

Code	Description
	Defective Goods
01A	Defective Goods
01B	Equal Liability
01C	Safety
	Substandard Services
02A	Substandard Services
02B	Equal Liability
02C	Safety
03A	APR and interest charges
03B	Early settlement
03C	Extortionate credit
03D	Default
	Prices
04A	Failure to display price
04B	Misleading quote/estimate
04C	Overcharging
04D	Wrongly priced
	Deliver/collection/repair
05A	Failure/delay in delivery
05B	Failure/delay in collection
05C	Failure/delay in promised repair
	Cancellation
06A	Failure to observe cancellation rights
	Selling Practices
07A	Unsolicited goods
07B	High pressure selling
07C	Inertia selling
07D	Direct marketing to vulnerable groups
07E	Pyramid/multi level selling
	Misleading claims/Omissions
08A	Verbal misrepresentation/misdescription
08B	Advertising
08C	Labelling
08D	Failure to supply adequate notification of cancellation
08E	Failure to supply full information
08F	Short Measure/Weight
08G	Counterfeiting
	Offers of inadequate redress
09A	Credit notes
09B	Other offers of inadequate redress
	Terms and Conditions
10A	Unfair terms
10B	Attempt to restrict liability
10C	Breach of fiduciary duty/responsibility

Problems Pursuing a Claim

- 11A Trader not traceable
- 11B Failure to give Business Name
- 11C Other

Business Practices

- 12A Unfair Business Practice
- 12B Unfair commercial practice
- 12C Harassment

Age Restricted Sales

- 13A Age Restricted Sales

Energy Selling transactions

- 14A Transfer/charge of supplier
- 14B Supply problems
- 14C Distribution/transportation
- 14D Metering
- 14E Selling Practices
- 14F Energy Re-selling
- 14G Other

Food related complaints

- 15A Microbiological
- 15B Chemical contamination
- 15C Labelling (other food complaints should be entered elsewhere)

Access to Goods or Services

- 16A Discrimination
- 16B Other problems accessing goods and services

Guarantees

- 17A Problems/claims arising under guarantee

Animals

- 18A Farm Animal Health and Welfare
- 18B Domestic Animal Health and Welfare