

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

Meta Informations

Creation date

07-10-2008

Last update date

User name

null

Case Number

513429809401628108

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?

Complaints are collected in our database of consumers' complaints which is filled directly by consumers. The second source of complaints (and of second separated database) are our advisory services - when the consumer visits our office or call us for help, his complaint is written in our database according to the case.

How do you define enquiries?

The enquiries are collected via public enquiries published on our website mostly. Part of them could be found also in the database specified above but these are used to be separated while that database deals with problematic issues mostly and not with 'general view'.

Other definitions. Please specify here.

Who is eligible to send you a complaint?	Consumer Business Other
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Please specify other

Media, professional advisory offices, "friends of consumers",...

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

Was sent via email kebort@spotrebitele.info

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.

I think that the motivation is stronger power than any law. If we would say something to do directly it is possible to obtain an limited outcome. However the voluntary organizations collect these data for future utilization which makes them pretty more motivated to do it in right way even if the quantity of replies would be lower definitely (compared to the obligatory 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?	No
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Please explain.

Consumers' organizations solve the complicated complaints mostly which were not solved directly in the shop. The seller could have better information about cases solved regularly.

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	No
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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
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?	Yes
How often should participating parties report aggregate collected complaints to the Commission?	Other

Please specify

Best way is to make the IT tool on-line. The databases could be synchronized e.g. every midnight with the central one then.

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?

Do not know

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.

The system was briefly described above (its structure). It serves us like a tool which should describe our activities and rough consumers' topics identification. However the structure is not compatible with the desired one right now. Maybe also the "time-costs" of our employees in relation to such permanent detailed database filling should be reflected.

Comments

Besides the IT tool itself the common classification of consumers' problems would be very valuable source not only for the Commission but also for participating organizations and national bodies.

Personal data

Name of organisation

SOS - Consumers' Protection Association

Country of establishment of the Organisation

Czech Republic

Address	
Novakovych 8, 180 00 Prague, Czech Republic	
Website address (if available)	
www.consumers.cz	
Name contact person	
Petr Huptych Michal Kebort	
Telephone number contact person	
+420 224239940	
E-mail contact person	
huptych@spotrebitele.info kebort@spotrebitele.info	
Stakeholder group	NGO
Size of the organisation	Other
Please specify	
About 20 full-time employees + tens (cca 100) of part-time and voluntary employees	