

# 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

843196200131427708

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

No

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?

Take no action

Please explain.

ECTAA considers that given the large variety of business sectors potentially involved, it will be very difficult to harmonize consumer complaints classification systems. In the present case, harmonisation could lead to biased results and interpretations.

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.)	Yes
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Associated monetary value	Yes
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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)	Yes
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Should the system use COICOP?	Yes
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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 start collecting and reporting consumer complaints according to a voluntary harmonised methodology?	No
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Please specify  
 Our association is a trade umbrella association representing national associations of travel agents and tour operators. Collection of complaints is not part of its activities. Only our Member Associations and their individual Members are in contact with consumers.

Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool?	No
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Please specify

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What would be the cost implications of changing your methodology?

Significant

Please specify

The European Commission should conduct a financial impact assessment that would in particular assess the likely actual costs for the private sector of reporting consumer complaints.

Comments

There should be a clear definition of the notion of complaint. Only the complaints that were legally founded and for which the business concerned was sentenced at the end of the complaint procedure, possibly with a final court decision, should be reported.

## Personal data

Name of organisation

ECTAA, the European Tour Operators and Travel Agents

Country of establishment of the Organisation

Belgium

Address

Rue Dautzenberg 36, 1050 Brussels

Website address (if available)

www.ectaa.org

Name contact person

Mr. Michel de Blust, Secretary General

Telephone number contact person

+32.2.644.34.50

E-mail contact person

secretariat@ectaa.org

Stakeholder group

Industry

Please specify sector of operation

European trade association of national associations of tour operators and travel agents

Size of the organisation

1 - 49