

令和3年度 館林市消費生活センター相談実績

| | | 4月 | 5月 | 6月 | 7月 | 8月 | 9月 | 10月 | 11月 | 12月 | 1月 | 2月 | 3月 | 計 |
|----------|------------|----|----|----|----|----|----|-----|-----|-----|----|----|-----|-----|
| 相談内容区分 | 苦情 | 35 | 30 | 38 | 39 | 34 | 36 | 43 | 40 | 35 | 36 | 31 | 39 | 436 |
| | 問合せ | 11 | 5 | 10 | 6 | 4 | 13 | 6 | 8 | 5 | 13 | 9 | 7 | 97 |
| | 要望 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 |
| 相談方法区分 | 来訪 | 17 | 10 | 12 | 13 | 8 | 11 | 14 | 13 | 5 | 16 | 11 | 14 | 144 |
| | 電話 | 29 | 25 | 36 | 32 | 30 | 38 | 35 | 35 | 35 | 33 | 29 | 32 | 389 |
| | 文書 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 |
| 契約者の属性区分 | 男 | 22 | 16 | 27 | 25 | 17 | 24 | 25 | 21 | 20 | 23 | 28 | 17 | 265 |
| | 女 | 22 | 18 | 18 | 19 | 16 | 23 | 18 | 23 | 17 | 22 | 10 | 24 | 230 |
| | 団体・不明 | 2 | 1 | 3 | 1 | 5 | 2 | 6 | 4 | 3 | 4 | 2 | 5 | 38 |
| | 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 |
| 契約者の年齢 | 10代 | 0 | 0 | 1 | 3 | 0 | 3 | 1 | 2 | 0 | 2 | 3 | 5 | 20 |
| | 20代 | 4 | 4 | 2 | 5 | 4 | 7 | 5 | 5 | 2 | 2 | 4 | 13 | 57 |
| | 30代 | 6 | 4 | 3 | 3 | 2 | 3 | 1 | 1 | 1 | 9 | 4 | 2 | 39 |
| | 40代 | 7 | 5 | 7 | 6 | 5 | 2 | 9 | 3 | 9 | 5 | 5 | 2 | 65 |
| | 50代 | 4 | 7 | 8 | 3 | 7 | 7 | 10 | 6 | 5 | 5 | 0 | 0 | 62 |
| | 60代 | 6 | 3 | 8 | 9 | 6 | 9 | 8 | 7 | 6 | 8 | 5 | 2 | 77 |
| | 70代以上 | 14 | 9 | 13 | 10 | 7 | 12 | 5 | 15 | 8 | 8 | 10 | 0 | 111 |
| | 不明 | 5 | 3 | 6 | 6 | 7 | 6 | 10 | 9 | 9 | 10 | 9 | 22 | 102 |
| 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 | |
| 販売購入形態 | 店舗購入 | 5 | 4 | 6 | 8 | 8 | 8 | 7 | 3 | 5 | 9 | 9 | 6 | 78 |
| | 訪問販売 | 8 | 5 | 10 | 9 | 4 | 7 | 9 | 12 | 5 | 3 | 4 | 6 | 82 |
| | 通信販売 | 7 | 12 | 7 | 15 | 15 | 17 | 19 | 13 | 18 | 22 | 13 | 16 | 174 |
| | マルチ・マルチマイ | 0 | 2 | 1 | 3 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 10 |
| | 電話勧誘販売 | 6 | 3 | 4 | 10 | 4 | 4 | 0 | 3 | 1 | 1 | 3 | 3 | 42 |
| | ネット型・オプション | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 訪問購入 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 4 |
| | その他無店舗 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 3 |
| | 不明・無関係 | 20 | 9 | 20 | 0 | 7 | 11 | 13 | 14 | 11 | 12 | 9 | 14 | 140 |
| 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 | |
| 契約購入金額 | 1万円未満 | 7 | 4 | 4 | 3 | 5 | 6 | 5 | 10 | 5 | 11 | 10 | 5 | 75 |
| | 5万円未満 | 1 | 6 | 4 | 10 | 4 | 6 | 11 | 8 | 5 | 8 | 5 | 13 | 81 |
| | 10万円未満 | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 1 | 3 | 1 | 1 | 2 | 13 |
| | 50万円未満 | 3 | 2 | 11 | 2 | 6 | 5 | 6 | 3 | 1 | 1 | 3 | 2 | 45 |
| | 100万円未満 | 2 | 2 | 1 | 0 | 1 | 2 | 1 | 2 | 3 | 5 | 1 | 0 | 20 |
| | 500万円未満 | 0 | 3 | 3 | 5 | 4 | 4 | 2 | 1 | 4 | 1 | 0 | 2 | 29 |
| | 1千万円未満 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | 5千万円未満 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| | 1億円未満 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 1億円以上 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | その他・不明 | 31 | 17 | 24 | 24 | 17 | 22 | 23 | 23 | 19 | 21 | 20 | 22 | 263 |
| 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 | |
| 処理結果 | 他機関紹介 | 2 | 1 | 1 | 0 | 0 | 1 | 0 | 3 | 2 | 0 | 2 | 2 | 14 |
| | 助言（自主交渉） | 38 | 29 | 35 | 32 | 32 | 39 | 42 | 27 | 35 | 34 | 23 | 30 | 396 |
| | その他情報提供 | 1 | 3 | 2 | 2 | 2 | 2 | 3 | 1 | 0 | 4 | 1 | 2 | 23 |
| | 斡旋解決 | 5 | 2 | 6 | 11 | 3 | 7 | 2 | 16 | 3 | 6 | 13 | 11 | 85 |
| | 斡旋不調 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 7 |
| | 処理不能 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 処理不要 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 1 | 8 |
| | 未完結 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 計 | 46 | 35 | 48 | 45 | 38 | 49 | 49 | 48 | 40 | 49 | 40 | 46 | 533 | |