

# 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

020497030581027708

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

When a consumer is dissatisfied with a product (goods or services).

How do you define enquiries?

When a consumer wants information of a more general character.

Other definitions. Please specify here.

Who is eligible to send you a complaint?

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](mailto:SANCO-consumercomplaints@ec.europa.eu)

A modified COICOP structure.

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

Introduce a voluntary system

Please explain.

We wish to be involved in the development process and be able to test the system before it is taken into actual use.

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

Yes

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?

Other

Please specify
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Every sixth months.
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?
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Do not know
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What would be the cost implications of changing your methodology?
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Significant
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Please specify
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Do you use an IT tool to classify complaints?
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Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.
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A webb-based specialised software.
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Comments
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## Personal data

Name of organisation
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Swedish Consumer Agency
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Country of establishment of the Organisation
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Sweden
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Address
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Box 48 SE-65102 Karlstad Sweden
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Website address (if available)
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www.konsumentverket.se
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Name contact person
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Ulf Jägeberg Ulrika Mollstedt
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Telephone number contact person
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Ulf Jägeberg: +46 54 194094, Ulrika Mollstedt: 46 54 194095
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E-mail contact person
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Ulf.Jageberg@konsumentverket.se Ulrika.Mollstedt@konsumentverket.se
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Stakeholder group
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Member State Authority
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Size of the organisation
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100 - 149
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