

# 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	25-09-2008
Last update date	
User name	null
Case Number	201025014161726908
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)	
A classification and monitoring system is a new bureaucratic burden for member states and business without a visible benefit for consumers	
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)	No
Number of enquiries -single choice reply- (compulsory)	No
Sectors -single choice reply- (compulsory)	No
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.) -single choice reply- (compulsory)	No
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.) - single choice reply- (compulsory)	No

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)	
the answer follow answer to the second question	
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
see question 2	
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)	
see question 2	
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)	
see question 2	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
Zentralverband gewerblicher Verbundgruppen	
Country of establishment of the Organisation -open reply- (compulsory)	
germany	
Address -open reply- (compulsory)	
Am Weidendamm 1a 10117 Berlin	

Website address (if available) -open reply- (optional)	g.schulte@zgv-online.de	
Name contact person -open reply- (compulsory)		
Dr.G.Schulte		
Telephone number contact person -open reply- (compulsory)	004922135537142	
E-mail contact person -open reply- (optional)		
g.schulte@gv-online.de		
Stakeholder group -single choice reply- (compulsory)	Industry	
Please specify sector of operation -open reply- (compulsory)		
association of sme groups		
Size of the organisation -single choice reply- (compulsory)	200+	