

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

Meta Informations	
Creation date	22-09-2008
Last update date	
User name	null
Case Number	701126439100926608
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)	
Our office deals with cross-border complaints and we define a complaint as a contact where the consumer informs us of a specific problem with a trader (based in another member state).	
How do you define enquiries? -open reply- (compulsory)	
We define enquiries as general contacts on consumer issues and which do not identify a specific problem with a trader.	
Other definitions. Please specify here. -open reply- (optional)	
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)	
COICOP	
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)	
The data would be relevant if all stakeholders submit their data.	

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)

No

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)

Yes

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

Quarterly

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)

No cost

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 owned by DG Sanco.

Comments -open reply- (optional)

As to collecting the number of enquiries, it might be too time consuming for some organisations. As to the type of infringement there might be complaints which are purely private disputes in that there is no infringement of criminal legislation. Furthermore, we commented that COICOP should be used, unless a better, more comprehensive classification is developed.

Personal data

Name of organisation -open reply- (compulsory)

European Consumer Centre of Malta

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

Malta

Address -open reply- (compulsory)

'Consumer House', 47A, South Street, Valletta VLT 1101, Malta

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

www.eccmalta.gov.mt

Name contact person -open reply- (compulsory)

Claude Sammut, Director - ECC Malta

Telephone number contact person -open reply- (compulsory)

+356 21 221901

E-mail contact person -open reply- (optional)

ecc.malta@gov.mt

Stakeholder group -single choice reply- (compulsory)

Other

Please specify -open reply- (compulsory)

European Consumer Centre - a network of offices, in all member States, Norway and Iceland financed by the EU Commission and the respective Member States.

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

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