

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

Meta Informations

Creation date	15-09-2008
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User name	null
Case Number	881457223441025908
Invitation Ref.	
Status	N

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)

expression of dissatisfaction (however friendly the language of the customer)

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

request for information

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

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)

Water Industry

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)

There is a large assumption made that harmonising complaints across the country, let alone the EU will provide measurable improvements in consumer satisfaction. In fact, the sharing of such data may lead to greater customer dissatisfaction as it is another example of privacy erosion.

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)

It would be difficult to rationalise that depending on whether the consumer was savvy enough to send their complaint to us versus the company should cause it to be measured in a different manner.

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)

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? -single choice reply- (compulsory)

Do not know

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)

Specialised software with customisable menus and fields. Output can be in simple Excel spreadsheet format.

Comments -open reply- (optional)

Personal data

Name of organisation -open reply- (compulsory)

Consumer Council for Water

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

England and Wales

Address -open reply- (compulsory)

1st Floor Victoria Square House Victoria Square Birmingham B2 4AJ United Kingdom

Website address (if available) -open reply- (optional)

www.ccwater.org.uk

Name contact person -open reply- (compulsory)

Evan Joanette

Telephone number contact person -open reply- (compulsory)

0121 345 1028

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

evan.joanette@ccwater.org.uk

Stakeholder group -single choice reply- (compulsory)

Member State Authority

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

100 - 149

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