

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

<b>Meta Informations</b>	
Creation date	02-09-2008
Last update date	
User name	null
Case Number	042075712341524608
Invitation Ref.	
Status	N
<b>Questionnaire</b>	
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
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 <a href="mailto:SANCO-consumercomplaints@ec.europa.eu">SANCO-consumercomplaints@ec.europa.eu</a> -open reply- (compulsory)	
see excel file sent by separate email.	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Introduce a voluntary system
Please explain. -open reply- (compulsory)	
A certain harmonisation could be interesting, but never compulsorily since this would entail for our organisation extra costs in terms of software, training, staff. We are an entirely privately funded organisation and compulsory statistics could involve poorer service to our members.	
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)	
If the purpose of the data collection system is to identify and tackle problems, we do not see why sellers/retailers should be exempted from it.	

## 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)	No
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)	No
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)	No
Would the provision of an IT tool developed by the Commission persuade you to use a harmonised methodology? -single choice reply- (compulsory)	Do not know
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
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)	
specialised software, especially for contacts via our call centre.	
Comments -open reply- (optional)	

## Personal data

Name of organisation -open reply- (compulsory)

Organización de Consumidores y Usuarios (OCU)

Country of establishment of the Organisation -open reply- (compulsory)

Spain

Address -open reply- (compulsory)

Calle Albarracín, 21. E-28037 Madrid

Website address (if available) -open reply- (optional)

www.ocu.org

Name contact person -open reply- (compulsory)

david ortega peciña

Telephone number contact person -open reply- (compulsory)

+34913009021

E-mail contact person -open reply- (optional)

dortega@ocu.org

Stakeholder group -single choice reply- (compulsory)

NGO

Size of the organisation -single choice reply- (compulsory)

100 - 149

PRINT

EXPORT RECORD