

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

Meta Informations

Creation date

10-10-2008

Last update date

User name

null

Case Number

608516514001228408

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

No

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

Introduce an obligatory system

Please explain.

The aim is to create a consistent and pan-European database of complaints. The value of the database will be significantly undermined if some countries' data is not included.

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.)	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 start collecting and reporting consumer complaints according to a voluntary harmonised methodology?	Do not know
Please specify	
Unable to comment at this time.	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool?	Do not know
Please specify	
Unable to comment at this time.	
What would be the cost implications of changing your methodology?	Do not know
Comments	
If COICOP is not used, then some sectoral information should be used instead.	

Personal data

Name of organisation

Which?

Country of establishment of the Organisation

United Kingdom

Address

2 Marylebone Road, London, NW1 4DF, UK

Website address (if available)

www.which.co.uk

Name contact person

Chris Warner Campaigns Lawyer

Telephone number contact person

+44 207 770 7203

E-mail contact person

chris.warner@which.co.uk

Stakeholder group

Other

Please specify

Consumers Association

Size of the organisation

200+