

# 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	30-09-2008
Last update date	
User name	null
Case Number	762044033031127408
Invitation Ref.	
Status	N
<b>Questionnaire</b>	
Do you collect consumer complaints? - single choice reply- (compulsory)	No
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)	
It would be very difficult for a Retailers, SMEs and Services organization with 800.000 members to collect and classify data never managed before	
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
<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)	Yes
Number of enquiries -single choice reply- (compulsory)	No
Sectors -single choice reply- (compulsory)	Yes
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.) -single choice reply- (compulsory)	Yes
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.) - single choice reply- (compulsory)	Yes

Associated monetary value -single choice reply- (compulsory)	Yes
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)	
we do not have enough information about the outcomes of COICOP or any other sectorial classification	
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Yearly
Would you be prepared to start collecting and reporting consumer complaints according to a voluntary harmonised methodology? -single choice reply- (compulsory)	No
Please specify -open reply- (compulsory)	
It would be very difficult for a Retailers, SMEs and Services organization with 800.000 members to collect and classify data never managed before	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool? -single choice reply- (compulsory)	Do not know
Please specify -open reply- (optional)	
Further information and consultation would be necessary	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Do not know
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
CONFCOMMERCIO	
Country of establishment of the Organisation -open reply- (compulsory)	
ITALY	
Address -open reply- (compulsory)	
Piazza G. G. Belli, 2 - 00153 Roma (IT)	
Website address (if available) -open reply- (optional)	www.confcommercio.it
Name contact person -open reply- (compulsory)	
Dott Giacomo Regaldo	

Telephone number contact person -open  
reply- (compulsory) 0032.22896230

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

confcomtur@skypro.be

Stakeholder group -single choice reply-  
(compulsory) Other

Please specify -open reply- (compulsory)

Italian General Confederation of Trade, Tourism, Services and SMEs

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

Please specify -open reply- (compulsory)

Around 800.000 members