

ADR scheme	
EU/EEA member state	CROATIA
Name in original language	Centar za mirenje pri Hrvatskoj Gospodarskoj Komori
Name in English	Mediation Centre at the Croatian Chamber of Economy
Contact details for consumers	
Address	Rooseveltove Trg 2, Zagreb
Phone number	+385 1 48 48 622
Fax number	+385 1 48 48 625
E-mail address	mirenje@hgk.hr
Website address	www.hgk.hr
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Who runs the scheme	Croatian Chamber of Economy
Who funds the scheme	Croatian Chamber of Economy
Limits: - any limit on the amount of the complaint or award - any time limits in bringing the complaint to the scheme - any time limits in bringing the complaint to the court and whether the filing of the complaint to an ADR body will stop the time running	- no - no - The complaint filing stops the time running
Are there prior formalities to be complied with?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Does the consumer have to pay a fee?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	in average about 150 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 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 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 <input checked="" type="checkbox"/> other, please specify (the result of successful mediation is settlement agreement)
Any necessary explanation about the decision	If parties with the help of mediator,-s do not reach a settlement, their dispute could be settled by the competent court.
Average time for ADR scheme to resolve a complaint	Up to 30 days
Language(s) in which the ADR scheme operates	
Language(s) in which enquiries can be made	English/Croatian
Language(s) in which a complaint can be made	English/Croatian
Language(s) in which any decision can be issued	English/Croatian
Observations	
Any additional useful information for consumers not already covered by the other sections of this form.	

