

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

585385257491627608

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

Bankensektor

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

Take no action

Please explain.

siehe unser gesondert per E-Mail folgenden Kommentar

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.

Please give your view on whether a new classification system should include data on the following variables.

Number of complaints

Yes

Number of enquiries

No

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?

No

Should the system use an alternative sectorial classification?

No

Please specify

How often should participating parties report aggregate collected complaints to the Commission?

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Do not know
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What would be the cost implications of changing your methodology?	Do not know
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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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Comments
Aus der Sicht des Bankenverbandes als Träger des außergerichtlichen Streitbeilegungsverfahrens „Ombudsmann der privaten Banken“ stößt die Prämisse der Europäischen Kommission, dass die Anzahl von Verbraucherbeschwerden einen Indikator dafür darstelle, ob Märkte funktionieren, auf grundsätzliche Vorbehalte. Siehe hierzu im Einzelnen unseren per E-Mail folgenden Kommentar.

Personal data

Name of organisation
Bundesverband deutscher Banken e.V.

Country of establishment of the Organisation
Germany

Address
Burgstraße 28 10178 Berlin

Website address (if available)
www.bankenverband.de

Name contact person
Thomas Lorenz Britta Stegmann Katrin Upmeier

Telephone number contact person
030 1663 3190/3160/3170

E-mail contact person
Ombudsmann@bdb.de

Stakeholder group	Industry
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Please specify sector of operation
Bankensektor

Size of the organisation	100 - 149
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