

Top 10 Complaints

Top 10 complaints (by sector) received by Consumer Direct South West from 1 April 2007 to 31 March 2008

	No. of complaints	
(BM) Telecommunications	7.63%	7935
(EE) Second Hand Cars	7.04%	7796
(AB) Home maintenance and Improvements	7.94%	6898
(AD) Furniture	5.76%	5480
(CZ) Other Personal Goods and Services	2.34%	4471
(AL) Audio-visual	4.71%	4388
(FP) Betting, competitions, prize draws and business guides	2.43%	3923
(AM) Personal Computers, accessories, software and services	3.08%	3474
(AN) Large Domestic Appliances	3.40%	3428
(CA) Clothing and clothing fabric	2.66%	2757

Top 10 Complaints (by individual goods and service codes) received by Consumer Direct South West from 1 April 2007 to 31 March 2008

Bath callers

Purchased from independent dealer (Used Cars)	149
Mobile Phones (service agreements)	96
Mobile Phones (hardware)	55
Telephone services (land line)	55
Internet Service Providers	54
Women's clothing	52
Lotteries	47
Prize draws	44
TVs	43
Upholstered furniture	42
Total	637
Total Bath calls during this period	3,104
Total CD calls during this period	118,097

Bournemouth callers

Purchased from independent dealer (Used Cars)	189
Mobile Phones (service agreements)	123
Prize draws	85
TVs	77
Independent Garage (Car Repairs)	75
Lotteries	69
Internet Service Providers	67
Mobile Phones (hardware)	59
Upholstered furniture	53
Telephone services (land line)	52
Total	849
Total Bournemouth calls during this period	4,042
Total CD calls during this period	118,097

Dorset callers

Purchased from independent dealer (Used Cars)	453
Prize draws	208
Mobile Phones (service agreements)	193
Independent Garage (Car Repairs)	152
Lotteries	152
Internet Service Providers	145
Telephone services (land line)	144
TVs	141
Mobile Phones (hardware)	129
Upholstered furniture	128
Total	1,845
Total Dorset calls during this period	8,780
Total CD calls during this period	118,097

Torbay callers

Purchased from independent dealer (Used Cars)	190
Mobile Phones (service agreements)	110
Mobile Phones (hardware)	72
Independent Garage (Car Repairs)	68
Upholstered furniture	66
TVs	59
Non-upholstered furniture	51
Other general building work	49
Telephone services (land line)	48
Internet Service Providers	47
Total	760
Total Torbay calls during this period	3,408
Total CD calls during this period	118,097

Plymouth callers

Purchased from independent dealer (Used Cars)	277
Mobile Phones (service agreements)	226
Mobile Phones (hardware)	130
TVs	107
Independent Garage (Car Repairs)	100
Upholstered furniture	87
Double Glazing	82
Women's clothing	75
Purchased from franchise dealer (Used Cars)	68
Prize draws	66
Total	1,218
Total Plymouth calls during this period	5,546
Total CD calls during this period	118,097

Bristol callers

Purchased from independent dealer (Used Cars)	442
Mobile Phones (service agreements)	284
Independent Garage (Car Repairs)	145
Upholstered furniture	136
Mobile Phones (hardware)	127
TVs	118
Internet Service Providers	99
Other general building work	98
Women's clothing	96
Prize draws	87
Total	1,632
Total Bristol calls taken in this period	7,100
Total CD calls in this period	118,097

Gloucestershire callers

Purchased from independent dealer (Used Cars)	665
Mobile Phones (service agreements)	356
TVs	215
Independent Garage (Car Repairs)	203
Upholstered furniture	203
Mobile Phones (hardware)	195
Prize draws	182
Purchased from franchise dealer (Used Cars)	178
Lotteries	175
Internet Service Providers	158
Total	2,530
Total Gloucester calls in this period	10,847
Total CD calls in this period	118,097

Wiltshire callers

Purchased from independent dealer (Used Cars)	445
Mobile Phones (service agreements)	227
Independent Garage (Car Repairs)	185
Telephone services (land line)	137
TVs	137
Mobile Phones (hardware)	130
Upholstered furniture	130
Internet Service Providers	120
Lotteries	112
Beds and Mattresses	109
Total	1,732
Total Wiltshire calls during this period	7,951
Total CD calls in this period	118,097

North Somerset callers

Purchased from independent dealer	234
Mobile Phones (service agreements)	97
Mobile Phones (hardware)	91
Internet Service Providers	86
Upholstered furniture	73
Independent Garage	66
Prize draws	62
TVs	60
Personal computers	58
Telephone services (land line)	56
Total	883
Total North Somerset calls during this period	4,058
Total CDSW calls during this period	118,097

Poole callers

Purchased from independent dealer (Used Cars)	178
Mobile Phones (service agreements)	99
Lotteries	69
Upholstered furniture	66
Prize draws	63
Independent Garage (Car Repairs)	61
Mobile Phones (hardware)	61
TVs	54
Double Glazing	53
Internet Service Providers	52
Total	756
Total Poole calls during this period	3,341
Total CD calls during this period	118,097

Somerset callers

Purchased from independent dealer (Used Cars)	594
Mobile Phones (service agreements)	325
Mobile Phones (hardware)	207
Upholstered furniture	181
Independent Garage (Car Repairs)	160
Internet Service Providers	160
Prize draws	143
Telephone services (land line)	143
TVs	142
Lotteries	128
Total	2,183
Total Somerset calls during this period	9,597
Total CD calls during this period	118,097

South Gloucestershire callers

Purchased from independent dealer (Used Cars)	321
Mobile Phones (service agreements)	177
Mobile Phones (hardware)	96
Independent Garage (Car Repairs)	83
TVs	81
Upholstered furniture	81
Prize draws	75
Purchased from franchise dealer (Used Cars)	74
Internet Service Providers	66
Lotteries	62
Total	1,116
Total South Gloucester calls during this period	4,859
Total CD calls during this period	118,097

Swindon callers

Purchased from independent dealer (Used Cars)	274
Mobile Phones (service agreements)	149
Upholstered furniture	79
Mobile Phones (hardware)	76
Independent Garage (Car Repairs)	70
TVs	68
Internet Service Providers	61
Beds and Mattresses	56
Lap-tops, notebooks and tablet PCs	49
Other general building work	48
Total	930
Total Swindon calls during this period	3,583
Total CDSW calls during this period	118,097

Devon callers

Purchased from independent dealer (Used Cars)	764
Mobile Phones (service agreements)	495
Independent Garage (Car Repairs)	257
TVs	257
Mobile Phones (hardware)	247
Internet Service Providers	243
Telephone services (land line)	237
Upholstered furniture	199
Purchased from franchise dealer (Used Cars)	192
Women's clothing	178
Total	3,069
Total Calls from the Devon area in this period	14,541
Total CD Calls in this period	118,097

Cornwall callers

Used Cars - Purchased from independent dealer	692
Mobile Phones (service agreements)	479
Internet Service Providers	268
Upholstered furniture	248
Telephone services (land line)	240
Car Repairs & Servicing - Independent Garage	229
Mobile Phones (hardware)	218
Prize draws	212
TVs	181
Double Glazing	170
Total	2,937
Total Calls in this period from Cornwall Area	13,036
Total CD Calls	118,097