

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

## Meta Informations

Creation date

14-07-2008

Last update date

User name

null

Case Number

169002510251519608

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

complaint is an expression of displeasure, such as poor service ,dissatisfaction, or resentment

How do you define enquiries?

provides users with information, help and advice about services and resources. ..

Other definitions. Please specify here.

communication or feedback regarding the person receiving a service, and for which a remedy is sought that needs the involvement of management staff to achieve.

Who is eligible to send you a complaint?	Consumer Business Other
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Please specify other

none

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)

Distance selling

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Introduce an obligatory system
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Please explain.

According the distance selling law

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

Number of complaints	Yes
Number of enquiries	Yes
Sectors	Yes
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
Associated monetary value	No
Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	No
Should the system use COICOP?	Yes

How often should participating parties report aggregate collected complaints to the Commission?	Quarterly
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Yes
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What would be the cost implications of changing your methodology?	Not significant
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Do you use an IT tool to classify complaints?	Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.  
single spreadsheet,

Comments  
We can learn from complaints and comments so we can improve our services. ...

## Personal data

Name of organisation  
Slovak Association of mail order

Country of establishment of the Organisation  
Slovak republic

Address  
Asociácia zásielkového obchodu Košická 37 821 08 Bratislava

Website address (if available)  
www.azo.sk

Name contact person  
Juraj Sebo

Telephone number contact person  
00421905833598

E-mail contact person  
sebo.juraj@zoznam.sk

Stakeholder group	NGO
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Size of the organisation	200+
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