

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

Meta Informations	
Creation date	30-07-2008
Last update date	
User name	null
Case Number	388076604301421208
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)	
There is no official definition in our Principal Act. Having said this, complaints include all the various concerns raised by end-users with regards to the electronic communications market, after having exhausted their service providers' complaints handling procedure.	
How do you define enquiries? -open reply- (compulsory)	
There is no official definition in our Principal Act. Having said this, enquiries are all those questions raised by end-users with regards to the electronic communications market.	
Other definitions. Please specify here. -open reply- (optional)	
Who is eligible to send you a complaint? - multiple choices reply- (compulsory)	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 -open reply- (compulsory)	
Communications Sector, which includes: Television, Fixed Line Telephony, Mobile Telephony, Internet, eCommerce, Post and Radiocommunications.	
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)	
The Authority prefers having guidelines on the classification and reporting of consumer complaints.	

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)	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)	Yes
Associated monetary value -single choice reply- (compulsory)	Yes
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)	Yes
Should the system use COICOP? -single choice reply- (compulsory)	Yes
How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
Bi-Annually	
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)	No
Please provide more information -open reply- (optional)	

Comments -open reply- (optional)

Personal data

Name of organisation -open reply- (compulsory)

Malta Communications Authority (MCA)

Country of establishment of the Organisation -open reply- (compulsory)

Malta

Address -open reply- (compulsory)

Valletta Waterfront, Pinto Wharf, Valletta FRN 1913 Malta

Website address (if available) -open reply- (optional)

www.mca.org.mt

Name contact person -open reply- (compulsory)

Stephanie Scicluna

Telephone number contact person -open reply- (compulsory)

22059403

E-mail contact person -open reply- (optional)

sscicluna@mca.org.mt

Stakeholder group -single choice reply- (compulsory)

Member State Authority

Size of the organisation -single choice reply- (compulsory)

50 - 99

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