

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

Meta Informations

Creation date

02-10-2008

Last update date

User name

null

Case Number

488097308391427608

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

Complaint is a request to help resolve a dispute which was sent to a third party by an unsatisfied consumer.

How do you define enquiries?

Enquiry is a simple question of a consumer about information which is relevant to the consumer.

Other definitions. Please specify here.

Who is eligible to send you a complaint?	Consumer
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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

We collect data by using an IT-tool (which all European Consumer Centers use).

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Introduce an obligatory system
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Please explain.

Stakeholders would be obliged to use a harmonised classification and a common IT tool provided by the Commission and report data on consumer complaints on a regular basis. This fact would bring order and clearness.

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?	No
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Please explain.

In order to get a clearness everybody should make a classification of complaints.

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

Number of complaints	Yes
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Number of enquiries	Yes
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Sectors	Yes
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Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
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Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
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Associated monetary value	Yes
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Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	Yes
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Should the system use COICOP?	Yes
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How often should participating parties report aggregate collected complaints to the Commission?	Yearly
Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Yes
What would be the cost implications of changing your methodology?	Do not know
Do you use an IT tool to classify complaints?	Yes
Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.	
It is specialised software.	
Comments	
Personal data	
Name of organisation	
European Consumer Centre	
Country of establishment of the Organisation	
Lithuania	
Address	
J. Basanaviciaus str. 20-11, LT-03224 Vilnius	
Website address (if available)	
www.ecc.lt	
Name contact person	
Nijole Steponkute (Director)	
Telephone number contact person	
+370 5 2650368	
E-mail contact person	
info@ecc.lt; n.steponkute@ecc.lt	
Stakeholder group	Other
Please specify	
Public body	
Size of the organisation	1 - 49