

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

Meta Informations	
Creation date	17-09-2008
Last update date	
User name	null
Case Number	840684236051326108
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)	
Complaints which are registered and investigated at the Consumer & Competition Division with the aim of reaching an amicable settlement for consumer to get compensation for defective goods and unsatisfactory services.	
How do you define enquiries? -open reply- (compulsory)	
Enquires received via e-mails; telephone; letter or in person, where consumers are guided how to deal with their complaint. Consumer & Competition Division does not carry out investigations.	
Other definitions. Please specify here. -open reply- (optional)	
N/A	
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)	
Advertising; Baby Goods; Construction; Cosmetics; Distance Selling; Doorstep Contracts; Furniture; Household Goods; Non Electric Household goods; Non Electric household goods; Insurance & Finance; Leisure; Personal accessories; Pricing Schemes; Public Utilities; Telecommunications; Textiles; Toys & Infant goods; Transport; Unfair Contract Terms and Unfair Commercial Practices	
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)	
Once there is a harmonised system for member states it should be obligatory for every body.	

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)	Yes
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)	Yes
Please specify -open reply- (compulsory)	
Classifications based on relevant legislation.	
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)	Yes
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)

It has been designed for our use in order to fit our needs

Comments -open reply- (optional)

Personal data

Name of organisation -open reply- (compulsory)

Consumer and Competition Division Consumer Affairs Directorate

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

Malta

Address -open reply- (compulsory)

Office of Fair Trading, Cannon Road, Sta Venera SVR 1411

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

N/A

Name contact person -open reply- (compulsory)

Josephine Borg Director (Consumer Affairs)

Telephone number contact person -open reply- (compulsory)

00 356 21221020 or 00 356 21446250

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

josephine.a.borg@gov.mt

Stakeholder group -single choice reply- (compulsory)

Member State Authority

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

50 - 99

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