

# STATISTICAL ANALYSIS OF COMPLAINTS 2009-2019







COMPLAINTS PER CATEGORY



INSURANCE CONTRACTS & POLICIES

3,0%

E COMMERCE TRANSACTIONS

5,3%

CONSUMER PRODUCTS AND SERVICES

18,5%

TELECOMMUNICATIONS

19,1%

TOURIST SERVICES

9,3%

RETAIL BANKING

24,4%

FOOD

4,1%

PUBLIC UTILITIES

8,3%

OTHER

8,1%

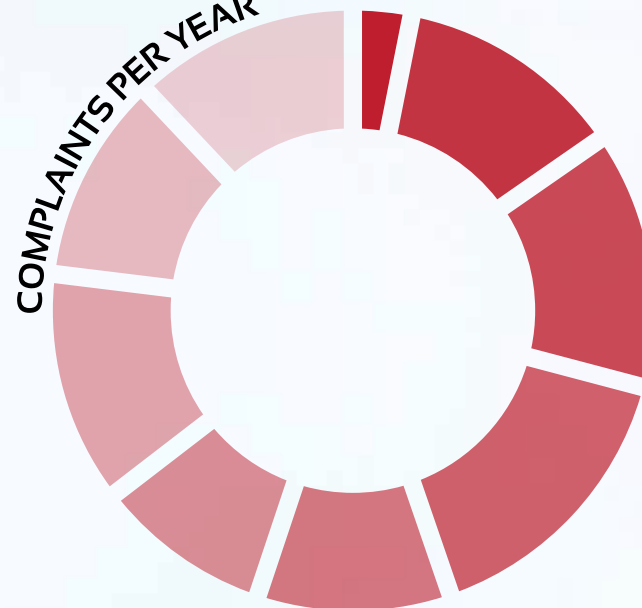
The **Union of Working Consumers of Greece** was established in 2009 with the objective to **defend consumer interests at all levels**. Primary consideration, was the creation of a specialized complaint handling department whose mission would be to **investigate and process** complaints.

The following complaints statistical analysis for the period 2009-2019, aims to illustrate the prevailing market situation and the areas that are outlined as more 'dangerous' for the consumer as they have high rates of complaints.

The conclusion drawn from the volume and percentage of complaints is that **consumers often see their interests as being violated** by anti-consumer behavior by suppliers.

Our goal is to **harness the effects of market climate improvement**, helping to create an **informed** and **aware consumer** who not only knows his rights but **does not hesitate to assert them**.

COMPLAINTS PER YEAR



2010  
3,1%

2011  
12,2%

2012  
13,8%

2013  
15,6%

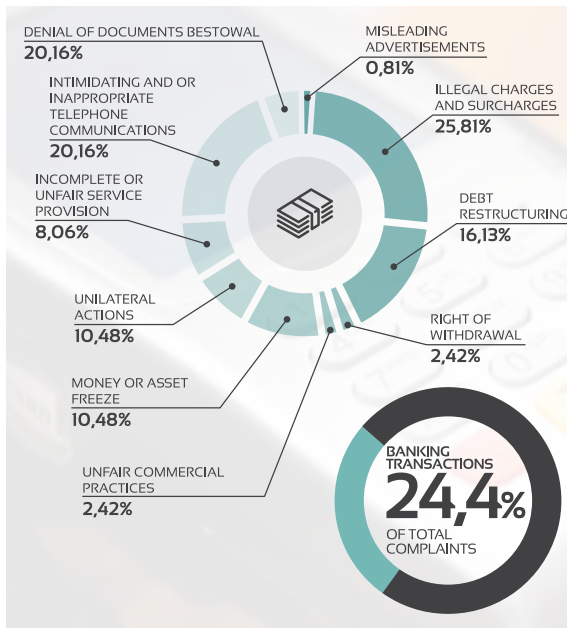
2014  
10,4%

2015  
9,4%

2016  
12,4%

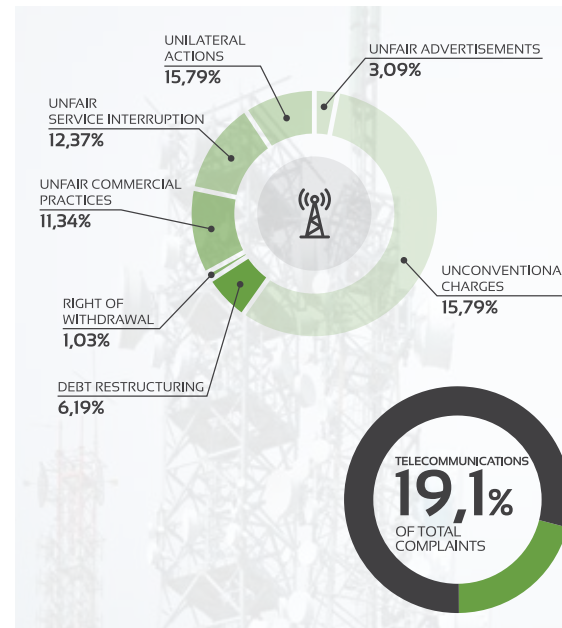
2017  
11,0%

2018  
12,0%



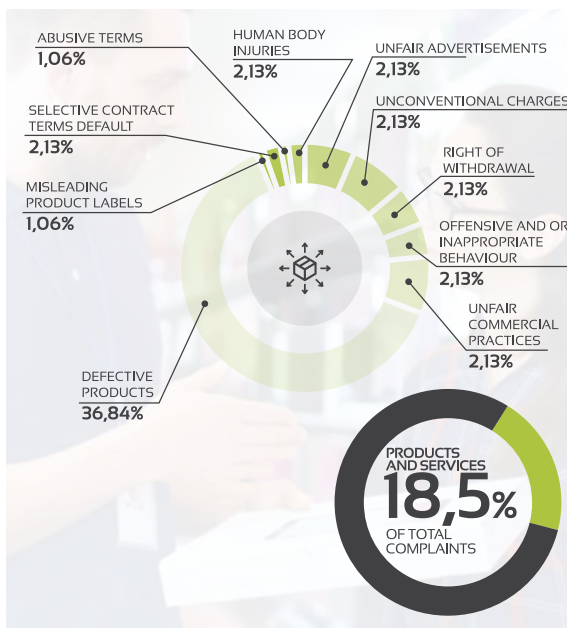
**Complaints about BANKING TRANSACTIONS**

MISLEADING ADVERTISEMENTS  
 ILLEGAL CHARGES AND SURCHARGES  
 DEBT RESTRUCTURING  
 RIGHT OF WITHDRAWAL  
 UNFAIR COMMERCIAL PRACTICES  
 MONEY OR ASSET FREEZE  
 UNILATERAL ACTIONS  
 INCOMPLETE OR UNFAIR SERVICE PROVISION  
 INTIMIDATING AND OR INAPPROPRIATE TELEPHONE COMMUNICATIONS  
 DENIAL OF DOCUMENTS BESTOWAL



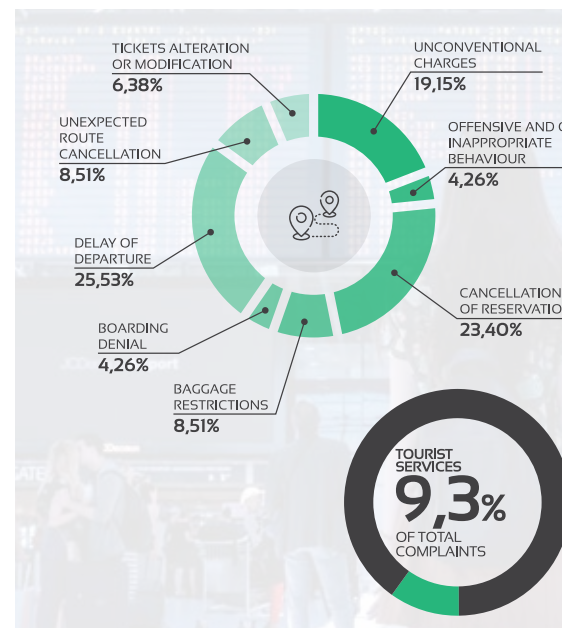
**Complaints about TELECOMMUNICATIONS**

UNFAIR ADVERTISEMENTS  
 UNCONVENTIONAL CHARGES  
 DEBT RESTRUCTURING  
 RIGHT OF WITHDRAWAL  
 UNFAIR COMMERCIAL PRACTICES  
 UNFAIR SERVICE INTERRUPTION  
 UNILATERAL ACTIONS



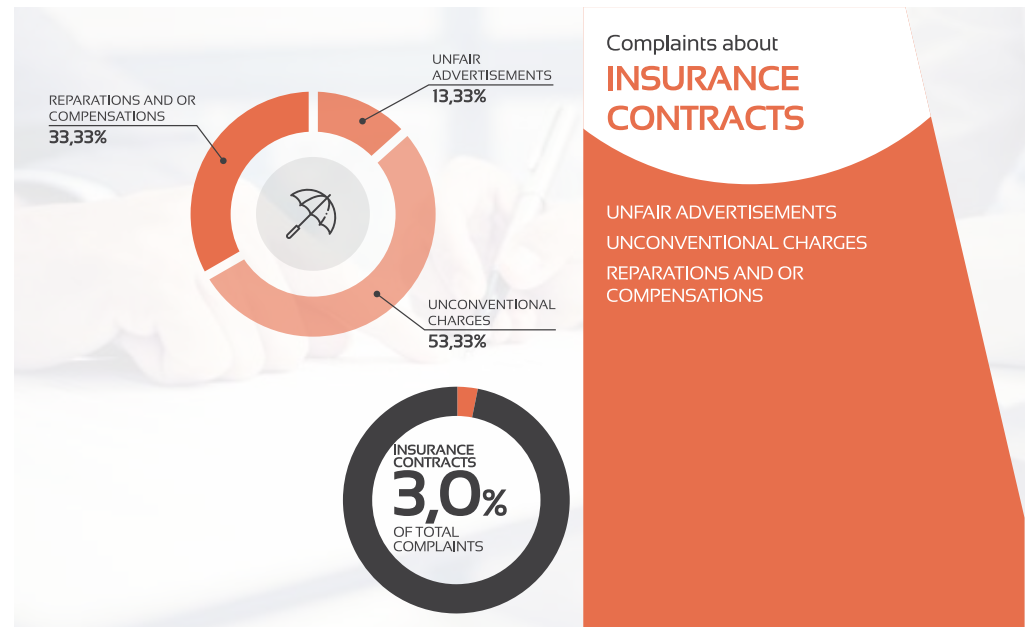
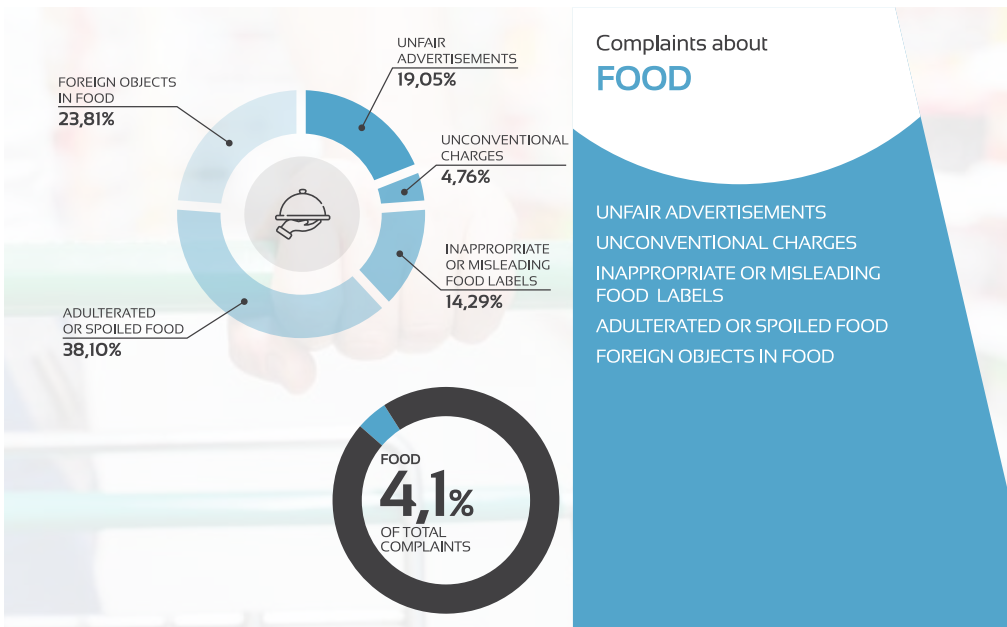
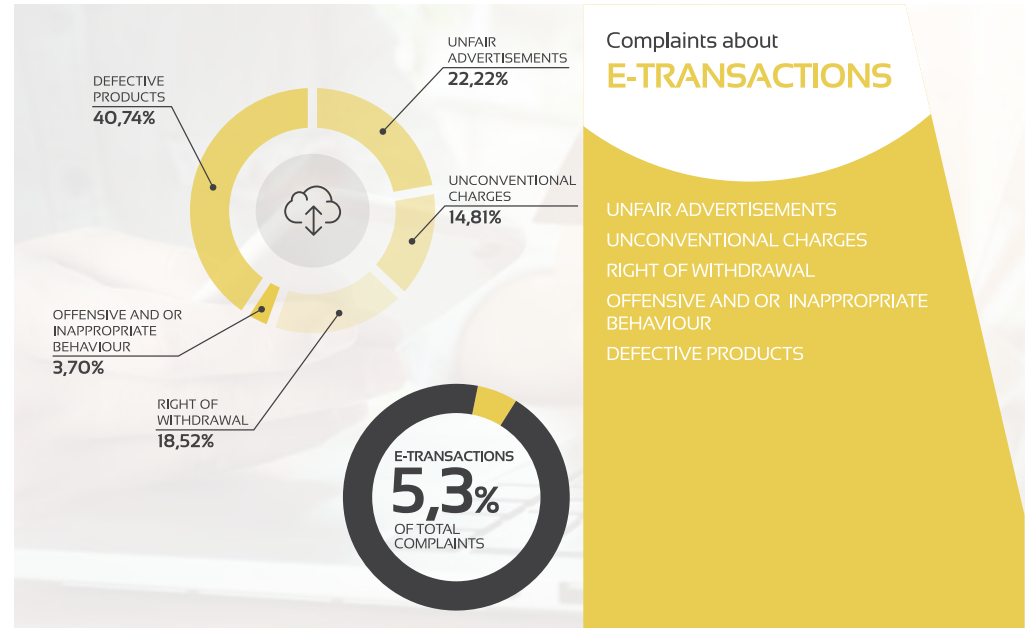
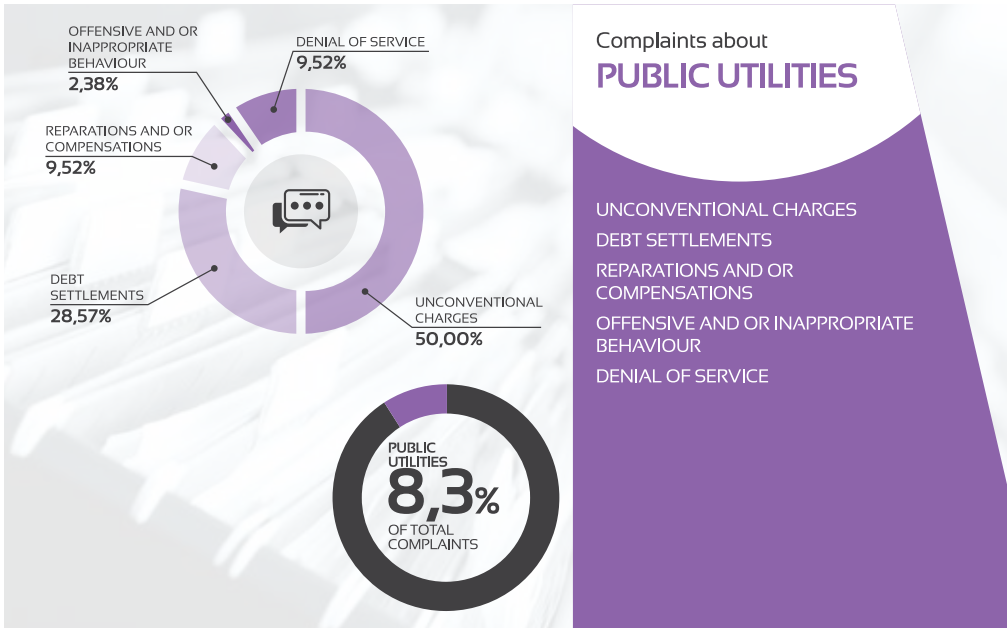
**Complaints about PRODUCTS AND SERVICES**

UNFAIR ADVERTISEMENTS -  
 UNCONVENTIONAL CHARGES  
 RIGHT OF WITHDRAWAL  
 OFFENSIVE AND OR INAPPROPRIATE BEHAVIOUR  
 UNFAIR COMMERCIAL PRACTICES  
 DEFECTIVE PRODUCTS  
 MISLEADING PRODUCT LABELS  
 SELECTIVE CONTRACT TERMS DEFAULT  
 ABUSIVE TERMS  
 HUMAN BODY INJURIES

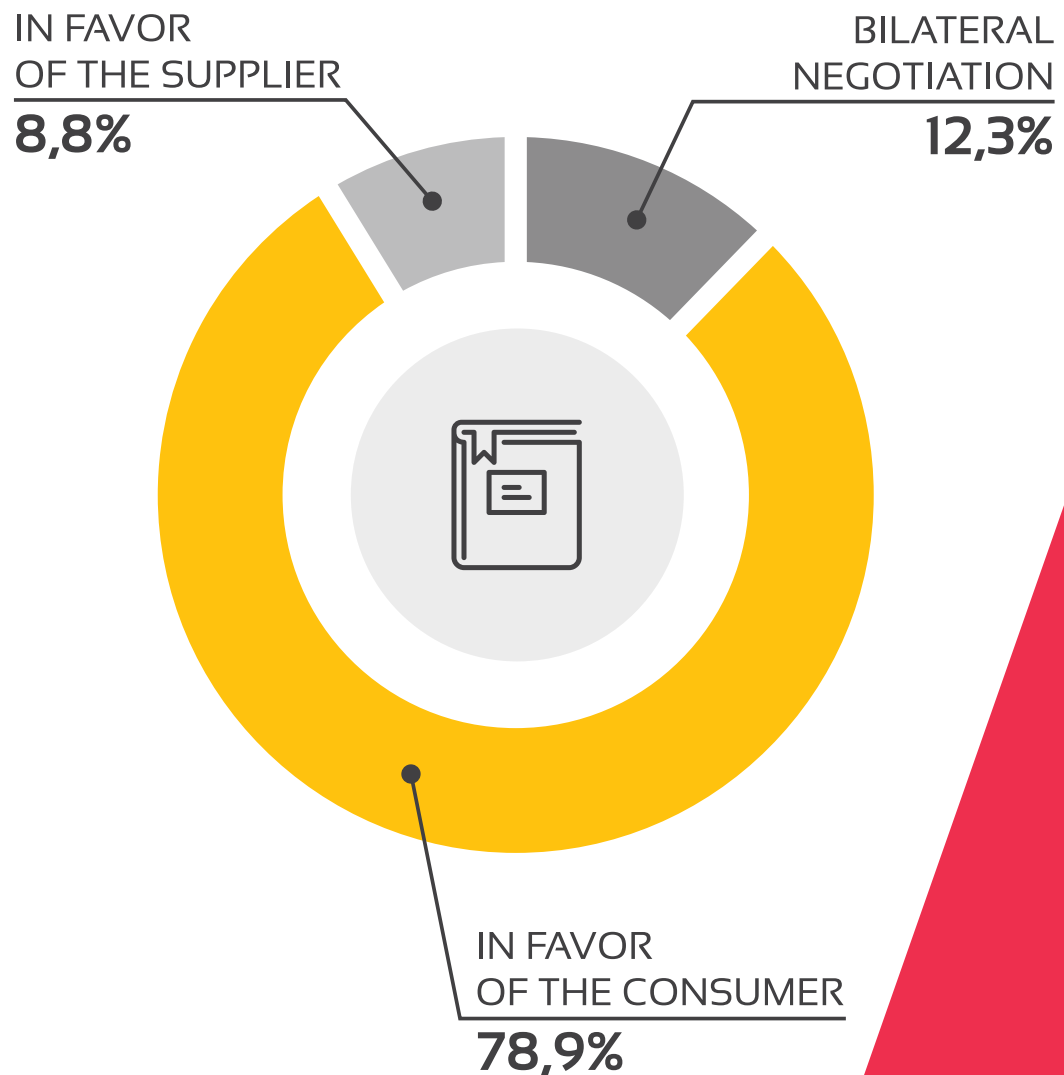


**Complaints about TOURIST SERVICES**

UNCONVENTIONAL CHARGES  
 OFFENSIVE AND OR INAPPROPRIATE BEHAVIOUR  
 BAGGAGE RESTRICTIONS  
 BOARDING DENIAL  
 DELAY OF DEPARTURE  
 UNEXPECTED ROUTE CANCELLATION  
 TICKETS ALTERATION OR MODIFICATION



## RESULTS OF SUBMITTED COMPLAINTS



Management of  
**Complaints**  
&  
**Questions**  
at  
**100%**





Banking, telecommunications, product and services, market and tourism services are categories with the highest number of complaints.

It is clear that consumers are subject to various illegal and abusive practices, such as the deprivation of their rights, the imposition of illegal charges, the lack of information and many others that are difficult to enumerate.

The Union of Working Consumers of Greece during its 10 years of operation:

- **Handled successfully** all incoming complaints, resulting in significant economic and moral benefit to the consumers.
- **Assists the consumers**, by providing them with personalized information and guidance regarding their rights and the way they can claim them.
- **EEKE is at the forefront of raising awareness** on every legislative development directly or indirectly related to the consumers, by informing them accurately and timely by every possible medium and way.

The above is also confirmed by the statistical results which reflect the outcome of the complaints, as the overwhelming majority, **the 78.9%, justified the consumer.**

**We are constantly at the consumer's service**, by intervening every time they feel unprotected and by resolving every problem they are unable to settle.

**Consumers can resist and claim their rights.**

**They don't stand alone  
in this challenging task.**



Ioulianou 28, Athens, Greece  
tel.: 210 88 17 730, web: [www.eeke.gr](http://www.eeke.gr), e-mail: [info@eeke.gr](mailto:info@eeke.gr)

 @enosikatanaloton

 @eeke\_gr