

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

Meta Informations	
Creation date	20-09-2008
Last update date	
User name	null
Case Number	719273216341626408
Invitation Ref.	
Status	N
Questionnaire	
Do you collect consumer complaints? - single choice reply- (compulsory)	Yes
Do you collect consumer enquiries? -single choice reply- (compulsory)	Yes
Do you classify complaints and enquiries separately? -single choice reply- (compulsory)	No
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	Consumer
<p>For which sectors do you collect data?</p> <p>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)</p> <p>energy, food, advertisement, non food, telecom, construction, financial sectors.</p>	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Introduce an obligatory system
<p>Please explain. -open reply- (compulsory)</p> <p>A voluntary system due to fable consumer protection institutions is not efficient.</p>	
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)	Yes
Please give your view on whether a new classification system should include data on the following variables.	
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)	Yearly
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)	Do not know
Do you use an IT tool to classify complaints? -single choice reply- (compulsory)	Yes
Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. - open reply- (compulsory)	
http://www.vartotojuteises.lt/skundu_knyga	
Comments -open reply- (optional)	
"Complaints book" of Lithuanian national consumer federation has started few months ago. The answers to complaints gives the adviser of our organization.	
Personal data	
Name of organisation -open reply- (compulsory)	
Lithuanian national consumer federation	
Country of establishment of the Organisation -open reply- (compulsory)	
LITHUANIA	
Address -open reply- (compulsory)	
Stikliu-8, Vilnius, LT-01131	
Website address (if available) -open reply- (optional)	www.vartotojai.info

Name contact person -open reply- (compulsory)	
Mrs.Alvita Armanaviciene	
Telephone number contact person -open reply- (compulsory)	00370 686 25661
E-mail contact person -open reply- (optional)	
federacija@vartotojai.eu	
Stakeholder group -single choice reply- (compulsory)	NGO
Size of the organisation -single choice reply- (compulsory)	200+

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