

Filing, receiving and processing of complaints (applications) by the CPMA

Filing of complaints (applications) to the CPMA	
Complaint (application) form	Complaints (applications) are shall be prepared in free form.
Method of filling complaints (applications)	The CPMA receives and registers all complaints (applications) submitted by:
	<ul style="list-style-type: none"> - by post; - by electronic means (by e-mail info@cpva.lt, e-delivery system, other electronic communications); - orally and (or) in writing, either in person or by a representative to the CPMA, or by phone 370 5 251 4400 (complaints (applications) are registered in form F-MAG-MAG-03).
The details to be indicated in the complaint (application)	The complaint (application) must include: <ul style="list-style-type: none"> - the name of the person or the name of the company (if applying on behalf of a legal person); - the address or other contact details by which the person prefers to receive a reply.
Content of the complaint (application)	The complaint (application) must be: <ul style="list-style-type: none"> - in the official language or in English (in other languages, complaints (applications) shall be filed only in writing and shall have a translation into the official language, the authenticity of which shall be verified in accordance with the procedure established by the Law on Notarial Profession of the Republic of Lithuania); - clearly expressed and, if in writing, readable.
	The complaint (application) must state: <ul style="list-style-type: none"> - what rights and legitimate interests have been infringed by the actions (or omissions) of the CPMA; - what actions or omissions may have infringed the rights and legitimate interests of the person concerned; - the circumstances on which the complaint (application) is based. The complaint (application) shall be accompanied by the information and documents supporting the circumstances alleged, or by references where such information and documents can be publicly available.
Receipt of complaints (applications) by the CPMA	Complaints (applications) are received and registered by the CPMA on working days: I-IV 8.00-17.00, V 8.00-15.45 A certificate of acceptance may be served upon request.
Examination of complaints (applications) by the CPMA	A complaint (application) received by the CPMA must be examined and a reply given within 20 business days of the date of receipt of the complaint (application) by the CPMA. This term may be extended in cases and within the time limits established by the Law on Public Administration of the Republic of Lithuania.
	The complaint (application) may be rejected, stating the reasons for rejection: <ul style="list-style-type: none"> - if the complaint (application) is based on the facts that are manifestly

untrue;

- if its content is unspecific and incomprehensible, and the CPMA is therefore unable to examine the application or complaint;
- where it turns out that the CPMA has submitted a reply or made a decision on the same issue and (or) an institution or a court of preliminary dispute resolution out of court has started the examination;
- if it turns out that more than 6 months have passed from the day the violations specified in the complaint (application) became apparent to the person until the day the complaint was submitted.

The complaint (application) examination procedure ends with the adoption of an administrative decision. The person shall be informed in writing of the decision taken in the administrative procedure within 3 business days of the date of adoption of the decision in the administrative procedure, in accordance with the requirements of the legal acts regulating legal protection of personal data.

Complaints (applications) are answered in the official language or in English (depending on the language of the complaint (application)).

The reply must be signed by the Director of the CPMA or his/her authorised representative with a secure electronic or physical signature.

The person is notified of the examination of the complaint (application), indicating the reasons for the non-examination of the complaint (application), no later than within 5 business days from the date of receipt of the complaint (application) by the CPMA, unless the complaint (application) does not contain any contact details of the person. If the complaint (application) can be corrected, the person who submitted the complaint (application) is offered to eliminate the deficiencies within a set period, which cannot be shorter than 5 business days.