

ADR scheme	
EU/EEA member state	Latvia
Name in original language	Patērētāju strīdu risināšanas komisija
Name in English	Commission for Solving the Consumer Disputes
Contact details for consumers	
Address	Brīvības street 55, Rīga, LV-1010
Phone number	+371 68806516
Fax number	-
E-mail address	pasts@ptac.gov.lv
Website address	www.ptac.gov.lv
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	
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)?	EUR
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 type="checkbox"/> yes <input checked="" 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	The decision shall be carried out voluntarily within 30 days after the day of entering into effect thereof. The information of the decisions not being carried out may be posted on the "Black list" website of the Consumer Rights Protection Centre of Latvia.
Average time for ADR scheme to resolve a complaint	3 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Latvian
Language(s) in which any decision can be issued	Latvian
Observations	
Any additional useful information not already covered by the other sections of this form	<p>Consumer Rights Protection Centre of Latvia shall initially provide assistance in solving the dispute. If the assistance provided by the Consumer Rights Protection Centre of Latvia has not ensured a result, the consumer is entitled to turn to Commission for Solving the Consumer Disputes.</p> <p>The Commission for Solving the Consumer Disputes shall not examine a dispute, if the dispute is regarding goods or service the price of which does not exceed EUR 20, or regarding goods or service the price of which exceeds EUR 14 000.</p>