

# 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

043983135011227608

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

Complaints can be made about any conduct or action by an investment firms which and invsteors feels has harmed its interests, including errors, delays or carelessness.

How do you define enquiries?

Any question formulated by any person (non-professional) on the securities markets and the information generated in their orbit which may be of interest to the investor, and comes within the competence of the CNMV.

Other definitions. Please specify here.

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](mailto:SANCO-consumercomplaints@ec.europa.eu)

Investment Services

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

Please explain.

We would support an obligatory system but we consider more efficient introduce a voluntary system.

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.

We consider that a global vision of complaints is necessary. At least in the investment service sector the majority of complaints is handled only by the financial firms .

**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)	No
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Should the system use COICOP?	Yes
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How often should participating parties report aggregate collected complaints to the Commission?	Yearly
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Yes
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What would be the cost implications of changing your methodology?	Not significant
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Do you use an IT tool to classify complaints?	Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. it is a specialised software.	
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Comments	
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## Personal data

Name of organisation	Comisión Nacional del Mercado de Valores - Investors Assistance Office
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Country of establishment of the Organisation	SPAIN
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Address	Miguel Angel, 11 28010 MADRID - SPAIN
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Website address (if available)	www.cnmv.es
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Name contact person	María José Gómez Yubero
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Telephone number contact person	+34 91 585 15 45
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E-mail contact person	myubero@cnmv.es
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Stakeholder group	Member State Authority
Size of the organisation	200+