



EU Statistical Platform for Consumer Complaints

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Harmonized complaints data

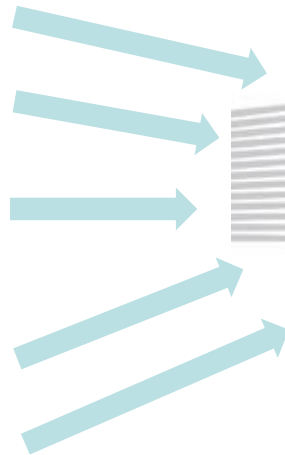
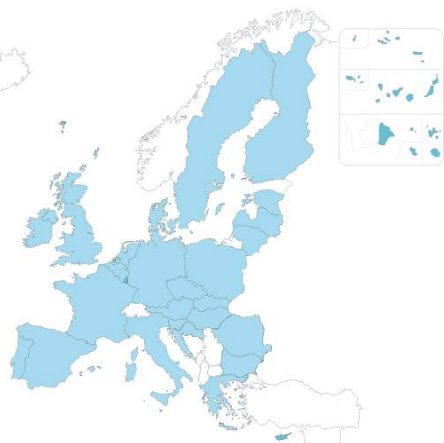
- Harmonized methodology adopted in May 2010
- Benchmark markets, observe trends, make comparisons across sectors and countries, identify common patterns
- Identify problems (by market, selling method, type of problem...)
- Evidence-based policy responses and enforcement actions to address real problems experienced by consumers
- Support measures in place (IT solutions, technical support, country workshops, grants for implementation)
- Over 1000 000 complaints registered since mid-2012 (42 organisations from 10 countries)
- More countries to join soon

Complaints information flows

Member States

SANCO

Complaints platform



Data presentation portal

- New online tool to present EU-wide consumer data to the general public
- Will be used to disseminate several sets of SANCO data (**Complaints**, Consumer Scoreboards, prices...)
- Technologically-advanced system allowing for complex data reporting, analysis and comparisons

Complaints platform - way forward

- Consultation with stakeholders on the nature of the publicly available data and their presentation
- Once the scope and presentation agreed complaints portal will be publicly available
- Monitoring by the Consumer Complaints Expert Group