

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

Meta Informations

Creation date

03-10-2008

Last update date

User name

null

Case Number

291112216381427708

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

No

Who is eligible to send you a complaint?

Consumer
Business
Other

Please specify other

e.g. consumer organisations

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

we do not collect complaints for specific sectors

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

Introduce a voluntary system

Please explain.

Introducing a voluntary system would enable to test the system and assess its benefits. After testing period in the future it would be reasonable to mature once more the concept of making the system obligatory.

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?

Yes

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

Number of complaints

Yes

Number of enquiries

Yes

Sectors

Yes

Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)

Yes

Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)

Yes

Associated monetary value

No

Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)

Yes

Should the system use COICOP?

Yes

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

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Yes
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What would be the cost implications of changing your methodology?	Do not know
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Do you use an IT tool to classify complaints?	Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.	
Lotus Notes 6.5	

Comments	
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Personal data

Name of organisation	Office of Competition and Consumer Protection answers are based on informations received from different institutions solving consumer problems
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Country of establishment of the Organisation	Poland
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Address	Pl. Powstańców Warszawy 1 00-950 Warsaw
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Website address (if available)	uokik@uokik.gov.pl
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Name contact person	Monika Stec
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Telephone number contact person	+48 22 55 60 424
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E-mail contact person	mstec@uokik.gov.pl
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Stakeholder group	Member State Authority
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Size of the organisation	200+
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