

**Public Consultation Questionnaire concerning the "Harmonised methodology for classifying and reporting consumer complaints and enquiries"**

**Background information**

1) Do you collect .....

(a) enquiries

(i) Yes

(ii) No

(b) complaints

(i) Yes

(ii) No

*If yes to both(a) and (b) in question 1:*

2) Do you classify them separately?

(a) Yes

(b) No

3) Who is eligible to send you a complaint?

(a) consumers

(b) businesses

(c) consumer organisations

(d) other

4) How many ..... did you collect in 2008?

(a) enquiries

(b) complaints

Please disaggregate results according to the different groups (i.e. consumers, businesses, consumer organisations, other) that submitted the enquiries and complaints as indicated above.

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5) Do you collect information about the sector concerning the complaint?

(a) Yes

(b) No

6) Do you collect information about the type of complaint?

- (a) Yes
- (b) No

7) Do you use an IT tool to classify complaints?

- (a) Yes
- (b) No

*If "Yes" please give more details (e.g. do you use specialised software or a single spreadsheet)*

**Feedback on the "Harmonised methodology for classifying consumer complaints and consumer enquiries"**

**Feedback on Section A, "General information"  
Section A consists of both recommended and voluntary fields**

8) Do you have any remarks on the general information that needs to be collected?

9) Do you think that information on the "value of the loss incurred by the consumer" should be a recommended or a voluntary field for complaint registration?

- (a) Recommended field
- (b) Voluntary field

10) Do you have any remarks on the following definitions?

- (a) Consumer

- (b) Consumer complaint

[Empty rectangular box]

(c) Consumer enquiry

[Empty rectangular box]

(d) Complaint handling body

[Empty rectangular box]

## Feedback on Section B, Sector information

It is recommended that complaint bodies, at least, collect sector information at level 2, e.g. "1.12 Large domestic household appliances", for both complaints and enquiries

11) Do you agree with the 10 sectors (**level 1**) as identified in the current model? If not, please list the sectors you disagree with, or want to rename, or want to add.

12) Do you agree that "sector" information should be provided at level 2, e.g. "1.12 Large domestic household appliances", for enquiries?

(a) Yes

(b) No

Please explain

13) Do you have any **general remarks** on the 85 markets (**level 2**) as identified in the current model?

Can you please cluster your **specific remarks per market (level 2)** in the following boxes? Please indicate not only what you want to change but also why you want to change it.

### 1. Consumer Goods

### 2. General Consumer Services

### 3. Financial Services

**4. Postal Services and Electronic Communications**

**5. Transport Services**

**6. Leisure Services**

**7. Energy and Water**

**8. Health**

**9. Education**

**10. Other**

14) If you have any comments on **level 3** please cluster your specific remarks per market description in the following boxes? Please indicate not only what you want to change but also why you want to change it.

**1. Consumer Goods**

**2. General Consumer Services**

**3. Financial Services**

**4. Postal Services and Electronic Communications**

**5. Transport Services**

**6. Leisure Services**

**7. Energy and Water**

**8. Health**

**9. Education**

**10. Other**

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### Feedback on Section C, Type of complaint information

It is recommended that complaint bodies, at least, collect data on the "Type of Complaint " at level 1, e.g. "Quality of product or service", for complaints

Complaint bodies are encouraged to collect data on "Type of Complaint Information" at level 1, e.g. "Quality of product or service", for enquiries

15) Do you have any remarks on **level 1** of the type of complaint classification?

16) Do you have any remarks on **level 2** of the type of complaint classification?

### Reporting

(17) How should the reporting of data take place? (pick one, mutually exclusive options)

(a) The data should be reported by individual complaint handling bodies directly to the Commission

(b) The data should be aggregated by single national contact points which will then transfer it to the Commission. The contact points would be jointly chosen by the national consumer authorities and the Commission.

(c) Other (please specify)

18) How often should participating organisations provide the data to the Commission?

(a) Monthly

(b) Quarterly

(c) Every six months

(d) Yearly

(e) Other

*Please specify*



19) How often should the Commission make the collected data available to the organisations submitting the data?

- (a) Monthly
  - (b) Quarterly
  - (c) Every six months
  - (d) Yearly
  - (e) Other
- Please specify*

20) How often should the Commission make the collected data available to the general public?

- (a) Monthly
  - (b) Quarterly
  - (c) Every six months
  - (d) Yearly
  - (e) Other
- Please specify*

***To be answered by those who already collect consumer complaints***

21) Would you be prepared to change your existing classification methodology to be in line with the voluntary harmonised methodology as presented in the draft Recommendation?

- (a) Yes, my organisation will adopt it as it is
- (b) Yes, my organisation is interested in using it but with some changes

Please elaborate on the changes that you consider essential for your organisation to participate

(c) No, my organisation is not interested in adopting the harmonised methodology

Please elaborate on the reasons why your organisation is not interested

22) What would be the cost implications of changing your methodology? (No cost, not significant, significant, other, do not know)

- (a) No cost
- (b) Not a significant cost
- (c) Significant cost
- (d) Other

(e) Do not know

23) What kind of IT support tools would be significant in encouraging you to adopt the harmonised methodology?

(a) A data mapping software facilitating the transfer of data to the Commission. This would be feasible only in cases that complaint bodies use a different, yet **equally or more detailed methodology** than the harmonised methodology proposed by the Commission.

(b) A free basic complaint-handling software, incorporating the proposed methodology.

**Other remarks**

24) If you have any other remarks you would like to share with the European Commission, please use the following text box or send your comments to [SANCO-consumercomplaints@ec.europa.eu](mailto:SANCO-consumercomplaints@ec.europa.eu).