



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

***- Status of implementation -***

**Consumer Markets 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:
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  - [SANCO-ECCRS-ADMINISTRATOR@ec.europa.eu](mailto: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



**Thank you!**