

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

<b>Meta Informations</b>	
Creation date	02-10-2008
Last update date	
User name	null
Case Number	429797153421027608
Invitation Ref.	
Status	N
<b>Questionnaire</b>	
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)	
Data are not available or only with a high bureaucratic burden to establish, benefits are not recognizable. Besides the EU has no competence.	
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)	
<b>Please give your view on whether a new classification system should include data on the following variables.</b>	
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 collection and reporting of consumer complaints at all (take no action).	
Would you be prepared to start collecting and reporting consumer complaints according to a voluntary harmonised methodology? -single choice reply- (compulsory)	No
Please specify -open reply- (compulsory)	
We don't even want a voluntary system.	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool? -single choice reply- (compulsory)	No
Please specify -open reply- (compulsory)	
We don't want to collect and report consumer complaints to the European Commission.	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
Bavarian State Ministry of the Environment, Public Health and Consumer Protection	
Country of establishment of the Organisation -open reply- (compulsory)	
Germany	

Address -open reply- (compulsory)	
Rosenkavalierplatz 2, 81925 Munich	
Website address (if available) -open reply- (optional)	http://www.stmugv.bayern.de
Name contact person -open reply- (compulsory)	
Sabine Nießen	
Telephone number contact person -open reply- (compulsory)	004989/9214-2361
E-mail contact person -open reply- (optional)	
sabine.nießen@stmugv.bayern.de	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	200+

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