

令和4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 | 45 | 37 | 44 | 42 | 42 | 37 | 38 | 41 | 43 | 33 | 33 | 46 | 481 |
| | 問合せ | 7 | 9 | 6 | 10 | 11 | 3 | 6 | 9 | 8 | 12 | 11 | 10 | 102 |
| | 要望 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 |
| 相談方法区分 | 来訪 | 16 | 15 | 18 | 7 | 15 | 10 | 10 | 13 | 16 | 12 | 13 | 4 | 149 |
| | 電話 | 36 | 31 | 32 | 45 | 38 | 30 | 34 | 37 | 35 | 33 | 31 | 52 | 434 |
| | 文書 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 |
| 契約者の属性区分 | 男 | 34 | 25 | 23 | 25 | 34 | 20 | 20 | 23 | 27 | 21 | 23 | 31 | 306 |
| | 女 | 17 | 21 | 26 | 26 | 19 | 20 | 22 | 23 | 20 | 20 | 21 | 25 | 260 |
| | 団体・不明 | 1 | 0 | 1 | 1 | 0 | 0 | 2 | 4 | 4 | 4 | 0 | 0 | 17 |
| | 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 |
| 契約者の年齢 | 10代 | 0 | 0 | 1 | 2 | 0 | 2 | 1 | 1 | 2 | 0 | 0 | 0 | 9 |
| | 20代 | 4 | 5 | 2 | 2 | 3 | 1 | 2 | 3 | 1 | 1 | 6 | 5 | 35 |
| | 30代 | 2 | 2 | 2 | 3 | 2 | 4 | 1 | 5 | 3 | 0 | 2 | 2 | 28 |
| | 40代 | 12 | 6 | 9 | 15 | 11 | 6 | 5 | 7 | 4 | 6 | 3 | 6 | 90 |
| | 50代 | 4 | 5 | 8 | 6 | 3 | 8 | 9 | 6 | 10 | 11 | 7 | 18 | 95 |
| | 60代 | 10 | 8 | 10 | 10 | 11 | 8 | 10 | 4 | 7 | 3 | 6 | 6 | 93 |
| | 70代以上 | 14 | 16 | 13 | 8 | 19 | 9 | 6 | 13 | 14 | 15 | 8 | 14 | 149 |
| | 不明 | 6 | 4 | 5 | 6 | 4 | 2 | 10 | 11 | 10 | 9 | 12 | 5 | 84 |
| | 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 |
| 販売購入形態 | 店舗購入 | 14 | 9 | 8 | 13 | 8 | 6 | 7 | 7 | 5 | 3 | 3 | 12 | 95 |
| | 訪問販売 | 4 | 7 | 7 | 4 | 8 | 4 | 1 | 5 | 8 | 4 | 4 | 4 | 60 |
| | 通信販売 | 16 | 11 | 18 | 14 | 11 | 17 | 17 | 12 | 15 | 19 | 21 | 18 | 189 |
| | マルチ・マルチマガイ | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 5 |
| | 電話勧誘販売 | 4 | 2 | 5 | 0 | 2 | 1 | 4 | 5 | 3 | 2 | 1 | 5 | 34 |
| | ネット・ライブ・オプション | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 訪問購入 | 0 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 6 |
| | その他無店舗 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | 不明・無関係 | 14 | 14 | 12 | 18 | 24 | 12 | 13 | 19 | 20 | 17 | 14 | 16 | 193 |
| | 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 |
| 契約購入金額 | 1万円未満 | 8 | 5 | 12 | 6 | 4 | 3 | 6 | 6 | 5 | 11 | 3 | 5 | 74 |
| | 5万円未満 | 5 | 6 | 10 | 4 | 5 | 6 | 4 | 8 | 7 | 7 | 14 | 12 | 88 |
| | 10万円未満 | 0 | 1 | 1 | 1 | 2 | 3 | 1 | 0 | 2 | 3 | 3 | 2 | 19 |
| | 50万円未満 | 5 | 5 | 5 | 7 | 5 | 7 | 4 | 3 | 3 | 2 | 1 | 4 | 51 |
| | 100万円未満 | 2 | 1 | 3 | 4 | 2 | 2 | 1 | 1 | 4 | 1 | 4 | 1 | 26 |
| | 500万円未満 | 3 | 5 | 2 | 1 | 6 | 2 | 3 | 2 | 5 | 1 | 1 | 4 | 35 |
| | 1千万円未満 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 5千万円未満 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 6 |
| | 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 | 27 | 23 | 17 | 29 | 28 | 17 | 24 | 30 | 24 | 20 | 18 | 27 | 284 |
| 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 | |
| 処理結果 | 他機関紹介 | 1 | 0 | 1 | 2 | 2 | 1 | 3 | 4 | 5 | 3 | 3 | 2 | 27 |
| | 助言（自主交渉） | 40 | 26 | 31 | 34 | 34 | 27 | 29 | 33 | 34 | 31 | 23 | 37 | 379 |
| | その他情報提供 | 0 | 2 | 2 | 6 | 7 | 2 | 8 | 3 | 5 | 0 | 8 | 6 | 49 |
| | 斡旋解決 | 8 | 16 | 14 | 8 | 7 | 10 | 3 | 7 | 6 | 10 | 10 | 10 | 109 |
| | 斡旋不調 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 4 |
| | 処理不能 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 4 |
| | 処理不要 | 2 | 2 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 11 |
| | 未完結 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 計 | 52 | 46 | 50 | 52 | 53 | 40 | 44 | 50 | 51 | 45 | 44 | 56 | 583 |