

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

Meta Informations	
Creation date	26-09-2008
Last update date	
User name	null
Case Number	441845451460927008
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)	
Following the ECC Vademecum.	
How do you define enquiries? -open reply- (compulsory)	
Following the ECC Vademecum.	
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)	
cross-border consumer enquiries and complaints by using COICOP classification, which is slightly adapted to meet the ECc-net needs.	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Introduce a voluntary system
Please explain. -open reply- (compulsory)	
In the Netherlands people and institutions feel that Brussels crosses the borders into areas that are a national issue. But as the EU is based on encouraging trade a obligatory system might not meet to much resistance.	

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)

Yes

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)

Do not know

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

Do not know

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)

ECC it-tool is based on the SOLVIT it-tool. The it-tool has been developed by DG Sanco.

Comments -open reply- (optional)

Personal data

Name of organisation -open reply- (compulsory)

Dutch European Consumer Centre

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

the Netherlands

Address -open reply- (compulsory)

p.o.box 487 3500 AL Utrecht

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

www.eccnl.eu

Name contact person -open reply- (compulsory)

mrs. Patricia de Bont (director)

Telephone number contact person -open reply- (compulsory)

0031 (0)30-232 6441

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

pdebont@eccnl.eu

Stakeholder group -single choice reply- (compulsory)

Other

Please specify -open reply- (compulsory)

The ECC is co-financed by the EC (DG Sanco B5) and the Ministry of Justice.

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

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