

## 2023 Complaints and cases resolved by sector

Sector	2023				2022	
	Complaints		Cases		Complaints	Cases
	Number	% +/-	Number	% +/-	Number	Number
Leisure	9,185	37%	5,885	12%	6727	5234
Health and beauty	7,415	55%	4,174	56%	4,771	2,680
Retail	6,143	42%	3,711	23%	4,313	3,013
Non-commercial	2,757	4%	1,273	27%	2,654	999
Business	2,538	14%	2,147	19%	2,224	1,798
Food and drink	2,220	-17%	1,529	11%	2,668	1,376
Financial	1,612	-15%	1,072	-6%	1,904	1,146
Holidays and travel	1,610	10%	1,153	33%	1,458	867
Household	1,359	-10%	816	19%	1,502	684
Computers and telecommunications	1,334	-35%	986	11%	2,050	888
Unknown	459	-9%	448	-8%	502	486
Utilities	450	10%	264	6%	409	249
Property	408	10%	329	0%	372	328
Motoring	339	0%	282	22%	340	231
Clothing	320	-34%	208	-45%	484	381
Publishing	317	-5%	277	-9%	335	306
Alcohol	303	-50%	240	-5%	600	252
Education	153	28%	148	32%	120	112
Employment	65	27%	58	29%	51	45
Industrial and engineering	28	-10%	27	17%	31	23
Tobacco	13	-7%	10	-23%	14	13
Agricultural	6	-54%	4	-43%	13	7
Electrical appliances	0	-	0	-	0	0
<b>Total</b>	<b>39,034</b>	<b>16%</b>	<b>25,041</b>	<b>19%</b>	<b>33,542</b>	<b>21,118</b>

\* includes complaints about advertising in general.