

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

## Meta Informations

Creation date	29-09-2008
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Invitation Ref.	
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## 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)

We use the term "complaint" as a "formal expression of a consumer dispute with a supplier, which is filed via a written and signed form". The complaint typically consists of a description of the consumer dispute, a statement of what relief or compensation is requested, and any attached evidence to support the complainant's allegation. Our intervention in order to attain the consensual settlement of a consumer dispute is initiated after the written complaint has been received and filed.

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

We use the term "enquiry" as a "request received via telephone from consumers who need guidance on how to write and file their complaint or information about the jurisdictions and the institutional role of the Hellenic Consumers' Ombudsman"

Other definitions. Please specify here. -open reply- (optional)

Who is eligible to send you a complaint? - multiple choices reply- (compulsory) Consumer Other

Please specify other -open reply- (compulsory)

1) Consumer NGOs 2) Companies of the public and private sector in their capacity as consumers

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) -open reply- (compulsory)

We will send a copy of our existing classification structure we use via e-mail (see attached document "1-HCO-ClassificationStructure.pdf"). As you will notice, our classification is based in a one-level (sector) scheme.

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 Hellenic Consumers' Ombudsman will proceed to the adoption of a new complaints' classification that will likely ensue from the current consultation, providing that: • The proposed classification will fulfill some preconditions (see characteristics of our proposed alternative sectorial classification) • There will be availability of the required resources at the time of transition

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)

No

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

Yes

Please specify -open reply- (compulsory)

The preferable alternative sectorial classification should have the following characteristics: • Balanced, with not too many levels (preferably 2) • The bottom-most level class should not be numerous (preferably at most 40 in total). Since the complaints and enquiries are being characterized by the bottom-most level classes, a more complicated and multi-level hierarchy would hinder the effective classification of the complaints/enquiries. We also send a copy of an indicative two-level classification with the above characteristics via email to [SANCO-consumercomplaints@ec.europa.eu](mailto:SANCO-consumercomplaints@ec.europa.eu) (see attached document "2-HCO-IndicativeClassificationStructure.pdf")

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)	Yes
What would be the cost implications of changing your methodology? -single choice reply- (compulsory)	Significant
Please specify -open reply- (optional)	
The Hellenic Consumers' Ombudsman already has in operation an Information System, which handles complaints and enquiries. Thus, a likely change of the classification methodology should have the following consequences: • Need to change the software of the system • Need for transition of data of existing complaints/enquiries, which have been classified under the existing classification. The aforementioned changes demand a considerable amount of time and resources in terms of man-effort.	
Do you use an IT tool to classify complaints? -single choice reply- (compulsory)	Yes
Please provide more information on the system: is it a specialised software or a single spreadsheet, etc. -open reply- (compulsory)	
It is a proprietary information system, which has been designed and is being implemented in-house by our IT specialists. The system is being developed by using j2ee components and by employing open-source infrastructure software, such as: • JBoss application server, and • MySQL database server The whole system includes, among others, discrete subsystems for handling complaints and enquiries. The system is currently under development, but a few number of business procedures are operational.	
Comments -open reply- (optional)	
<b>Personal data</b>	
Name of organisation -open reply- (compulsory)	
Hellenic Consumers' Ombudsman	
Country of establishment of the Organisation -open reply- (compulsory)	
Hellas	
Address -open reply- (compulsory)	
144, Alexandras Av., 11471, Athens	
Website address (if available) -open reply- (optional)	www.synigoroskatanaloti.gr
Name contact person -open reply- (compulsory)	
Vissarion Papagiannis (IT Specialist)	
Telephone number contact person -open reply- (compulsory)	(+30) 210 6460284
E-mail contact person -open reply- (optional)	
v.papagiannis@synigoroskatanaloti.gr	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	1 - 49

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