

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

Meta Informations	
Creation date	23-09-2008
Last update date	
User name	null
Case Number	446824252010926708
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)	
Legal frameworks varies.	
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)	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)	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)	No
Should the system use an alternative sectorial classification? -single choice reply- (compulsory)	No
Please specify -open reply- (optional)	
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)	
In Finland the Consumer Disputes Board issues recommendations concerning consumer disputes. In addition the Board guides Municipal Consumer advisers. The Board May have the relevant statistics already. The duty to gather statistics should not be imposed to interest groups.	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool? -single choice reply- (compulsory)	No
Please specify -open reply- (compulsory)	
The duty to gather statistics should not be imposed to interest groups.	
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)	
Federation of Finnish Commerce	
Country of establishment of the Organisation -open reply- (compulsory)	
Finland	
Address -open reply- (compulsory)	
Eteläranta 10. 00130 Helsinki	
Website address (if available) -open reply- (optional)	www.suomenkauppa.fi
Name contact person -open reply- (compulsory)	
Ms Johanna Aho	

Telephone number contact person -open
reply- (compulsory)

+358 9 1728 5130

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

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Stakeholder group -single choice reply-
(compulsory)

Other

Please specify -open reply- (compulsory)

Interest group

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

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