## Numbers of complaints received by the Travel Industry Council of Hong Kong (TIC) from visitors of inbound tour groups from the Mainland and follow-up by TIC in the past three years

	2015	2016	2017 (January to September)
TotalnumberofcomplaintsfromvisitorsofinboundtourgroupsfromtheMainland *	260 cases (involving 301 complaint items)	161 cases (involving 177 complaint items)	151 cases (involving 176 complaint items)
Complaint items:			
Coerced shopping by tourist guides	121	51	49
Shoppingatregistered shops #	148	110	108
Others	32	16	19

\* A single case may involve more than one complaint item.

# This covers problems concerning refund and purchased products not matching sales descriptions, quality, prices, maintenance services, etc.

In the past three years (i.e. from 2015 to September 2017), there were a total of 50 established non-compliance cases involving coerced shopping by tourist guides after TIC's handling, but there was no established non-compliance case involving purchased products not matching sales descriptions.