

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

Meta Informations	
Creation date	01-10-2008
Last update date	
User name	null
Case Number	872459835221427508
Invitation Ref.	
Status	N
Questionnaire	
Do you collect consumer complaints? - single choice reply- (compulsory)	No
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)	
No specific proposal. However, we would prefer a simple system which is to easy to use.	
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)	No
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)	No
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)	No
Should the system use COICOP? -single choice reply- (compulsory)	No
Should the system use an alternative sectorial classification? -single choice reply- (compulsory)	Yes
Please specify -open reply- (compulsory)	
No specific proposal.	
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Yearly
Would you be prepared to start collecting and reporting consumer complaints according to a voluntary harmonised methodology? -single choice reply- (compulsory)	Do not know
Please specify -open reply- (optional)	
It depends on how detailed the system will be and how much it requires extra work and costs ect.	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool? -single choice reply- (compulsory)	Do not know
Please specify -open reply- (optional)	
It depends on how detailed the system will be and how much it requires extra work and costs ect.	
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Do not know
Comments -open reply- (optional)	
<p>The Energy Market Authority can solve complaints on issues within the competence of the regulator. The Energy Market Authority's task is to supervise that the provisions of the Electricity market act and any rules and regulations issued under it are complied with. However, The Energy Market Authority cannot settle individual contractual disputes between energy companies and customers. In view of consumer protection, the Consumer Ombudsman supervises the legality of the terms of the contracts. The most common dispute resolution body in consumer issues is the Consumer Disputes Board.</p>	
Personal data	
Name of organisation -open reply- (compulsory)	
Energy Market Authority	
Country of establishment of the Organisation -open reply- (compulsory)	
Finland	
Address -open reply- (compulsory)	
Lintulahdenkatu 10, FIN-00500 Helsinki	
Website address (if available) -open reply- (optional)	www.energiamarkkinavirasto.fi

Name contact person -open reply- (compulsory)	
Ms. Eeva Kurkirinne	
Telephone number contact person -open reply- (compulsory)	+358 10 6050 057
E-mail contact person -open reply- (optional)	
eeva.kurkirinne@energiamarkkinavirasto.fi	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	1 - 49

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