

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

<b>Meta Informations</b>	
Creation date	18-07-2008
Last update date	
User name	null
Case Number	746868414181420008
Invitation Ref.	
Status	N
<b>Questionnaire</b>	
Do you collect consumer complaints? - single choice reply- (compulsory)	Yes
Do you collect consumer enquiries? -single choice reply- (compulsory)	Yes
Do you classify complaints and enquiries separately? -single choice reply- (compulsory)	Yes
How do you define complaints? -open reply- (compulsory)	
By their negative content	
How do you define enquiries? -open reply- (compulsory)	
By their nature	
Other definitions. Please specify here. -open reply- (optional)	
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	Consumer Business
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> -open reply- (compulsory)	
The full supply chain	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Take no action
Please explain. -open reply- (compulsory)	
Any action would question the guiding principle of the matured consumer	

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? -single choice reply- (compulsory)

Yes

## Please give your view on whether a new classification system should include data on the following variables.

Number of complaints -single choice reply- (compulsory)

No

Number of enquiries -single choice reply- (compulsory)

No

Sectors -single choice reply- (compulsory)

No

Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.) -single choice reply- (compulsory)

No

Mediums of transaction (e.g. face to face, internet, telephone sales, etc.) -single choice reply- (compulsory)

No

Associated monetary value -single choice reply- (compulsory)

No

Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel) -single choice reply- (compulsory)

No

Should the system use COICOP? -single choice reply- (compulsory)

No

Should the system use an alternative sectorial classification? -single choice reply- (compulsory)

No

Please specify -open reply- (optional)

How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? -single choice reply- (compulsory)

Do not know

What would be the cost implications of changing your methodology? -single choice reply- (compulsory)

Do not know

Do you use an IT tool to classify complaints? -single choice reply- (compulsory)

No

Please provide more information -open  
reply- (optional)

Comments -open reply- (optional)

## Personal data

Name of organisation -open reply- (compulsory)

adidas AG

Country of establishment of the Organisation -open reply- (compulsory)

Germany

Address -open reply- (compulsory)

Adi Dassler Strasse 1 D 91074 Herzogenaurach

Website address (if available) -open reply-  
(optional)

www.adidas.com

Name contact person -open reply- (compulsory)

Frank A. Dassler

Telephone number contact person -open  
reply- (compulsory)

49 9132 842209

E-mail contact person -open reply- (optional)

Stakeholder group -single choice reply-  
(compulsory)

Industry

Please specify sector of operation -open reply- (compulsory)

Consumer Goods

Size of the organisation -single choice reply-  
(compulsory)

Other

Please specify -open reply- (compulsory)

33.000