

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

Meta Informations

Creation date

03-10-2008

Last update date

User name

null

Case Number

452138329211927708

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

No

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

Communications

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

To better serve the needs of the consumers, introduce a voluntary tool putting forward best practices rather than "stigmatize" the companies ; a voluntary tool means more loyalty and regularity in the responses of the companies and, for the EC, a necessity of positive approach in order to encourage enterprises to further input

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	No
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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.)	No
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Associated monetary value	No
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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)	No
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Should the system use COICOP?	No
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Should the system use an alternative sectorial classification?	Yes
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Please specify

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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.	
Spreadsheet	

Comments	
Q) Should the system use COICOP? A) System not known enough to tell! Q)What would be the cost implications of changing your methodology? A)Depends on the system implemented	

Personal data

Name of organisation	
CEEP - European Centre of Enterprises with Public Participation and of Enterprises of General Economic Interest	

Country of establishment of the Organisation	
Brussels, Belgium	

Address	
rue de la Charité, 15 boîte 12 1210 Brussels Belgium	

Website address (if available)	
www.ceep.eu	

Name contact person	
Inge Reichert, CEEP Director	

Telephone number contact person	
+32 2 219 27 98	

E-mail contact person	
ceep@ceep.eu	

Stakeholder group	Other
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Please specify	
Cross-sectoral Social Partner	

Size of the organisation	200+
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