

Information released by the Department of Finance, Services and Innovation under the Government Information (Public Access) Act 2009

Application reference FT GIPA 2015-16/93

Scope of application:

I request access to the following information:

- 1. number of complaints received regarding faulty and/or unsafe goods for the financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.*
- 2. average time taken to respond to these complaints in financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.*
- 3. the number of complaints successfully resolved in financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.*

Information is as follows:

1. Number of complaints received regarding faulty and/or unsafe goods for the financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.

Please see the spreadsheet attached.

2. Average time taken to respond to these complaints in each financial year.

NSW Fair Trading aims to finalise 85% of general consumer complaints or disputes between parties within 30 days of receiving the complaint. In other cases Fair Trading contacts the parties within 30 days to advise them of the action being taken. The percentage of general consumer complaints, including faulty and unsafe goods complaints, which were handled within the guarantee of service is in the table below.

Percentage resolved within Guarantee of Service (GOS)	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
	90%	86%	91%	95%	94%

3. The number of complaints successfully resolved in financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.

Successful	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
	85%	93%	93%	94%	95%

Complaints: Related to product "Retail" and practice "Defective goods" or "Unsafe product\services"
 Report Period: 1/07/2012 to 17/06/2016
 Run Date: 17/06/2016

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Product L1	Product L2	Product L3	FY 2012		FY 2013		FY 2014		FY 2015		FY 2016		Grand Total
			Enq	Comp	Enq	Comp	Enq	Comp	Enq	Comp	Enq	Comp	
Retail	Electrical, Electronic, Whitegoods and Gas Appla..		879	788	846	674	1,125	818	1,521	879	1,674	807	10,011
	Automotive (Used)	Boats (Used)	8		11	2	9	2	23	8	17	2	82
		Caravans (Used)	5	8	6	4	15	21	38	10	50	12	169
		Motor Car (Used)	831	503	722	508	1,063	587	2,018	793	2,311	831	10,167
		Motor Cycle (Used)	37	11	23	13	29	11	33	5	37	11	210
		Parts (Used)	43	37	55	45	61	35	69	46	59	43	493
		Trailer (Used)	4	5	5	1	13		21	3	22	2	76
	Automotive (New)	Boats (New)	12	7	15	12	21	18	5	5	18	8	121
		Caravans (New)	41	24	35	21	47	25	69	31	94	56	443
		Motor Car (New)	314	233	351	279	500	370	729	501	823	568	4,668
		Motor Cycle (New)	40	30	38	42	37	40	59	33	27	20	366
		Parts (New)	47	76	55	85	65	79	64	97	86	87	741
		Trailer (New)		1					2		2	2	7
	Furniture\Furnishings\Manchester		508	469	401	514	684	645	870	605	1,100	480	6,276
	Clothing\Footwear\Accessories\Jewellery		348	347	311	352	508	408	598	353	723	305	4,253
	Computer and Computer Peripherals	Computer Accessories	45	55	35	47	39	47	72	45	71	30	486
		Gaming Consoles\Games	12	5	7	13	13	17	12	9	14	14	116
		Laptops	131	139	116	144	138	198	164	156	175	135	1,496
		Other Computer Peripherals	45	66	41	62	42	86	51	67	55	45	560
		PCs	95	70	76	51	38	34	59	23	71	25	542
	Goods Not Listed		256	306	173	323	314	333	578	320	558	242	3,403
	Mobile\Smart phones		176	192	160	237	284	277	374	254	438	261	2,653
	Hardware and Building Supplies		144	175	149	172	255	174	313	162	399	160	2,103
	Other Electrical and Electronic Goods		90	126	84	137	160	138	253	149	235	137	1,509
	Sport, Fitness and Camping Equipment		65	100	69	119	106	128	128	110	107	97	1,029
	House ware		119	73	104	70	92	102	224	111	196	72	1,163
	Toys		58	53	42	41	56	42	57	35	61	49	494
	Garden Supplies		46	52	28	29	37	27	57	18	63	38	395
	Baby products		40	19	31	28	39	35	63	38	51	29	373
	Pharmaceutical, Cosmetic and Toiletry Goods		23	16	23	12	32	20	50	16	49	24	265
	Vouchers\Coupons		8	31	8	29	6	14	6	7	9	3	121
	Food\Drink\Liquor\Tobacco		38	10	41	13	27	17	57	15	55	16	289
	Animals		26	17	42	9	42	16	46	10	33	11	252
	Navigation systems		6	12	6	20	10	13	30	9	22	6	134
	Media systems		8	17	6	7	10	6	24	8	39	12	137
	Disabled Equipment		9	7	4	9	9	6	25	7	24	7	107
	Business Electrical (Fax, Photocopiers/Scanners)		5	3	5	11	6	7	23	9	25	3	97
	Fuel		41	7	32	3	46	5	44	4	58	11	251
	Second Hand Goods		7	6	8	5	9	3	13	4	14	6	75
	Entertainment (Incl bookings)		5	5	3	5	9	1	21	2	18	5	74
	Supermarket and Grocery Stores					2	6		5	5	5	1	24
	Newspapers and Books			3	2				11	1	10	3	30
Grand Total			4,615	4,104	4,169	4,150	6,002	4,805	8,879	4,963	9,898	4,676	56,261