

Assess record for 'Consultation document on developing a harmonised methodology for classifying and reporting consumer complaints across the European Union'

Meta Informations	
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User name	null
Case Number	762717456101722408
Invitation Ref.	
Status	N
Questionnaire	
Do you collect consumer complaints? - single choice reply- (compulsory)	Yes
Do you collect consumer enquiries? -single choice reply- (compulsory)	Yes
Do you classify complaints and enquiries separately? -single choice reply- (compulsory)	Yes
How do you define complaints? -open reply- (compulsory)	
A COMPLAINT is a statement of dissatisfaction by a consumer concerning (a cross border) transaction with a trader. We distinguish the following subclasses: Normal Complaints: a complaint which requires follow-up by an ECC. Simple Complaints: a complaint which requires no follow-up (one step operation).	
How do you define enquiries? -open reply- (compulsory)	
Information Requests: Any query by a consumer (regarding a national or cross border consumer issue) not related to a complaint	
Other definitions. Please specify here. -open reply- (optional)	
Disputes: Referral of a 'complaint' to an out-of-court scheme (ADR) body.	
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	Consumer
For which sectors do you collect data?	
Please send a copy of the classification structure you use (e.g. a table indicating the different sectors) to SANCO-consumercomplaints@ec.europa.eu -open reply- (compulsory)	
All sectors listed in the COICOP classification although ECC only deals with cross border complaints	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Introduce an obligatory system

Please explain. -open reply- (compulsory)

It is desirable that MSs adopt a harmonised system that provide indicators on market outcomes from a consumer perspective to allow COM to compare existing data regularly. Non comprehensive data represent an obstacle to voice consumers concerns, since distorted statistics undermine the value of any findings in this regard. Reliable data would facilitate market surveillance and contribute to make markets more efficient, improving customer service and productivity. In implementing the harmonised system, COM should work closely with MSs and regulators, as well as consumer, business and sectoral organisations collecting complaints, cooperating and exchanging best practices used by International and MSs' statistic offices in order to ensure a more efficient use of administrative data sources.

Do you agree that only the classification of complaints addressed to third parties (e.g. public agencies, ministries, self-regulatory bodies, consumer NGOs, trade associations, ADR bodies, others) should be harmonised and not those made to sellers/retailers? -single choice reply- (compulsory)

Yes

Please give your view on whether a new classification system should include data on the following variables.

Number of complaints -single choice reply- (compulsory)

Yes

Number of enquiries -single choice reply- (compulsory)

Yes

Sectors -single choice reply- (compulsory)

Yes

Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.) -single choice reply- (compulsory)

Yes

Mediums of transaction (e.g. face to face, internet, telephone sales, etc.) -single choice reply- (compulsory)

Yes

Associated monetary value -single choice reply- (compulsory)

Yes

Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel) -single choice reply- (compulsory)

Yes

Should the system use COICOP? -single choice reply- (compulsory)

No

Should the system use an alternative sectorial classification? -single choice reply- (compulsory)

Yes

Please specify -open reply- (compulsory)

Although it has proved to be a useful mechanism (UN, Reg 2494/95, ECC-Net) there are however certain areas that are hugely important for consumers where COIPCOP does not seem to provide an obvious response: e.g. telecoms, financial services, purchase of immovable property. Accordingly, COICOP should be adapted or updated to make it more intuitive and to avoid unnecessary gaps/overlaps. Minimising mistakes when entering data is also crucial, as it goes without saying that if queries are not entered uniformly the data gathered is severely distorted, even using the same system. Certain economic activities require exhaustive harmonised classifications, complex nomenclature, and even singular approaches but, in principle, it would be desirable to design compatible systems in order to facilitate analysis. Recent regulations concerning new statistical approaches can be consulted for reference, e.g. Reg 1304/2007, Reg 295/2008, Reg 451/2008.

How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? -single choice reply- (compulsory)

Yes

What would be the cost implications of changing your methodology? -single choice reply- (compulsory)

Not significant

Do you use an IT tool to classify complaints? -single choice reply- (compulsory)

Yes

Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. - open reply- (compulsory)

It is a specialised software built on Solvit DG MARKT by DG SANCO. Information is shared between the ECC where the consumer is based and the ECC where the trader is located, facilitating searches, updates and communications between ECCs, as well as information on the outcome and/or the advice given. The system is protected by nominative UserID/Passwords and an additional digit pass.

Comments -open reply- (optional)

ECC Ireland would welcome the monitoring of complaints over time, detailing the enforcement actions carried out in the sector concerned by each MS. Special attention should be paid to the nature of the complaint in order to complement any new harmonised methodology to make easier the collection and analysis of data. Otherwise, you may know that a number of complaints about air transport or internet services were received but you do not know what actually happened. A detailed "nature of the complaint" classification is essential to source accurate information efficiently and facilitate market surveillance and the design of adequate enforcement or policy actions. The use of an IT tool facilitates the collection and processing of data in a uniform manner, enhancing cooperation, transparency and the exchange of best practices. NGOs with limited resources cannot provide statistics frequently, whereas national authorities and regulators should perhaps report to COM quarterly.

Personal data

Name of organisation -open reply- (compulsory)

European Consumer Centre Ireland (ECC Ireland)

Country of establishment of the Organisation -open reply- (compulsory)

Republic of Ireland

Address -open reply- (compulsory)

13a Upper O'Connell Street, Dublin 1, Ireland

Website address (if available) -open reply- (optional)

www.eccireland.ie

Name contact person -open reply- (compulsory)

Tina Leonard / Juan Bueso

Telephone number contact person -open reply- (compulsory)	+353 180906 21/08
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E-mail contact person -open reply- (optional)

tleonard@eccireland.ie / jbueso@eccireland.ie

Stakeholder group -single choice reply- (compulsory)	Other
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Please specify -open reply- (compulsory)
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The European Consumer Centre Ireland is not a statutory body but, as part of the ECC-Net, promoted and co-funded by the Commission, is hosted and co-funded by the National Consumer Agency of Ireland.

Size of the organisation -single choice reply- (compulsory)	1 - 49
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