

ADR scheme	
EU/EEA member state	ESTONIA
Name in original language	Tarbijavidluste Komisjon
Name in English	Consumer Disputes Committee
Contact details for consumers	
Address	Endla 10A, 10122 Tallinn
Phone number	+372 620 1700
Fax number	+372 6 201701
E-mail address	avaldu@komisjon.ee
Website address	www.ttja.ee/tarbijavidluste-komisjon
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	The Consumer Disputes Committee deals with the disputed goods or services as a rule with the value of at least EUR 30 with some exceptions (provided in the law). Time limit for submission of the petition to the Disputes Committee: 3 years. Time limit for referral of the dispute 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)?	yes
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
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Estonian, English
Language(s) in which any decision can be issued	Estonian, English (if necessary)
Observations	
Any additional useful information not already covered by the other sections of this form	The Consumer Disputes Committee deals only with the issues, that remain in the scope of the Consumer Protection Law.