

# 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	26-09-2008
Last update date	
User name	null
Case Number	296101949591127008
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)	
Most HOTREC member associations do not favour any harmonisation of complaints classification systems. If the Commission was to anyway follow that route, this harmonisation of complaints classification systems should only be voluntary.	
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)	Yes
Number of enquiries -single choice reply- (compulsory)	No
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)	No

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)	No
Should the system use COICOP? -single choice reply- (compulsory)	No
Should the system use an alternative sectorial classification? -single choice reply- (compulsory)	Yes
Please specify -open reply- (compulsory)	
Any system used for the classification of consumer complaints should be tailored made to the sector it scrutinises, so as to take into consideration its specific characteristics such as: - the size of the businesses - the nature of the good / service (e.g is it a perishable good/service?) - categories of services (hygiene, reception, etc.) - consumer expectations - etc.	
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Yearly
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)	
HOTREC does not have the resources necessary to start collecting complaints concerning the entire hospitality industry. Many HOTREC national associations do not have a complaint system in place, as the vast majority of complaints are directly handled by the hotel/restaurant concerned. These national associations would not start collecting and classifying complaints for the sole reason that a voluntary harmonised methodology is adopted at EU level.	
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)	
HOTREC does not have the resources necessary to start collecting complaints concerning the entire hospitality industry. Many HOTREC national associations do not have a complaint system in place, as the vast majority of complaints are directly handled by the hotel/restaurant concerned. These national associations would not start collecting and classifying complaints for the sole reason that a voluntary harmonised methodology is adopted at EU level.	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
Only few HOTREC member associations already have a complaint system in place. Those systems aim at handling complaints with the intervention of a neutral party and are valued by the industry and consumers. However, they rarely include a system to classify complaints. It would be costly and time-consuming to either introduce elements of classification of complaints or changing the methodology used to classify those complaints.	
Comments -open reply- (optional)	

## Personal data

Name of organisation -open reply- (compulsory)

HOTREC (Hotels, Restaurants and Cafés in Europe)

Country of establishment of the Organisation -open reply- (compulsory)

Belgium

Address -open reply- (compulsory)

Boulevard Anspach, 111 1000 Bruxelles

Website address (if available) -open reply- (optional)

www.hotrec.eu

Name contact person -open reply- (compulsory)

Mrs. Marguerite Sequaris (CEO) or Mr. Alexis Waravka (policy advisor)

Telephone number contact person -open reply- (compulsory)

+32.2.513.63.23

E-mail contact person -open reply- (optional)

main@hotrec.org

Stakeholder group -single choice reply- (compulsory)

Industry

Please specify sector of operation -open reply- (compulsory)

HOTREC represents the hotel, restaurant and café industry at European level. It brings together 40 National Associations representing the interest of the industry in 25 different European countries.

Size of the organisation -single choice reply- (compulsory)

1 - 49

PRINT

EXPORT RECORD