

Annex to LCQ13

Annex I:

Quarterly breakdown of complaints received by EMB:

		2002	2003				2004			
		Q3 & Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of Complaint cases		6	3	2	4	5	3	1	4	4
Complaint Category	Course or service quality	1	1			1	1		1	3
	Promotional practice	2	2	2	3	4	2	1	1	1
	Fraud								1	
	Course fee or refund policy	1			1					
	Administrative arrangements and others	2				1			1	

		2005				2006				2007	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Number of Complaint cases		4	8	8	22	12	10	10	16	5	14
Complaint Category	Course or service quality	2	4	2	3	2	4	4	7	2	3
	Promotional practice	2	3	8	16	8	7	4	7	3	8
	Fraud					1		1	1	2	
	Course fee or refund policy	1			3			3	2		1
	Administrative arrangements and others		2	2	3	1			2	3	5

Some of the above complaints concern more than one complaint categories.

Annex II:

Annual breakdown of complaints received by Consumer Council:

		2003	2004	2005	2006	2007 (till 1 April)
Number of Complaint cases		5	8	7	138*	14
Complaint Category	Course or service quality	1	2		10	8
	Promotional practice		3	4	121*	5
	Course fee or refund policy	1				
	Administrative arrangements and others	3	3	3	7	1

- * In 2006, the Consumer Council received a total of 138 complaints relating to CEF courses, 121 of which concerned the promotional practice of the same course provider. All CEF courses operated by this course provider had been de-registered from the list of CEF-recognised courses in January 2007 due to serious breach of the approval conditions.

Ends