

How to request an administrative review

Authority considering the request for an administrative review

If you are unhappy with the decision you received you may request an administrative review from the Finnish Transport and Communications Agency ('the Agency'). You may submit your request by post, electronic means or courier.

Time limit

You must submit your request for an administrative review to the Agency within 30 days of receipt of the decision, the day of receipt excluded. If the final day is a public holiday, Saturday, Sunday, Independence Day, 1 May, Christmas Eve or Midsummer's Eve, the time limit is extended to the next working day.

The day of receipt is determined as follows:

- If the decision was sent by post as a standard service letter, you are considered to have been informed of the decision on the seventh day after the posting date, unless otherwise proven.
- If the decision was sent by post with advice of receipt (delivery confirmation), the date of receipt is shown in the confirmation document. The confirmation document must accompany the request submitted to the Agency.
- If the decision was served as a standard electronic message, you are considered to have been informed of the decision on the third day after the message was sent, unless otherwise proven.
- If the decision was served as a verifiable electronic message, you are considered to have been informed of the decision once you have retrieved the message from the server designated by the Agency.
- If the decision was sent by email in accordance with section 312 of the Act on Electronic Communication Services (917/2014), you are considered to have been informed of the decision once you have sent an acknowledgement to the Agency that the message has been read. If, according to law, the document does not have to be served verifiably, you are considered to have been informed of the decision on the third day after the message was sent, unless otherwise proven.
- If the decision was served by publication, you are considered to have been informed of the decision on the seventh day after the notification has been published on the Agency's website. If the notification cannot be published on the Agency's website, it will be published in the Official Gazette and you are considered to have been informed of the decision on the seventh day after the publication of the notification.
- If the decision was served via substituted service, you are considered to have been informed of the decision on the third day after the date indicated on the certificate of service.

Submit your request in good time to ensure that it arrives at the Agency's registry before the end of office hours on the last day of the time limit. The person requesting an administrative review is always responsible for ensuring that the request arrives in due time.

Form and contents of the request

The request for an administrative review must be submitted in writing. It must include the following information:

- your name and municipality of residence, and your contact details (postal address and telephone number) for notifications about the matter
- the decision for which you are requesting review
- the amendment you seek to the decision
- the grounds for requesting review.

You may write the request yourself or ask someone else to do so on your behalf as your attorney or legal representative. You or your attorney or legal representative must sign the document by hand. If the request is only signed by your attorney or legal representative, the document must also include his or her name and municipality of residence.

According to section 9 of the Act on Electronic Services and Communication in the Public Sector (13/2003), the required written form is also met by an electronic document delivered to the authorities. A request sent by electronic means does not have to be signed, if the document includes information on its sender and there is no uncertainty about the authenticity or integrity of the document. Provisions on electronic signatures are laid down in the EU Regulation (EU) No 910/2014 on electronic identification and trust services.

Appendices required

Your request must be accompanied by the following documents:

- the Agency's decision for which you are requesting review, in the original or as a copy
- a certificate on the date of receipt of the decision or other evidence on the date when the time limit for requesting administrative review began to run
- the documents on which you rely in support of your demand, unless already delivered to the Agency
- the power of attorney of your attorney or legal representative, unless he or she is an attorney-at-law, a public legal aid attorney or a licensed legal counsel.

If an electronic document delivered to the Agency includes a clarification of the authority of your attorney or legal representative, he or she does not have to submit a power of attorney. However, the Agency may require a power of attorney, if there is uncertainty about the person's authority or the scope of the authority.

Appeal fees

A fee will be charged for processing claims for a revised decision. Fees are based on the Decree of the Ministry of Transport and Communications on transport-related services provided by the Transport and Communications Agency subject to a fee.

Contact details of the Finnish Transport and Communications Agency

Postal address:	PO Box 320, FI-00059 TRAFICOM, Finland
Visiting address:	Opastinsilta 12 A, 00520 HELSINKI, Finland
Telephone:	+358 29 534 5000 (switchboard)
Fax:	+358 29 534 5095
Email:	kirjaamo@traficom.fi

APPEAL AGAINST THE FEE CHARGED FOR THE DECISION

If you find that an error has occurred when charging the fee for this decision, you may request an administrative review from the Agency within six months of the charging of the fee. When requesting the administrative review of a fee charged, follow the instructions given above, as applicable.