

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

Meta Informations

Creation date

02-10-2008

Last update date

User name

null

Case Number

555343553381127608

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?

Communications relating to service provision

How do you define enquiries?

Information seeking

Other definitions. Please specify here.

Who is eligible to send you a complaint?	Consumer Other
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Please specify other

Interest groups

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

This varies between different member organisations. The fullest system of classification and analysis is operated by Passenger Focus in Britain, the statutory consumer organisation to represent the interests of rail (and, shortly, bus) users.

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Introduce an obligatory system
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Please explain.

One of the principal difficulties that we have encountered with moves to open the rail passenger market in the EU is the lack of consistent and comparable consumer satisfaction data with which to judge the success of the market opening policies. Data collection varies enormously between member states and individual operators and there are also varying attitudes to the release of that data.

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?	No
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Please explain.

Complaints handling is sometimes done by third parties and is sometimes the responsibility of the individual transport operator. Access to the full range of complaints is essential if we are to build a fuller understanding of outcomes for consumers.

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
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Associated monetary value	Yes
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Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	Yes
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Should the system use COICOP?	No
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Should the system use an alternative sectorial classification?	Yes
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Please specify

The classification system adopted must permit meaningful comparison between sectors and markets but should also be relevant to the understanding of each of them in isolation.

How often should participating parties report aggregate collected complaints to the Commission?	Quarterly
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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?	Significant
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Please specify

Cost will be determined by requirement

Do you use an IT tool to classify complaints?	Do not know
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Comments	
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Personal data

Name of organisation	European Passengers' Federation
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Country of establishment of the Organisation	Belgium
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Address	H. Frère-Orbanlaan 570 9000 Gent Belgium
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Website address (if available)
http://www.epf.eu/

Name contact person
Christopher Irwin, Vice Chair.

Telephone number contact person
+44 7900218290

E-mail contact person
christopher.irwin@epf.eu or christophercirwin@hotmail.com

Stakeholder group	Other
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Please specify
EPF is a federation of public transport users' organisations with a mixture of just under 30 statutory and voluntary member organisations in 15 member states.

Size of the organisation	Other
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Please specify
Our member organisations comprise a mixture of mass membership and professional staff.