

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

Meta Informations	
Creation date	08-09-2008
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User name	null
Case Number	359636223191025208
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)	
Complaints involve all cases in which the law has been breached	
How do you define enquiries? -open reply- (compulsory)	
We consider all requests for information, e.g. on how to file a complaint, as enquiries	
Other definitions. Please specify here. -open reply- (optional)	
Mediation involves all cases where the parties have divergent opinions, e.g. on the amount of an invoice. To pursue mediation it is necessary to complete the complaint procedure with the telecommunications or postal provider first. Also both parties must agree to mediation	
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)	
Within its consumer dimension UKE handles: - complaints (including requests for intervention) - mediation - arbitration court proceedings - requests for information sent to our mail box - requests for information to our Consumer Call Centre These tools are available as regards complaints about telecommunications and postal services, the only exception being requests for intervention which do not apply to postal issues.	
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)

We recognize the need for the Commission to have a better overview of consumer complaints in the Member States. Alarming high number of complaints in a particular sector may be a sign of its malfunctioning and a good reason to intervene, either at national or European level. A voluntary system seems a good starting point, while its effectiveness could be evaluated in due time. In any case, given already high amount of reporting obligations, the system should not be too complicated or burdensome for those involved.

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)

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)

No

Please specify -open reply- (optional)

We do not have any preferences, but more importantly, we do not have any direct experience with the COICOP. As indicated earlier, the system based on whatever classification should not be too complicated or burdensome.

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)	Do not know
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)	
Comments regarding the variables: 1. In our case it is always sector-specific legislation: telecommunications or postal law. 2. At present, associated monetary value is indicated only for cases examined by the arbitration court	
Personal data	
Name of organisation -open reply- (compulsory)	
Office of Electronic Communications (UKE)	
Country of establishment of the Organisation -open reply- (compulsory)	
Poland	
Address -open reply- (compulsory)	
ul. Kasprzaka 18/20 01-211 Warszawa	
Website address (if available) -open reply- (optional)	www.uke.gov.pl
Name contact person -open reply- (compulsory)	
Aleksandra Stepnowska	
Telephone number contact person -open reply- (compulsory)	+48 22 53 49 110
E-mail contact person -open reply- (optional)	
a.stepnowska@uke.gov.pl	
Stakeholder group -single choice reply- (compulsory)	Member State Authority
Size of the organisation -single choice reply- (compulsory)	Other
Please specify -open reply- (compulsory)	
circa 600	

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