

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

## Meta Informations

Creation date

02-10-2008

Last update date

User name

null

Case Number

621987118521627608

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 consumer protest against a specific trader for a specific case due some troubles he has personally had during a contractual relation between both

How do you define enquiries?

Any consumer request of information, asked from a general point of view

Other definitions. Please specify here.

Who is eligible to send you a complaint?	Consumer Other
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Please specify other Consumer Asociations, Consumer Bodies
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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 <a href="mailto:SANCO-consumercomplaints@ec.europa.eu">SANCO-consumercomplaints@ec.europa.eu</a> COICOP
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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. In order to create a realistic statistic that can be used for further commitments, it would be necessary to show no disparity on the data collection that creates gaps on the interpretation.
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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
Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Yes
What would be the cost implications of changing your methodology?	Not significant
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.	
ECC Net	
Comments	
<b>Personal data</b>	
Name of organisation	
European Consumer Centre Spain	
Country of establishment of the Organisation	
Spain	
Address	
Príncipe de Vergara 54, 28006, Madrid	
Website address (if available)	
<a href="http://cec.consumo-inc.es/">http://cec.consumo-inc.es/</a>	
Name contact person	
Pablo Mosquera Escribano	
Telephone number contact person	
+34 91 822 45 61	
E-mail contact person	
pablo.mosquera@consumo-inc.es	
Stakeholder group	Other
Please specify	
ECC Spain	
Size of the organisation	1 - 49