

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

Meta Informations	
Creation date	29-07-2008
Last update date	
User name	null
Case Number	018869640031021108
Invitation Ref.	
Status	N
Questionnaire	
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)	Introduce a voluntary system
Please explain. -open reply- (compulsory)	
Our members are faced with the problem of misleading directory scams - where fake "free entries" in directories are sent to advertisers and turned out to be invoices and contracts agreements. This damages the legitimate directory publishers by giving a bad image. Having a collective report on data/complaints about directory scams will be helpful to solve this problem.	
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)	Yes
Number of enquiries -single choice reply- (compulsory)	Yes
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)	Yes
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)	Quarterly
Would you be prepared to start collecting and reporting consumer complaints according to a voluntary harmonised methodology? -single choice reply- (compulsory)	Yes
Please specify -open reply- (optional)	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool? -single choice reply- (compulsory)	Yes
Please specify -open reply- (optional)	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Do not know
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
EADP (European Association of Directory and Database Publishers)	
Country of establishment of the Organisation -open reply- (compulsory)	
Belgium	
Address -open reply- (compulsory)	
127 avenue F Roosevelt BE 1050 Brussels	
Website address (if available) -open reply- (optional)	www.eadp.org
Name contact person -open reply- (compulsory)	
Stephanie Verilhac, EU affairs officer	
Telephone number contact person -open reply- (compulsory)	+ 32 2 646 30 60

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

stephanieverilhac@eadp.org

Stakeholder group -single choice reply-
(compulsory)

Industry

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

association of directory and database publishers

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

150 - 199