



The Fair Trading Commission

Press Release

The Fair Trading Commission (the Commission) has registered an increase in complaints with regards to the construction industry.

For the year 2011 the Commission registered **21 complaints** against service providers in the construction industry and details are as follows:

- 6 cases were resolved through FTC's mediation where the works were either completed or the money refunded
- 4 cases were heard by the Board of Commissioners
 - In 1 of the cases, the respondent was ordered to repair the defects and a penalty of SR 60,200 was imposed
 - The 3 other cases were settled by the respondent undertaking to refund the money paid.
- 1 case was resolved by Civil Proceedings
- The Commission decided not to investigate 8 cases for the following reasons
 - 1 case was prior to the enactment of the Consumer Protection Act
 - 4 cases were not within the jurisdiction of the Commission
 - 3 cases were closed due to insufficient evidence
- 2 cases were still active in 2012. However, 1 of the 2 cases was heard recently by the Board of Commissioners and the decision shall be communicated.

From January to July 2012, 15 new cases in the construction industry have been lodged at the Commission and are still under investigation.

The common complaints are:

- Not completing the work on time
- The work costing more than original quote
- Poor quality service
- Not returning property in good condition
- Poor communication between contractor and client

The Commission is advising the public to be careful when selecting contractors by:

- * Getting more than 1 quotation
- * Visiting work done previously by the contractors
- * Not giving money without getting a receipt

A complaint may be made in writing to the Commission and address to

Chief Executive Officer
Fair Trading Commission
Room 213, Orion Mall
P.O. Box 1207, Victoria

Or may be sent by e-mail at the following address

info@ftc.sc

Or fax to

432 5240

Or the form and guidelines can be downloaded on the Commission website at the following link:

www.ftc.sc

Consumer/Complaints