

COMPLAINT AGAINST THE WORK OF THE AGENCY FOR MEDICINAL PRODUCTS AND MEDICAL DEVICES

Instructions on how to lodge a complaint:

Any party having a complaint against the work of the Agency for Medicinal Products and Medical Devices is entitled to lodge a complaint with the Agency.

The complaint may be related to:

- treatment of clients by the Agency's employees;
- processing of parties' requests/applications;
- compliance with the primary and secondary regulations that are mandatory implemented by the Agency.

The complaint must be in written form, with clearly presented reasons, allegations or grounds for the complaint against the Agency and a reference indicating that the communication is indeed an official complaint.

If the petitioner is a legal person, in addition to all of the above, its name and place of residence, name and family name of the responsible person and official seal, must also be stated in the complaint.

Natural persons lodging a complaint shall state, in addition to all of the above, their name and family name and address, and sign it in their own hand.

The Agency will reply to any received complaint within a reasonable period of time.