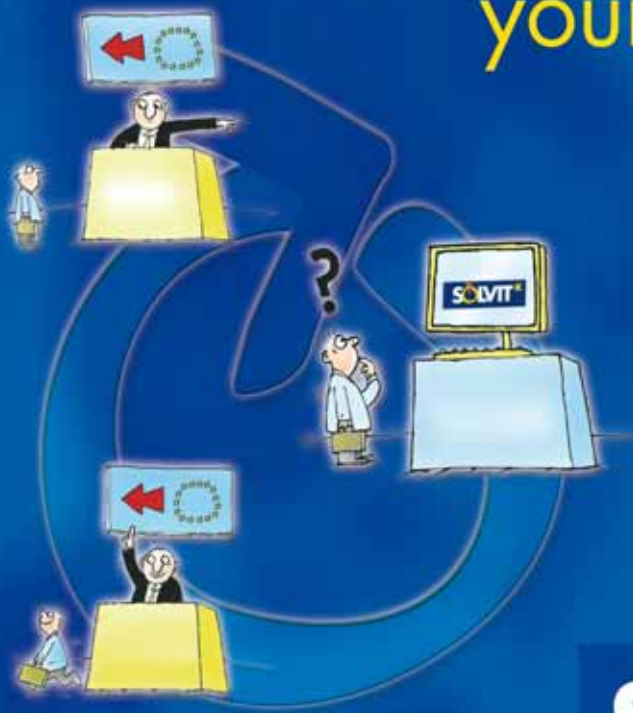


Effectively solving your problems in Europe



SOLVIT*

ec.europa.eu/solvit



KNOW YOUR RIGHTS

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. If you want to find out more about your rights and opportunities in the European market, or if you are encountering difficulties exercising those rights, visit the **Your Europe** portal. Your Europe provides **clear information** tailored to your needs, and will direct you to **personal advice on your rights** and **problem-solving services**, such as SOLVIT.



europa.eu/youreurope

GET HELP DEFENDING YOUR RIGHTS

There are problem solving services that can help you. Your Europe portal will let you know which service is most appropriate. When your rights have been denied due to the incorrect application of EU law by national administrations, SOLVIT can help you. It 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 situated in all EU countries and in Iceland, Liechtenstein and Norway.

SOLVIT has been very successful since its creation in July 2002 and has managed to solve more than 80% of the problems referred to its network.

SOLVIT CAN HELP

- With problems of a **cross-border** nature in the EU
- 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 rights
Recognition of professional qualifications
Motor vehicle registration
Employment rights
Social security
Taxation
Driving licences
etc

Businesses

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

SOLVIT CANNOT HELP IN

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

You can however check on Your Europe portal europa.eu/youreurope for information

DATA PROTECTION AND SOLVIT

SOLVIT handles your data with care.

For data protection details please check the SOLVIT website.



KNOW AND DEFEND YOUR EU RIGHTS

SUBMITTING A COMPLAINT

Fill in the online complaint form available at:

ec.europa.eu/solvit

HOW SOLVIT WORKS

Two SOLVIT centres are 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 centre which received your request will:

- Check that it falls within SOLVIT's remit and contact you within 7 days
- Make sure that the necessary information and documents are provided
- Keep you informed about progress.

When you raise a problem with SOLVIT, the centre in the country where the problem occurred will:

- Confirm within one week whether or not it will accept 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 against the public authority in question 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.

SOLVIT is facilitated by the European Commission/DG Internal Market & Services.



SUBMITTING A COMPLAINT - HOW SOLVIT WORKS

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@bmwfj.gv.at
	Germany	solvit@bmwi.bund.de		Poland	solvit@mg.gov.pl
	Estonia	solvit.eesti@mkm.ee		Portugal	solvit@dgac.pt
	Greece	solvit.greece@m nec.gr		Romania	solvit@dae.gov.ro
	Spain	solvit@ue.mae.es		Slovenia	solvit@gov.si
	France	solvit@sgae.gouv.fr		Slovakia	solvit@vlada.gov.sk
	Ireland	solvit@djei.ie		Finland	solvit@tem.fi
	Italy	solvit@palazzochigi.it		Sweden	solvit@kommers.se
	Cyprus	solvit@mcit.gov.cy		United Kingdom	solvit@bis.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

Irish engineering qualifications recognised in Poland

A Polish national who obtained his engineering qualifications in Ireland was having difficulties getting them recognised in Poland. Polish authorities insisted that he **needed to take additional exams**, due to differences between Irish and Polish engineering degrees. This requirement was not in line with EU law. Following SOLVIT's intervention, the Polish authorities agreed to recognise the Irish qualifications without further conditions.

Solved in 4 weeks



SOLVIT helps buyers of imported agricultural machines get EU funding in Lithuania

EU regional funds can be used to fund purchases of agricultural machinery. In 2009, Lithuania introduced a new rule that such **funding would be granted only for purchases of new machinery** (i.e. machinery that had not been registered anywhere before, regardless of whether it had been used or not). This new rule had the effect of barring access to funding for companies that imported and leased such machinery.

Thanks to SOLVIT intervention, this new rule was revoked.

Solved in 6 months

SOLVIT helps reunite Turkish husband with pregnant Danish wife in Germany

A Turkish national wanted to join his Danish wife in Germany, where she was about to give birth and thus not able to travel. The Turkish father-to-be needed a visa to travel and was struggling to get the necessary paperwork. SOLVIT intervened and the German authorities issued a certificate attesting the couple's financial situation, which was needed by the consulate in Istanbul to issue the visa.

Solved in 8 weeks



Visit the SOLVIT website

ec.europa.eu/solvit

for contact details of 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/eurodirect

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

Your Europe – europa.eu/youreurope

Provides practical information on EU rights and opportunities.

*Certain 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.



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