

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

## Meta Informations

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Last update date

User name

null

Case Number

218309428501028208

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?

The definition of the "complaint" is defined in the Vademecum ( Annex III of the Grant Agreement). The definition is as follows: Complaint means a statement of dissatisfaction by a consumer concerning a cross-border with a seller or a supplier.

How do you define enquiries?

For enquirers we use the same definition as for "request for information" ( Vademecum , Annex III of the Grant Agreement) which is: " any enquiry by a consumer regarding a national or cross-border consumer issue not related to a complaint.

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](mailto:SANCO-consumercomplaints@ec.europa.eu)

We collect data for all sectors where consumers report us a problem with the seller or supplier. As other ECCs we use the COICOP classification and other classifications in the IT TOOL.

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? Introduce a voluntary system

Please explain.

The voluntary system is always a compromise of all parties. Parties are more interested in cooperation, better results (which means more cases would be reported) are expected.

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

**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? No

Should the system use an alternative sectorial classification?	Yes
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Please specify

When using the COPICOP system we noticed a lot of problems. The classification is not logical and systematical.

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?	Do not know
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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.

Our ECC as other ECCs in the network use and IT TOOL, created by the European Commission for the network ( ECC-Net IT TOOL).

Comments

## Personal data

Name of organisation

Evropski potrošniški center/ European Consumer Centre Slovenia ( ECC-Net)

Country of establishment of the Organisation

Slovenia

Address

Frankopanska 5, SI- 1000 LJUBLJANA, Slovenia

Website address (if available)

www.epc.si

Name contact person

Jana Hu• Urši•, director

Telephone number contact person

00386 1 432 30 35

E-mail contact person	
jana.huc.ursic@epc.si	
Stakeholder group	Other
Please specify	
ECC Slovenia not an independent legal entity. It is is a member of the ECC-Net. Our host structure is NGO ( Zveza Potrošnikov Slovenije)	
Size of the organisation	1 - 49