

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

Meta Informations

Creation date	25-09-2008
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User name	null
Case Number	842451051511626908
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)

According to art. 33 of Cyprus Law on Electronic Communications, the Commissioner proceeds with an investigation of a complaint provided that it falls within his jurisdiction and is not groundless.

How do you define enquiries? -open reply- (compulsory)

The Commissioner provides all the required information provided that this is not confidential only to written requests.

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)

The complaints are classified in two sectors- those regarding electronic communications and those regarding postal services

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)

A voluntary system could give the member states the opportunity to gain experience and evaluate the system before it comes obligatory.

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)

No

Please explain. -open reply- (optional)

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)

No

Associated monetary value -single choice reply- (compulsory)

No

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)

No

Should the system use an alternative sectorial classification? -single choice reply- (compulsory)

Yes

Please specify -open reply- (compulsory)

The complaints could be classified based on relevant legislation.

How often should participating parties report aggregate collected complaints to the Commission? -single choice reply- (compulsory)

Yearly

Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology? -single choice reply- (compulsory)

Do not know

What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Not significant
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)	
Office of the Commissioner of Electronic Communications and Postal Regulation	
Country of establishment of the Organisation -open reply- (compulsory)	
Cyprus	
Address -open reply- (compulsory)	
12 Hlioupoleos Str., 1101, Nicosia	
Website address (if available) -open reply- (optional)	www.ocecpr.org.cy
Name contact person -open reply- (compulsory)	
Irene Efstathiou	
Telephone number contact person -open reply- (compulsory)	00357 22 693000
E-mail contact person -open reply- (optional)	
irene.efstathiou@ocecpr.org.cy	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	1 - 49