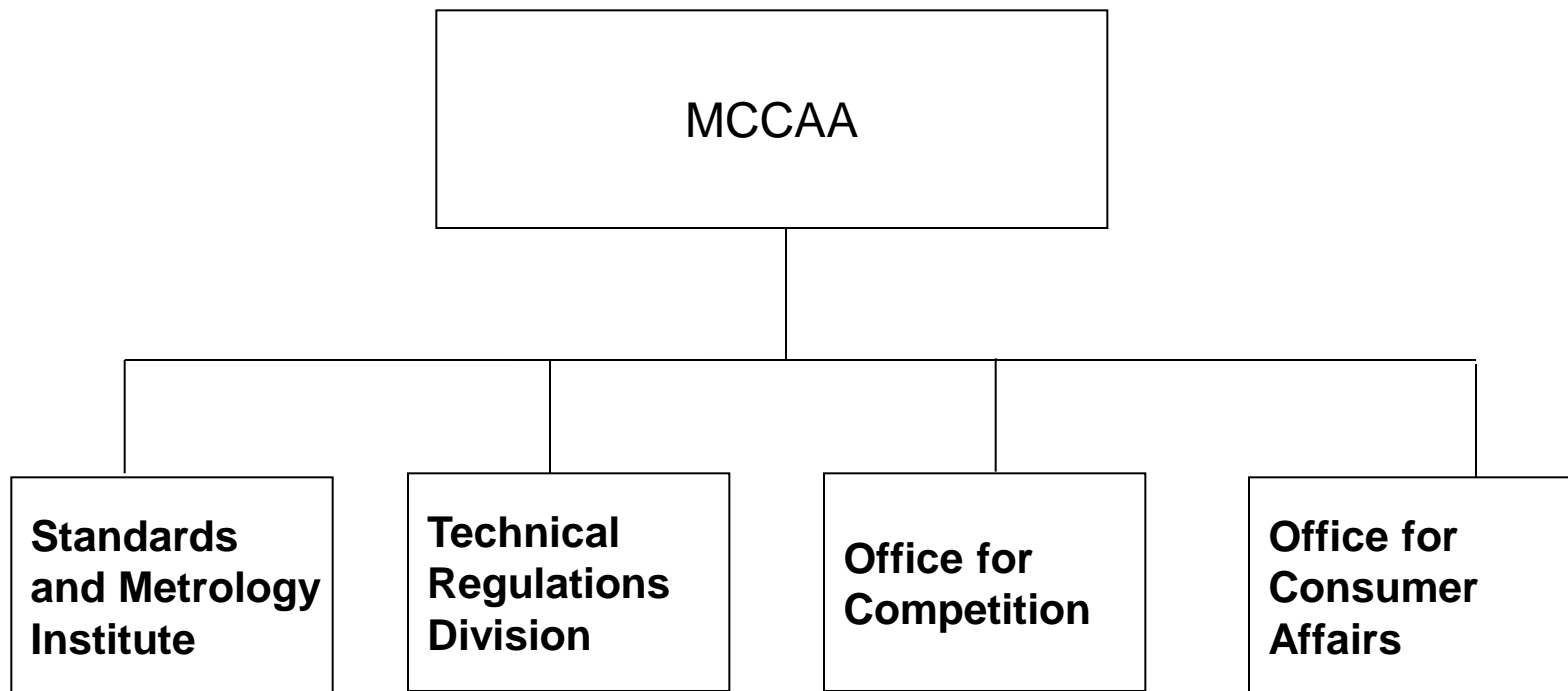


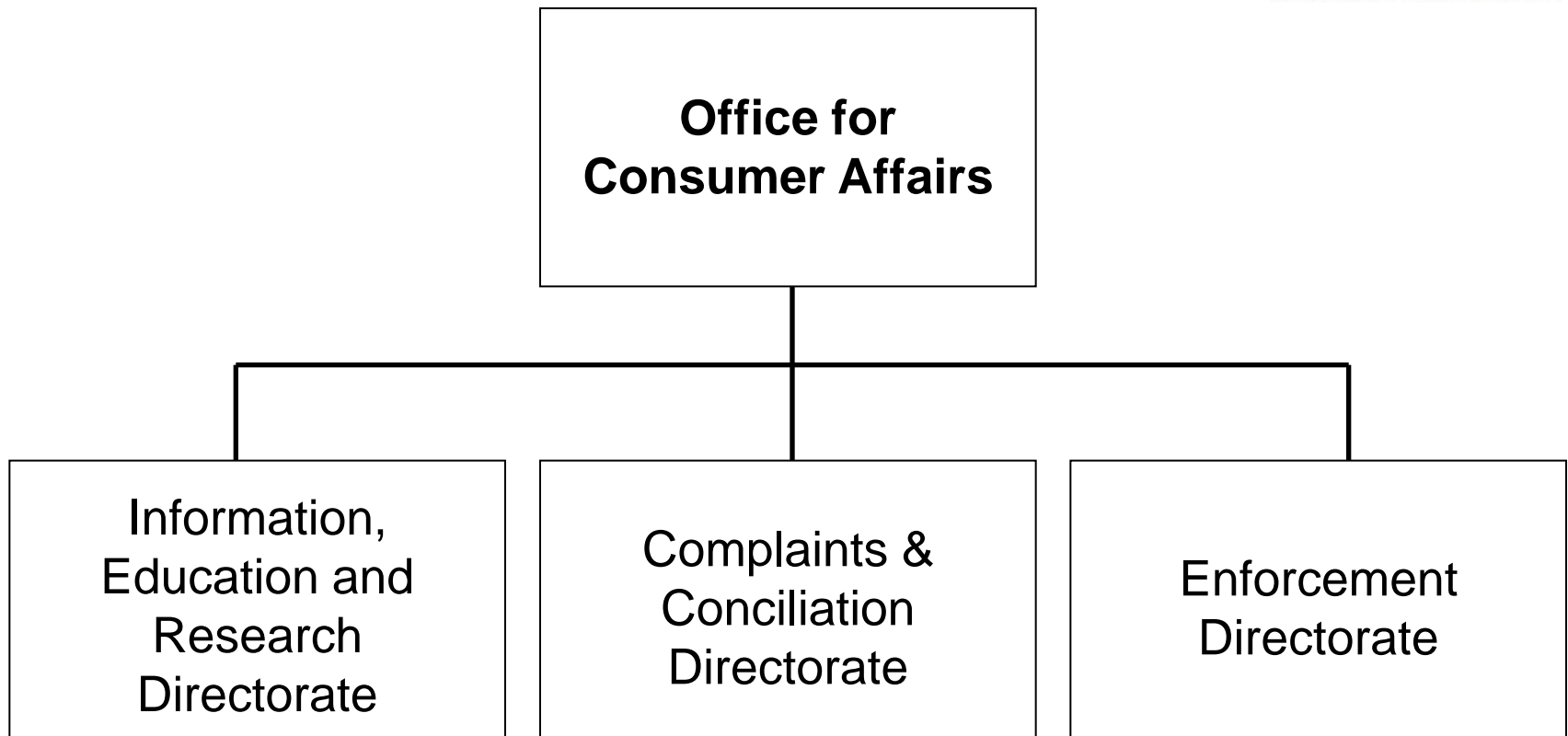


# Complaints Handling System

Implementing Commission Recommendation  
of 12.5.2010 on the use of a harmonised  
methodology for classifying and reporting  
consumer complaints and enquiries

# Malta Competition and Consumer Affairs Authority





# Complaints Handling System (CHS)

- Following Regulation (EC) No 2006/2004 the Malta Competition and Consumer Affairs Authority (then Consumer and Competition Department) built an internal Complaints Handling System (CHS) to record, process and follow complaints
- CHS system used specified area categories

# Complaints Handling System

- Allowed users to save scanned documents and add minutes to complaint files among many other functions
- Contained a set of categories wherein users were allowed to add sub-categories if necessary
  - System was complex but straightforward and easy to use
  - Too many sub-categories were created causing lack of structure and duplication

# Complaints Handling System

## Categories Prior to Commission Recommendation

<b>Advertising</b>	<b>Leisure</b>
<b>Brown Goods</b>	<b>Personal accessories</b>
<b>Computers</b>	<b>Pricing &amp; Schemes</b>
<b>Construction</b>	<b>Professional Services</b>
<b>Cosmetics</b>	<b>Public Utilities</b>
<b>Distance selling</b>	<b>Safety</b>
<b>Doorstep Contracts</b>	<b>Telecommunications</b>
<b>Furniture</b>	<b>Textiles</b>
<b>Household goods (electrical)</b>	<b>Toys &amp; Infant Goods</b>
<b>Household goods (non-electrical)</b>	<b>Transport</b>
<b>Insurance &amp; Finance</b>	<b>Unfair terms</b>

# Complaints Handling System

- Following Commission Recommendation of 12 May 2010, MCCAA opted to update its CHS by amending categories.
- System in place by January 2012
  - Limited time needed for staff training since old platform was used
  - Benefits of the old system remained in place
- Direct changeover used due to limited human resources
- Enquiries started being recorded as per recommendation

# Challenges

- Time constraints especially during peak hours particularly when inputting queries over the phone
  - Adding queries to the system proved to be time consuming
- Adapting categories to local markets
- Initially it was difficult for complaint handlers to get used to new categories



# Challenges

- Technical challenges
  - Constant communication with software developers is a must
  - Users should take note of challenges encountered when using the software
  - An in-house IT official would be ideal to help in adopting the system, maintaining and reporting any faults encountered by users
  - The above recommendations are particularly relevant to those entities opting to use tailor made software.

# The Way Forward

- Automation of data submission to take place shortly
- Users will keep on recording difficulties encountered to strengthen the system
  - Continuous software maintenance and updates where necessary
- Discussions underway with other Competent Authorities adopt the system



**MCCAA**

MALTA COMPETITION AND  
CONSUMER AFFAIRS AUTHORITY

***Thank You***

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