



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

- Status of implementation -

**Consumer Complaints Expert Group
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Implementation status

- 1) Member States that are sending harmonised complaint data:
 - Czech Republic, Belgium, Hungary, Italy, Poland, Lithuania, Malta, Spain
- 2) Member States that are to start sending the data in the first half of 2013
 - France, Portugal, Slovenia, Romania
- 3) About 385 000 complaints and enquiries in the database
 - for the first time included in Consumer Markets Scoreboard (Nov. 2012)
- 4) Conferences and IT expert visits in Member States

IT aspects

- ECCRS software
 - New / enhanced features based feedback from users
 - Available on CIRCABC
 - Online complaints registration form
 - Online reporting facility
- IT expert visit on-site - evaluation of the current situation, customised IT solution, supporting software developers
- Technical support:
 - marek.chroscicki@ec.europa.eu
 - SANCO-ECCRS-ADMINISTRATOR@ec.europa.eu



Country visits

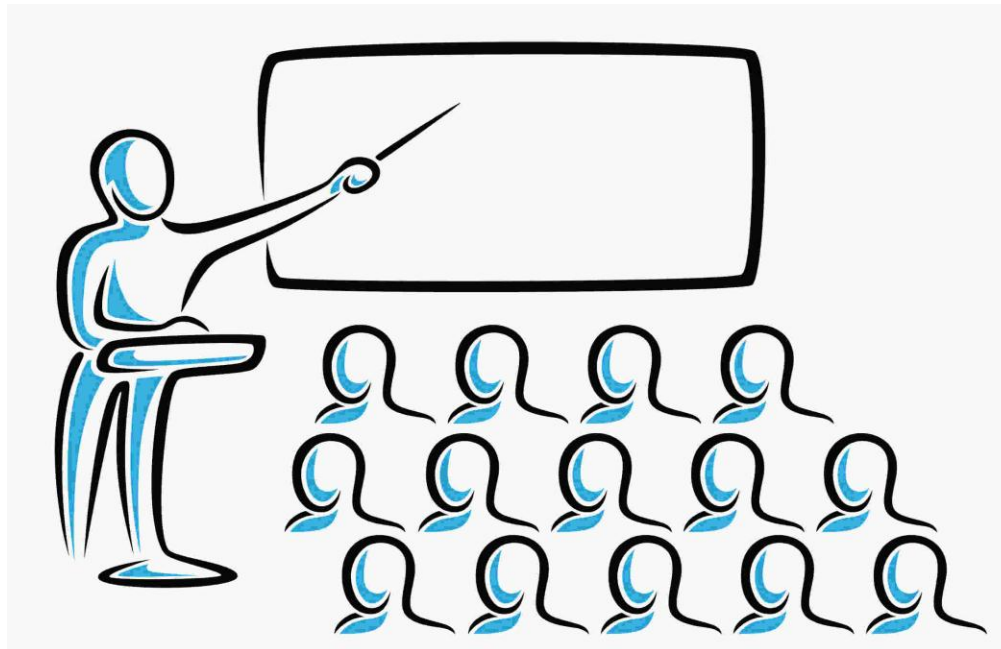
- 14 Member States so far
- Exchanges between the Commission and national stakeholders and among national stakeholders
- Hands-on sessions
- Next country visits planned for 2013



Next steps

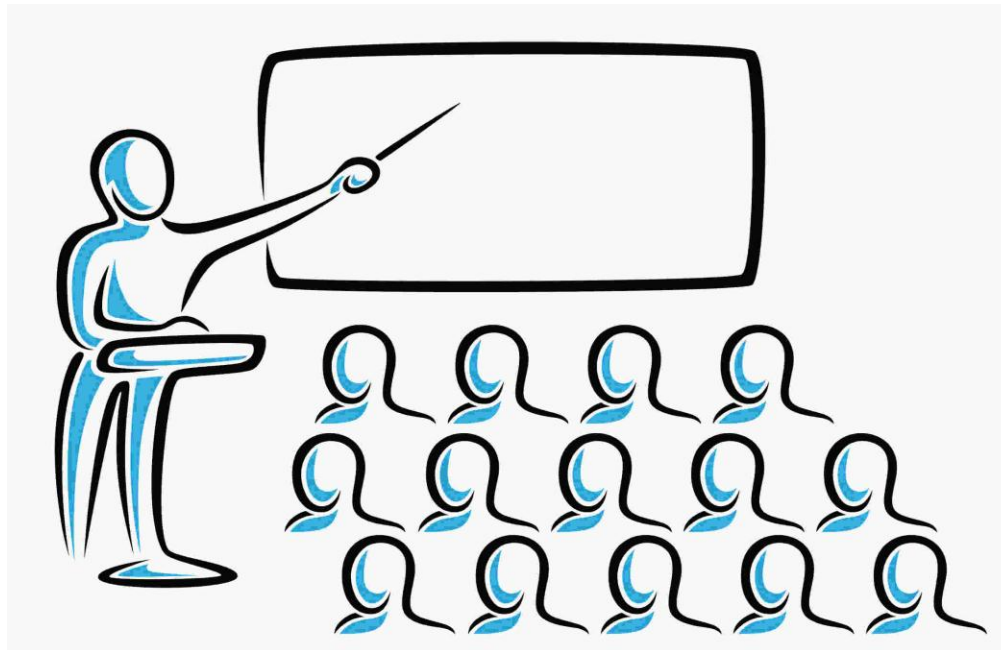
- Country visits
- IT expert visit
- Online complaints registration form
- Online reporting facility
- Online dissemination of aggregate data sets

Online complaints registration form



Online reporting facility

<http://webisanco.cc.cec.eu.int:30400/wijsp/scripts/login/webiStart.jsp?UTCOffset=60>

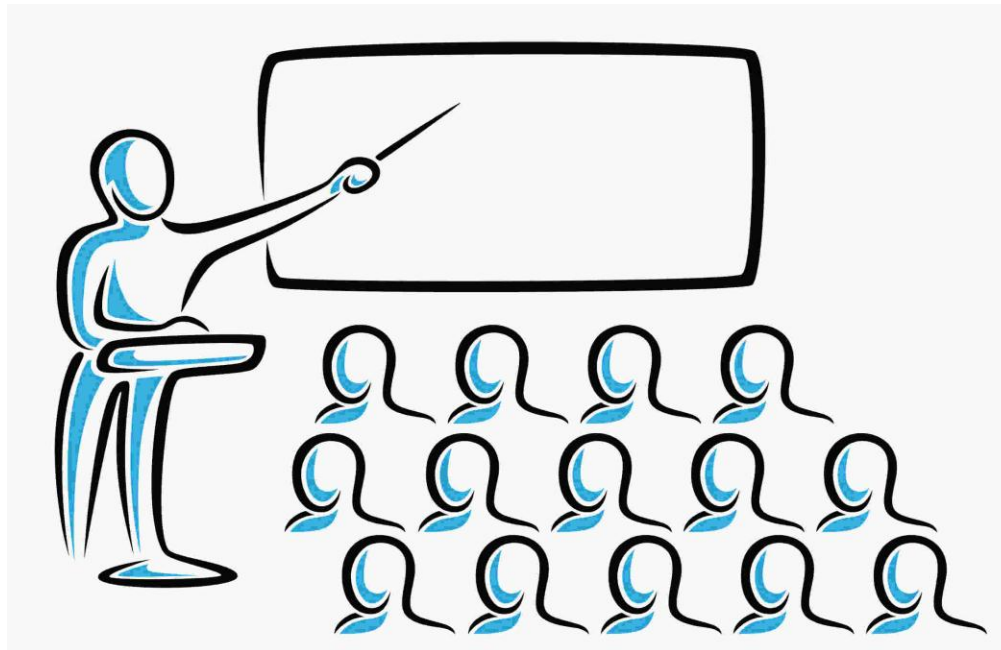


Resources

- CIRCABC – Consumer Complaints Expert Group:
 - <https://circabc.europa.eu/w/browse/3c1a8f83-e7de-4cfb-baad-32ee9300f87f>
 - ECCRS (training and production versions)
 - technical documentation
 - you need to sign up (2 steps)
- SANCO B1 web page:
http://ec.europa.eu/consumers/complaints/policy_framework_en.htm
- ECCRS project manager: marek.chroscicki@ec.europa.eu
- SANCO Unit B1: SANCO-CONSULT-B1@ec.europa.eu

CIRCABC – CCEG

<https://circabc.europa.eu/w/browse/3c1a8f83-e7de-4cfb-baad-32ee9300f87f>





Thank you!