

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
Last update date	
User name	null
Case Number	902507957451025908
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)

A formal dispute with the energy supplier

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

Disputes arising from the contractual relationship between energy consumers and an electricity supply undertaking, natural gas supply undertaking and district heating supply undertaking

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)

Energy - electricity, natural gas and district heating

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory) Introduce an obligatory system

Please explain. -open reply- (compulsory)

In order to collect sufficient data from each member state it shall be an obligation to deliver data

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)

No

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)

Quarterly

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)

Specialised software to be used in journal sytem

Comments -open reply- (optional)

Personal data

Name of organisation -open reply- (compulsory)

Energy Supplies Complaint Board

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

Denmark

Address -open reply- (compulsory)

Nyropsgade 30 DK-1780 Koebenhavn V

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

www.energianke.dk - (www.energianke.dk/00/ = english site)

Name contact person -open reply- (compulsory)

Georg Ferdinandsen

Telephone number contact person -open reply- (compulsory)

+45 7226 8201

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

gf@ks.dk

Stakeholder group -single choice reply- (compulsory)

Other

Please specify -open reply- (compulsory)

A private by the govenment endorsed consumer complaint board.

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

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