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**COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN
PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL
COMMITTEE AND THE COMMITTEE OF THE REGIONS**

**on a harmonised methodology for classifying and reporting consumer complaints and
enquiries**

Draft

COMMISSION RECOMMENDATION

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

[COM(2009) 346 final]

ELECTRONICAL VERSION ONLY

Draft

COMMISSION RECOMMENDATION

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

(Text with EEA relevance)

THE COMMISSION OF THE EUROPEAN COMMUNITIES,

Having regard to the Treaty establishing the European Community, and in particular Article 211 thereof,

- (1) The European Council in its Presidency Conclusions of 14 December 2007 has welcomed the Single Market Review which calls for Community policymaking and regulation to develop a better understanding of real outcomes for consumers in the Internal Market through the development of tools and indicators such as consumer complaints;
- (2) The European Parliament in its Resolution of 18 November 2008 on the Consumer Markets Scoreboard has invited the Commission and the Member States to work towards the harmonisation of the complaint classification systems used by the competent authorities and relevant consumer assistance services in the Member States and to establish a Community-wide database of consumer complaints;
- (3) The Commission Communication on "EU Consumer Policy strategy 2007-2013"¹ has set as one of its priorities the better monitoring of consumer markets and national consumer policies, including the development of a tool monitoring consumer complaints
- (4) Article 16 of Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws² authorises the Commission to work with the Member States on developing a common framework for the classification of consumer complaints,

HEREBY RECOMMENDS:

- (1) Aim

The aim of this Recommendation is to introduce a harmonised methodology for classifying consumer complaints and enquiries, to be used by complaint handling bodies in the Community, and their reporting to the Commission.

¹ Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions, "EU Consumer Policy strategy 2007-2013". {SEC(2007) 321}{SEC(2007) 322}{SEC(2007) 323}

² Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws.

(2) Scope

This Recommendation applies to:

(a) complaint handling bodies, in particular Member States' consumer authorities, consumer organisations, regulatory authorities, alternative dispute resolution bodies, complaint boards, independent Ombudsmen set up by government authorities, independent Ombudsmen-type services set up by traders, and industry self-regulatory bodies.

Any participation of complaint handling bodies will be subject to confidentiality requirements that such bodies may be bound to respect;

(b) all commercial advertising that is aimed at consumers, and sales and service contracts concluded between traders and consumers.

This Recommendation does not apply to consumer complaint handling mechanisms operated by traders and dealing with cases concluded directly with the consumer or mechanisms providing such services operated by or on behalf of a business.

(3) Definitions

For the purpose of this Recommendation:

(a) consumer means any natural person who is acting for purposes which are outside his/her trade, business, craft or profession

(b) consumer complaint means a statement of dissatisfaction made by a consumer with a specific trader, in relation to the promotion, sale or supply of a product, to a complaint handling body.

(c) consumer enquiry means a request for information, other than a complaint, made by a consumer concerning the promotion, sale or supply of a product to a complaint handling body.

(d) product means any goods or services including immovable property, rights and obligations.

(e) trader means any natural or legal person who, in relation to the promotion, sale or supply of a product, is acting for purposes relating to his/her trade, business, craft or profession and anyone acting in the name of or on behalf of a trader.

(f) complaint handling body means any body that is responsible for collecting complaints data, attempting to resolve complaints, giving advice, and providing information to consumers about complaints and/or enquiries, that is a third party to a complaint or enquiry by a consumer about a trader.

(4) Collection and classification of data

(a) Complaint handling bodies should complete data fields according to the values presented in the Annex.

(b) Complaint handling bodies should collect at least the following recommended data:

- (i) country of consumer
- (ii) country of the trader
- (iii) type of contact distinguishing between complaints and enquiries, and date of receiving the complaint or enquiry
- (iv) selling method
- (v) sector information at level 2, as this is provided in Section B of the Annex
- (vi) type of complaint information at level 1, as this is provided in Section C of the Annex

(c) Complaint handling bodies are encouraged to collect the following additional data:

- (i) advertising method
- (ii) type of premises
- (iii) means of payment
- (iv) name of the trader
- (v) value of the transaction
- (vi) value of the loss incurred by the consumer
- (vii) sector information at level 3, as this is provided in Section B of the Annex
- (viii) type of complaint information at level 2, as this is provided in section C of the Annex

(5) Reporting of data

(a) All complaint handling bodies should report all data, including the micro data for every individual complaint, corresponding to the fields described in point 4 (b) to the Commission.

(b) All complaint handling bodies are encouraged to report all data, including the micro data for every individual complaint, corresponding to the fields described in point 4 (c), with the exception of data on the "name of the trader", to the Commission.

(c) All bodies providing data to the Commission should report the data on a monthly basis.

(d) In case personal data are processed, it has to be done in line with national laws transposing Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data³. In particular, the principle of data minimisation shall apply and personal data in consumer complaints and enquiries should be, if possible, anonymised.

³ OJ No. L 281, 23.11.1995, p.31

(e) The Commission will publish all data received by complaint handling bodies reporting at least the recommended data described in point 4 (b).

Done at Brussels, [...]

For the Commission
Meglana Kuneva
Member of the Commission

ANNEX

DRAFT

Harmonised methodology for classifying consumer complaints and enquiries

Section A, "GENERAL INFORMATION"

1 Country of consumer

Recommended field for complaint registration

Voluntary field for enquiry registration

11 Austria

12 Belgium

13 Bulgaria

14 Cyprus

15 Czech Republic

16 Denmark

17 Estonia

18 Finland

19 France

20 Germany

21 Greece

22 Hungary

23 Italy

24 Ireland

25 Latvia

- 26 Lithuania
- 27 Luxembourg
- 28 Malta
- 29 The Netherlands
- 30 Poland
- 31 Portugal
- 32 Romania
- 33 Spain
- 34 Slovenia
- 35 Slovakia
- 36 Sweden
- 37 The United Kingdom
- 38 Iceland
- 39 Liechtenstein
- 40 Norway
- 41 Switzerland
- 42 Other

2 Country of the trader⁴

Recommended field for complaint registration

Voluntary field for enquiry registration

11 Austria

12 Belgium

⁴ Regulation (EC) 261/2004 of the European Parliament and of the Council of 11 February 2004 on establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, stipulates that in cases related to this Regulation a country is competent for all flights from airports situated on its territory and flight from a third country to such airports.

- 13 Bulgaria
- 14 Cyprus
- 15 Czech Republic
- 16 Denmark
- 17 Estonia
- 18 Finland
- 19 France
- 20 Germany
- 21 Greece
- 22 Hungary
- 23 Italy
- 24 Ireland
- 25 Latvia
- 26 Lithuania
- 27 Luxembourg
- 28 Malta
- 29 The Netherlands
- 30 Poland
- 31 Portugal
- 32 Romania
- 33 Spain
- 34 Slovenia
- 35 Slovakia
- 36 Sweden
- 37 The United Kingdom
- 38 Iceland
- 39 Liechtenstein

40 Norway

41 Switzerland

42 Other

3 Name of consumer complaint body handling the complaint

Recommended field for complaint registration

Voluntary field for enquiry registration

31 Free text

4 Type of contact by the consumer

Recommended field for complaint registration

Voluntary field for enquiry registration

41 Complaint

42 Enquiry

5 Date of contact by the consumer

Recommended field for complaint registration

Voluntary field for enquiry registration

51 DD – MM - YYYY

6 Selling method

Recommended field for complaint registration

Voluntary field for enquiry registration

- 61 Premises, including shop
- 62 Distance selling (e.g. phone, post), excludes e-commerce
- 63 E-commerce
- 64 Market, trade fair
- 65 Auction
- 66 Internet auction
- 67 Doorstep selling
- 68 Other
- 69 Do not know

7 Advertising method

Voluntary field for complaint registration

Voluntary field for enquiry registration

- 71 Face-to-face
- 72 Phone call
- 73 Text message
- 74 Audiovisual
- 75 Print (newspaper, brochure, flyer, etc.)
- 76 Internet (website)
- 77 E-mail
- 78 Radio
- 79 Outdoor (fixed or mobile)
- 80 Other

8 Type of premises

Voluntary field for complaint registration

Voluntary field for enquiry registration

81 Supermarket, Hypermarket

82 Discount store

83 Department store

84 Retail chain store

85 Retail store

86 Small shop, small store

87 Greengrocer, night shop

88 Street market, farm shop

89 Petrol station

90 Office

91 Travel agency, tour operator agency

92 Hospital, Clinic, Surgery

93 School

94 Other

9 Means of payment

Voluntary field for complaint registration

Voluntary field for enquiry registration

91 Cash

92 Debit card

93 Credit card

94 Cheque

95 Bank transfer

96 "Paypal" or similar

97 Wire transfer, "Western Union" or similar

98 Other

10 Name of the trader

Voluntary field for complaint registration

Voluntary field for enquiry registration

101 Free text

11 Value of the transaction

Voluntary field for complaint registration

Voluntary field for enquiry registration

In cases that this is applicable, the price paid by the consumer for a good or a service.

111 Currency

12 Value of the loss incurred by the consumer

Voluntary field for complaint registration

Voluntary field for enquiry registration

In cases that this is applicable, the monetary loss as declared by the consumer.

121 Currency

Section B, SECTOR INFORMATION

It is recommended that sector information be collected at least at level 2, e.g. 1.1 "Food – Fruit and vegetables", 1.2 "Food – Meat", for complaint registration

It is voluntary that sector information be collected at level 2, e.g. 1.1 "Food – Fruit and vegetables", 1.2 "Food – Meat", for enquiry registration

1.1.1 Consumer Goods

1	Consumer Goods
1.1	Food - Fruit and vegetables

Fruit

- fresh, chilled or frozen fruit,
- dried fruit, fruit peel, fruit kernels, nuts and edible seeds,
- preserved fruit and fruit-based products.

Excludes: jams, marmalades, compotes, jellies, fruit purees and pastes (1.4); parts of plants preserved in sugar (1.4); fruit juices and syrups (1.5).

Vegetables

- fresh, chilled, frozen or dried vegetables cultivated for their leaves or stalks (asparagus, broccoli, cauliflower, endives, fennel, spinach, etc.), for their fruit (aubergines, cucumbers, courgettes, green peppers, pumpkins, tomatoes, etc.), and for their roots (beetroots, carrots, onions, parsnips, radishes, turnips, etc.),
- fresh or chilled potatoes and other tuber vegetables (manioc, arrowroot, cassava, sweet potatoes, etc.),
- preserved or processed vegetables and vegetable-based products,
- products of tuber vegetables (flours, meals, flakes, purees, chips and crisps) including frozen preparations such as chipped potatoes.

Includes: olives; garlic; pulses; sweet corn; sea fennel and other edible seaweed; mushrooms and other edible fungi.

Excludes: potato starch, tapioca, sago and other starches (1.4); soups, broths and stocks containing vegetables (1.4); culinary herbs (parsley, rosemary, thyme, etc.) and spices (pepper, pimento, ginger, etc.) (1.4); vegetable juices (1.5).

1.2	Food - Meat
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Products in this category are:

- fresh, chilled or frozen meat of:
 - o bovine animals, swine, sheep and goat,
 - o poultry (chicken, duck, goose, turkey, guinea fowl),
 - o hare, rabbit and game (antelope, deer, boar, pheasant, grouse, pigeon, quail, etc.),
 - o horse, mule, donkey, camel and the like.
- fresh, chilled or frozen edible offal,
- dried, salted or smoked meat and edible offal (e.g. sausages, salami, bacon, ham),
- other preserved or processed meat and meat-based preparations (canned meat, meat extracts, meat juices, meat pies, etc.).

Includes: meat and edible offal of marine mammals (seals, walruses, whales, etc.) and exotic animals (kangaroo, ostrich, alligator, etc.); animals and poultry purchased live for consumption as food.

Excludes: lard and other edible animal fats (1.4); soups, broths and stocks containing meat (1.4).

1.3 Food – Bread and Cereals

Products in this category are:

- rice in all forms,
- maize, wheat, barley, oats, rye and other cereals in the form of grain, flour or meal,
- bread and other bakery products (crisp bread, rusks, toasted bread, biscuits, gingerbread, wafers, waffles, crumpets, muffins, croissants, cakes, tarts, pies, quiches, pizzas, etc.),
- mixes and doughs for the preparation of bakery products,
- pasta and pizza products in all forms,
- cereal preparations (cornflakes, oatflakes, etc.) and other cereal products (malt, malt flour, malt extract, potato starch, tapioca, sago and other starches).

Includes: farinaceous-based products prepared with meat, fish, seafood, cheese, vegetables or fruit.

Excludes: meat pies and fish pies (1.4); sweetcorn (1.4).

1.4 Food – Other

Includes:

- fish and shellfish,
- dairy products (milk, cheese and others),
- eggs/egg products,
- oils and fats (butter, margarine, olive oil, edible oil),
- baby/infant foods,
- herbs and spices,
- nuts/ nut products,
- soups, sauces,
- ready meals,
- additives,
- sugar, jam, honey, chocolate and confectionery,
- dietary products,
- food supplements,
- other food products not elsewhere classified.

1.5 Non-alcoholic beverages

The non-alcoholic beverages classified here are those purchased for consumption at home.

Includes:

- coffee, tea and cocoa,
- mineral waters,
- soft drinks,
- fruit and vegetable juices,
- syrups, concentrates.

Excludes non-alcoholic beverages sold for immediate consumption away from the home by hotels, restaurants, cafés, bars, kiosks, street vendors, automatic vending machines, etc. (6.5).

1.6 Alcoholic beverages

The beverages classified here include low or non-alcoholic beverages which are generally alcoholic such as non-alcoholic beer.

Includes:

- spirits and liqueurs,
- wine,
- beer.

The group excludes alcoholic beverages sold for immediate consumption at restaurants, cafés, bars, etc. (6.5).

1.7 Tobacco

Includes:

- cigarettes; cigarette tobacco (loose tobacco) and cigarette papers,
- cigars, pipe tobacco, chewing tobacco or snuff,
- lighters, lighter fuel, cigarette cases, cigar cutters, etc.

1.8 Clothing (including tailor-made goods) and footwear

Following items are included:

- clothing materials and garments for men, women, teenagers, children (three to 13 years) and infants (0 to two years), either ready-to-wear or made-to-measure, in all materials (including leather, furs, plastics and rubber), for everyday wear, for sport or for work,
- all footwear for men, women, teenagers, children (three to 13 years) and infants (0 to two years) including sports footwear suitable for everyday or leisure wear (shoes for jogging, cross-training, tennis, basket ball, boating, etc.),
- parts of footwear,
- underwear,
- gaiters, leggings and similar articles,
- ties, handkerchiefs, scarves, squares, gloves, mittens, muffs, belts, braces, aprons, smocks, bibs, sleeve protectors, hats, caps, berets, bonnets, etc.,
- sewing threads, knitting yarns and accessories for making clothing such as buckles, buttons, press-studs, zip-fasteners, ribbons, laces, trimmings, etc.,
- handbags and accessories.

Excludes:

- furnishing fabrics (1.10),
- articles of medical hosiery such as elasticated stockings (8.4),
- orthopaedic footwear (8.4),
- babies' napkins (1.25),
- protective gear for sports such as protective headgear, life jackets, boxing gloves, body padding, belts, supports, etc.; game-specific footwear (ski boots, football boots, golfing shoes and other such footwear fitted with ice skates, rollers, spikes, studs, etc.); shin-guards, cricket pads and other such protective apparel for sport (1.15),
- paper handkerchiefs (1.23),
- watches, jewellery, cufflinks, tie-pins (1.24),
- glasses, walking sticks and canes (8.4)
- umbrellas and parasols, fans, key rings (1.24).

1.9 House maintenance and improvement goods

Following items are included:

- DIY materials,
- paint and wall coverings,
- fences and sheds,
- power tools (e.g. drill, chainsaw),

- non-electrical tools,
- gardening equipment / tools (non-electrical),
- lawn mowers.

Excludes:

- household appliances (1.12 or 1.13).

1.10 Furnishings

Furniture and furnishings, carpets and other floor coverings, household textiles, glassware, tableware and household utensils.

Includes:

- beds, sofas, couches, tables, chairs, cupboards, chests of drawers and bookshelves,
- lighting equipment such as ceiling lights, standard lamps, globe lights and bedside lamps,
- pictures, sculptures, engravings, tapestries and other art objects including reproductions of works of art and other ornaments,
- screens, folding partitions and other furniture and fixtures,
- repair of furniture, furnishings and floor coverings,
- base-mattresses, mattresses, tatamis,
- bathroom cabinets,
- blinds,
- camping and garden furniture,
- mirrors, candle-holders and candlesticks,
- furnishing fabrics, curtain material, curtains, double curtains, awnings, door curtains and fabric blinds,
- bedding such as futons, pillows, bolsters and hammocks,
- bedlinen such as sheets, pillowcases, blankets, travelling rugs, plaids, eiderdowns, counterpanes and mosquito nets,
- table linen and bathroom linen such as tablecloths, table napkins, towels and face-cloths,
- other household textiles such as shopping bags, laundry bags, shoe bags, covers for clothes and furniture, flags, sunshades, etc.,
- loose carpets, fitted carpets, linoleum and other such floor coverings,
- glassware, crystal-ware, ceramic ware and chinaware of the kind used for table, kitchen, bathroom, toilet, office and indoor decoration,
- cutlery, flatware and silverware,
- ornamental glass and ceramic articles,
- non-electric kitchen utensils of all materials such as saucepans, stewpots, pressure cookers, frying pans, coffee mills, purée-makers, mincers, hotplates, household scales and other such mechanical devices,
- non-electric household articles of all materials such as containers for bread, coffee, spices, etc., waste bins, waste-paper baskets, laundry baskets, portable money-boxes and strong-boxes, towel rails, bottle racks, irons and ironing boards, letter boxes, feeding bottles, thermos flasks and ice boxes.

Excludes:

- household appliances (1.12) or (1.13),
- baby furniture such as cradles, high-chairs and carry cots and push-chairs (1.25),
- clocks (1.24); wall thermometers and barometers (1.24).

1.11 Electronic goods (non-ICT/recreational)

Equipment for the reception, recording and reproduction of sound and pictures (audio and video systems); photographic and cinematographic equipment and optical instruments; recording media; repair of audio-visual and photographic equipment.

Includes:

- DVD players-recorders,
- VCRs,
- TVs,
- CD, HI-FI, media players non-portable,
- CD, HI-FI, media players portable, mp3 players,
- Radios, radio sets, car radios, radio clocks, two-way radios, amateur radio receivers and transmitters,
- cameras,
- video cameras,
- photographic equipment,
- CDs (blank), DVDs (blank),
- audio and video tapes (blank),
- binoculars, microscopes, telescopes and compasses,
- calculators, including pocket calculators,
- typewriters and word processors,
- unexposed films, cartridges and discs for photographic and cinematographic use.

Excludes: video-game software (1.15); video-game computers that plug into a television set (1.15), pre-recorded tapes, cassettes, video cassettes, diskettes and CD-ROMs for tape recorders, cassette recorders, video recorders and personal computers (1.15)

1.12 Large domestic household appliances (including vacuum cleaners and microwaves)

Major, durable household appliances whether electric or not:

- cookers, spit roasters, hobs, ranges, ovens and micro-wave ovens,
- refrigerators, freezers and fridge-freezers,
- washing-machines, dryers, drying cabinets, dishwashers, ironing and pressing machines,
- air conditioners, humidifiers, space heaters, water heaters, portable heating appliances, ventilators and extractor hoods,
- vacuum cleaners, steam-cleaning machines, carpet shampooing machines and machines for scrubbing, waxing and polishing floors,
- other major household appliances such as safes, sewing machines, knitting machines, water softeners, etc.

Includes: delivery and installation of the appliances when applicable.

1.13 Small domestic household appliances (including coffee machines and food-processing appliances)

Small, semi-durable electric household appliances. Includes:

- food-processing appliances, food mixers, deep fryers,
- coffee machines, coffee mills, coffee-makers,
- irons,
- toasters and grills, hotplates,
- juice extractors,
- ice cream makers, sorbet makers, yoghurt makers,
- fans, electric blankets, etc.

Excludes: small non-electric household articles and kitchen utensils (1.10).

1.14 Information and communication technology (ICT) goods

ICT goods are those that are either intended to fulfil the function of information processing and communication by electronic means, including transmission and display, or which use electronic processing to detect, measure and/or record physical phenomena, or to control a physical process.

Includes:

- personal computers, self-build computers and accessories accompanying them,

- printers and scanners,
- games consoles,
- portable games players,
- computer software, computer software upgrades,
- laptops, notebooks and tablet PCs,
- PDA's and smartphones,
- mobile and fixed phone devices, telefax machines, telephone answering-machines,
- modems and decoders.

Excludes video-game software (1.15); equipment for the reception, recording and reproduction of sound and pictures (1.11)

1.15 Leisure goods (sport equipment, musical instruments, etc)

Games, toys and hobbies for sport camping and open-air recreation and repair of such articles. Also includes durables for sport and recreation and pre-recorded media (CD, DVD).

- pre-recorded tapes, cassettes, video cassettes, diskettes and CD-ROMs for tape recorders, cassette recorders, video recorders and personal computers,
- card games, parlour games, chess sets and the like,
- toys of all kinds including dolls, soft toys, toy cars and trains, toy bicycles and tricycles, toy construction sets, puzzles, plasticine, electronic games, masks, disguises, jokes, novelties, fireworks and rockets, festoons and Christmas tree decorations,
- stamp-collecting requisites (used or cancelled postage stamps, stamp albums, etc.), other items for collections (coins, medals, minerals, zoological and botanical specimens, etc.) and other tools and articles necessary for hobbies,
- gymnastic, physical education and sport equipment such as balls, shuttlecocks, nets, rackets, bats, skis, golf clubs, foils, sabres, poles, weights, discuses, javelins, dumbbells, chest expanders and other body-building equipment,
- parachutes and other sky-diving equipment,
- firearms and ammunition for hunting, sport and personal protection,
- fishing rods and other equipment for fishing,
- equipment for beach and open-air games such as bowls, croquet, frisbee, volleyball and inflatable boats, rafts and swimming pools,
- camping equipment such as tents and accessories, sleeping bags, back-packs, air mattresses and inflating pumps, camping stoves and barbecues,
- gliders, hang-gliders and hot-air balloons,
- major items for games and sport such as canoes, kayaks, wind-surfing boards, sea-diving equipment and golf carts,
- musical instruments of all sizes, including electronic musical instruments, such as pianos, organs, violins, guitars, drums, trumpets, clarinets, flutes, recorders, harmonicas, etc.,
- billiard tables, ping-pong tables, pin-ball machines, gaming machines, etc.,
- video-game software; video-game computers that plug into a television set; video-game cassettes and video-game CD-ROMs,
- game-specific footwear (ski boots, football boots, golfing shoes and other such footwear fitted with ice skates, rollers, spikes, studs, etc.); protective headgear for sports; other protective gear for sports such as life jackets, boxing gloves, body padding, shin-guards, goggles, belts, supports, etc.,
- travel goods: suitcases, trunks, travel bags.

Excludes:

- horse or pony-drawn vehicles and related equipment purchased for personal transport (1.18),
- horses and ponies (1.22),
- children's scrapbooks (1.21),
- crash helmets for motor cycles and bicycles (1.20); camping and garden furniture (1.10).

1.16 New cars

This category includes new vehicles designed and constructed for the carriage of passengers and comprising no more than eight seats in addition to the driver's sets. This includes new motor cars, station wagons and estate cars.

Excluding:

- spare parts, accessories or lubricants (1.20); maintenance, repair or fitting (2.9)

1.17 Second-hand cars

This category includes second-hand, wheeled motor vehicles used for transporting passengers and includes second-hand motor cars, passenger vans, station wagons and estate cars.

Excluding:

- spare parts, accessories or lubricants (1.20); maintenance, repair or fitting (2.9)

1.18 Other personal transport

Following items are included:

- new and second-hand motor cycles, bicycles, mopeds, scooters and animal-drawn vehicles,
- boats, outboard motors, sails, rigging and superstructures,
- horse or pony-drawn vehicles and related equipment (harnesses, bridles, reins, saddles, etc.),
- camper vans, caravans and trailers,
- fitting out of boats, camper vans, caravans, etc.,
- snow mobiles,
- trailers.

Excludes: hire of a car with or without driver (5.7) hire of garages or parking spaces not providing parking in connection with a dwelling (5.6); toll facilities (bridges, tunnels, shuttle-ferris, motorways) and parking meters (5.6); driving lessons (9.3).

1.19 Fuels and lubricants

Following items are included:

- petrol and other fuels such as diesel, liquid petroleum gas (LPG), alcohol and two-stroke mixtures,
- oil, lubricants, brake and transmission fluids, coolants and additives.

1.20 Spares and accessories for vehicles and other means of personal transport

Following items are included:

- tyres (new, used or retreaded), innertubes, spark plugs, batteries, shock absorbers, filters, pumps and other spare parts or accessories for personal transport equipment,
- products specifically for the cleaning and maintenance of transport equipment such as paints, chrome cleaners, sealing compounds and bodywork polishes,
- covers for motor cars, motor cycles, etc.
- crash helmets for motor cycles and bicycles

Excludes: non-specific products for cleaning and maintenance such as distilled water, household sponges, chamois leathers, detergents, etc. (1.26); the fitting of spare parts and accessories, washing and polishing of bodywork (2.9); radio-telephones (1.14); car radios (1.11); baby-seats for cars (1.25).

1.21 Books, magazines, newspapers, stationery (excluding postal delivery)

Following items are included:

- books, including atlases, dictionaries, encyclopaedias, text books, guidebooks and musical scores,
- newspapers, magazines and other periodicals,
- catalogues and advertising material,

- posters, plain or picture postcards, calendars,
- greeting cards and visiting cards, announcement and message cards,
- maps and globes,
- writing pads, envelopes, account books, notebooks, diaries, etc.,
- pens, pencils, fountain pens, ball-point pens, felt-tip pens, inks, erasers, pencil sharpeners, etc.,
- stencils, carbon paper, typewriter ribbons, inking pads, correcting fluids, etc.,
- paper punches, paper cutters, paper scissors, office glues and adhesives, staplers and staples, paper clips, drawing pins, etc.,
- drawing and painting materials such as canvas, paper, card, paints, crayons, pastels and brushes,
- educational materials such as exercise books, slide rules, geometry instruments, slates, chalks and pencil boxes.

Excludes: postal delivery, pre-franked postcards and aerogrammes (4.1); stamp albums (1.15).

1.22 Pets and pet goods

Includes:

- pets, pet foods, veterinary and grooming products for pets, collars, leashes, kennels, birdcages, fish tanks, cat litter, etc.,
- horses and ponies.

1.23 Electrical appliances for personal care

Following items are included:

- electric razors and hair trimmers, hand-held and hood hair dryers, curling tongs and styling combs, sun-lamps, epilators, vibrators, electric toothbrushes and other electric appliances for dental hygiene, etc.,
- non-electric appliances: razors and hair trimmers and blades, scissors, nail files, combs, shaving brushes, hairbrushes, toothbrushes, nail brushes, hairpins, curlers, personal weighing machines, etc.,
- other products: toilet paper, paper handkerchiefs, paper towels, sanitary towels, cotton wool, cotton tops, toilet sponges, etc.

Excludes: baby furniture (1.25); shopping bags (1.8); feeding bottles (1.25); travel goods: suitcases, trunks, travel bags (1.15).

1.24 Cosmetics and toiletries for personal care

- articles for personal hygiene: toilet soap, medicinal soap, cleansing oil and milk, shaving soap, shaving cream and foam, toothpaste, etc.,
- beauty products: lipstick, nail varnish, make-up and make-up removal products (including powder compacts, brushes and powder puffs), hair lacquers and lotions, pre-shave and after-shave products, sun-bathing products, hair removers, perfumes and toilet waters, personal deodorants, bath products, wigs, etc.,
- preservatives and other means of control of conception

1.25 Jewellery, silverware, clocks, watches and accessories

Following items are included:

- precious stones and metals and jewellery fashioned out of such stones and metals,
- silverware, goldware,
- costume jewellery, cuff-links and tie-pins,
- clocks, watches, stop-watches, alarm clocks, travel clocks,
- sun glasses
- umbrellas and parasols, fans, key rings
- wall thermometers and barometers

Excludes: radio clocks (1.11) and carriers of personal effects, attaché cases, satchels, hand-bags, wallets, purses, etc. (1.8).

1.26 Baby and child care articles

Includes:

- buggies, prams and pushchairs,
- baby care products,
- carry cots,
- high chairs,
- child car beds and seats,
- back-carriers and front-carriers.

Excludes baby clothes (1.8).

1.27 Cleaning and maintenance products, articles for cleaning and non-durable household articles

Following items are included:

- cleaning and maintenance products such as soaps, washing powders, washing liquids, scouring powders, detergents, disinfectant bleaches, softeners, conditioners, window-cleaning products, waxes, polishes, dyes, unblocking agents, disinfectants, insecticides, fungicides and distilled water,
- articles for cleaning such as brooms, scrubbing brushes, dust pans and dust brushes, dusters, tea towels, floor cloths, household sponges, scourers, steel wool and chamois leathers,
- paper products such as filters, tablecloths and table napkins, kitchen paper, vacuum cleaner bags and cardboard tableware, including aluminium foil and plastic bin liners,
- other non-durable household articles such as matches, candles, lamp wicks, methylated spirits, clothes pegs, clothes hangers, pins, safety pins, sewing needles, knitting needles, thimbles, nails, screws, nuts and bolts, tacks, washers, glues and adhesive tapes for household use, string, twine and rubber gloves,
- polishes, creams and other shoe-cleaning articles.

Excludes: paper handkerchiefs, toilet paper, toilet soaps, toilet sponges and other products for personal hygiene (1.23).

1.1.2 General Consumer Services

Code	Description / Term and Explanatory Note
2	General consumer services
2.1	Real estate services
	Includes: <ul style="list-style-type: none">- services of estate managers, property managers and letting agents,- house valuation, conveyancing and related services.
2.2	Dwelling services
	Includes: <ul style="list-style-type: none">- sales transaction of a new or existing house,- sales of land,- construction of new houses.
2.3	House maintenance and improvement services
	Maintenance, improvement and repair of dwellings, includes: <ul style="list-style-type: none">- roofing,- decorator services, floor coverings, carpenters, painters, wall coating,- plumbers,- central heating electrical services and installations,- bricklayers,- glaziers,- iron-mongers,- gardeners, tree-surgeons, tarmacking and paving,- fitted kitchens, fitted bathrooms,- insulation,- burglar alarms,- damp-proofing,- solar heating,- guttering,- chimney sweeps,- replacing doors and windows,- swimming pool services.
2.4	House removal and storage
	Includes services related to: <ul style="list-style-type: none">- the move of the home contents from one location to another location,- temporary storage of the home contents,- freight and shipping.
2.5	House cleaning services
	Includes services related to: <ul style="list-style-type: none">- household cleaning,- window cleaning,- disinfecting, fumigation and pest extermination.
	Excludes: cleaning products (1.26).
2.6	Personal care services
	Includes services related to: <ul style="list-style-type: none">- hairdressing salons, barbers, beauty shops, manicures, pedicures,- hair therapy, cosmetic therapy,- sun studios,- diet clubs/centres,

- Turkish baths, spas, saunas, solaria, non-medical massages, etc.,
- bodycare, depilation and the like,
- tattoo and piercing services.

Excludes: fitness centres (6.6).

2.7 Cleaning, repair and hiring of clothing and footwear

Following items are included:

- dry-cleaning, laundering, ironing and dyeing of garments,
- darning, mending, repair and altering of garments,
- cloth tailoring,
- hire of garments,
- repair of footwear, shoe cleaning services,
- hire of clothing,
- hire of footwear,
- repair or hire of game-specific footwear (ski boots, football boots, golfing shoes and other such footwear fitted with ice skates, rollers, spikes, studs, etc.).

2.8 Support and intermediary services

This category includes:

- computer assistance,
- wedding planner,
- dating agencies,
- model/talent agencies,
- head hunters,
- coaching services,
- event agencies,
- employment agencies,
- process servers / bailiff,
- genealogists and other services,
- counselling, guidance, arbitration, fostering and adoption services for families.

2.9 Maintenance and repair of vehicles and other transport

Services for the maintenance and repair of personal transport equipment such as:

- fitting of parts and accessories,
- wheel balancing, technical inspection, breakdown services, oil changes,
- greasing and car wash services,
- road assistance.

Excludes: spare parts, accessories (1.20) and fuel or lubricants (1.19).

2.10 Legal services & accountancy

This category includes:

- notary services,
- lawyers,
- legal advice,
- accountants,
- tax advisors,
- auditors.

2.11 Funeral services

All services related to the ceremony marking a person's death. Includes transport of the deceased to burial site or memorial service.

2.12 Child care

Subsidised and private day care centres and other child-minding facilities; includes assistance,

support services provided to children and baby-sitting.

2.13 Pet services

Veterinary services, kennels and animal boarding and other services for pets such as grooming, boarding, tattooing and training.

1.1.3 Financial Services

Code	Description / Term and Explanatory Note
3	Financial services
3.1	Banking – Current account Refers to services related to a bank account from which money may be drawn quickly providing easy access. Includes: <ul style="list-style-type: none">- overdraft facility on the current account,- internet banking, phone banking and mobile banking in the context of the current account,- debit cards.
3.2	Banking – Credit Refers to services related to borrowing money; an amount for which there is a specific obligation of repayment. Includes: <ul style="list-style-type: none">- loans,- credits, secured by the mortgage- credit cards,- consumer credit provided by retailers and store cards,- mortgages,- revolving credit. Excludes: overdraft facility on the current account (3.1).
3.3	Banking - Savings Services related to a savings account. This is an account paying interest and which can not be used directly. Excludes: investments, pensions and securities-related saving programmes (3.5).
3.4	Banking – Other Other financial services such as consumer-to-consumer money transfer and currency exchange.
3.5	Investments, pensions and securities Services related to investments in bonds, securities, funds and other financial instruments provided by banks, brokers and other financial services companies. Includes: <ul style="list-style-type: none">- personal pension funds,- packaged investments,- portfolio and fund management,- stockbroking and derivatives,- internet banking, phone banking and mobile banking related to investments, pensions and securities. Excludes: pension insurance products (3.8).

3.6 Insurance – Dwelling

Service for non-life insurance (insurance in connection with a dwelling). Service charges for multi-risk insurance covering several risks should be classified on the basis of the cost of the principal risk if it is not possible to allocate the service charges to the various risks covered.

Includes: service charges paid by owner-occupiers and by tenants for the kinds of insurance typically taken out by tenants against fire, theft, water damage, etc.

Excludes: service charges paid by owner-occupiers for the kinds of insurance typically taken out by landlords.

3.7 Insurance – Transport

Includes insurance on a contractual basis of personal transport equipment such as a car, boat or aircraft.

Excludes: travel insurance and luggage insurance (3.8).

3.8 Insurance – Life, health and other

This category includes insurance on a contractual basis of the following items:

- life assurance (which covers assurance on survival to a stipulated age only, assurance on death only, assurance on survival to a stipulated age or an earlier death, life assurance with return of premiums, marriage assurance and birth assurance),
- supplementary insurance (insurance against personal injury and disability resulting from an accident or sickness),
- permanent health insurance,
- holiday travel insurance,
- travel insurance and luggage insurance,
- any other insurance which is not listed above or in Transport (3.7) and Dwelling (3.6).

1.1.4 Postal Services and Electronic Communications

Code	Description / Term and Explanatory Note
4	Postal services and electronic communications Includes voice, video and data communication and broadcasting services; this sector excludes consumer goods such as televisions and mobile phones.
4.1	Postal services & couriers Delivery of letters, postcards and parcels; includes services provided by both postal companies and private companies. Includes: <ul style="list-style-type: none">- correspondence,- parcels,- express mail,- periodical publications,- addressed advertising,- issuance and sale of postage stamps,- telex services,- couriers. Excludes: financial services of post offices (3).
4.2	Fixed telephone services Includes: <ul style="list-style-type: none">- voice telephone provision,- installation of personal telephone equipment,- telephone calls from a private line or from a public line (public telephone box, post office cabin, etc.); telephone calls from hotels, cafés, restaurants and the like,- radiotelephony, radiotelegraphy and radiotelex services. Excludes: telefax and telephone answering facilities provided by personal computers (1.14) and fixed access to the internet (4.4).
4.3	Mobile telephone services This category includes mobile and satellite telephony. Includes the following services: <ul style="list-style-type: none">- voice telephone provision,- subscriptions,- voicemail service,- roaming services,- mobile data transmission services,- text messages.- Multimedia message service Excludes: ring tones (4.7), prepaid cards (4.7) and mobile access to the internet (4.4)
4.4	Internet services Includes: <ul style="list-style-type: none">- fixed internet provision,- mobile internet provision,- nomadic internet provision,- chat rooms,

- news services,
- domain name services,
- pay per view services,
- e-mail account services.

Excludes: modems and decoders hardware (1.14)

4.5 Television services

This category includes digital and terrestrial television subscriptions and the related services via cable, satellite or any other medium. Complaints can be related to:

- modem installation,
- high definition television,
- video-on-demand,
- child lock,
- television content,
- advertising / commercials.

Excludes: modems and decoders hardware (1.14).

4.6 Bundled services

A bundle is a combination of two or more communication services that are provided together. For example: fixed and mobile telephone services together with broadband subscription and television.

4.7 Others services

Includes:

- prepaid telephone cards,
- VOIP,
- public payphone service,
- premium rate services,
- phone downloads (e.g. ringtones, games),
- internet telephone services.

1.1.5 Transport Services

Code	Description / Term and Explanatory Note
5	Transport services Includes public and private transport and related services.
5.1	Tram, bus, metro and underground Transport of individuals and groups of persons and luggage by tram, bus metro and underground.
5.2	Railways Transport of individuals and groups of persons and luggage by train. Includes: transport of private vehicles.
5.3	Airlines Transport of individuals and groups of persons and luggage by aeroplane and helicopter.
5.4	Taxi Transport of individuals and groups of persons and luggage by taxi and hired car with driver.
5.5	Sea, river, other water transport Transport of individuals and groups of persons and luggage by ship, boat, ferry, hovercraft and hydrofoil. Includes: cruises and transport of private vehicles over water.
5.6	Transport infrastructure services This category includes: <ul style="list-style-type: none">- parking services,- train/bus stations,- ports,- airports,- skilifts.
5.7	Rental services Includes: <ul style="list-style-type: none">- car rental,- motorcycle rental,- van rental,- caravan rental,- boat rental,- car share,- other transport-related rental services.

1.1.6 Leisure Services

Code	Description / Term and Explanatory Note
6	Leisure services Includes goods and services related to recreation and culture.
6.1	Hotels and other holiday accommodation Accommodation services of: <ul style="list-style-type: none">- hotels, boarding houses, motels, inns and establishments offering "bed and breakfast",- holiday villages and holiday centres, camping and caravan sites, youth hostels and mountain chalets,- hostels,- catering services in such establishments. Includes: porters. Excludes: telephone calls from hotel (4.2).
6.2	Package travel All-inclusive holidays or tours which provide for travel, food, accommodation, guides, etc. Includes: half-day and one-day excursion tours; pilgrimages.
6.3	Other travel agency services Other travel agency services.
6.4	Timeshare and similar Following items are included: <ul style="list-style-type: none">- timeshare services (Traders offering the right to spend a period of time, e.g. one or more weeks, in a holiday property for a specified or specifiable period of the year for three years or longer,- resale,- exchange,- long term holiday contracts,- (discount) holiday club services,
6.5	Restaurants and bars Catering services (meals, snacks, drinks and refreshments) provided by restaurants, cafés, brasseries, caterers, buffets, bars, pubs, tea-rooms, canteens, nightclubs/discotheques, takeaways, mobile food vendors etc., including those provided: <ul style="list-style-type: none">- in places providing recreational, cultural, sporting or entertainment services: theatres, cinemas, sports stadia, swimming pools, sports complexes, museums, art galleries, night clubs, dancing establishments, etc.,- on public transport (coaches, trains, boats, aeroplanes, etc.) when provided by an independent Trader,- in private places such as work canteens, office canteens and canteens in schools, universities and other educational establishments. Also included are: <ul style="list-style-type: none">- the sale of cooked dishes by restaurants for consumption off their premises,- the sale of cooked dishes by catering contractors whether collected by the customer or delivered to the customer's home. Includes: tips. Excludes: tobacco (1.7); telephone calls from restaurants and bars (4.2).

6.6 Sport and leisure services

This category includes:

- services provided by:
 - sports stadia, horse-racing courses, motor-racing circuits, velodromes, etc.,
 - skating rinks, swimming pools, golf courses, gyms, fitness centres, tennis courts, squash courts and bowling alleys,
 - roundabouts, see-saws and other playground facilities for children,
 - pin-ball machines and other games for adults other than games of chance,
 - ski slopes.
- hire of equipment and accessories for sport and recreation, such as aeroplanes, boats, horses, skiing and camping equipment,
- out-of-school individual or group lessons in bridge, chess, aerobics, dancing, music, skating, skiing, swimming or other pastimes,
- services of mountain guides, tour guides, etc.,
- navigational aid services for boating.

Includes: hire of game-specific footwear (ski boots, football boots, golfing shoes and other such footwear fitted with ice skates, rollers, spikes, studs, etc.).

6.7 Cultural and entertainment services

Services provided by:

- cinemas, theatres, opera houses, concert halls, music halls, circuses, sound and light shows,
- museums, libraries, art galleries, exhibitions,
- historic monuments, national parks, zoological and botanical gardens, aquaria, hire of equipment and accessories for culture, such as television sets, video cassettes, etc.,
- fairgrounds and amusement parks,
- sport events,
- ticket-selling services,
- services of musicians, clowns, performers for private entertainments.

6.8 Gambling, lotteries

Gambling is the wagering of money or something of material value on an event with an uncertain outcome with the primary intent of winning additional money and/or material goods.

Includes:

- betting services,
- lotteries,
- casinos,
- internet/mobile gambling.

1.1.7 Energy and Water

Code	Description / Term and Explanatory Note
7	Energy and Water Includes services related to water, electricity, gas or other fuels. Excludes fuel services related to the transport sector (1.19).
7.1	Water Includes: <ul style="list-style-type: none">- water supply,- associated items such as hire of meters, reading of meters, standing charges, etc.,- refuse collection and disposal,- sewerage collection and disposal. Excludes: drinking water sold in bottles or containers (1.5); hot water or steam purchased from district heating plants (7.4).
7.2	Electricity Includes: <ul style="list-style-type: none">- energy supply,- associated items such as hire of meters, reading of meters, standing charges, etc.
7.3	Gas Includes: <ul style="list-style-type: none">- town gas and natural gas,- liquefied hydrocarbons (butane, propane, etc.),- associated items such as hire of meters, reading of meters, storage containers, standing charges, etc.
7.4	Other energy Includes: <ul style="list-style-type: none">- domestic heating and lighting oils,- solid fuels,- coal, coke, briquettes, firewood, charcoal, peat and the like,- hot water and steam purchased from district heating plants,- solar panels,- geothermal heating. Includes: hire of meters, reading of meters, standing charges, ice used for cooling and refrigeration purposes.

1.1.8 Health

Code	Description / Term and Explanatory Note
8	Health Includes goods and services related to healthcare.
8.1	Pharmaceutical products This group u-cludes medicines that are used by humans for health purposes such as the cure, mitigation, treatment, or prevention of a disease. Excludes: naturopathic drugs (8.5); veterinary products (1.22); articles for personal hygiene such as medicinal soaps (1.24).
8.2	Medical devices and other physical aids used by patients These devices and physical aids are intended to compensate or alleviate an injury or a handicap. This group includes: <ul style="list-style-type: none">- visual aids, corrective eye glasses and contact lenses,- prostheses,- walking sticks and canes,- hearing aids,- mobility aids,- motorised scooters, motorised wheelchairs and other mobility vehicles used for medical purposes,- stair lifts,- adjustable/orthopaedic beds,- bath aids,- other medical devices used by patients. Excludes: Binoculars
8.3	Medical services This group covers the services of general and specialist practitioners, the services of medical centres, maternity centres, nursing homes and convalescence homes which chiefly provide in-patient health care, the services of institutions caring of old people in which medical monitoring is an essential component and the services of rehabilitation centres providing in-patient health care and rehabilitative therapy where the objective is to treat the patient rather than to provide long-term support. Includes: <ul style="list-style-type: none">- hospitals, private clinics and rehabilitation centers,- consultations with physicians in general or specialist practice,- services of medical analysis laboratories and X-ray centres,- services of freelance nurses and midwives,- services of freelance acupuncturists, chiropractors, optometrists, physiotherapists, speech therapists, etc.,- medically-prescribed corrective-gymnastic therapy,- out-patient thermal bath or seawater treatments,- ambulance services,- hire of therapeutic equipment,- services of orthodontic specialists,- dentists,- opticians,- cosmetic surgery. Excludes: the services of retirement homes for elderly persons, institutions for disabled

persons and rehabilitation centres providing primarily long-term support (8.6).

8.4 Health food and naturopathic drugs

Includes health food and alternative (over-the-counter) medicine.

8.5 Retirement homes and home care

Such services include residential care, home help, day care and rehabilitation. More specifically, this class covers payments by households for:

- retirement homes for elderly persons, residences for disabled persons, rehabilitation centres providing long-term support for patients rather than health care and rehabilitative therapy, schools for disabled persons where the main aim is to help students overcome their disability,
- help to enable elderly and disabled persons to live at home (home-cleaning services, meal programmes, day-care centres, day-care services and holiday-care services).

1.1.9 Education

Code	Description / Term and Explanatory Note
9	Education <p>This category covers educational services only. It does not include educational materials, such as books and stationery, or education support services, such as health care services, transport services, catering services and accommodation services. It includes education by radio or television broadcasting.</p> <p>Excludes: out-of-school individual or group lessons in bridge, chess, aerobics, dancing, music, skating, skiing, swimming or other pastimes (6.6).</p>
9.1	Schools <p>Levels 0 and 1 of ISCED-97: pre-primary and primary education. Levels 2 and 3 of ISCED-97: lower-secondary and upper-secondary education. Level 4 of ISCED-97: post-secondary non-tertiary education. Levels 5 and 6 of ISCED-97: first stage and second stage of tertiary education.</p> <p>Educational programmes, generally for adults, which do not require any special prior instruction, in particular vocational training and cultural development.</p> <p>Includes:</p> <ul style="list-style-type: none">- literacy programmes for students too old for primary school; out-of-school secondary education for adults and young people; out-of-school post-secondary non-tertiary education for adults and young people. <p>Excludes: recreational training courses such as sport or bridge lessons given by independent teachers (6.6).</p>
9.2	Language courses <p>A service for teaching foreign languages, from day courses to multi-year courses.</p>
9.3	Driving instruction courses <p>Courses for the purpose of teaching people to drive motor vehicles.</p>
9.4	Other private courses <p>Other private courses</p>

1.1.10 Other

Code	Description / Term and Explanatory Note
10	Other
10.1	Other
	Other
10.2	Erotic services
	Includes erotic massage parlours and online erotic services.

Section C, TYPE OF COMPLAINT INFORMATION

It is **recommended** that "Type of Complaint" data be collected **at least** at level 1, e.g. "Quality of product or service", "Product delivery/service provision", for **complaint** registration

It is **voluntary** that "Type of Complaint" data be collected at level 1, e.g. "Quality of product or service", "Product delivery/service provision", for **enquiry** registration

Code	Description / Term and Explanatory Note
1	Quality of product
1.1	Defective, caused damage The good is faulty, not working, caused damage or the service was not fully fulfilled.
1.2	Not in conformity with order The delivered product is not similar in form or character as the product described in the order (including not satisfactory quality).
1.3	Not fit for particular purpose The delivered product is not fit for the particular purpose for which the consumer required them and which he made known to the trader at the time of conclusion of the contract.
1.4	Other
2	Delivery of goods/ Provision of services
2.1	Not delivered / not provided The good was not delivered at all to the consumer. Includes loss, incorrect delivery address and cancellation.
2.2	Partially delivered / partially provided The delivery was not complete because items were missing or the service was only partly provided.
2.3	Delay Good was not delivered in due time (expected or agreed time).
2.4	Not available / No access The consumer has no access to the products provided by a Trader. For example, internet and telephone

connection or gas/electricity.

2.5 Suspension of service without prior notice

The service unexpectedly stopped.

2.6 Opening hours

Refers to cases where opening hours limit the consumer's opportunities for contacting the Trader.

Includes: no access to call centre due to opening hours or queue length.

2.7 Customer service

The consumer was not satisfied with the customer service provided by the Trader

2.8 Other

3 Price / Tariff

3.1 Price / tariff change

Changes in price or tariff.

3.2 Price discrimination

A pricing strategy that charges customers different prices for the same product.

3.3 Tariff transparency (unclear, complex)

The insight into how a tariff has been composed – what components or services are included and what are not. This category includes supplementary charges like fees for administration, delivery, heating or electricity.

3.4 Other

4 Invoicing / billing and debt collection

4.1 Incorrect invoice / bill

Wrong invoice for example when data on the invoice are not correct such as account number, name, products or amounts charged.

4.2 Unclear invoice / bill

Invoice not understandable; lack of transparency as to what products are charged or where the total amount comes from.

4.3 Non-issue of invoice or difficult access to invoice/monthly statement

Invoice has not been sent to the consumer or the consumer is not able to access the invoice or monthly statement for example by internet.

4.4 Unjustified invoicing / billing

Invoicing for goods or services not purchased.

4.5 Debt collection

Refers to issues related to the collection by the seller of outstanding invoiced amounts.

4.6 Other

5 Warranty / statutory guarantee and commercial guarantees

5.1 Warranty / statutory guarantee not honoured

The trader does not fulfil his obligations with respect to the warranty / statutory guarantee (i.e. consumer rights provided by law).

5.2 Commercial guarantee not honoured

Trader does not fulfil his obligations with respect to its own commercial guarantees.

6 After sales and redress

6.1 Difficult access to redress

The consumer has difficulties in getting information on where to complain and claim redress (e.g. no phone number, no email or all telephone lines busy).

6.2 No redress

Outside the scope of the usual legal warranties and commercial guarantees, the consumer is not given redress.

The consumer is not given redress for e.g. losses, damages or injuries.

6.3 Partly or incorrect redress

The consumer is not given the full redress for e.g. losses, damages or injuries.

6.4 Delayed redress

The redress is not given or provided in due time (expected or agreed time).

6.5 After sales service/assistance

Customer support after the purchase of a product was not satisfactory to the consumer in terms of communication and or process.

6.6 Other

7 Contracts and sales

7.1 Unfair contractual terms / change of contractual terms

A contractual term which has not been individually negotiated shall be regarded as unfair if, contrary to the requirement of good faith, it causes a significant imbalance in the parties' rights and obligations arising under the contract, to the detriment of the consumer.

A change of contractual term shall be regarded when unilateral the Trader changes the contractual terms causing a significant change in the rights and obligations in the contract, to the detriment of the consumer.

7.2 Lack of information

The consumer does not receive enough information from the trader or there is no adequate information in the contract. (e.g. information about the trader, the main characteristics of the item, the sale, delivery costs).

7.3 Order confirmation (not received/wrong)

The consumer does not get a confirmation of an order or receives an incorrect order confirmation.

7.4 Cooling-off period / Right of withdrawal

The trader does not fulfil a consumer's right to cancel a purchase or a consumer's right to reconsider a transaction within the cooling-off period (possible in certain circumstances).

7.5 Payments (prepayments and instalments)

Issues related to payments as stated in the contract. For example prepayments and the distribution of payment to sellers or service providers based upon a regular schedule (instalments).

7.6 Rescission of contract

Issues related to stopping or cancelling a contract. Rescission of a contract is a termination outside the withdrawal period.

7.7 Minimum contractual period

Refers to the period for which a subscription can not be cancelled, which the consumer perceives too long.

7.8 Other

8 Ethical issues

8.1 Taste, decency and offensiveness

Refers to anything which, in the light of generally prevailing community standards, is likely to cause offence, taking into account the context, medium, audience and product (including services).

8.2 Environmental and social responsibility

Refers to a lack of a balanced approach on the part of the organization to address economic, social and environmental issues in a way that could benefit people, communities and society.

8.3 Discrimination

A complaint can be about direct or indirect discrimination.

Direct discrimination occurs when a person is treated less favourably than another in a comparable situation because of their racial or ethnic origin, religion or belief, disability, age or sexual orientation.

Indirect discrimination occurs when an apparently neutral provision, criterion or practice would disadvantage people on the grounds of racial or ethnic origin, religion or belief, disability, age or sexual orientation unless the practice can be objectively justified by a legitimate aim.

8.4 Other

9 Privacy

9.1 Data protection

Includes destruction, disclosure or theft of data owned by the consumer. E.g. data from a hard drive are copied during a maintenance routine. If personal data are involved, the nature of complaint will be 'privacy'.

Complaints are of this type when personal data (any information relating to an identified or identifiable natural person) is at risk or not processed in line with the national laws on data protection.

Organisations are obliged to process personal data fairly and lawfully, for specified, explicit and legitimate purposes and not to process it further in a way incompatible with those purposes. The data must be adequate, relevant and not excessive in relation to the purposes for which they are collected and/or further processed. The data controller must implement appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access.

9.2 Privacy

Complaints are of this type if individual's right to privacy is endangered or not respected. For instance individual's right to private correspondence is not respected or when individuals' behaviour is monitored without a proper legal reasoning e.g. when purchasing online.

9.3 Other

10 Unfair commercial practices

10.1 Misleading contractual terms and conditions

A commercial practice related to terms and conditions is misleading if it either:

- contains false information and is therefore untruthful, or
- in any way, including overall presentation, deceives or is likely to deceive the average consumer, even if the information is correct, and
- causes or is likely to cause him to take a transactional decision that he would have otherwise not taken.

10.2 Incorrect or misleading indication of prices / tariffs and labelling

The price indicated on the label, price list or elsewhere does not fully or wholly represent the price (hidden charges) or is just wrong.

Includes other labelling particulars (name of a product, manufacturer, minimum durability date (where applicable), risk etc.), the form of labels, their location, etc.

10.3 Misleading advertising or misleading commercial practices

Misleading commercial practices related to advertising. It is misleading if it either:

- contains false information and is therefore untruthful, or
- in any way, including overall presentation, deceives or is likely to deceive the average consumer, even if the information is correct,
- causes or is likely to cause the consumer to take a transactional decision that he/she would not otherwise have taken,
- misleading pre-sale advice, exaggeration, omission and information.

10.4 Unsolicited advertising

Refers to unsolicited communications for the purposes of direct marketing either without the consent of the consumer or in respect of the consumer who does not wish to receive these communications.

10.5 Unsolicited product

Refers to products delivered or provided which were not requested.

10.6 Aggressive selling practices

A practice is considered aggressive if the average consumer's freedom of choice or conduct is significantly impaired. This means a commercial practice uses harassment, coercion, including physical force, or undue influence. "Undue influence" means "exploiting a position of power in relation to the consumer so as to apply pressure, even without using or threatening to use physical force, in a way which significantly limits the consumer's ability to make an informed decision."

10.7 Fraudulent practices

Fraud is the crime or offence of deliberately deceiving another in order to damage them – usually, to obtain property or services unjustly

10.8 Other

11 Safety (covering both goods and services)

11.1 Product safety

Product safety covers any product which, under normal or reasonably foreseeable conditions of use including duration and, where applicable, putting into service, installation and maintenance requirements, does not present any risk or only the minimum risks compatible with the product's use, considered to be acceptable and consistent with a high level of protection for the safety and health of persons, taking into account the following points in particular:

- the characteristics of the product, including its composition,
- the effect on other products, where it is reasonably foreseeable that it will be used with other products,
- the categories of consumers at risk when using the product, in particular children and the elderly.

11.2 Package, labelling and instructions

The objective of labelling is to guarantee that consumers have access to complete information on the content and composition of products (including both food and non-food products), in order to protect their health and their interests. Other information may provide details on a particular aspect of the product, such as its origin or production method.

Labelling would need to entail elements such as: unsafe packaging including hazardous substances or unsuitable for children (choking etc.).

Labelling of certain non-food products must also contain particular information, in order to guarantee their safe use and allow consumers to exercise real choice.

12 Provider change / switching

12.1 Provider change / switching

Issues related to change of providers

13 Other

13.1 Refusal to sell / provide product

The refusal to sell or supply to a consumer a product which is for sale.

13.2 Other