

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 in a written or oral form and may be related to:

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

The party is obliged to present reasons/allegations/grounds for the complaint against the Agency, persons/procedures against whom/which the complaint is being lodged and a reference indicating that the communication is indeed an official complaint. In addition, personal data (name, family name and address, if the petitioner is a natural person, or name and family name of the petitioner and the name and seat of the legal person, if the petitioner lodges the complaint on behalf of the legal person, if possible with the e-mail address) should also be indicated.

The Agency will consider carefully any received complaint, investigate the factual situation and will reply to the petitioner in a period no longer than 30 working days.