

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

## Meta Informations

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03-10-2008

Last update date

User name

null

Case Number

773414311071427708

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

No

Who is eligible to send you a complaint?

Consumer  
Business

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)

Electricity & Gas

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

"classification systems" is too broad a term and would require to be specified. Furthermore, some classifications are specific to each sector and adaptation could be needed. A voluntary system for public entities (Q3) would appear as more flexible.

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?	Yes
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**Please give your view on whether a new classification system should include data on the following variables.**

Number of complaints	Yes
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Number of enquiries	Yes
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Sectors	Yes
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Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
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Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
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Associated monetary value	No
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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?	No
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Should the system use an alternative sectorial classification?	No
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Please specify

A more comprehensive description of COICOP would be necessary for organisations which do not use it to answer these questions. Systems and options should not be discussed at this stage (which is more to debate about general objectives & principles) - no options should be excluded. A "no" answer for these questions actually means "no opinion" on these issues at this stage of the consultation process.

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?	Do not know
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What would be the cost implications of changing your methodology?	Significant
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Please specify
Indications on the total cost for implementing current tool (adapted to electricity & gas sectors) for collecting consumer complaints & enquiries: EUR 550 000 (project management) + EUR 70 000 (Acquisition of the IT Tool) The cost of implementing a new classification within the current classification system should not be the issue. The main costs are more like learning costs on how to harmonise the use of a EU- common classification system.

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.
The system in use (ASP type) is satisfactory ("Siebel CRM On Demand") It is already in use for both the French national electricity and gas regulatory authority and for the French national energy ombudsman. It copes with mail, e-mail, phone complaints which are dealt with on three different geographical locations (1 front, 2 back offices).

Comments
- Q1: definitions of complaints & enquiries Classification system in use distinguishes between complaints & inquiries but data are displayed in an aggregated format. Distinctions are note made according to complaints/enquiries, but based on categories (like suppliers, offers, billing, meter reading...). Enquires - (fr: questions), their purpose is informative only. Most common enquiries are classified according to predefined categories: • connection to the grid & activation • meter reading, consumption estimation • billing • suppliers (list of available suppliers) • suppliers' offers • switching process • contractual issues • consumer rights Complaints - (fr: réclamation), their must express the customer's discontent. Most common complaints are classified according to predefined categories: • billing • meter reading • commercial practices • disconnection • refusal to give access to grids • cuts off

## Personal data

Name of organisation
Commission de Régulation de l'Energie (French National Regulatory Authority for Electricity and Gas Markets)

Country of establishment of the Organisation
France

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Stakeholder group	Member State Authority
Size of the organisation	100 - 149