

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

671101206361227708

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

no definition

How do you define enquiries?

no definition

Other definitions. Please specify here.

testimonials, suggestions

Who is eligible to send you a complaint?

Consumer

For which sectors do you collect data?

Please send a copy of the classification structure you use (e.g. a table indicating the different sectors) to SANCO-consumercomplaints@ec.europa.eu

Personal Care and Tissue Products

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

Take no action

Please explain.

no consumer benefit

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

Please give your view on whether a new classification system should include data on the following variables.

Number of complaints

Yes

Number of enquiries

Yes

Sectors

Yes

Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)

Yes

Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)

No

Associated monetary value

No

Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)

Yes

Should the system use COICOP?

Yes

How often should participating parties report aggregate collected complaints to the Commission?

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Do not know
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What would be the cost implications of changing your methodology?	Significant
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Please specify
up to 20% of current budget

Do you use an IT tool to classify complaints?	Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.
Commercially available software

Comments

Personal data

Name of organisation
Kimberley-Clark Europe Ltd.

Country of establishment of the Organisation
United Kingdom

Address
Douglas House 40 London Road Reigate, Surrey RH2 9QP

Website address (if available)
www.kimberly-clark.com

Name contact person
Jac Lemmen

Telephone number contact person
0044 1273 853562

E-mail contact person
jtlemmen@kcc.com

Stakeholder group	Industry
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Please specify sector of operation
Consumer Goods

Size of the organisation	Other
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Please specify

~8000