

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

## Meta Informations

|                  |                    |
|------------------|--------------------|
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| Last update date |                    |
| User name        | null               |
| Case Number      | 564860511361319908 |
| 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)

If the product is incomplete

How do you define enquiries? -open reply- (compulsory)

If consumers have questions to our products og ask where to by

Other definitions. Please specify here. -open reply- (optional)

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](mailto:SANCO-consumercomplaints@ec.europa.eu) -open reply- (compulsory)

I do not understand the question

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)

If it is Voluntary then we can develop outy system toward the EU system. If we were obligated there is a risk of duel systems and work flow

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)

Complaints to sellers or retailers is the highest magnitude and companies should be able to deal with complaints without the need for interference of third parties

## 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)

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)

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)

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)

Yes

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)

Do not know

What would be the cost implications of changing your methodology? -single choice reply- (compulsory)

Not significant

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)

It is a commercial softwaer system

Comments -open reply- (optional)

## Personal data

Name of organisation -open reply- (compulsory)

LEGO Company

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

Denmark

Address -open reply- (compulsory)

DK-7190 Billund

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

Name contact person -open reply- (compulsory)

Bjarke Schönwandt

Telephone number contact person -open  
reply- (compulsory)

+45 79506503

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

Stakeholder group -single choice reply-  
(compulsory)

Industry

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

Toys

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

200+

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