

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

## Meta Informations

Creation date	24-09-2008
Last update date	
User name	null
Case Number	918324300271526808
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)

Unsatisfied consumers (divergence in consumers expectation)

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

Consumers questions of most diverse kind

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)

We collect data for all sectors in connection with our product.

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)

To harmonise consumer complaints in a classification system is basically not an adequate option. The consumer complaints are so differently, respectively so product-dependently that it will be completely impossible to harmonise this in a classification system. The consumer interests then couldn't be considered sufficiently. The opposite of what is actually intended would happen, namely less consumer protection/less consideration of consumer interests!

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)

Neither complaints to third parties nor those made to sellers/retailers should be harmonised.

## 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)

Other

Please specify -open reply- (compulsory)

No classification system/no report is helpful. As abovementioned communicated, there is no generalisation of complaints possible. The individual consumer interests have to be considered – this consideration is only possible by an individual handling with consumer complaints/enquires.

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)	
Both in combination.	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
Teekanne GmbH & Co. KG	
Country of establishment of the Organisation -open reply- (compulsory)	
Germany	
Address -open reply- (compulsory)	
Kevelaerer Straße 21-23 40549 Düsseldorf	
Website address (if available) -open reply- (optional)	www.teekanne.de
Name contact person -open reply- (compulsory)	
Mr. Jesper Petersen	
Telephone number contact person -open reply- (compulsory)	+49 211-5085-240
E-mail contact person -open reply- (optional)	
jesper.petersen@teekanne.de	
Stakeholder group -single choice reply- (compulsory)	Industry
Please specify sector of operation -open reply- (compulsory)	
Tea sector	
Size of the organisation -single choice reply- (compulsory)	200+

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