

# 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

211852227121627608

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?

consumer refers to problem which requires a legal advice

How do you define enquiries?

consumer refers to problem which requires an information

Other definitions. Please specify here.

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](mailto:SANCO-consumercomplaints@ec.europa.eu)

it's not enough space for explaining

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?

Introduce an obligatory system

Please explain.

The obligatory system requires stable, permanent funding from the Commission. Voluntary system will cover only those bodies which have sufficient resources. However, most consumer organisation have no financial means for introducing and operating such system.

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

**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.)

No

Associated monetary value

No

Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)

Yes

Should the system use COICOP?

No

Should the system use an alternative sectorial classification?

Yes

Please specify  
created on the basis of consumer organisations experience

How often should participating parties report aggregate collected complaints to the Commission? Other

Please specify  
every 6 months

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? Yes

What would be the cost implications of changing your methodology? Significant

Please specify  
it depends on the classification used and frequency of reporting

Do you use an IT tool to classify complaints? Yes

Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.  
software elaborated specifically for registering consumer complaints, based on MS Access

Comments

## Personal data

Name of organisation  
Association of Polish Consumers

Country of establishment of the Organisation  
Poland

Address  
6 Gizow Str., 01-249 Warsaw

Website address (if available)  
www.skp.pl

Name contact person  
Grazyna Rokicka

Telephone number contact person  
+4822 6340669

E-mail contact person	
g.rokicka@skp.pl	
Stakeholder group	NGO
Size of the organisation	1 - 49