

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

Meta Informations	
Creation date	20-08-2008
Last update date	
User name	null
Case Number	656046648041723308
Invitation Ref.	
Status	N
Questionnaire	
Do you collect consumer complaints? - single choice reply- (compulsory)	Yes
Do you collect consumer enquiries? -single choice reply- (compulsory)	No
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)	
(tele)communication	
Which is your preferred policy option on the issue of harmonising consumer complaints classification systems? -single choice reply- (compulsory)	Introduce an obligatory system
Please explain. -open reply- (compulsory)	
the international comparability would have substantial advantages for the evaluation of the own performance	
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)	No
Please specify -open reply- (optional)	
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)	Not significant
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 specialised software	
Comments -open reply- (optional)	
Personal data	
Name of organisation -open reply- (compulsory)	
RTR GmbH	
Country of establishment of the Organisation -open reply- (compulsory)	
Austria	
Address -open reply- (compulsory)	
Mariahilfer Str. 77-79, A-1060 Vienna	

Website address (if available) -open reply- (optional)	www.rtr.at
Name contact person -open reply- (compulsory)	
Stefanie Reim	
Telephone number contact person -open reply- (compulsory)	0043 58058 117
E-mail contact person -open reply- (optional)	
stefanie.reim@rtr.at	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	50 - 99

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