

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

Meta Informations	
Creation date	01-10-2008
Last update date	
User name	null
Case Number	076269259291527508
Invitation Ref.	
Status	N
Questionnaire	
Do you collect consumer complaints? - single choice reply- (compulsory)	Yes
Do you collect consumer enquiries? -single choice reply- (compulsory)	No
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)	
Complaints regarding the financial sector are separate, other complaints are treated in a general way.	
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)	
This is the only way to effectively reach a harmonisation.	
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)	No
Please explain. -open reply- (optional)	
<p>Please give your view on whether a new classification system should include data on the following variables.</p>	
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)	Yes
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Quarterly
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)	No
Please provide more information -open reply- (optional)	
Comments -open reply- (optional)	

Personal data

Name of organisation -open reply- (compulsory)	
CRIOC - Research and informationcenter of the Belgian Consumer Organisations	
Country of establishment of the Organisation -open reply- (compulsory)	
Belgium	
Address -open reply- (compulsory)	
Boulevard Paepsem 20 1070 Brussels	
Website address (if available) -open reply- (optional)	www.crioc.be
Name contact person -open reply- (compulsory)	
Thibault Willaert	

Telephone number contact person -open reply- (compulsory)	+32 2 547 06 88
E-mail contact person -open reply- (optional)	
twillaert@oivo.be	
Stakeholder group -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
Crioc is funded by the Federal Government, but is independent. It is a public utility institution.	
Size of the organisation -single choice reply- (compulsory)	1 - 49

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