

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

Meta Informations	
Creation date	30-09-2008
Last update date	
User name	null
Case Number	205709052451127408
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)	
When a consumer claims against an identified trader to whom he has already claimed but with no effect and the consumer wants to get some kind of redress and a third party to help/assist him solving the conflict.	
How do you define enquiries? -open reply- (compulsory)	
When a consumer or other citizens interested in consumer subjects want to be informed about consumer rights and/or means of redress regarding a specific subject or in general, including regulation.	
Other definitions. Please specify here. -open reply- (optional)	
Non consumer conflict (NCC) when the complainant isn't a consumer (could be a SME, an individual professional or similar), according to legal definition applied, or the subject being claimed is out of scope.	
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	Consumer Other
Please specify other -open reply- (compulsory)	
Other than individuals and if the subject is within our scope: entities like consumer organisations, regulators and other public bodies, EU networks, local consumer information centres - they may signpost consumer crossborder cases to us.	
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)	
The table we use is the same for all ECC network members, selected from COICOP classification and prepared by DGSANCO.	
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 could start as a pilot project, but if it's intended to have a representative picture of consumer complaints trends and sectors all over EU, than data should be collected everywhere and with a single methodology or at least methods that could be compatible and let data to be merged in one final format.

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)

Is an IT tool tailor made by the Commission services to be used by all ECC network members.

Comments -open reply- (optional)

Whether it is COICOP classification or any new other it's important that a certain detail be kept or improved in order to have a clear picture of certain subsectors being claimed.

Personal data

Name of organisation -open reply- (compulsory)

European Consumer Centre Portugal

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

Portugal

Address -open reply- (compulsory)

Praça Duque de Saldanha, 31-1º 1069-013 Lisboa

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

www.cec.consumidor.pt

Name contact person -open reply- (compulsory)

Maria do Céu Costa

Telephone number contact person -open reply- (compulsory)

+351213564610

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

ceu.costa@dg.consumidor.pt

Stakeholder group -single choice reply- (compulsory)

Other

Please specify -open reply- (compulsory)

ECC Network

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

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