

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

## Meta Informations

Creation date	10-09-2008
Last update date	
User name	null
Case Number	617943954171725408
Invitation Ref.	
Status	N

## Questionnaire

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 [SANCO-consumercomplaints@ec.europa.eu](mailto:SANCO-consumercomplaints@ec.europa.eu) -open reply- (compulsory)

we'll send our classification structure

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)

Introducing a obligatory system will mean obligatory changing our current system and this will involve high costs

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) Yes

**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)	No
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)	Do not know
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
training staff, interaction with our data bases, risk of losing data's,...	
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)	
It's an internal developed IT tool (E-mail + MACS)	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
Test-Achats	
Country of establishment of the Organisation -open reply- (compulsory)	
Belgium	
Address -open reply- (compulsory)	
Rue de Hollande, 13 1060 Brussels	

Website address (if available) -open reply- (optional)	www.test-achats.be
Name contact person -open reply- (compulsory)	
hugues thibaut - Anja Thienpont	
Telephone number contact person -open reply- (compulsory)	02 542 33 38
E-mail contact person -open reply- (optional)	
hthibaut@test-achats.be athienpont@test-achats.be	
Stakeholder group -single choice reply- (compulsory)	NGO
Size of the organisation -single choice reply- (compulsory)	200+

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