

# 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

259290648371327608

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

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; natural gas; district heating; water

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

Introduce an obligatory system

Please explain.
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Because voluntary system doesn't work
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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?
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Yes
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<b>Please give your view on whether a new classification system should include data on the following variables.</b>
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Number of complaints
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Yes
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Number of enquiries
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No
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Sectors
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Yes
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Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)
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Yes
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Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)
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Yes
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Associated monetary value
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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)
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No
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Should the system use COICOP?
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No
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Should the system use an alternative sectorial classification?
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No
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Please specify

How often should participating parties report aggregate collected complaints to the Commission?
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Yearly
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?
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Yes
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What would be the cost implications of changing your methodology?	Not significant
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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. single spreadsheet
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Comments
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## Personal data

Name of organisation
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National Control Commission for Prices and Energy
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Country of establishment of the Organisation
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Lithuania
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Address
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Algirdo str. 31, Vilnius
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Website address (if available)
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www.regula.lt
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Name contact person
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Kestutis Zilenas
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Telephone number contact person
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+370 5 2397822
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E-mail contact person
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kestutis.zilenas@regula.lt
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Stakeholder group	Member State Authority
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Size of the organisation	50 - 99
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