

Visit the SOLVIT website

ec.europa.eu/solvit

for contact details for your national SOLVIT centre and the online complaint form.

Various services are available to help you move within the EU:

Europe Direct - ec.europa.eu/europedirect

Gives general information about the EU – call from anywhere in the EU:
00 800 6 7 8 9 10 11

Your Europe – ec.europa.eu/youreurope

Provides practical information on EU rights and opportunities.

Citizens Signpost Service - ec.europa.eu/citizensrights

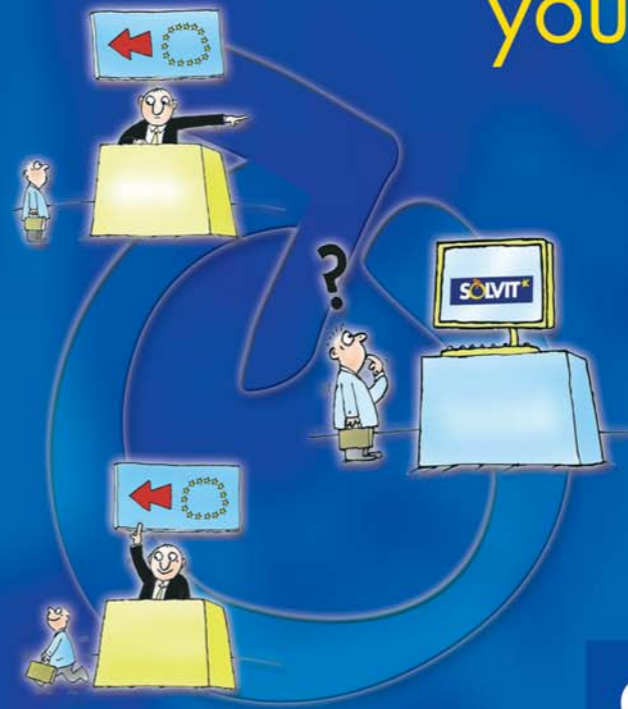
Personalised legal advice for citizens.

Euro Info Centres - <http://ec.europa.eu/enterprise/networks/eic/eic.html>

Personalised advice services for businesses.



Effectively solving your problems in Europe



SOLVIT★

ec.europa.eu/solvit

WHAT IS SOLVIT ?

Living, working or studying in any EU country of your choice is a basic EU right. Enterprises also have the right to establish, provide services and do business anywhere within the EU. Yet, sometimes it can be difficult to enjoy these rights due to lack of information, divergent interpretations of EU law by national administrations and mistakes or misunderstandings. Moreover, when a citizen or a business has to deal with an administration in another country, in another language and with different administrative practices it can create additional barriers.

To overcome these difficulties, the EU created the SOLVIT network.

SOLVIT is a **user-friendly service, free of charge**, designed to **help EU citizens and businesses** find fast and pragmatic solutions to their internal market problems.



SOLVIT consists of a network of 30 centres that work together to solve problems arising from the incorrect application of EU law by national administrations. There is a SOLVIT centre in all EU countries and in Iceland, Liechtenstein and Norway.

SOLVIT was created in July 2002, and since then more and more business and citizens are using the network. SOLVIT has managed to solve 78% of their problems.

SOLVIT CAN HELP

- With problems of a **cross-border** nature
- Caused by the **incorrect application of EU rules**
- Involving a public authority at national, regional or local level.

AREAS WHERE SOLVIT CAN HELP

SOLVIT can look into any problem that meets the three criteria previously indicated. Examples of areas dealt with by SOLVIT so far include:

Citizens

Residence permits
Recognition of professional qualifications
Motor vehicle registration
Employment rights
Social security
Taxation
Driving licences

Businesses

Market access for products
Provision of services
Establishment as self-employed
Public procurement
VAT reimbursement
Free movement of capital
Border controls

SOLVIT CANNOT HELP IN

- Situations where judicial procedures are already underway
- Business-to-business problems
- Consumer-to-business problems.

DATA PROTECTION AND SOLVIT

SOLVIT will only use your personal data for solving your case. More details can be found on the SOLVIT website.



SUBMITTING A COMPLAINT

- Fill in the **online complaint form** or
- Send an **e-mail** to your national SOLVIT centre or
- Call them.

Contact details are available at:

ec.europa.eu/solvit

or

Europe Direct - free telephone number **00 800 6 7 8 9 10 11**¹

HOW SOLVIT WORKS

Two SOLVIT centres are usually involved in handling a problem, the centre that receives the request for help and the centre taking action in the country where the problem has occurred.

When you raise a problem with SOLVIT, the first centre will:

- Check that it falls within SOLVIT's remit
- Make sure that the necessary information is available
- Enter the case in the online database
- Keep you informed about progress.



¹Certain mobile telephone operators do not allow access to 00 800 numbers or these calls may be billed. Sometimes, calls may be chargeable from telephone boxes or hotels.

When the second SOLVIT centre receives the problem description, it will:

- Confirm within one week whether or not it will accept the case
- Seek the necessary evidence and legal advice to pursue the case
- Contact the relevant administration to find possible solutions
- Propose a solution to the case.



SOLVIT aims to solve problems within **10 weeks**.

If your problem cannot be solved or if you consider that the proposed solution is unacceptable, you can still pursue legal action through a national court or lodge a formal complaint with the European Commission.

Please note that submitting your problem to SOLVIT does not suspend any deadlines that need to be respected under national law to defend your rights.



30 SOLVIT CENTRES READY TO HELP YOU

	Belgium	solvit@diplobel.fed.be		Hungary	solvit@kum.hu
	Bulgaria	solvit@government.bg		Malta	solvit.malta@gov.mt
	Czech Republic	solvit@mpo.cz		Netherlands	solvit@minez.nl
	Denmark	solvit@ebst.dk		Austria	solvit@bmwa.gv.at
	Germany	solvit@bmwi.bund.de		Poland	solvit@mg.gov.pl
	Estonia	solvit.eesti@mkm.ee		Portugal	solvit@dgac.pt
	Greece	solvit.greece@mneec.gr		Romania	solvit@mie.ro
	Spain	solvit@ue.mae.es		Slovenia	solvit@gov.si
	France	solvit@sgae.gouv.fr		Slovakia	solvit@vlada.gov.sk
	Ireland	solvit@entemp.ie		Finland	solvit@ktm.fi
	Italy	solvit@palazzochigi.it		Sweden	solvit@kommers.se
	Cyprus	solvit@mcit.gov.cy		United Kingdom	solvit@dti.gsi.gov.uk
	Latvia	solvit@em.gov.lv		Iceland	solvit@utn.stjr.is
	Lithuania	solvit@ukmin.lt		Liechtenstein	solvit@sewr.llv.li
	Luxembourg	solvit@eco.etat.lu		Norway	solvit-norway@nhd.dep.no

SUCCESS STORIES

Slovakia accepts Czech conformity certificate

A Czech company was exporting construction products to Slovakia. The products had been tested in the Czech Republic and obtained the necessary certificate of conformity. However, the Slovak Trade Inspectorate informed the company that their products had to be tested again in Slovakia and should bear the Slovak conformity mark. In such cases, however, the mutual recognition principle applies under EU rules. Thanks to SOLVIT, Slovakia recognised the Czech conformity mark. Solved within 8 weeks.



British hairdresser can open a salon in Germany

An experienced British hairdresser was prevented from opening a salon in Germany. The German authorities rejected the application for a permit because they claimed that his certificate of experience had not been issued by the right authority in the United Kingdom. SOLVIT Germany intervened to argue that the certificate had to be accepted in accordance with EU rules. The permit to start the new business was then delivered within 1 week.

PEOPLE SAY

«Thank you for your support and for the very short time in which the problem was solved. Not only did we get confirmation that our product had been marketed correctly in the past but we also obtained the guarantee that we can continue to do business with our product. I am very impressed with the performance and dynamism of your organisation...» (A French importer).

«... SOLVIT impressively counters the argument that the EU is too detached from its citizens. It is hard to imagine a procedure less bureaucratic. There is probably no better way of bringing Europe closer together on all levels ...» (A German citizen).