



Register of Commission expert groups and other similar entities

Commission Expert Group

Name: Expert group on consumer complaints (E02205)
(Active - Group which operates on a permanent basis)

Abbreviation: CCEG

Policy Area: Consumer affairs

Lead DG: JUST - DG Justice and Consumers

Type: Informal, Permanent

Scope: Limited

Mission: To facilitate the development of a harmonised methodology for classifying and reporting consumer complaints across the EU and the EEA.

Task: Assist the Commission in the preparation of legislative proposals and policy initiatives

Contact: JUST-03@ec.europa.eu

Publication in RegExp: 25 Nov 2008

Link to Website:

http://ec.europa.eu/consumers/consumer_evidence/data_consumer_complaints/index_en.htm

Last updated: 15 Dec 2016

Additional Information

Activity Report

Date of the meeting: 18.02.2016. Issues discussed: - Welcome and adoption of the agenda. - Presentation of the new online collaborative space. - Progress in the implementation of the Complaints Recommendation. - Country updates and presentations. - Complaints data in the context of cross-border cooperation on consumer law enforcement. - Complaints classification by the European Consumer Centres. - Operational conclusions and way forward. Minutes of the meeting attached.

[Document 1](#)

(approx. 124 kb)

[Document 2](#)

(approx. 215 kb)

[Document 3](#)

(approx. 305 kb)

[Document 4](#)

(approx. 672 kb)

[Document 5](#)

(approx. 375 kb)

[Document 6](#)

(approx. 339 kb)

[Document 7](#)

(approx. 280 kb)

[Document 8](#)

(approx. 320 kb)

[Document 9](#)

(approx. 293 kb)

Activity Report

Date of the last meeting was on 02.10.2014 Issues discussed: Welcome and adoption of the agenda Presentation of the implementation of the Consumer Complaints Recommendation Presentation of the data dissemination platform (Commission) Country updates and presentations Questions and Answers session/AOB Minutes of the meeting attached.

[Document 1](#)

(approx. 145 kb)

[Document 2](#)

(approx. 392 kb)

[Document 3](#)

(approx. 323 kb)

[Document 4](#)

(approx. 1,726 kb)

[Document 5](#)

(approx. 618 kb)

[Document 6](#)

(approx. 969 kb)

[Document 7](#)

(approx. 817 kb)

[Document 8](#)

(approx. 580 kb)

[Document 9](#)

(approx. 56 kb)

[Document 10](#)

(approx. 408 kb)

[Document 11](#)

(approx. 35 kb)

Activity Report

Date of the last meeting was on 25.01.2013 Issues discussed: Welcome and adoption of the agenda Country presentations Presentation of the implementation of the Consumer Complaints Recommendation Questions and Answers session/AOB Minutes of the meeting attached.

[Document 1](#)

(approx. 50 kb)

[Document 2](#)

(approx. 32 kb)

[Document 3](#)

(approx. 311 kb)

[Document 4](#)

(approx. 356 kb)

[Document 5](#)

(approx. 1,034 kb)

[Document 6](#)

(approx. 555 kb)

[Document 7](#)

(approx. 130 kb)

[Document 8](#)

(approx. 703 kb)

[Document 9](#)

(approx. 545 kb)

[Document 10](#)

(approx. 848 kb)

[Document 11](#)

(approx. 341 kb)

Activity Report

Date of past meeting: 27.06.2011 Issues discussed: Presentation of the outcome of Consumer Summit Presentation of the latest Consumer Market Scoreboard and the future of Consumer Market Scoreboard Market Study on Internet access and provision Countries presentations (Austria, Romania, Belgium, Spain) concerning the situation and challenges by collecting consumer complaints Presentation of progress related to the implementation of the Consumer Complaints Recommendation Discussion on the proposed questionnaire to measure progress of the implementation of Complaints Recommendation Presentation of European Consumer Complaints Register System module for reporting Minutes of the meeting attached. Activity of CCEG: A network to facilitate the development of a harmonised methodology for classifying and reporting consumer complaints in the EU.

[Document 1](#)

(approx. 72 kb)

[Document 2](#)

(approx. 85 kb)

Selection Procedure (members)

Nominations of the first group members were made via the invitations sent for the first Expert Group meeting which took place on 15 January 2009. The members are Member States and private complaints handling bodies. It is for their authority to decide who will represent them. Interested parties (regulators, representatives of ombudsman services) are encouraged to take part in the meetings without being nominated by letter. They receive invitations and documents related to the work of the Expert Group.

Selection Procedure (members)

Selection of members: Members from different complaints handling bodies (governmental and private) at least 1 member per Member State. Member States authorities decide who will represent them at the meeting.

Internal Rules of Procedure

The expert group operates in an informal setting without any formal rules of procedure.

[Document 1](#)

(approx. 39 kb)

Members

Type C - Organisation

Name of Organisation	Category	Countries/Areas represented	Membership Status
Association Belge des Consommateurs Test-Achats / Belgische Verbruikersunie Test Aankoop (Test-Achats)	Professional Consultancies	Belgium	Member
Council of European Energy Regulators (CEER)	NGOs	European	Member
European Advertising Standards Alliance (EASA)	NGOs	Belgium	Member
European Consumer Centre Belgium (ECC Belgium)	NGOs	Belgium	Member
Lisbon Arbitration Centre for Consumer Complaints (CACCL)	Banks/Financial Institutions	Portugal	Member
Service de médiation des Assurances	Banks/Financial Institutions	Belgium	Member
Verbraucherzentrale Bundesverband (vzbv)	Professional Consultancies	Germany	Member

Type D - Member State Authority

Country		Membership Status
Austria	1 Public Authorit(y-ies)	Member
Belgium	2 Public Authorit(y-ies)	Member
Bulgaria	1 Public Authorit(y-ies)	Member
Croatia	1 Public Authorit(y-ies)	Member
Cyprus	1 Public Authorit(y-ies)	Member
Czech Republic	1 Public Authorit(y-ies)	Member
Denmark	1 Public Authorit(y-ies)	Member
Estonia	1 Public Authorit(y-ies)	Member
Finland	1 Public Authorit(y-ies)	Member
France	1 Public Authorit(y-ies)	Member
Germany	1 Public Authorit(y-ies)	Member
Greece	2 Public Authorit(y-ies)	Member
Hungary	1 Public Authorit(y-ies)	Member
Ireland	1 Public Authorit(y-ies)	Member
Italy	1 Public Authorit(y-ies)	Member
Latvia	1 Public Authorit(y-ies)	Member
Lithuania	1 Public Authorit(y-ies)	Member
Luxembourg	1 Public Authorit(y-ies)	Member
Malta	2 Public Authorit(y-ies)	Member
Netherlands	2 Public Authorit(y-ies)	Member
Poland	2 Public Authorit(y-ies)	Member
Portugal	2 Public Authorit(y-ies)	Member
Romania	1 Public Authorit(y-ies)	Member

Slovakia	1 Public Authorit(y-ies)	Member
Slovenia	1 Public Authorit(y-ies)	Member
Spain	1 Public Authorit(y-ies)	Member
Sweden	2 Public Authorit(y-ies)	Member
United Kingdom	1 Public Authorit(y-ies)	Member

Type E - Other public entity

Subgroups

No Subgroups assigned to this group.

Statistics

Number of Members: 39

Type A - Individual expert appointed in his/her personal capacity:	0	female: 0	male: 0
Type B - Individual expert appointed as representative of a common interest:	0	female: 0	male: 0

Type C - Organisation: 7

Type D - Member State Authority: 28

Number of Alternate Members: 0

Type A - Individual expert appointed in his/her personal capacity:	0	female: 0	male: 0
Type B - Individual expert appointed as representative of a common interest:	0	female: 0	male: 0

Type C - Organisation: 0

Type D - Member State Authority: 0

Number of Observers: 0

Type A - Individual expert appointed in his/her personal capacity:	0	female: 0	male: 0
Type B - Individual expert appointed as representative of a common interest:	0	female: 0	male: 0

Type C - Organisation: 0

Type D - Member State Authority: 0