

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

## Meta Informations

Creation date	23-09-2008
Last update date	
User name	null
Case Number	090843028091426708
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)

When a consumer has a problem with a party in the energy market and asks the VREG to intermediate or give a solution to his/her problem

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

This is when the VREG is asked for advice and the VREG isn't to take action against a market party

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

Who is eligible to send you a complaint? - multiple choices reply- (compulsory) Consumer  
Business  
Other

Please specify other -open reply- (compulsory)

Anyone can file a complaint with the VREG, f.e. local authorities, ...

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) -open reply- (compulsory)

The energy sector

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)

Because of the federal system in Belgium, it's difficult to get the data from the different parties and who would be responsible for giving the 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)

No

Please explain. -open reply- (optional)

If only the classification of complaints addressed to public parties is harmonised, there still wouldn't be a good image of the problems in the market. Some countries would have a lot of complaints because the public parties take a lot of action themselves and other countries would have few complaints because the market parties would solve the complaints themselves. So it is best to get the total of the complaints addressed to private parties and public parties

## 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)

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)

Every complaint about energy should be registered as an energy complaint even if the market party involved his/her main activity isn't energy

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)	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)	
a single spreadsheet	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
VREG	
Country of establishment of the Organisation -open reply- (compulsory)	
Belgium	
Address -open reply- (compulsory)	
Graaf de Ferrarisgebouw Koning Albert II-laan 20 bus 19 1000 Brussel	
Website address (if available) -open reply- (optional)	www.vreg.be
Name contact person -open reply- (compulsory)	
Stephanie Schildermans	
Telephone number contact person -open reply- (compulsory)	+32 2 553 13 58
E-mail contact person -open reply- (optional)	
Stephanie.Schildermans@vreg.be	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	1 - 49