

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

Meta Informations	
Creation date	20-09-2008
Last update date	
User name	null
Case Number	864962027522226408
Invitation Ref.	
Status	N
Questionnaire	
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)	
very high administrative effort for the corporations	
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)	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)	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)	Quarterly
Would you be prepared to start collecting and reporting consumer complaints according to a voluntary harmonised methodology? -single choice reply- (compulsory)	Yes
Please specify -open reply- (optional)	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool? -single choice reply- (compulsory)	Yes
Please specify -open reply- (optional)	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
TÜV Rheinland Safety GmbH	
Country of establishment of the Organisation -open reply- (compulsory)	
Germany	
Address -open reply- (compulsory)	
Am Grauen Stein	
Website address (if available) -open reply- (optional)	www.tuv.com
Name contact person -open reply- (compulsory)	
Michael Jungnitsch	

Telephone number contact person -open reply- (compulsory)	+49-221-806-2211
E-mail contact person -open reply- (optional)	
mj@de.tuv.com	
Stakeholder group -single choice reply- (compulsory)	Industry
Please specify sector of operation -open reply- (compulsory)	
Service Industry	
Size of the organisation -single choice reply- (compulsory)	200+

[PRINT](#)[EXPORT RECORD](#)