

Complaints Statistics For the Year From 2010 to 2012

Services / Products Under Complaint	貨品／服務分類	2,010	2,011	1-3/2012
Telecommunication Services	電訊服務	9,054	7,233	1,725
Telecommunication Equipment	通訊用品	1,987	1,724	400
Broadcasting Services	廣播服務	1,857	1,338	248
Electrical Appliances	電器用品	1,750	1,511	333
Furniture & Fixtures	傢俬及裝修	1,355	1,455	264
Computer Products	電腦產品	1,280	1,142	265
Miscellaneous Services	雜項服務	961	1,099	273
Clothing & Apparel	衣飾	887	1,076	277
Foods & Entertainment Services	食肆及娛樂	862	972	712
Recreation/health Clubs	健身會	862	705	92
Photographic Equipment	攝影器材	836	776	162
Beauty Services	美容服務	791	886	210
Bank & Financial Services	金融服務	742	574	163
Travel Matters	旅遊事務	729	971	230
Foods & Drinks	食品及飲品	722	1,044	167
Jewellery & Watches	珠寶鐘錶	568	601	143
Medicine & Chinese Herbal Medicine	藥物及中藥	383	501	110
Education Matters	進修	375	395	80
Insurance	保險	306	301	70
Personal Care Products	個人護理產品	284	378	71
Miscellaneous Goods	雜項貨品	277	389	48
Employment Agency	職業及傭工介紹	217	271	60
Properties	物業買賣	213	189	32
Household Products	家庭用品	211	198	48
Medical Services	醫療服務	173	239	57
Automobile & Vehicles	汽車	160	153	27
Public Transport	公共交通	132	145	22
Optical Products	眼鏡	110	106	14
Storage, Postal & Courier Services	存倉及速遞	107	112	22
Accommodation	本地旅店服務	107	138	31
Baby Products	嬰兒產品	89	240	56
Sporting Goods	體育用品	83	54	9
Time Sharing	海外渡假屋	76	60	28
Books / Magazines / Newspapers	書報及雜誌	75	72	8
Pets	寵物	70	54	12
Medical & Health Devices	醫藥及健康設備	66	104	26
Public Utilities	公共機構	52	62	13
Photo Taking/Finishing	照相及相片沖印	39	59	12
Fuel	燃油	39	50	12
Elderly Care	老人服務	32	34	10
AV Storage Media	影音貯存媒體	31	29	4
Modelling/Talent Hunt	模特兒中介行	28	36	5

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School Supplies	課業用品	28	19	0
Lawyer	法律服務	19	23	3
Musical Instruments	樂器	17	21	2
Arts Objects	藝術品	6	2	1
TOTAL	總數	29,048	27,541	6,557