

## 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	196696743350927608
Invitation Ref.	
Status	N
<b>Questionnaire</b>	
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)	No
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 <a href="mailto:SANCO-consumercomplaints@ec.europa.eu">SANCO-consumercomplaints@ec.europa.eu</a> -open reply- (compulsory)	
Dental Services for the public sector in Cyprus	
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)	
To introduce a voluntary system for collection of complaints and enquiries and to send the data every six months to the Commission	
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
<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)	Yes
Number of enquiries -single choice reply- (compulsory)	No
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)	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)	Yes
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)	Do not know
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)	No
Please provide more information -open reply- (optional)	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
Dental Services, Ministry of Health, Nicosia	
Country of establishment of the Organisation -open reply- (compulsory)	
CYPRUS	
Address -open reply- (compulsory)	
Dental Services Ministry of Health, 1450 Nicosia Cyprus	
Website address (if available) -open reply- (optional)	www.moh.gov.cy

Name contact person -open reply- (compulsory)	
Persefoni Lambrou-Christodoulou	
Telephone number contact person -open reply- (compulsory)	0035722801511
E-mail contact person -open reply- (optional)	
plambrou@ds.moh.gov.cy	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	50 - 99

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