

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

Meta Informations

Creation date

02-10-2008

Last update date

User name

null

Case Number

279597657211227608

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

The complaint is an application, which concerns the termination of violation of rights or interests of an individual and the settlement which does not fall under court or administrative procedure.

How do you define enquiries?

There is no legal definition of enquiry.

Other definitions. Please specify here.

Who is eligible to send you a complaint?	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

We collect data in electricity and gas.

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

Please explain.

Our opinion is that there are different existing systems in Europe and it would be useful to harmonise them and create a voluntary system. This should be a framework for those organisations which do not have any systems yet.

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.

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)	No
---	----

Should the system use COICOP?	No
-------------------------------	----

Should the system use an alternative sectorial classification?	Yes
--	-----

Please specify
Classifications based on relevant legislation.

How often should participating parties report aggregate collected complaints to the Commission?	Other
---	-------

Please specify
Yearly data in every 3 years.

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Do not know
---	-------------

What would be the cost implications of changing your methodology?	Significant
---	-------------

Please specify

Do you use an IT tool to classify complaints?	Yes
---	-----

Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.
It's a single spreadsheet.

Comments
The Hungarian Energy Office deals with complaints in electricity and gas. In connection with any infringement of the provisions pertaining to household customers relating to quantities charged for, billing, payment of bills and metering, and for the suspension of service or disconnecting customers from the electricity service for reasons of late payment, and to reconnecting a household customer following payment of outstanding debts, the consumer protection authority shall have jurisdiction, having respect to the competencies of the Hungarian Energy Office.

Personal data

Name of organisation
Hungarian Energy Office

Country of establishment of the Organisation
Hungary

Address
H-1081 Budapest, Köztársaság tér 7.

Website address (if available)	
www.eh.gov.hu	
Name contact person	
Ms. Anikó Cs•reg	
Telephone number contact person	
+36 1 459-7841	
E-mail contact person	
csorega@eh.gov.hu	
Stakeholder group	Member State Authority
Size of the organisation	50 - 99