

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

Meta Informations

Creation date

10-10-2008

Last update date

User name

null

Case Number

172856018511828408

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?

Introduce a voluntary system

Please explain.

There are well-functioning, national systems to collect and classify consumer complaints. We believe that it is sufficient to issue e.g. a recommendation to ensure information is collected that can be compared at a pan-European level.

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?	No
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Please explain.

Considering the complaints made directly to the seller/retailer is a much better indicator of a well-functioning complaints-handling mechanism. In order to effectively compare complaints and the success-rate of complaint-handling mechanisms at a European level, those complaints made directly to the seller/retailer should be included.

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	Yes
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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)	No
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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?	Do not know
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Please specify

As a trade association, we (usually) do not have business relationships with consumers. Therefore we are not in a position to collect and report consumer complaints.

Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool?	Do not know
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Please specify

As a trade association, we (usually) do not have business relationships with consumers. Therefore we are not in a position to collect and report consumer complaints.

What would be the cost implications of changing your methodology?	Do not know
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Comments

we do currently not have a consumer complaints system in place.

Personal data

Name of organisation

Federation of European Direct and Interactive Marketing

Country of establishment of the Organisation

Belgium

Address

Avenue de Tervuren 439 1150 Brussels Belgium

Website address (if available)

<http://www.fedma.org/>

Name contact person

Goetz Brandau

Telephone number contact person

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E-mail contact person

gbrandau@fedma.org

Stakeholder group

Industry

Please specify sector of operation

Trade Association

Size of the organisation

1 - 49