

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

613352617261128208

Invitation Ref.

Status

N

Questionnaire

Do you collect consumer complaints?

Yes

Do you collect consumer enquiries?

Yes

Do you classify complaints and enquiries separately?

No

Who is eligible to send you a complaint?

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

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

Our main concern is to opt for a classification system that is not too rigid and that allows to take into account the specificities of the sector and of the complaints handling body

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

Number of complaints	Yes
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Number of enquiries	Yes
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Sectors	Yes
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Nature/type of complaint (e.g. faulty goods, late delivery, overcharging, incorrect labelling, etc.)	Yes
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Mediums of transaction (e.g. face to face, internet, telephone sales, etc.)	Yes
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Associated monetary value	Yes
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Type of infringement and relevant legislation (e.g. horizontal legislation such as Unfair Commercial Practices or sector specific legislation such as Package Travel)	Yes
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Should the system use COICOP?	No
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Should the system use an alternative sectorial classification?	Yes
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Please specify

classification based on the market concerned

How often should participating parties report aggregate collected complaints to the Commission?	Yearly
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Would you be prepared to change your existing classification methodology to be in line with a voluntary harmonised methodology?	Do not know
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What would be the cost implications of changing your methodology?	Do not know
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Do you use an IT tool to classify complaints?	Yes
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Please provide more information on the system: is it a specialised software or a single spreadsheet, etc.
Presently, we are using a single spreadsheet. In the near future, we will use a MS CRM tool.

Comments

Personal data

Name of organisation
Commission wallonne pour l'Energie (CWaPE)

Country of establishment of the Organisation
Belgium (Wallonia)

Address
Avenue Gouverneur Bovesse, 103-106 B-5100 Jambes

Website address (if available)
www.cwape.be

Name contact person
Sabine Keirse

Telephone number contact person
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Stakeholder group	Other
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Please specify
Regulator

Size of the organisation	1 - 49
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