

# 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

933072627230927708

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?

The claims of consumers

How do you define enquiries?

Only informations

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)

Telefono Casa e condominio Commercio Servizi pubblici Artigiani Servizi privati Servizi finanziari Assicurazioni Viaggi Assicurazioni Liberi professionisti Auto Ambiente e salute Tempo libero Altro

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

Introduce an obligatory system

Please explain.

Need uniformity!

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?

Quarterly

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?	No cost
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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.  
specialised software/data base

Comments

## Personal data

Name of organisation  
Centro Tutela Consumatori e Utenti

Country of establishment of the Organisation  
Italy

Address  
Via Dodiciville 3, 39100 Bolzano/ Via Petraca 3, 38100 Trento

Website address (if available)  
www.centroconsumatori.it (Bolzano) www.centroconsumatori.tn.it (Trento)

Name contact person  
Carlo Biasior

Telephone number contact person  
0039 0461984751 mobile phone 0039 3476468066

E-mail contact person  
biasior@centroconsumatori.tn.it

Stakeholder group	NGO
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Size of the organisation	1 - 49
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