

COMPLAINT STATISTICS FREQUENTLY ASKED QUESTIONS

- Q. *Why does APEC require complaint statistics to be released?*
- A. Complaints statistics are part of a transparent and accountable complaints handling system. The statistics will help paint a picture of how the CBPR program is operating. A number of stakeholders have an interest in seeing such a picture. For example, companies within a CBPR program, consumer advocates and regulators all have interest in knowing what happens in relation to the processing of complaints through an Accountability Agent. Transparency will promote understanding and confidence in the system.
- Q. *Why do I need to release statistics on all the topics in the template?*
- A. The template lists a minimum set of statistics that should be reported. To get a complete picture, all the categories of statistics are needed. Furthermore, since these are standard requirements across all APEC economies, the resultant statistics should be reasonably comparable. Over time, a picture should emerge as to how well CBPR programs are working and whether change is desirable.
- Q. *How should these statistics be presented?*
- A. The template provides the statistics that should be reported and requires that the Accountability Agent comment upon the significance of the figures. It is recommended that the statistics reported for a particular period should be published alongside the equivalent statistics for previous recent periods. Where available, three or four year's worth of figures should be reported. Accountability Agents are encouraged to put some effort into clearly displaying and explaining the statistics so that stakeholders can better appreciate their significance. For example, clear tables of figures with accompanying graphs are helpful.
- Q. *Are there steps that can be taken to facilitate comparison across APEC jurisdictions?*
- A. Accountability Agents are to include a classification in their reported statistics based on the APEC information privacy principles. This will aid comparison. In classifying respondents to complaints by industry type, it is recommended that the International Standard Industrial Classification of All Economic Activities (revised by the United Nations in 2008) be used or national or regional standards on industry classification that are aligned with that international standard. (See <http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=27&Lg=1>)