

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
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User name	null
Case Number	551000954281527008
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)	
Our employees are well trained in the processing of complaints. Critical comments and descriptions of non-conformity are referred to as complaints. Questions concerning ingredients and nutrition are handled as enquiries. After comparing each comment to our product standards the consumers request is handled as a complaint or enquiry.	
How do you define enquiries? -open reply- (compulsory)	
See above. We use a contact form via internet which differentiates between enquiries, wishes, complaints, commendation.	
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 -open reply- (compulsory)	
Marketing & Total Quality Management	
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)

The introduction of a harmonised system causes significant costs on behalf of the EU and the companies, which will be passed down to the consumer. The maintenance of a harmonised system takes a lot of time and effort. We are certain that our customers are content with our responses and the process we deal with complaints. Due to lack of data privacy protection, there is no check on who uses the data and for which purposes they are used. Disclosure of unchecked consumer's opinion may lead to disreputability of companies. Moreover, disclosure of company policy is suspected. Country- and Brand-specific peculiarities and different consumer habits concerning enquiries are not be taken into account in a harmonised system. Activists, NGOs and pressure groups can file a huge number of enquiries, which may lead to a wrong-sided picture and turn the system into a misleading report. Intervention based on the results of international analysis can disable individuality and development of products.

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)

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)

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)	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)	
Special software customized by ourselves	
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
Unternehmensgruppe Theo Müller GmbH & Co. KG (Molkerei Müller)	
Country of establishment of the Organisation -open reply- (compulsory)	
Germany	
Address -open reply- (compulsory)	
Zollerstraße 7 86850 Fischach – Aretsried Germany	
Website address (if available) -open reply- (optional)	
Name contact person -open reply- (compulsory)	
Josef Löffler	
Telephone number contact person -open reply- (compulsory)	0049 – 8236 – 999 434
E-mail contact person -open reply- (optional)	
Josef.Loeffler@muellergroup.com	
Stakeholder group -single choice reply- (compulsory)	Industry
Please specify sector of operation -open reply- (compulsory)	
Dairy	
Size of the organisation -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
about 5000	

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