

# 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	01-08-2008
Last update date	
User name	null
Case Number	618785419251621408
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)	No
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	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 <a href="mailto:SANCO-consumercomplaints@ec.europa.eu">SANCO-consumercomplaints@ec.europa.eu</a> -open reply- (compulsory)	
...	
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)	
not interesting as we do it ourselves to much effort	
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)	No
Please explain. -open reply- (optional)	
not interesting	
<b>Please give your view on whether a new classification system should include data on the following variables.</b>	

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)	Yes
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
never	
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)	Do not know
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
E. Breuninger GmbH&Co.	
Country of establishment of the Organisation -open reply- (compulsory)	
Germany	
Address -open reply- (compulsory)	
Marktstr. 1-3	
Website address (if available) -open reply- (optional)	www.breuninger.com

Name contact person -open reply- (compulsory)

Marcus Weller

Telephone number contact person -open  
reply- (compulsory)

+49-711-211-1600

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

marcus.weller@breuninger.de

Stakeholder group -single choice reply-  
(compulsory)

Other

Please specify -open reply- (compulsory)

Retail company

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

200+