

# CCPC Consumer Contacts Report 2023

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

1 January – 31 December 2023

20  
23



Coimisiún um  
Iomláocht agus  
Cosaint Tomhaltóirí

Competition and  
Consumer Protection  
Commission

# 2023 in numbers

**39,172**  
consumers  
contacted  
our helpline



There were  
**2,405,069**  
visits to  
**CCPC.ie**



Our online  
Money Tools  
were used  
**795,961**  
times



# Overview

## 1: How consumers contacted us

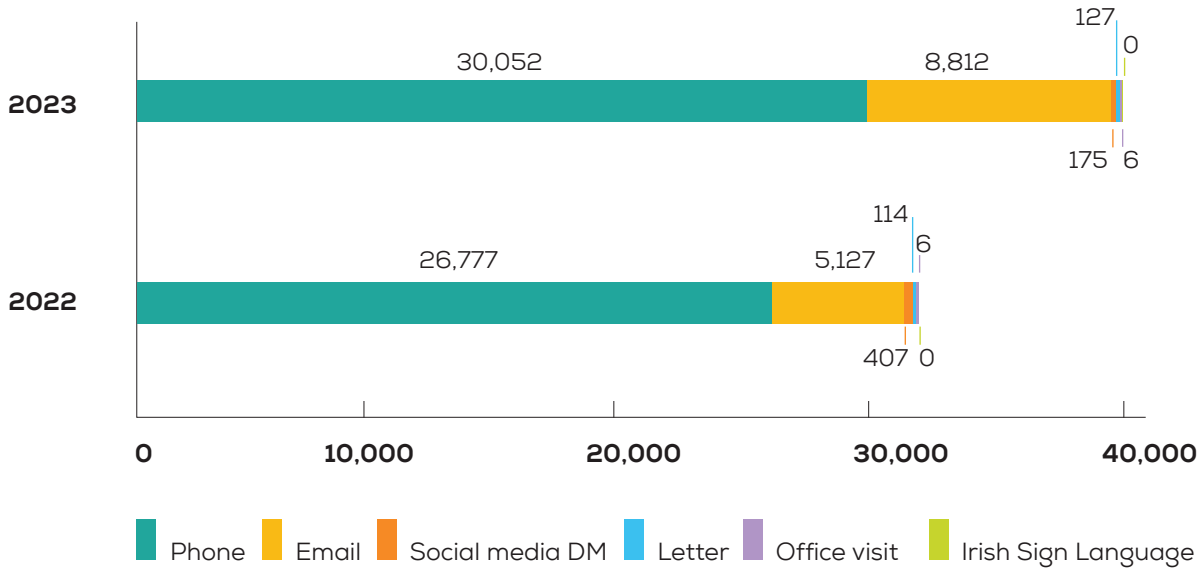


Figure 1: How consumers contacted the CCPC in 2023, listed by channel. The equivalent breakdown for 2022 is included for comparison.

# Consumer contacts

## 2: Where consumers bought from

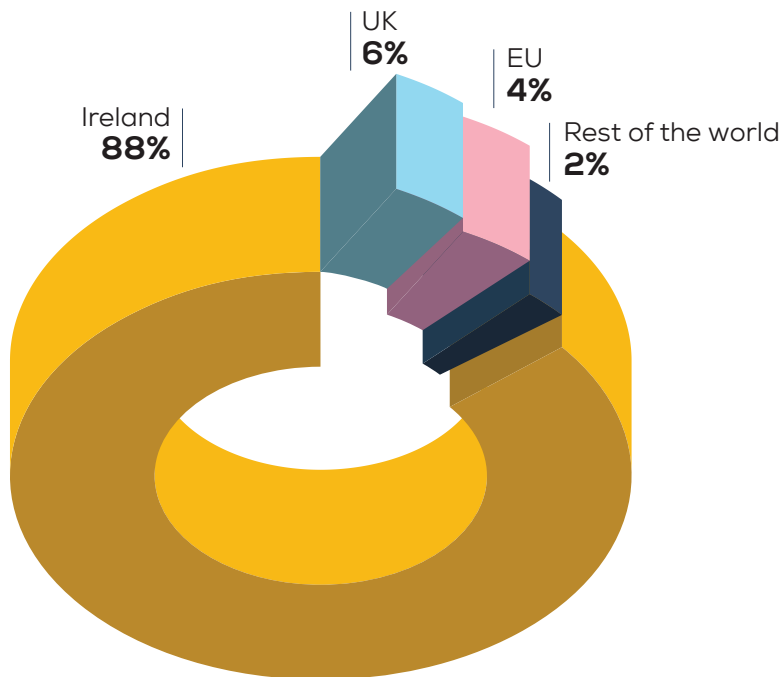
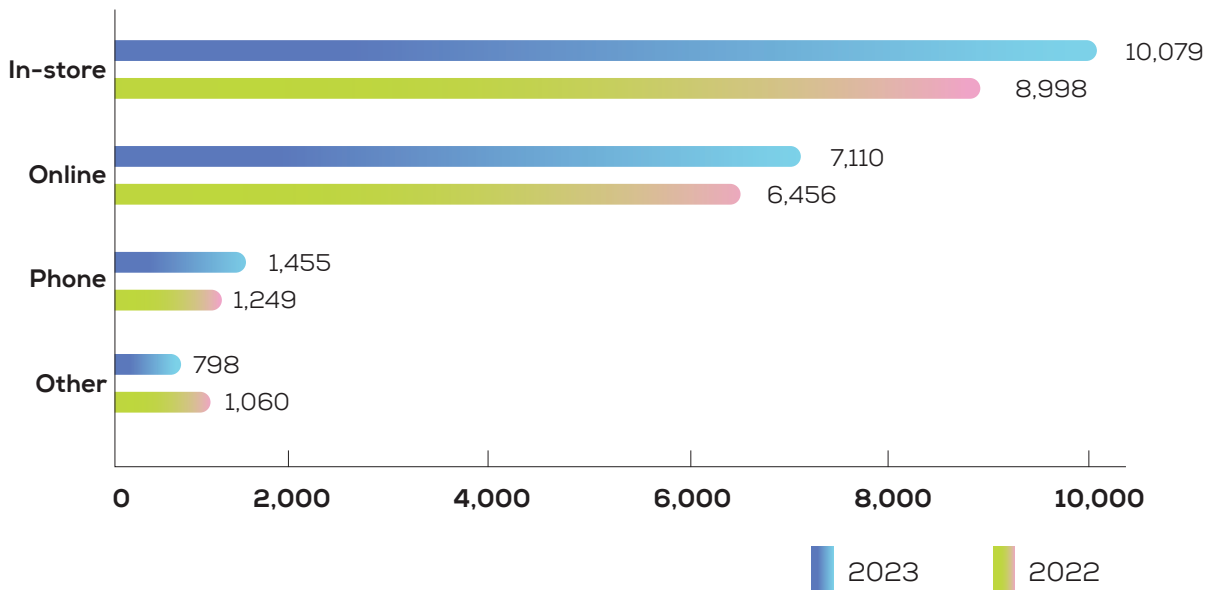


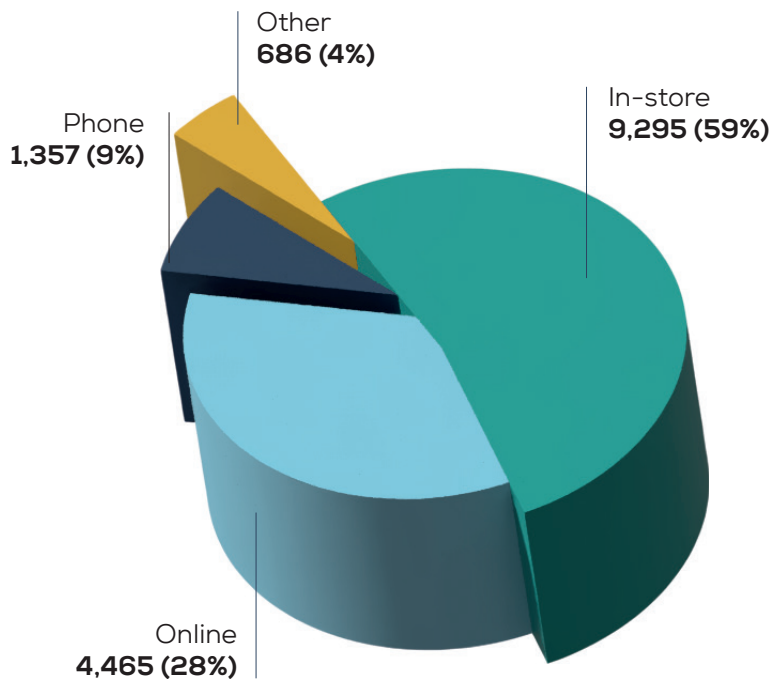
Figure 2: In 86% of contacts, consumers sought information or made a report related to a specific transaction or business and provided the CCPC with information on where the business was based. This chart shows the location of the businesses for which this information was provided.

### 3: How consumers shopped



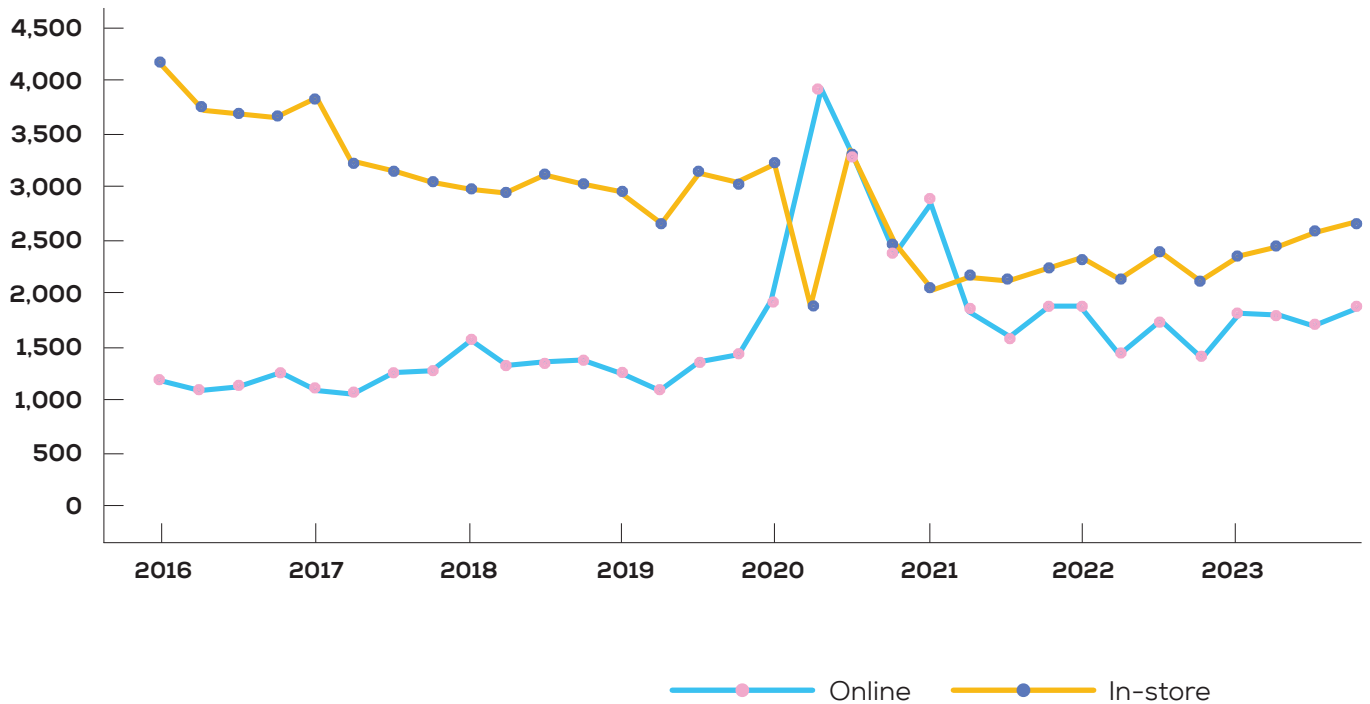
**Figure 3:** In 74% of contacts, consumers sought information or made a report related to a specific transaction or business and provided the CCPC with information on how they had made the purchase. This chart shows the number of contacts related to in-store, online and phone purchases, where this information was provided. The equivalent number of contacts for 2022 is displayed for comparison.

### 4: How consumers shopped from Irish businesses



**Figure 4:** In 79% 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.

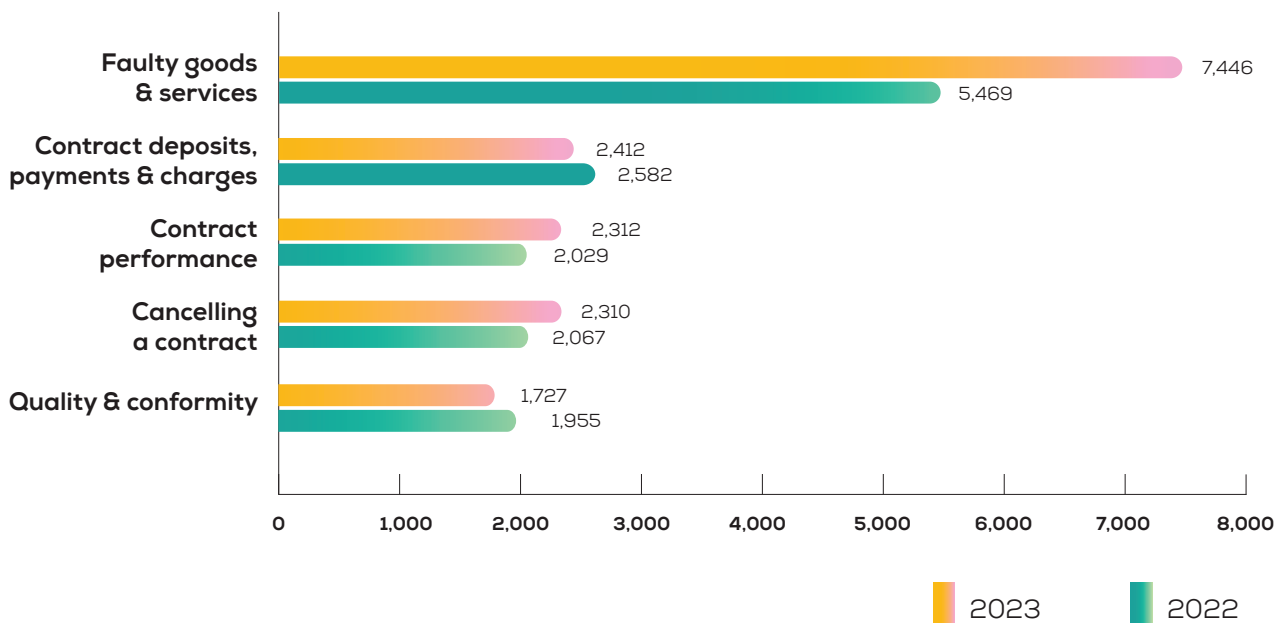
## 5: Trends in online vs in-store shopping



**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 2023.

## Top queries

### 6: Most common consumer queries



**Figure 6:** The top five categories of queries from consumers who contacted the CCPC in 2023. These five categories represent 62% of the total contacts received in this period. The number of contacts received in these categories in 2022 is displayed for comparison.

# Business sectors

## 7: Top ten business sectors

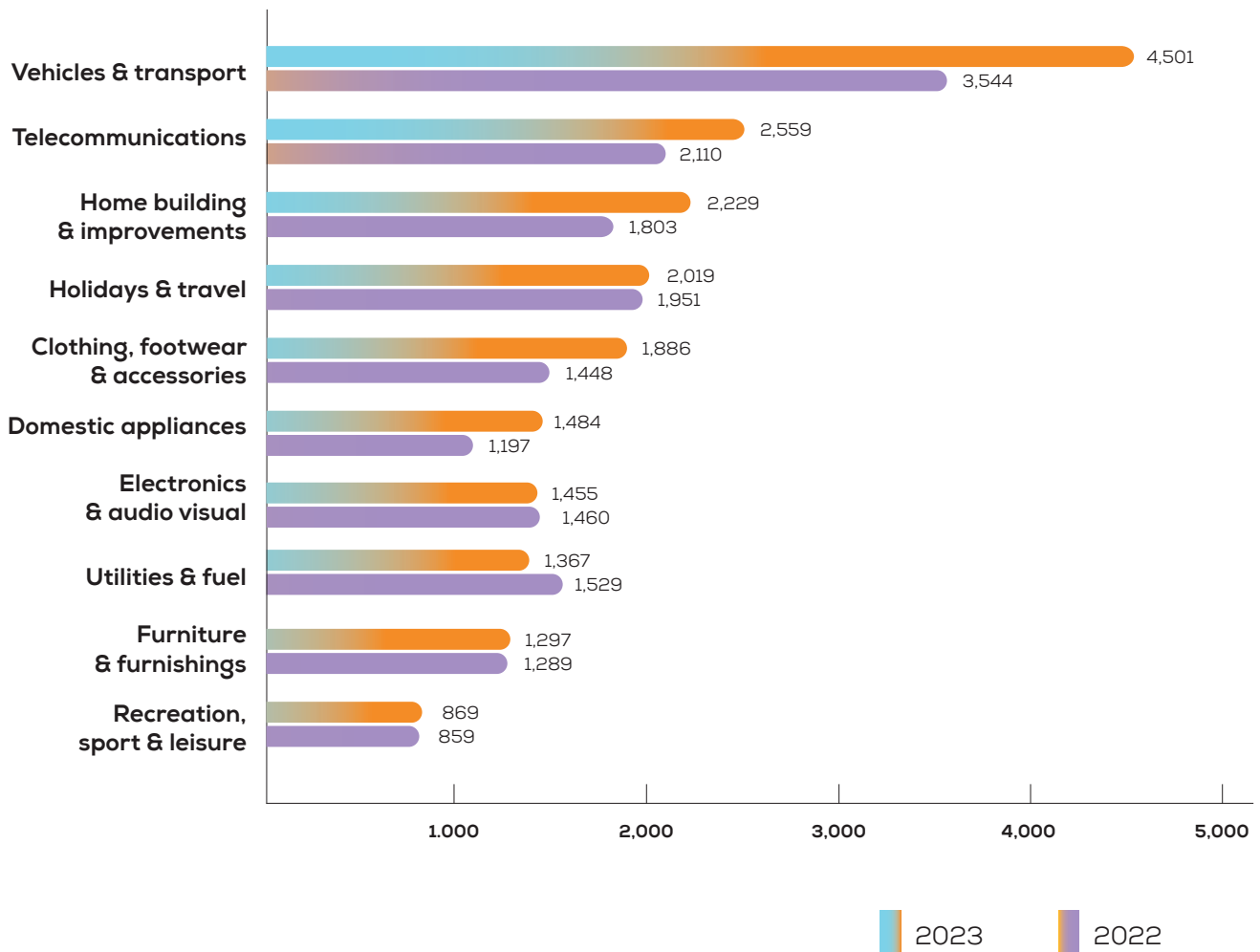
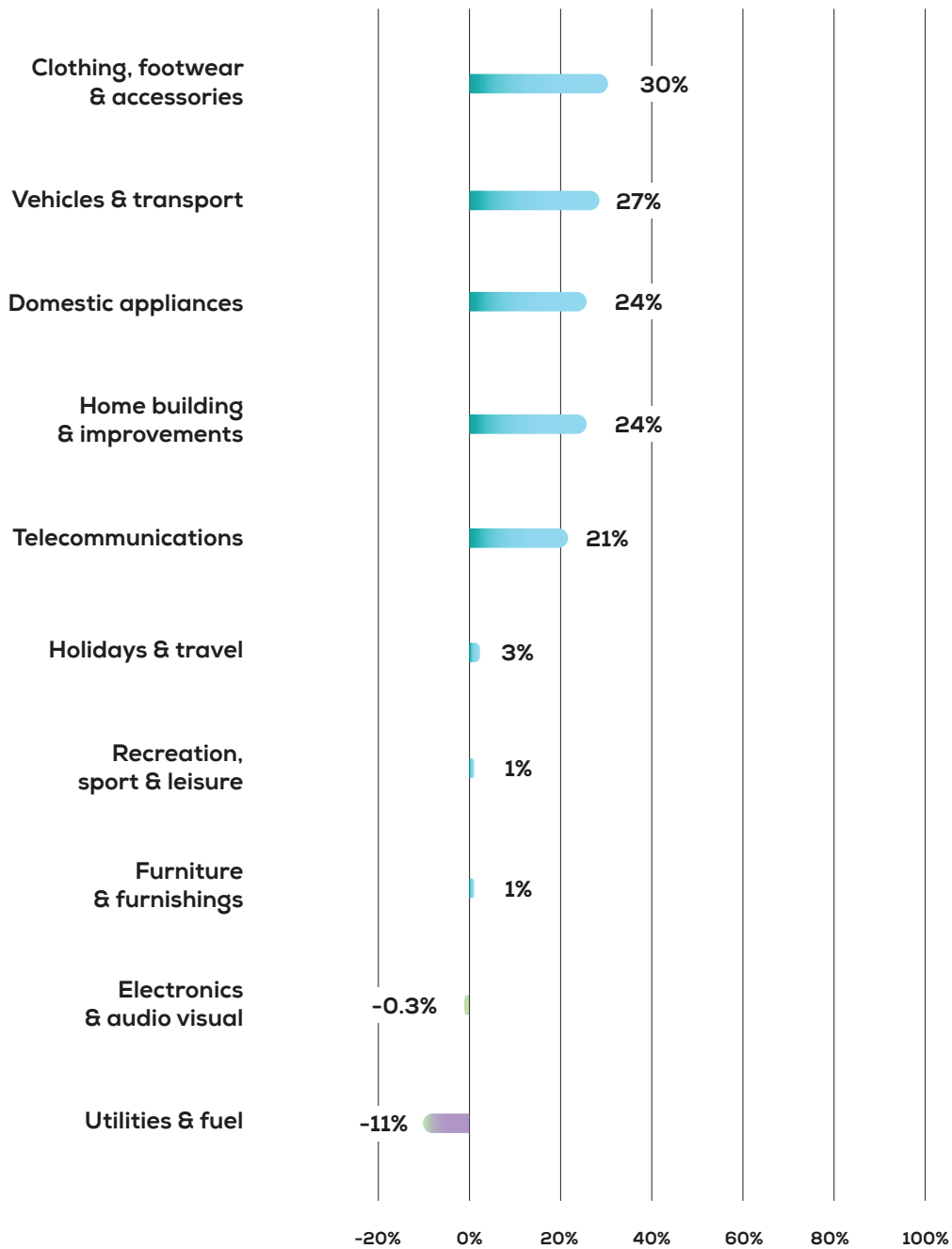


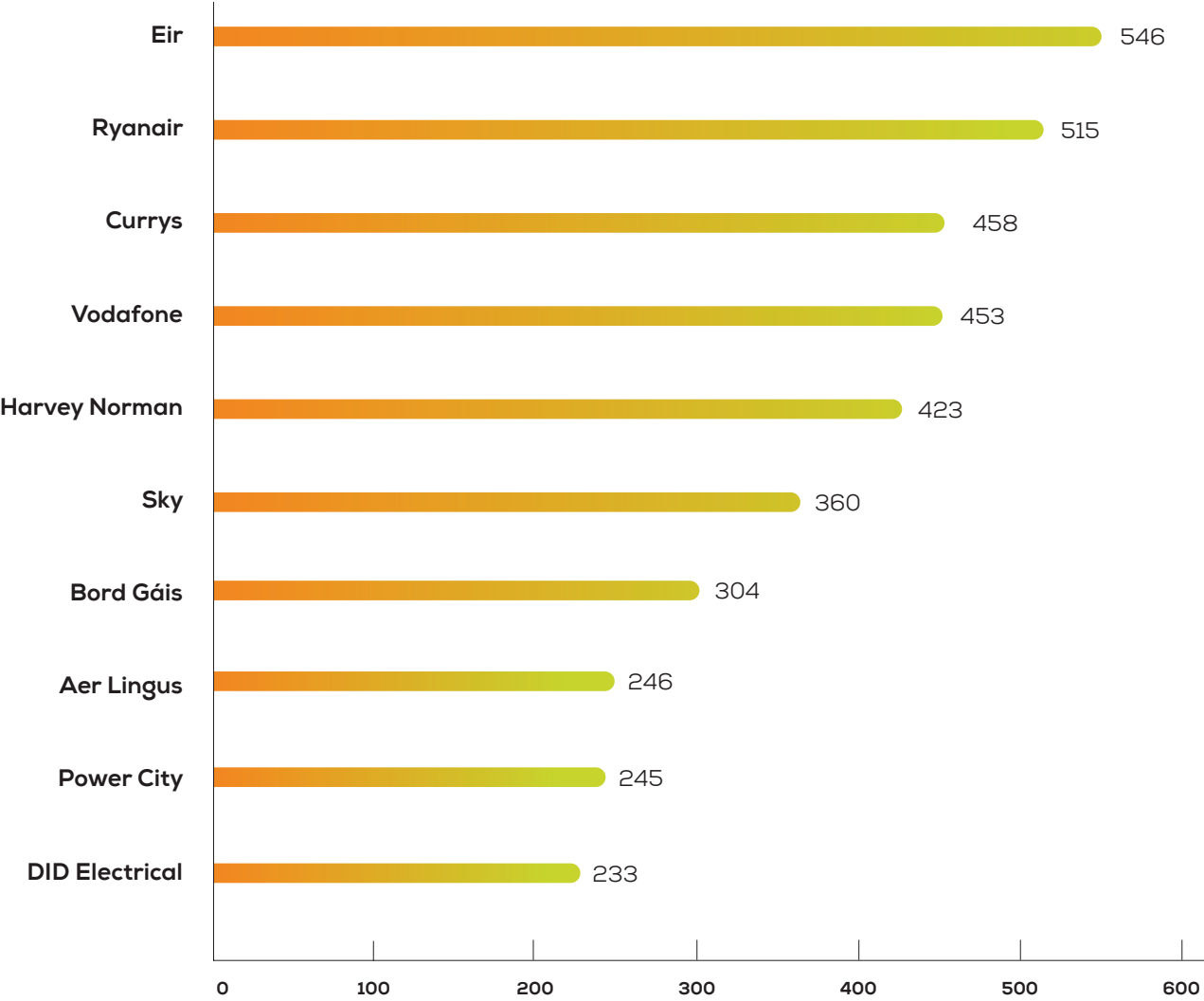
Figure 7: The top ten business sectors the CCPC received contacts about in 2023. The number of contacts received relating to these sectors in 2022 is displayed for comparison.

## 8: Changes within top business sectors



**Figure 8:** The top ten business sectors the CCPC received contacts about in 2023, listed according to the percentage change in volume when compared to 2022 contacts related to the same business sectors.

**9: Top ten traders named by contacts**

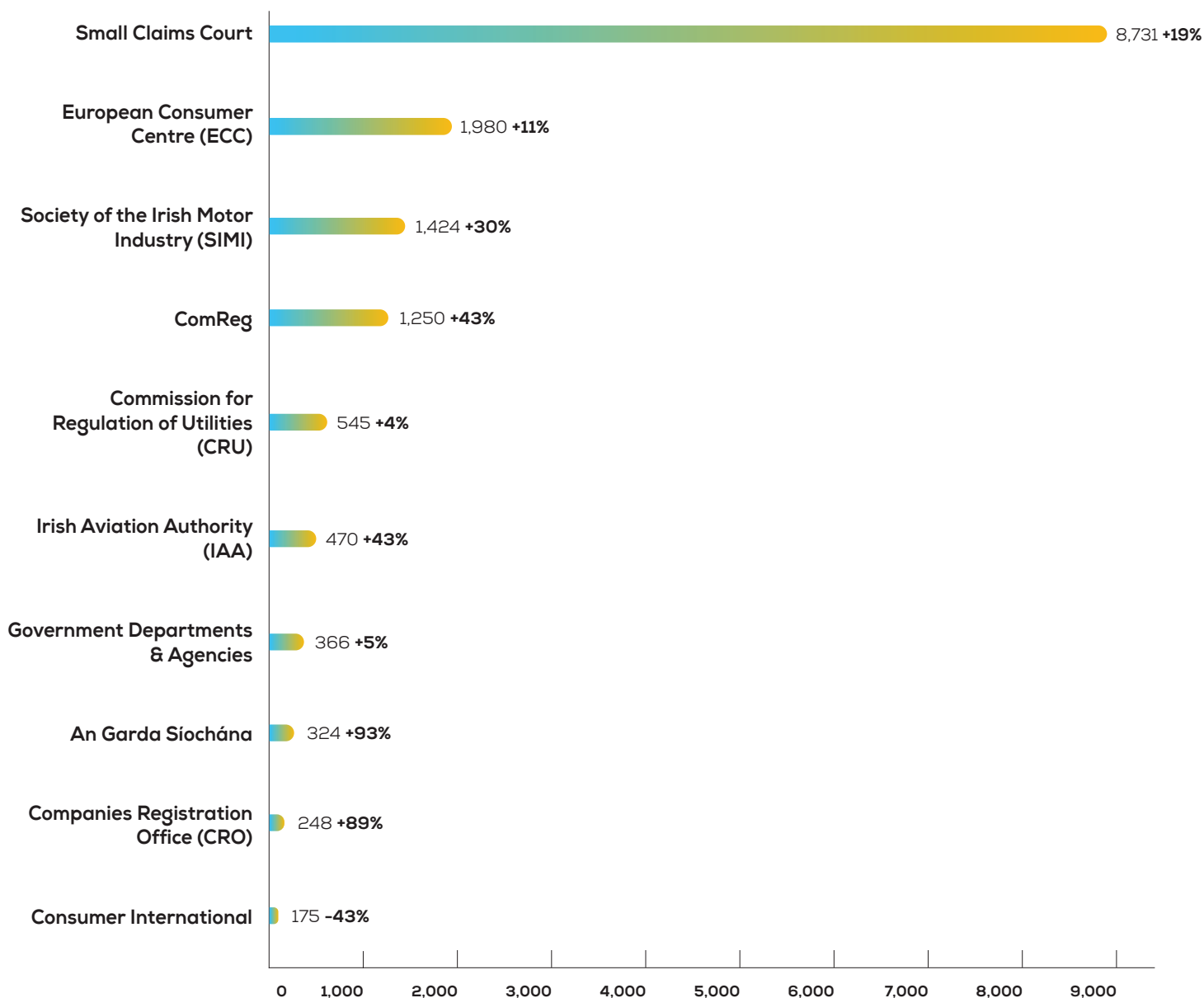


**Figure 9:** In 84% of contacts where consumers sought information or made a report related to consumer rights, the consumer supplied the name of the trader. This chart shows the top ten traders the CCPC received contacts about in 2023. Contacts relating to these ten traders make up 14% of the total number of named trader contacts.



# Next steps for consumers

## 10: Top helpline referrals



**Figure 10:** In 64% 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 consumers were referred or signposted to in 2023. It also shows the percentage change in the number of consumers that were signposted to the same organisation compared to 2022.

## 11: Small Claims Court referrals: Top five business sectors

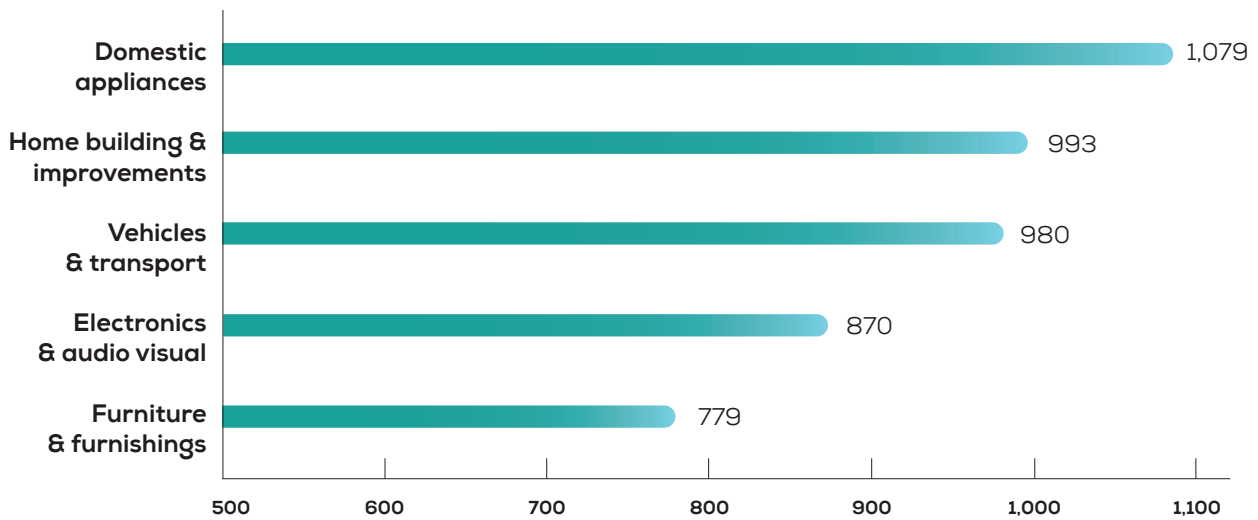


Figure 11: The top five business sectors where consumers were referred or signposted to the Small Claims Procedure in 2023. The top five sectors make up 54% of the overall CCPC referrals to the Small Claims Procedure.

## 12. Small Claims Court referrals: Top five query categories

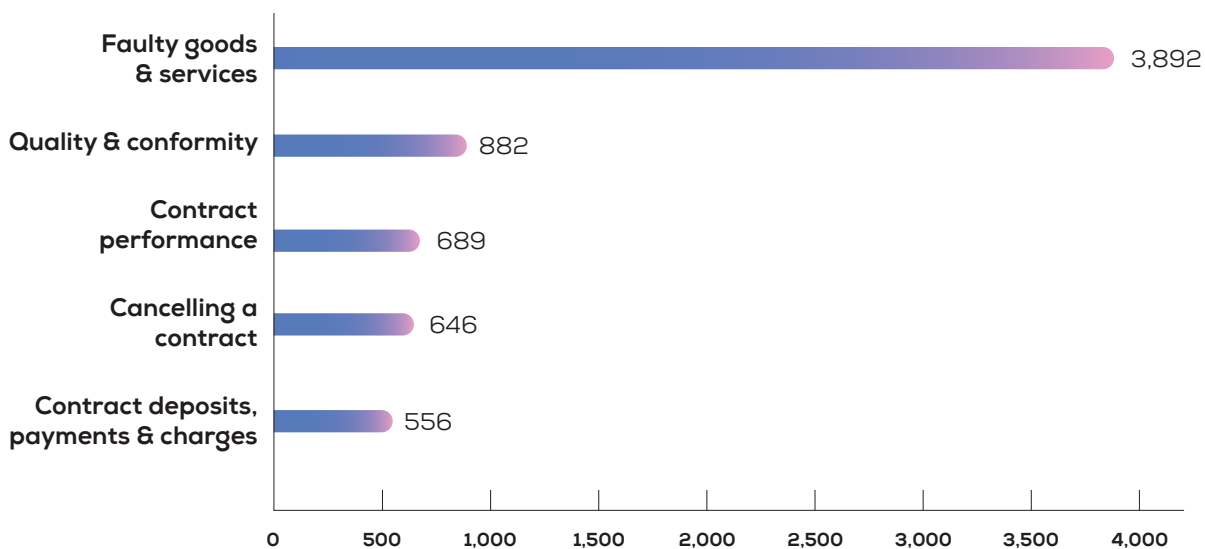


Figure 12: The top five query categories where consumers were referred or signposted to the Small Claims Procedure in 2023. The top five query categories make up 76% of the overall CCPC referrals to the Small Claims Procedure.

### 13: European Consumer Centre referrals: Top five business sectors

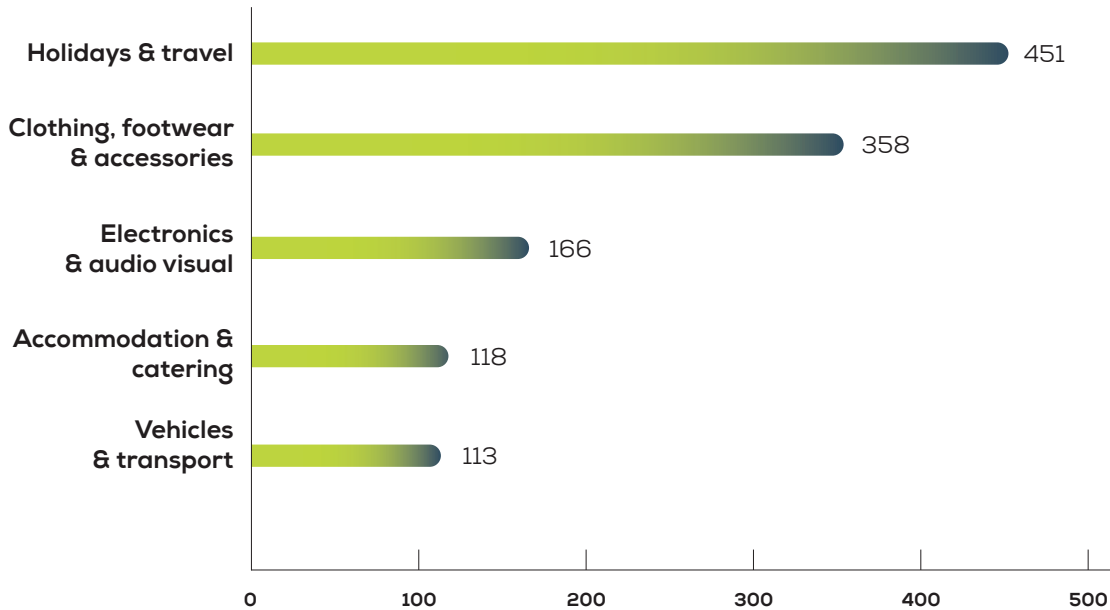


Figure 13: The top five business sectors where consumers were referred or signposted to the European Consumer Centre in 2023. The top five sectors make up 61% of the overall CCPC referrals to the European Consumer Centre.

### 14: European Consumer Centre referrals: Top five query categories

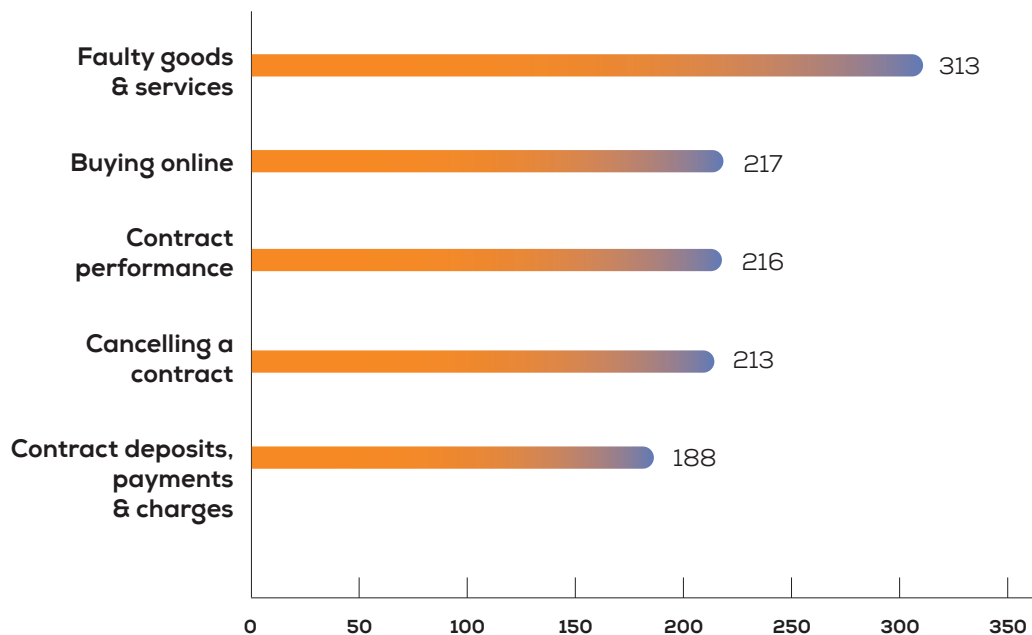
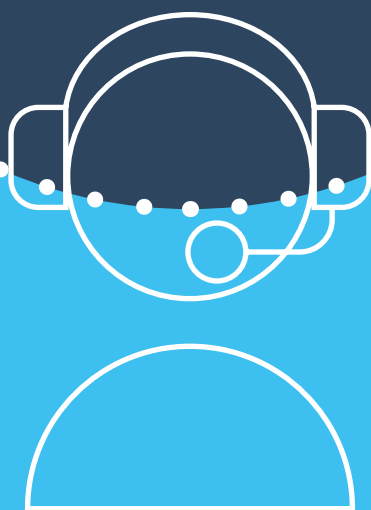


Figure 14: This chart shows the top five query categories where consumers were referred or signposted to the European Consumer Centre in 2023. The top five query categories make up 58% of the overall CCPC referrals to the European Consumer Centre.

**3,323**  
of our helpline  
contacts related to  
personal finance



## 15. Personal finance queries

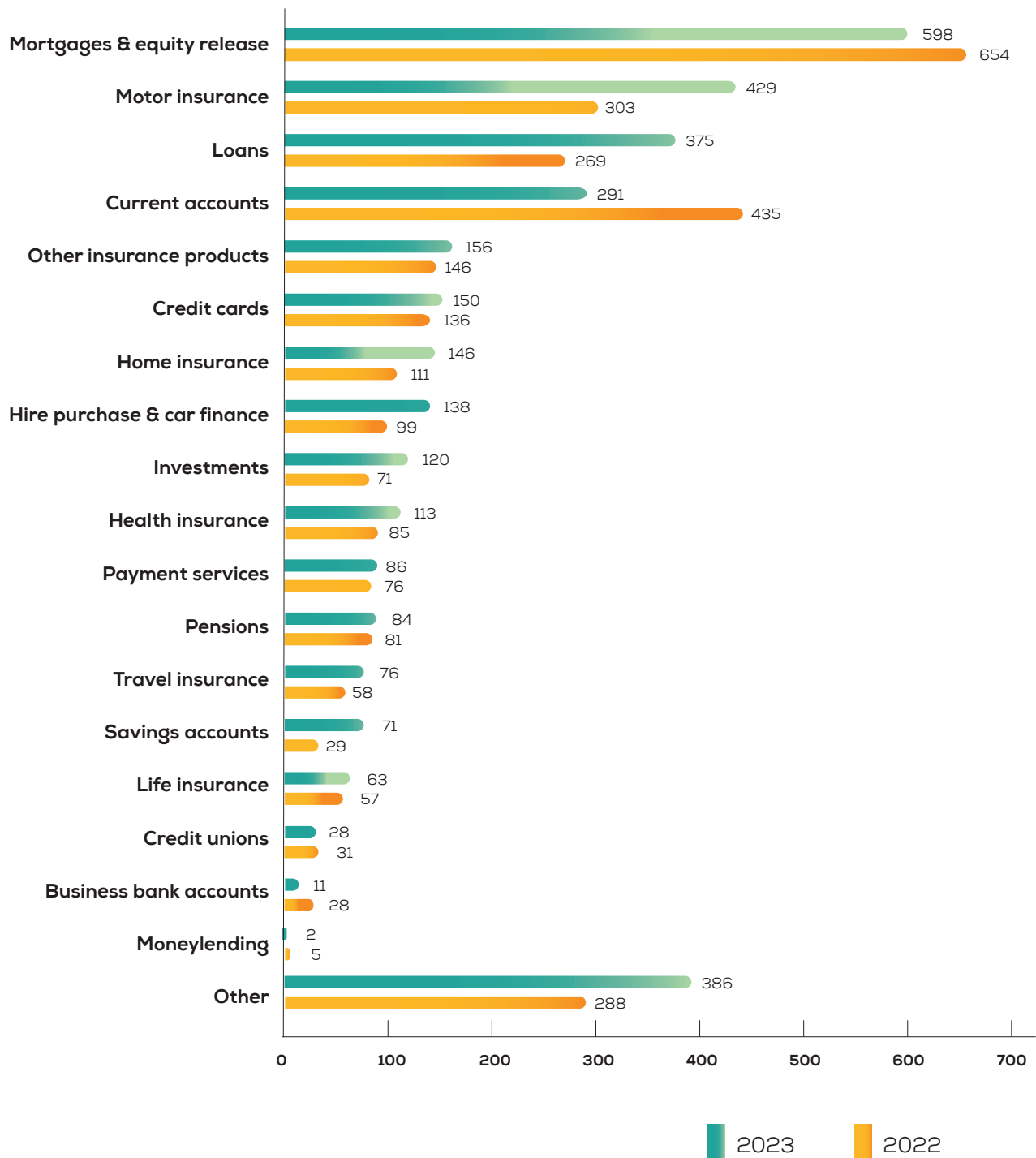


Figure 15: Personal finance contacts to the CCPC in 2023 listed by category. The number of contacts received in these categories in 2022 is displayed for comparison.

16: Most popular personal finance webpages on CCPC.ie



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