

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

Meta Informations

Creation date	01-10-2008
Last update date	
User name	null
Case Number	439014645541127508
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) No

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 SANCO-consumercomplaints@ec.europa.eu -open reply- (compulsory)

The State Consumer Rights Protection Authority is empowered to settle disputes under the out-of-court dispute settlement procedure in the areas provided in the Law on Consumer Protection.

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)

The obligatory system would not be flexible. As there are new types of complaints emerging, it would be better to introduce a voluntary system.

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)	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)	Yes
Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. - open reply- (compulsory)	
The State Consumer Rights Protection Authority uses specialized IT tool to collect information on consumer complaints.	
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
The State Consumer Rights Protection Authority of the Republic of Lithuania	
Country of establishment of the Organisation -open reply- (compulsory)	
Republic of Lithuania	
Address -open reply- (compulsory)	
Vilnius str. 25, LT 01119 Vilnius, Lithuania	

Website address (if available) -open reply- (optional)	www.vartotojoteises.lt
Name contact person -open reply- (compulsory)	
Neringa Ulbaite	
Telephone number contact person -open reply- (compulsory)	+370 212 15 95
E-mail contact person -open reply- (optional)	
n.ulbaite@nvtat.lt	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	100 - 149

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