	0	0	0	0	293

Total number of complaints received during 2007 (excl those with a products goods and service of 'Unknown')	286963	227702	2703	36027	50383	21391	22533	100800	17968	2710	10497	18479	45709	2532	778	2831	8952	2309	253	869460
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Trading Practice Key

Defective Goods	1
Substandard Services	2
Credit	3
Price	4
Delivery/Collection/Repair	5
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Selling Practices	7
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