

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

349474529281827608

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

for local municipality, for Ministry

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

Introduce an obligatory system

Please explain.

so it is better to compare consumer complaints in Member States

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

Please explain.

also complaints addressed to sellers/retailers have be classified

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.)

Yes

Associated monetary value

Yes

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?

Quarterly

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

No

Would the provision of an IT tool developed by the Commission persuade you to use a harmonised methodology?

Yes

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

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| Please specify |
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| Our IT tool have be update |
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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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| we haven't stated yet to use IT tool to classify complaints |
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| Comments |
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| We work on base of various projects. Due to lack of money we haven't updated our IT tool yet, but it is very needed to update our consumer work. |
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Personal data

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| Name of organisation |
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| Tartu Consumer Advice and Information Centre |
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| Country of establishment of the Organisation |
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| Estonia |
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|---------|
| Address |
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|-----------------------------------|
| Tähe Str.4 5110110 Tartu, Estonia |
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| Website address (if available) |
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|---------------------|
| www.tartutarbija.ee |
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| Name contact person |
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| |
|--------------|
| Tiiu Mürsepp |
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| Telephone number contact person |
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|----------------|
| +372 5599 3741 |
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| E-mail contact person |
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|--|
| tiiu.muursepp@ut.ee and info@tartutarbija.ee |
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| Stakeholder group | NGO |
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| Size of the organisation | 50 - 99 |
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