

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

689421404061527708

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

No

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

Sectors: financial services, telecommunication, food quality and safety, public utility services, travel services, general complaints in the commercial sectors (warranty and guarantee)

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

We think it would be better

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

Number of complaints	Yes
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Number of enquiries	Yes
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Sectors	Yes
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Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
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Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
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Associated monetary value	No
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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?	Yes
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How often should participating parties report aggregate collected complaints to the Commission?	Yearly
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?

Do not know

What would be the cost implications of changing your methodology?	Do not know
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Do you use an IT tool to classify complaints?	No
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Please provide more information

Comments

Personal data

Name of organisation

National Federation of Associations for Consumer Protection in Hungary
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Country of establishment of the Organisation
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Hungary

Address

H- 1012 Budapest, Logodi u. 22-24.

Website address (if available)

www.feosz.hu

Name contact person

dr. Kovács Krisztina

Telephone number contact person

00 36 1 311 7030

E-mail contact person

kovacs@feosz.hu

Stakeholder group	NGO
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Size of the organisation	1 - 49
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