



## Questionnaire

Do you collect consumer complaints? (compulsory)


Yes  No

 Do you collect consumer enquiries? (compulsory)


Yes  No

 Do you classify complaints and enquiries separately? (compulsory)


Yes  No


 How do you define complaints? (compulsory)

Citizen's written note or letter concerning missing contract fulfilment


 How do you define enquiries? (compulsory)

Citizen's question concerning own rights


 Other definitions. Please specify here. (optional)

 Who is eligible to send you a complaint? (compulsory)

Consumer  Business  Other

 Please specify other (compulsory)

Any weak person


 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) (compulsory)

- health, patient rights, food, agriculture, biotechnologies
- saving, revenue, finance, banks, illegal money lending, insurances
- contracts, vexing clauses, time-share property, leasing, guarantee, sales:
- air and rail passenger transport, urban public transport, viability;

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


Take no action  Introduce a voluntary system  Introduce an obligatory system

 Please explain. (compulsory)

For the introduction of a healthy principle of economic democracy

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? (compulsory)

Yes  No

 Please explain. (optional)

Because the consumer has the right of being protected, whatever the counterparty is.

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


	Yes	No
Number of complaints (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Number of enquiries (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Sectors (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.) (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.) (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Associated monetary value (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>
Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel) (compulsory)	<input checked="" type="radio"/>	<input type="radio"/>

Should the system use COICOP? (compulsory)

Yes  No

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


Monthly  Quarterly  Yearly  Other

 Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? (compulsory)


Yes  No  Do not know

What would be the cost implications of changing your methodology? (compulsory)


- No cost
                 
  Not significant
                 
  Significant  
 Other
                 
  Do not know

 Please specify (optional)

formation and training of persons involved in the practical use of new classification methodology

 Do you use an IT tool to classify complaints? (compulsory)

- Yes
                 
  No
                 
  Do not know

 Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. (compulsory)

It is a specialized software (SPSS)

Comments (optional)

## Personal data

Name of organisation (compulsory)

ACU-Associazione Consumatori Utenti No profit

Country of establishment of the Organisation (compulsory)

Italy

Address (compulsory)

Via Padre Luigi Monti 20/c  
20162 Milano

Website address (if available) (optional)

www.acu.it, www.acuconsumagiusto.it, www.laparolaalconsumatore.com

Name contact person (compulsory)

Mr. Gianni Cavinato

Telephone number contact person (compulsory)


(39)026615411

E-mail contact person (optional)

Mr. Gianni Cavinato (segreteria@acu.it)

Stakeholder group (compulsory)


- Member State Authority       NGO       Industry  
 Individual       Other

 Please specify (compulsory)

Consumers organization

Size of the organisation (compulsory)

- 1 - 49       50 - 99       100 - 149  
 150 - 199       200+       Other

 Please specify (compulsory)

around 600

TEXT TO BE INCLUDED IN THE “CONSULTATION DOCUMENT ON DEVELOPING A HARMONISED METHODOLOGY FOR CLASSIFYING AND REPORTING CONSUMER COMPLAINTS ACROSS THE EUROPEAN UNION” AS ANSWER TO THE QUESTION “FOR WHICH SECTORS DO YOU COLLECT DATA?”, BECAUSE IN THE PRINTED VERSION OF THE QUESTIONNAIRE IT IS NOT POSSIBLE TO SEE THE COMPLETE ANSWER.

- health, patient rights, food, agriculture, biotechnologies
- saving, revenue, finance, banks, illegal money lending, insurances
- contracts, vexing clauses, time-share property, leasing, guarantee, sales:
- air and rail passenger transport, urban public transport, viability;
- telephone, electricity, gas,
- radio and television
- advertising
- privacy
- package tours, responsibility and guarantees