

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

Meta Informations

Creation date

10-10-2008

Last update date

User name

null

Case Number

697803611551628408

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?

Complaint is a statement of dissatisfaction by a consumer concerning a cross-border transaction with a seller or supplier.

How do you define enquiries?

enquiry is a information request relating to a situation when no trader is involved, it is out of remit or there is no breach of contract.

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

Everything is related to consumer Cross-border European issues

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

Introduce an obligatory system

Please explain.

I envisage both a national and a cross-border database with potential to interact between them

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?

Yes

How often should participating parties report aggregate collected complaints to the Commission?

Monthly

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.	
We use the IT-TOOL provided by the EU Commission.	

Comments	
Additional comment to be provided by email.	

Personal data

Name of organisation	
UK European Consumer Centre	

Country of establishment of the Organisation	
UK	

Address	
1 Sylvan Court Sylvan Way Southfields Business Park Basildon SS15 6TH	

Website address (if available)	
www.ukecc.net	

Name contact person	
Elisabetta Sciallis	

Telephone number contact person	
0044 (0) 8456 08 96 02	

E-mail contact person	
elisabettas@tsi.org.uk	

Stakeholder group	Other
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Please specify	
The United Kingdom European Consumer Centre (UK ECC) is part of the ECC-Network, which consists of 29 centres in Europe including Iceland and Norway. UK ECC is funded by the European Commission and the Department for Business, Enterprise and Regulatory Reform.	

Size of the organisation	1 - 49
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