

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

Meta Informations	
Creation date	12-08-2008
Last update date	
User name	null
Case Number	522629853221622508
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)	
cfr. definitions in Flemish complaints decree 2001 (Vlaams Klachtendecreet) (annex)	
How do you define enquiries? -open reply- (compulsory)	
No definition	
Other definitions. Please specify here. -open reply- (optional)	
none	
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	Consumer
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 <a href="mailto:SANCO-consumercomplaints@ec.europa.eu">SANCO-consumercomplaints@ec.europa.eu</a> -open reply- (compulsory)	
We exclusively collect customer complaints data pertaining to the Flemish public transport sector, and more specifically, the segment operated by ourselves (bus, tram, premetro and light rail in Flanders) see Annex Codification of customer reactions	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Introduce a voluntary system
Please explain. -open reply- (compulsory)	
VVM De Lijn wishes to maintain its own Codification system. This codification system allows us to detect weaknesses in our business processes and gives us the opportunity to improve our business. The main focus of our complaints management is the constant improvement of our operations and of our quality performance. Reporting about complaints must be considered as subordinate to the main target of quality improvement	

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)

Yes

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)	Not significant
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)	
We have developed this customised IT tool within our own Marketing Department, (unit customer and sales) as a sub-application under the umbrella of Lotus Notes	
Comments -open reply- (optional)	
Theoretically, we would be prepared to change our attitude as to the opportunity of applying a harmonised methodology of complaints management, provided the European Commission could provide us with a PERFECT IT -tool, adaptable to our local needs and specificities. Since we are rather sceptical as to the possibility of such a perfect IT tool, our provisional reply remains "no" , as long as the Commission does not succeed in convincing us.	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
VLAAMSE VERVOERMAATSCHAPPIJ VVM DE LIJN (= Flemish Public Transport Agency VVM De Lijn)	
Country of establishment of the Organisation -open reply- (compulsory)	
VLAANDEREN- FLANDERS	
Address -open reply- (compulsory)	
VLAAMSE VERVOERMAATSCHAPPIJ VVM DE LIJN-Centrale Diensten Het Lijnhuis- Ragheno Business Park- Motstraat 20 2800 MECHELEN VLAANDEREN-FLANDERS	
Website address (if available) -open reply- (optional)	www.delijn.be
Name contact person -open reply- (compulsory)	
PAUL ARENTS, European Affairs Officer	
Telephone number contact person -open reply- (compulsory)	0032 (0) 15 440 953 (direct phone)
E-mail contact person -open reply- (optional)	
paul.arents@delijn.be. In my absence, you can contact jeannine.peleman@delijn.be	
Stakeholder group -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
VVM DE LIJN is an external autonomous agency governed by public law, supervised by its organising authority, the Flemish Government We are responsible for organising , planning and partly operating PT activities and mobility management in Flanders	
Size of the organisation -single choice reply- (compulsory)	200+

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