

Complaint Statistics For the Year 1997 & 1998

Classification	1997	1998	Change (%)		
	(Jan-Sept)	(Jan-Sept)			
Video Club	104	4,512	+	4,238	%
Cake Coupon	3	2,668	+	88,833	%
Electrical Appliance	1,319	1,686	+	28	%
Flat	612	933	+	52	%
Travel Agent	670	763	+	14	%
Telecommunication Networks	399	689	+	73	%
Furniture Fixtures	726	622	-	14	%
Miscellaneous Services	135	497	+	268	%
Food	336	490	+	46	%
Photographic Equipment	278	436	+	57	%
Computer	278	388	+	40	%
Clothings & Apparels	309	360	+	17	%
Financial Services	251	345	+	37	%
Laundry	252	284	+	13	%
Further Education Services	186	275	+	48	%
Restaurant	199	258	+	30	%
Automobile	94	231	+	146	%
Modelling / Singer	528	208	-	61	%
Medicine & Chinese Herbal Medicine	162	185	+	14	%
Recreation / Health Clubs	20	173	+	765	%
Jewellery	118	163	+	38	%
Insurance	81	151	+	86	%
Public Utilities	59	136	+	131	%
Miscellaneous Goods	107	135	+	26	%
Domestic Appliance	128	125	-	2	%
Public Transport	52	119	+	129	%

Book / Magazine / Newspaper	29	107	+	269	%
Broadcasting Services	29	88	+	203	%
Watches & Clocks	51	82	+	61	%
Photo Taking / Finishing	72	77	+	7	%
Personal Care Products	29	74	+	155	%
Medical Services	39	70	+	79	%
Beauty Saloon	66	69	+	5	%
Employment Agency	62	69	+	11	%
Opticals	74	55	-	26	%
School Matters	26	49	+	88	%
Records & Tapes	34	43	+	26	%
Parking Services	24	43	+	79	%
baby Products	39	42	+	8	%
Hair Dressing	24	42	+	75	%
Stationary & Office Equipment	30	41	+	37	%
Lawyer	27	40	+	48	%
Local Removal Services	28	29	+	4	%
Sporting Goods	265	28	-	89	%
Old-age Affairs	8	26	+	225	%
Fuel	14	25	+	79	%
Emmigration Consultants	11	24	+	118	%
Cinema / Theatre	28	23	-	18	%
Pets	20	17	-	15	%
Overseas Removal Services	7	15	+	114	%
Musical Instrument	19	14	-	26	%
Overseas Delivery Services	5	12	+	140	%
Artistic Commodities	29	11	-	62	%
Advertisement	16	11	-	31	%
Money Changer	10	9	-	10	%
Pub	12	5	-	58	%
Local Resort House	6	5	-	17	%

Private Detective	3	3		0	%
Funeral Services	3	3		0	%
TOTAL	8,545	18,083	+	112	%