Malay Mail : 6 November 2006 <table border="0" cellspacing="0" cellpadding="0" class="abstract"><tr><td id="abs" class="para">LAST year, the National Consumer Complaints Centre recorded 18,579 complaints from 41 different categories. </td></tr></table> <table border="0" cellspacing="0" cellpadding="0" class="pixin"><tr><td> </td></tr></table>The top five categories with the highest number of complaints were those related to housing (shoddy workmanship, non-refundable deposits, abandoned projects), scratch-and-win contests, and management companies (poor services, high maintenance fees), inaccurate price tags or price increase, and complaints over claiming compensation for low or poor quality products (usually goods are non-exchangeable or non-refundable).

From January to June this year, there were 9,077 complaints from 41 categories with the same five categories recording the most complaints.

&#65533;The NCCC managed to solve 60 per cent of cases recorded, and we expect more complaints now that people can also lodge complaints on-line besides phone or walk-in methods,&#65533; said its director, Darshan Singh.