

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

## Meta Informations

Creation date

08-10-2008

Last update date

User name

null

Case Number

668790059291128208

Invitation Ref.

Status

N

## Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

Yes

How do you define complaints?

In March 2007, it was created the Division of End-Users Support. This area ensures the treatment of all the requests - complaints, enquiries, petitions and suggestions on the Market received in ANACOM, promoting information and clarification of users of electronic communications and postal services, as well as the general public. Complaints are considered all communications through which end-users report to ANACOM a situation considered to be detrimental to their rights or interests, and/or to the rights of citizens, the Constitution, the law in general and the public interest.

How do you define enquiries?

Enquiries are considered all communications through which end-users request to ANACOM the provision of certain information.

Other definitions. Please specify here.

Petitions: request or proposal addressed to ANACOM for this Authority to propose or adopt certain measures. The right to petition is enshrined in the Constitution and ensures the protection of citizens' rights, the Constitution, the law and the public interest; Suggestions: communications through which end-users bring to the attention of ANACOM an assessment of quality of service provided by the Authority as well as concrete proposals for improving the functioning of service and contributions to its modernization.

Who is eligible to send you a complaint?	Consumer Other
--	-------------------

Please specify other

ANACOM collects complaints, enquiries and other kinds of requests, which are directly addressed by end-users, or by Consumer Protection Associations, that forward to ANACOM the complaints or requests received from end-users which are related to the communications sector. Also, ANACOM receives, from the providers of electronic communication services and from the providers of postal services, the complaints registered by end-users on the Complaint Books, available at the providers' stores.

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)

See file sent to DG SANCO by email.

Which is your preferred policy option on the issue of harmonising consumer complaints classification systems?	Introduce a voluntary system
---	------------------------------

Please explain.

Introducing a voluntary system could be helpful to encourage some organisations that do not have a complaints handling system to adopt one, as well as to enable data comparison between EU members by using a classification system organized by common criteria. However, we do not consider being necessary the replacement of the current collect complaints systems in use, namely the IT tools already implemented. The current systems, if effective, can be adapted in order to enable data report and data comparison between EU members.

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?	Yes
--	-----

**Please give your view on whether a new classification system should include data on the following variables.**

Number of complaints	Yes
Number of enquiries	Yes
Sectors	Yes
Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	No
Associated monetary value	No
Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	Yes
Should the system use COICOP?	No
Should the system use an alternative sectorial classification?	No
Please specify	
Although it allows the potential for comparison between separate countries in the future, COICOP can be considered rather simplistic, at least regarding electronic communication services (ecs), as it does not include television services, postal services and does not have a complete description of the ecs included. Also, COICOP just refers to the services in which end-users have made expenditure, not including a single reference to the subject that gave rise to end-users' complaints.	
How often should participating parties report aggregate collected complaints to the Commission?	Other
Please specify	
At the end of each semester, statistical information on the type, number and issue of requests received can be sent to the Commission, on terms to be defined also by the Commission.	
Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Do not know
What would be the cost implications of changing your methodology?	Significant

Please specify

The cost implications of changing ANACOM methodology can be significant, depending on the extent of the harmonization required. ANACOM has an effective handling complaints system, including the software SGTSM developed on purpose. SGTSM has a specific classification system updated every year, according to new issues addressed by claimants, or legislative changes occurred on the communications framework. The complete assessment of the system is in progress, as it is in force only for over a year.

Do you use an IT tool to classify complaints?

Yes

Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.

The entry into operation, in January 2007, of a new software tool, SGTSM, for managing the processing of requests, with features at the level of modernization, automation and simplification of procedures, led to an increase in efficiency and quality of services that ANACOM offers in this area, as well as to an improvement of its management tools and mechanisms for obtaining statistical information necessary to effective performance of its duties.

Comments

## Personal data

Name of organisation

ICP-Autoridade Nacional de Comunicações (ANACOM), Portuguese NRA for the communications sector.

Country of establishment of the Organisation

Portugal

Address

Head Office Av. José Malhoa, 12 1099 - 017 Lisboa (Lisbon)

Website address (if available)

ww.anacom.pt

Name contact person

Maria Corte-Real

Telephone number contact person

217212625

E-mail contact person

maria.cortereal@anacom.pt

Stakeholder group

Member State Authority

Size of the organisation

200+