

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

## Meta Informations

Creation date

02-10-2008

Last update date

User name

null

Case Number

222235803231127608

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?

complaints are comments of clients in a personal conversation, in writing or on the phone, which reflect dissatisfaction with the company in the customer's point of view. An enquiry associated with a correction of an error is already classified as a complaint if it can be assumed that the client presumes an error of the company

How do you define enquiries?

An enquiry is an explicit or implicit expression of a demand. With an enquiry a customer intends to make a company act according to his/her personal benefit (change a contract, treatment, service etc.)

Other definitions. Please specify here.

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

Political interest groups, environmental protection agencies, neighbourhood of a factory outlet etc.

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)

consumer, business, opinion leader

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Take no action
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Please explain.

markets mostly regulates themselves. A company, which does not care about complaints and enquiries, will not survive in modern markets for long time. There is no economic benefit of further regulation.

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
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Number of enquiries	Yes
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Sectors	Yes
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Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
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Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
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Associated monetary value	No
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Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	No
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Should the system use COICOP?	Yes
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How often should participating parties report aggregate collected complaints to the Commission?	Yearly
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	No
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Would the provision of an IT tool developed by the Commission persuade you to use a harmonised methodology?	No
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What would be the cost implications of changing your methodology?	Significant
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Please specify Changes in the following systems: SAP (IS-U), Ivy Grid (frontend SAP), POINT (document management system)
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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. Associated systems: SAP IS-U (billing system), Ivy Grid (frontend SAP), POINT (document management system)
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Comments
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## Personal data

Name of organisation Stadtwerke München GmbH
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Country of establishment of the Organisation Germany
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Address Emmy-Noether-Straße 2, 80287 München
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Website address (if available) www.swm.de
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Name contact person
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Sonja Trausch
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Telephone number contact person
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0049 (0) 89 2361 5018
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E-mail contact person
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trausch.sonja@sww.de
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Stakeholder group
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Industry
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Please specify sector of operation
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Energy
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Size of the organisation
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Other
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Please specify
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6000
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