

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

Meta Informations

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06-10-2008

Last update date

User name

null

Case Number

321212157381728008

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?

(ECC-Net definition) "Complaint" means a statement of dissatisfaction by a consumer concerning a (cross-border) transaction with a seller or a supplier.

How do you define enquiries?

(ECC-Net definition) "Enquiry" or "request for information" means any query by a consumer regarding a consumer issue not related to a complaint.

Other definitions. Please specify here.
 (ECC-Net definition) - "Dispute" means a referral to an out-of-court scheme or alternative dispute resolution (ADR) body. - "Case" means any request of information and/or a complaint and/or a dispute registered by a European Consumer Centre in relation to a specific consumer matter.

Who is eligible to send you a complaint?	Consumer Other
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Please specify other
 European Consumer Centres via ECC-Net IT-tool, Consumer NGOs, enforcement bodies.

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 for all sectors in relation with cross-border consumer issues. Tool uses is the ECC-Net IT-tool based on COICOP classification modified by the ECC-Net

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Introduce a voluntary system
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Please explain.
 In general, the enforcement of a voluntary system is better because it is accepted by the parties. Therefore, it is preferable to try first through a voluntary system. Nevertheless, this voluntary system would be efficient if it involves a big majority of third parties which accept to use it.

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?	Yes
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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
Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	Yes
Should the system use COICOP?	No
Should the system use an alternative sectorial classification?	Yes
Please specify	
See e-mail dated the 6th of October sent to SANCO-consumercomplaints@ec.europa.eu	
How often should participating parties report aggregate collected complaints to the Commission?	Other
Please specify	
Half-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 a specialised software built on Solvit DG Markt by DG Sanco	

Comments
See e-mail dated the 6th of October sent to SANCO-consumercomplaints@ec.europa.eu

Personal data

Name of organisation
European Consumer Center Luxemburg

Country of establishment of the Organisation
Luxemburg

Address
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Website address (if available)
www.cecluxembourg.lu

Name contact person
Karin BASENACH

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info@cecluxembourg.lu

Stakeholder group	Other
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Please specify
European Consumer Center

Size of the organisation	1 - 49
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