

development of an IT tool.


Privacy statement

Questionnaire

Do you collect consumer complaints? (compulsory)


Yes

No

 Do you collect consumer enquiries? (compulsory)


Yes

No

 Do you classify complaints and enquiries separately? (compulsory)

Yes


No

 Who is eligible to send you a complaint? (compulsory)

Consumer


Business

Other

 Please specify other (compulsory)

1) CONSUMER AND OTHER NGOs

2) Note: BUSINESS= IN THEIR CAPACITY AS CONSUMERS

 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 (compulsory)

SEE ATTACHED DOCUMENT

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? (compulsory)

Take no action

Introduce a voluntary system

Introduce an obligatory system

 Please explain. (compulsory)

FOR REASONS OF BETTER HARMONISATION.

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? (compulsory)

Yes

No

Please give your view on whether a new classification system should include data on the following variables.

	Yes	No
Number of complaints (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Number of enquiries (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Sectors (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.) (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Mediums of transaction (e.g. face to face, Internet, telephone sales, etc.) (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Associated monetary value (compulsory)	<input type="radio"/>	<input checked="" type="radio"/>
Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel) (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>


Should the system use COICOP? (compulsory)

Yes No

How often should participating parties report aggregate collected complaints to the Commission? (compulsory)

Monthly Quarterly Yearly

Other


 Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? (compulsory)


Yes No Do not know

What would be the cost implications of changing your methodology? (compulsory)


No cost Not significant Significant

Other Do not know

 Please specify (optional)

 Do you use an IT tool to classify complaints? (compulsory)

Yes No Do not know

 Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. (compulsory)

SPECIALIZED SOFTWARE: Maximizer Enterprise 9.5 - an integrated CRM software suite for sales force automation, marketing management, and customer service & support.

Comments (optional)

Personal data

Name of organisation (compulsory)
MINISTRY OF DEVELOPMENT
GENERAL SECRETARIAT FOR CONSUMERS

Country of establishment of the Organisation (compulsory)
GREECE

Address (compulsory)
KANIGOS SQ. GR 10181 ATHENS - GREECE

Website address (if available) (optional)
WWW.EFPOLIS.GR

Name contact person (compulsory)
ATHINA SALAPPA

Telephone number contact person (compulsory)
0030 210 3830393

E-mail contact person (optional)
salappa@efpolis.gr

Stakeholder group (compulsory)
 Member State Authority NGO Industry
 Individual Other

Size of the organisation (compulsory)
 1 - 49 50 - 99 100 - 149

150 - 199 200+ Other

SUBMIT