

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

Meta Informations

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02-10-2008

Last update date

User name

null

Case Number

453761901371227608

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?

A statement of dissatisfaction by a consumer concerning a transaction with a seller or a supplier.

How do you define enquiries?

Any query by a consumer not related to a complaint.

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

ECC Romania uses the COICOP classification system.

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.

An obligatory system will make sure that all the bodies receiving consumer complaints will use the same system. This will enable a more accurate overview of the consumer's problems on EU level and an efficient comparison between the Member States.

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
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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
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Yes
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What would be the cost implications of changing your methodology?	No cost
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Do you use an IT tool to classify complaints?	Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.
ECC Romania uses the IT tool provided by the Commission for the use of ECC Network.

Comments

Personal data

Name of organisation
European Consumer Center Romania - ECC Romania

Country of establishment of the Organisation
Romania

Address
32-34 Nicolae Balcescu Blvd., floor 4, app. 16, sector 1, Bucharest 010055

Website address (if available)
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Stakeholder group	NGO
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Size of the organisation	1 - 49
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