

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

Meta Informations

Creation date	04-09-2008
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Invitation Ref.	
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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) Yes

How do you define complaints? -open reply- (compulsory)

Requests for an out-of-court settlement, which are qualified as "mediations" by the AMF Ombudsman's department.

How do you define enquiries? -open reply- (compulsory)

Technical queries relating to all aspects of the AMF activities, which are qualified as "consultations" by the AMF Ombudsman's department.

Other definitions. Please specify here. -open reply- (optional)

Queries collected by the AMF Ombudsman's department also include the reporting of presumptions of market anomaly and irregular financial marketing which can lead to AMF investigations or the publication of a warning on the AMF website. These presumptions can be forwarded as well to the judiciary, when facts for which one is liable for prosecution are gathered.

Who is eligible to send you a complaint? - multiple choices reply- (compulsory) Consumer
Business
Other

Please specify other -open reply- (compulsory)

Associations (consumers, citizens)

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 -open reply- (compulsory)

As a division of the French financial markets authority, the Ombudsman's department collects complaints and queries which deals with financial matters (such as stock market regulation, listed companies, portfolio management for third parties, collective investment scheme). The Ombudsman's department does not have jurisdiction in the field of taxation, life insurance or banking. Please note that a copy of our classification structure has been sent to SANCO-consumercomplaints@ec.europa.eu.

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)	
We find interesting to work on a voluntary basis with the Commission towards developing a harmonised methodology for classifying and reporting consumer complaints. Indeed, an obligatory system seems premature considering the diversity of legislations and the lack of exhaustive inventory fixtures concerning the examination of complaints.	
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)	Yes
Associated monetary value -single choice reply- (compulsory)	Yes
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)	Yes
Should the system use COICOP? -single choice reply- (compulsory)	No
Should the system use an alternative sectorial classification? -single choice reply- (compulsory)	Yes
Please specify -open reply- (compulsory)	
Due to the variety of stakeholders, we rely on the Commission's suggestions.	
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)	Yes
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Do not know
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 is a specialised software developed for the Ombudsman's department.	
Comments -open reply- (optional)	
It could be useful, in future, to have a harmonised glossary of each term used in public consultations, to make sure that all participants have the same understanding of the different questions. Indeed, the terms used are too large and subject to misunderstanding. Therefore, our answers may not be totally pertinent. Otherwise, we would like to know how the European Commission will make explicit these public consultations and the time period within which this expected policy will be applied.	
Personal data	
Name of organisation -open reply- (compulsory)	
Autorité des Marchés Financiers (AMF)	
Country of establishment of the Organisation -open reply- (compulsory)	
France	
Address -open reply- (compulsory)	
17, place de la Bourse 75082 Paris cedex 02	
Website address (if available) -open reply- (optional)	www.amf-france.org
Name contact person -open reply- (compulsory)	
Mrs Madeleine GUIDONI (The AMF Ombudsman)	
Telephone number contact person -open reply- (compulsory)	01 53 45 59 61 or 01 53 45 59 62
E-mail contact person -open reply- (optional)	
m.guidoni@amf-france.org	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
1-49 = size of the Ombudsman's department 200+ = size of the AMF	