



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

**Consumer Markets Expert Group
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Implementation status

- 1) Member States that are sending harmonised complaint data:
 - Czech Republic, Belgium, Hungary, Poland, Lithuania, Malta, Spain
- 2) Member States that are going to start sending the data in the second half of 2012
 - France, Italy, Portugal, Slovenia, Romania
- 3) About 270 000 complaints and enquiries in the database
- 4) Conferences and IT expert visit held in 14 Member States so far



IT aspects

- New version of ECCRS software
 - New features accordingly to feedback from users
 - 2 ECCRS release per year
 - Available on CIRCABC
- IT expert visit on-site - evaluation of the current situation, customised IT solution, supporting software developers
- Technical support: Mr Marek Chroscicki:
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Country visits

- Visits in 14 Member States held so far
- Exchanges between the Commission and national stakeholders and among national stakeholders
- Hands-on sessions
- Next country visits scheduled for second half of 2012



Next steps

- County visits
- IT expert visit
- New ECCRS releases
- Online dissemination compiled data sets



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



Thank you!