

<b>ADR scheme</b>	
EU/EEA member state	<b>ESTONIA</b>
Name in original language	Tarbijakaebuste Komisjon
Name in English	Consumer Complaint Committee
<b>Contact details for consumers</b>	
Address	Rahukohtu 2, EE-10130 Tallinn
Phone number	+372 6 201919 / +372 5052357
Fax number	+372 6 201701
E-mail address	info@tarbijakaitseamet.ee
Website address	<a href="http://www.tarbijakaitseamet.ee">www.tarbijakaitseamet.ee</a>
<b>How the ADR scheme works</b>	
Type of ADR scheme	<input checked="" type="checkbox"/> public <span style="float: right;"><input type="checkbox"/> established by law</span> <input type="checkbox"/> private <span style="float: right;"><input type="checkbox"/> voluntary</span>
Limits	The Consumer Complaint Committee deals with the disputed goods or services with the value of at least EUR 20. Time limit for submission of the complaint to the Complaint Committee: 3 years. Time limit for submission of the complaint to the court: 3 years.
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	
Average time for ADR scheme to resolve a complaint	3 months
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which a complaint can be made	Estonian, English
Language(s) in which any decision can be issued	Estonian, English (if necessary)
<b>Observations</b>	
Any additional useful information not already covered by the other sections of this form	The Consumer Complaint Committee deals only with the issues that remain in the scope of the Consumer Protection Law.