

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

Meta Informations	
Creation date	
03-10-2008	
Last update date	
User name	
null	
Case Number	
020497030581027708	
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?	
When a consumer is dissatisfied with a product (goods or services).	
How do you define enquiries?	
When a consumer wants information of a more general character.	
Other definitions. Please specify here.	
Who is eligible to send you a complaint?	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	
A modified COICOP structure.	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Introduce a voluntary system
Please explain.	
We wish to be involved in the development process and be able to test the system before it is taken into actual use.	
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	Yes

to sellers/retailers?	
Please give your view on whether a new classification system should include data on the following variables.	
Number of complaints	Yes
Number of enquiries	Yes
Sectors	Yes
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
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?	Yes
How often should participating parties report aggregate collected complaints to the Commission?	Other
Please specify	
Every sixth months.	
Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Do not know
What would be the cost implications of changing your methodology?	Significant
Please specify	
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.	
A webb-based specialised software.	
Comments	
Personal data	
Name of organisation	
Swedish Consumer Agency, ECC Sweden	
Country of establishment of the Organisation	
Sweden	
Address	
Box 48 SE-65102 Karlstad Sweden	
Website address (if available)	
www.konsumentverket.se, www.konsumenteuropa.se	

Name contact person	
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Stakeholder group	Member State Authority
Size of the organisation	100 - 149

