Assess record for 'Code for Effective Open Voluntarism: Good design principles for self- and co-regulation and other multistakeholder actions'

Meta Informations	
Creation date	26-06-2012
Last update date	
User name	
Case Number	
Invitation Ref.	
Status	N
Language	en
Profile of the Respondent	
Do you reply as:	on behalf of an organisation:
-single choice reply- (compulsory)	
Type of organisation:	professional organisations
-single choice reply- (compulsory)	
Name of organisation	
-open reply- (compulsory)	
Charte eTIC	
Name of contact person -open reply-	(compulsory)
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What is the country of main	BE - Belgium
establishment of your organisation?	DE DOGMIN
-single choice reply- (compulsory)	

Consultation

1. Please comment on the draft code

There are two options to transmit your comments:

a: Fill in the text box below, or

b: Download the document, insert your comments in track changes and re-upload below

Download: Draft Code
-open reply- (optional)

2a. Are you interested to take part in a network of excellence and Yes community of practice of effective open voluntarism?

-single choice reply- (optional)

2b. Please indicate in the text box below any existing reference material or experience you consider useful to share within this network of excellence and community of practice, in terms of website, reports or events. Feel free to upload any relevant material.

-open reply- (optional)

the "eTIC" professional code of conduct" (http://www.charte-etic.org). The 7 clauses contained in the Code relate to the commercial and contractual relations between customers and ICT suppliers (full text: http://www.charte-etic.be/publications/etic-code.pdf). To lend added weight to this commitment, an "alternative dispute resolution" system has been put in place to examine customer complaints relating to alleged non-compliance with the Code, which may see the authorization for the supplier to refer to the eTIC Code withdrawn. This system rests on the arbitration efforts of the 'eTIC Committee'. This Committee is a joint committee, made up of representatives from specialist companies, representatives from the professional users, several public institutions. Its manages any incoming complaints on the basis of a procedure aimed at mediation. The customer has a serious pressure tactic in cases where the supplier's conduct is seen to evade compliance with the Code (51 complaints out of 56 have been settled through conciliation). Currently, more than 800 ICT suppliers have signed the Code, representing a significant number on the Belgian and Luxembourg market. This code is supported by the 'Agoria' industry association and by many regional economic development institutions, Chambers of Commerce, Centres of excellence (Technopôles) and the 3 regional public bodies "Agence Wallonne des Télécommunications" (AWT), "Agence Bruxelloise pour l'Entreprise" (ABE) et "Agentschap Ondernemen" (AO).

3. Please share your knowledge, ideas and opinions about how best to ensure that voluntarism receives its appropriate share of attention in the policy-making toolbox. How best can we address the grey area of self-regulation that are not quite as purely autonomous as the wording in the 2003 Inter-institutional Agreement on better lawmaking implies, and yet has none of the characteristics required in that Agreement for a system to qualify as co-regulation, and how best to

give a new momentum to self- and co-regulation and open voluntarism to ensure that they are duly considered and practiced when they appear to be the most efficient route to the societal benefits in point. This does NOT mean voluntarism should substitute for lawmaking and regulation in any systematic manner, rather making the best possible use of voluntarism is critical to a highly effective policy approach. Please use the text box below or upload any additional relevant material.

-open reply- (optional)