

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

Meta Informations

Creation date	04-09-2008
Last update date	
User name	null
Case Number	489581208351524808
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)

Refuse and send to ADR bodies. No action taken, only information. We investigate complaints.

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

We give information and advice about shopping or relevant services. We inform consumers about legislation and suggestion about application.

Other definitions. Please specify here. -open reply- (optional)

Who is eligible to send you a complaint? - multiple choices reply- (compulsory) Consumer
Business
Other

Please specify other -open reply- (compulsory)

ADR bodies, schools, social services, associations.

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 -open reply- (compulsory)

Face to face from consumers or forwarded by other authorities.

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory) Introduce an obligatory system

Please explain. -open reply- (compulsory)

We have to investigate all complaints by law or have to answer them.

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)	No
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)	Yes
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)	
We have no information about the system.	
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)	Do not know
Do you use an IT tool to classify complaints? -single choice reply- (compulsory)	Do not know

Comments -open reply- (optional)

Personal data

Name of organisation -open reply- (compulsory)

Hungarian Authority for Consumer Protection

Country of establishment of the Organisation -open reply- (compulsory)

Hungary

Address -open reply- (compulsory)

1088 Budapest József krt. 6.

Website address (if available) -open reply- (optional)

www.nfh.hu

Name contact person -open reply- (compulsory)

Ms Ágnes Magdus and Mr George Boda

Telephone number contact person -open reply- (compulsory)

+361-459-4868

E-mail contact person -open reply- (optional)

gy.boda@nfh.hu

Stakeholder group -single choice reply- (compulsory)

Member State Authority

Size of the organisation -single choice reply- (compulsory)

200+

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