

## Annual Report and Resource Accounts 2008-2009 Annexe F2 of HC 475

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

1 April 2007 to 31 March 2008

Total Complaints 2007/08

	Complaint Type				Total
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	
A House fittings and appliances	125,577	82,775	13,382	58,640	280,374
B Other household requirements	32,480	37,590	14,069	44,989	129,128
C Personal goods and services	31,134	19,642	10,033	28,522	89,331
D Professional and financial services	1,683	21,752	8,395	24,596	56,426
E Transport	70,517	34,220	13,805	26,924	145,466
F Leisure	17,202	29,872	21,596	42,648	111,318
G Commercial goods and services	606	735	300	1,164	2,805
H Broadcasting	31	124	30	105	290
<b>All sectors</b>	<b>279,230</b>	<b>226,710</b>	<b>81,610</b>	<b>227,588</b>	<b>815,138</b>

Distribution of complaint types within each sector 2007/08

	Complaint Type				Total
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	
A House fittings and appliances	45%	30%	5%	21%	100%
B Other household requirements	25%	29%	11%	35%	100%
C Personal goods and services	35%	22%	11%	32%	100%
D Professional and financial services	3%	39%	15%	44%	100%
E Transport	48%	24%	9%	19%	100%
F Leisure	15%	27%	19%	38%	100%
G Commercial goods and services	22%	26%	11%	41%	100%
H Broadcasting	11%	43%	10%	36%	100%

Breakdown of consumer complaints by type and by sector 2007/08

	Complaint Type				Total
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	
A House fittings and appliances	15%	10%	2%	7%	<b>34%</b>
B Other household requirements	4%	5%	2%	6%	<b>16%</b>
C Personal goods and services	4%	2%	1%	3%	<b>11%</b>
D Professional and financial services	0%	3%	1%	3%	<b>7%</b>
E Transport	9%	4%	2%	3%	<b>18%</b>
F Leisure	2%	4%	3%	5%	<b>14%</b>
G Commercial goods and services	0%	0%	0%	0%	<b>0%</b>
H Broadcasting	0%	0%	0%	0%	<b>0%</b>
<b>All Sectors</b>	<b>34%</b>	<b>28%</b>	<b>10%</b>	<b>28%</b>	<b>100%</b>

**1 April 2008 to 31 March 2009**

**Total Complaints 2008/09**

	Complaint Type				Total
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	
A House fittings and appliances	130478	78538	15926	60669	285,611
B Other household requirements	32079	33413	16218	38235	119,945
C Personal goods and services	31560	19700	11638	30516	93,414
D Professional and financial services	2306	27045	12148	32160	73,659
E Transport	71788	35241	16124	30218	153,371
F Leisure	17825	32601	28144	50338	128,908
G Commercial goods and services	902	1061	547	1749	4,259
H Broadcasting	25	103	55	110	293
<b>All Sectors</b>	<b>286,963</b>	<b>227,702</b>	<b>100,800</b>	<b>243,995</b>	<b>859,460</b>

#### Distribution of complaint types within each sector 2008/09

	Complaint Type				Total
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	
A House fittings and appliances	46%	27%	6%	21%	100%
B Other household requirements	27%	28%	14%	32%	100%
C Personal goods and services	34%	21%	12%	33%	100%
D Professional and financial services	3%	37%	16%	44%	100%
E Transport	47%	23%	11%	20%	100%
F Leisure	14%	25%	22%	39%	100%
G Commercial goods and services	21%	25%	13%	41%	100%
H Broadcasting	9%	35%	19%	38%	100%

#### Breakdown of consumer complaints by type and by sector 2008/09

Complaint Type					
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	15%	9%	2%	7%	33%
B Other household requirements	4%	4%	2%	4%	14%
C Personal goods and services	4%	2%	1%	4%	11%
D Professional and financial services	0%	3%	1%	4%	9%
E Transport	8%	4%	2%	4%	18%
F Leisure	2%	4%	3%	6%	15%
G Commercial goods and services	0%	0%	0%	0%	0%
H Broadcasting	0%	0%	0%	0%	0%
<b>All Sectors</b>	<b>33%</b>	<b>26%</b>	<b>12%</b>	<b>28%</b>	<b>100%</b>

#### Comparisons between 2007/08 and 2008/09

##### Change in number of complaints on the previous year

Complaint Type					
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	4,901 -	4,237	2,544	2,029	5,237
B Other household requirements	- 401 -	4,177	2,149 -	6,754 -	9,183
C Personal goods and services	426	58	1,605	1,994	4,083
D Professional and financial services	623	5,293	3,753	7,564	17,233
E Transport	1,271	1,021	2,319	3,294	7,905
F Leisure	623	2,729	6,548	7,690	17,590
G Commercial goods and services	296	326	247	585	1,454
H Broadcasting	- 6 -	21	25	5	3
<b>All Sectors</b>	<b>7,733</b>	<b>992</b>	<b>19,190</b>	<b>16,407</b>	<b>44,322</b>

##### Percentage change in number of complaints on the previous year

Complaint Type					
	Defective Goods	Substandard services	Misleading claims/Omissions	Other	Total
A House fittings and appliances	4%	-5%	19%	3%	2%
B Other household requirements	-1%	-11%	15%	-15%	-7%
C Personal goods and services	1%	0%	16%	7%	5%
D Professional and financial services	37%	24%	45%	31%	31%
E Transport	2%	3%	17%	12%	5%
F Leisure	4%	9%	30%	18%	16%
G Commercial goods and services	49%	44%	82%	50%	52%
H Broadcasting	-19%	-17%	83%	5%	1%
<b>All Sectors</b>	<b>3%</b>	<b>0%</b>	<b>24%</b>	<b>7%</b>	<b>5%</b>

