

Consumer Helpline Report 2024

Statistics report on consumer contacts
to the Competition and Consumer
Protection Commission helpline

1 January – 31 December 2024

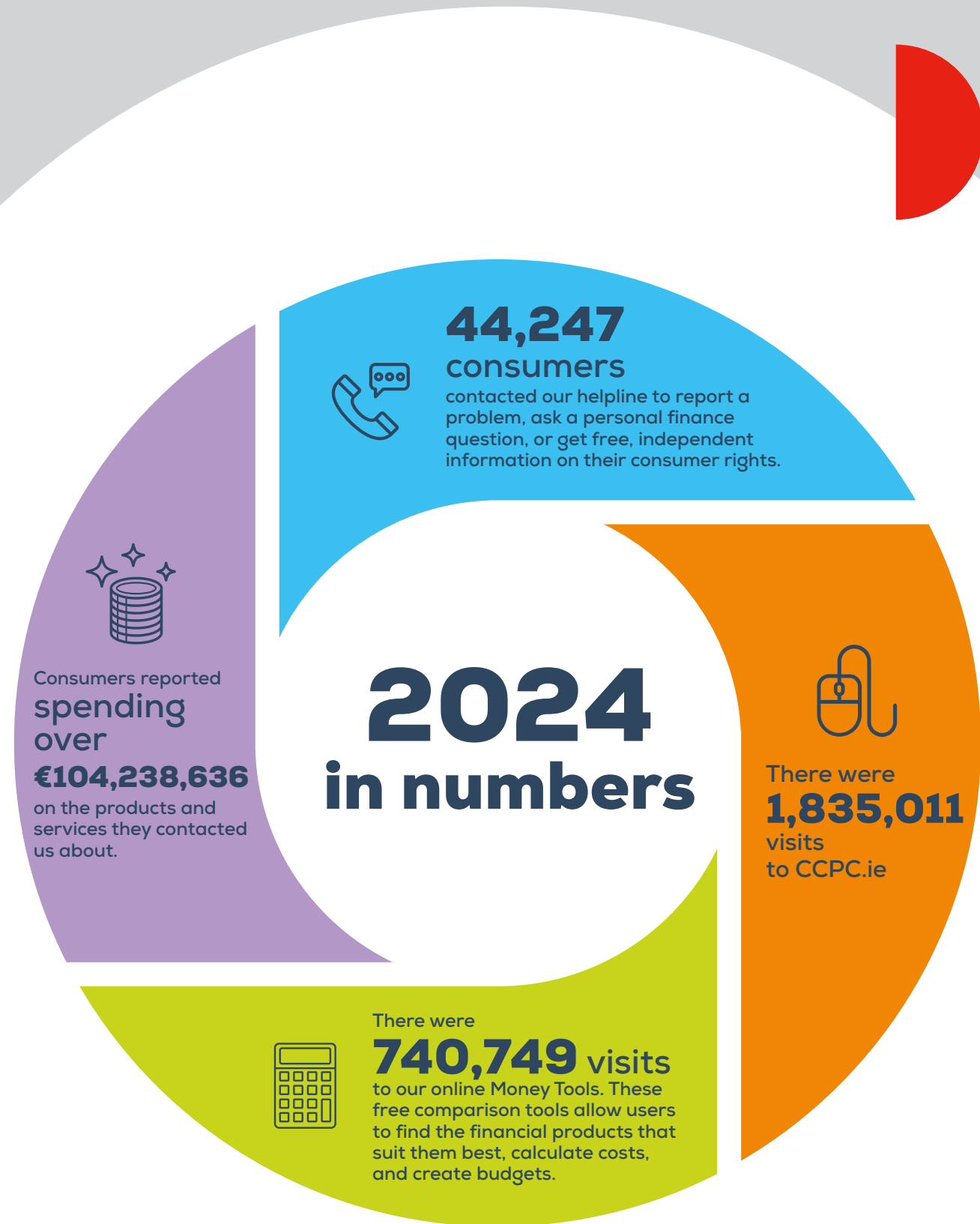


Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

Competition and
Consumer Protection
Commission

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Overview

1. How consumers contacted us

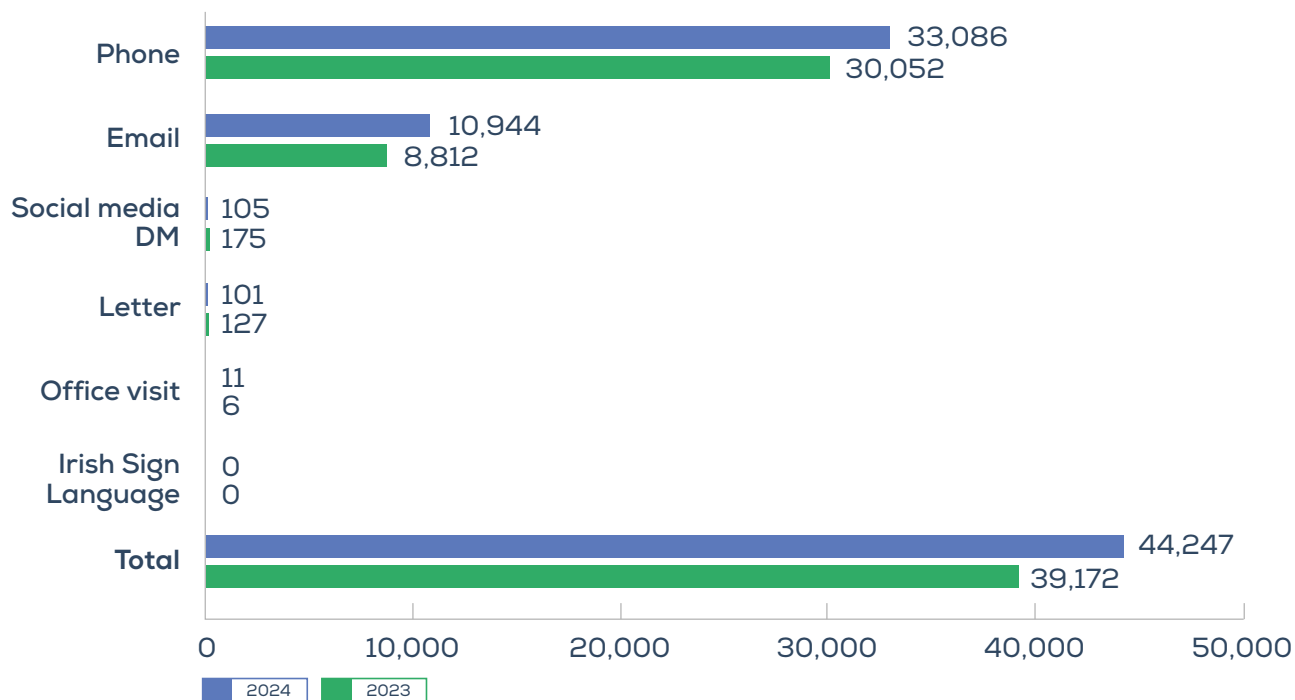


Figure 1: How consumers contacted the CCPC in 2024, listed by channel. The equivalent breakdown for 2023 is included for comparison.

Consumer contacts

2. Where consumers bought from

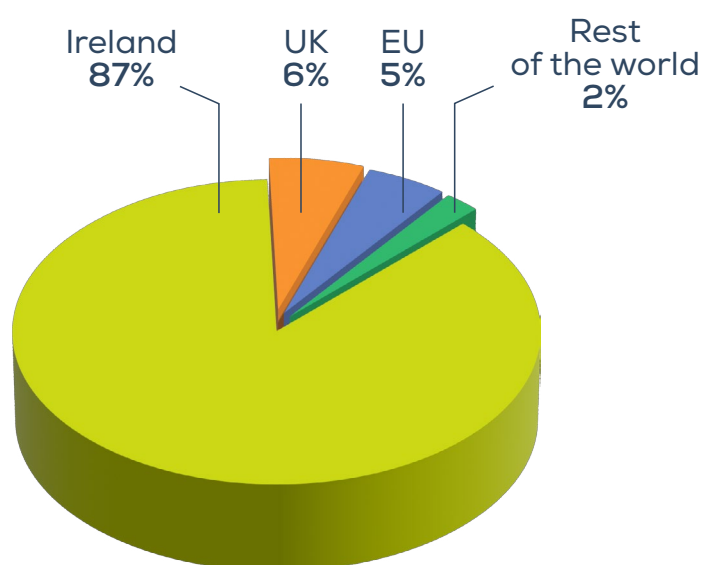


Figure 2: In 89% of contacts, consumers sought information or made a report related to a specific transaction or business and provided the CCPC with information on where the business was based. This chart shows the location of the businesses for which this information was provided.

3. How consumers shopped

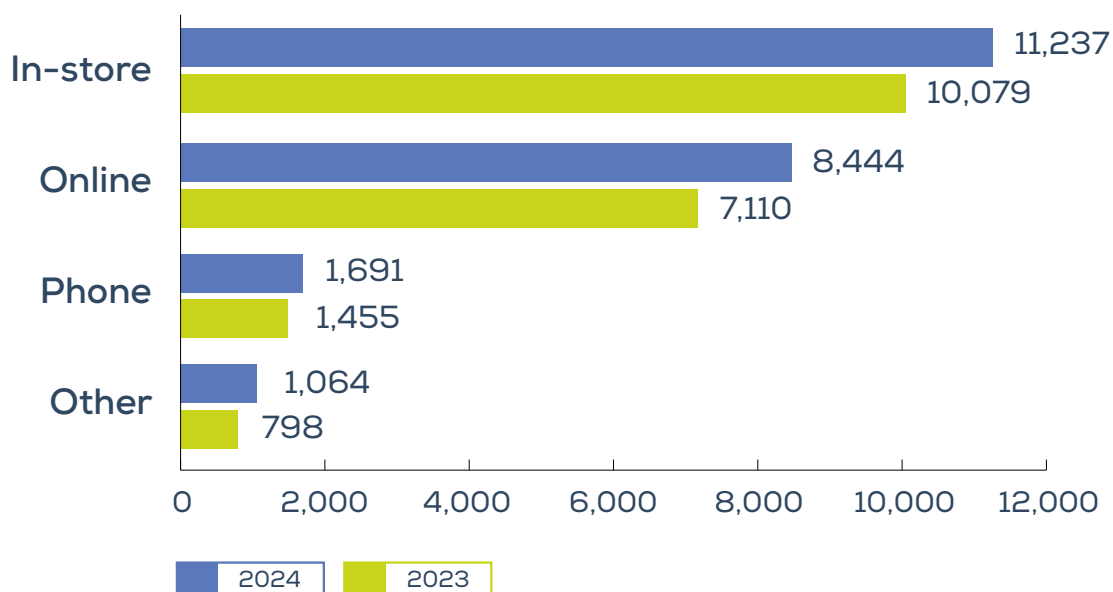


Figure 3: In 76% of contacts, consumers sought information or made a report related to a specific transaction or business and provided the CCPC with information on how they had made the purchase. This chart shows the number of contacts related to in-store, online and phone purchases, where this information was provided. The equivalent number of contacts for 2023 is displayed for comparison.

4. How consumers shopped from Irish businesses

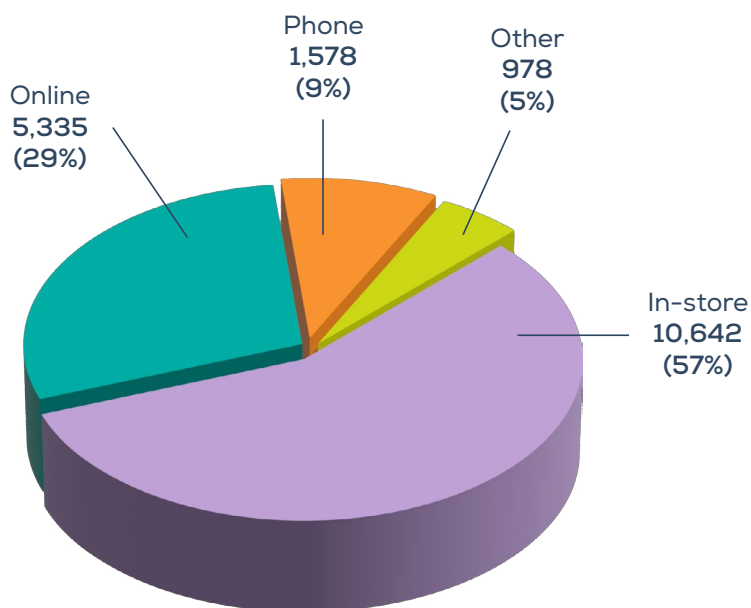


Figure 4: In 81% of contacts where consumers sought information or made a report related to an Irish-registered business, the CCPC was also provided with information on the method of sale. This chart shows the number of contacts related to in-store, online and phone purchases, where this information was provided.

5. Trends in online vs. in-store shopping

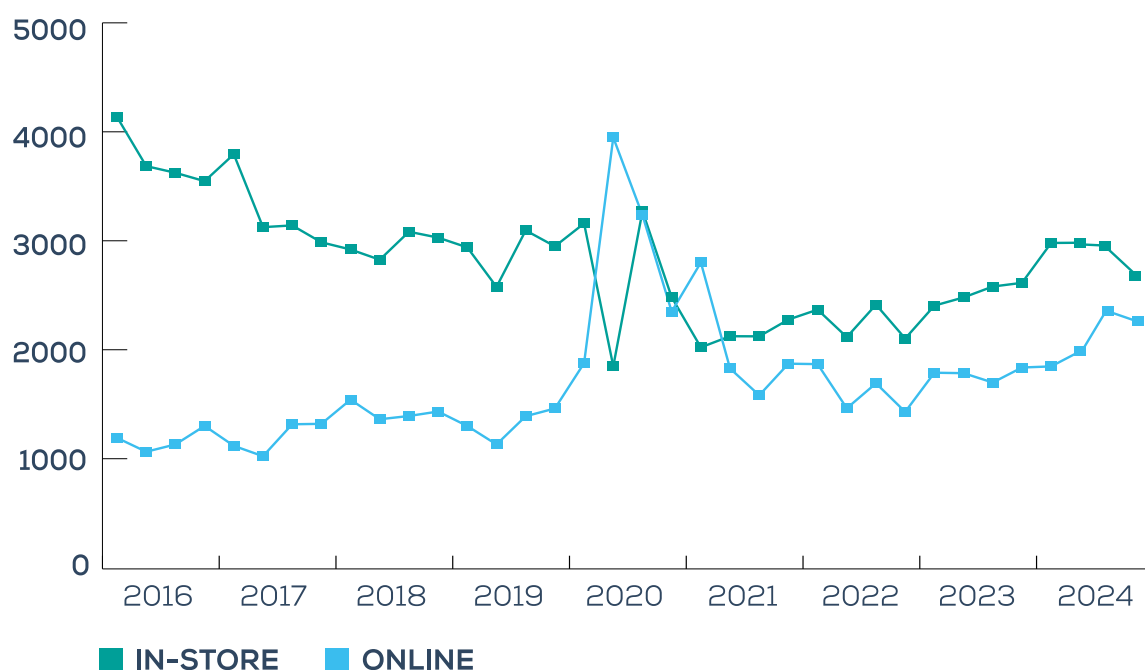


Figure 5: This chart shows the quarter-by-quarter trend of contacts relating to online vs. in-store purchases, where this information was provided by consumers, over the period from 2016 to 2024.

Top queries

6. Most common consumer queries

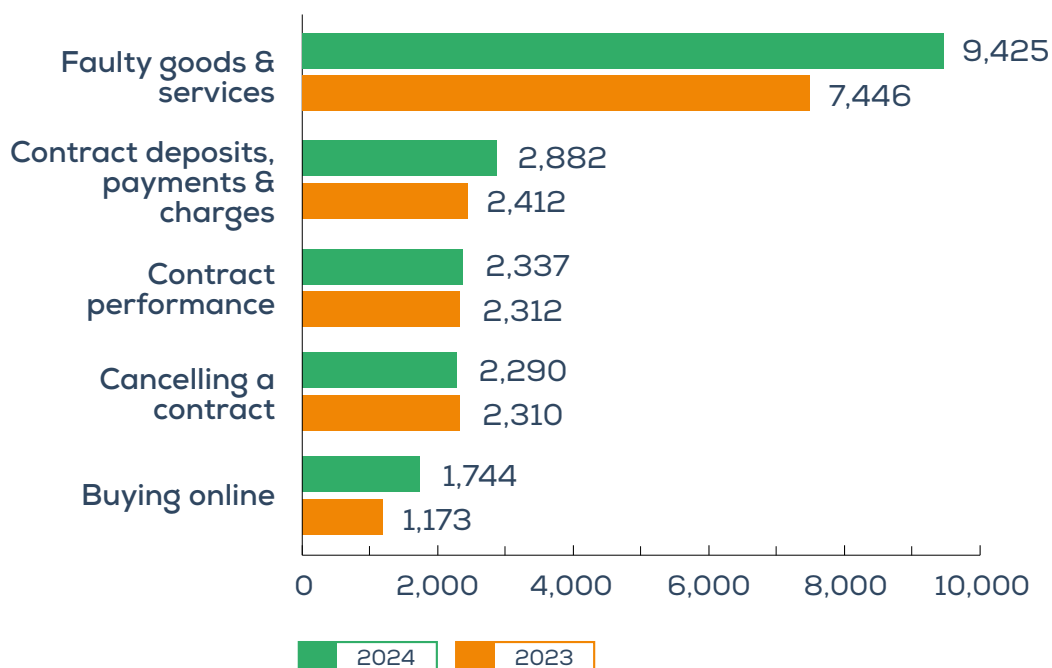


Figure 6: The top five categories of queries from consumers who contacted the CCPC in 2024. These five categories represent 63% of the total contacts received in this period. The number of contacts received in these categories in 2023 is displayed for comparison.

7. Top ten business sectors

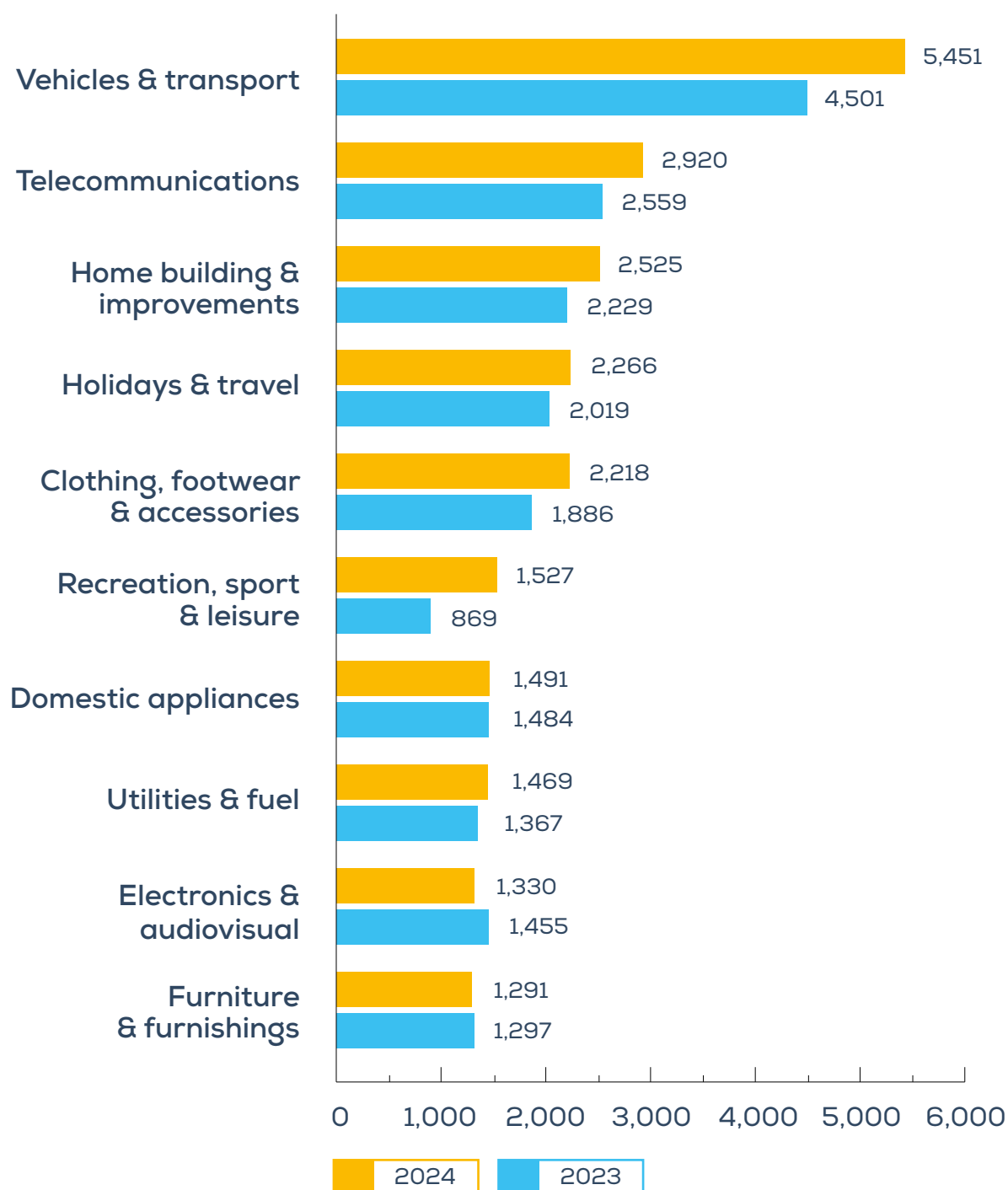


Figure 7: The top ten business sectors the CCPC received contacts about in 2024. The number of contacts received relating to these sectors in 2023 is displayed for comparison.

8. Changes within top business sectors

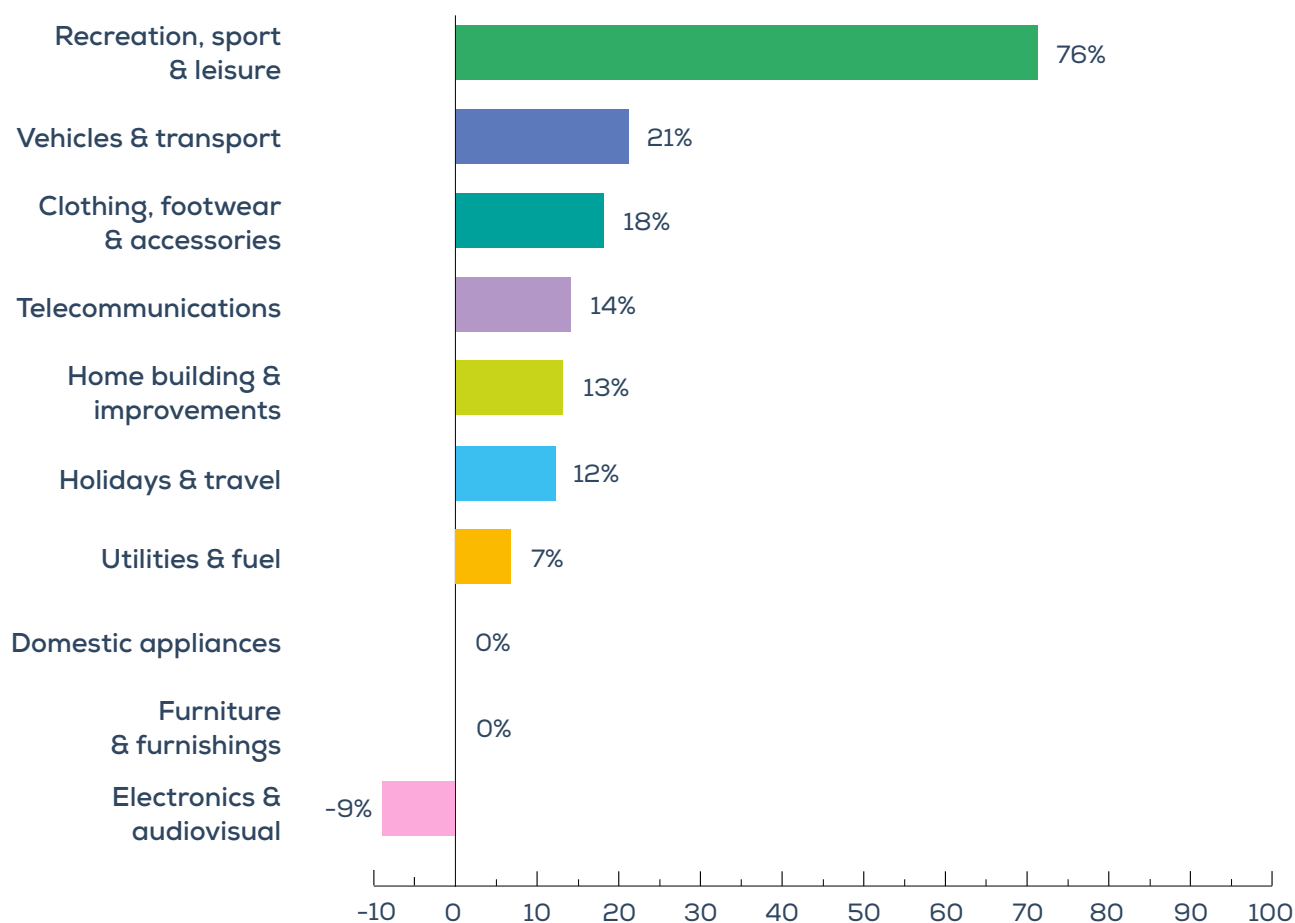


Figure 8: The top ten business sectors the CCPC received contacts about in 2024, listed according to the percentage change in volume when compared to 2023 contacts related to the same business sectors.

9. Cost per consumer by sector

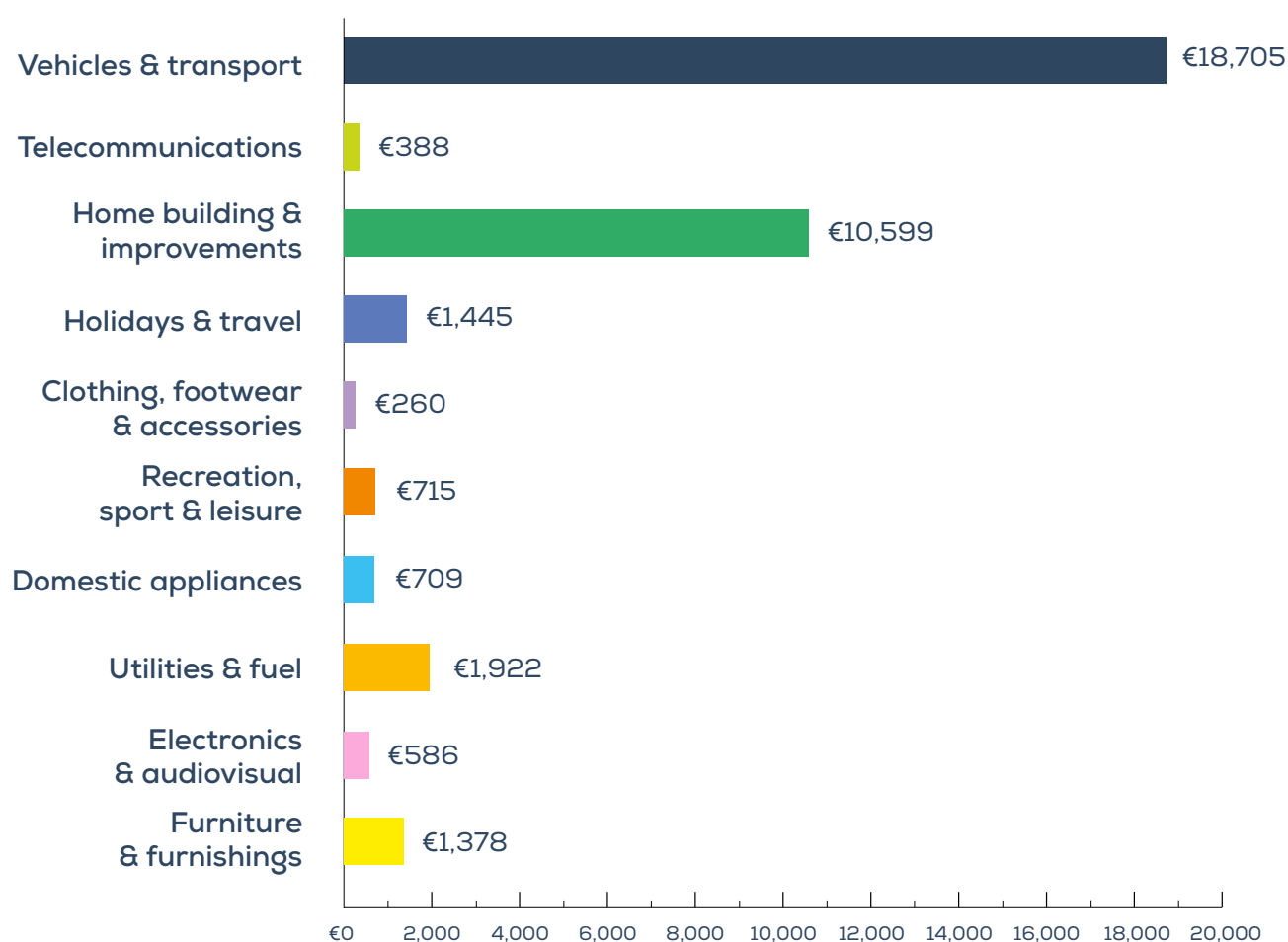


Figure 9: In approximately 60% of contacts, consumers told us how much they had spent on the product or service they contacted the helpline about. The average cost is listed for each of the top ten business sectors the CCPC helpline received contacts about in 2024.

10. Top ten traders named by contacts

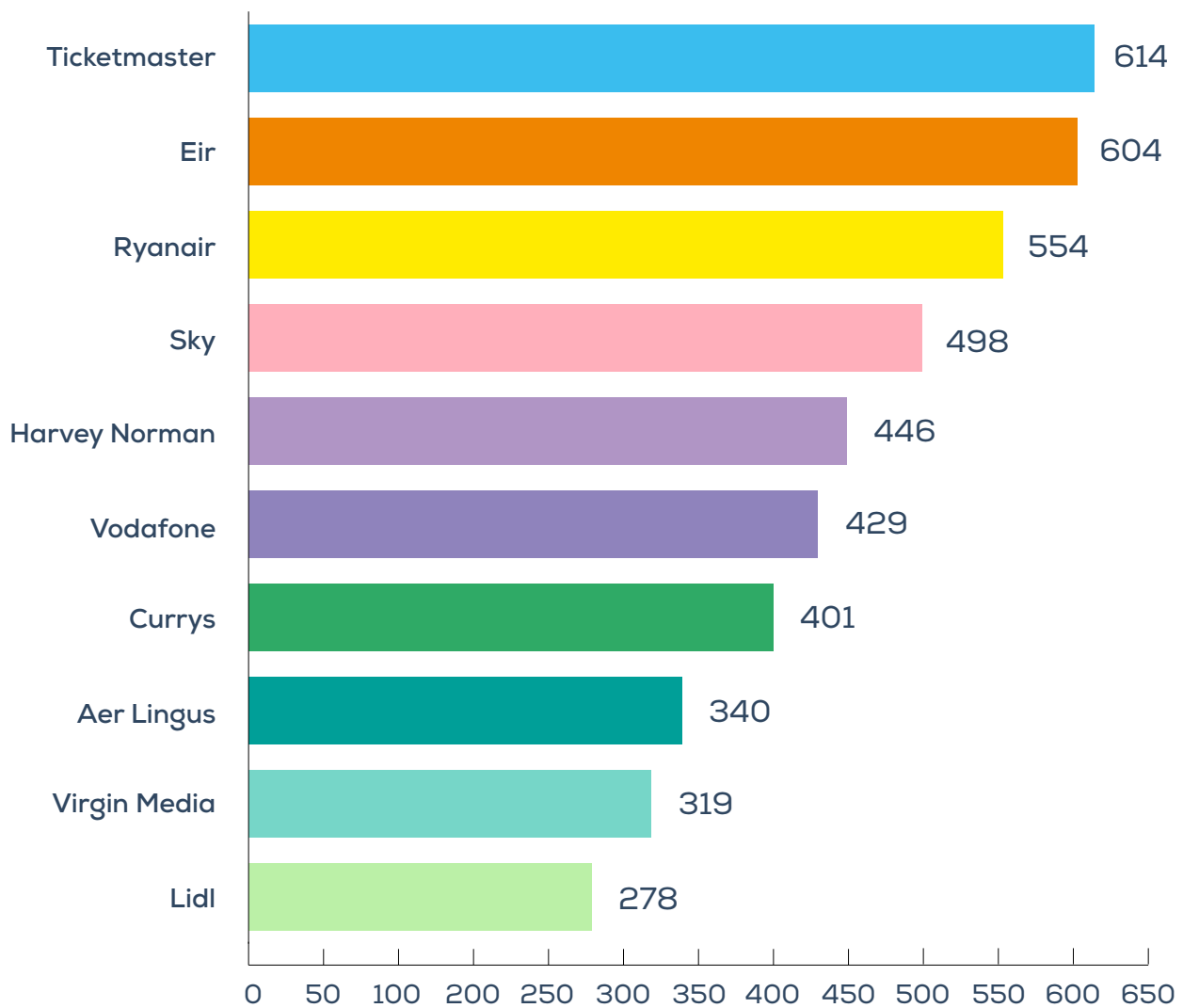


Figure 10: In 87% of contacts where consumers sought information or made a report related to consumer rights, the consumer supplied the name of the trader. This chart shows the top ten traders the CCPC received contacts about in 2024. Contacts relating to these ten traders make up 15% of the total number of named trader contacts.

Next steps for consumers

11. Top helpline referrals

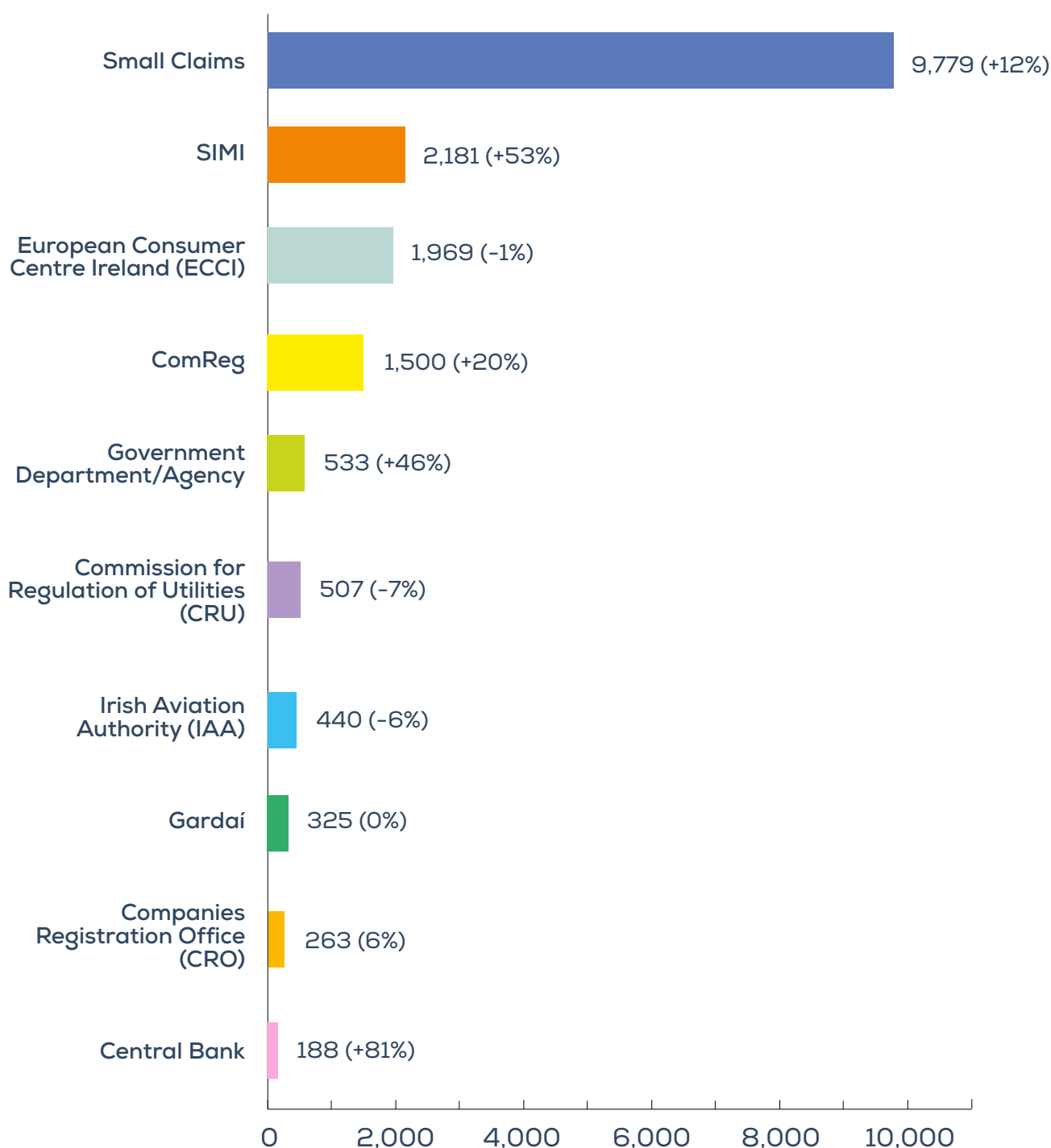


Figure 11: In 65% of contacts, consumers were referred or signposted to another organisation as a source of specialist information or support for consumers seeking redress. This chart shows the top ten organisations that consumers were referred or signposted to in 2024. It also shows the percentage change in the number of consumers that were signposted to the same organisation compared to 2023.

Next steps explained

The **Small Claims Court** allows consumers to resolve certain disputes with businesses through the District Court without having to engage the services of a solicitor. The Court deals with claims up to the value of €2,000. It costs €25 to make a claim. www.courts.ie

SIMI (Society of the Irish Motor Industry) operates a consumer complaints and arbitration service dealing with used cars, repairs and services purchased from its members. www.simi.ie

When a consumer contacts us about an issue with a business based outside Ireland but within the EU, Iceland or Norway we may refer them to the **European Consumer Centre Ireland**. The Competition and Consumer Protection Commission (CCPC) is the body designated to host the **ECCI**. The **ECCI** supports consumers with cross-border issues and complaints and operates a dispute resolution service for consumers and traders based in different EU countries, Iceland, and Norway. www.eccireland.ie

The **Commission for Communications Regulation (ComReg)** handles consumer complaints about telecommunications, radio communications, broadcasting transmission, premium rate services and the postal sector in Ireland. www.comreg.ie

Government Departments & Agencies have different responsibilities. We refer consumers to the Department of Environment, Climate and Communications for issues regarding the household waste sector and the Deposit Return Scheme, for example. Other queries are directed to the relevant departments or agencies, where appropriate. www.gov.ie

The **Commission for Regulation of Utilities (CRU)** supports consumers with questions or complaints about energy and water. www.cru.ie

The **Irish Aviation Authority (IAA)** is responsible for enforcing EU rules on flights when it comes to delays, cancellations and compensation. www.iaa.ie

An Garda Síochána deal with all matters relating to fraud, scams and other criminal activity. www.garda.ie

The **Companies Registration Office (CRO)** holds all public statutory information on Irish companies and business names. Consumers are referred here if they need information about a company, such as its status or registered office. www.cro.ie

Consumers are often referred to the **Central Bank** when they contact us in relation to a faulty car purchased with Hire Purchase. <http://www.centralbank.ie>

12. Small Claims Court referrals: Top five business sectors

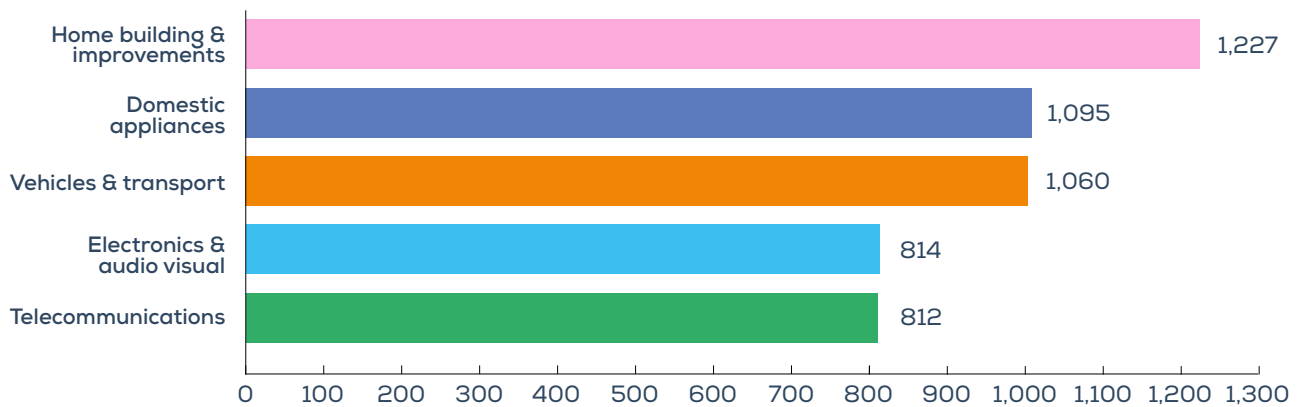


Figure 12: The top five business sectors where consumers were referred or signposted to the Small Claims Procedure in 2024. The top five sectors make up 51% of the overall CCPC referrals to the Small Claims Procedure.

13. Small Claims Court referrals: Top five query categories

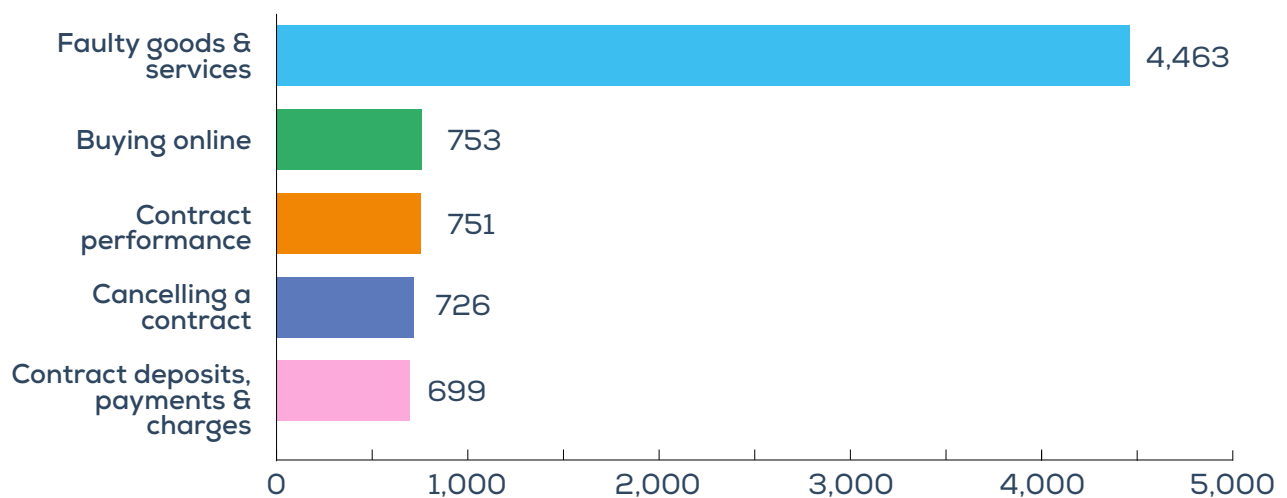


Figure 13: The top five query categories where consumers were referred or signposted to the Small Claims Procedure in 2024. The top five query categories make up 76% of the overall CCPC referrals to the Small Claims Procedure.

14. European Consumer Centre referrals: Top five business sectors

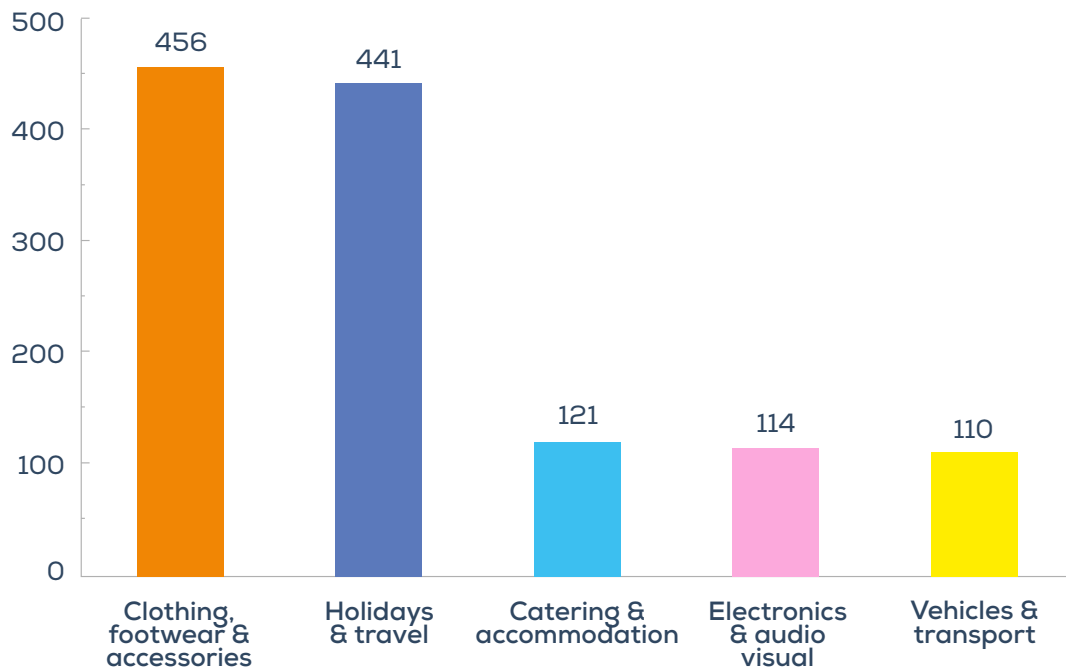


Figure 14: The top five business sectors where consumers were referred or signposted to the European Consumer Centre in 2024. The top five sectors make up 63% of the overall CCPC referrals to the European Consumer Centre.

15. European Consumer Centre referrals: Top five query categories

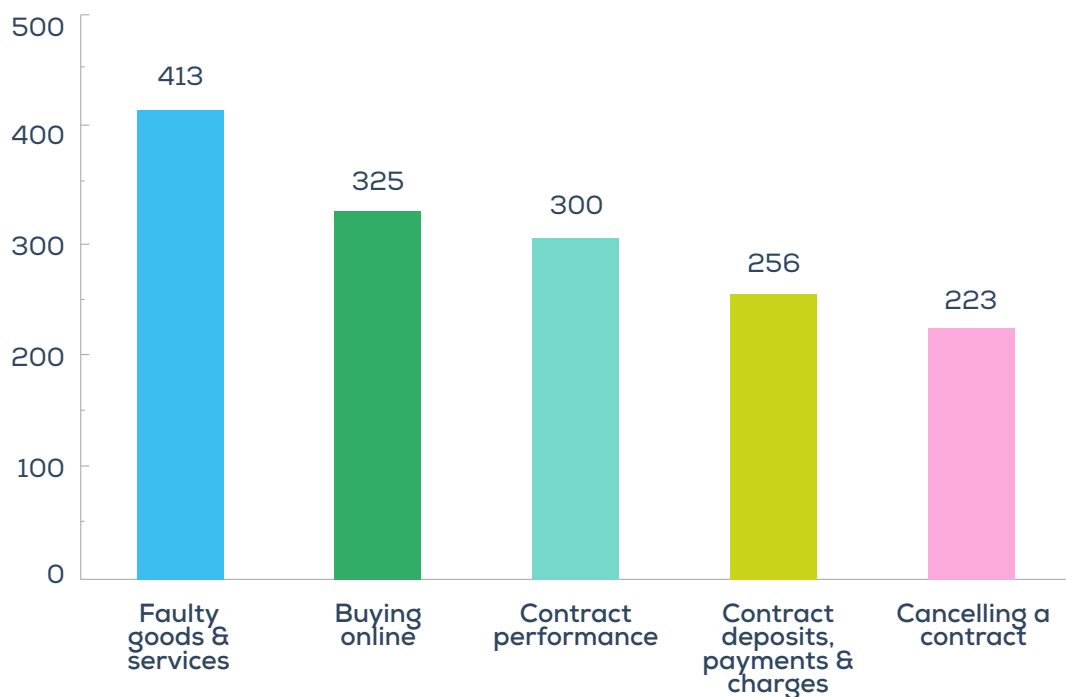


Figure 15: This chart shows the top five query categories where consumers were referred or signposted to the European Consumer Centre in 2024. The top five query categories make up 77% of the overall CCPC referrals to the European Consumer Centre.



16. Personal finance queries

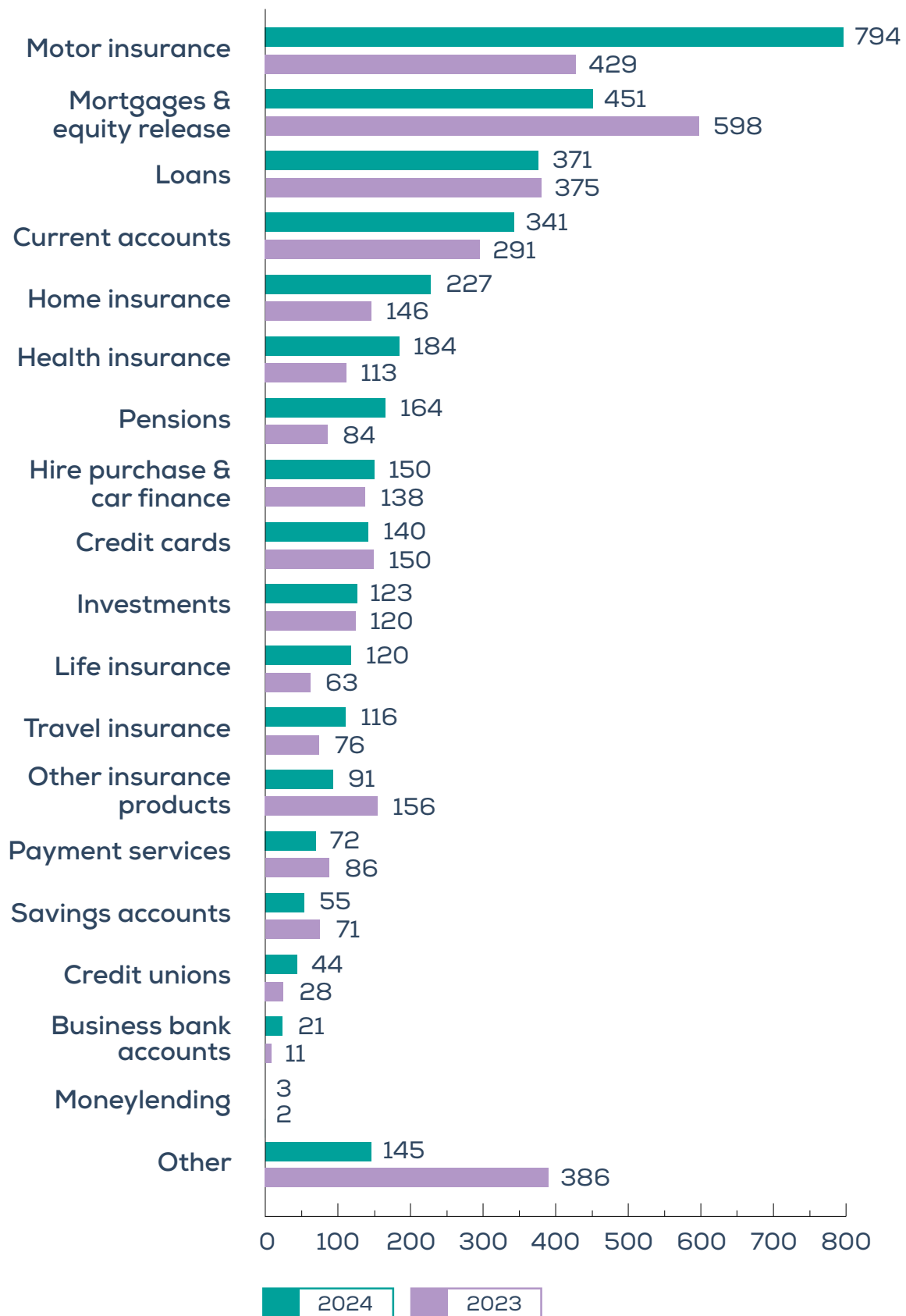
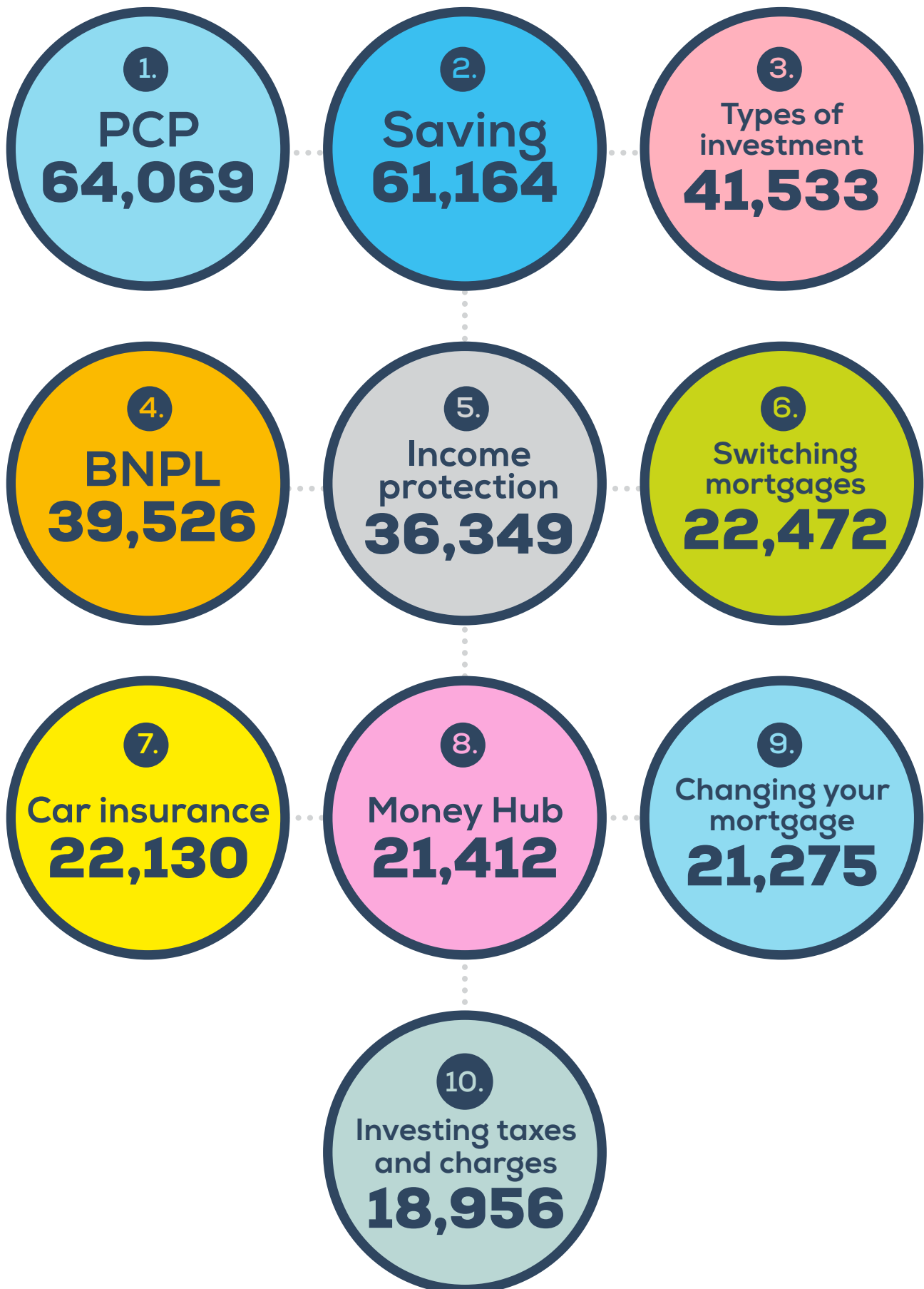


Figure 16: Personal finance contacts to the CCPC in 2024 listed by category. The number of contacts received in these categories in 2023 is displayed for comparison.

17. Most popular personal finance pages on CCPC.ie



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