

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

Meta Informations	
Creation date	26-09-2008
Last update date	
User name	null
Case Number	097470523281027008
Invitation Ref.	
Status	N
Questionnaire	
Do you collect consumer complaints? - single choice reply- (compulsory)	Yes
Do you collect consumer enquiries? -single choice reply- (compulsory)	Yes
Do you classify complaints and enquiries separately? -single choice reply- (compulsory)	No
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	Consumer Business
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 -open reply- (compulsory)	
For insurance sector	
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)	
The mediation is space	
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)	Yes
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)	Yes
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)	Yes
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 change your existing classification methodology to be in line with a voluntary harmonised methodology? -single choice reply- (compulsory)	Yes
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Do not know
Do you use an IT tool to classify complaints? -single choice reply- (compulsory)	Do not know
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
Médiation de l'Assurance Fédération Française des Sociétés d'Assurances	
Country of establishment of the Organisation -open reply- (compulsory)	
FRANCE	
Address -open reply- (compulsory)	
BP 290 75425 Paris Cedex	

Website address (if available) -open reply- (optional)	www.ffsa.fr
Name contact person -open reply- (compulsory)	
Francis Frizon	
Telephone number contact person -open reply- (compulsory)	01.45.23.40.71
E-mail contact person -open reply- (optional)	
le.mediateur@mediation-assurance.org	
Stakeholder group -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
Sector federation	
Size of the organisation -single choice reply- (compulsory)	1 - 49

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