



## Disclosure of statistical data from Complaints Books

On the 27th of October, the Deputy Secretary of State for the Economy and Regional Development, António Almeida Henriques, submitted the data relating to claims recorded in complaint books during the first quarter of 2011 to the offices of the Directorate General of the Consumer (DGC), in a process managed by the Telematic Network of Common Information (RTIC), a technological platform developed by the DGC and by the INCM.

Close to 100,000 complaints were recorded and dealt with using the RTIC, which attests to the relevance of this instrument in the management of the complaints process. It makes it possible to extract very relevant statistical data that can be used to define policies aimed at the consumer; it also makes the process more transparent, as the evolution of the complaints handling process can be monitored.

When submitting the data, the Secretary of State underlined the importance of Complaint Books, which must be used in a responsible and deliberate manner, as an instrument of citizenship. He also emphasised their usefulness to economic operators as a mean to implement the voluntary correction of procedures and to improve the quality of goods and services offered.

The RTIC brings together close to 20 competent regulatory and market control bodies in the network. As per current legislation, they receive and process the complaints recorded in the books. The INCM is responsible for the production of these books, as well as for controlling the process to make them available to operators and for selling them.

The information that has been submitted is available for viewing on the Consumer website –[www.consumidor.pt](http://www.consumidor.pt) – and on the RTIC micro-site on the web page of the Ministry for the Economy and Employment.

28th of October, 2011