

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

Meta Informations	
Creation date	18-07-2008
Last update date	
User name	null
Case Number	793973256321420008
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)	Yes
How do you define complaints? -open reply- (compulsory)	
Problems with a product	
How do you define enquiries? -open reply- (compulsory)	
Asking details of a product	
Other definitions. Please specify here. -open reply- (optional)	
20 pages	
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)	
Software	
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)	
This is bureaucracy in extenso to find work for state employees and is burdening the consumer with the cost at the end	

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)

No

Please explain. -open reply- (optional)

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

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)

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How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)

Other

Please specify -open reply- (compulsory)

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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? -single choice reply- (compulsory)

No

Would the provision of an IT tool developed by the Commission persuade you to use a harmonised methodology? -single choice reply- (compulsory)	No
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
Do you use an IT tool to classify complaints? -single choice reply- (compulsory)	Yes
Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. -open reply- (compulsory)	
Specialised Software	
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
Rudolf Haufe Verlag GmbH & Co. KG	
Country of establishment of the Organisation -open reply- (compulsory)	
Germany	
Address -open reply- (compulsory)	
Hindenburgstr. 64, D-79102 Freiburg	
Website address (if available) -open reply- (optional)	http://www.haufe.de
Name contact person -open reply- (compulsory)	
Martin Laqua	
Telephone number contact person -open reply- (compulsory)	Tel: 0761/47 08-930
E-mail contact person -open reply- (optional)	
Martin.Laqua@haufe.de	
Stakeholder group -single choice reply- (compulsory)	Industry
Please specify sector of operation -open reply- (compulsory)	
Publishing / Software	
Size of the organisation -single choice reply- (compulsory)	200+