

FAIR TRADING, PEST CONTROL INDUSTRY

Complaints

2153 Hon J.A. SCOTT to the Leader of the House representing the Minister for Fair Trading:

- (1) How many complaints has the Ministry of Fair Trading received about the Pest Control Industry in relation to claims of –
- (a) misrepresentation of risks of pesticide application;
 - (b) use of fear strategies to sell products; and
 - (c) false claims about treatments actually carried out?
- (2) How many of these were –
- (a) by phone; and
 - (b) by letter?

Hon N.F. MOORE replied:

- (1) (a)-(c) The Ministry of Fair Trading does not record complaints under these categories. However, the 71 written complaints lodged between 1 July 1998 and 30 June 1999 related to the following practices:
- | | | |
|----|---|---------------------------|
| 41 | - | Quality of service |
| 16 | - | Contractual issues |
| 8 | - | Sales methods and pricing |
| 4 | - | Compliance practices |
| 2 | - | Advertising |
- Between 1 July 1999 and 31 May 2000, 56 written complaints were lodged relating to the following practices:
- | | | |
|----|---|--|
| 34 | - | Quality of service |
| 8 | - | Contractual issues |
| 4 | - | Compliance practices |
| 3 | - | Sales methods and pricing |
| 7 | - | These complaints have not been categorised as yet, as they are still being dealt with. |
- (2) (a) The ministry's Call Centre provides advice to callers about issues which fall within the Fair Trading jurisdiction, including matters related to the pest control industry. However, the categories of each call are not individually recorded.
- (b)
- | | | |
|-----------------------------|---|----|
| 1 July 1998 to 30 June 1999 | – | 71 |
| 1 July 1999 to 31 May 2000 | - | 56 |