

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

Meta Informations

Creation date

03-10-2008

Last update date

User name

null

Case Number

327397951061627708

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

No

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?

Introduce an obligatory system

Please explain.

So that there is a common methodological ground for collecting the information and displaying the results.

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?

No

Please explain.

It may be important that a defined classification applies for sellers/retailers for regulatory purpose.

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

Number of complaints	Yes
Number of enquiries	Yes
Sectors	Yes
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
Associated monetary value	Yes
Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	Yes
Should the system use COICOP?	No
Should the system use an alternative sectorial classification?	No
Please specify	
How often should participating parties report aggregate collected complaints to the Commission?	Yearly
Would you be prepared to start collecting and reporting consumer complaints according to a voluntary harmonised methodology?	No
Please specify	
We do not collect consumer complaints	
Would you be prepared to start collecting and reporting consumer complaints if the Commission provided you with an IT tool?	No

Please specify

We do not collect consumer complaints

What would be the cost implications of changing your methodology?

Do not know

Comments

Personal data

Name of organisation

ARCEP

Country of establishment of the Organisation

France

Address

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Stakeholder group

Other

Please specify

National regulatory authority

Size of the organisation

150 - 199