

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

641043058591427708

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

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

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

Introduce an obligatory system

Please explain.

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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?
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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.)
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Yes

Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)

Yes

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?
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Yes

Please specify

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

Quarterly

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	
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Comments	
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Personal data

Name of organisation	Zveza potrošnikov Slovenije Slovene Consumers Association
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Country of establishment of the Organisation	Slovenia
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Address	Frankopanska 5, 1000 Ljubljana, Slovenia
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Website address (if available)	www.zps.si
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Name contact person	/
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Telephone number contact person	+386 1 474 06 00
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E-mail contact person	zps@zps.si svetovanje@zps.si
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Stakeholder group	NGO
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Size of the organisation	1 - 49
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