

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

Meta Informations

Creation date	12-09-2008
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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)

Any declaration of dissatisfaction coming from consumers who deem that are not receiving the appropriate treatment with regard to quality of service/ supply, and price.

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

Any clarification regarding energy services related issues requested by consumers.

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

In the spanish procedure the complaints are divided into two different categories: on the one hand the COMPLAINTS (strictu sensu) and on the other the CLAIMS, whereby the consumer not only expresses his concern about a certain issue but also claims some kind of compensation in return.

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 -open reply- (compulsory)

ENERGY

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)

An obligatory system is de preferred option since the latter would facilitate future benchmarkings. However, the most realistic system would be the voluntary one.

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)

No

Please explain. -open reply- (optional)

This would provide the system with greater transparency and objectivity.

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)

Yes

How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)

Monthly

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)

Significant

Please specify -open reply- (optional)

The cost would depend on the depth of reforms needed to achieve (e.g. only set up a database, a specific agency, only a department within the Ministry,...)

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 single spreadsheet (excel) for internal use only.

Comments -open reply- (optional)

The system differentiates between sectors (electricity and gas) and within each sector subdivides into different kind of complaints (e.g. type of supply, claimer, kind of consumer who complaint, company against whom the complaint is addressed, entry and exit registry...)

Personal data

Name of organisation -open reply- (compulsory)

Comisión Nacional de Energía-

Country of establishment of the Organisation -open reply- (compulsory)

SPAIN

Address -open reply- (compulsory)

Calle Alcalá, 47, 28014 MADRID

Website address (if available) -open reply- (optional) www.cne.es

Name contact person -open reply- (compulsory)

Alicia Gregorio

Telephone number contact person -open reply- (compulsory) +34 91 7879791

E-mail contact person -open reply- (optional)

aga@cne.es

Stakeholder group -single choice reply- (compulsory) Member State Authority

Size of the organisation -single choice reply- (compulsory) 200+

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